B.Sc. (Hospitality and Hotel Administration)

Hotel industry is the fastest growing industry in the world and for India it is a valua #e source of foreign exchange It was year when Ti e Magazine ran a cover story highlighting how the world had entered a golden age of travel and touris. Ongoing #o in travel therefore spells equally golden ti es for the hotel and catering industry

The 60 in the touris industry has resulted in the i ense growth of hotel industry in India The hotel industry pro ises a 49th future for anyone who wishes to take up a career in this seg ent The students opting for hotel anage ent career courses ust have an affinity towards socializing and understanding the needs of the people

As hotels fall under the service industry the otive of hotel anage ent courses in India is to prepare the students to face the challenges of this copetitive world. As far as touris industry in India is concerned it is attracting tourists fro across the world and this definitely calls for quality hospitality.

Hospitality Career Guide ca e up with a research that shortage of hospitality professionals in India is approve ately professionals and would reach to the industry has generally eant greater choice with the potential skill shortage and drive for efficiency

The *enefit of doing hotel anage ent at UIHMT is that *esides getting a *hoad horizon of career opportunities in different service sectors an individual is incorporated with soft skills in addition to other su *fects which ake the suita *te not only for hotels *to ther service oriented fields

At UIHMT we are with the approach to provide quality education \mathcal{M} providing industry oriented curriculu and exposure \mathcal{M} regular visits to hotels trade fairs se in ars conferences exhitations events

Programme goal

Main goal of progra e is to support the *employability* the professional success of our graduates This progra e prepares students for i ediate e ploy ent in the relevant functional area in industry take up entrepreneurship individually as against the odel that just provides a degree without ensuring e ploya the Further nurturing expert professionals for providing an overall exposure of touris and hospitality industry. The professionals who are ready to serve at anagerial level positions in touris and hospitality industry

Programme Objectives

The educational of the B Sc Hospitality and Hotel Ad inistration progra of UIHMT at are as under

- i **Development of Professional Skills:** To i part hospitality education to develop professional skills a ong students
- ii **Employment and Entrepreneurship:** To prepare the students for *y n n n n* in the relevant functional area in industry as against the odel that just provides a degree without ensuring e ploya #fty

- iii **In-Depth Knowledge:** To develop a ong students the a #fity to apply *n* knowledge of one or ore specializations within the relevant functional area
- v Information Technology: To develop a ong students the awareness of and the co petence to # savvy user of n n n y
- vi Work with others: To develop a ong students the a #fity to y_V in professional and social settings Special efforts will \mathcal{A}

- Hotels arketing corporate co unication
- Clu And Recreational Facility Manage ent
- Resorts Manage ent At different positions
- A use ent Parks at custo er handling e recutive and at different positions
- Opportunities in P
 #c Sector Undertakings
- Cruise lining
- Railway catering
- Hospitals
- Discotheque
- Coffee Shops Bars Pu # and Clu #
- Retail Industry
- Interior Decoration Co panies
- Educational institutes
- Consultancy Fir s
- Call centers
- Banking and Insurance

Structure of the program: B.Sc. (Hospitality and Hotel Administration) for First Year

This is an intensive progra e of study of three acade ic sessions

The progra e shall & divided into sit se esters. There will & dedicated class roo teaching and an exposure to industry through on the jo **training** There shall & an examination at the end of each se ester.

Each se ester shall co prise of credits equivalent to sir courses each of five hours per week equivalent teaching o #gation and equal a ount of self study

FIRST SEMESTER

DIIM

BHIVI		Foundation Course in Food P	roduction
BHM		Foundation Course in Food	Beverage Service
BHM		Foundation Course in Front C	Office
BHM		Foundation Course in Acco	odation Operations
BHM	//	Application of Co puters	
BHM		Hotel Engineering	
BHM		Principles of Food Science	

SECOND SEMESTER

BHM		Foundation Course in Food F	Production
BHM		Foundation Course in Food	Beverage Service
BHM		Foundation Course in Front C	Office
BHM		Foundation Course in Acco	odation Operations
BHM	//	Nutrition	
BHM	•	Accountancy	
BHM		Co unication	

BHM Foundation course in Touris

BHM Environ ent Studies

Each paper will co prise of " arks co posed of enternal and internal"

COURSE CURRICULUM

B.Sc. (Hospitality and Hotel Administration)

