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FACULTY OF HOSPITALITY

SCHEME OF INSTRUCTION FOR FOUR YEAR UG PROGRAMME

**SCHEME OF INSTRUCTION AND SYLLABUS**

BACHELOR OF HOTEL MANAGEMENT

ACADEMIC SESSION 2025-26

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**Faculty Of Hospitality**

**United University**

Rawatpur-Jhalwa (Prayagraj)

Uttar Pradesh

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**FACULTY OF HOSPITALITY****SCHEME OF INSTRUCTION FOR FOUR YEAR UG PROGRAMME****University Vision**

To established a Value based Global University having dynamic learning environment encouraging creativity and innovation, research inspired experimental learning and focusing on topics that are pertinent to the development of the region, the Country and the World.

**University Mission**

- To provide a dynamic, inspiring, and varied learning environment with global exposure.
- To position the institution as a premier hub for research and experiential learning.
- To develop into an adaptable university meeting the demands of society and business.
- To incorporate Value thinking, integrity, wisdom and passion in professional for their career and life.

**Department Vision**

To become a globally recognized hospitality institution for creating skilled human resource to meet the professional Hospitality Industry needs across the globe. To inculcate Research and Core values in students to ensure transformation into intellectual managers and leaders of the industry.

**Department Mission**

- To create salubrious environment to provide excellent state of the art facilities meeting the hospitality industry requirement.
- To provide excellent technological support to bridge the gap between academic and industry to fulfill the overall academic need of the society.
- To ensure all round development of the students and to create a platform for turning out hospitality professional who can assume leadership position in society.
- To provide high quality course structure to enable qualified professionals to meet the hospitality needs globally.
- To develop effective teaching skill and research potentials of the faculty members.

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**Programme Educational Objectives (PEOs)****PEOs-1:**

Graduates will possess in-depth knowledge of hotel management principles, practices, and operations.

**PEOs-2:**

Graduates will demonstrate proficiency in hospitality operations, including front office, housekeeping, food and beverage service, and kitchen operations.

**PEOs-3:**

Graduates will exhibit management skills, including leadership, communication, problem-solving, and decision-making.

**PEOs-4:**

Graduates will be prepared to adapt to changing hospitality environments, technologies, and trends.

**PEOs- 5:**

Graduates will recognize the importance of continuous learning and professional development in the hospitality industry.

**Programme Outcomes (POs)**

- On successful completion of the Bachelor of Hotel Management the student will be able to:
  - PO1: Operational Skills**-Develop students with an in-depth understanding of the operational aspects and knowledge of the underlying principles of the hotel industry.
  - PO2: Familiarization**-Making students familiar with the practical aspects of the hospitality industry.
  - PO3: Professional Skills**-Develop professional skills of strategic management issues

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involved in operating hotels and train students for operational, supervisory and management positions.

**PO4: Technical Skills**-Enhance the techniques of advanced technological uses in hotel industry.

**PO5: Business Knowledge** – Students will be able to master the key frameworks, models, and skills that reflect the body of knowledge in their major and will apply discipline-based habits of analytical thinking to problems and opportunities. Be skilled in the analysis of both qualitative information and quantitative data.

**PO6: Communication Skills** – Students will be able to synthesize and summarize information and to professionally communicate their analyses, arguments, and recommendations to a variety of audiences. Be skilled in written, oral, and visual communication and will be able to effectively choose communication methods that are appropriate to the topic, objective, and setting.

**PO7: Quantitative Skills** – Students will be able to understand, analyse and use quantitative data to make business decisions and report to stake holders. Identify quantitative characteristics of a problem, to examine and interpret numerical data and to analyse numerical data to derive conclusions.

**PO8: Critical Thinking Skills** – Evaluate, analyse and interpret information to solve problems and make business decisions. Interpret and evaluate unstructured situations; to define the problem; to apply theories to ambiguous situations and to draw conclusions and implement solutions.

**PO9: Technology** – Demonstrate proficiency in the use of information technology. Students will use information systems to select, manipulate and process data in a meaningful way in order to make business decisions and use software tools to solve accounting, financial and quantitative problems.

