

B.Sc. DEGREE  
IN  
HOSPITALITY & HOTEL ADMINISTRATION

**CURRICULUM**  
(B.Sc. HHA SEMESTER III/IV)

NATIONAL COUNCIL FOR HOTEL MANAGEMENT  
AND CATERING TECHNOLOGY  
NOIDA  
(NCHMCT)

AND  
JAWAHARLAL NEHRU UNIVERSITY  
(JNU)



**SEMESTER – III/IV (18 WEEKS)**

**MINIMUM CONTACT HOURS FOR EACH SUBJECT**

No.	Subject code	Subject	Credits	Contact Hours per Semester	
				Th.	Pr.
1	BHA301	Indian Culinary Arts (Theory)	02	30	-
2	BHA302	Indian Culinary Arts (Practical)	04	-	120
3	BHA303	Banquet Operations (Theory)	02	30	-
4	BHA304	Banquet Operations (Practical)	01	-	30
5	BHA305	Rooms Division Management-I (Theory)	02	30	-
6	BHA306	Rooms Division Management-I (Practical)	01	-	30
7	BHA307 <b>OR</b> BHA308	Facility Management <b>OR</b> Retail Management	02	30	-
8	BHA309	Food Science, Nutrition & Hygiene	02	30	-
9	BHA310	Business Communication	02	30	-
10	BHA311	Hotel Accounting Skills	02	30	-
TOTAL:			20	210	180
GRAND TOTAL				390	

**WEEKLY TEACHING SCHEME (18 WEEKS)**

No.	Subject code	Subject	Hours per week	
			Th.	Pr.
1	BHA301	Indian Culinary Arts (Theory)	02	-
2	BHA302	Indian Culinary Arts (Practical)	-	08
3	BHA303	Banquet Operations (Theory)	02	-
4	BHA304	Banquet Operations (Practical)	-	02
5	BHA305	Rooms Division Management-I (Theory)	02	-
6	BHA306	Rooms Division Management-I (Practical)	-	02
7	BHA307 <b>OR</b> BHA308	Facility Management <b>OR</b> Retail Management	02	-
8	BHA309	Food Science, Nutrition & Hygiene	02	-
9	BHA310	Business Communication	02	-
10	BHA311	Hotel Accounting Skills	02	-
TOTAL:			14	12
GRAND TOTAL				26



### EXAMINATION SCHEME

No.	Subject code	Subject	Term Marks*	
			Th.	Pr.
1	BHA301	Indian Culinary Arts (Theory)	100	-
2	BHA302	Indian Culinary Arts (Practical)	-	100
3	BHA303	Banquet Operations (Theory)	100	-
4	BHA304	Banquet Operations (Practical)	-	100
5	BHA305	Rooms Division Management-I (Theory)	100	-
6	BHA306	Rooms Division Management-I (Practical)	-	100
7	BHA307 <b>OR</b> BHA308	Facility Management <b>OR</b> Retail Management	50	-
8	BHA309	Food Science, Nutrition & Hygiene	100	-
9	BHA310	Business Communication	100	-
10	BHA311	Hotel Accounting Skills	100	-
TOTAL:			650	300
GRAND TOTAL			950	

\* Term marks will comprise 40% Internal Evaluation (IE) & 60% End Semester Examination (ESE) marks.

### 3<sup>RD</sup>/4<sup>TH</sup> SEMESTER TEACHING & EXAMINATION SCHEME

No.	Subject code	Subject	Credits	Marks
1	BHA401	Industrial Training Feedback Appraisal	12	200
2	BHA402	Industrial Training Project Report	08	100
TOTAL:			20	300



## BHA301- INDIAN CULINARY ARTS (THEORY)

### 1. Preamble

<b>Course title</b>	Indian Culinary Arts (Theory)
<b>Course code</b>	BHA301
<b>Credits</b>	02
<b>Number of hours per group</b>	30 class hours

### 2. Course Description

This course is designed to fine-tune the student to graduate from small-batch cooking to bulk cooking of a large size of group. Introduction to recipe calculations and alterations for bulk production, reshuffling and use of convenience food are emphasized. The care and precautions to be taken in handling large equipment are addressed. Food is to be prepared in a time-bound environment that upgrades the learner's skills to enable speed in cooking. An aesthetic sense of cleanliness and maintaining hygiene standards are introduced through kitchen stewarding.

### 3. Learning Outcomes

By the end of the course, the learner will be able to

#### Knowledge

1. Recognize the various equipment used in bulk kitchen/ volume feeding - Regional Indian Cuisine – Local cuisine, Tribal cuisine, Forgotten recipes, Indian breads, Indian snacks, Indian sweets.
2. Write menus for Indian Regional Indian Cuisine, Tribal cuisine, Forgotten recipes, Indian Breads, Indian Snacks, and Indian sweets for volume feeding.
3. State the applicable food laws and regulations for bulk cooking.
4. Discover menu planning principles in Institutional catering, Industrial catering, Hospital catering, ODC, Mobile catering, Retail stores, Corporate catering, and food bank/ cafeteria.
5. Enumerate the Emerging pathogens, GMF, Food labeling and Newer trends like Plant-based culinary arts, Ready-to-Eat foods, Organic food.

