



**Integral University Lucknow**  
**Faculty of Commerce & Management**  
**STUDY & EVALUATION SCHEME**

**Bachelor of Hotel Management**

**Semester-I**

S.No.	Course code	Course Title	Type of Paper	Period Per/hr/week/ Sem.			Evaluation Scheme				Sub Total	Credit	Total Credits	Attributes							
				L	T	P	CT	TA	Total	ESE				Employability	Entrepreneurship	Skill Development	Gender Equality	Environment &Sustainability	Human Value	Professional Ethics	Sustainable Development Goal
1	BHM101	Food Production Foundation -I	Theory	3	0	0	15	10	25	75	100	3:0:0	3	√	√	√				√	4,8 & 17
2	BHM101P	Food Production Foundation -II	Practical	0	0	2	15	10	25	75	100	0:0:2	1	√		√	√		√	√	4,5 & 17
3	BHM102	Food & Beverage Service Foundation -I	Theory	3	0	0	15	10	25	75	100	3:0:0	3	√		√				√	4,8,9 & 17
4	BHM102P	Food & Beverage Service Foundation -II	Practical	0	0	2	15	10	25	75	100	0:0:2	1	√		√				√	4,8 & 17
5	BHM103	Accommodation & Front Office Foundation -I	Theory	3	0	0	15	10	25	75	100	3:0:0	3	√		√	√		√	√	4,8,9 & 17
6	BHM103P	Accommodation & Front Office Foundation -II	Practical	0	0	2	15	10	25	75	100	0:0:2	1	√		√				√	4,9 & 17
7	C010103T	Business Communication	Theory	05	1	0	15	10	25	75	100	5:1:0	6	√		√					SDG-4
8	BHM104	Housekeeping Decorations	Vocational	02	1	0	15	10	25	75	100	2:1:0	3		√				√	√	SDG-8
9	Z010101T	Food, Nutrition and Hygiene	Co-curricular	02	0	0	15	10	25	75	100	2:0:0	2	√	√	√			√	√	SDG-3
<b>Total</b>				<b>18</b>	<b>02</b>	<b>06</b>	<b>135</b>	<b>90</b>	<b>225</b>	<b>675</b>	<b>900</b>		<b>23</b>								



## Integral University, Lucknow

Effective from Session:2023-24							
Course Code	BHM101	Title of the Course	Food Production Foundation –I(Theory)	L	T	P	C
Year	I	Semester	I	3	0	0	3
Pre-Requisite	None	Co-requisite	None				
Course Objectives	To impart fundamental knowledge of food production among students and to familiarize the students with day to day working atmosphere of food production dept. in hotels.						

Course Outcomes	
<b>CO1</b>	Explain the Origin and Evolution of Modern Cookery.
<b>CO2</b>	Identify various tools used for cooking.
<b>CO3</b>	Elaborate on the role and importance of various cooking ingredients.
<b>CO4</b>	Analyse the basic food nutrients and its role and assess the importance of kitchen safety measures.

Unit No.	Title of the Unit	Content of Unit	Contact Hrs.	Mapped CO
1	<b>Professional Kitchen &amp; Cooking -</b>	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.	10	CO1
2	<b>Kitchen Equipment, Fuels &amp; Safety</b>	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; Basic First Aid- Burns, Scalds, Cuts	10	CO2
3	<b>Ingredients used in cooking</b>	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.	10	CO3
4	<b>Stocks, Sauces, Soups and Salads</b>	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.	15	CO4

Reference Books:	
Food Production Operations by Chef Parvinder S. Bali	
Practical Professional Cookery by Cracknell and Kaufmann	
Catering Management by Mohini Sethi & Surjeet Malhan	
Hygiene and Sanitation by S. Roday	
Indian Food: A Historical Companion by Achaya KT & Food: A Culinary History by Jean-Louis Flandrin	
e-Learning Source:	
<a href="https://whatscookingamerica.net/glossary/">https://whatscookingamerica.net/glossary/</a>	
<a href="http://www.foodsubs.com/">http://www.foodsubs.com/</a>	
<a href="https://foodprint.org/eating-sustainably/real-food-encyclopedia/">https://foodprint.org/eating-sustainably/real-food-encyclopedia/</a>	



## Integral University, Lucknow

<b>Effective from Session:2023-24</b>							
<b>Course Code</b>	BHM101 P	<b>Title of the Course</b>	Application of Food Production Foundation (Practical)	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
<b>Year</b>	I	<b>Semester</b>	I	<b>0</b>	<b>0</b>	<b>2</b>	<b>1</b>
<b>Pre-Requisite</b>	None	<b>Co-requisite</b>	None				
<b>Course Objectives</b>	To impart fundamental knowledge of food production among students and to familiarize the students with day to day working atmosphere of food production dept. in hotels.						

<b>Course Outcomes</b>	
<b>CO1</b>	Practical application of Professional Kitchen & Cooking.
<b>CO2</b>	Identify various tools used for cooking.
<b>CO3</b>	To understand the role of various cooking ingredients.
<b>CO4</b>	To understand the preparation of Stocks, Sauces, Soups and Salads.

<b>Unit No.</b>	<b>Title of the Unit</b>	<b>Content of Unit</b>	<b>Contact Hrs.</b>	<b>Mapped CO</b>
1	<b>Professional Kitchen &amp; Cooking: -</b>	<ul style="list-style-type: none"> <li>❖ Understanding Personal Hygiene &amp; Kitchen Hygiene</li> <li>❖ Grooming for Professional Kitchen–Do's &amp; Don'ts</li> <li>❖ Understanding kitchen Layouts</li> </ul>	10	CO1
2	<b>Kitchen Equipment, Fuels &amp; Safety</b>	<ul style="list-style-type: none"> <li>❖ Familiarization with kitchen equipment and tools</li> <li>❖ Fuels–Their usage and precautions</li> <li>❖ Kitchen First Aid</li> </ul>	10	CO2
3	<b>Ingredients used in cooking</b>	<ul style="list-style-type: none"> <li>❖ Handling Fire</li> <li>❖ Familiarization, identification of commonly used ingredients in kitchen</li> </ul>	5	CO3
4	<b>Stocks, Sauces ,Soups and Salads</b>	<ul style="list-style-type: none"> <li>❖ Preparation of Soups (Minestrone, Consommés, Cream Soups, Puree Soups, Clear Soups, Bisques ,Cold Soups, Chowders and others)</li> </ul>	5	CO4

### Reference Books:

Food Production Operations by Chef Parvinder S. Bali

Practical Professional Cookery by Cracknell and Kaufmann

Catering Management by Mohini Sethi & Surjeet Malhan

Hygiene and Sanitation by S. Roday

Indian Food: A Historical Companion by Achaya KT & Food: A Culinary History by Jean-Louis Flandrin

### e-Learning Source:

<https://whatscookingamerica.net/glossary/>

<http://www.foodsubs.com/>

<https://foodprint.org/eating-sustainably/real-food-encyclopedia/>



## Integral University, Lucknow

Effective from Session:2023-24							
<b>Course Code</b>	BHM102	<b>Title of the Course</b>	Food & Beverage Service Foundation-I(Theory)	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
<b>Year</b>	I	<b>Semester</b>	I	3	0	0	3
<b>Pre-Requisite</b>	None	<b>Co-requisite</b>	None				
<b>Course Objectives</b>	To impart an overview of entire food and beverage service department and to make students familiar with the working procedures and skill required in managing this department.						