**PO10: Ethics** – Understand and evaluate ethical issues and situations to make business decisions. Recognize ethical problems in both domestic and international business contexts identify alternatives and make appropriate ethical choices.

**PO11: Multicultural and Diversity** – Students, particularly those who

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pursue the degree in international business concentration, will develop an awareness and understanding of the cultural issues that impact business operations in a global society.

**PO12: Demonstrate learning** – Enhancing skills in hospitality core areas at various position of specialization addressing customer satisfaction.



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**Programme Specific Outcomes (PSOs)**

1. Use fundamentals of Hospitality Industry concepts to provide business solutions.
2. Use operational procedures to run all the departments of Hospitality Industry smoothly and honoring the social obligation.
3. Use the fundamentals of business management to effectively lead a work force aiming at organizational goals with a sense of business ethics and moral values in competitive environment.



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# SCHEME OF INSTRUCTION

## COURSE CATEGORY ABBREVIATIONS

1. Skill Enhancement Course-SEC
2. Program Core-PC
3. Compulsory Course-MC
4. Program Elective-PE
5. Open Elective-OE
6. Internship/Project



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## PROPOSED PROGRAM COURSE CURRICULUM & SYLLABUS

### B.A. (Hons. with research/academic projects) English 4 Year (8 Semester) Program

Semester	Core Courses (BHM)		Generic Courses (Computing Courses)		Skill Enhancement Courses (SEC/SS)	Total		
	Number of Courses	Credit	Number of Courses	Credit	Number of Courses	Credit	Number of Courses	Credit
I	4+4 (T+P)	22	1	3	1	3	10	28
II	4+4 (T+P)	22	2	4	1	2	11	28
III	4+4 (T+P)	22	2	4	1	2	11	28
IV	4+4 (T+P)	22	2	4	1	2	11	28
V	4+4 (T+P)	22	2	4	1	2	11	28
VI	1 IT(22 weeks)	22	-	-	-	-	1	22
VII	4+4(T+P)	22	2	4	-	-	11	22
VIII	1 IT(22 Weeks)	22	-	-	-	-	1	22
<b>Total</b>	<b>50</b>	<b>176</b>	<b>11</b>	<b>23</b>	<b>5</b>	<b>10</b>	<b>67</b>	<b>205</b>

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## Bachelor of Hotel Management 4 Years (8 semester) Programme

## United University, Prayagaj

## Session 2025-26

**Semester I**

S. No.	Course Code	Course Category	Course Name	Contact Hours			C
				L	T	P	
1	HMUCBH101T	PC	Food Production Foundation-I	3			4
2	HMUCBH102T	PC	Food & Beverage Service Foundations-I	3			4
3	HMUCBH103T	PC	Accommodation Operation-I	3			3
4	HMUCBH104T	PC	Hotel Front Office Foundations-I	3			3
5	PTSPPHM10T	SEC	Professional Proficiency	2			3
6	HMUCBH105T	PE	Food Science & Nutrition	2			3
7	HMUCBH101P	PC	Food Production Foundation Lab-I			4	2
8	HMUCBH102P	PC	Food & Beverage Service Foundation Lab-I			2	2
9	HMUCBH103P	PC	Accommodation Lab-I			2	2
10	HMUCBH104P	PC	Hotel Front Office Foundations Lab-I			2	2
11	UUSCVA001P	VAD	NSS/NCC/Yoga/Music/Sports	2			0
Total				18		10	28

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**COURSE CODE & NAME: HMUCBH105T/****Food Science, Nutrition and Hygiene****COURSE OUTCOMES**

1. Classify nutrients, carbohydrate and describe structure, properties and metabolism of carbohydrate.
2. Classify protein and describe structure, properties and metabolism of protein.
3. Classify lipids and describe structure, properties and metabolism of lipid.
4. Ascertain the molecular aspects of transport and classify vitamins, describe biochemical role of inorganic elements.
5. Reproduce general characteristic of micro-organisms, common food borne diseases by pathogens its preventive measures.