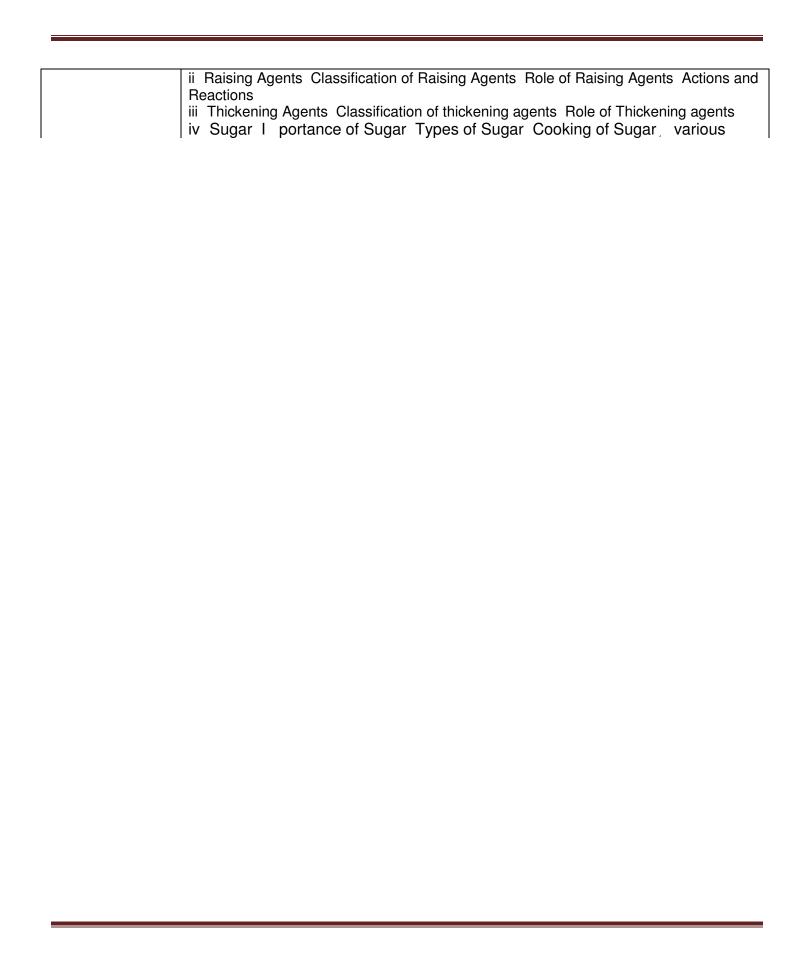
Session: 2010-2011

Semester-I





UNIVERSITY INSTITUTE OF HOTEL MANAGEMENT AND TOURISM (UIHMT)
PANJAB UNIVERSITY, CHANDIGARH



students

Si ple Salads Soups

- Cole slaw
- Potato salad
- Beet root salad
- Green salad
- Fruit salad
- Conso

Si ple Egg preparations

- Scotch egg
- Assorted o elletes
- Oeuf Florentine
- Oeuf Benedict
- Oeuf Farci
- Oeuf Portugese
- Oeuf Deur Mayonnaise

Si ple potato preparations

- Baked potatoes
- Mashed potatoes
- French fries
- Roasted potatoes
- Boiled potatoes
- Lyonnaise potatoes
- Allu ettes

Vegeta #e preparations

- Boiled vegeta Æs
- Glazed vegeta les
- Fried vegeta Æs
- Stewed vegeta les

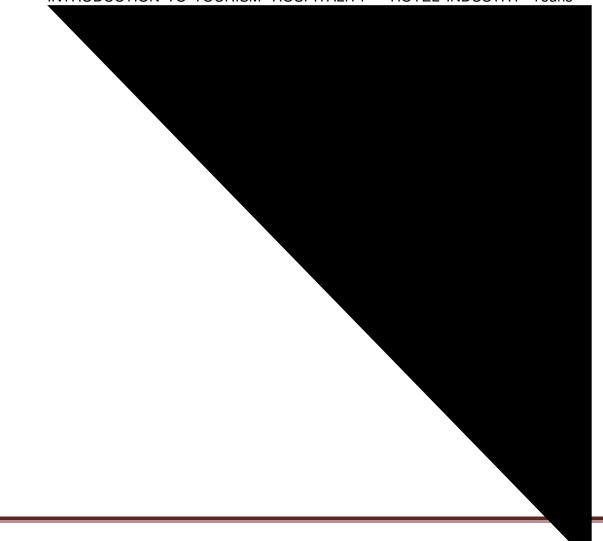
De onstration #

Part 'B' - Bakery & patisserie S.No Topic	
=	

 Bavaroise Diplo at Pudding Apricot Pudding Stea ed Pudding Al #rt Pudding Ca #net Pudding 	

