

2018-19

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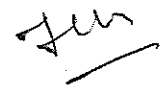
**CURRICULAM & SCHEME OF EXAMINATION OF FOUR YEAR- BHM  
BACHELOR OF HOTEL MANAGEMENT**

Paper Code	Subject	Periods				Evaluation Scheme				
						Internal Marks		External Marks		Total Marks
		L	T	P	Credit	T	P	T	P	
<b>1<sup>st</sup> Semester</b>										
18 BHM101	Food Production	3	---	4	5	20	20	80	80	200
18 BHM103	F&B Service	4	---	2	5	20	20	80	80	200
18 BHM105	Housekeeping	4	---	2	5	20	20	80	80	200
18 BHM107	Front Office	4	---	2	5	20	20	80	80	200
18 BHM109	Application of Computers	4	---	2	5	20	20	80	80	200
CSD001	Current Issues And Societal Development (EVS)	4	1	--	5	20	---	80	---	100
	<b>Total</b>	<b>23</b>	<b>1</b>	<b>12</b>	<b>30</b>	<b>120</b>	<b>100</b>	<b>480</b>	<b>400</b>	<b>1100</b>

<b>2<sup>nd</sup> Semester</b>										
18 BHM102	Food Production	3	---	4	5	20	20	80	80	200
18 BHM104	F&B Service	4	---	2	5	20	20	80	80	200
18 BHM106	Housekeeping	4	---	2	5	20	20	80	80	200
18 BHM108	Front Office	4	---	2	5	20	20	80	80	200
18 BHM110	Hotel Communication	4	---	2	5	20	20	80	80	200
CSD002	Current Issues And Societal Development (LEGAL)	4	1	--	5	20	---	80	---	100
	<b>Total</b>	<b>23</b>	<b>1</b>	<b>12</b>	<b>30</b>	<b>120</b>	<b>100</b>	<b>480</b>	<b>400</b>	<b>1100</b>

  
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Kannur, Kerala (Sonapat)



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## Semester – 1

### 18 BHM 101 – FOOD PRODUCTION

External Marks: 80  
Internal Marks: 20  
External Practical: 80  
Internal practical: 20  
Time: 3 Hrs

#### Unit – 1

##### Professional Kitchen & Cooking:

Introduction, Definition, and its importance; Personal & Kitchen Hygiene, Uniform, Protective clothing, Kitchen Layouts (Basic, Bulk and Show kitchens), Hierarchy of Kitchen Department, Classical Kitchen Brigade, , Modern Staffing in various hotels, Duties & Responsibilities of various chefs in kitchen, their attributes; coordination of kitchen with other departments.

#### Unit – 2

##### Kitchen Equipments, Fuels & Safety:

Kitchen Equipments, Classification, Description, Usage, Upkeep and Storage, Kitchen Tools, Knives, Their Usage, Care & Maintenance, Work stations, Safety Procedures, Fuel – Types, Usage and Precautions. Fire - Introduction, Types and handling fires and usage of extinguishers.

#### Unit – 3

##### Ingredients used in cooking:

Herbs & Spices, Cereals and Pulses, Fruits and Vegetables, and Salt, Sweeteners, Fat, Milk and Milk Products: - Introduction, Types, Purchasing, Storing Considerations and their key uses in kitchen

#### Unit – 4

##### Stocks, Sauces, Soups and Salads:

Stocks: Introduction, Classification, Usage, Preparation; Sauces: Introduction, Classification, Usage, Thickening Agents, Preparation of Mother Sauces, Understanding their derivatives, propriety sauces, making of good sauce, emerging trends, Soups: Introduction, Classification, Preparation, Salient Features, Care and precautions, trends in soup presentation. Salads: Introduction, compositions, types, dressings, emerging trends.