**UNIT-1**

**Carbohydrate:** Classification of Nutrients. Carbohydrates - Definition, Classification. Structure and properties on stereoisomerism, optical isomerism, and reducing action of sugars. Metabolism of carbohydrate

**UNIT-2**

**Protein:** Proteins - Definition, Classification, Structure: primary, secondary, tertiary and quaternary structure of protein

**UNIT-3**

**Lipids:** Lipids - Definition, Classification & Properties with emphasis on saponification number, iodine number and rancidity of fats. Fatty acids - composition, properties, types. Digestion & Absorption.

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## UNIT-4

**Vitamins and Minerals:** Vitamins: Chemistry and biochemical role of fat-soluble vitamins. A, D, E, and K. Water soluble vitamins – B1, B2, B6. Minerals: Biochemical role of inorganic elements. Molecular aspects of transport; Passive diffusion, facilitated diffusion, active transport.

## UNIT-5

**Microbiology:** General characteristic of microorganisms-based structure, factors affecting their growth in food (intrinsic and extrinsic), Microorganism Growth Phase, Microbial Food Spoilage, Controlling Food Spoilage, Food-Borne Diseases, Detection of Food-Borne Pathogens, Waterborne Diseases.

**Text books:**

1. Murray, R.K., Granner, D.K., Mayes, P.A. and Rodwell, V.W. Harpers Biochemistry. Macmillan Worth Publishers, 2000.
2. Nelson, D.L. and Cox, M.M. Lehninger's Principles of Biochemistry, Macmillan Worth Publishers. 2000.
3. Devlin, T.M. Text book of Biochemistry with Clinical Correlations, Wiley Liss Inc, 1997. Stryer, L. Biochemistry, WH Freeman and Co., 1998.
4. Rolando Mota. Linda Sherwood & Christophe Woolverton Prescott, Harley, and Klein's Microbiology.: McGraw-Hill NY, 2008.
5. Swaminathan, M., Handbook of Food and Nutrition, The Bangalore Press, 1978.

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**Reference books:**

1. Voet, D. Voet, J.G. and Pratt, C.W., Fundamentals of Biochemistry. Wiley, 1999.
2. Tietz, N.W. Fundamentals of Clinical Chemistry. WB Saunders Co., 1976.
3. King, E.J. and Wootton, I.D.P. Micro-Analysis in Medical Biochemistry. J and A ChurchillLtd., 1956.
4. Conn, E.E., Stumpf, P.K., Bruening, G. and Doi, R.H.: Ed. Outlines of Biochemistry, JohnWiley and Sons, 2001.



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## COURSE CODE &amp; NAME: HMUCBH101T/

## Food Production Foundation-I

## COURSE OUTCOMES

1. Describe the professional kitchen.
2. Classify kitchen equipment; conceptualize the safety procedure, fuels usages and precautions, fire, firefighting and first aids.
3. Classify Herbs, spices, cereals, pulses, fruits and vegetables and Milk & Milkproduct
4. Apply different methods of cooking
5. Explain the basic bakery preparations

## UNIT-1

**Kitchen Organization** : 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 Equipment, Fuels & Safety:** Kitchen Equipment, Classification, Description, Usage, Upkeep and Storage, Kitchen Tools, Knives, Their Usage, Care & Maintenance, Workstations, Safety Procedures, Fuel – Types, Usage and Precautions. Fire - Introduction, Types and handling fires and usage of extinguishers; First Aid- Basic Burns, Scalds, Cuts.

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**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**

**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-5****Bakery and Confectionary**

Principles –Types of ovens used. Ingredients used in Bakery – Wheat and wheat products, flour-types, uses and storage, Different Methods of Bread Making.

**Text Books:**

1. Parvinder S Bali, Food Production Operations. Oxford University Press, 2014.
2. Philip E. Thangam, Modern Cookery (Vol- I), Orient Longman, 1946.
3. R. Kinton & V. Cessarani, Foundation Practical Cookery, Hodder Education, 2009.
4. D. Foskett, R. Kinton & V. Cessarani Theory of Catering. Hodder & Stoughton Educational, 1999.
5. K. Arora, Theory of Cookery, Frank Brothers, 1992.