Course Outcomes	
<b>CO1</b>	Explain the meaning and evolution of Hospitality and Tourism Industry.
<b>CO2</b>	Compare the various types of Hotels, Guest rooms and Tariff plans
<b>CO3</b>	Describe the various functional areas of the accommodations department
<b>CO4</b>	Highlight the importance of intra & inter departmental coordination & Identify various Guest services challenges faced by accommodations personnel

Unit No.	Title of the Unit	Content of Unit	Contact Hrs.	Mapped CO
1	<b>Food and Beverage Services</b>	Introduction, Concept, and Classification of Catering Establishments, their importance; Personal Hygiene, Uniform & Grooming Standards, F&B Service Outlets & Familiarization with their Layouts(Tea Lounge, Coffee Shop, Restaurant, Banquets, Staff Cafeteria), Hierarchy of F&B Service Department, F&B Service Brigade, Modern Staffing in various hotels, Duties & Responsibilities of various employees in F&B Service, their attributes; coordination of F&B Service with other departments.	10	CO1
2	<b>Food Service Equipments, Fuels &amp; Safety:</b>	Food Service Equipments, Classification, Description, Usage, Upkeep and Storage, Food Service Tools, Their Usage, Care & Maintenance, Side Stations, Safety Procedures, Fuel – Types, Usage and Precautions while Food Service. Fire, Safety & Emergency Procedures – Introduction, Types and handling fires and dealing with emergencies.	10	CO2
3	<b>Food Service -1</b>	Table Crockery, Cutlery, Glassware (Bar Glassware not included) Condiments, Sweeteners, Menu – Concept, Types, Salient Features, Menu Designs, Presenting of Menu, Layout of Table, Napkin Folding (At least Ten Types), Receiving and Greeting the Guests.	15	CO3
4	<b>Food Service-II :</b>	Introduction, Classification of Services, Usage and Service Methods, Preparation for Services, Mise-en-place and Mise-en-scene, arrangement and setting up of station, Par stocks maintained at each side station, Functions performed while holding a station, Method and procedure of taking a guest order, emerging trends in Food Services and salient features.	10	CO4

### Reference Books:

Managing Front Office Operations – Michael L Kasavanna & Richard M. Brooks
Front Office Operations and Management - Jatashankar R. Tiwari
Principles of Hotel Front Office Operations- Su Baker, Pam Bradley
Hotels for Tourism Development – Dr. Jagmohan Negi
Housekeeping Operations, Design and Management by Malini Singh, Jaya B George
Green Housekeeping - By Christina Strutt

### e-Learning Source:

<a href="https://hoteltechreport.com/news/hotel-housekeeping-duties/">https://hoteltechreport.com/news/hotel-housekeeping-duties/</a>
<a href="https://hmhub.me/role-of-housekeeping-in-guest-satisfaction-and-repeat-business/">https://hmhub.me/role-of-housekeeping-in-guest-satisfaction-and-repeat-business/</a>
<a href="https://www.todayshotelier.com/2018/06/11/top-issues-and-solutions-for-your-housekeepingdepartment/">https://www.todayshotelier.com/2018/06/11/top-issues-and-solutions-for-your-housekeepingdepartment/</a>



## Integral University, Lucknow

<b>Effective from Session:2023-24</b>							
<b>Course Code</b>	BHM102P	<b>Title of the Course</b>	Food & Beverage Service Foundation-II(Practical)	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
<b>Year</b>	I	<b>Semester</b>	I	<b>0</b>	<b>0</b>	<b>2</b>	<b>1</b>
<b>Pre-Requisite</b>	None	<b>Co-requisite</b>	None				
<b>Course Objectives</b>	To impart practical knowledge of food and beverage service and working procedures, skill required in managing this department.						

<b>Course Outcomes</b>	
<b>CO1</b>	Develop a smart personality in tune with the hospitality industry standards.
<b>CO2</b>	Efficiently handle guest requirements and complaints.
<b>CO3</b>	Perform guest reservation and registration functions.

<b>Unit No.</b>	<b>Title of the Unit</b>	<b>Content of Unit</b>	<b>Contact Hrs.</b>	<b>Mapped CO</b>
1	<b>Food and Beverage Services</b>	<ul style="list-style-type: none"> <li>❖ Understanding Personal Hygiene &amp; Food Service Hygiene</li> <li>❖ Grooming for Professional Food Service – Do's &amp; Don'ts</li> <li>❖ Understanding Food Service Outlets.</li> </ul>	10	CO1
2	<b>Food Service Equipments, Fuels &amp; Safety</b>	<ul style="list-style-type: none"> <li>❖ Familiarization with Food Service equipments and tools..</li> <li>❖ Fuels –Their usage and precautions while dealing with them in F&amp;B Outlets.</li> <li>❖ Handling Fire and Emergency Procedures.</li> </ul>	10	CO2
3	<b>Food Service -1</b>	<ul style="list-style-type: none"> <li>❖ Familiarization, identification of crockery, cutlery, hollowware, flatware and tableware in F&amp;B Outlets.</li> <li>❖ Services of Soups (Minestrone, Consommés, Cream Soups, Puree. Soups, Clear Soups, Bisques, Cold Soups, Chowders and others).</li> </ul>	5	CO3
4	<b>Food Service-II :</b>	<ul style="list-style-type: none"> <li>❖ Understanding Service Methods, Setting up of Side Station, Table Layouts, Napkin Folding and Presenting Menus.</li> </ul>	5	CO4

<b>Reference Books:</b>	
Managing Front Office Operations – Michael L Kasavanna & Richard M. Brooks	
Front Office Operations and Management - Jatashankar R. Tiwari	
Principles of Hotel Front Office Operations- Su Baker, Pam Bradley	
Hotels for Tourism Development – Dr. Jagmohan Negi	
Housekeeping Operations, Design and Management by Malini Singh, Jaya B George & Green Housekeeping - By Christina Strutt	
<b>e-Learning Source:</b>	
<a href="https://hoteltechreport.com/news/hotel-housekeeping-duties">https://hoteltechreport.com/news/hotel-housekeeping-duties</a>	
<a href="https://hmhub.me/role-of-housekeeping-in-guest-satisfaction-and-repeat-business/">https://hmhub.me/role-of-housekeeping-in-guest-satisfaction-and-repeat-business/</a>	
<a href="https://www.todayshotelier.com/2018/06/11/top-issues-and-solutions-for-your-housekeepingdepartment/">https://www.todayshotelier.com/2018/06/11/top-issues-and-solutions-for-your-housekeepingdepartment/</a>	



## Integral University, Lucknow

<b>Effective from Session:2023-24</b>							
<b>Course Code</b>	BHM103	<b>Title of the Course</b>	Accommodation & Front Office Foundation –I(Theory)	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
<b>Year</b>	I	<b>Semester</b>	1	<b>3</b>	<b>0</b>	<b>0</b>	<b>3</b>
<b>Pre-Requisite</b>	None	<b>Co-requisite</b>	None				
<b>Course Objectives</b>	This module is prescribed to appraise students about Hotel's rooms division and its basicfunction.						

<b>Course Outcomes</b>	
<b>CO1</b>	To understand the importance of the Food & Beverage Service department.
<b>CO2</b>	Describe a structure of the Food and Beverage Service sequence.
<b>CO3</b>	Understand the scope of F & B and its role in Hotel Industry, Explain the various F & B Outlets in a hotel.
<b>CO4</b>	Discuss the F & B Industry and its components, Explain the Role of F & B Service department.

