



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

Diploma in Hotel Management

Semester-III

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	BHM201	Food Production Operations-1 (Theory)	Theory	3	0	0	15	10	25	75	100	3:0:0	3	√	√	√				√	4,8 & 17
2	BHM201P	Food Production operations-1(Practical)	Practical	0	0	2	15	10	25	75	100	0:0:2	1	√		√	√		√	√	SDG-8
3	BHM202	Food Beverage Service Operation-1 (Theory)	Theory	3	0	0	15	10	25	75	100	3:0:0	3	√		√				√	SDG-4,8
4	BHM202P	Food Beverage Service Operation-1 (Practical)	Practical	0	0	2	15	10	25	75	100	0:0:2	1	√		√				√	SDG-4
5	BHM203	Accommodation & Front Office Operations -1 (Theory)	Theory	3	0	0	15	10	25	75	100	3:0:0	3	√		√	√		√	√	SDG-4,8,9
6	BHM203P	Accommodation & Front Office Operations-1 (Practical)	Practical	0	0	2	15	10	25	75	100	0:0:2	1	√		√				√	SDG-4,9
7	BHM204	Hotel Accountancy	Theory	5	1	0	15	10	25	75	100	5:1:0	6	√		√					SDG-4
8	BHM205	Bar Management	Vocational	2	1	0	00	00	00	100	100	2:1:0	3		√				√	√	SDG-8
9	BHM206	Hospitality Management	Co-curricular	2	0	0	15	10	25	75	100	2:0:0	2	√	√	√			√	√	SDG-3
Total				18	02	06	135	90	225	675	900		23								



Integral University, Lucknow

Effective from Session: 2024-25

Course Code	BHM 201	Title of the Course	Food Production Operations-1(Theory)	L	T	P	C
Year	II	Semester	III	3	0	0	3
Pre-Requisite	None	Co-requisite	None				
Course Objectives	To manage the planning, factors, and types of menus, one needs to understand the points to be considered while planning the menu.						

Course Outcomes

CO1	To understand definitions uses and types of menus with standard recipe formulation and its format use in the hotel industry. Different types of breakfast.
CO2	To understand production, by-products, and uses of common commodities used in the kitchen like milk, and cheese.
CO3	To learn about salads its origin, types, and dressing.
CO4	To learn basic knowledge of Indian curry, gravies, breads, sweets & accompaniments.

Unit No.	Title of the Unit		Contact Hrs.	Mapped CO
1	Menu planning recipe formulation -	Factors affecting menu planning standard recipes: definition, writing, format, and costing. Basic principles of menu planning – recapitulation, nutritional factors for the above. Principles of indenting for volume feeding, quantity purchase & storage.	10	CO1
2	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, use.	10	CO2
3	Salads	Introduction, composition of salads, types of salad, salad dressing, emerging trends in salad making, and salient features of preparing good salads.	10	CO3
4	Basic Indian cookery	Introduction to Indian spices & vegetables b) role of spices in Indian cookery. Masalas- a) blending of spices b) different masalas used in Indian cookery (wet & dry masalas) c) composition of different masalas d) varieties of masalas available in regional areas e) special masala blends, introduction to Indian cookery: - a) historical background b) culture c) religion d) equipment e) staple diets	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	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PSO1	PSO2	PSO3	PSO4
CO											
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
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Integral University, Lucknow

Effective from Session: 2024-25

Course Code	BHM201P	Title of the Course	Food Production Operations- 1(Practical)	L	T	P	C
Year	II	Semester	III	0	0	2	1
Pre-Requisite	None	Co-requisite	None				
Course Objectives	To manage the planning, factor and types of menu and to understand points to be consider while planning menu.						

Course Outcomes

CO1	To understand Practical application in menu preparation.
CO2	To identify various methods of preparation.
CO3	To understand different types of salad making.
CO4	To understand the preparation of basic Indian cookery.