**Reference Books:**

1. Wayne Gislen, Professional Cooking. Le Cordon Bleu, 2002.
2. Le Rol A. Polsom, The Professional Chef. Oxford Publication, 2003.

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**COURSE CODE & NAME: HMUCBH102T/**

**Food & Beverage Service Foundation-1**

**COURSE OUTCOMES**

1. Classify food & beverage sector.
2. Explain the organization structure of F&B department of hotel.
3. Differentiates between various types of food & beverage outlets and ancillary areas.
4. Identify different types of Food & Beverage Equipment.
5. Differentiate between different food and beverage service methods.

**UNIT-1**

**The Hotel & Catering Industry:** Introduction to the hotel industry & the growth of the hotel industry in India

Role of catering establishment in the travel/tourism industry.

Classification of F & B sector, commercial and welfare catering.

**UNIT-2**

**Departmental Organization & Staffing:** Organization of F& B department of hotel. Principle staff of various types of F & B Operation. French term related to F & B Staff.

Duties & responsibilities of F & B Staff, Attributes of F & B Staff.

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**UNIT-3**

**Food & Beverage Service Areas and Service Methods:** Specialty restaurants, Coffee Shop, Cafeteria, Fast food (Quick service restaurant), Grill room, Banquet, Bar, Executive lounge, Vending machines, Discotheque, Night club, Table Service- Silver/English Service, American, Butler/ French, Russian, Self Service- Buffet & Cafeteria. Single Point Service-Take Away, Vending, Kiosk, Food Courts & Bars.

**UNIT-4**

**Ancillary Department and Food & Beverage Service Equipment:** Pantry, Foodpick-up Area/ Hot plate point, Store, Linen room, Kitchen stewarding.

Familiarization & Selection factors of Cutlery, Crockery, Glassware, Flatware, Hollowware, all other equipment used in F & B Service.

**UNIT-5**

**Food & Beverage Service Methods:** Table Service- Silver/English Service, American, Butler/ French, Russian, Self Service- Buffet & Cafeteria. Single Point Service-Take Away, Vending, **Kiosk**, Food Courts & Bars.

**Textbooks:**

1. Lillicrap Dennis R., Food & Beverage Service, Hodder Arnold Publication, 2006.
2. Singaravelavan R. Food & Beverage Services, Oxford Publications, 2011.

**Reference books:**

1. Dhawan, Vijay, Food & Beverage Service - Franc Brothers, 2009.
2. Walker R. John, The Restaurant (From Concept to Operation), Wiley, 2013
3. Andrioli, Sergio, Douglas, Peter, Professional Food Service, Heinemann Professional, 1990.

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**COURSE CODE & NAME: HMUCBH103T/**

**Accommodation Operation-1**

**COURSE OUTCOMES**

1. Classify hotels based on size, category and location and understand the importance of Housekeeping.
2. Create organization structure for housekeeping department of various sizes of Hotel.
3. Explain different types of guestroom and design their layout.
4. Explain various hotel chain operating in India.

**UNIT-1**

**Introduction to Housekeeping:**

Housekeeping: Meaning, Role of housekeeping in Hotel, its importance, different areas of the department, Layout of the department.

**UNIT-2**

**Organization of Housekeeping department:** Organization structure of Housekeeping dept.(Small, medium, large hotels), Duties and responsibilities of H.K. staffs, Job description and Job specification, Interdepartmental relationship with other departments, Role of Housekeeping in guest satisfaction

**UNIT-3**

**Hotel Guestroom:** Importance of Guestrooms to a guest, Types of guestrooms, layout (single, double, suit, twin etc.), Guest room supplies and amenities, Guestroom status, Guest floor rules.