COURSE CODE:	BHM-112
COURSE TITLE:	FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE
COURSE	The course ai s to inculcate knowledge of food service principles functions
OBJECTIVES:	procedures a ong trainees
EVALUATION:	The perfor ance of the students will & evaluated on the Asis of class participation house tests regularity and assign ents carrying percent of the total credit and rest through selected era ination of hours duration
INSTRUCTIONS FOR PAPER	The paper will # divided in two parts
SETTING:	Part A There will ten short answer questions covering whole sylla to solve sylla
	Part B Students will have to atte pt four questions in total one question fro each unit with one internal choice All questions will carry equal arks arks each Each Unit will contain two questions and there ay & short notes in these questions
UNIT-1	THE HOTEL CATERING INDUSTRY Introduction to the Hotel Industry and Growth of the hotel Industry in India Role of Catering esta #sh ent in the travel touris industry Types of F B operations Classification of Co ercial Residential Non residential elfare Catering Industrial Institutional Transport such as air road rail sea etc Structure of the catering industry a #ef description of each
UNIT-2	DEPARTMENTAL ORGANISATION STAFFING Organisation of F B depart ent of hotel Principal staff of various types of F B operations French ter s related to F B staff Duties responsi Hities of F B staff Attri Hetes of a waiter Inter depart ental relationships ithin F B and other depart ent
UNIT-3	I FOOD SERVICE AREAS F BOUTLETS Specialty Restaurants Cuffee Shop Cafeteria Fast Food Quick Service Restaurants Grill Roo Banquets Bar Vending Machines Discothe que

COURSE CODE:	BHM-113				
COURSE TITLE:	FOUNDATION COURSE IN FRONT OFFICE OPERATIONS				
COURSE	The course is ai ed at fa iliarizing the students with various functions of front				
OBJECTIVES:	office and to develop work ethics towards custo er care and satisfaction Special				
	efforts will 💆 ade to inculcate practical skills				
EVALUATION:	The perfor ance of the students will & evaluated on the Asis of class participation house tests regularity and assign ents carrying percent of the total credit and rest through selecter ender a ination of hours duration				
INSTRUCTIONS	The paper will 💆 divided in two parts				
FOR PAPER					
SETTING:	Part A There will ten short answer questions covering whole sylla to solve sylla				
	Part B Students will have to atte pt four questions in total one question fro each unit with one internal choice All questions will carry equal arks arks each Each Unit will contain two questions and there ay short notes in these questions				
UNIT-1	INTRODUCTION TO TOURISM HOSPITALITY HOTEL INDUSTRY Touris				



- Managing Front Office Operations By Kasavana Brooks
 Principles of Hotel Front Office Operations Sue Baker Jer y Huyton Continu
- Check in Check out Jero e Vallen
- Hotel Front Office Manage ent th Edition 🏕 Ja es Socrates Bardi iley
- International

COURSE CODE:	BHM-113
COURSE TITLE:	

•		

COURSE CODE:	BHM-114
COURSE TITLE:	FOUNDATION COURSE IN ACCOMMODATION OPERATIONS
S.No.	Topic
•	Sa ple Layout of Guest Roo s
	Single roo
	Dou. ★e roo
	Twin roo
	Suite
#	Guest Roo Supplies and Position
	Standard roo
	Suite
	VIP roo special a enities
#	Cleaning Equip ent anual and echanical
	● Fa iliariz a tion
	Different parts
	Function
	Care and aintenance
#	Cleaning Agent
	Fa iliarization according to classification
	Function

Pu #c Area Cleaning Cleaning Different Surface A WOOD

- polished
- painted
- La inated

COURSE CODE:	BHM-115		

COURSE CODE:	BHM-115
COURSE TITLE:	APPLICATION OF COMPUTERS - PRACTICAL
S.No	Topic
•	INDO S OPERATIONS A Creating Folders B Creating Shortcuts C Copying Files Folders D Rena ing Files Folders E Deleting Files F Erploring indows

