

## Semester – VI

Sl. No.	Subject Code	Subject	Theory		Practical.	
			100		100	
			Int.	Ext.	Int.	Ext.
			30	70	30	70
1.	<b>BHM- 601</b>	Front Office Operations-V	30	70	30	70
2.	<b>BHM- 602</b>	Food production Operations-V	30	70	30	70
3.	<b>BHM- 603</b>	Food and Beverage Services Operations-V	30	70	30	70
4.	<b>BHM- 604</b>	Housekeeping Operations-V	30	70	30	70
5.	<b>BHM- 605</b>	Research Methodology	30	70		
6.	<b>BHM- 606</b>	Human Resource Management	30	70		
		<b>Total Marks</b>	<b>1000</b>			

Immediately on the commencement of sixth semester studies, an applied research topic/problem, under the supervision of one of the faculty members of the department shall be assigned to the incumbent students. It is advised and expected that students should take the problem according to their area of interest, *vis a vis* the specialization areas they intend to opt for their studies in the seventh semester. The dissertation shall stand for 200 marks (*150 for evaluation of Dissertation and remaining 50 for viva voce examination*). The dissertation, as per norms, is to be submitted latest by May 15 (or, next working day if May 15 is a holiday) of the concerning academic year. No dissertation shall be entertained for evaluation without a clear certification from the supervisor that ‘the work is original based on actual research findings’.

## ***BHM- 601 Front Office Operations –V***

**Objectives:** *The present module endeavours to develop understanding on occupancy related assessments, forecasting rooms requirement and availability, night audit and, auditing and budgeting procedures.*

### **Module – I Planning and Evaluating Front Office Operations - I**

- Forecasting Techniques
- Forecasting demand vis a vis availability of rooms, Room availability
- Forecasting Formulae
- Sample Forecast Form
- Numerical

### **Module – II Planning and evaluating Front Office Operations - II**

- Useful Forecasting Data
- No- Show Percentage
- Walk-In Percentage
- Under stay Percentage
- Overstay percentage
- Double Occupancy Percentage
- Single Occupancy percentage
- House Count Percentage
- Multiple Occupancy Percentage
- Average Room rate
- Revenue per Available Room
- Average sale Per Guest
- Foreigners In-houses Percentage
- Indian In-House Percentage
- Optimum room Revenue
- Optimum Average Room Rate
- Average Optimum Room Rate
- Variance
- Average Guests per Room Sold
- Average Stay Per Guest
- Cancellation Percentage
- Complimentary Percentage

### **Module – III Front Office Night Audit**

- Functions of Front Office Audit
- Role of Front office auditor
- Establishing and End of the day
- Cross references
- Account Integrity
- Daily and Supplementary Transcript
- Guest Credit Monitoring
- Audit Posting Formulae
- Front Office Audit

### **Module – IV Front Office Audit Process**

- Complete outstanding posting

- Reconcile room status
- Discrepancies
- Balance all departmental account.
- Verifying Room Rates
- Verifying No-Shows and reservation
- Post room rates and Taxes
- Prepare Reports
- Deposit Cash
- Clearance or Back up the system
- Distribute Reports
- Audit Procedure
- Non-Automated , Semi-Automated, and Fully Automated

#### **Module – V      Budgeting**

- Making of Front office Budget
- Factors affecting Budget Planning
- Limitations
- Capital and Operational Budget
- Refining Budgets
- Forecasting Room Revenues
- Zero Budget
- Fixed and Flexible Budget
- Estimating Expenses
- Refining Budget Plans

#### **Suggested Readings:**

*Andrews, Sudhir: 1985, Hotel Front Office, Tata MC Graw Hill, New Delhi.*  
*Malik, S. Profile of Hotel and Catering Industry, Heinemann, 1972.*  
*Check in Check out – Jerome Vallen*  
*Front Office Procedures – Peter Abbott & Sue Lewry*  
*Basic Hotel Front Office Procedures – Peter Renner*  
*Managing Front Office Operations – G.E.Steadman*  
*Front Office Operations and Management – Dennis L.Foster*  
*Effective Front Office Operations – Michael L.Kasavana*