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**UNIT-4**

**Introduction to Cleaning Agents:**

Meaning of Cleaning Agents ,Types-R1 to R9

**UNIT-5**

**Introduction to major Indian Hotel group:**

Welcome group, Oberoi group, Taj group, Ambassador, HCI, Leela group, Park hotels (Its Structure and architectural facts)

**Textbooks:**

1. Andrews, Sudhir, Hotel Housekeeping, Tata McGraw Hill, 2009.
2. Raghubalan, G. Hotel Housekeeping Operation and Management, Oxford Universitypress, 2007.
3. Bhatnagar, S.K., Front Office Management, Frank Bros. & Co. Ltd., 2013

**Reference books:**

1. Schneider, M. The Professional Housekeeper, Wiley, 1998
2. Jones, M. Professional Management of Housekeeping operations, Wiley, 2007
3. Branson, C, Lennox Margaret. Hotel, Hostel & Hospital Housekeeping, Hooter Education, 1988.
4. Kappa, Margret, Nitschke, Aleta. Managing House Keeping Operation, AHLA, 1997.
5. Allen, David. Accommodation & Cleaning Services, Vol I & Vol II, Hutchinson, 1983.

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**COURSE CODE & NAME: HMUCBH104T/**

**Hotel Front Office Foundation-1**

**COURSE OUTCOMES**

1. Explain the organization structure and functioning of front Office Department.
2. Describe the history of hospitality industry and figure out the organization structure of hotel sector.
3. Perform the role and functions of the front office department.
4. Demonstrate the basic skills related to the front office department.
5. Coordinate with their colleagues of other departments.

**UNIT-1**

**Introduction to Front Office**

Introduction To Hotel Industry (Evolution, definition), Role and Importance of Front Office in the Hotel.

**UNIT-2**

**Organizational Structure Of Front Office**

Structure and functions of each Staff, Duties and Responsibilities of Front Office Staff

**UNIT-3**

**Attributes Of Front Office And Front Office Terminology**

Attributes of Front Office Staff, Terminology regarding Guests ,rooms,etc.