<b>Unit No.</b>	<b>Title of the Unit</b>	<b>Content of Unit</b>	<b>Contact Hrs.</b>	<b>Mapped CO</b>
1	<b>Accommodation Sector</b>	Introduction, Concept, and its importance; Types & Classification of Hotels on different basis; Star Categorization, Heritage Hotels and others in India, Organisation Structure of Hotels; Origin, growth and development of Hotel Sector in India.(ITC, The Taj Group, The Oberoi Group), Foreign Hotel Chains in India – Hilton, Marriott, Hyatt	10	CO1
2	<b>The Guest Accommodation:</b>	Guest Rooms, Types, Layouts, Salient Features, Description, Guest Room amenities, supplies and services, Floors, Room Name List Patterns, Guest Elevators, Floor Pantries, Guest Safety on Floors, Guest Safety Procedures during Fire, emergencies	10	CO2
3	<b>Hotel Front Office</b>	Front Office Introduction, Functions and its importance, Different sections of the front office department and their layout and importance – Reservation, Reception, Concierge, Bell desk, Lobby, Telephones, Cashier, Inter and Intra- department coordination. Organization structure of Front Office, Key Responsibilities, Job Descriptions, Attributes of Front Office Personnel, Uniform and Grooming Standards.	10	CO3
4	<b>Hotel Housekeeping</b>	Introduction, Meaning and definition Importance of Housekeeping, Sections of Housekeeping, Responsibilities 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, Hygiene and Grooming Standards of Housekeeping Personnel.	15	CO4

### ReferenceBooks:

- Food & Beverage Service Training Manual- By Sudhir Andrews
- Food & Beverage Service by R Singaravelan
- The Steward by Peter Diaz
- Food & Beverage Service by Anil Sagar
- The World Atlas of Coffee by James Hoffman

### e-LearningSource:

- <https://www.bbcgoodfood.com/howto/guide/top-10-non-alcoholic-drinks>
- <https://www.brandwatch.com/blog/the-biggest-restaurant-industry-trends/>
- <https://www.precog.co/blog/sustainability-food-and-beverage-manufacturing/>



## Integral University, Lucknow

<b>Effective from Session:2023-24</b>							
<b>Course Code</b>	BHM103P	<b>Title of the Course</b>	Accommodation & Front Office Foundation –II (Practical)	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
<b>Year</b>	I	<b>Semester</b>	1	0	0	2	1
<b>Pre-Requisite</b>	-	<b>Co-requisite</b>	-				
<b>Course Objectives</b>	This module is prescribed to appraise students about Hotel's rooms division and its basic function.						

<b>Course Outcomes</b>	
<b>CO1</b>	To understand the various functional areas of a restaurant.
<b>CO2</b>	To gain the essential skills needed in the Food and Beverage Service areas.
<b>CO3</b>	To understand the application of F & B and its role in Hotel Industry.
<b>CO4</b>	To demonstrate the art of coffee making and service.

<b>Unit No.</b>	<b>Title of the Unit</b>	<b>Content of Unit</b>	<b>Contact Hrs.</b>	<b>Mapped CO</b>
1	<b>Accommodation Sector</b>	<ul style="list-style-type: none"> <li>❖ Understanding Personal Hygiene Grooming Standards</li> <li>❖ Understanding Layouts of Front Office and Housekeeping</li> </ul>	10	CO1
2	<b>The Guest Accommodation:</b>	<ul style="list-style-type: none"> <li>❖ Familiarization with equipments and tools</li> <li>❖ Rooms layout and standard supplies. (Amenities)</li> </ul>	10	CO2
3	<b>Hotel Front Office</b>	<ul style="list-style-type: none"> <li>❖ DO'S and Don'ts for new entrants/employees in the front office</li> </ul>	5	CO3
4	<b>Hotel Housekeeping</b>	<ul style="list-style-type: none"> <li>❖ Hotel terminology</li> </ul>	5	CO4

<b>Reference Books:</b>	
Food & Beverage Service Training Manual- By Sudhir Andrews	
Food & Beverage Service by R Singaravelan	
The Steward by Peter Diaz, Food & Beverage Service by Anil Sagar.	
The World Atlas of Coffee – James Hoffman	
<b>e-Learning Source:</b>	
<a href="https://www.bbcgoodfood.com/howto/guide/top-10-non-alcoholic-drinks">https://www.bbcgoodfood.com/howto/guide/top-10-non-alcoholic-drinks</a>	
<a href="https://www.brandwatch.com/blog/the-biggest-restaurant-industry-trends/">https://www.brandwatch.com/blog/the-biggest-restaurant-industry-trends/</a>	
<a href="https://www.precog.co/blog/sustainability-food-and-beverage-manufacturing/">https://www.precog.co/blog/sustainability-food-and-beverage-manufacturing/</a>	



## Integral University, Lucknow

**Effective from Session: 2021-22**

Course Code	C010103T	Title of the Course	Business Communication	L	T	P	C
Year	I	Semester	1	5	1	0	6
Pre-Requisite	None	Co-requisite	None				
Course Objectives	After successful course completion, learners will develop the following attributes.						

Course Outcomes	
<b>CO1</b>	Demonstrate and understand the meaning, process, and importance of business communication including barriers.
<b>CO2</b>	Understating the aspects of non-verbal communication like body postures, facial expression, listening exercise interview skills, and writing skills.
<b>CO3</b>	Learning presentation skills and drafting.
<b>CO4</b>	Equipped with the skills of report and business letter writing.

Unit No.	Title of the Unit	Content of Unit	Contact Hrs.	Mapped CO
1	<b>Introduction</b>	Process and importance of communication, types (verbal & non-verbal), different forms of communication, Barriers, effects and advantages of Technology in business communication like email. text messages, instant messaging and modern techniques like video conferencing, social networking and strategic importance of communication.	22	CO1
2	<b>Non- Verbal Aspects of communication</b>	Body language, kinesics, paralanguage, proxemics, Effective listening: principle of Effective listening, Factors affecting listening exercises, oral, Written and Video sessions. Interview skills; appearing in interviews, writing resume and letter of application, modern forms of communicating, Email, video conferencing etc.	21	CO2
3	<b>Business language and Presentation</b>	Importance of business language, vocabulary words often confused words often misspelt words, common errors in English. Oral presentation importance, characteristics, presentation plan, powerpoint, presentation, visual aids. Writing skills: planning business messages, Rewriting and Editing. The first and Reconstructing the Final draft. Office correspondence: office letter, Semi official Letter and Memorandum.	31	CO3
4	<b>Report Writing</b>	Identify the types of report, the basic format of the report, steps of writing report, writing a report format requirements, determine the process of writing a report, the importance of including visuals such as tables, diagrams, and charts in writing report, apply citation rules, (APA style documentation)	16	CO4

### Reference Books:

Lesikar. R.V & flatly, M.E; Business Communication Skills for Empowering the Internet Generation, Tata Mac Graw Hill Publishing company Ltd. New Delhi.
Bovee, and Thill, Business communication Today, Pearson Education
Shirley, Taylor, Communication for Business, Pearson Education
Mishra, A.K., Business Communication (Hindi), Sahitya Bhavan Publications Agra