Unit No.	Title of the Unit		Contact Hrs.	Mapped CO
1	Menu Planning Recipe Formulation	Types of menu presentation. Different menu preparation. Indents writing for the menu according to the recipe.	5	CO1
2	Commodities	Milk preparation. Items to prepare include cheese. Menu according to category.	5	CO2
3	Salads	Different types of salad preparation including international and national salad.	2	CO3
4	Basic Indian Cookery	Basics preparation of Indian cookery.	3	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

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	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
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Integral University, Lucknow

Effective from Session: 2024-25

Course Code	BHM202	Title of the Course	Food Beverage Service operation-1(Theory)	L	T	P	C
Year	II	Semester	III	3	0	0	3
Pre-Requisite	None	Co-requisite	None				
Course Objectives	To impart the working procedures and skills required in managing this department of food and beverage related to wines and beer.						

Course Outcomes

CO1	To understand the making process of beer.
CO2	To understand the wine law of wine-producing countries.
CO3	To understand the making process of beer.
CO4	To understand the food & beverages outlets operation control system.

Unit No.	Title of the Unit		Contact Hrs.	Mapped CO
1	Classification of Alcoholic Beverage	Beer-History (A brief description of how beer came into being), Ingredients. Brewing process: Bottom fermentation; Top fermentation. Storage of beer, service of Beer. Types of beer (ales, lagers, draught, and wheat beers), Brand Names (National & International).	10	CO1
2	Wine	Wine Introduction to wine, cider and perry, definition of wine. Viticulture seasons, Quality of soil, and the area of production. Types & Composition of grapes and its effect on the nature of wine, wine makers' Calendar. Wine-making Methods. Wine classification & Types: table, fortified, aromatized & sparkling. Characteristics of wine: still, sweet, dry, vintage, & non-vintage.	10	CO2
3	Wines of France	Different regions, their geographical composition and climate, grape varieties with characteristics of wines from each region.	15	CO3
4	Restaurant Operation Control System	Necessity of a good control system. Functions of the 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.	10	CO4

References Books:

Sudhir Andrews: F & B Service Trg. Manual

Denni R. Lillicrap: F & B Service

John Walleg: Professional Restaurant Service

Brian Varghese: Professional F& B Service Management

Brown, Heppner & Deegan: Introduction to F&B Service

e-Learning Source:

<https://www.unlockfood.ca/en/Articles/Menu-Planning/7-Steps-for-Quick-and-Easy-Menu-Planning.aspx>

<https://hoteltalk.app/the-role-of-a-butler/>

PO-PSO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PSO1	PSO2	PSO3	PSO4
CO											
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
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Integral University, Lucknow

Effective from Session: 2024-25

Course Code	BHM202P	Title of the Course	Food Beverage Service Operation-1(Practical)	L	T	P	C
Year	II	Semester	III	0	0	2	1
Pre-Requisite	None	Co-requisite	None				
Course Objectives	To impart working procedures and skills required in managing this department of food and beverage related to wines and beer.						

Course Outcomes	
CO1	To understand the making and service process of national & international wines.
CO2	To know about the different wine-producing countries and their specialty wine.
CO3	To understand the food and matching wine service harmony.
CO4	To learn different types restaurant systems.

Unit No.	Title of the Unit		Contact Hrs.	Mapped CO
1	Classification of Alcoholic Beverage	Beverage order taking and preparation of bot. Revision of first-year Practical's, table layout and services for different types of meals.	5	CO1
2	Wine	Understand the wine law of wine-producing countries. Fuels –their usage and precautions while dealing with them in f&b outlets. Services of red wine, white wine, and champagne with all the courses.	5	CO2
3	Wines of France	Familiarization with the glassware, equipment, and tools required in relation to beer & wine services. Preparing charts, different regions of France, and their characteristics of wine. Regions and characteristics of wine of two other countries.	3	CO3
4	Restaurant Operation Control System	Order taking for food & beverages, preparation for k.o.t.Understand different control systems in restaurants.	2	CO4

References Books:

Sudhir Andrews: F & B Service Trg. Manual

Denni R. Lillicrap: F & B Service

John Walleg: Professional Restaurant Service

Brian Varghese: Professional F& B Service Management

e-Learning Source:

<https://www.unlockfood.ca/en/Articles/Menu-Planning/7-Steps-for-Quick-and-Easy-Menu-Planning.aspx>

<https://hoteltalk.app/the-role-of-a-butler/>

PO-PSO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PSO1	PSO2	PSO3	PSO4
CO											
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
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Integral University, Lucknow

Effective from Session: 2024-25

Course Code	BHM203	Title of the Course	Accommodation& Front Office Operations -I(Theory)	L	T	P	C
Year	II	Semester	III	3	0	0	3
Pre-Requisite	None	Co-requisite	None				
Course Objectives	This module is prescribed to appraise students about Different types of Room Rates applicable in hotels, and guest complains.						

