

Shri Rawatpura Sarkar University, Raipur



Examination Scheme & Syllabus

For

BHMCT

(Hotel Management)

Semester-(IV)

(Effective from the session: 2022-23)

Four Years Graduate Programme

Scheme of Teaching and Examination

BHMCT Fourth Semester

Choice Based Credit System (CBCS)

(Effective from the Academic Year 2022-2023)

S.No	Course Code	Course Title	Hours / Week			Credits	Maximum Marks			Sem End Exam Duration (Hrs)
			L	T	P		Continuous Evaluation	Sem End Exam	Total	
1	BHM401T	Food Production Operation –II	3	1	-	4	30	70	100	3
2	BHM401P	Food Production Operation –II	-	-	2	1	30	70	100	-
3	BHM402T	Food & Beverage Operation -II	3	1	-	4	30	70	100	3
4	BHM402P	Food & Beverage Operation -II	-	-	2	1	30	70	100	-
5	BHM403T	Housekeeping Operation – II	3	1	-	4	30	70	100	3
6	BHM403P	Housekeeping Operation – II	-	-	2	1	30	70	100	-
7	BHM404T	Front Office Operations –II	3	1	-	4	30	70	100	3
8	BHM404P	Front Office Operations –II	-	-	2	1	30	70	100	-
9	BHM405T	Application of Computer-II	2	-	-	2	30	70	100	3
10	BHM405P	Application of Computer-II	-	-	1	1	30	70	50	-
11	BHM406T	Principles of Management	2	-	-	2	30	70	100	3
						25			1050	

Note:- Outdoor Catering 5 times



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Course Title	FOOD PRODUCTION OPERATION – II (Theory)				
Course Code	BHM401T				
Course Credits	L	T	P	TC	
	3	1	1	5	
Prerequisites	Basic concept of food production				
Course Objectives	Know the history of cooking, its modern developments and develop brief idea of Professional Cookery; Understand the professional requirements of kitchen personnel and the importance and maintenance of hygiene; Have insight of kitchen organization, duties and responsibilities of kitchen staff, workflow, and Kitchen equipments; Have through knowledge of methods of cooking and understanding raw materials. Know in detail about Indian cuisine.				
Course Contents	<p style="text-align: center;">UNIT – I</p> <p>Menu Planning</p> <p>Basic principles of menu planning , points to consider in menu planning for various volume feeding outlets such as industrial, institutional, mobile catering units, planning menus for: school/college students, industrial workers, hospitals, outdoor parties, theme dinners, transport facilities, cruise lines, airlines, railway. Nutritional factors for the above</p> <p style="text-align: center;">UNIT – II</p> <p>Thickening Agents</p> <p>Role of thickening agents in Indian cuisine, Types of thickening agents</p> <p style="text-align: center;">UNIT – III</p> <p>Masalas and Gravies</p> <p>Blending of spices and concept of masalas, different masalas used in Indian cookery, wet masalas / dry masalas, composition of different masalas, varieties of masalas available in regional areas, special masala blends, difference between masalas and gravies., types of Indian gravies, recipes</p> <p style="text-align: center;">UNIT – IV</p> <p>BAKERY & CONFECTIONERY</p> <p>I. ICINGS & TOPPINGS</p> <p>A. Varieties of icing</p> <p>B. Using of Icings</p> <p>C. Difference between icings & Toppings</p> <p>D. Recipes</p>				



