



Roots Institute of Hotel Management

BHM I YEAR

SUBJECTS:

1. GENERAL ENGLISH
2. HINDI
3. INDIAN HERITAGE AND CULTURE
4. BASIC CULINARY PREPARATION
5. NUTRITION AND FOOD SCIENCE
6. BASIC FOOD & BEVERAGE SERVICE
7. FRONT OFFICE PROCEDURES

Roots Institute of Hotel Management
BHM III YEAR

ENGLISH

Syllabus details

1) PROSE:

1. A chat with Mrs. Smiles : W.R. Lee
2. Lovers' Reimop'm : D.H.Spencer
3. Blood, Toil, Sweat and Tears : Sir Winston Churchill
4. A Snake in the Grass : R.K. Narayan
5. The Topaz Cufflinks Mystery : James Thurber
6. Letter to Indu : Jawaharlal Nehru
7. Dilly at the Dentists : George Bernard Shaw
8. A Sense of the Future : J.Bronowski
9. The Thief's Story : Ruskin Bond

2) POETRY:

1. On His Having Arrived at the Age of Twenty – Three : John Milton
2. Go Lovely Rose : Edmond Walker
3. Tables Turned ` : William Wordsworth
4. Sonnet to science : Edger Allan poe
5. The Express : Stephen Spender
6. Laugh and Be Merry : John Masefield
7. On Killing a Tree : Gieve Patel
8. Piano and Drums : Gabriel Okara

3) SHORT STORIES:

1. The Refugee : pearls S. Buck
2. The Gold Watch : Mulk Raj Anamd
3. The Open Window : Saki
4. Lemon; Yellow and Fig : Manohar Malgonkar
5. The Fortune – Teller : Karel Capak
6. God Sees the Truth but waits : Leo Tolstoy

4) LANGUAGE STUDY:

1. Vocabulary and Spelling
2. Parts of Speech
3. Sentences, Clauses and Phrases
4. Prepositions and Conjunctions
5. Verbs

6. Tenses
7. Concord : Agreement of the subject and the verb
8. Transformation of Sentences:
 - a. Degrees of Comparison
 - b. Active and Passive voice
 - c. Direct and Indirect Speech
9. Simple, Complex and Compound Sentences
10. Writing Paragraphs
11. Letter writing

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BHM I YEAR

HINDI

Syllabus details

Prose Test:

Gadya Gaurav: Edited by Dr. Ajaya Kumar Patnaiak published by: Sonam Prakasham.

Cuttak Non-detailed Text: Charchit Kahaniya: Edited: Dr. Ghulam M.Khan published by Shabnam Pustak Mahal, Cuttak.

Grammar Pertaining to the following Topics:

Rewriting of sentences as directed based on Case, Gender, Number, Tense, Voice

Correction of sentences Usage of words into sentences

Karyalay Hindi: Administrative terminology (Prashasanik shabdavali), official designations in Hindi (padnam) Sandhi Vichhed & Identifying the Samas

Letter Writing: Personal letters, Letters of orders, Application for Appointment, letter of complaint.

Book Recommended:

Sarala Hindi Vyakaran: Part I, II & III (Dakshin Bharat Hindi Prachar Sabha, Hyderabad. Samanya Hindi by Dwij Ram Yadav Sanjaya Book Centre, Varanasi)

Hindi Roop Rachana, Published by Lokbharti Prakashan, Allahabad.

Gadya Gavrav:

Omitted Lessons:

1. Lajja our glance
2. Sona Hiranee
3. Bajar Darshan
4. Apane meri Rachana Padhee
5. Maree Rumal Kho gayee
6. Jaha Akash Nahee Dikhee Deta

Selected Lessons:

Kavi our Kavitha

Earshya too Na gauue mere dilse

Bharateeya Sahitya Kee Ekhattha

Atithi

Ashunikathe our Sahitya

Neela Kanth

Nondetail book is Charchit Kahaniya

Stories Omitted:

Aadami ka Bacha

Lal pap kee begum

Sadachar ka taveej

Har

Stories Selected:

Usne Kaha tha

Puraskar

Thakur ka kuva

Roj

Chur hi da vat

Roots Institute of Hotel Management
BHM I YEAR

INDIAN HERITAGE AND CULTURE

Syllabus details

PART: A

1. Fundamental Unity of Indian Harappan and Vedic Culture – Evolution of Caste System – Jainism and Buddhism – Gandhara Art.
2. Political unification of India under Mauryas and Guptas – Cultural achievements
3. Cultural conditions under the Satavahanas
4. Contribution of Pallavas and Cholas to Art and letters – Chola Administrative Systems
5. Influence of Islam on Indian Culture – The Sufi, Bhakthi and Vishnavite movements.
6. Cultural Achievements of Vijayanagara Rulers.
7. Contribution of Shershah and Akbar to the evolution of administration system in India – Cultural Development under Mughals.
8. Western Impact on India – Introduction of Western Education – Social and Cultural awakening and social reform movements – Raja Rama Mohan Roy – Dayananda Saraswathi – Theosophical Society – Ramakrishna Paramahansa and Vivekananda – Iswara Chandra Vidyasagar and Veeresalingam – Emancipation of women and struggle against Caste.
9. Rise of Indian Nationalism – Mahatma Gandhi – Non Violence and Satyagraha – Eradication of untouchability – Legacy of British rule.

Books for Consultation:

- Majumdar, A.L. : Advanced History India (Macmillan, 1983)
Basham, A.L. : The wonder that was India (OUP, Madras 1983)
Basham, A.L. : Cultural heritage of India Vols.I to IV
(Published by Ramakrishna Mission, Calcutta during different years)
Luniya, B.A. : Evolution of Indian Culture
(From the earliest times to the present day)
(L.N.Agarwal, Book – sellers & Publishers, Agra 1980)
Bipan Chandra et.al.: Freedom struggle (New Delhi, 1972)

PART-B

- I. a. On the nature of Culture : Meaning, Definition and various interpretations of Culture.
- b. Culture and its salient features.
- II. The Vedic – Upanishadic culture and society.
Human aspirations in those societies – Values – Chaturvidha Purusharthas, Chaturvarna theory Chaturasramsa theory.
- III. The Culture in Artha Sastra : Kautilyan conception of the function of philosophy, State, Religion and King.
- IV. Culture in Ramayana and Mahabharatha.
 - a. The Ideal Man and Woman

b. Concepts Maitri, Karuna, Seela, Vinaya, Kshama, Santi, Anuraga as exemplified in the stories and anecdotes of the Epics.

V. a) The Culture of Jainism: Jaina Conception of Soul, Karma and Liberation.

b) Buddhism as a humanistic culture : The four noble Truths of Buddhism.

Vedanta and Indian Culture.

Religion and Ethical Practices : The Hindu View.

Text Books:

F. Max Mullar : Heritage of India, Chapter III & IV, 'Vedic Deities and

Veda and Vedanta' (Susil Gupta India Ltd. Calcutta,1951).

K.Satchidananda Murthy (Ed.): Reading in Indian History, Politics and Philosophy,
Part

- C "The Culture of India" (AlliedPublishers, Bombay 1967)

-do- :The Indian Spirit, PP.185 – 217 (Andhra University Press,
Waltair, 1965.)

Reference Books:

Theodore de Barry (Ed.) : Sources of Indian Tradition (Motilal Banarasi Das, Varanasi)

Nirmal Kumar Bose : Culture and Society in India (Manimala, Calcutta, 1967)

B.S.Sanyal : Culture:An Introduction (Macmillan, Madras, 1927)

S.Radhakrishnan : Hindu View of Life, (Asia Publishing House, Bombay,1962)

S.Radhakrishnan : Idealistic View of Life, (Allen & Unwin, London, 1964)

Sri Aurobindo : Foundations of Indian Culture, (Sri Aurobindo Library, New York,
1953)