MS-OFFICE 2007 MS WORD

CREATING A DOCUMENT

A Entering Tert

B Saving the Docu ent

C Editing a Docu ent already saved to Disk

D Getting around the Docu ent

E Find and Replace Operations

F Printing the Docu ent

FORMATTING A DOCUMENT

A Justifying Paragraphs

B Changing Paragraph Indents

A Spelling and Gra B Mail Merge C Printing Envelops and La Els **TABLES** A Create B Delete C For at **GRAPHICS** A Inserting Clip arts B Sy As Border Shading С ord Ar **PRINT OPTIONS** A Previewing the Docu ent B Printing a whole Docu ent C Printing a Specific Page D Printing a selected set E Printing Several Docu ents F Printing More than one Copies MS OFFICE 2007 MS-EXCEL A How to use Ercel B Starting Ercel C Parts of the Ercel Screen D Parts of the orksheet E Navigating in a orksheet F Getting to know ouse pointer shapes **CREATING A SPREADSHEET** A Starting a new worksheet B Entering the three different types of data in a worksheet C Creating si ple for ulas D For atting data for deci al points E Editing data in a worksheet F Using AutoFill G Blocking data H Saving a worksheet E riting e rcel MAKING THE ORKSHEET LOOK PRETTY A Selecting cells to for at B Tri ing ta les with Auto For at C For atting cells for Currency

Co a
Percent
Deci al
Date

D Changing colu ns width and row height
E Aligning tert
Top e i ing ngi o p o p R

Auto atic fire detectors cu ertinguishing devices Structural protection Legal require ents

aste disposal and pollution control Solid and liquid waste sullage and sewage disposal of solid waste Sewage treat ent Pollution related to hotel industry ater pollution sewage pollution Air pollution noise pol

illia s S R Nutrition and Diet Therapy C V Mos #Co Guthrie A H Introductory Nutrition C V Mos #Co	•	Hughes O Bennion Co pany	M Introductory foods Mac illan
 Guthrie A H	•	illia s S R .	Nutrition and Diet Therapy C V Mos #Co
introductory realistics of the control of the contr	•	Guthrie AH	Introductory Nutrition C V Mos # Co

COURSE CURRICULUM 97(S)0.459e4()2919

Course structure for B.Sc. (Hospitality and Hotel Administration) Semester - II

Course Code	Course Title	Internal Assessment	External Assessment	Total
ВНМ	Foundation Course in Food Production	30	70	100
ВНМ	Foundation Course in Food Production Practical	30	70	·

COURSE TITLE:	FOUNDATION COURSE IN FOOD PRODUCTION
COURSE	This paper will give the Asic knowledge of cooking to the Aginners They will get
OBJECTIVES:	versed with different kinds of ingredients techniques of pre preparation and
	cooking knowledge of various stocks sauces and soups cereals pulses various
	cuts of vegeta les and eats with their cookery
EVALUATION:	The perfor ance of the students will # evaluated on the #sis of class participation house tests regularity and assign ents carrying percent of the total credit and rest through se ester end era ination of hours duration
INSTRUCTIONS	The paper will. # divided in two parts
FOR PAPER	
SETTING:	Part A There will 🖊 ten short answer questions covering whole sylla 🕭 of

COURSE CODE: COURSE TITLE:	BHM-121	Method
COURSE TITLE:		