### e-Learning Source:

<a href="https://uptunotes.com/notes-professional-communication-unit-i-nas-104-nas-204/">https://uptunotes.com/notes-professional-communication-unit-i-nas-104-nas-204/</a>
<a href="https://study.com/academy/lesson/what-is-communication-definition-importance.html">https://study.com/academy/lesson/what-is-communication-definition-importance.html</a>
<a href="https://open.lib.umn.edu/businesscommunication/chapter/1-2-what-is-communication/">https://open.lib.umn.edu/businesscommunication/chapter/1-2-what-is-communication/</a>

PO- PSO CO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO12	PSO1	PSO2	PSO3	PSO4	PSO5	PSO6	PSO7
<b>CO1</b>	3	3	2	3	1	3	3	-	-	-	3	2	3	3	2	1	3
<b>CO2</b>	3	2	3	3	2	3	2	-	-	-	2	3	2	3	2	3	3
<b>CO3</b>	3	3	3	2	3	3	3	-	-	-	3	3	3	2	3	3	3
<b>CO4</b>	3	3	2	3	2	3	2	-	-	-	3	3	2	3	2	3	3
<b>CO5</b>	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

1-Low Correlation; 2- Moderate Correlation; 3- Substantial Correlation

Name & Sign of Program Coordinator

Sign & Seal of HoD





## Integral University, Lucknow

Effective from Session: 2023-24							
Course Code	BHM104	Title of the Course	Housekeeping Decorations	L	T	P	C
Year	I	Semester	1	2	1	0	3
Pre-Requisite	None	Co-requisite	None				
Course Objectives	To familiarize the students on the planning principles for designing various interior spaces, expose the students on the fundamentals of Space designing and management aid the students apply aesthetics and creative abilities in making attractive and functional interiors.						

Course Outcomes	
<b>CO1</b>	Explain the basic concepts of design.
<b>CO2</b>	Elaborate on the principles and elements of design.
<b>CO3</b>	Design layouts of Rooms, Restaurants, Lobby and other guest areas of a hotel.
<b>CO4</b>	Illustrate on color wheels and color combinations, explain various types of lighting, elucidate e on different types of walls, furnishes and furniture.

Unit No.	Title of the Unit	Content of Unit	Contact Hrs.	Mapped CO
1	<b>Introduction to Interior Decoration</b>	Concepts and definition of design, design: structural & decorative, elements of design, principles of design.	10	1, 2
2	<b>Layout of Rooms &amp; Color Schemes</b>	Classification of Rooms, Basic furniture layout plan, Layout of rooms, Layouts of Food and Beverage outlets, Introduction to Colour , Colour wheel, Classification and importance of Colours, Colour Schemes.	15	2, 3
3	<b>Lighting</b>	Introduction to Light, Classification of Lighting, Use of Light in various areas of the hotel,	5	4
4	<b>Furniture and Furnishings</b>	Introduction to Wall coverings, Types of Windows,Types of floor finishes (hard – granite, marble, tile, semi hard – rubber linoleum, cork,,Wood, Soft-carpet and types of carpets, rugs, durries)	15	4

### Reference Books:

Hotel, hostel and hospital housekeeping, Branson and Lennox

Hotel Housekeeping – Operations and Management, G. Raghubalan and Smritee Raghubalan

The Professional Housekeeper – Schneider, Tucker and Scoviak

Housekeeping Operations, Design and Management – Malini Singh, Jaya B George

Interior Design and Decoration – P. Seetharaman and ParveenPannu, CBS Publishers

### e-Learning Source:

<https://hoteltechreport.com/news/hotel-housekeeping-duties>

<https://www.cvent.com/en/blog/hospitality/hotel-interior-design>

<https://www.hycdesign.com/blogs/design-guides/2021-new-trends-in-hotel-guestroomdecoration>





**Integral University, Lucknow**  
**Faculty of Commerce & Management**  
**STUDY & EVALUATION SCHEME**

**Bachelor of Hotel Management**

**Semester-II**

S. No.	Course code	Course Title	Type of Paper	Period Per/hr/week/sem.			Evaluation Scheme				Sub Total	Credit	Total Credits	Attributes							
				L	T	P	CT	TA	Total	ESE				Employability	Entrepreneurship	Skill Development	Gender Equality	Environment & Sustainability	Human Value	Professional Ethics	Sustainable Development Goal
1	BHM105	Food Production Foundation -I	Theory	3	1	0	15	10	25	75	100	3:1:0	4	√	√	√				√	4,8 & 17
2	BHM105P	Food Production Foundation -II	Practical	0	1	2	15	10	25	75	100	0:1:2	2	√		√	√		√	√	4,5 & 17
3	BH106	Food & Beverage Service Foundation -I	Theory	3	1	0	15	10	25	75	100	3:1:0	4	√		√				√	4,8,9 & 17
4	BHM106 P	Food & Beverage Service Foundation -II	Practical	0	1	2	15	10	25	75	100	0:1:2	2	√		√				√	4,8 & 17
5	BHM107	Accommodation & Front Office Foundation -I	Theory	3	1	0	15	10	25	75	100	3:1:0	4	√		√	√		√	√	4,8,9 & 17
6	BHM106P	Accommodation & Front Office Foundation -II	Practical	0	1	2	15	10	25	75	100	0:1:2	2	√		√				√	4,9 & 17
7	ES125	Basics of Environmental Science	Minor	3	1	0	15	10	25	75	100	3:1:0	4					√			SDG-13,14,15
8	I010206T	Hands-on Training on Tally ERP9.0	Vocational	2	1	0	0	0	0	100	100	2:1:0	3	√		√				√	SDG-4&8
9	Z020201T	First Aid and Health	Co-curricular	2	0	0	15	10	25	75	100	2:0:0	2					√	√		SDG-2&3
Total				16	8	6	135	80	200	700	900		27								



## Integral University, Lucknow

Effective from Session:2023-24							
Course Code	BHM105	Title of the Course	Food & Beverage Production-I (Theory)	L	T	P	C
Year	I	Semester	2	3	1	0	4
Pre-Requisite	None	Co-requisite	None				
Course Objectives	To manage the entire skills and procedure of the food production. To develop certain technicalskills to build up successful professionalism in the catering industry.						

Course Outcomes	
<b>CO1</b>	Explain the history of Indian food Culture
<b>CO2</b>	Compare various Indian Masalas and its characteristics
<b>CO3</b>	Identify the emerging trends in Indian Cuisine
<b>CO4</b>	Explain the various types of Indian Breads
<b>CO5</b>	Explicate on Indian Regional, Traditional & Comfort foods

Unit No.	Title of the Unit	Content of Unit	Contact Hrs.	Mapped CO
1	<b>Methods of Cooking</b>	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.	15	CO1
2	<b>Eggs, Poultry and Meat</b>	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, Classification (Bovines, Ovines and Swines), Categories, Cuts of Meat, Storage and handling.	15	CO2
3	<b>Fishes in cooking</b>	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.	15	CO3
4	<b>Vegetable, Cuts &amp; Cookery</b>	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	15	CO4

<b>Reference Books:</b>	
Food Production Operations by Chef Parvinder S. Bali.	
Practical Professional Cookery by Cracknell and Kaufmann.	
Catering Management by Mohini Sethi & Surjeet Malhan.	
<b>e-Learning Source:</b>	
<a href="https://whatscookingamerica.net/glossary/">https://whatscookingamerica.net/glossary/</a>	
<a href="http://www.foodsubs.com/">http://www.foodsubs.com/</a>	
<a href="https://foodprint.org/eating-sustainably/real-food-encyclopedia/">https://foodprint.org/eating-sustainably/real-food-encyclopedia/</a>	



## Integral University, Lucknow

<b>Effective from Session:2023-24</b>							
<b>Course Code</b>	BHM105P	<b>Title of the Course</b>	Food & Beverage Production-II (Practical)	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
<b>Year</b>	I	<b>Semester</b>	2	<b>0</b>	<b>1</b>	<b>2</b>	<b>2</b>
<b>Pre-Requisite</b>	None	<b>Co-requisite</b>	None				
<b>Course Objectives</b>	To manage the entire skills and procedure of the food production. To develop certain technical skills to build up successful professionalism in the catering industry.						