### ***BHM- 602 Food Production Operations - V***

**Objective:** *The module has been designed to impart applied knowledge to the incumbent students about larder, ny type of food production operation. In addition to this students would be given knowledge of Larder, Charcuterie, Non-Edible Display, Appetizers, Garnishes and Sandwiches.*

#### **Module I- Larder:**

##### **Layout & Equipment:**

- Introduction to larder work
- Definition
- Equipment found in larder
- Layout of a typical larder with equipment and various sections

##### **Terms & Larder Control:**

- Common terms used in the larder and larder control
- Essential of larder control

- Importance of larder control
- Devising larder control system
- Liaison with other departments

**Duties and Responsibilities of Larder Chef:**

- Function of the Larder
- Hierarchy of Larder staff
- Sections of the Larder
- Duties and responsibility of Larder Chef

**Module II-Charcuterie:**

**Sausage:**

- Introduction to charcuterie
- Sausage – Types and Varieties
- Casing – Types and Varieties
- Fillings - Types and Varieties
- Additives & preservatives

**Forcemeats:**

- Type of forcemeats
- Preparation of forcemeats
- Uses of forcemeats

**Brines Cures & Marinades:**

- Types of brines
- Preparation of brines
- Method of curing
- Types of marinades
- Uses of marinades
- Difference between Brines, Cures & Marinades.

**Ham, Bacon & Gammon:**

- Cuts of Ham, Bacon & Gammon
- Difference between Ham, Bacon & Bacon
- Green Bacon
- Uses of Different cuts

**Galantines:**

- Making of Galantines
- Types of Galantine
- Ballotines

**Pates:**

- Types of Pates
- Pate De Foie gras
- Making of Pate
- Commercial Pate and Pate Maison
- Truffle – sources, cultivation and uses and types of truffles

**Mouse & Mousse line:**

- Types of Mousse
- Preparation of Mousse
- Preparation of Mousse line
- Difference between Mousse and Mousseline

**Chaud-Froid:**

- Meaning of Chaud-Froid
- Making of Chaud-Froid & precaution
- Types of Chaud-Froid
- Uses of Chaud-Froid
- **Aspic & Gelee:**
- Definition of Aspic & Gelee
- Difference between Aspic & Gelee
- Uses of Aspic & Gelee

**Module III-Non-Edible Displays:**

- Ice Carvings
- Tallow Sculpture
- Fruit and vegetable Display
- Salt Dough
- Pastilage
- Jelly Logo
- Thermocol Work

**Module IV-Appetizers & Garnishes:**

- Classification of appetizers with examples
- Historic importance of culinary Garnishes
- Explanation of different garnishes

**Module V-Sandwiches:**

- Parts of sandwiches
- Types of bread
- Types of filling – classification
- Spreads and garnishes
- Types of sandwiches
- Making of sandwiches
- Storage of sandwiches

**Practicals:**

- Preparation of Salads.
- Basic Sandwich preparation
- Indian and continental dishes made of Poultry.
- Cold Cuts Preparation.
- Preparation of Appetizers
- Ice Carvings
- Tallow Sculpture
- Fruit and vegetable Display
- Salt Dough
- Pastilage
- Jelly Logo
- Thermocol Work

**Suggested Readings:**

Arora Krishna: Theory of Cookery; Frank Bros & Co.  
Klinton & Cesarani: Practical Cookery; Arnold Heinemann.  
*Larousse Gastronomique- Cookery Encyclopedia by Paul Hamlyn*  
*Modern Cookery for Teaching and the Trade Vol.I & Vol. II – Thangam E.Philip (Mumbai, Orient Longman).*  
*Chef's Manual of Kitchen Management – John Fuller.*  
*Le Repertoire De La Cuisine – L.Saulnier.*

***BHM- 603 Food and Beverage Services Operations -V***

**Objectives:** *With this study, the students would gain knowledge on diverse perspectives of F & B Service operations, ranging from F. & B. Control; Table Cheeses; Specialized forms of Services and, Menu Merchandising to Personnel Management*