• Le on seChCnon a " n " r " TJ R sse To

S.No	Topic
*	REVIEW OF SEMESTER -1
*	TABLE LAY-UP & SERVICE
	Task ' A La Carte Cover
	Task * Ta #e d Hote Cover
	Task * English Breakfast Cover
	Task ' A erican Breakfast Cover
	Task 🦆 Continental Breakfast Cover
	Task Indian Breakfast Cover
	Task Afternoon Tea Cover Task High Tea Cover
	Task ' High Tea Cover
	TRAY/TROLLEY SET-UP & SERVICE
	Task Roo Service Tray Setup
•	Task Roo Service Trolley Setup
	PREPARATION FOR SERVICE (RESTAURANT)
	A Organizing Mise en scene
	B Organizing Mise en Place
*	C Opening Operating Closing duties PROCEDURE FOR SERVICE OF A MEAL
	Task Taking Guest Reservations Task Receiving Seating of Guests
	Task Treceiving Seating of Guests Task Order taking Recording
	Task Order taking Trecording Task Order processing passing orders to the kitchen
	Task Sequence of service
	Task Presentation Encashing the Bill
	Task Presenting collecting Guest co ent cards
	Task ' Seeing off the Guests
,,,,	Social Skills
	Task Handling Guest Co plaints
	Task Telephone anners
	Task Dining Service etiquettes
,	Special Food Service - (Cover, Accompaniments & Service)
	Task 'Classical Hors d oeuvre
	Oysters Snails
	Caviar Melon
	S oke Sal on Grapefruit
	Pate de Foie Gras Asparagus
	Task Cheese
	Task Dessert Fresh Fruit Nuts
	Service of Tobacco
•	Cigarettes Cigars
<u> </u>	Restaurant French: To taught of a professional French language teacher
	Restaurant Voca dary English French
	- French Classical Many Planning
	French Classical Menu Planning French for Receiving Creating Cuests
	French for Receiving Greeting Seating Guests French related to taking order description of diabase.
	French related to taking order description of dishes

COURSE CODE:	BHM-123
COURSE TITLE:	FOUNDATION COURSE IN FRONT OFFICE OPERATIONS
COURSE OBJECTIVES:	The course is ai ed at fa iliarizing the students with various functions of front office and to develop work ethics towards custo er care and satisfaction Special efforts will. # ade to inculcate practical skills
EVALUATION:	The perfor ance of the students will & evaluated on the Asis of class participation house tests regularity and assign ents carrying percent of the total credit and rest through selected era ination of hours duration
INSTRUCTIONS FOR PAPER SETTING:	The paper will & divided in two parts Part A There will & ten short answer questions covering whole sylla &s of course This part will & of arks Part B Students will have to atte pt four questions in total one question fro each unit with one internal choice All questions will carry equal arks arks each Each Unit will contain two questions and there ay & shout notes in these questions
UNIT-1	TARIFF STRUCTURE Basis of charging Plans co petition custo er's profile standards of service a enities Hu that for ula Different types of tariffs Rack Rate Discounted Rates for Corporates Airlines Groups Travel Agents
UNIT-2	FRONT OFFICE AND GUEST HANDLING Introduction to guest cycle Pre arrival Arrival During guest stay Departure After departure FRONT OFFICE CO ORDINATION ith other depart ents of hotel

UNIT

•	Hotel Front Office Manage ent th Edition & Ja es Socrates Bard iley International

COURSE CODE:	BHM-124		
COURSE TITLE:	FOUNDATION COURSE IN ACCOMMODATION OPERATIONS		
COURSE OBJECTIVES:	The course fa iliarizes students with the organisation of housekeeping		
	its syste s and functions A Hend of theory and practical will He used to		
	develop sensitivity and high work ethics towards guest care and		
	cleanliness and pest control		
EVALUATION:	The perfor ance of the students will & evaluated on the Asis of class		
	participation house tests regularity and assign ents carrying percent		
	of the total credit and rest through se ester end era ination of hours		
	duration		
INSTRUCTIONS FOR	The paper will & divided in two parts		
PAPER SETTING:	Part A There will ten short answer questions covering whole sylla tes		
	of course This part will & of arks		
	Part B Students will have to atte pt four questions in total one question		
	fro each unit with one internal choice All questions will carry equal		
	arks arks each Each Unit will contain two questions and there		
	ay 🕏 short notes in these questions		
UNIT-1	ROOM LAYOUT AND GUEST SUPPLIES: Standard roo s VIP		
	ROOMS Guest's special requests		
	TYPES OF BEDS AND MATTRESSES		
UNIT-2	AREA CLEANING: Guest roo s Front of the house Areas Back of the		
	hous o " 'n " ' '' G ' " s V		

e

	 Housekeeper's report Log Hok Guest special request register Record of special cleaning Call register VIP list Floor linen Hok register
, W	Guest roo inspection
,	Mini Ær anage ent • Issue • stock taking • checking e rpiry date
,	Handling roo linen guest supplies • aintaining register record • replenishing floor pantry • stock taking Guest handling st ref f f ' i ' c BT R f