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**UNIT-4**

**Reservation Operations**

The importance of Reservation Section, Cancellation and Amendment Procedure

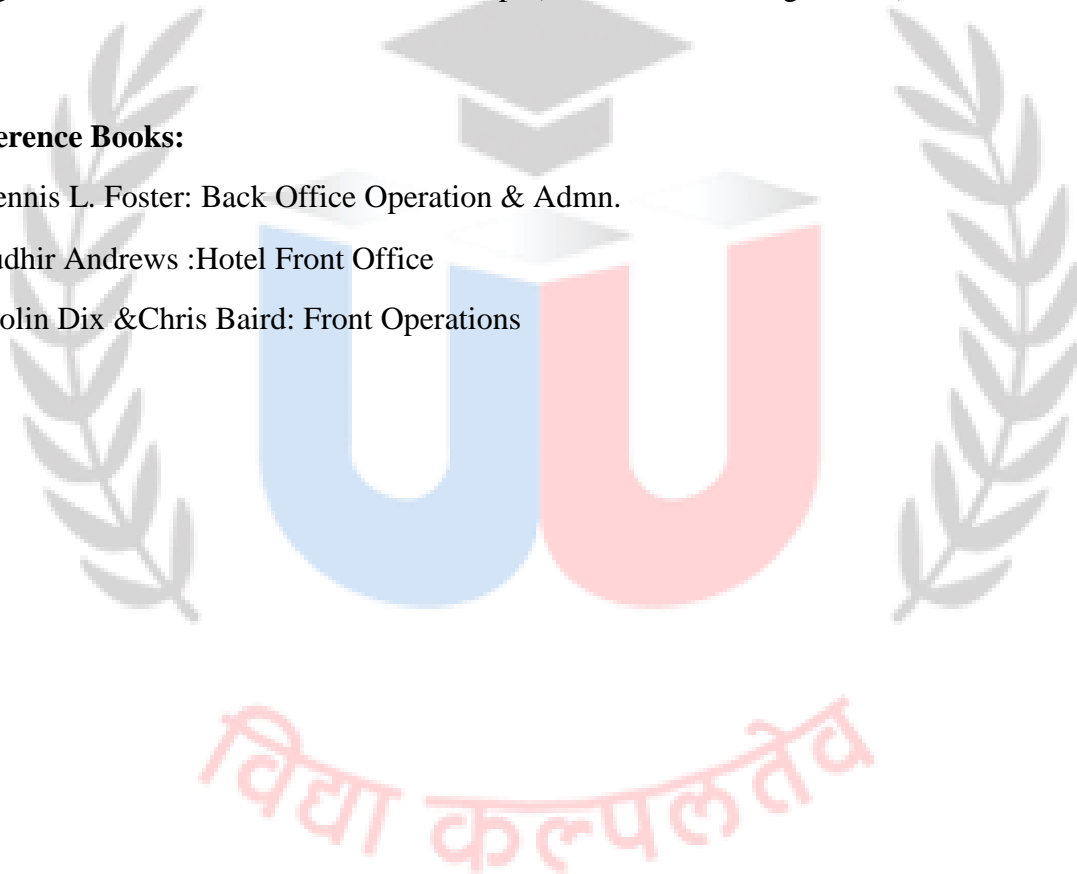
**UNIT-5**

**Front office organization:**

Organization structure of Front office dept.(small, medium, large hotels).

**Reference Books:**

- 1.Dennis L. Foster: Back Office Operation & Admn.
- 2.Sudhir Andrews :Hotel Front Office
3. Colin Dix &Chris Baird: Front Operations



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COURSE CODE & NAME: HMUCBH101P/

Food Production Foundation Practical-1

**COURSE OUTCOMES**

1. Describe the importance of professional kitchen, hygiene and grooming
2. Describe the kitchen equipment; the safety procedure, fuels usages and precautions, fire, firefighting and first aids.
3. Explain the Herbs, spices, cereals, pulses, fruits and vegetables, Milk and Milk product and their uses in kitchen
4. Apply different methods of cooking.
5. Prepare basic bakery items.

**PRACTICAL-1**

**Hygiene**

Personal Hygiene & Kitchen Hygiene

Grooming for Professional Kitchen – Do's & don'ts

**PRACTICAL-2**

**Kitchen**

Familiarization with kitchen equipment and tools Fuels –

Their usage and precautions Kitchen First Aid, Handling

Fire & HACCP Standards Do's & Don'ts.

**PRACTICAL-3**

**Ingredients**

Familiarization, identification of commonly used ingredients in kitchen

Cuts of vegetables: Julienne, Jardinière, Dices, Cubes, Macedoine, Paysanne

Shredding, Mire-poix, Blanching of Tomatoes and Capsicum.

Vegetables – Their usage and cooking precautions

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**PRACTICAL-4****Methods of Cooking:**

Boiling (potatoes, peas),Frying Auvergne, Potatoes)Steaming (Cabbage) Braising (Potatoes)  
Braising (Onions, cabbage)

(All moist heat, dry heat and combination heat cooking methods)

**PRACTICAL-5****Fermented dough**

Bread (Bread Loaf-White and Brown), bread rolls (Various shapes), French breadand other  
fermented dough products.

**Textbooks:**

1. D.D., Mary, Cooking Essentials for the New Professional Chef. John Wiley and Sons, 1997.
2. Parvinder S Bali, Food Production Operations. Oxford University Press, 2014.
3. Philip E. Thangam, Modern Cookery (Vol- I), Orient Longman, 1946.
4. R. Kinton & V. Cessarani, Foundation Practical Cookery, Hodder Education, 2009.
5. R.J. Kauffman & H. Cracknell, Practical Professional Cookery, Thomson, 1999.

**Reference books:**

1. Wayne Gislen, Professional Cooking. Le Cordon Bleu, 2002.
2. Andrew Hale Feinstein and John M. Stefanelli, Purchasing Selection and Procurement for the Hospitality Industry. John Wiley and Sons, 2012.

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**COURSE CODE & NAME: HMUCBH102P/**

**Food & Beverage Service Foundation Practical-1**

**COURSE OUTCOMES**

1. Identify different kinds of service equipment used in a restaurant.
2. Demonstrate the procedure of performing silver service in a restaurant.
3. Explain the procedures of cleaning & polishing glassware used in a restaurant.
- 4 Demonstrate different types of napkin folds & prepare side boards for service in a restaurant.
5. Handle some of the common situations arising in a restaurant.