**Module I - F. & B. Control:**

- Cost Concepts
- Break Even Analysis
- Introduction to control
- (Meaning, need, limitation, areas)
- Objectives of F & B Control
- Food Cost Control
- Labor Cost Control (Meaning, types)
- Problems in F & B Control

**Module II-Table Cheeses:**

- Introduction
- Types
- Production
- Brands and Service
- Storage

**Module III- Specialized form of Services:**

- Floor/room service
- Lounge service
- Airline tray service
- Railway catering
- Hospital Catering
- Take Aways
- Home Delivery

**Module IV-Menu Merchandising:**

- Menu Control
- Menu Structure
- Menu as marketing tool
- Layout Constraints of menu planning,

**Module V- Personnel Management:**

- Personnel Policies
- Recruitment, Selection and Induction
- Employee Facilities and Benefits
- Training and Development

**Practicals:**

- Service of Cheeses.
- Restaurant Set up of different Types
- Preparations for Floor/Room service
- Preparations for Lounge service
- Food Costing Exercises
- Preparation of Cheese.
- Uses of F. & B. Control Measures in actual service.
- Sample of Inventory and Food Order Documents.

**Suggested Readings:**

*Lillicrap Dennis, Cousins John & Smith Robert: Food & Beverage Services; Hodder & Stoughton Educational.*  
*Andrews Sudhir: Food & Beverage Service Training Manual; Tata McGraw Hill.*

*Essential Table Service for Restaurants – John Fuller*  
*The Waiter – A.J. Curry*  
*Modern Restaurant Service – John Fuller*  
*Beverage Management – Michael Coltman*  
*Table and Bar – Jeffrey Clarke*  
*Bar and Beverage Book – Costas Katsigns & Mary Porter.*

## ***BHM- 604 Housekeeping Operations –V***

**Objectives:** *This module aims at preparing the budding professionals to understand planning and budgetary perspective of house keeping, alongside developing their insight on house keeping perspectives of non-hotel institutions.*

### **Module - I Planning Housekeeping Operations**

- Planning Process
- Division of work document
- Area inventory list
- Frequency Schedule
- Performance standard
- Productivity Standard
- Equipment and operating supply inventory level
- Work Schedule

### **Module – II Budget and Budgetary Control**

- Types of Budget
- Housekeeping Expenses
- Budget planning process (Capital and Operational Budget)
- Budget Operation (Controlling expenses and Income Statement of Room Division)
- Purchasing system (Method of buying)
- Inventory Control and Stock taking

### **Module – III Housekeeping in various Institutional and facilities other than Hotel**

- Commercial Sector
- Health and Welfare sectors
- Educational and research institutions
- Youth hostels
- Sports hostels/complexes

### **Module – IV Internal Environment and intra and inter departmental communication.**

- Work Environment – nature, issues and significance within housekeeping department
- Ideal work environment within the housekeeping department; work conditions, mutual understanding, motivation and commitment.
- Work ethics
- Significance of effective intra and inter departmental communication.
- Understanding of organisation’s objectives and goals
- Decision-making and crisis management.

### **Module – V Safety and Security**

- Safety awareness and accidents preventions
- Key areas and issues related to safety and security of guest, service providers and hotel property
- Dealing with emergency situation

- Fire safety and fire fighting
- Crime prevention
- In-house accidents and guest illness

### **Practical**

- Preparation of Area inventory list
- Preparation of Frequency Schedule
- Mock exercises related to Performance and Productivity Standards
- Preparation of work schedule
- Budget exercises
- Mock exercises for Inventory Control and Stocktaking
- Feel of housekeeping operations in the institutions other than hotels