Course Outcomes	
CO1	To understand the basics of room tariff
CO2	To handle various guest services.
CO3	To sewing room activities and manage the uniform room.
CO4	To different types of laundry and stain removal procedures.

Unit No.	Title of the Unit		Contact Hrs.	Mapped CO
1	Room Tariff Formulation & Bell desk management	Factors affecting Room Tariff. The basis for establishing the end of day, Room Rate Designation Procedures: Check-in., Check-out., Left language Procedure Duties & Responsibilities of Bell Boy & Bell Captain.	10	CO1
2	Guest Services	Handling guest mails, Handling guest messages, Room key management. Safety deposit Locker: Procedure, Wake-up call. Paging system. Guest Complaint & Handling Procedure.	10	CO2
3	Sewing room & Uniform room	Activities and area provided. Equipment's. Purpose of uniforms No. of sets issuing procedure & exchange of uniform. Designing a uniform. Layout and planning of the uniform room.	10	CO3
4	Fibers and fabrics & Stain removal	Definition. Origin and classification. Characteristics of different fibers – cotton, linen, silk, polyester, nylon, acrylic. Types. Different types of strains. Cleaning methods.	15	CO4

References Books:

Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS).

Hotel House Keeping – Sudhir Andrews Publisher: Tata Mc Graw Hill.

Hotel Housekeeping Operations & Management – Raghubalan, Oxford University Press.

Bruce Braham – Hotel Front Office.

Jatashankar R. Tewari- Hotel Front Office Operations & Management.

e-Learning Source:

<https://www.bbcgoodfood.com/howto/guide/top-10-non-alcoholic-drinks>

<https://www.brandwatch.com/blog/the-biggest-restaurant-industry-trends/>

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
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Integral University, Lucknow

Effective from Session: 2024-25

Course Code	BHM203P	Title of the Course	Accommodation & Front Office Operations-1 (Practical)	L	T	P	C
Year	II	Semester	III	0	0	2	1
Pre-Requisite	None	Co-requisite	None				
Course Objectives	This module is prescribed to appraise students about different types of room rates applicable in hotels, guest complains.						

Course Outcomes

CO1	To Understand knowledge about fiber, fabrics and yarn.
CO2	To perform Sewing room activities and managing uniform room.
CO3	To have Some knowledge about fiber, fabrics and yarn.
CO4	To understand Planning and organizing of the linen room and uniform room.

Unit No.	Title of the Unit		Contact Hrs.	Mapped CO
1	Room tariff formulation & bell desk management	Bell desk activities during: - check-in & check-out. Understanding layouts of front office and housekeeping Message and mail handling and books filling up.	5	CO1
2	Guest services	Handling guest mails & messages. Handling various types of enquires.	5	CO2
3	Sewing room & uniform room	Sewing room – mending and use of sewing kit. Visit to hotel laundry / commercial laundry.	2	CO3
4	Fibers and fabrics & stain removal	Stain removal: identification and removal of the stains using the specific methods and reagents.	3	CO4

References Books:

Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS).
 Hotel House Keeping – Sudhir Andrews Publisher: Tata Mc Graw Hill.
 Hotel Housekeeping Operations & Management – Raghubalan, Oxford University Press.
 Bruce Braham – Hotel Front Office.

e-Learning Source:

<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	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
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Integral University, Lucknow

Effective from Session: 2024-25

Course Code	BHM204	Title of the Course	Hotel Accountancy	L	T	P	C
Year	II	Semester	III	5	1	0	6
Pre-Requisite	None	Co-requisite	None				
Course Objectives	After successful course completion, learners will be able to develop basic hotel accountancy.						

