





## Integral University, Lucknow

Effective from Session: 2024-25							
<b>Course Code</b>	BHM 101	<b>Title of the Course</b>	Food Production Foundation 1	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
<b>Year</b>	1	<b>Semester</b>	I	3	1	0	4
<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.						

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	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:	
	<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>

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
<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

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

<b>Name &amp; Sign of Program Coordinator</b>	<b>Sign &amp; Seal of HoD</b>
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## Integral University, Lucknow

<b>Effective from Session: 2024-25</b>							
<b>Course Code</b>	BHM102	<b>Title of the Course</b>	Food & Beverage Service Foundation 1	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
<b>Year</b>	1	<b>Semester</b>	I	3	1	0	4
<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	Contact Hrs.	Mapped CO
1	<b>Introduction to the catering industry</b>	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	<b>Food Service Equipment's</b>	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	<b>Non-alcoholic beverages</b>	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	<b>Room service</b>	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

<b>References 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	
<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>	

PO- SO 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
<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**

<b>Name &amp; Sign of Program Coordinator</b>	<b>Sign &amp; Seal of HoD</b>
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## Integral University, Lucknow

<b>Effective from Session: 2024-25</b>							
<b>Course Code</b>	BHM103	<b>Title of the Course</b>	Accommodation & Front Office Foundation 1	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
<b>Year</b>	1	<b>Semester</b>	I	3	1	0	4
<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.						

Course Outcomes	
<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.

Unit No.	Title of the Unit	Content	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 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. <b>Basics of practical room division</b>	15	CO4

<b>References 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>	

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**

<b>Name &amp; Sign of Program Coordinator</b> Name & Sign of Program Coordinator	<b>Sign &amp; Seal of HoD</b> Sign & Seal of HoD
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## Integral University, Lucknow

<b>Effective from Session: 2024-25</b>							
<b>Course Code</b>	BHM110	<b>Title of the Course</b>	Personal Grooming	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
<b>Year</b>	1	<b>Semester</b>	I	2	1	0	3
<b>Pre-Requisite</b>	None	<b>Co-requisite</b>	None				
<b>Course Objectives</b>	This module is prescribed Basics of Grooming Standards						

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

Unit No.	Title of the Unit	Content	Contact Hrs.	Mapped CO
1	<b>Introduction</b>	<b>Introduction to <u>Basic Spoken English</u> and Development:</b> 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	10	CO1
2	<b>Confidence Building</b>	<b>Confidence Building and English: Self-Affirmation:</b> Boost self-belief through positive self-talk. Facing Fears: Overcome stage fright and apprehension through gradual exposure. Competence	10	CO2
3	<b>Non-Verbal Communication</b>	<b>Body Language and Non-Verbal Communication:</b> Gestures and Posture: Use body language to convey confidence and openness. Eye Contact: Establish trust and engagement through appropriate eye contact	101	CO3

<b>References 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	
<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>	

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**

<b>Name &amp; Sign of Program Coordinator</b>	<b>Sign &amp; Seal of HoD</b>
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## Integral University, Lucknow

<b>Effective from Session: 2024-25</b>							
<b>Course Code</b>	BHM 111	<b>Title of the Course</b>	Food Production Foundation 2	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
<b>Year</b>	1	<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 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>	Explain the history of menu planning
<b>CO2</b>	Compare various milk category
<b>CO3</b>	Identify the emerging trends in Indian Cuisine
<b>CO4</b>	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:definition ,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

<b>References Books:</b>	
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	
<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>	

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

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

<b>Name &amp; Sign of Program Coordinator</b>	<b>Sign &amp; Seal of HoD</b>
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## Integral University, Lucknow

<b>Effective from Session: 2024-25</b>							
<b>Course Code</b>	BHM 112	<b>Title of the Course</b>	Food & Beverage Service Foundation 2	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
<b>Year</b>	1	<b>Semester</b>	2	3	1	0	4
<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.						

Course Outcomes	
<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

Unit No.	Title of the Unit	Content	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

<b>References 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 by 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>	

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

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## Integral University, Lucknow

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

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

Unit No.	Title of the Unit	Content	Contact Hrs.	Mapped CO
1	<b>Check-In Procedure</b>	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	<b>Night Audit</b>	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	<b>Daily Routines &amp; Systems of The Housekeeping Department</b>	Daily routines & systems of housekeeping department: Control desk activities. Staff allocation, duty rosters. 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	<b>Room Layout And Guest Supplies</b>	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

<b>References 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>	

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

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## Integral University, Lucknow

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

<b>Course Outcomes</b>	
<b>CO1</b>	Demonstrate and understand the meaning, process, and importance of business communication including barriers.
<b>CO2</b>	Understanding 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>Unit No.</b>	<b>Title of the Unit</b>	<b>Topic</b>	<b>Contact Hrs.</b>	<b>Mapped CO</b>
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.	15	CO1
2	<b>Non-Verbal Aspects of Communication</b>	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	<b>Business language and Presentation</b>	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

<b>References Books:</b>											
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											
<b>e-Learning Source:</b>											
<a href="https://uptnotes.com/notes-professional-communication-unit-i-nas-104-nas-204/">https://uptnotes.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>											

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

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

<b>Name &amp; Sign of Program Coordinator</b>	<b>Sign &amp; Seal of HoD</b>
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## Integral University, Lucknow

<b>Effective from Session: 2024-25</b>							
<b>Course Code</b>	BHM 109	<b>Title of the Course</b>	Hotel Engineering	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
<b>Year</b>	I	<b>Semester</b>	II	<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 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	
<b>CO1</b>	Demonstrate and understand the meaning, process, and importance of business communication including barriers.
<b>CO2</b>	Understand the aspects of non-verbal communication like bodypostures, facial expressions, listening exercise interview skills, and writing skills.
<b>CO3</b>	Learning presentation skills and drafting.
<b>CO4</b>	To learn different types of equipment.

Unit No.	Title of the Unit	Topic	Contact Hrs.	Mapped CO
1	<b>Introduction To Engineering and Maintenance</b>	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	<b>Hotel building Equipment</b>	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	<b>Essential of hotel engineering</b>	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	<b>Equipment Maintenance</b>	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

<b>References Books:</b>	
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	
<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://www.cvent.com/en/blog/hospitality/hotel-interior-design">https://www.cvent.com/en/blog/hospitality/hotel-interior-design</a>	

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

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

<b>Name &amp; Sign of Program Coordinator</b>	<b>Sign &amp; Seal of HoD</b>
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