#### Practical

- Understanding Personal Hygiene & Kitchen Hygiene Grooming for Professional Kitchen – Do's & Don't's Understanding kitchen Layouts,
- Familiarisation with kitchen equipments and tools Fuels –Their usage and precautions
- Kitchen First Aid Handling Fire.
- Familiarization, identification of commonly used ingredients in kitchen Preparation of Stocks, Mother Sauces and at least two derivatives each.
- Preparation of Soups (Minestrone, Consommés, Cream Soups, Puree Soups, Clear Soups, Bisques, Cold Soups, Chowders and others)

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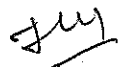
  
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**Suggested Readings:**

- Accompaniments & Garnishes from waiter; Communicate: Fuller J. Barrie & Jenkins
- Cooking Essentials for the New Professional Chef
- Food Production Operations: Parvinder S Bali, Oxford University Press
- Larder Chef By M J Leto & W K H Bode Publisher: Butterworth- Heinemann
- Modern Cookery (Vol- I) By Philip E. Thangam, Publisher: Orient Longman
- Practical Cookery By Kinton & Cessarani
- Practical Professional Cookery By Kauffman & Cracknell
- Professional Cooking by Wayne Gislen, Publisher Le Cordon Bleu
- Purchasing Selection and Procurement for the Hospitality Industry By Andrew Hale Feinstein and John M. Stefanelli
- The Professional Chef: Le Rol A. Polson
- Theory of Catering By Kinton & Cessarani
- Theory of Cookery By K Arora, Publisher: Frank Brothers


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Khaspur Katia (Sonapat)



## 18 BHM 103- FOOD & BEVERAGE SERVICE

External Marks: 80  
Internal Marks: 20  
External Practical: 80  
Internal practical: 20  
Time: 3 Hrs

### Unit – 1

#### Food Service Industry:

Introduction to the Food Service Industry in India, Sectors of Food Service Industry, Types of Restaurants and their Characteristics, Factors affecting the Food Service Operations, Employment Opportunities

### Unit – 2

#### Functions of Food and Beverage Department:

Attributes Required for F&B Service Department, Organization structure of the Food and Beverage Department, Functions of the Food and Beverage Manager, Function of Food and Beverage Department, Restaurant Organization.

### Unit – 3

#### Food Service Equipment:

Introduction to Food Service Equipment, Furniture, Linen, Glassware, Tableware, Disposables Special and Miscellaneous Equipment And Their Uses, Purchase Considerations for Food Service Equipment, Storage of Service Equipment.

### Unit - 4

#### Ancillary Sections:

Introduction to Ancillary Sections, Still Room, Silver Room, Wash-up, Hotplate, Pantry, Linen Store, Dispense Bar.

#### Practical:

- Personal grooming
- Knowledge of equipment's
- Knowledge of various food service methods
- F & B Service terminology
- Basic food service- Indian Breakfast

#### Suggested Reading:

- Food & Beverage Service – Dennis R.Lillicrap. & John A. Cousines. Publisher:
- Food & Beverage Service Management – Brian Varghes
- Introduction F & B Service- Brown, Heppner & Deegan
- Menu Planning- Jaksakivela, Hospitality Press
- Modern Restaurant Service- John Fuller, Hutchinson
- Professional Food & Beverage Service Management – Brian Varghese
- The Restaurant (From Concept to Operation)
- The Waiter Handbook ByGraham Brown, Publisher: Global Books & Subscription



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## 18 BHM 105- HOUSEKEEPING

External Marks: 80  
Internal Marks: 20  
External Practical: 80  
Internal practical: 20  
Time: 3 Hrs

### Unit – 1

#### **Introduction: Meaning and definition**

Importance of Housekeeping, Responsibility of the Housekeeping department, a career in the Housekeeping department. Housekeeping Department: Organizational framework of the Department (Large/Medium/Small Hotel), Role of Key Personnel in Housekeeping, Job Description and Job Specification of staff in the department, Attributes and Qualities of the Housekeeping staff – skills of a good Housekeeper, Inter departmental Coordination with more emphasis on Front office and the Maintenance department.

### Unit – 2

#### **Layout and rooms**

The Hotel Guest Room: Layout of guest room (Type), Layout of corridor and floor pantry, Types of guest rooms, Guest Room Features – Housekeeping Perspective.

### Unit – 3

#### **Housekeeping Procedures:**

Briefing, Debriefing, Gate pass, indenting from stores, Inventory of Housekeeping Items, Housekeeping control desk, Importance, Role, Co-ordination, check list, key control. Handling Lost and Found, Forms, Forms and registers used in the Control Desk, Paging systems and methods, Handling of Guest queries, problem, request, General operations of control desk.