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	<p>II BREAD MAKING</p> <p>A. Role of ingredients in bread Making</p> <p>B. Bread Faults</p> <p>C. Bread</p> <p>III. MERINGUES</p> <p>A. Making of Meringues</p> <p>B. Factors affecting the stability</p> <p>C. Cooking Meringues</p> <p>D. Types of Meringues</p> <p>E. Uses of Meringues</p> <p>UNIT – V</p> <p>Quantity purchase & storage</p> <p>Introduction to purchasing, purchasing system, purchase specifications, purchasing techniques, storage.</p>
<p>Course Outcomes</p>	<p>Course Outcome: Student will be able to</p> <ol style="list-style-type: none"> 1. Develop knowledge & interest in basic Indian food production. 2. Know different equipment used in cooking. 3. Understand basic skills required in the food production department 4. The students after completing the Diploma Hotel Management Studies will be competently skilled in taking up operational and supervisory roles in all the four core areas of the Hotel Industry.
<p>Text Books</p>	<ol style="list-style-type: none"> 1. Food Production Operations Book by Chef Parvinder S Bali 2. International Cuisine & Food Production Management by Chef Parvinder S Bali 3. Theory of Cookery by chef Krishna Arora
<p>Reference Books</p>	<ol style="list-style-type: none"> 1. Quantity Food Production Operations and Indian Cuisine 2. Theory of Bakery and Patisserie by Parvinder S Bali 3. Principles of Food Production Operation by Yogesh Sinha.
<p>Assignments</p>	<p>Assignment 1: Write about 10 famous chefs in world</p> <p>Assignment 2: Write about different equipments used in kitchen and classify them with pictures</p> <p>Assignment 3: Write about weight and volume equivalents</p> <p>Assignment 4: Write about different methods of cooking used with example of each method</p> <p>Assignment 5: Write on hygiene and skills required in kitchen</p>



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Course Title		FOOD PRODUCTION OPERATION – II (Practical)	
Course Code		BHM401P	
S.No	Topic	Method	Hours
1	MENU- 01 I. KERALAPARATHA II. VEGETABLE KORMA III. KERALAFRIED CHICKEN IV. NEICHORU V. KANAVA THORAN VI. PAYASAM(ANY)	Demonstrations & simple applications	4
2	MENU-02 I. CHAPPATHI II. SOFYANI BIRYANI III. METHI MURG IV. MIRCHI KA SALAN V. HARE PYAIZ KA RAITA VI. DOUBLE KA MEETHA	Demonstrations & simple applications by students	4
3	MENU-03 I. ONION CUCUMBER II. ALOO PARATHA III. PANNER BUTTER MASALA IV. KASMIRIPULAO V. MUTTON ROGAN JOSH VI. PURANPOLI	Demonstrations & simple applications by students	4
4	MENU -04 I. POTATO BUTTER MASALA II. TANDOORI NAN III. VEGETABLE BIRYANI IV. CHICKEN SAAGWALA V. BEEF CASHEW CURRY VI. BALUSHA	Demonstrations & simple applications by students	4
5	MENU-05 I. TOMATO SHORBA II. PHULKA III. KADAI VEGETABLE IV. JEERAPULAO V. CHICKEN SHAHI KORMA VI. LADOO	Demonstrations & simple applications by students	4
6	MENU-06 I. MULIGATWANY SOUP II. COCONUT RICE/ TOMATO RICE III. POTATO PODIMASH IV. CHICKEN CHETTINADU V. TAMARIND FISH CURRY VI. KESARI	Demonstrations & simple applications	4
7	MENU-07 I. TANDOORI ROTI II. RAJMA MASALA III. PEAS PULAO IV. METHI CHICKEN V. GOAN FISH CURRIES VI. JANGRI	Demonstrations & simple applications by students	4
8	MENU-08 I. RADA MEAT II. MATAR PULAO III. KADHI IV. PUNJABI GOBHI V. KHEER		
9	MENU-9 I. THEPLA II. VEGETABLE JALFRIZY III. PANEERPULAO IV. MUTTON ROGAN JOSH V. VEGETABLE KOFTA VI. RASAGULLA	Demonstrations & simple applications by students	4
10	MENU-10 I. LACHA PARATHA II. NAVRATHNA KORMA III. DUM PUKHT BIRYANI IV. BUTTER CHICKEN V. PALAK PANNER VI. PEDDA	Demonstrations & simple applications by students	4