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BHM I YEAR

BASIC CULINARY PREPARATION

1. History and Evolution of cookery
2. Raw materials
3. Preparation of Ingredients
4. Methods of cooking
5. Principles of Food storage
6. Culinary Terms
7. Kitchen organization
8. Section of kitchen and their coordination with other departments
9. Kitchen equipment
- 10 Kitchen safety
- 11 Vegetables and Fruits
- 12 Cereals and pulses
- 13 Spices and condiments
- 14 Fats and oils
- 15 Milk and Milky products
- 16 Egg cookery
- 17 Fish and shellfish
- 18 Poultry and Game
- 19 Meat cookery
- 20 Stocks
- 21 Sauces
- 22 Soups
- 23 Breads
- 24 cakes

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BHM I YEAR

NUTRITION AND FOOD SCIENCE

1. Health
2. Nutrients
3. Food
4. Energy
5. Carbohydrates
6. Protein
7. Lipids
8. Fat soluble vitamins
9. Fat soluble vitamins
- 10 Minerals
- 11 Water balance
- 12 Effect of cooking & Heat processing
- 13 Balanced diet
- 14 Meal planning
- 15 Newer trends in Restaurants

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BHM I YEAR

BASIC FOOD & BEVERAGE SERVICE

1. Catering Establishments
2. Departmental organization
3. Food and Beverage Areas and their coordination with other Departments
4. Attributes of F & B personnel
5. Food service Areas
6. Kitchen stewarding
7. Restaurant equipment
8. Menu
9. Types of meals
- 10 French classical menu
- 11 Food and its accompaniments
- 12 Methods of service
- 13 Basic service Techniques
- 14 Preparation and procedure for services
- 15 Menu merchandising
- 16 Room Service
- 17 Control systems
- 18 Indian cuisine
- 19 Menu Terminology
- 20 Supervisory skills

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BHM I YEAR

FRONT OFFICE PROCEDURES

1. Introduction to Hotel Industry
2. Classification of Hotels
3. Front office organization
4. Departmental classification
5. Coordination of front office
6. Types of rooms and Food Plans
7. Different sections of Front office
8. Layout of Front office and
9. Attributes of front office staff
- 10 Hotel brochure, Tariff structure
- 11 Information services
- 12 Using the Telephone
- 13 An introduction to the Reservation section
- 14 Types and systems of Reservation
- 15 Processing Individual, Group, crew
- 16 Reservation book Diary
- 17 Guest Arrival procedure
- 18 Registration Procedures
- 19 Bell Desk procedure
- 20 Departure Procedures



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BHM II YEAR

GENERAL ENGLISH

PROSE :

1. In London : M.K.Gandhi
2. Pecuniary independence : P.T.Barnum
3. The Drunkard (An Excerpt) : William H. Smith
4. Three Days to see : Helen Keller
5. Knowledge society : A.P.J.Abdul Kalam
6. Principles of Good Writing : L.A.Hill
7. Man's Peril : Bertrand Russell
8. Shooting an Elephant : George Orwel
9. The Day Dag Hammarskjold Rode in my jeep : Jhan Robbins

Poetry:

1. London : William Blake
2. Ode to the West Wind : Percy Bysshe Shelley
3. Ode to a Nightingale : John Keats
4. Ulysses : Alfred Tennyson
5. The Last Ride Together : Robert Browning
6. Because I could not stop for Death : Emily Dickinson
7. Mending Wall : Robert Frost
8. The Gift of India : Sarojini Naidu
9. Advice to Fellow Swimmers: Kamala Das

Short Stories:

1. The Lottery Ticket : Anton Chekov
2. Ha'penny : Alan paton
3. Subha : Rabindranath Tagore
4. Diamond Rice : RangaRao
5. The only American From Our village : Arun Joshi
6. Luck : Mark Twain

LANGUAGE STUDY

1. Phrasal Verbs and Idioms
2. Reference Skills
3. Information Transfer
4. Summarising, Note-taking
5. Essay Writing
6. Dialogue writing
7. Presentation Skills
8. Interview