### Unit – 4

#### **Cleaning Science:**

Characteristics of a good cleaning agent, PH scale and cleaning agent with their application, Types of cleaning agent, cleaning products (Domestic and Industrial), Cleaning Equipment: Types of Equipment, Operating Principles of Equipment, Characteristics of Good equipment (Mechanical/Manual), Storage, Upkeep, and Maintenance of equipment, Care and Cleaning of Different Surfaces: Metal, Glass, Leather, Rexene, Ceramic, Wood; Wall and floor covering, Stain Removal.

#### **Practical**

- Rooms layout and standard supplies. (Amenities)
- Identification of cleaning Equipments both manual and Mechanical, Use of different Brushes, brooms, mops, identification of cleaning agents.
- Maids Trolley: Set Up, Stocking and usage.
- Bed Making: - Identifying of linen; - Step by step procedure for making bed

#### **Suggested Readings:**

- Hotel and Catering Studies – Ursula Jones
- Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS).
- Hotel House Keeping – Sudhir Andrews. Publisher: Tata Mc Graw Hill.

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**Chandigarh (Sonapat)**

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## 18 BHM 107 – FRONT OFFICE

External Marks: 80  
 Internal Marks: 20  
 External Practical: 80  
 Internal practical: 20  
 Time: 3 Hrs

### Unit 1

#### Hospitality Industry :

Introduction, origin and Growth, Evolution and growth of hotel industry in India-Ancient and medieval Era, Colonial Era, Modern Era. Tourism Industry: Introduction, industries related to tourism, 5A's of tourism, Importance of tourism, Types of Tourism: International tourism and domestic tourism.

### Unit 2

#### Accommodation Industry:

Classification of Hotels on different basis; Star Categorization, Heritage, On the basis of Location, Clientele, Level of services, on the basis of size. types of rooms in a large hotels.,

### Unit 3

#### Organization structure of various hotels:

Organization structure of various hotels Large Hotel: Medium hotel, Small Hotel, Core areas of hotels. Introduction to Front Office Department its sub sections. Layout of front Office department, Qualities of front office staff.

### Unit 4

#### Different sub Sections:

Functions of various sub-sections: Reservation, Reception, information, cash and Bills, Travel desk, Communication Section, Bell desk, Concierge, Inter and Intra- department coordination. Duties and responsibilities of Front office personnel: Front office Manager, receptionist, Bell Boys.

#### Practical

- Personal grooming
- Knowledge of Equipments
- Inter department and intra department co-ordination/ linkages
- Handling situations
- Front office terminology

#### Suggested Readings:

- Front Office Training manual – Sudhir Andrews. Publisher: Tata Mac Graw Hill
- Managing Front Office Operations – Kasavana & Brooks Educational Institution AIIMA
- Front Office - Operations and management – Ahmed Ismail (Thomson Delmar).
- Managing Computers in Hospitality Industry – Michael Kesavana & Cahell.
- Front Office Operations – Colin Dix & Chris Baird.
- Front Office Operation Management- S.K. Bhatnagar, Publisher: Frank Brothers
- Managing Front Office Operations By Kasvan & Brooks

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 Chairperson

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S. Maheswari, Vice-Chairperson

College of Hotel Management, Kalyan (District)

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## 18 BHM 109 - APPLICATIONS OF COMPUTERS

External Marks: 80  
 Internal Marks: 20  
 External Practical: 80  
 Internal practical: 20  
 Time: 3 Hrs

### Unit I

#### Introduction to Computers

Introduction to Computer: Classification, Generations, Organization, Capabilities Characteristics & Limitations, Application of Computer in Hotel.

### Unit II

#### Introduction to Computer Hardware's

Components of Computers – Hardware: Hardware elements – input, storage, processing & output devices.

### Unit III

#### Introduction to Computers Software's

Types of Software, System Software, Application Software, Utility Software's, Use of MS-Office: Basics of MS- Word, MS- Excel and MS- Power Point;

### Unit IV

#### Introduction to Internet


Introduction to Internet: Definition of networks, concepts of web page, website and web searching (browsing). Benefits, Application, World Wide Web, Web Browser, URL, Search Engines.

#### Practical:

- To supplement above theoretical inputs.

#### Suggested Reading:

- Leon & Lion, Introduction to Computers, Vikas Publishing House, New Delhi
- June Jamrich Parsons, Computer Concepts 7<sup>th</sup> Edition, Thomson Learning, Bombay.
- Comer 4e, Computer networks and Internet, Pearson Education
- White, Date Communications & Compute4r Network, Thomson Learning, Bombay.

