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

Certificate in Hotel Management   **Semester-1**

S. No.	Course code	Course Title	Type of Paper	Period Per Hr/week/sem			Evaluation Scheme				Sub.Total	Credit	Total Credits	Attributes							Sustainable Development
				L	T	P	CT	TA	Total	ESE				Employability	Entrepreneurship	Skill Development	Gender Equality	Environment &	Human Value	Professional Ethics	
1	BHM101	Food Production Foundation 1	Major	03	1	0	15	10	25	75	100	3:1:0	04	√		√					SDG-4
2	BHM 102	Food & Beverage Service Foundation 1	Major	03	1	0	15	10	25	75	100	3:1:0	04	√	√	√				√	SDG-4
3	BHM103	Accommodation & Front Office Foundation 1	Major	03	1	0	15	10	25	75	100	3:1:0	04	√		√					SDG-4
4	BHM110	Personal Grooming	(Anyone) Vocational	02	1	0	0	0	0	100	100	2:1:0	03		√				√	√	SDG-8
	I150107T/ ES131	Introduction to Natural Hazard and Disaster Management																			SDG-8,12
5	Z010101T/ BE105	Food, Nutrition and Hygiene	Co-curricular	02	0	0	15	10	25	75	100	2:0:0	02	√	√	√			√	√	SDG-3
6	A050101 T/HM101	Rashtriya Gaurav	Audit Course	00	00	00	00	00	00	00	00	00	00	√	√	√					SDG-4
		Total		**13**	**04**	**00**	**60**	**40**	**100**	**400**	**500**		**17**								

Integral University, Lucknow

Effective from Session: 2024-25							
Course Code	BHM 101	**Title of the Course**	Food Production Foundation 1	**L**	**T**	**P**	**C**
Year	1	**Semester**	I	3	1	0	4
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	
CO1	Explain the Origin and Evolution of Modern Cookery.
CO2	Identify various tools used for cooking.
CO3	Elaborate on the role and importance of various cooking ingredients.
CO4	Analyse the basic food nutrients and its role and assess the importance of kitchen safety measures

Unit No.	Title of the Unit		Contact Hrs.	Mapped CO
1	Introduction to Professional Cookery-	Introduction to Professional Cookery Culinary history. Origins of modern cookery. Culinary Terms. Kitchen & Personal Hygiene Personal Hygiene Three Bucket / Sink System Cleanliness of surface & Garbage Disposal	10	CO1
2	Kitchen Organization	Kitchen Organization Kitchen Brigade Duties and responsibilities of Kitchen Staff Responsibilities of each section Equipment and Tools: Pre-preparation & Preparation equipment's BASIC METHODS OF COOKERY: Modes of Heat Transfer Various methods of Cooking: Definition, Rules, Associated terms, Moist Methods: Boiling Poaching, Steaming, Stewing, Braising. Dry Methods: Frying, Grilling, Roasting, Broiling, and Baking.	10	CO2
3	Stocks	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.	10	CO3
4	Practical section	Practical section Preparing and cooking vegetables. Vegetables cuts Identification of raw material. Identification of kitchen equipment. Method of cooking and its application on various basic preparations. Preparing and cooking Stocks\ Roux Preparation of Basic continental sauce and its derivatives Various preparations using basic sauces 2. Continental menu comprises of various courses.	15	CO4

References 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/

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

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

Name & Sign of Program Coordinator	**Sign & Seal of HoD**

Integral University, Lucknow

Effective from Session: 2024-25							
Course Code	BHM102	**Title of the Course**	Food & Beverage Service Foundation 1	**L**	**T**	**P**	**C**
Year	1	**Semester**	I	3	1	0	4
Pre-Requisite	None	**Co-requisite**	None				
Course Objectives	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	
CO1	Explain the meaning and evolution of Hospitality and Tourism Industry.
CO2	Compare the various types of Hotels, Guest rooms and Tariff plans
CO3	Describe the various functional areas of the accommodations department
CO4	Highlight the importance of intra & inter departmental coordination & Identify various Guest services challenges faced by accommodations personnel