Course Outcomes	
<b>CO1</b>	Prepare culinary delicacies belonging to various Indian Cuisines
<b>CO2</b>	Demonstrate the preparation of various types of Breads
<b>CO3</b>	Demonstrate the preparation of various types of Sponges
<b>CO4</b>	Demonstrate the preparation of various types of Hot & Cold Desserts

Unit No.	Title of the Unit	Content of Unit	Contact Hrs.	Mapped CO
1	Methods of Cooking	<ul style="list-style-type: none"> <li>❖ Understanding Methods of Cooking &amp; HACCP Standards</li> <li>❖ Cooking in Professional Kitchen – Do's &amp; Don't's</li> <li>❖ Understanding Eggs and their simple Breakfast Preparations ;Preparation of:               <ul style="list-style-type: none"> <li>• Hard &amp; soft boiled eggs.</li> <li>• Fried eggs.</li> <li>• Poached eggs.</li> <li>• Scrambled eggs.</li> <li>• Omelet's (Plain, Spanish, Stuffed)</li> </ul> </li> <li>❖ Familiarisation with, Poultry, Meats &amp; Fishes – Their Simple Cuts and Cooking</li> <li>❖ Vegetables – Their usage and cooking precautions</li> </ul>	15	CO1
2	Eggs, Poultry and Meat	<ul style="list-style-type: none"> <li>❖ Cuts of vegetables               <ul style="list-style-type: none"> <li>• Julienne</li> <li>• Jardiniere</li> <li>• Dices</li> <li>• Cubes</li> <li>• Macedoine</li> <li>• Paysanne</li> <li>• Shredding</li> <li>• Mire- poix</li> </ul> </li> <li>❖ Blanching of Tomatoes and Capsicum.</li> <li>❖ Cooking vegetables:               <ul style="list-style-type: none"> <li>▪ Boiling (potatoes, peas)</li> <li>▪ Frying (Aubergine, Potatoes)</li> <li>▪ Steaming (Cabbage)</li> <li>▪ Braising (Potatoes)</li> <li>▪ Braising (Onions, cabbage)</li> </ul> </li> </ul>	15	CO2
3	Fishes in cooking	<ul style="list-style-type: none"> <li>❖ Simple Vegetable and Meat Cookery</li> <li>❖ Identification of types of rice varieties &amp; pulses.</li> <li>❖ Simple preparation of Boiled rice (Draining &amp; Absorption) method.</li> <li>❖ Fried rice.</li> <li>❖ Simple dal preparation</li> <li>❖ Wheat, products like making chapattis, parathas, phulkas, Kulchas &amp; puris</li> </ul>	15	CO3
4	Vegetable, Cuts & Cookery	<ul style="list-style-type: none"> <li>❖ Simple Breakfast Preparations:</li> <li>❖ Preparation of Puri/ Bhaji, Allo Paratha, Chola Bhatura,</li> <li>❖ Preparation of Continental Breakfast</li> </ul>	15	CO4



## Integral University, Lucknow

ReferenceBooks:
Food Production Operations by Chef Parvinder S. Bali
Practical Professional Cookery by Cracknell and Kaufmann
Catering Management by Mohini Sethi & Surjeet Malhan
e-LearningSource:
<a href="https://whatscookingamerica.net/glossary/">https://whatscookingamerica.net/glossary/</a>
<a href="http://www.foodsubs.com/">http://www.foodsubs.com/</a>
<a href="https://foodprint.org/eating-sustainably/real-food-encyclopedia/">https://foodprint.org/eating-sustainably/real-food-encyclopedia/</a>



## Integral University, Lucknow

<b>Effective from Session:2023-24</b>							
<b>Course Code</b>	BHM106	<b>Title of the Course</b>	Food & Beverage Service-I (Theory)	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
<b>Year</b>	I	<b>Semester</b>	2	<b>3</b>	<b>1</b>	<b>0</b>	<b>4</b>
<b>Pre-Requisite</b>	None	<b>Co-requisite</b>	None				
<b>Course Objectives</b>	To develop a thorough knowledge of all food and beverage outlets and all specialized services offered in a luxury hotel.						

<b>Course Outcomes</b>	
<b>CO1</b>	Explain the various terminologies used in Food and Beverage operations
<b>CO2</b>	Illustrate a flow chart for cover set up.
<b>CO3</b>	Describe the cover layout based on the menu
<b>CO4</b>	Explain the role of Food & Beverage Service in enhancing guest satisfaction

<b>Unit No.</b>	<b>Title of the Unit</b>	<b>Content of Unit</b>	<b>Contact Hrs.</b>	<b>Mapped CO</b>
1	<b>Non Alcoholic Beverages &amp; Mocktails</b>	Introduction, Types (Tea, Coffee, Juices, Aerated Beverages, Shakes) Descriptions with detailed inputs, their origin, varieties, popular brands, presentation and service tools and techniques. Mocktails – Introduction, Types, Brief Descriptions, Preparation and Service Techniques	15	CO1
2	<b>Coffee Shop &amp; Breakfast Service</b>	Introduction, Coffee Shop, Layout, Structure, Breakfast: Concept, Types & classification, Breakfast services in Hotels, Preparation for Breakfast Services, Mise-en-place and Mise-en-scene, arrangement and setting up of tables/ trays, Functions performed while on Breakfast service, Method and procedure of taking a guest order, emerging trends in Breakfast Services and salient features.	15	CO2
3	<b>Food and Beverage Services in Restaurants</b>	Introduction, Concept of Restaurant, Types of Restaurants, their salient features; Set up of Restaurants and their Layouts, Restaurant Teams Organisational Structure, Modern Staffing in various hotels, Method and procedure of receiving guests, taking guest orders, Service equipment used and its maintenance, Coordination with housekeeping for soil linen exchange, Physical inventory monthly of crockery, cutlery, linen etc., Equipment, furniture and fixtures used in the restaurant and their use and maintenance, Theme and Speciality Restaurants, Celebrity Restaurants.	15	CO3
4	<b>Room Service/ In Room Dining:</b>	Introduction, Concept of Room Service/ In Room Dining, Their Salient Features, Understanding Guest expectations in Room Service, Room Service Equipments, Set up of Trays & Trolleys, Upkeep and Storage, Service Tools, Clearance, Presentation of Bills, Room Service Dos & Don'ts. Mini Bar Management in Guest Rooms, Guest Interaction – Have and Have not's.	15	CO4