  
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**CSD001 - CURRENT ISSUES AND SOCIETAL DEVELOPMENT (EVS) – 1**

External Marks: 80

Internal Marks: 20

Time: 3 Hrs

**Unit: I****The multidisciplinary nature of environmental studies**

- Definition, Scope and importance and need for public awareness.  
Natural Resources
- Renewal and non renewable resources, role of an individual in conservation of natural resources.
- Equitable use of resources for sustainable lifestyle.

**Unit –II****Ecosystem**

- Concept, structure and functions of an ecosystem
- Energy flow in the ecosystem and ecological succession
- Biodiversity and its conservation:
- Definition, genetics, species and ecosystem diversity.
- Biogeography classification of India.
- Biodiversity at global, National and local levels.
- Environmental pollution:
- Causes, effects and control measures of solid waste management: Causes, effects and control measures of urban and industrial waste.

**Unit-III****Disaster Management**

- Introduction to disaster management:
- Natural Hazards: Causes, distribution pattern and types

**Unit- IV****Natural Disaster**

- Consequence and mitigation measures for: Earthquake, Tsunami, Cyclone, Flood, Drought, Landslide.

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## Semester – II

### 18 BHM 102- FOOD PRODUCTION

External Marks: 80  
Internal Marks: 20  
External Practical: 80  
Internal practical: 20  
Time: 3 Hrs

#### Unit – 1

##### Methods of Cooking:

Introduction, Definition, and its importance; Types- Baking, Broiling, Grilling, Frying, Steaming, Stewing, Poaching, Poeling, Roasting, Frying, Sautéing, Braising. Cooking with Microwave, Ovens, Gas, Induction Plates and other such media. HACCP Standards and Professional Kitchens.

#### Unit – 2

##### Eggs, Poultry and Meat:

Eggs – Introduction, Usage in Kitchen, Structure of Egg, Classification, Grading of Eggs, Types, Selection, Storage and preparation of breakfast dishes with eggs. Poultry and Game: Introduction, Classification, Selection Criterion, Cuts of Poultry, Yield and simple Indian preparations. Meat: Characteristics, selection and grading, Cuts of Meat, Storage and handling.

#### Unit – 3

##### Fishes in cooking:

Introduction, Types, Purchasing, Storing Considerations, Fish & Shellfish, Their Classification, Cuts of Fish, Popular Species of Fish, Classical Preparations of Fish, Common cooking methods used for sea food.

#### Unit – 4

##### Vegetable, Cuts & Cookery:

Introduction, Vegetables, Pigment and Colour Changes, Effect of Heat on vegetables, Cuts of Vegetables, nutritional and hygiene aspects. Some Indian Cuts on vegetables : Broccoli, Cabbage, Potatoes, Onions, Spinach, Cucumber, Tomatoes, avocado. Beetroot, French Beans, Gourd, Bottle Gourd, Pumpkin, Okra, Colocasia, Spinach, Carrot, Turnips

#### Practical

- Understanding Methods of Cooking & HACCP Standards Cooking in Professional Kitchen Do's & Don't's
- Simple Cuts and Cooking Vegetables –Their usage and cooking precautions
- Cuts of vegetables
  - Julienne
  - Jardiniere
  - Dices
  - Cubes
  - Macedoine
  - Paysanne

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- Shredding
- Mire- poix
- Blanching of Tomatoes and Capsicum. Cooking vegetables:
  - Boiling (potatoes, peas)
  - Frying (Aubergine, Potatoes) Steaming (Cabbage)
  - Braising (Potatoes)
  - Braising (Onions, cabbage)
- Simple Vegetable and Meat Cookery
- Identification of types of rice varieties & pulses.
- Simple preparation of Boiled rice (Draining & Absorption) method. Fired rice.
- Simple dal preparation, Wheat, products like making chapattis, parathas, phulkas, Kulchas & puris.
- Simple Breakfast Preparations:
- Preparation of Puri/ Bhaji, Allo Paratha, Chola Bhatura, Preparation of Continental Breakfast