Unit No.	Title of the Unit		Contact Hrs.	Mapped CO
1	**Introduction to the catering industry**	INTRODUCTION TO THE CATERING INDUSTRY History of catering Industry Introduction and growth of catering industry. Classification of catering establishments: Commercial, Transport, Welfare, Industrial, Institutional brief description of each type showing the career Opportunities in each. DEPARTMENTAL Organization: Types of F & B outlets Duties and responsibilities of all F & B staff ,Attributes	10	C01
2	**Food Service Equipment's**	Food Service Equipment's, Classification, Description, Usage, Upkeep and Storage Food Service Tools, Their Usage, Care & Maintenance, Side Stations, Safety Procedures,. Fire, Safety & Emergency Procedures – Introduction, Types and handling fires and dealing with emergencies	10	C02
3	**Non-alcoholic beverages**	NON-ALCOHOLIC BEVERAGES Classification of non-alcoholic beverages Tea & coffee: Types, manufacturing, brand names. Milk based drinks, cocoa based beverages Juices. Soft drinks. Syrups & squashes Mineral Waters, Spring water, Nourishing drinks and tonic water. Mise-en-place. Service of non-alcoholic beverages	101	C03
4	**Room service**	ROOM SERVICE a) Type of room Service Introduction – Cycle of service / Centralized / Decentralized /forms to formats used in room service, order talking , thumb rule, suggestive sellings, guest service Procedure in room service. b) List of Equipments Practical Basics of service operation	5	C04

References Books:
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

e-Learning Source:
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/

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

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

Name & Sign of Program Coordinator	**Sign & Seal of HoD**

Integral University, Lucknow

Effective from Session: 2024-25							
Course Code	BHM103	**Title of the Course**	Accommodation & Front Office Foundation 1	**L**	**T**	**P**	**C**
Year	1	**Semester**	I	3	1	0	4
Pre-Requisite	None	**Co-requisite**	None				
Course Objectives	This module is prescribed to appraise students about Hotel's rooms division and its basicfunction.						

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

Unit No.	Title of the Unit		Contact Hrs.	Mapped CO
1	Accommodation Sector	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	The Guest Accommodation	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	Hotel Front Office	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	Hotel Housekeeping	Introduction, Meaning and definition Importance of Housekeeping, Sections o Housekeeping, Responsibilities of the Housekeeping department, a career in th 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. **Basics of practical room division**	15	CO4

References 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:
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-housekeepingdepartment/

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

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

Name & Sign of Program Coordinator	**Sign & Seal of HoD**

Integral University, Lucknow

Course Outcomes	
CO1	To understand the importance of the grooming.
CO2	Describe a structure of the Confidence Building.
CO3	Understand the scope of Grooming in hotel.

Unit No.	Title of the Unit		Contact Hrs.	Mapped CO
1	**Introduction**	**Introduction to basic spoken English and** Development: Understanding the Importance: Recognizing how personal grooming, behavior, language skills, and communication proficiency significantly impact self-esteem and how others perceive individuals. Effective Communication Skills	15	C01
2	**Confidence Building**	**Confidence Building and** English: Self-Affirmation: Boost self-belief through positive self-talk. Facing Fears: Overcome stage fright and apprehension through gradual exposure. Competence	15	C02
3	**Non-Verbal Communication**	**Body Language and Non-Verbal Communication:** Gestures and Posture: Use body language to convey confidence and openness. Eye Contact: Establish trust and engagement through appropriate eye contact	7	C03
4	**Hygiene and Cleanliness**	**Daily Hygiene Routine (Bathing**, Oral Care, Deodorants) Hair Care (Washing, Styling, Dandruff Control) Nail Care (Manicures, Pedicures, Hygiene) Skin Care (Cleansing, Moisturizing, Sunscreen)	8	C04