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BHM II YEAR

HINDI

A) LISION TO BE STUDIED

1. Kabir Das Ke dohe
2. Tualsee Das ke Dohe
3. Raheem ke Dohe
4. Bihaher Lal ke Dohe
5. Agodhya simha Upadhyar Harioudh – (Karma veer)
6. Mythilee Saran Gupta – (Kaikeyee ka Pasehattap)
7. Sohanlal Dvivadi – (Yugaratar Bapu)
8. Jaya Shankar Prasad – Hamara Pyara Bharat varsh
9. Surya Kanth tripathee niralal – (Bhikshak)
10. Rama Dharee Simha 'Dinakar' – Bhismekasara Sayya se upadesh

B) GENERAL ESSAYS TO BE STUDIED

1. Pustakalay
2. Vignan se Hani Aur labh
3. Deshatan
4. Dahij Pratha
5. Bekaree kee Samasya
6. Saha Siksh
7. Vidyarthi Aur Rajaneethi
8. Paryavaran Pradushan
9. Apna Priya kavi
10. Doora Darshan

C) CHAPTERS TO BE STUDIED FROM HISTORY OF HINDI LITERATURE

1. Kala Vibhajan
2. VeeraGatha kal Aur Chand baradayee
3. Nirguna Bhakri Aur Kbir Das
4. Krishna Bhakti Aur Sura Das
5. Rama Bhakti Aur Thulaseedas
6. Reethikal Aur Bihareelal
7. Upanyas ka Aur Premchand
8. Natak ka vikas Aur jayasankar Prasad

D) TRANSLATION

A Paragraph consists of approximately ten sentences in English to be translated into Hindi.

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BHM II YEAR

SCIENCE AND CIVILIZATION

1. Science:

- i) Observation, hypothesis, experiment, theory, proof.
- ii) Great discoveries result from: the method the man.
- iii) Modern Science: sophisticated equipment, term work.

2. **Evolution of civilization** :Paleolithic, Neolithic, Age of metals (copper – bronze, early iron); rehistoric, Historic (Ancient, medieval and modern).

3. Significant discoveries and inventions with their prime areas of impact.

i) Vaccination, Pencillin, x-rays, Antibiotics, Vitamins, Anesthesia, DDT, Detergents, Contraceptives, Radium therapy, Insulin Cortisones, Antiseptics etc.

(HEALTH)

ii) Wheel, compass, Surveying, Steam Engine Auto – mobile, Ship, Aero plane etc
(TRANSPORT)

iii) Radio, Telephone, Wireless, Camera, Teleprinter, Radar, Television, Satellites etc
(COMMUNICATIONS)

iv) Hybridisation, Green resolution, Artificial insemination, Fertilisers, Insecticides, pesticides etc (AGRICULTURE & ANIMAL HUSBANDRY)

v) Synthetic fibres, electric lamp. Paper, printing Refrigeration, Cincema etc
(SOCIAL WELL BEING)

vi) Gunpowder, Glam Metallurgy, Soutces of energy (Wood coal, oil, electricity, atomic power) Non-cconventional sources (Wind, Water, solar cells, biogas theothermal):
Clock, computer. (INDUSTRY)

4. Relations between Sceinece and Society: complementary an doccasionally adverse also Capitalism-leading to better means of communication to over exploit resources Warfare: Development of gunpower, bomb, jeepradar, ICBM, biological killers etc.

5. **Society**: Goals – Welfare, freedom, security, social justice.

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BHM II YEAR

HOTEL LAW AND HRM

UNIT I

Trade Unionsim – Definition, role of trade union in Indian scenario ,collective bargaining-concept, barriers, Grievance handling-concept, procedures. Employee participation- concept, forms of employee participation in management, Labour welfare measures, Discipline- meaning, types of discipline, causes of indiscipline, enforcement of discipline. PERSONNEL RECORDS & HUMAN RESOURCE ACCOUNTING: Objectives andsignificance of personnel records. Types and principles of personnel records. Meaning and objectives of Human resources accounting. Advantages and limitations, costs, controlling human resource costs.