**Suggested Readings:**

- Accompaniments & Garnishes from waiter; Communicate: Fuller J. Barrie & Jenkins
- Cooking Essentials for the New Professional Chef
- Food Production Operations: Parvinder S Bali, Oxford University Press
- Larder Chef By M J Leto & W K H Bode Publisher: Butterworth- Heinemann
- Modern Cookery (Vol- I) By Philip E. Thangam, Publisher: Orient Longman
- Practical Cookery By Kinton & Cessarani
- Practical Professional Cookery By Kauffman & Cracknell
- Professional Cooking by Wayne Gislen, Publisher Le Cordon Bleu
- Purchasing Selection and Procurement for the Hospitality Industry By Andrew Hale Feinstein and John M. Stefanelli
- The Professional Chef: Le Rol A. Polsom
- Theory of Catering By Kinton & Cessarani
- Theory of Cookery By K Arora, Publisher: Frank Brothers

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# 18 BHM 104- FOOD & BEVERAGE SERVICE

External Marks: 80  
Internal Marks: 20  
External Practical: 80  
Internal practical: 20  
Time: 3 Hrs

## Unit – 1

### Menu:

Origin of Menu, Functions of Menu, Types of Menu, Other Types of Menus, French Classical Courses, Appetizer (Hors d'oeuvre), Soup (Potage), Eggs/Pastas (Oeufs/Farineux), Fish (Poisson), Entrée, Joint (Relevé), Sorbet, Roast (Rôti), Vegetables (Légumes), Sweets (Entremets), Cheese/Savoury (Fromage/Savoureux), Fruits (Dessert), Coffee (Café), À la Carte Sequence

## Unit – 2

### Menu Planning:

Introduction to menu planning, Points Considered While Planning the Menu, Competition, Policy of the Establishment, Customer, Operational Aspects, Gastronomic Standpoint, Nutritional Aspect, Government Regulations, Compiling À la Carte Menu, Extensive Choice, Pricing, Waiting Time, Guests' Feedback, Menu as a Sales Tool.

## Unit – 3

### Cover and Accompaniments for Selected Dishes:

Introduction to cover and accompaniments for selected dishes, French and Culinary Terms: French Names, Writing the Menu in French.

## Unit – 4

### Preparing the Restaurant—Before and After the Service:

Introduction, Mise en Scène, (Music, lighting, ventilation, temperature), Mise en place (Lounge, Restaurant, Still Room, Pantry, Hot Plate, Toilets and Washroom), Points to be Observed while Laying the, ( Cover, Furniture, Linen, Cutlery, Glassware, Crockery, Miscellaneous.

### Practical:

- Various menu services, their table layouts and service sequences for:
  - A La Carte and TDH
  - Room Service
  - Breakfast
- BREAKFAST SERVICES PRACTICAL
  - (i) Laying of Difference type of breakfast cover with all table appointments like butter dish, supreme bowl (for service of grape fruit etc)
  - (ii) Laying a room service tray for bed tea and breakfast (Continental & English)
- **Room Service:-** Trolley Tray Breakfast set up and service for rooms.

### Suggested Reading:

- Food & Beverage Service – Dennis R. Lillicrap. & John A. Cousins. Publisher: ELBS
- Food & Beverage Service Management- Brian Varghese
- Food & Beverage Service Training Manual – Sudhir Andrews, Tata MC Graw Hill.
- Introduction F & B Service – Brown, Heppner & Deegan

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- Modern Restaurant Service- John Fuller, Hutchinson
- Professional Food & Beverage Service Management- Brian Varghese
- The Restaurant (Form Concept to Operation)

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Kharpur Kalan (Sonapat)

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# 18 BHM 106 – HOUSEKEEPING

External Marks: 80  
Internal Marks: 20  
External Practical: 80  
Internal practical: 20  
Time: 3 Hrs

## Unit – 1

### Cleaning of Public Areas:

Cleaning Process, Cleaning and upkeep of Public areas, (Lobby, Cloak rooms/ Restaurant/ bar/ banquet Halls/ Administration offices/ Lifts and Elevators/ Staircase/ back areas/ Front areas/ Corridor), Pest Control: Types of pests, Control procedures, Safeguarding Assets: Concerns for safety and security in Housekeeping operations, Concept of Safeguarding assets.

## Unit – 2

### Cleaning of Guest Rooms:

Daily cleaning of (Occupied/ Departure vacant Under repair VIP rooms, Weekly cleaning /spring cleaning, Evening service, System & procedures involved. Forms and Formats, Guestroom cleaning Replenishment of Guest supplies and amenities.