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Course Title	FOOD AND BEVERAGE SERVICE OPERATION – II (Theory)				
Course Code	BHM402T				
Course Credits	L	T	P	TC	
	3	1	1	5	
Prerequisites	Basic knowledge of food and beverage Service.				
Course Objectives	By the end of the semester the students should be able to: Develop an -insight -into the growth of f & b Industry. In the world from medieval period till recent times. Understand the different components of the catering industry) the functions of various departments of a hotel, and their relationship with Food & Beverage service department, in order to acquire professional competence at basic levels in the principles of Food service and its related activities. Understand the role of F & B department its functions and staffing. Understand different non-alcoholic beverages with their preparation and services.				
Course Contents	<p>UNIT – I TOBACCO History Processing for cigarettes, pipe tobacco & cigars Cigars – shapes/sizes/colors Storage of cigarettes & cigars</p> <p>UNIT – II SPIRITS Introduction & Definition Production of Spirit • Pot-still method • Patent still method Production of: Whisky / Rum / Gin / Brandy/ Vodka/ tequila</p> <p>UNIT – III LIQUEURS A. Definition & History B. Production of Liqueurs C. Broad Categories of Liqueurs (Herb, Citrus, Fruit/Egg, Bean & Kernel) D. Popular Liqueurs (Name, color, predominant flavor & country of origin)</p> <p>UNIT – IV COCKTAILS & MIXED DRINKS Definition and History Classification- families (cobblers, crustas, daisies, nogs, fixes, flips, puffs, sangarees, slings, smashes, bucks, coladas, Collins, coolers, fizzes, highballs, juleps, shooters, punches, sours) Recipe, Preparation and Service of Popular Cocktails Other alcoholic beverages: Absinthe / Ouzo / Aquavit / Silvovitz / Arrack /Fenni / Grappa / Calvados / Cider / Sake / Perry</p> <p>UNIT – V BAR OPERATIONS Types of Bar: Cocktail / Dispense Area of Bar: Front Bar / Back Bar / Under Bar (Speed Rack,</p>				



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	Garnish Container, Ice well etc.) Bar Stock, Bar Control, Bar Staffing, liquor licenses Opening and closing duties
Course Outcomes	<p>Course Outcomes: Student will be able to</p> <ol style="list-style-type: none"> 1. Develop knowledge & interest in Food and Beverage Service basic practices. 2. Know different equipment used in Restaurant 3. Understand basic skills required in the Food and Beverage Service department 4. To know and understand and make the various cocktails using alcoholic and non alcoholic beverages. 5. To know about the buffet service and equipments.
Text Books	<ol style="list-style-type: none"> 1. Food & Beverage Service Book by R. Singaravelavan. 2. Food & Beverage Management by Peter Alcott 3. John Walleg: Professional Restaurant Service
Reference Books	<p>Recommended</p> <ol style="list-style-type: none"> 1. Food & Beverage Service Book by R. Singaravelavan. 2. Food & Beverage Service by John Cousin. 3. Sudhir Andrews: F & B Service Trg. Manual 4. Denni R. Lillicrap: F & B Service 5. John Walleg: Professional Restaurant Service
Practical	<ol style="list-style-type: none"> 1. Mise en Place Activity 2. Silver Service/ Serving Lunch 3. Handling of Tray and Salver 4. Rules of Laying a guest Table 5. Room Service Tray and Trolley Setup 6. Setting Up Various Buffets 7. Dining Etiquettes & Table Manners 8. Pantry Operations 9. Service of Indian & Regional Dishes
Assignment	<p>Assignment 1: To find 02 suppliers of Restaurant equipments in Raipur city.</p> <p>Assignment 2: To find the prices of various equipments used in restaurant.</p> <p>Assignment 3: Collect at least 2 menus each of – Indian Restaurants, Institutional and Industrial canteens</p> <p>Assignment 4: Plan an Indian menu for a restaurant. Assignment 5: To identify different types of services used in various Food and beverage outlets in Raipur city (any 0</p>