### **Suggested Readings:**

*Andrews Sudhir, Hotel Housekeeping Manual, Tata McGraw Hill.*

*Branson & Lennox, Hotel Housekeeping, Hodder & Stoughton.*

*A.C. David, Hotel and Institutional Housekeeping.*

*Wellek, Hotel Housekeeping.*

*Professional Management of Housekeeping Operations, Martin Jones, Wiley.*

*Accommodation and Cleaning Services, Vol.I & Vol.II, David.Allen, Hutchinson.*

## ***BHM- 605 Research Methodology***

**Objectives:** *The objective of this module is equip the students with the basic understanding of the research methodology and to provide an insight into the application of modern analytical tools and techniques used for the purpose of management decision making.*

### **Module I-Introduction to Research Methodology:**

- Meaning and objectives of Research.
- Types of Research.
- Research Approaches.
- Significance of Research.
- Research methods Vs Methodology.
- Research Process
- Criteria of Good Research
- Problem faced by Researches.
- Tech. Involved in defining a problem.

### **Module II-Research Design:**

- Meaning and Need for Research Design
- Features and important concepts relating to research design.
- Different Research design.
- Implication of Sample design
- Steps in sampling design
- Criteria for selecting a sampling procedure
- Characteristics of a good sample design.
- Different types of Sample design.



**Module III- Methods of Data Collection:**

- Types of Data
- Collection of Primary Data
- Collection through Questionnaire & schedule collection of secondary data
- Difference in Questionnaire & Schedule.
- Different methods to collect secondary data

**Module IV- Data Analysis Techniques & Tools:**

- Measurement Scales.
- Important scaling Techniques
- Frequency Distribution
- Measurement of Central Tendency
- Correlation & Regression

**Module V-Interpretation & Presentation Techniques:**

- Hypothesis Testing
  - Basic concepts concerning Hypothesis Testing
  - Procedure and flow diagram for Hypothesis Testing
  - Test of Significance
  - Chi - Square Analysis.
- Report Presentation Techniques.

**Suggested Readings:**

- Andrews, F.M. and S.B. Withey *Social Indicators of Well Being*, Plenum Press, NY, 1976
- Bennet, Roger: *Management Research*, ILO, 1983
- Fowler, Floyd J. Jr., *Survey Methods*, 2<sup>nd</sup> ed., Sage Pub., 1993
- Fox, J.A. and P.E. Tracy: *Randomized Response: A Method of Sensitive Surveys*, Sage Pub., 1986
- Gupta, S.P. *Statistical Methods*, 30<sup>th</sup> ed., Sultan Chand, New Delhi, 2001
- Golden, Biddle, Koren and Karen D. Locke: *Composing Qualitative Research*, Sage Pub., 1997
- Salkind, Neil J., *Exploring Research*, 3<sup>rd</sup> ed., Prentice-Hall, NJ, 1997

## ***BHM- 606 Human Resource Management***

**Objectives:** *The success of any organization depends upon the Human Resources working in the Organization. The Hospitality Industry also depends on is Human Resources for its success. The course focuses on the complete cycle through which the Human Resources undergo after joining the organization. The course also specifically covers the need and the requirement of Human Resources in the Hospitality Industry.*

**Module I- The Foundations and Challenges of HRM:**

- Definition of HRM
- Difference between HRM and Personnel Management Purpose and Objectives of HRM
- Systems Model of HRM

**Module II-Human Resource Planning & Selection:**

- Job Analysis
- Job Design
- Human Resource Planning

### **Module III**

- Recruitment
- Selection
- Placement

### **Module IV- Training & Development:**

- Training, Definition and Overview
- Management Development
- Career Planning
- Performance Appraisal

### **Module V-Compensation and Protection:**

- Job Evaluation
- Compensation & Pay Systems
- Employer Employee Relations

### **Suggested Readings:**

*Werther & Davies, 'Human Resources and Personnel Management', Mc Graw Hill Publications.*  
*C.S. Venkataratnam and Srivastava, 'Personnel Management and Human Resources', Tata Mc Graw Hill Publications, New Delhi*  
*Wayne F. Cascio, 'Managing Human Resources - Productivity, Quality of Work Life & Profits', Mc Graw Hill Publications*  
*Gary Dessler, , 'Human Resource Management', Prentice Han Publications*