Course Outcomes

CO1	To understand the basic concept of accounting.
CO2	To understand the double entry system journal, ledgers, various subsidiary books, cash books and final accounts.
CO3	To understand the concept of bank reconciliation statement.
CO4	To understand the use of balance sheets in hotels

Unit No.	Title of the Unit		Contact Hrs.	Mapped CO
1	Introduction	Meaning and concept of accounting, principles of accounting, subsidiaries books of account, journal entries, ledger, cash book (single, double column cash book) Trial balance: need, importance, limitations, preparation of trading and p&l account and balance sheet with simple adjustments.	22	CO1
2	Bank Reconciliation Statement and Depreciation	Bank reconciliation statement, depreciation: concept, rationale and methods, slm & wdv (straight line method & written down value method). 01 uniform system of accounts for hotels uniform system of accounts for hotels. Introduction to a uniform system of accounts.	21	CO2
3	Analysis Of Financial Statements	Introduction to financial analysis, nature, importance, and use of financial ratios, types of financial ratios: (liquidity, debt, profitability, coverage, and market value ratios etc.) Fund flow statement: its meaning, objectives, and preparation. Cash flow statement: its meaning, objectives, and preparation. Differentiate between cash flow statement and fund flow statement.	31	CO3
4	Internal audit and statutory audit	Internal audit and statutory audit distinction between internal audit and statutory audit implementation and review of internal audit.	16	CO4

References Books:

S.N. & S.K. Maheshwari, Management Accounting.

G.S Rawat Elementary of Accountancy.

S.A Siddiqui Comprehensive Accountancy.

J.R Boliboi Book-keeping.

e-Learning Source:

<https://nibmehub.com/opac-service/pdf/read/Hospitality%20management%20accounting-%208th%20edition.pdf>

<https://www.uou.ac.in/sites/default/files/slm/BHM-404T.pdf>

PO-PSO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PSO1	PSO2	PSO3	PSO4
CO											
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
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Integral University, Lucknow

Effective from Session: 2024-25

Course Code	BHM205	Title of the Course	Bar Management	L	T	P	C
Year	II	Semester	III	2	1	0	3
Pre-Requisite	None	Co-requisite	None				
Course Objectives	To familiarize the students with the planning bar layout and bar operations function smoothly.						

Course Outcomes

CO1	To understand Bar and its classification.
CO2	To understand preparation methods for mixed drinks.
CO3	To identify the layouts of different types of bars.
CO4	To recognize different types of bar equipment: - Large, medium & small

Unit No.	Title of the Unit		Contact Hrs.	Mapped CO
1	Bar	Introduction, beverage management, brief history types of bar lounge & bar service Organization of lounge bar syrups and other non-alcoholic beverage mix drinks.	10	CO1
2	Bar Layout & Planning	Introduction, bar section details, bar shapes: planning criteria bars, plans, elevations & sections, themes & concepts bar equipment, glassware's.	15	CO2
3	Service & Selling Techniques	Bartenders: job analysis salesmanship of bar attendants, guidelines for bar attendants hygiene & health bar duties, staff management qualities of a professional manager responsible service of alcohol.	5	CO3
4	Bar operation & Control	Customer service and customer relations sales promotion & merchandising managing the service sequence method of beverage control, stock control in the bar portion control cash handling procedures, and bar licenses.	15	CO4

References Books:

Michael M Coltman	Beverage Management
Lipenski & Lipenski	Professional Beverage Management
Mahendra Singh Negi	Handbook of Bar & Beverage
Michael M Coltman	Beverage Management

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>

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

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

Name & Sign of Program Coordinator	Sign & Seal of HoD
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Integral University, Lucknow

Effective from Session: 2024-25

Course Code	BHM206	Title of the Course	Hospitality Management	L	T	P	C
Year	II	Semester	III	2	0	0	2
Pre-Requisite	None	Co-requisite	None				
Course Objectives	To learn the basic concept of how the hospitality industry in India functions & what the different categories.						

Course Outcomes

CO1	To understand the growth and development of international hotel chains in India.
CO2	To understand the linkages of the hospitality industry with another sector.
CO3	To understand and assess the contribution of the hospitality industry to an economy.
CO4	To understand the growth and development of various hospitality industry in India.