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Course Title	FOOD AND BEVERAGE SERVICE OPERATION – II (Practical)	
Course Code	BHM402P	
Prerequisites	Basic knowledge of Accommodation operation management.	
Course Objective	Food and Beverage Services <i>covers</i> all the aspects of food and beverage department starting from understanding of the industry, organization of the department, menu served, various service procedures, managing cordial relations with customers	
S.No	Topic	Hours
1	Dispense Bar – Organizing Mise-en-place Task-01 Wine service equipment Task-02 Beer service equipment Task-03 Cocktail bar equipment Task-04 Liqueur / Wine Trolley Task-05 Bar stock - alcoholic & non-alcoholic beverages Task-06 Bar accompaniments & garnishes Task-07 Bar accessories & disposables	4
2	Service of Wines Task-01 Service of Red Wine Task-02 Service of White/Rose Wine Task-03 Service of Sparkling Wines Task-04 Service of Fortified Wines Task-05 Service of Aromatized Wines Task-06 Service of Cider, Perry & Sake	4
3	Service of Aperitifs Task-01 Service of Bitters Task-02 Service of Vermouths	4
4	Service of Beer Task-01 Service of Bottled & canned Beers Task-02 Service of Draught Beers	4
5	Service of Spirits Task-01 Service styles – neat/on-the-rocks/with appropriate mixers Task-02 Service of Whisky Task-03 Service of Vodka Task-04 Service of Rum Task-05 Service of Gin Task-06 Service of Brandy Task-07 Service of Tequila	4
6	Service of Liqueurs Task-01 Service styles – neat/on-the-rocks/with cream/en frappe Task-02 Service from the Bar Task-03 Service from Liqueur Trolley	4
7	Wine & Drinks List Task-01 Wine Bar Task-02 Beer Bar Task-03 Cocktail Bar	4
8	Designing and setting the bar Preparation and service of Cocktails Service of Indian Cuisine Breakfast, Lunch and Dinner menu TDH & A la Cart cover set up of Indian Cuisine	4



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Course Title	HOUSEKEEPING OPERATION – II (Theory)				
Course Code	BHM403T				
Course Credits	L	T	P	TC	
	3	1	1	5	
Prerequisites	Basic knowledge of Accommodation operation management.				
Course Objective	The objective of this course is to make student understand about how to achieve organizational goals				
Course Contents	<p>UNIT – I INTERIOR DECORATION Importance, Definition & Types Classification Principles of Design: Harmony, Rhythm, Balance, Proportion, Emphasis Elements of Design: Line, Form, Colour, Texture</p> <p>UNIT – II COLOUR Colour Wheel Importance & Characteristics Classification of colours Colour Schemes Symbolic Meaning of Colors</p> <p>UNIT – III LIGHTING, FURNITURE ARRANGEMENTS & CURTAINS Definition Classification Types & Importance Applications Principles Types of joints Selection</p> <p>UNIT – IV SPECIAL PROVISIONS FOR HANDICAPPED GUESTS Guest room – added features and modifications Public Areas: Wash – rooms, restaurants, main entrance etc. Added Features and modifications</p> <p>UNIT – V Types, Trends, Causes, Consequences and Control of Disasters Geological Disasters (earthquakes, landslides, tsunami, mining); Hydro-Meteorological Disasters (floods, cyclones, lightning, thunder-storms, hail storms, avalanches, droughts, cold and heat waves) Biological Disasters (epidemics, pest attacks, forest fire); Man-made Disasters (building collapse, rural and urban fire, road and rail accidents, nuclear, radiological, chemicals and biological disasters</p>				



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Course Outcomes	<ol style="list-style-type: none"> 1. Develop knowledge & interest in basic practices of Housekeeping 2. Know different equipment used in Housekeeping 3. Understand basic skills required in the Housekeeping department. 4. To understand the tactics of Handling Guest Complaints at Housekeeping department. 5. To find out environmental friendly practices in housekeeping department
Text Books	<ol style="list-style-type: none"> 1. Hotel House Keeping Operations and Management by G. Raghubalan and Smritee Raghubalan 2. Hose keeping Management by Matt A. Casado 3. Managing House Keeping Operations by Aleta Nitschke and William D. Frye
Reference Books	<ol style="list-style-type: none"> 1. Hotel House Keeping operations by Sailender Rai and Rohit Bisht 2. Hotel Hospital and Hostel House Keeping by Joan C Branson 3. Front Office Operations – Colin Dix & Chris Baird.