References Books:
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

e-Learning Source:
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/

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

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

Name & Sign of Program Coordinator	**Sign & Seal of HoD**

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

Certificate in Hotel Management **Semester-2**

S. No.	Course code	Course Title	Type of Paper	Period Per Hr/week/sem L	T	P	Evaluation Scheme CT	TA	Total	ESE	Sub. Total	Credit	Total Credits	Employability	Entrepreneurship	Skill Development	Gender	Environment &	Human Value	Professional Ethics	Sustainable Development
1	BHM111	Food Production Foundation 2	Major	03	1	0	15	10	25	75	100	3:1:0	04	√		√					SDG-4
2	BHM 112	Food & Beverage Service Foundation 2	Major	03	1	0	15	10	25	75	100	3:1:0	04	√	√	√				√	SDG-4
3	BHM113	Accommodation & Front Office Foundation 2	Major	03	1	0	15	10	25	75	100	3:1:0	04	√		√					SDG-4
4	B150210T/ES143	Environmental Education& Sustainable Management	**(Anyone)** Minor	04	00	02	15	10	25	75	100	4:2:0	06	√			√	√			SDG-4
	A070201T/SS108	Society In India: Structure Organization& change														√			√			SDG-4
5	BHM108	Hotel Business Communication	**(Anyone)** Vocational													√				√	√	SDG-8
	BHM109	Hotel Engineering		02	1	0	0	0	0	100	100	2:1:0	03	√		√				√	SDG-8,12
6	Z020201T/NS110	First Aid and Health	Theory	2	0	0	15	10	25	75	100	2:0:0	02			√		√	√		SDG-3
7	B150207T / BHM114	AI for the Hospitality Industry	Audit Course	0	0	0	0	0	0	0	50	0	0			√		√	√		SDG-4
	Total			17	04	02	75	50	125	475	650		23								

Integral University, Lucknow

Effective from Session: 2024-25							
Course Code	BHM 111	**Title of the Course**	Food Production Foundation 2	**L**	**T**	**P**	**C**
Year	1	**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 technical skills to build up successful professionalism in the catering industry.						

Course Outcomes	
CO1	Explain the history of menu planning
CO2	Compare various milk category
CO3	Identify the emerging trends in Indian Cuisine
CO4	Explain the various types of salad

Unit No.	Title of the Unit		Contact Hrs.	Mapped CO
1	Menu planning recipe formulation:	Menu planning recipe formulation menu planning: factors affecting menu planning. Standard recipes: definition, writing, format and costing. Breakfast cookery English, american, indian -regional breakfast Eggs, cereals, rolls and other breakfast varieties. Practical of each section	10	CO1
2	Commodities	Commodities Milk and milk products: composition of milk, storage, types of milk, cream, butter, curd Cheese: production of cheese, classification of cheese,cheese from different countries. Vegetables: classification, selection,effects of heat. Fruits: classification, selection,uses in cookery. Nuts&seeds:defination ,uses. Practical of each section.	10	CO2
3	Food commodity Cereals& legumes:	Food commodity Cereals& legumes: Sources, variety, uses, storage spices &herbs Definations,classifications,uses&source. Practical of each section	10	CO3
4	SALADS	SALADS Introduction, Composition Of Salads, Types Of Salad, Salad Dressing, Emerging Trends In Salad Making, Salient Features Of Preparing Good Salads. KNOWLEDGE OF INDIAN FOOD: ingredients, & gravies STUDY OF INDIAN SWEETS, ACCOMPANIMENTS& INDIAN . Practical of each section.	15	CO4

References 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/

PO-PSO CO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PSO1	PSO2	PSO3	PSO4
CO1	3	3	2	3	1	3	3	3	2	3	3
CO2	3	2	3	3	2	3	2	2	3	2	3
CO3	3	3	3	2	3	3	3	3	3	3	2
CO4	3	3	2	3	2	3	2	3	3	2	3

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

Name & Sign of Program Coordinator	**Sign & Seal of HoD**

Integral University, Lucknow

Effective from Session: 2024-25								
Course Code	BHM 112	Title of the Course	Food & Beverage Service Foundation 2	L	T	P	C
Year	1	Semester	2	3	1	0	4
Pre-Requisite	None	Co-requisite	None				
Course Objectives	To develop a thorough knowledge of all food and beverage outlets and all specialized services offered in a luxury hotel.							