UNIT II

WORKMEN COMPENSATION ACT – Position prior to passing of the act – nature and scope of act- partial disablement and total disablement – employer’s liability in case of partial and total disablement – employer’s liability in case of partial and total disablement arising out of and in course of employment – TRADE UNIONS ACT 1926 – scope, eligibility, fund register, right on the part of employer and employees INDUSTRIAL DISPUTES ACT Industrial disputes day off, lock out, closures, strikes, retrenchment, discharge, dismissal, wages, board of conciliation, court of inquiry labor court, industrial tribunal, national tribunal, legality and illegality of strikes and lockouts.

UNIT III

SHOPS AND ESTABLISHMENTS ACT applicable to hotels and catering establishments- salient provisions regarding opening and closing hours, Employment of women, children and young persons – spread over, weekly off- leave, health and safety and hygienic provisions – penalties for defaulters – ESI PF, Gratuity.

FOOD LEGISLATION : Introduction, the control for food standards, central food laboratory, food inspection to be followed by food, inspectors. Report of public analyst, notification of food poisoning and penalties, purchases right- guarantee and warranty- PFA.

UNIT IV

INTRODUCTION: Human Resources Management – definition, importance, function of human resources manager, Human resources planning – concept, process of human resources planning. **JOB ANALYSIS** – concept, scope and limitation. **JOB Description** contents, format, job specification – definition and format, job enlargement, job enrichment – concepts.

UNIT – V

RECRUITMENT AND SELECTION : Recruitment – concept, sources and methods. Selection – concept process, interview types, induction and placement. Training – concept, needs of training, methods of training, difference between training and development. performance appraisal-definition and importance, types, Transfer-concept, purpose, types, promotion-concept, purpose merit Vs seniority.

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BHM IIYEAR

ACCOUNTING AND FINANCE FOR HOTEL MANAGEMENT

UNIT I

Introduction – Definition, Nature and Scope of accounts – double entry system of Book keeping – General – Ledger, Balancing ledger accounts – subsidiary book purchases book, purchase returns book and sales return book – preparation of Trial balance.

UNIT II BOOK TRANSACTIONS

Cash book – simple cash book 2 column cash book and 3 column cash book.

UNIT III FINANCIAL ACCOUNTS

Trial Balance – Preparation of income statement and Balance sheet Depreciation – Methods of calculating Depreciation.

UNIT IV INTRODUCTION OF FINANCIAL MANAGEMENT

Nature and scope of Financial Management- Relationship between Finance and accounting - objectives of Financial Management.

UNIT V : WORKING CAPITAL MANAGEMENT

Definition – importance of working capital – sources of working capital

UNIT VI CAPITAL BUDGETING

Importance of Capital Budgeting – Evaluating Investment proposals: Pay-back method, ROI Method, Discounted Cash – Flow Method, NPV & IRR methods.

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BHM IIYEAR

QUANTITY & ADVANCED CULINARY PREPARATION

1. Equipments
2. Fuel Types
3. Standard Recipes
4. Menu planning and Mass Food Production
5. Balanced Diet
6. Modified Diets
7. Quantity Food Purchasing and Indenting
8. Basic Gravies Breakfast Recipes and Masalas
9. Indian Regional Dishes
10. Tandoor
11. South Indian Cuisines
12. Kerala, Tamilnadu, Chettinadu & Karnataka
13. Eastern Cuisine
14. Western Cuisine
15. History of Catering
16. Volume feeding in India Today
17. Hospital Catering
18. Off premises catering
19. Transport Catering
20. Rechauffe Cookery

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BHM IIYEAR

ENVIRONMENTAL STUDIES

UNIT I Introduction to Environmental Studies

Definition, Scope and Importance, Need for Public awareness, components of Environment, Hydrosphere, Lithosphere, Atmosphere, Biosphere.

UNIT II Natural Resources:

Classification of Natural Resources, Impacts of Human Activities on Forest Resources, Water Resources, Mineral Resources, Food Resources, Energy Resources and Land Resources, Conservation and Management of Natural Resources.

UNIT III Biodiversity

Structure and Organisation of Biodiversity: Diversity, Distribution, Ecosystems, Food chains, Food Webs, Ecological Pyramids, Ecological Succession.