Course Title	HOUSKEEPING OPERATION – II (Practical)	
Course Code	BHM403P	
Prerequisites	Basic knowledge of Accommodation operation management.	
Course Objective	The objective of this course is to make student understand about how to achieve organizational <i>goals</i>	
S.No	Topic	Hours
1	Layout of Linen and Uniform Room/Laundry	2
2	Laundry Machinery and Equipment	2
3	Stain Removal	2
4	Flower Arrangement	2
5	Selection and Designing of Uniforms	2



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Course Title	FRONT OFFICE OPERATION- II (Theory)				
Course Code	BHM404T				
Course Credits	L	T	P	TC	
	3	1	1	5	
Prerequisites	Basic knowledge of law and regulations.				
Course Objectives	<p>The objective is to make students aware of:</p> <p>a. Registration, its types, importance and aspect.</p> <p>b. The components of registration process for individual guest, foreigners and VIP's.</p> <p>c. A proper systematic way of sorting a shift and hand over a night audit.</p>				
Course Contents	<p>UNIT – I</p> <p>CONCIERGE & BELL DESK</p> <ul style="list-style-type: none"> • Basic etiquette's and grooming, Introduction to guest Mail & key handling, key control, Policies for blacklisted persons, Wake-up call, Left Luggage, Scanty Baggage, Daily reports. • Guest History Card, Safe deposit boxes and its operation, Preparation of itinerary, VVIP Guest arrival • Role of Guest Relation Executive • Luggage Handling Procedure • Functions of hospitality desk/concierge desk <p>UNIT – II</p> <p>Yield Management</p> <p>A. Measuring Yield in Hotel Industry</p> <p>B. Yield Management in Hotel Industry</p> <p>C. Elements of yield Management</p> <p>D. Benefits of yield Management</p> <p>E. Yield Management Strategies</p> <p>F. Yield Management Prospects</p> <p>UNIT – III</p> <p>Forecasting</p> <p>Benefits of Forecasting, Data Required for forecasting, Records required for forecasting Room Availability</p> <p>UNIT – IV</p> <p>Evaluating Hotel Performance</p>				



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	<p>Methods of Measuring Hotel Performance</p> <p>Occupancy Ratio</p> <p>Average Daily Rate</p> <p>Average room rate per guest</p> <p>Revenue Per Available Room, Market share Index</p> <p>Evaluation of Hotel By Guest</p> <p>UNIT – V</p> <p>Front Office Security Functions</p> <ul style="list-style-type: none">• Role of Front Office in Hotel Security• Check in: use of metal detectors, validators, scanty baggage handling• Keys control: ELS (Electronic Cards), Handling Grand Master / Master key, lost & found & • damaged keys, use of key cards• Guest & staff movement & access control• Protection of funds, safe deposit boxes. Dealing with emergencies: medical, death, theft, robbery, fire, bomb threats etc
Course Outcomes	<ol style="list-style-type: none">1. Greeting and receiving the guest.2. Registration procedure of guests: walk-in, reserved.3. Allotment of rooms and handing over keys.4. Post arrival activities at the reception.5. Check-in procedures for foreigners.
Text Books	<ol style="list-style-type: none">1. Legal Aspect of Hospitality Management Second Edition, By John E.H. Sherry, Publisher Wiley & sons2. Dennis L. Foster: Back Office Operation & Admn
Reference Books	<ol style="list-style-type: none">1. Front Office Operations: Jatashankar Tewari2. Sudhir Andrews: Hotel Front Office3. Colin Dix & Chirs Baird: Front Operations