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

Unit No.	Title of the Unit		Contact Hrs.	Mapped CO
1	RESTURANT SERVICE	RESTURANT SERVICE Forms and methods of services: English; French, American and Russian Services Mise- en-place, side-board, mise-en-scene. Etc. Receiving the Guests & Social Skills Service of a Table , Practical of each section.	10	CO1
2	Type of meals & menu	Type of meals & menu Types of meal: breakfast lunch/dinner/supper/brunch/high tea, afternoon Snacks. Type of menu: table d' hote, a la carte, carte-du-jour. Courses of french classical menu Fundamental of menu planning continental, Indian with accompaniments. Breakfast menu: English, American, continental, India.. Practical of each section	10	CO2
3	RESTAURANT OPERATION CONTROL SYSTEM	RESTAURANT OPERATION CONTROL SYSTEM Necessity of good control system. Functions of control system. K.O.T./B.O.T.Taking order and presenting bills./bills voiding ,cancellation method. Duplicate and triplicate checking system. Inter-departmental transfer, summary sheet, control of cash & credit sales. Volume forecasting. Control by selling price.. Practical of each section	10	CO3
4	TOBACCO	TOBACCO History of tobacco, Processing and manufacturing of tobacco cigarettes, cigar & their shape, size and colour. Storage and service of cigarettes and cigar, national & international brand name of cigars & cigarettes	15	CO4

References Books:
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-Learning Source:
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/

PO-PSO CO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PSO1	PSO2	PSO3	PSO4
CO1	3	3	2	3	1	3	3	-	-	-	3
CO2	3	2	3	3	2	3	2	-	-	-	2
CO3	3	3	3	2	3	3	3	-	-	-	3
CO4	3	3	2	3	2	3	2	-	-	-	3

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

Name & Sign of Program Coordinator	**Sign & Seal of HoD**

Integral University, Lucknow

Effective from Session: 2024-25								
Course Code	BHM113	**Title of the Course**	Accommodation & Front Office Foundation 2	**L**	**T**	**P**	**C**
Year	I	**Semester**	II	3	0	1	4
Pre-Requisite	None	**Co-requisite**	None				
Course Objectives	This module is prescribed to appraise students about the hotel's room division and its basic function.						

	Course Outcomes
CO1	To understand the importance of the food & beverage service department.
CO2	To describe the structure of the food and beverage service sequence.
CO3	To understand the scope of F & B and its role in the hotel industry and various F & B outlets in a hotel.
CO4	To discuss the F & B industry and its components and the role of the F & B service department.

Unit No.	Title of the Unit		Contact Hrs.	Mapped CO
1	**Check-In Procedure**	Check-in procedure: Greeting the guest. Pre-registration process Registration: meaning, registration records, a system of registration, importance of registration & registration process Allotment of room keys. Practical of each section	15	CO1
2	**Night Audit**	Night audit Meaning, duties, and responsibilities of night auditor. Preparation of transcript. Night audit process: preparation of reports like expected arrival & departure report, occupancy report & high balance report. Practical of each section	15	CO2
3	**Daily Routines & Systems of The Housekeeping Department**	Daily routines & systems of housekeeping department: Control desk activities. Staff allocation, duty roasters. Forms of formats records and registers handling difficult situations. Records and formats are maintained in the housekeeping department. Guest room inspection – Check List. Practical of each section	15	CO3
4	**Room Layout And Guest Supplies**	Room layout and guest supplies. Standard room, VIP room, deluxe room, suite room Guest special request Types of guest room with sizes. Guest room status report. Floor rules Service and facilities offered by various hotels. Basics of practical room division. Practical of each section	15	CO4

References 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:

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

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

PO-PSO CO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PSO1	PSO2	PSO3	PSO4
CO1	3	3	2	3	1	3	3	3	2	3	3
CO2	3	2	3	3	2	3	2	2	3	2	3
CO3	3	3	3	2	3	3	3	3	3	3	2
CO4	3	3	2	3	2	3	2	3	3	2	3

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

Name & Sign of Program Coordinator	**Sign & Seal of HoD**

Integral University, Lucknow

Effective from Session: 2024-25							
Course Code	BHM 108	**Title of the Course**	Hotel Business Communication	**L**	**T**	**P**	**C**
Year	I	**Semester**	II	2	1	0	3
Pre-Requisite	None	**Co-requisite**	None				
Course Objectives	After successful course completion, learners will develop the basic verbal & non-verbal communication attributes & basic features of presentation skills.						