VIP I

COURSE CODE:	BHM-125
COURSE TITLE:	NUTRITION
COURSE	The course is ai ed at preparing student to fully understand i portance of healthy
OBJECTIVES:	diet in co ercial catering and procedures used therein
EVALUATION:	The perfor ance of the students will & evaluated on the Asis of class participation house tests regularity and assign ents carrying percent of the total credit and rest through selected era ination of hours duration
INSTRUCTIONS	The paper will. # divided in two parts
FOR PAPER SETTING:	Part A There will ten short answer questions covering whole sylla tes of course This part will ten of arks Part B Students will have to atte pt four questions in total one question fro

REFERENCES:

- Ro. Inson C H Lawlar M R Chenoweth L and Garwick A E Nor al and Therapeutic Nutrition Mac illan Pu. Inshing Co
- Swa inathan M S Essentials of Food and Nutrition VI

COURSE CODE:	BHM-126
COURSE TITLE:	ACCOUNTANCY
COURSE	This course shall prepare students to get well versed with various accounting
OBJECTIVES:	handling techniques
EVALUATION:	The perfor ance of the students will & evaluated on the Asis of class participation house tests regularity and assign ents carrying percent of the total credit and rest through se ester end era ination of hours duration
INSTRUCTIONS FOR PAPER SETTING:	The paper will # divided in two parts Part A There will # ten short answer questions cove

Mohan K Tata McGraw Hill L Pit an	Model Business Letters	Gartside

COURSE CODE:	BHM-128
COURSE TITLE:	FOUNDATION COURSE IN TOURISM
COURSE OBJECTIVES:	This course shall introduce learner to touris s growth and develop ent. The course also highlights the role of touris as an econo ic intervention and its significance in econo y Course discusses the glo. All nature of
	touris touris product and e erging trends in touris industry It is also i portant to appreciate the future of touris
EVALUATION:	The perfor ance of the students will devaluated on the desis of class participation house tests regularity and assign ents carrying definition of the total credit and rest through selecter ender a ination of hours duration
INSTRUCTIONS FOR PAPER SETTING:	The paper will & divided in two parts Part A There will & seven short answer questions covering whole sylla &s of course This part will & of arks Part B Students will have to atte pt four questions in total one question fro each unit with one internal choice All questions will carry equal arks arks each Each Unit will contain two questions and there ay & short notes in these questions
UNIT-1	Touris Pheno enon Understanding Touris I Understanding Touris II Historical Evolution and Develop ent Touris Industry Touris Syste Constituents of Touris Industry and Touris Organisations Touris Regulations Statistics and Measure ents
UNIT-2	Touris Services and Operations Modes of Transport Tourist Acco odation Infor al Services in Touris Su Kidiary Services Categories and Roles Shops E poriu s and Melas Fairs Touris Services and Operations Travel Agency Tour Operators Guides and Escorts Touris Infor ation
,UNIT-3	Geography and Touris Indi , f , c , n , a , y

•	Reinhold Mill R Jersey Prentice		and A M Morrison		у	New
•	McIntosh Ro <i>E</i> r	t 1	Goeldner R Char John ile	rles . ey and Son	<i>n</i> ns Inc Nev	v York
•	Seth P N Delhi		ı n	n Ste	erling Pu. #	sher New

COURSE CODE:	BHM-129
COURSE TITLE:	ENVIRONMENTAL STUDIES
COURSE OBJECTIVES:	The knowledge of environ ental studies is the need of hour these days It is pre requisite for every young professional to understand and appreciate this knowledge so that he she can use that knowledge in practice throughout his her life
EVALUATION:	The perfor ance of the students will & evaluated on the &sis of class participation house tests regularity and assign ents carrying percent of the total credit and rest through se ester end era ination of hours duration
INSTRUCTIONS FOR PAPER SETTING:	The paper will divided in two parts Part A There will seven short answer questions covering whole sylla so of course This part will of arks Part B Students will have to atte pt four questions in total one question fro each unit with one internal choice All questions will carry equal arks arks each Each Unit will contain two questions and there ay short notes in these questions

COURSE CURRICULUM

B.Sc. (Hospitality and Hotel Administration)

Session: 2010-2011

Semester-III





UNIVERSITY INSTITUTE OF HOTEL MANAGEMENT AND TOURISM (UIHMT)
PANJAB UNIVERSITY, CHANDIGARH

The Thi for	rd Se arks	ester of B Sc Hospit	tality and Hotel Ad	inistration would	. Æ of Industrial	Training