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Course Title	FRONT OFFICE OPERATION – II (Practical)	
Course Code	BHM404P	
Prerequisites	Explain and discuss front office accounting procedures, checkout and settlement procedures, night audit functions and verification	
Course Objective	The objective of this course is to make student understand about understanding of the modern day history of the hotel industry and the factors that drive the industry	
S.No	Topic	Hours
1	Telecommunication skills – telephonic situation handling. Phonetic alphabets SOP I: How to monitor Telephone Problems SOP II: Emergency call Handling Procedures	2
2	SOP I: How to issue a Paid out SOP II: How to process payment through credit cards SOP III: Company payment handling procedures SOP IV: How to provide Foreign Exchange Service	2
3	SOP I: How to exchange travellers cheque SOP II: How to process correction voucher SOP III: How to process adjustment vouchers	2
4	SOP I: How to process auditing. SOP II: How to present guest folio.	2
5	Tariffs samples, Boucher skills, maintaining a log book register. SOP I: How to record logbook SOP II: How to review logbook	2
6	PMS	2



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Course Title	APPLICATION OF COMPUTERS II (Theory)				
Course Code	BHM405T				
Course Credits	L	T	P	TC	
		2	1	3	
Prerequisites	Knowledge of fundamentals of computer and IT.				
Course Objectives	<ul style="list-style-type: none"> The basic objective of the course is to introduce the students to the world of computers and computer technology. Evaluate, select and use office productivity software appropriate to a given situation. Apply basic adult learning and assessment principles in the design, development, and presentation of material produced by office productivity applications. To introduce the students to the basic concepts of Operating Systems, Word Processing, Database, Presentations & Networking. 				
Course Contents	<p>UNIT – I</p> <p>Elements of a computer system- –</p> <p>Characteristics of Computers, Classification of Computers, Limitations. Hardware features and uses- Components of a Computer, Generations of Computers, Primary and Secondary Storage Concepts -auxiliary memory, RAM ROM, cache memory, hard disks, optical disks, DVD, Mass Storage Devices and USB thumb drive. Data Entry Devices-- Keyboard, Mouse, joystick, Scanner and web cam. Data Output Devices Monitors, Printers – Dot matrix, inkjet and laser. Computer Software- Relationship between Hardware and Software; System Software, Application Software, Language Classification, names of some high level languages, Compilers and Interpreters, free domain software.</p> <p>UNIT – II</p> <p>Internet usage: –</p> <p>WWW and Web Browsers - Web Browsing software, Surfing the Internet, Chatting on Internet, Basic of electronic mail, Using Emails, Document handling, Network definition, Common terminologies: LAN, WAN, Node, Host, Workstation, and bandwidth, Network Components: Servers, Clients, Communication Media. Network topologies. E-commerce</p> <p>UNIT – III</p> <p>Office Package –</p> <p>Word Processing: Word processing concepts -saving, closing, Opening an existing document, Selecting text, Editing text, Finding and replacing text, printing documents, Creating and Printing Merged Documents, Character and Paragraph Formatting, Page Design and Layout. Editing 4 and Profiling Tools: Checking and correcting spellings. Handling Graphics, Creating Tables and Charts, Document Templates and Wizards.</p> <p>Spreadsheet Package: Spreadsheet Concepts - Creating, Saving and Editing a Workbook, Inserting, Deleting Work Sheets, entering data in a cell / formula Copying and Moving from selected cells, handling operators in Formulae, Functions: Mathematical, Logical, statistical, text, financial, Date and Time functions, Using Function Wizard. Formatting a Worksheet: Formatting Cells – changing data alignment, changing date, number, character or currency format, changing font, adding borders and colors, Printing worksheets, Charts and Graphs</p>				