<b>Reference Books:</b>	
Food & Beverage Service Training Manual- By Sudhir Andrews	
Food & Beverage Service By R Singaravelan	
The Steward By Peter Diaz	
<b>e-Learning Source:</b>	
<a href="https://www.unlockfood.ca/en/Articles/Menu-Planning/7-Steps-for-Quick-and-Easy-Menu-Planning.aspx">https://www.unlockfood.ca/en/Articles/Menu-Planning/7-Steps-for-Quick-and-Easy-Menu-Planning.aspx</a>	
<a href="https://hoteltalk.app/the-role-of-a-butler/">https://hoteltalk.app/the-role-of-a-butler/</a>	
<a href="https://foodsafetytech.com/column/8-reasons-sustainability-is-critical-in-food-and-beverage-manufacturing/">https://foodsafetytech.com/column/8-reasons-sustainability-is-critical-in-food-and-beverage-manufacturing/</a>	



## Integral University, Lucknow

<b>Effective from Session:2023-24</b>							
<b>Course Code</b>	BHM106P	<b>Title of the Course</b>	Food & Beverage Service-II (Practical)	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
<b>Year</b>	I	<b>Semester</b>	2	0	1	2	2
<b>Pre-Requisite</b>	None	<b>Co-requisite</b>	None				
<b>Course Objectives</b>	To develop a thorough knowledge of all food and beverage outlets and all specialized services offered in a luxury hotel.						

<b>Course Outcomes</b>	
<b>CO1</b>	To understand the importance of the Food & Beverage Service department
<b>CO2</b>	Describe a structure of the Food and Beverage Service sequence
<b>CO3</b>	Understand the scope of F & B and its role in Hotel Industry
<b>CO4</b>	Explain the various F & B Outlets in a hotel, Discuss the F & B Industry and its components & Explain the Role of F & B Service department

<b>Unit No.</b>	<b>Title of the Unit</b>	<b>Content of Unit</b>	<b>Contact Hrs.</b>	<b>Mapped CO</b>
1	<b>Non Alcoholic Beverages &amp; Mocktails</b>	<ul style="list-style-type: none"> <li>❖ Understanding Non Alcoholic Beverages, Types &amp; Service Techniques</li> <li>❖ Guest Interactions while on Food Service – Do's &amp; Don't's</li> <li>❖ Understanding Mocktails, Their Presentation and Services ( At least ten types of Mocktails)</li> </ul>	15	CO1
2	<b>Coffee Shop &amp; Breakfast Service</b>	<ul style="list-style-type: none"> <li>❖ Breakfast Services: Types, Breakfast Layouts, Menu Knowledge, Table Services, Clearance &amp; Acknowledging guests.</li> <li>❖ Familiarisation with Food Service in Restaurants ( Receiving Guests, Table Layouts, Complimenting them, Presentation of Bills, Dealing with in house/ residential guests)</li> </ul>	15	CO2
3	<b>Food and Beverage Services in Restaurants</b>	<ul style="list-style-type: none"> <li>❖ Restaurant Services – Their salient features, Table Layouts, Presenting Menus, precautions while dealing with guests, Commitments with guests, Food Pickup Procedures, Clearance and Dishwashing Procedures</li> </ul>	15	CO3
4	<b>Room Service/ In Room Dining:</b>	<ul style="list-style-type: none"> <li>❖ Room Service Practical, Taking of Orders, Delivery of Food Services, Identifying Room Service Equipment, Importance of Menu Knowledge for Order-taking (RSOT functions/procedures), Food Pickup Procedure, Room service Layout Knowledge, Laying of trays for various orders, Pantry Elevator Operations, Clearance Procedure in Dishwashing area, Room service Inventories and store requisitions</li> </ul>	15	CO4

<b>ReferenceBooks:</b>
Food & Beverage Service Training Manual by Sudhir Andrews
Food & Beverage Service by R Singaravelan
The Steward by Peter Diaz
<b>e-LearningSource:</b>
<a href="https://www.unlockfood.ca/en/Articles/Menu-Planning/7-Steps-for-Quick-and-Easy-Menu-Planning.aspx">https://www.unlockfood.ca/en/Articles/Menu-Planning/7-Steps-for-Quick-and-Easy-Menu-Planning.aspx</a>
<a href="https://hoteltalk.app/the-role-of-a-butler/">https://hoteltalk.app/the-role-of-a-butler/</a>
<a href="https://foodsafetytech.com/column/8-reasons-sustainability-is-critical-in-food-and-beverage-manufacturing/">https://foodsafetytech.com/column/8-reasons-sustainability-is-critical-in-food-and-beverage-manufacturing/</a>





## Integral University, Lucknow

<b>Effective from Session:2023-24</b>							
<b>Course Code</b>	BHM-107	<b>Title of the Course</b>	Accommodation Operations-I (Theory)	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
<b>Year</b>	I	<b>Semester</b>	2	<b>3</b>	<b>1</b>	<b>0</b>	<b>4</b>
<b>Pre-Requisite</b>	None	<b>Co-requisite</b>	None				
<b>Course Objectives</b>	To make the students aware of different sections, equipments and procedures of rooms division.						

### Course Outcomes

<b>CO1</b>	Explain the basic concepts of accommodation processes
<b>CO2</b>	Explain the significance of accommodation operations in allied sectors
<b>CO3</b>	Analyze the various operational processes in accommodations sector
<b>CO4</b>	Evaluate the changing trends in accommodations operations, Appreciate the role of accommodations personnel during natural & manmade disasters

Unit No.	Title of the Unit	Content of Unit	Contact Hrs.	Mapped CO
1	<b>Cleaning Science</b>	Cleaning Agents, Characteristics of a good cleaning agent, PH scale, Types of cleaning agent, cleaning products (Domestic and Industrial), Cleaning Equipment: Types of Equipment, Operating Principles, 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.	15	CO1
2	<b>Housekeeping Procedures</b>	Cleaning Schedules, Cleaning Methods, Briefing, Debriefing, Proceeding for Days work, Keys & Their Classification, Inventory of Housekeeping Items, Indenting from Stores, 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 Requests, General operations of control desk.	15	CO2
3	<b>Basic Front Office Operations</b>	Front desk operations & functions, 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, rooms and plans, Basis of Room charging, Tariff fixation, Introduction to the guest cycle, Reservation: Concept, importance, types, channels and systems, Procedure of taking reservation, Overbooking, amendments and cancellations, Group Reservation: Sources, issues in handling groups. Procedure for guest check in, and baggage handling.	15	CO3
4	<b>The Guest Room Servicing</b>	Cleaning of Guest Rooms & Bathrooms: Daily cleaning of (Occupied/ Departure/ Vacant/ Under Maintenance/VIP rooms (Systematic Procedures), Special Cleaning, Weekly Cleaning /Spring Cleaning, Evening service/ Turn Down Service, System & procedures involved, Forms and Formats, Replenishment of Guest supplies and amenities, Use of Maids Cart & Caddy.	15	CO4

### Reference Books:

Managing Front Office Operations – Michael L Kasavanna & Richard M. Brooks

Front Office Operations and Management - Jatashankar R. Tiwari

### e-Learning Source:

<https://hoteltechreport.com/news/hotel-housekeeping-duties>

<https://hmhub.me/role-of-housekeeping-in-guest-satisfaction-and-repeat-business/>

<https://www.todayshotelier.com/2018/06/11/top-issues-and-solutions-for-your-housekeeping-department/>



## Integral University, Lucknow

<b>Effective from Session:2023-24</b>							
<b>Course Code</b>	BHM-107P	<b>Title of the Course</b>	Accommodation Operations-II (Practical)	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
<b>Year</b>	I	<b>Semester</b>	2	<b>0</b>	<b>1</b>	<b>2</b>	<b>2</b>
<b>Pre-Requisite</b>	None	<b>Co-requisite</b>	None				
<b>Course Objectives</b>	To make the students aware of different sections, equipments and procedures of rooms division.						