Unit No.	Title of the Unit	Topic	Contact Hrs.	Mapped CO
1	Hospitality Industry	Hospitality: meaning and concepts, hospitality as a career, hospitality as an industry, hospitality as support service development of hospitality industry in India, recent trends in Indian hospitality industry, significance of hospitality industry in India, problems of tourism and hospitality industry, prospects of hospitality industry. Major players in the hospitality industry in India	8	CO1
2	Contribution of Hospitality Industry	Hospitality industry –complementary to other sectors, linkage of the hospitality industry with other businesses, the contribution of the hospitality industry to India & global economy. Employment pattern and forecast in the hospitality industry in India. Role of information technology in the hospitality industry, the importance of responsible hospitality, human resource management.	7	CO2
3	Management in Hospitality	Planning in hospitality management, long-range planning tools, organizing in hospitality management, and human resource management in hospitality management.	8	CO3
4	Regulations required for Hospitality Organization	Classification of hotels- as per location, size, target markets, level of service, ownership & affiliation, other lodging establishment departments, laws and rules about the hospitality industry, hospitality organization-fhrai, hracc, ih&ra, customer general etiquettes, telephone handling, effective communication skills.	7	CO4

References Books:

Introduction to Hospitality Industry: A Text Book Prof. S.C. Bagri & Ashish Dahiya

Introduction to Management in the Hospitality Industry –Clayton W. Barrows, Tom Powers, Dennis Reynolds

Introduction to Hospitality Management, 5th edition –John .R.Walker

e-Learning Source:

<https://hospitalityinsights.ehl.edu/hospitality-management>

<https://www.cvent.com/en/blog/hospitality/what-is-hospitality-management>

https://baou.edu.in/assets/pdf/BBAATR_101_slm.pdf

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

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

Name & Sign of Program Coordinator	Sign & Seal of HoD
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Integral University Lucknow
Faculty of Commerce & Management
STUDY& EVALUATIONScheme

Diploma in Hotel Management

Semester-4

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	BHM207	Food Production Operations-2 (Theory)	Theory	3	0	0	15	10	25	75	100	3:0:0	3	√	√	√				√	4,8 & 17
2	BHM207P	Food Production Operations- 2 (Practical)	Practical	0	0	2	15	10	25	75	100	0:0:2	1	√		√	√		√	√	4,5&17
3	BHM208	Food Beverage Service Operation-2 (Theory)	Theory	3	0	0	15	10	25	75	100	3:0:0	3	√		√				√	4,8,9 & 17
4	BHM208P	Food Beverage Service Operation- 2 (Practical)	Practical	0	0	2	15	10	25	75	100	0:0:2	1	√		√				√	4,8&17
5	BHM209	Accommodation & Front Office Operations -2 (Theory)	Theory	3	0	0	15	10	25	75	100	3:0:0	3	√		√	√		√	√	4,8,9 & 17
6	BHM209P	Accommodation & Front Office Operations-2 (Practical)	Practical	0	0	2	15	10	25	75	100	0:0:2	1	√		√				√	4,9&17
7	BHM210	Food & Beverages Management	Theory	05	1	0	15	10	25	75	100	5:1:0	6	√		√					SDG-4
8	BHM211	Hotel Engineering	Vocational	02	1	0	00	00	00	100	100	2:1:0	3		√				√	√	SDG-8
9	Z040401T	Physical Education & Yoga	Co-curricular	02	0	0	15	10	25	75	100	2:0:0	2	√	√	√			√	√	SDG-3
Total				18	02	06	135	90	225	675	900		23								



Integral University, Lucknow

Effective from Session: 2024-25

Course Code	BHM207	Title of the Course	Food Production Operations-2(Theory)	L	T	P	C
Year	II	Semester	IV	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 dayworking atmosphere of the food production dept. in hotels.						

Course Outcomes

CO1	To discuss about the study of various north& west regional cuisines of India.
CO2	To analyze the study of various south& east regional cuisines of India.
CO3	To identify the bakery science: bread making.
CO4	To elaborate on the bakery science cake making.