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	<p style="text-align: center;">– Creating, Previewing, Modifying Charts. Integrating word processor, spread sheets, web pages.</p> <p>UNIT – IV</p> <p>Creating, Opening and Saving Presentations, Creating the Look of Your Presentation, Working in Different Views, Working with Slides, Adding and Formatting Text, Formatting Paragraphs, Checking Spelling and Correcting Typing Mistakes, Making Notes Pages and Handouts, Drawing and Working with Objects, Adding Clip Art and other pictures, Designing Slide Shows, Running and Controlling a Slide Show, Printing Presentations.</p> <p>UNIT – V</p> <p>Cyber Law and security</p> <p>Introduction to cyber law. Freedom of Speech and Expression in Cyberspace, Right to Access Cyberspace – Access to Internet, Right to Privacy, Right to Data Protection. Public policy issues in e -commerce. Protecting Privacy -Intellectual property rights. Data encryption/decryption, virus, Fire wall, Antivirus software. Cyber Crimes against Individuals, Institution and State- Hacking, Digital Forgery, Cyber Stalking/Harassment, Cyber Pornography, Identity Theft & Fraud, Cyber terrorism, Cyber Defamation. Different offences under IT Act, 2000 and 2008.</p>
Course Outcomes	<p>At the end of course student will be able to know :</p> <ul style="list-style-type: none">• Operate a variety of advanced spreadsheet, operating system and word processing functions.• Solve a range of problems using office productivity applications, and adapt quickly to new software releases.• Maintain quality assurance through critically evaluating procedures and results.
Text Books	<ol style="list-style-type: none">1. Objective computer awareness by Arihant Publication
Reference Books	<ol style="list-style-type: none">1. <i>Computer Fundamentals: Pradeep K. Sinha</i> & Priti Sinha.2. <i>he Handbook of Data Structures and Applications by Dinesh p mehta</i>3. Fundamentals of computer class IX and X Ncert



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Course Title	APPLICATION OF COMPUTERS II (Practical)				
Course Code	BHM405P				
Course Credits	L	T	P	TC	
		2	1	3	
Prerequisites	Basic Knowledge of IT and Computer.				
Course Objectives	Objective of this course is to Evaluate the impact of <i>operations</i> on the national <i>air</i> transportation system				
Course Contents	<p>UNIT – I</p> <p>WINDOWS OPERATIONS</p> <p>INFORMATION CONCEPTS AND PROCESSING</p> <p>A. Creating Folders</p> <p>B. Creating Shortcuts</p> <p>C. Copying Files/Folders</p> <p>D. Renaming Files/Folders</p> <p>E. Deleting Files</p> <p>F. Exploring Windows</p> <p>G. Quick Menus</p> <p>UNIT – II</p> <p>MS-OFFICE 2007 MS WORD</p> <p>CREATING A DOCUMENT</p> <p>A. Entering Text</p> <p>B. Saving the Document</p> <p>C. Editing a Document already saved to Disk</p> <p>D. Getting around the Document</p> <p>E. Find and Replace Operations</p> <p>F. Printing the Document</p> <p>FORMATTING A DOCUMENT</p> <p>A. Justifying Paragraphs</p> <p>B. Changing Paragraph Indents</p> <p>C. Setting Tabs and Margins</p> <p>D. Formatting Pages and Documents</p> <p>E. Using Bullets and Numbering</p>				



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F. Headers/Footers

G. .Pagination

SPECIAL EFFECTS

A. Print Special Effects e.g. Bold, Underline, Superscripts, Subscript

B. Changing Fonts

C. .Changing Case

CUT, COPY AND PASTE OPERATION

A. Marking Blocks

B. Copying and Pasting a Block

C. Cutting and Pasting a Block

D. Deleting a Block

E. Formatting a Block

F. Using Find and Replace in a Block

USING MS-WORD TOOLS

A. Spelling and Grammar

B. Mail Merge

C. .Printing Envelops and Labels

TABLES

A. Create

B. Delete

C. Format

GRAPHICS

A. Inserting Clip arts

B. Symbols (Border/Shading)

C. Word Art

PRINT OPTIONS

A. Previewing the Document

B. Printing a whole Document

C. Printing a Specific Page

D. Printing a selected set

E. Printing Several Documents

F. Printing More than one Copies



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UNIT – III

MS OFFICE 2007 MS-EXCEL

- A. How to use Excel
- B. Starting Excel
- C. Parts of the Excel Screen
- D. Parts of the Worksheet
- E. Navigating in a Worksheet
- F. Getting to know mouse pointer shapes