## Unit – 3

### Housekeeping Supervision:

Importance of inspection, Check- list for inspection, Typical areas usually neglected where special attention is required, Self- supervision techniques for cleaning staff, Degree of discretion/ delegation to cleaning staff.

## Unit – 4

### Linen/ Uniform Tailor Room:

Layout, Types of Linen, sizes and Linen exchange procedure, Selection of linen, Storage Facilities and conditions, Par stock: Factors affecting par stock, calculation of par stock, Discard Management, Linen Inventory system, Uniform designing: Importance, types, characteristics, selection, par stock.

### Practical

- Layout of linen room and uniform room
- Cleaning of Public Areas & Inspection of public areas (lobby, Restaurant, staircase, clock rooms, corridor, offices, Back areas)
- Cleaning guestrooms (Vacant occupied, departure), placing/ replacing guest supplies and soiled linen.
- Cleaning of different surfaces e.g. windows, tabletops, picture frames under beds, on carpet, metal surfaces, tiles, marble and granite tops.

### Suggested Readings:

- Hotel and Catering Studies – Ursual Jones
- Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS)
- Hotel House Keeping – Sudhir Andrews Publisher: Tata McGraw Hill

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- Hotel Housekeeping – Operations & Management: G. Raghubalan, Oxford University Press
- House Craft – Valerie Paul

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# 18 BHM 108 - FRONT OFFICE

External Marks: 80  
Internal Marks: 20  
External Practical: 80  
Internal practical: 20  
Time: 3 Hrs

## Unit 1:

### Reservation and Guest cycle:

Guest cycle all phases and activities- pre-arrival, Arrival, Stay, Departure and Post Departure. Reservation: Types of reservation- Tentative, Waitlisted, Confirmed, Guaranteed and non-guaranteed reservation. Modes of Reservation- Written & Verbal. Various source of reservation. System of reservation- Manual system of reservation and automatic system.

## Unit 2:

### Registration:

Registration Procedure, Identification of guest, Formation of registration records, Room and rate assignment, Establishment of order of settlement of bills, completion of check-in procedure, room keys are issued. Check-in Procedure in manual, semi-automated and fully automated system.

## Unit 3:

### Automatic, semi- automatic and manual Equipments

Equipments used at front office – Room Rack, Mail Message, and Key Rack, Reservation Racks, Information Rack, Folio Trays, Account Posting Machine, Voucher Rack, Cash Register Support Devices, Telecommunications Equipments, Meal plans, Basis of Room charging, Tariff fixation. All types of Manual and automated Equipments used at front office.

## Unit 4:

### Complaint Handling and Job Description

Complaint Handling procedure and Types of complaints - Attitudinal complaints, Service related complaint, Mechanical Complaint and Unusual complaints. Job description and specification of front office Manager, Supervisor, Bell boy, Lobby Manager

## Practical

- Skill to handle guest arrival (Fit and groups) including registering the guests and rooming the guest functions.
- Skills to handle to telephones at the reception- receive/ record messages.
- Skills to handle guest departure (fits and groups)
- Preparation and study of countries, capitals, currencies, airlines and flags chart
- Identification of F.O. equipment
- Telephone handling at Reservations and Standard phrases.
- Role play:
- At the porch, Guest driving in Doorman opening the door and saluting guest; Calling bellboy
- At the Front Desk: Guest arriving; greeting & offering welcome drink, Checking if there is a booking

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Khanpur Kalan (Sonapat)

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**Suggested Readings:**

- Front Office Training manual – Sudhir Andrews. Publisher Tata Mac Graw Hill
- Managing Front Office Operations – Kasavana & Brooks Educational Institution AHMA
- Font Office – operations and management – Ahmed Ismail (Thomson Delmar).
- Managing Computers in Hospitality Industry – Michael Kasavana & Cahell.
- Front Office Operations – Dix & Chris barid.
- Front Office Operations Management- S.K Bhatnagar, Publisher: Frank Brothers
- Managing Front Office Operations By Kasavana & Brooks
- Principles of Hotel Front Office Operations, Sue Baker & Jermy Huyton, Continuum
- Check in Check out – Jerome Vallen

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M-19 (1)