Unit No.	Title of the Unit		Contact Hrs.	Mapped CO
1	Study of various north& west regional cuisines of India	Introduction, Geographical Perspectives, Brief Historical Background, Characteristics & Salient Features of Cuisine, Key Ingredients, Popular Foods, Seasonal Foods, Special Equipment, Staple Diets, Specialties during Festivals and Other Occasions, Community Foods.- Kashmiri Punjabi muglai /Awadh Rajasthan Maharashtrian	15	CO1
2	Study of various south& east regional cuisines of India	Introduction, Geographical Perspectives, Brief Historical Background, Characteristics & Salient Features of Cuisine, Key Ingredients, Popular Foods, Seasonal Foods, Special Equipment, Staple Diets, Specialties during Festivals and Other Occasions, Community Foods. Bengali andhra pradesh tamil nadukerala.	15	CO2
3	Bakery science Bread making	Identification and handling of raw materials -Wheat & wheat flour, sugar, fat, Yeast, water, salt, milk, etc. Functions of ingredients in bakery products. Method of bread making: (i) Straight dough method, (ii) Sponge and dough method, (iii) Salt delayed method, (iv) Flying ferment method. Bread faults and remedies Bread diseases Bread varieties.	15	CO3
4	Bakery science cake-making	Functions of ingredients. Cake-making methods: (i) Sugar batter method, (ii) Flour batter method, (iii)Blending method, (iv) Boiling method, (v) Sugar Water method, (vi) All process. Cake faults and remedies Various types of basic paste: -choux paste, short crust paste, puff paste, flaky paste, hot water paste, Danish paste.	15	CO4

References Books:

The Professional Chef- Lerol A. Polsom

Theory of cookery – Krishna Arora

Thangam Philip - Theory of cookery-II

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	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
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Integral University, Lucknow

Effective from Session: 2024-25							
Course Code	BHM207P	Title of the Course	Food Production Operations- 2(Practical)	L	T	P	C
Year	II	Semester	IV	0	0	2	1
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 the food production dept. in hotels.						

Course Outcomes	
CO1	To understand the practical application of various types of Indian regional preparation.
CO2	To identify various bakery practical's to cover the following.
CO3	To understand and prepare different menu items according to regions.
CO4	To identify ingredients in sweet preparation.

Unit No.	Title of the Unit	Topic	Contact Hrs.	Mapped CO
1	Various types of Indian regional Preparation	Punjabi menu with various sweets preparations related to Punjabi cuisine, Awadhi menu including all the famous delicacies, Hyderabad menu with all the basic preparation, south Indian menu items of different sections of the south.	5	CO1
2	Bakery Practical to Cover the Following	Bread making straight dough method, breakfast rolls, short crust pastry, and its products: tarts, pie, etc. Flaky & puff, pastry and their products: patties, palmers, cheese straws, vol-au-vent, cream horns, etc. Choux pastry and its products: éclairs, profit rolls. Sponge cakes: genoise.	5	CO2
3	Regional Representation of the menu	Different menu preparations include different regions of India, sponge, and fatless sponge. Icing: butter, icing, glazed, icing, assembling cakes, heavy cake: pound cake. Cookies with basic cookie paste.	3	CO3
4	Sweet preparation of the different region	Different preparations of sweets from all regions of India	2	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	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
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Integral University, Lucknow

Effective from Session: 2024-25

Course Code	BHM208	Title of the Course	Food Beverage Service Operation 2(Theory	L	T	P	C
Year	II	Semester	IV	3	0	0	3
Pre-Requisite	None	Co-requisite	None				
Course Objectives	To impart an overview of the entire food and beverage service department and to make students familiar with the working procedures and skills required in managing this department.						

Course Outcomes

CO1	To explain the meaning of distilled beverages classification of distilled beverages' alcoholic strength.
CO2	To identify the traditional spirits.
CO3	To describe the various liqueurs.
CO4	To knowledge of the history of cocktails, & the classification of cocktails.