Management and conservation : Uses of Biodiversity, Threats to Biodiversity, conservation Measures, National and international organisms involved in Biodiversity conservation.

UNIT IV Environmental Pollution

Definition, Causes and Effects of Air, water, soil, Marine, Noise and Nuclear pollution, solid waste pollution and Management, Role of individuals in control of pollution.

UNIT V Environment and Social Issues.

Population Growth, Environment and Human Health, Problems of Urbanisation, Sustainable development, Global problems of Environment, Climate change, Global Warming, Acid Rains, Ozone layer Depletion

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BHM IIYEAR

SPECIALIZED FOOD & BEVERAGE SERVICE

UNIT I

Classification of beverages into alcoholic and non-alcoholic and their further breakup in their respective categories. Different stimulating, refreshing and nourishing drinks. Service of non-alcoholic beverages. Types of tea leaves, types of tea, golden rule of tea making. Coffee variety of coffee seeds, types of coffee, different methods of coffee making.

UNIT II

Spirits – meaning of distillation, spirit proof: American proof – British proof and GL and conversions – manufacture of whisky, types and quality – manufacture of GIN and Vodka: Types and quality – manufacture of Rum and its variety – Manufacture of Brandy: grading and types – Cognac : ages of Cognac.

Beer: History, manufacture, types, storage and service – Wine made from other fruits (apart from grapes) and their country of origin, method of service and storage – Liqueurs: types, classification and service – other spirits: schnapps, arract, calvados, framboise, grappa and marc, ouzo, quetsch, tequila, sake, aperitif, vermouth.

UNIT III

Bar and restaurant planning – induction and types of Bar – layout and planning of a bar, restaurant, pup – laws, stocking and licensing laws – corkage – bar equipment and control system in bar – Need for proper planning – importance of free flow – furniture, décor, equipment: Crockery, cutlery hollo – ware and other equipment, their manufacturers – Requirement of staff – arrangement of stations, allocations of stations to staff – records to be maintained by restaurant staff.

Cocktails – mixed drinks, classification and important mixed drinks – cocktails and mocktails – definition, types and method of mixing, recipe with different bases and their service.

Tobacco – types, storage and service.

UNIT – IV

General introduction of wine: history and principal wine producing countries of the world – Types of wine and other classification – Manufacturing of wine, bottling, labeling and shipping of wine.

Wine producing regions of France and their examples, production of Champagne.

Wines of Italy and Spain, their manufacture – Wine of Portugal, Germany, Australia, S.Africa, California, India – storage of wine – Types of wine glasses – equipment needed for service of wine.

UNIT V

Definition and history of Gueridon – Types, equipment, skills required carving and cooking – General points to be considered while doing service – Gueridon ingredients – Advantages and disadvantages of Gueridon service – Services of dishes.

Cheese and salads, ice creams and sorbets – classification, selection manufacturing, storage and service.

Banquets and conventions: Banquets – History and types – Organization of banquets department : duties and responsibilities of banquet staff – Layout arrangements, seating plans, facilities to be provided booking dairy, function prospectus – compilation of menus for functions, service during different occasions e.g. state level banquets, security arrangements and protocol involved.

History and types of buffet, essential equipment for buffet laying – Gastronomic rules of buffet menu planning, supervision and buffet check-list role.

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BHM IIYEAR

Subjects

1. English
2. Hindi
3. SCIENCE AND CIVILIZATION
4. HOTEL LAW AND HRM
5. ACCOUNTING AND FINANCE FOR HOTEL MANAGEMENT
6. QUANTITY & ADVANCED CULINARY PREPARATION
7. ENVIRONMENTAL STUDIES
8. SPECIALIZED FOOD & BEVERAGE SERVICE



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BHM III YEAR
HOUSE KEEPING MANAGEMENT

UNIT I

Lesson 1 Role and importance of house keeping in accommodation operations – The areas of house keeping responsibility – the hierarchy: organization structure of house keeping department – (small, medium, large) –

Lesson 2 duties and responsibilities house keeping personnel – classification of hotels, different types of guest rooms, types of beds, service pantry, location – layout and essential features – rooms under repair.