### Course Outcomes

<b>CO1</b>	Develop a smart personality in tune with the hospitality industry standards.
<b>CO2</b>	Handle guest complaints and fulfill guest requirements.
<b>CO3</b>	Perform various housekeeping operational tasks and deliver superior quality services.

Unit No.	Title of the Unit	Content of Unit	Contact Hrs.	Mapped CO
1	Cleaning Science	<ul style="list-style-type: none"> <li>❖ Identification and familiarisation with cleaning equipments and agents.</li> <li>❖ Cleaning of different surfaces e.g. windows, tabletops, picture frames under beds, on carpet, metalsurfaces, tiles, marble and granite tops.</li> <li>❖ Develop an understanding about basic Housekeeping procedures like Briefing, De Briefing, dealingwith Lost &amp; Found, Key Control, Forms &amp; Registers at Control desk of Housekeeping.</li> </ul>	15	CO1
2	Housekeeping Procedures	<ul style="list-style-type: none"> <li>❖ Identification and familiarisation with front desk equipments and Performa's.</li> <li>❖ Skill to handle front desk operations i.e guest reservations, guest arrival (FIT and groups) includingbaggage handling</li> </ul>	15	CO2
3	Basic Front Office Operations	<ul style="list-style-type: none"> <li>❖ Skills to handle to telephones at the reception- receive/ record messages.</li> <li>❖ Skills to handle guest departure (fits and groups)</li> <li>❖ Preparation and study of countries, capitals, currencies, airlines and flags chart</li> </ul>	15	CO3
4	The Guest Room Servicing	<ul style="list-style-type: none"> <li>❖ Role play: <ul style="list-style-type: none"> <li>• At the porch, Guest driving in Doorman opening the door and saluting guest; Calling bell boy</li> <li>• At the Front Desk: Guest arriving; greeting &amp; offering welcome drink and guest interactions.</li> <li>• Servicing of guestrooms, placing/ replacing guest supplies and soiled linen</li> </ul> </li> </ul>	15	CO4

### Reference Books:

Managing Front Office Operations – Michael L Kasavanna& Richard M.Brooks

Front Office Operations and Management - Jatashankar R. Tiwari

Principles of Hotel Front Office Operations- Su Baker, Pam Bradley

Hotels for Tourism Development – Dr. Jagmohan Negi

Housekeeping Operations, Design and Management by Malini Singh, Jaya B George

### e-Learning Source:

<https://hoteltechreport.com/news/hotel-housekeeping-duties>

<https://hmhub.me/role-of-housekeeping-in-guest-satisfaction-and-repeat-business/>

<https://www.todayshotelier.com/2018/06/11/top-issues-and-solutions-for-yourhousekeeping-department/>



## Integral University, Lucknow

Effective from Session:2015-16							
Course Code	ES125	Title of the Course	Basics of Environmental Science	L	T	P	C
Year	I	Semester	2	3	1	0	4
Pre-Requisite	None	Co-requisite	None				
Course Objectives	This course provides students with a working knowledge of concept of environment and the relation between human and its relation with the environment.						

Course Outcomes	
CO1	Gain knowledge about origin of life and related theories.
CO2	Learn fundamental concept of environmental science.
CO3	Develop the understanding about environmental education and able to understand the relationship between human and environment.
	Understand the concept of sustainable development and SDG and also able to understand the current scenario of environmental degradation.
	Learn the significance and importance of environmental management and have the practical knowledge about the affected areas of environment.

Unit No.	Title of the Unit	Content of Unit	Contact Hrs.	Mapped CO
1	Evolution	Origin of life and speciation, Darwinism and modern synthetic theory of evolution, Natural Selection; Biochemical basis of origin of life; Hardy Weinberg Equilibrium; Genetic drift.	8	CO1
2	Concept of Environment	Definition, Principles and Scope of Environmental Science; Environment, its components and segments; Moral and Aesthetic Nature of Environmental Science; Objectives and Historic roots of the subject; for Public Awareness.	8	CO2
3	Environmental	Goals of environmental education; Environmental Literacy, Environmental Careers, Environmental Justice, Individual Organisms, Environmentalism, Environmental Education at Primary, Secondary level.	6	CO3
4	Man and Environment:	Man-Environment relationships; Impacts of human activity on environment (Agriculture, transportation, mining, urbanization, industrialization); Environmental Degradation and Conservation Issues, Modern concept of environmental conservation	8	CO3
5	Sustainable development	Concept and Significance of sustainable development, Core elements of sustainable development, Over-view of SDG (Sustainable Development Goals).	6	CO4
6	Current Environmental Issues	Ill effects of fireworks and environmental degradation, Climate change and its effects on human health, Deforestation and its impacts on human communities and flora and fauna of the Environment.	8	CO4
7	Environmental Management	Significance of Environment Management, Resettlement and rehabilitation of project affected areas, Environmental ethics: Role of Indian's religions and cultures in environmental conservation, Communication and public awareness programs for environment management.	8	CO5
8	Field Survey	Assessment of impacts of anthropogenic activities in the surrounding environment; Evaluation of the consequences rising from agricultural and commercial logging practices to preserve environment, case study, Reclamation and monitoring of the affected area by developmental activities: case study.	8	CO5

### Reference Books:

Hotel for Tourism Development- Dr Jagmohan Negi

Profiles of Indian Tourism – Shalini Singh

Tourism Today – Ratnadeep Singh

Dynamics of Tourism – Pushpinder S Gill

Operations Management in the Travel Industry by Peter Robinson

### e-LearningSource:

<https://pro.regiondo.com/tourism-trends-2018-2/>

<https://blogs.worldbank.org/voices/tourism-post-covid-world-three-steps-build-betterforward>

<https://www.unep.org/regions/asia-and-pacific/regional-initiatives/supporting-resourceefficiency/asia-pacific-roadmap-3>



## Integral University, Lucknow

<b>Effective from Session: 2021-22</b>							
<b>Course Code</b>	C010401T	<b>Title of the Course</b>	Hands-on Training on Tally ERP9.0	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
<b>Year</b>	I	<b>Semester</b>	2	2	1	0	3
<b>Pre-Requisite</b>	None	<b>Co-requisite</b>	None				
<b>Course Objectives</b>	This course is focused to provide practical implication on the knowledge of tally for commerce and management.						

### Course Outcomes

<b>CO1</b>	Ability to understand the basic concept of Tally ERP9, its use and relevance in accounting
<b>CO2</b>	Ability to identify the appropriate types and functioning of Tally and its uses in present senior
<b>CO3</b>	Ability to apply basic knowledge of accounting through Tally and its use in the field of TDS, GST and return filling.
	Ability to understand the concept of payroll in Tally and creation of various reports using Tally.