Unit No.	Title of the Unit		Contact Hrs.	Mapped CO
1	Distilled beverages classification of	Distillation process (pot still, patent still) definition and types of spirits: whisky, rum, vodka, gin, brandy. Production process, national & international brand name, and service of the same.	15	CO1
2	Traditional Spirits	Definition and characteristics of traditional spirits: tequila, absinthe, tiquira, ouzo, slivovitz, aquavit, calvados, fenny, arrack. Types of aperitifs- vermouth & bitters	10	CO2
3	Liqueurs	History, definition, types, and manufacturing: distillation, hot method, cold method, infusion, percolation, aging, sweetening liqueurs. Brands, origin, base, and flavoring. Bar operations- types of bars, shape and size of bar, bar control, bar staffing, opening, and closing duties & bar equipment.	10	CO3
4	Cocktails & Mock tails	Definition, common cocktails, recipe, methods of preparations, and golden rules for making cocktails presentation (garnishes & glassware) and spirit, beer, and wine-based cocktail.	10	CO4

References Books:

Sudhir Andrews: F & B Service Training. Manual

Denni R. Lillicrap: F & B Service

John Walleg: Professional Restaurant Service

Brian Varghese: Professional F& B Service Management

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	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
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Integral University, Lucknow

Effective from Session: 2024-25

Course Code	BHM208P	Title of the Course	Food Beverage Service Operation-2(Practical)	L	T	P	C
Year	II	Semester	IV	0	0	2	1
Pre-Requisite	None	Co-requisite	None				
Course Objectives	To impart practical knowledge of food and beverage service and working procedures, skill required in managing this department.						

Course Outcomes

CO1	To know the brief knowledge of preparation of bot.
CO2	To learn about the beverage service.
CO3	To develop skills in the preparation of beverages.
CO4	To learn all the concepts related to the bar.

Unit No.	Title of the Unit	Topic	Contact Hrs.	Mapped CO
1	Preparation of BOT	Beverage order taking and preparation of BOT.	5	CO1
2	Beverages Service	Service of spirits & traditional Spirits, Liqueurs, and cocktails.	5	CO2
3	Preparation of Beverages	Demonstration / Preparation and presentation of one variety of each stirred & shaken cocktail.	2	CO3
4	Bartending skills	Bartending Skills related to practical section to operate bar.	3	CO4

References Books:

Sudhir Andrews: F & B Service Training. Manual

Denni R. Lillicrap: F & B Service

John Walleg: Professional Restaurant Service

Brian Varghese: Professional F& B Service Management

e-Learning Source:

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

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

PO-PSO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PSO1	PSO2	PSO3	PSO4
CO											
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
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Integral University, Lucknow

Effective from Session: 2024-25							
Course Code	BHM209	Title of the Course	Accommodation & Front Office Operations -2 (Theory)	L	T	P	C
Year	II	Semester	IV	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 basic function.						

Course Outcomes	
CO1	To understand the importance of the check-out procedure modes of settlement.
CO2	To learn foreign exchange front office accounting.
CO3	To understand the scope of foreign exchange & front office accounting.
CO4	To 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	Check-out procedure & modes of settlement	The guest departure procedure and post departure activities at front desk – guest history card, problems during guest check out and their solutions, receiving payments/settling bills through a. Cash b. Credit card c. Bill to company d. Travel agent voucher e. Travelers cheques.	15	CO1
2	Foreign exchange & front office accounting	Foreign exchange, encashment procedure authorized agencies, , licenses and documents used, different types of accounts, ledgers, folios & vouchers prepared at front desk, guest accounting cycle.	15	CO2
3	Managing housekeeping personal & planning & organizing in the housekeeping department	Documents for personnel management determining staff strength – recruiting, selection, hiring, orienting& training area inventory list frequency schedules performance standards productivity standards inventory levels standard operating procedures & manuals work environment safety, potential hazards in housekeeping, crime prevention, key and their control, safety awareness and accident prevention.	15	CO3
4	Housekeeping budgeting contract and outsourcing	Purchasing arrangements, purchasing cycle the budget process, types of budgets operational & capital budget contracts and outsourcing, housekeeping expenses, definition, contact service in housekeeping, hiring contract providers, contract specification, pricing of contracts, advantages and disadvantages.	15	CO4

References Books:

Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS).

Hotel House Keeping – Sudhir Andrews Publisher: Tata Mc Graw Hill.

Hotel Housekeeping Operations & Management – Raghubalan, Oxford University Press.