UNIT – IV

MS OFFICE 2007 MS-POWER POINT

- A. Making a simple presentation
- B. Using Auto content Wizards and Templates
- C. Power Points five views
- D. Slides - Creating Slides, re-arranging, modifying - Inserting pictures, objects - Setting up a Slide Show
- E Creating an Organizational Chart

UNIT – V

A. Hubs

Internet & E-mail – PRACTICAL



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Course Title	Hotel Engineering & Facility Management				
Course Code	BHM406T				
Course Credits	L	T	P	TC	
		2		2	
Prerequisites	Basic knowledge of Management terminologies and Functions.				
Course Objectives	<ul style="list-style-type: none"> • An understanding of the many roles and functions of management within a business is a key for those aspiring to become managers of the future. • This module covers the principles and functions of management. Students are taught the key elements in planning and decision-making and the significance of different controls required in an organization. 				
Course Contents	<p>UNIT I: Introduction Concept of Management, Management: Art and Science, Management Vs Administration, Levels of Management, Functions of management, Management as a Profession, Management skills, Qualities and characteristics of managers. Evolution of Management thought: Early contributions: Taylor and Scientific Management, Fayol & Administrative Management, Bureaucracy, Human Relations, and Modern Approach, Social responsibility of managers, Managerial Ethics.</p> <p>UNIT II: Planning and Decision Making Concept of planning, Significance of planning, Classification of planning: Strategic plan, Tactical plan and Operational plan, Process of planning, Barriers to effective planning. MBO, Management by Exception. Decision Making: Strategies of decision making, Steps in rational decision-making process, Factors influencing decision making process, psychological bias and decision support system.</p> <p>UNIT III: Organizing Defining organizing, Principles of organizing, Process of organizing, Types of Organizational structure, Span of control, Centralization vs. Decentralization of authority. Informal organization.</p> <p>UNIT IV: Staffing, Directing and Motivation Staffing: Concept, Objective of staffing, System approach to staffing, Manpower planning. Directing: Concept, Techniques of directing and supervision, Types of supervision, Essential characteristics of supervisor. Motivation: Concept, Forms of employee motivation, Need for motivation. Theories of motivation.</p> <p>UNIT V: Leadership and Control</p>				



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	Leadership vs. Management, Process of Leadership, Importance of leadership, Characteristics of an effective leader. Controlling: Concept, Importance of controlling, Types of control, Steps in Control process.
Course Outcomes	After completion of these courses the students will be able to: <input type="checkbox"/> Discuss and explain the basic principles and functions of management in an organization and issues in their achievement. <input type="checkbox"/> Discuss and explain the importance of strategic management, the key steps in the strategic management process and the different types of Organizational strategies that can be employed.
Text Books	1. Principles & Practices of Management, L.M. Prasad, Sultan Chand & Sons, New Delhi, 9 th Edition,2015. 2. Management, Stephen Robbins & Coulter Mary, Prentice Hall India, 14thEdition, 2016.
Reference Books	1. Management, Stoner, Freeman & Gilbert Jr. Prentice Hall, 6thEdition, 2009. 2. Essentials of Management, Harold Koontz & Heinz Weihrich, Tata McGraw Hill, 8thEdition, 2010.



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MARKING SCHEME FOR PRACTICAL EXAMINATION

MAXIMUM MARKS: 100

PASS MARKS: 50

DURATION: 3HRS

All Technical Skills to be tested as listed in the syllabus

MARKS

1. Uniform / Grooming	: 10
2. Service Equipment Knowledge / Identification	: 20
3. Care Cleaning & Polishing of service equipment	: 20
4. Service skills / tasks	: 20
5. Non Alcoholic Beverage service	
Wines / Spirits / gin, Tequila	: 20
6. Journal	: 10
	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. 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.