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

Unit No.	Title of the Unit	Topic	Contact Hrs.	Mapped CO
1	**Introduction**	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.	15	CO1
2	**Non-Verbal Aspects of Communication**	Body language, kinesics, paralanguage, proxemics, effective listening: the principle of effective listening, factors affecting listening exercises, oral, written and video sessions. Interview skills; appearing in interviews, writing resumes and letters of application, modern forms of communicating, email, video conferencing, etc.	15	CO2
3	**Business language and Presentation**	Importance of business language, vocabulary words often confused words misspelled words, and 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, Semiofficial letter and memorandum.	15	CO3
	Professional Etiquette and Customer Interaction	Greeting Guests and First Impressions Handling Guest Inquiries and Requests Active Listening Skills Apologizing and Handling Guest Complaints Professional		

References 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:
https://uptunotes.com/notes-professional-communication-unit-i-nas-104-nas-204/
https://study.com/academy/lesson/what-is-communication-definition-importance.html

PO-PSO CO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PSO1	PSO2	PSO3	PSO4
CO1	1	1	2	1	1	1	1	1	2	3	3
CO2	2	2	1	1	2	1	2	2	1	2	3
CO3	1	1	2	2	3	2	1	1	1	1	2

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

Name & Sign of Program Coordinator	**Sign & Seal of HoD**

Integral University, Lucknow

Effective from Session: 2024-25							
Course Code	BHM 109	**Title of the Course**	Hotel Engineering	**L**	**T**	**P**	**C**
Year	I	**Semester**	II	3	1	0	4
Pre-Requisite	None	**Co-requisite**	None				
Course Objectives	To familiarize the students with the planning principles for designing various interior spaces, expose the students to the fundamentals of space designing and management and the students apply aesthetics and creative abilities in making attractive and functional interiors.						

Course Outcomes	
CO1	Demonstrate and understand the meaning, process, and importance of business communication including barriers.
CO2	Understand the aspects of non-verbal communication like bodypostures, facial expressions, listening exercise interview skills, and writing skills.
CO3	Learning presentation skills and drafting.
CO4	To learn different types of equipment.

Unit No.	Title of the Unit	Topic	Contact Hrs.	Mapped CO
1	**Introduction To Engineering and Maintenance**	Definition of maintenance, types of maintenance, Department – function, organization structure of maintenance department, duties and responsibilities of staff. Water and wastewater management: Water quality standards, the importance of water, sources of water supply, hard water, removal of hardness, water distribution system, wastewater and its disposal system, sanitation and sanitary system, types of traps, swimming pool maintenance.	15	CO1
2	**Hotel building Equipment**	Ventilation- importance, different types of ventilation Air Conditioning- principles of air conditioning, various types of air-conditioning- central, split, window. Refrigeration- Principles of refrigeration, refrigeration cycle, walk-in coolers, and deep freezers. Care, maintenance, and troubleshooting of various equipment- refrigeration, air conditioning, cooking stoves and ranges, microwave ovens, washing machines, clothes dryers &dishwashers.	15	CO2
3	**Essential of hotel engineering**	Basic Fuels: types and calorific value. Energy conservation for hotel: front office, housekeeping, kitchens, food & beverage. Pollution and its classification. Equipment replacement policies: Reasons for replacement, types of failure mechanism of equipment, Replacement of items that fail all of Sudden- individual replacement, group replacement. Replacement of items that gradually deteriorate with time.	15	CO3
4	**Equipment Maintenance**	Care, maintenance, and troubleshooting of various equipment- refrigeration, air conditioning, cooking stoves and ranges, microwave ovens, washing machines, clothes dryers, and dishwashers. Equipment replacement policies.	15	CO4