**PRACTICAL-1**

Identification of equipment.

**PRACTICAL-2**

Laying & relaying of tablecloth

**PRACTICAL-3**

Placing meal plates & clearing soiled plates. Crumbing down.

**PRACTICAL-4**

Stocking sideboard. Napkin Folds.

**PRACTICAL-5**

Changing dirty ash tray. Situation handling & role play.

**Textbooks:**

1. Singaravelavan R. Food & Beverage Services, Oxford Publications, 2011.
2. Lillicrap Dennis R., Food & Beverage Service, Hodder Arnold Publication, 2006

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**Reference books:**

1. Prasad, Vara, Krishna R. Gopi, Food & Beverage: F&B Simplified, Pearson, 2013.
2. Andrioli, Sergio, Douglas, Peter, Professional Food Service, Heinemann Professional,1990.



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COURSE CODE & NAME: HMUCBH103P/

Accommodation Operation Practical-1

**COURSE OUTCOMES**

1. Learn the layout of Housekeeping department.
2. Understand organizational structure of Housekeeping department.
3. Know the layout of different types of guestrooms.
4. Understand the different types of guest supplies and amenities provided in the rooms.
5. Understand the concept of Cleaning Agent.

**PRACTICAL-1**

Layout of Housekeeping Dept.

Designing the layout of the Housekeeping Dept.

**PRACTICAL-2**

Organizational structure of HK

Creating organizational structure of Housekeeping department for Small hotel and Medium hotel

Creating organizational structure of Housekeeping dept. for Large hotel

**PRACTICAL-3**

Layout of guestrooms

Drawing layout of -

Single room and Double room Layout of Suite room and Twin room

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**PRACTICAL-4**

Guest supplies and amenities

Preparing list of guest supplies and amenities.

**PRACTICAL-5**

Cleaning Agents

Understanding the concept and its uses

**Textbooks:**

1. Andrews, Sudhir, Hotel Housekeeping, Tata McGraw Hill, 2009.
2. Raghubalan, G. Hotel Housekeeping Operation and Management, Oxford University press, 2007.
3. Bhatnagar, S.K., Front Office Management, Frank Bros. & Co. Ltd., 2013

**Reference books:**

1. Schneider, M. The Professional Housekeeper, Wiley, 1998
2. Jones, M. Professional Management of Housekeeping operations, Wiley, 2007
3. Kappa, Margret, Nitschke, Aleta. Managing House Keeping Operation, AHLA, 1997.
4. Allen, David. Accommodation & Cleaning Services, Vol I & Vol II, Hutchinson, 1983.

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COURSE CODE & NAME: HMUCBH104P/

Hotel Front Office Foundations Practical-1

**COURSE OUTCOMES**

1. Design layout of Front office department.
2. Design organizational structure of Front office department for small Hotel.
3. Design layout of different types of guestrooms.
4. Design organizational structure of Front office department for different size of Hotel.
5. Understanding the different situations dealt in Various sections of Front Office.

**PRACTICAL-1**

**Layout of FO dept.**

Designing the layout of Front office department.

**PRACTICAL-2**

**Organizational structure of FO**

Creating organizational structure of Front Office department for Small hotel and Medium hotel

**PRACTICAL-3**

**Layout of guestrooms**

Drawing layout of-

Single room and Double room Layout of Suite room and Twin room

**PRACTICAL-4**

**Organizational structure of FO**

Creating organizational structure of Front office department for Small hotel.

Organizational structure of Front office department for medium size hotel.

Organizational structure of Front office department for Large size hotel.

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**PRACTICAL-5**

**Situation Handlings in Different Sub-sections of F.O Department**

Guest Complains in Reception, Concierge,etc.

**Reference Books**

1. Bhatnagar, S.K., Front Office Management, Frank Bros. & Co. Ltd., 2013.
2. 1.Dennis L. Foster: Back Office Operation & Admn.
3. 2.Sudhir Andrews :Hotel Front Office
4. Colin Dix &Chris Baird: Front Operations



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