## 18 BHM 110 – HOTEL COMMUNICATION

External Marks: 80  
Internal Marks: 20  
External Practical: 80  
Internal practical: 20  
Time: 3 Hrs

### Unit-1

#### BUSINESS COMMUNICATION

- A. level of Communication
- B. Process of communication
- C. Barriers to communication

### Unit-2

#### LISTENING

- A. Definition
- B. Types of listening
- C. Listening barriers
- D. tips for effective listening

### Unit-3

#### Presentation & Negotiation skills

- A. Characteristics of presentations
- B. elements of a presentation
- C. Definition of Negotiation
- D. Nature of Negotiation
- E. Factor affecting Negotiation

### Unit-4

#### NON VERBAL COMMUNICATION & TELEPHONE HANDLING

- A. Introduction
- B. Characteristics of non-Verbal Communication
- C. Classification of non-Verbal Communication.
- D. Telephone handling etiquettes in hotel industry

#### Practical:

- To supplement above theoretical inputs.

#### Suggested Reading:

- Bhaskar, W.W.S., AND Prabhu, NS., "English Through Reading", Publisher: Mc Millan, 1978
- Business Correspondence and Report Writing" –Sharma, R.C. and Mohan K. Publisher: Tata Mc Graw Hill 1994
- Communications in Tourism & Hospitality – Lynn Van Der Wagen, Publisher: Hospitality Press
- Business Communication – K.K. Sinha

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Chairperson  
Department of Hospitality &  
Adm. Services  
S. M. J. Shrivastava  
Ganpur Kaia (Sonapat)

28/2/19

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**CSD 002-CURRENT ISSUES & SOCIETAL DEVELOPMENT (Legal) - II**

External Marks: 80

Internal Marks: 20

Time: 3 Hrs

**Unit - I**

- Law relating to Hindu Marriage- Conditions of valid marriage, Prohibited degree, grounds of divorce, Rights of wife.
- Dowry- Definition, outlines of law relating to dowry.
- Sexual Harassment of Women – Guidelines by Supreme Court in Vishaka and other V. State of Rajasthan and others.
- Consumer Protection Act, 2000- meaning of consumer, Rights of consumer, Remedies available in the Act, Consumer Forums.

**Unit - II**

- Fundamental Rights of citizens- meaning, types & enforcement of fundamental rights.
- Rights in relation to police- rights in relation to arrest, bail, search & seizure and rights of women against police.
- Right to information- meaning, how we can ask for information, which information can be denied, remedies for not furnishing the information.
- Lokayukt – object, function, powers and duties.
- Right of Children to Free and Compulsory Education Act, 2009- Object, Scope and main features.

**Unit - III**

- Property Rights- Women's property right of inheritance, stridhan,
- Human rights- What is human rights, international conventions on human rights.
- Right to Maintenance- Maintenances under Hindu Law. Under Section 125 of Criminal Procedure Code.
- Object and Scope of Motor Vehicle Claim Tribunals, Procedure of obtaining Driving License.

**Unit - IV**

- Environment and Pollution- The Environment (Protection) Act, 1986- What is environment, Outlines of different Indian laws on Environment.
- Labor Law- Object and scope of Workmen Compensation Act, Trade Union Act, Payment of Wages Act, Minimum Wages Act, Equal; Remuneration Act, Maternity Benefit Act.
- Trafficking in human Bring- Human Trafficking and Sexual exploitation, United Nations Global Initiative to Fight Human Trafficking, Forced Labor and Human Trafficking.

**Suggested Readings:-**

- Towards Legal Literacy : An Introduction to Law in India, Kamala, sanakaran & Ujjwal Kumar Singh ISBN: 9780195692228
- Creating Lagal Awareness, edited by Kamala Sankaran and Ujjwal Singh(Delhi: OUP, 2007)
- Multiple Action Research Group, Our Laws Vols 1-10, Delhi. Available in Hindi also.
- Indian Social Institute, New Delhi, Legal Literacy Serials Booklets. Available in Hindi also.
- S.P. Sathe, TOWARDS Gender Justice, Research Centre for Women's Studies, SND Women's University, Bombay, 1993.

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Chairperson  
Department of Hospitality  
Adm. Section  
M. J. Shwavidyula  
Aharour Karan (Sonepat)

Pankaj  
28/2/19

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