References Books:
Tarun Bansal: Hotel Engineering Aman Publishers
Sujit Ghosal: Hotel Engineering Oxford University Press
Shirley, Taylor, Communication for Business, Pearson Education
Mishra, A.K., Business Communication (Hindi), Sahitya Bhavan Publications Agra

e-Learning Source:
https://hoteltechreport.com/news/hotel-housekeeping-duties
https://www.cvent.com/en/blog/hospitality/hotel-interior-design

PO-PSO / CO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PSO1	PSO2	PSO3	PSO4
CO1	1	1	2	1	1	1	1	1	2	1	1
CO2	1	2	3	1	2	3	2	2	3	2	3
CO3	2	1	2	1	1	1	2	2	1	1	1

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

Name & Sign of Program Coordinator	**Sign & Seal of HoD**

Integral University, Lucknow

Effective from Session: 2024-25							
Course Code	BHM114	**Title of the Course**	AI for The Hospitality Industry	**L**	**T**	**P**	**C**
Year	2	**Semester**	4	3	1	0	4
Pre-Requisite	None	**Co-requisite**	None				
Course Objectives	Learn how AI enhances guest experiences, operations, and revenue management in the hospitality industry						

Course Outcomes	
CO1	To discuss Introduction of AI customizes services based on guest preferences in Hospitality.
CO2	To Analyze Fundamentals of machine learning in Hospitality
CO3	To Identify AI automates tasks, saving time and money.
CO4	To Elaborate AI optimizes pricing and boosts occupancy..

Unit No.	Title of the Unit		Contact Hrs.	Mapped CO
1	**Introduction to Artificial Intelligence,**	Introduction to Artificial Intelligence: History and evolution of AI, comparison of human and computer skill, Component of AI, Scope and significance in different domains, Ethical considerations in AI development and deployment, Intelligent Agent, logical agent. Problem solving through AI: Defining problem as a state space search analyzing the problem, solving problem by searching, informed search and Uninformed Search	10	CO1
2	**Machine Learning Basics**	Machine Learning Basics: Neural networks and deep learning, Supervised and unsupervised learning, Feature selection and engineering, learning from observation, knowledge in learning. Natural Language Processing: Brief history of NLP, Text processing, Sentiment analysis, language translation, Early NLP system, ELIZA system, LUNAR system, General NLP system.	11	CO2
3	**Robotics in Hospitality**	Robotics in Hospitality: Room Cleaning and Concierge Robots, Al for Event Planning and Management, Fraud Detection in Hospitality Payments Guest Safety and Security Through Al, Al-Driven Loyalty Programs, Al for Inventory and Supply Chain Optimization Al-Powered Workforce Management Tools, Energy Efficiency in Hospitality Through Al, Virtual Reality and Al for Marketing Hotel Properties.	11	CO3
4	**Al in Travel and Tourism Planning**	Al in Travel and Tourism Planning, Multilingual Al Translation Tools for International Guests, Dynamic Upselling and Cross-Selling Using Al Al in Crisis Management and Emergency Response, Augmented Reality Experiences for Guests, Al-Based Complaint Resolution Systems.	12	CO4

References Books:

Artificial Intelligence for Smart Technology in the Hospitality and Tourism Industry – Edited by Vinod Kumar Shukla, Amit Verma, and Jean Paolo G. Lacap

Artificial Intelligence in Hospitality: Applications and Opportunities – By Zongqing Zhou

Artificial Intelligence in Hospitality: Applications and Opportunities – By Zongqing Zhou

e-Learning Source:

https://ecornell.cornell.edu/certificates/hospitality-and-foodservice-management/ai-in-hospitality/?utm_source=chatgpt.com

https://www.unwto-tourismacademy.ie.edu/product/artificial-intelligence-ai-in-hospitality-challenges-business-opportunities?utm_source=chatgpt.com

https://aitheacademy.com/courses/ai-for-hospitality/?utm_source=chatgpt.com

PO-PSO CO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PSO1	PSO2	PSO3	PSO4
CO1	1	2	1	2	1	2	1	1	1	2	1
CO2	2	1	2	2	2	1	2	2	2	1	2
CO3	1	2	2	2	1	2	1	1	1	2	2
CO4	2	1	2	1	2	1	2	2	2	1	1

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

Name & Sign of Program Coordinator	**Sign & Seal of HoD**