UNIT -2

Lesson 3 The relationship of house keeping with guests and other departments – inter – departmental coordination and its importance

Lesson 4 – communication and its importance – duty rota – resorts maintained by house keeping department.

UNIT - 3

Lesson 5 Cleaning equipment (Manual and electrical) commonly used equipment in cleaning selection, storage, maintenance, and training uses-

Lesson- 6 Cleaning agents: chemical agents: chemical makeup of cleaning agents: selection: classification, use and storage.

UNIT-4

Lesson 7 Standard cleaning methods – manual procedure – work cards – cleaning routine: daily periodical and spring cleaning.

Lesson 8 Servicing of guest rooms – servicing of departure rooms – servicing of vacant rooms – turn down service – checklist of supplies to replenish standard contents of a guest room – placement – frequency of change.

UNIT -5

Lesson 9 Cleaning of various surfaces and metals: floors, walls and laminated surfaces – cleaning of public areas – lobbies, elevators, restaurants – cleaning of food service areas and employee areas.

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FOOD AND BEVERAGE MANAGEMENT

UNIT -1

- Lesson 1 : Importance of controls in hotels – Control cycle in a hotel –
Lesson 2 : Determining F& B standards – Standard recipes, standards yields, standards portion sizes.

UNIT-2

- Lesson 3 : The purchase cycle - Recognizing need – preparing Standard purchase specification, sources of supply, selection of supplier, Ordering goods, purchase orders.
Lesson 4 : Receiving procedures – Delivery invoice receiving report – delivery hours
Lesson 5 : Storing : store design – Inventory control, perpetual inventory, bin card, inventory taking procedures – issuing - FIFO, LIFO.

UNIT-3

- Lesson 6 : The meaning of costs – types of costs – objectives of food costing
Lesson 7 : Types of food cost reports – standard food costs – variance analysis – food cost percentage
Lesson 8 : Menu engineering – concept, applications.

UNIT -4

- Lesson 9 : Food cost control – production planning, forecasting requirement, sales histories
Lesson 10 : Formulating production plans, production planning and food purchasing, control of wastage
Lesson 11 : Serving controls – server responsibilities, service procedures – use of computers in food cost control

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BHM III Year

ACCOMODATION OPERAITONS

UNIT I

LESSON 1 – Management functions: planning, organizing, coordinating, staffing, leading, controlling and evaluating.

LESSON-2 - Establishing room rates: Marketing condition approach, rule of thumb approach, Hobart formula approach

Lesson 3 – Forecasting room availability, budgeting for operations, forecasting room revenue, estimating expenses, redefining budget plans.

Unit II

Lesson – 4 Evaluating front office operations: Daily operations report, occupancy ratio, room revenue analysis, hotel income statement, Rooms division income statement rooms division budget reports.

UNIT- 3

Lesson 5 – Yield, potential average single rate, potential average double rate, multiple occupancy percentage, rate spread, potential average rate, room rate achievement factor, yield statistic, identical yields, equivalent occupancy, required non- room revenue per guest.

Lesson -6 Elements of revenue Measuring management: Group room sales, transient room sales, food and beverage activity, local and area wide activities, and special events.

Unit – 4

Lesson 7 – Managing human resources: internal and external recruiting

Lesson 8 – selecting: selection tools, evaluating applicants interviewing, hiring, orienting, skills training, prepare to train, present the training, practice skills, follow up.

Unit -5

Lesson 9 – Staff scheduling: Alternative scheduling techniques

Lesson 10 – Staff motivation : Training, cross training, recognition, communication, incentive programs, performance appraisal

Unit – 6

Case studies in Room division

Roots Institute of Hotel Management
BHM III Year
INFORMATION TECHNOLOGY FOR HOTEL MANAGEMENT

UNIT 1

LESSON 1 – Computers in management – Role of computers in management – Role of computers in management of hotels (front office, Restaurant , kitchen and house – keeping) – application and importance.

Unit – 2

Lesson 2 – MIS Definition, concept, MIS functions & Characteristics, Importance of information & its value characteristics, Data life cycle – data processing methods – EDP & Automatic Data Processing.