Housekeeping and Front Office – Jones

e-Learning Source:

<https://www.bbcgoodfood.com/howto/guide/top-10-non-alcoholic-drinks>

<https://www.brandwatch.com/blog/the-biggest-restaurant-industry-trends/>

PO-PSO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PSO1	PSO2	PSO3	PSO4
CO											
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
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Integral University, Lucknow

Effective from Session: 2024-25

Course Code	BHM209P	Title of the Course	Accommodation & Front Office Operations-2 (Practical)	L	T	P	C
Year	II	Semester	IV	0	0	2	1
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 guest handling.
CO2	To Understand how to settled guest account.
CO3	To know about first aid.
CO4	To learn about different types of vouchers.

Unit No.	Title of the Unit		Contact Hrs.	Mapped CO
1	Handling guest	Determining staff strength – recruiting, selection, hiring, and orienting& training, handling checkout procedure, and accepting payments. Preparation of bills,	5	CO1
2	Guest account	Settlement of guest accounts through different modes. Foreign exchange encashment procedure familiarization with various documents prepared at cashier's desk: vtl, paid outs.	5	CO2
3	First aid	Treatment for minor and scalds unconsciousness, drunkenness, sunburn fainting shock, nose bleeding, and dressings for minor wounds and cuts.	2	CO3
4	Vouchers	Vouchers miscellaneous charge vouchers, & other documents format filling.	3	CO4

References Books:

Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS).

Hotel House Keeping – Sudhir Andrews Publisher: Tata Mc Graw Hill.

Hotel Housekeeping Operations & Management – Raghubalan, Oxford University Press.

Housekeeping and Front Office – Jones

e-Learning Source:

<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	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
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Integral University, Lucknow

Effective from Session: 2024-25

Course Code	BHM210	Title of the Course	Food & Beverages Management	L	T	P	C
Year	II	Semester	IV	5	1	0	6
Pre-Requisite	None	Co-requisite	None				
Course Objectives	After successful course completion, learners will develop the attributes of managers.						

Course Outcomes

CO1	To Understand different types of purchase and purchasing procedures.
CO2	To Understand the importance of receiving, issuing and storing control.
CO3	To learn about different control systems.
CO4	To learn different types of inventories.

Unit No.	Title of the Unit		Contact Hrs.	Mapped CO
1	Introduction	Introduction to food & beverage management, objective of f & b management. Food control food purchasing control, food receiving control, food storing & issuing control, food production control, food cost control, food sales control. Beverage control: - beverage purchasing control,	22	CO1
2	Beverage Control Cycle	Beverage receiving control, beverage storing & issuing control, beverage production control, beverage cost control, and beverage sales control. Standard portion size, standard recipe, standard yield, cost/volume/profit relationship (break-even analysis). Definition of cost, elements and classification of cost, food & beverage cost percentage, evaluating food & beverage cost result	21	CO2
3	Control System	K.O.T control system, f&b control cycle, making bills, cash handling, theft control system, prevention of frauds, f&b control records and formats. Inventory management food and beverage inventory.	31	CO3
4	Types of Inventories	Types of inventories – physical & perpetual inventory, various formats used in inventory, and food & beverage inventory control. Menu merchandising & menu engineering.	16	CO4

References Books:

Levinson
Lilly rap
Food & Beverage Management
Food and Beverage Cost Control

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	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
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Integral University, Lucknow

Effective from Session: 2024-25

Course Code	BHM211	Title of the Course	Hotel Engineering	L	T	P	C
Year	II	Semester	IV	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 andfunctional interiors.						

Course Outcomes

CO1	To elaborate on the introduction to engineering and maintenance.
CO2	The knowledge of hotel building, equipment used and their maintenance.
CO3	To understand the air-conditioning process.
CO4	To learn different types of equipment.

Unit No.	Title of the Unit		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 waste water management water quality standards, importance of water.	15	CO1
2	Hotel building Equipment	Sources of water supply, hard water, removal of hardness, water distribution system, wastewater and its disposal system, sanitation and sanitary system, types of traps, and swimming pool maintenance. basic fuel types and calorific value.	15	CO2
3	Types of air conditioning	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.	10	CO2
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.	5	CO4

References Books:

Tarun Bansal: Hotel Engineering Aman Publishers

Sujit Ghosal: Hotel Engineering Oxford University Press

e-Learning Source:

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

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

PO-PSO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PSO1	PSO2	PSO3	PSO4
CO											
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
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