Unit No.	Title of the Unit	Content of Unit	Contact Hrs.	Mapped CO
1	Excel Introduction,	Creation of Company, Tally Configuration, Account Voucher Creation, Voucher Type Selection, Alteration of Vouchers, Reports, computation. Inventory, Payments, Quotes, Sales Orders, Sales/Invoicing, Receipts, Memorized Transactions, Global Options, Reports	15	1
2	Introduction Range	TDS -TDS Reports, TDS Online Payment, TDS Returns filing, TDS Certificate issuing, 26AS Reconciliation, TCS - TCS Reports, GST- GST Returns, EPF -ESIC, Professional Tax	10	2
3	Formulas and Functions	Employee Creation - Salary Define, Employee Attendance Register, Pay Heads Creation, Salary Report.	10	3
4	Financial Statement	Financial Statements - Trading Account, Profit & Loss Account, Balance Sheet, Accounts Books and Reports, Inventory Books and Reports, Exception Reports, Statutory Reports, Payroll Reports, Trail balance, Day Book, List of Accounts, Stock Summary, Outstanding Statement	10	4

### Reference Books:

Computerized Accounting System For B.Com. by Ajay Sharma and Manoj Bansal

Computerized Accounting System by Neeraj Goyal and Rohit Sachdeva

Computer Based Accounting by C Mohan Luneja, Sandeep Bansal and Rama Bansal

Robert N Anthony, David Hawkins, Kenneth A. Merchant, Accounting: Text and Cases. McGraw-Hill Education, 13 th Ed. 2013.

Asok K. Nadhani, Tally ERP 9 Training Guide - 4th Revised & Updated Edition, BPB publication

### e-Learning Source:

<https://www.studyathome.org/products/tally-erp9-certificate-course-by-ca-raj-k-agrawal/>

<https://tallyveducation.com/tepl/>

<https://www.udemy.com/topic/tally-erp/>



## Integral University, Lucknow

**Effective from Session:2021-22**

Course Code	Z020201T	Title of the Course	First Aid and Health	L	T	P	C
Year	I	Semester	2	2	0	0	2
Pre-Requisite	None	Co-requisite	None				
Course Objectives	To illustrate the relationships between the Earth's natural features and tourism, in a way that fosters environmental and cultural understanding, appreciation and conservation to elaborate on the complex relationships between geology, landscape, tourism and the environment from both spatial and temporal perspectives to develop a greater awareness of sustainable tourism practices through the context of environmental change.						

### Course Outcomes

CO1	Learn the skill needed to assess the ill or injured person.
CO2	Learn the skills to provide CPR to infants, children and adults.
CO3	Learn the skills to handle emergency childbirth.
CO4	Learn the Basic sex education help young people navigate thorny questions responsibly and with confidence.
CO5	Learn the Basic sex education help youth to understand Sex is normal. It's a deep, powerful instinct at the core of our.
CO6	Survival as a species. Sexual desire is a healthy drive.
CO7	Help to understand natural changes of adolescence.
CO8	Learn the skill to identify Mental Health status and Psychological First Aid.

Unit No.	Title Of The Unit	Content of Unit	Contact Hrs.	Mapped CO
1	Basic Concepts	A. Basic First Aid Aims of first aid & First aid and the law. Dealing with an emergency, Resuscitation (basic CPR). Recovery position, Initial top to toe assessment. Hand washing and Hygiene Types and Content of a First aid Kit B. First AID Technique Dressings and Bandages. Fast evacuation techniques (single rescuer). Transport techniques. C. First aid related with respiratory system Basics of Respiration. No breathing or difficult breathing, Drowning, Choking, Strangulation and hanging, Swelling within the throat, Suffocation by smoke or gases and Asthma. D. First aid related with Heart, Blood and Circulation Basics of The heart and the blood circulation. Chest discomfort, bleeding. E. First aid related with Wounds and Injuries Type of wounds, Small cuts and abrasions Head, Chest, Abdominal injuries Amputation, Crush injuries, Shock F. First aid related with Bones, Joints Muscle related injuries Basics of The skeleton, Joints and Muscles. Fractures (injuries to bones).	2T+10P	1
2	First Aid Related with Nervous System	G. First aid related with Nervous system and Unconsciousness Basics of the nervous system. Unconsciousness, Stroke, Fits – convulsions – seizures, Epilepsy. H. First aid related with Gastrointestinal Tract Basics of The gastrointestinal system. Diarrhea, Food poisoning. I. First aid related with Skin, Burns Basics of The skin. 2T+ 10P Burn wounds, Dry burns and scalds (burns from fire, heat and steam). Electrical and Chemical burns, Sun burns, heat exhaustion and heatstroke. Frost bites (cold burns), Prevention of burns, Fever and Hypothermia. J. First aid related with Poisoning Poisoning by swallowing, Gases, Injection, Skin K. First aid related with Bites and Stings Animal bites, Snake bites, Insect stings and bites L. First aid related with Sense organs Basic of Sense organ. Foreign objects in the eye, ear, nose or skin. Swallowed foreign objects. M. Specific emergency satiation and disaster management Emergencies at educational institutes and work Road and traffic accidents. Emergencies in rural areas. Disasters and multiple casualty accidents. Triage. N. Emergency Child birth.	2T+10P	2
3	Basic Sex Education	Basic Sex Education: Overview, ground rules, and a pre-test Basics of Urinary system and Reproductive system. Male puberty — physical and emotional changes Female puberty — physical and emotional changes Male-female similarities and differences Sexual intercourse, pregnancy, and childbirth Facts, attitudes, and myths about LGBTQ+ issues and identities Birth control and abortion Sex without love — harassment, sexual abuse, and rape Prevention of sexually transmitted diseases.	9T	3
4	Mental Health and Psychological First Aid	Mental Health and Psychological First Aid What is Mental Health First Aid? Mental Health Problems in the India The Mental Health First Aid Action Plan Understanding Depression and Anxiety Disorders Crisis First Aid for Suicidal Behavior & Depressive symptoms What is Non-Suicidal Self-Injury? Non-crisis First Aid for Depression and Anxiety Crisis First Aid for Panic Attacks, Traumatic events Understanding Disorders in Which Psychosis may Occur Crisis First Aid for Acute Psychosis Understanding Substance Use Disorder Crisis First Aid for Overdose, Withdrawal Using Mental Health First Aid.	2T+10P	4



## Integral University, Lucknow

### ReferenceBooks:

IndianFirstAidManual-<https://www.indianredcross.org/publications/FA-manual.pdf>.

RedCrossFirstAid/CPR/AEDInstructorManual.

<https://mhfa.com.au/courses/public/types/youthedition4>.

Finkelhor, D. (2009). The prevention Center.[www.unh.edu/ccrc/pdf/CV192.Pdf](http://www.unh.edu/ccrc/pdf/CV192.Pdf).

Orenstein,P.(2016). Girlsandsex:Navigatingthecomplicatednewlandscape.NewYork,NY:Harper.

Schwiegershausen,E.(2015,May28).TheCut.[www.thecut.com/2015/05/most-women-are-catcalledbefore-they-turn-17.html](http://www.thecut.com/2015/05/most-women-are-catcalledbefore-they-turn-17.html).

Wiggins, G. &McTighe,J.(2008).Understandingbydesign.Alexandra,VA:ASCD.

<https://marshallmemo.com/marshall-publications.php#8>.

### e-LearningSource:

<https://www.redcross.org/take-a-class/first-aid/first-aid-training/first-aid-online>.

<https://www.firstaidforfree.com/>.

<https://www.coursera.org/learn/psychological-first-aid>.

<https://www.coursera.org/learn/mental-health>.