Unit – 3

Lesson -3 Decision making process & system Development – Management & its functions, levels of management – decision making process.

Lesson – 4 Types of decision – programmable & non programmable, structured & unstructured decision. System development – life cycle, feasibility, design, implementation & maintenance.

Unit – 4

Lesson 5 – MIS subsystem : Application in functional areas of management – Marketing , Finance HR, Production, Accounts payable, Accounts receivable & inventory & maintenance.

Unit – 5

Lesson 6- Types of information system: Transactions processing system – batch processing, online processing, MIS, decision support system -DSS models – Expert Systems – office Automation System – different gadgets(Fascimile. PBX, voice transmission device, Data transformation package – LAN, WAN)

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COMMUNICATION & SOFT SKILLS

UNIT 1

Lesson 1 - Introducing to business communication – objectives, types, and ways of communication

UNIT-2

Lesson 2 – Instruments of communication – barriers to communication – breaking barriers on the job communication

UNIT- 3

Lesson 3 – Written communication – business letters – enquiry letter- sales letter circulars form letters relating to agencies – letters concerning to foreign trade.

UNIT-4

Lesson 4 – Seminar – conference – meetings

UNIT -5

Lesson 5 – Telegram – report writing –Precise writing drafting representations

UNIT- 6

Lesson 6 – Communicative skills – personal – inter personal – group and functional – communication categories and formats of communication.

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HOTEL ENGINEERING & MAINTENANCE

UNIT 1

Lesson 1 – Organization of maintenance department – role and importance of the department in the hotel industry organizational chart

Lesson 2 – duties and responsibilities

Lesson 3 – types of maintenance – preventive and breakdown maintenance – their comparisons

Lesson 4 contract maintenance its advantages and disadvantages – types of contracts – price rate – lumpsum contract – rate contract – service contract – technical terms.

UNIT- 2

Lesson -5 Equipment replacement policy – circumstances under which equipment is replaced, inadequacy, obsolescence – excessive maintenance – declining efficiency

Lesson 6 – replacement policy of equipment which gradually deteriorate – replace when current annual cost is equal to average annual cost to date – economic replacement cycle for abruptly falling equipment.

UNIT-3

Lesson – 7 Energy conservation – methods and developing energy conservation program in hotels – solar energy

Lesson – 8 fuels- types of fuels – calorific value – calculation of amount of fuel uses – calculation of requirement of fuel.

Lesson-9 Calculating heat transfer – Bunsen burner, Phase (single and three) its importance

Lesson 10: electric current – series and parallel – short circuit fuse- sockets- switches- earthing – calculation of energy consumption of electrical equipment – safety precautions

UNIT IV

Lesson 11: Water system – hardness of water – water softening by base exchange method – cold and hot water system – flushing cistern – water taps – traps and closets

Lesson 12: types of joints and plumbing equipment – construction of ceiling, wall and flooring – material used

Lesson13: prevention of dampness-leakage-reasons and prevention

UNIT V

Lesson 14: Refrigeration and airconditioning-basic principles-boilin point and latent heat compression

Lesson 15: types of refrigeration system – defrostin – types of refrigerants –condition for comfort – unit for all conditioning, window, split and central A/C

Lesson 16 general preventive maintenance – fire fighting systems – fire detectors – smoke – safety precautions

Lesson 17: Pollution control: ways, means, persissible, standards and limits.

Lesson 18: Practical classes of fire extinguishers, conducting fire drills, basic reference to electrical, plumbing, painting, equipment(Vacum cleaners, cleaning of burners, etc) fixing of bulbs,fuses,etc.

Roots Institute of Hotel Management
BHM III Year

SUBJECTS:

1. HOUSEKEEPING MANAGEMENT
2. FOOD AND BEVERAGE MANAGEMENT
3. ACCOMODATION OPERATIONS
4. INFORMATION TECHNOLOGY FOR HOTEL MANAGEMENT
5. COMMUNICATION & SOFT SKILLS
6. HOTEL ENGINEERING & MAINTENANCE