#### Competencies

1. Choose equipment essential in bulk cookery.
2. Demonstrate principles of cooking in the bulk kitchen.
3. Develop expertise in indenting and menu planning for volume cooking.
4. Plan and prepare menus for Indian Regional Indian Cuisine, Tribal cuisine, forgotten recipes, Indian Breads, Indian Snacks, and Indian sweets for volume feeding.
5. Prepare, plan and illustrate menus related to Institutional catering, Industrial, Hospital, ODC, Mobile catering, Retail store, Corporate catering, Food bank/ cafeteria.
6. Design special menus for different festivals of India.
7. Identify various Indian spices and vegetables.
8. Classify and prepare varieties of Indian Breads, Indian Snacks, Indian sweets

#### Mindset

1. Appreciate the cultural diversity of India to promote the various regional cuisines of India.
2. Promote special Tribal and Community Cuisines of India.



3. Explore forgotten culinary styles of India.
4. Collaborate with various stakeholders to develop and cater regional cuisine menus for volume feeding.

### BHA301- INDIAN CULINARY ARTS (THEORY)

**Unit 1: CATERING TO LARGE NUMBERS-** a) Equipment required for mass/ volume feeding- i. Selection criteria of heavy-duty commercial kitchen equipment ii. Uses of equipment iii. Care and maintenance of volume cooking equipment b) Plan of work & Mise-en-place of bulk cookery- i. Arrangement and efficient use of resources ii. Menu Planning iii. Principles for indenting in bulk cooking ii. Purchase system iii. Storage for bulk (raw & cooked) iv. Inventory control

**Unit 2: VOLUME CATERING-** a) Application of Quantity Food Production in various Catering establishments, Quantity Menu planning- i. Institutional Catering ii. Industrial Catering iii. Army Mess iv. Hospital Catering v. Off-premises Catering vi. Theme Banquets/ parties vii. Central processing unit viii Airline Catering ix. Railway Catering x. Marine Catering b) Portion Size for Volume Feeding (type of establishment, type of menu, quality of commodity) c) Modifying recipes for volume catering d) Challenges associated with various volume catering establishments e) Scope for growth of volume catering establishment

**Unit 3: EMERGING CATERING TRENDS-** a) Adaptation of New Catering Concepts- i) Cloud Kitchen ii) Foodbank/ Electronic Cafeteria iii) Nutrition, Wellness and Diet Menus iv) Plant-based diet menu/ farm to table b) Convenience foods in bulk production c) Organic foods d) Indian Superfoods/ Millets e) Food additives f) Pilgrim Catering g) Essentials of proprietary foods- i. Food labeling ii. Food packaging technology.

**Unit 4: REGIONAL INDIAN CUISINE-** Introduction to Cuisines of India- History of various regional cuisines, Geographical Location, Factors affecting food habits, Special equipment, Staple diets, Popular regional dishes, Specialty cuisine for festivals, fairs and special occasions of: **Cuisine of North India:** Kashmir, Punjab, Himachal, Rajasthan, Awadhi; **Cuisine of West India:** Gujrat, Maharashtra, Goa, Madhya Pradesh, Chhattisgarh **Cuisine of South India:** Andhra Pradesh, Kerala, Karnataka, Tamil Nadu **Cuisine of East India:** Bengal, Bihar, Jharkhand, Orissa, North East.

**Unit 5: INDIAN FESTIVALS & BEYOND-** a) Special dishes prepared in festivals of India (Diwali, Holi, Dusshera, Janmashtami, Eid, Ganesh Chaturthi, Pongal, Onam, Christmas, Makar Sankranti) b) Community Cuisines of India: Parsi, Jain, Sindhi, Chettinad b) Tribal Cuisine- Orissa, Assam, Kerala, Manipur & Meghalaya c) Indian Sweets d) Indian snacks e) Indian bread f) Forgotten Recipes.

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## BHA302- INDIAN CULINARY ARTS (PRACTICAL)

<b>Course title</b>	Indian Culinary Arts (Practical)
<b>Course code</b>	BHA302
<b>Credits</b>	04
<b>Number of hours per group</b>	120 class hours

Each institute is to formulate 36 sets of menus from the following cuisines. Arrange dedicated workshops on Tribal cuisines, Special menus for Festivals and Forgotten recipes. The suggested menus are:

<b>Unit 1: CUISINE OF NORTH INDIA</b>			
<b>MENU-1</b> Sarson da saag Makki ki roti Kadhi pakora Jeera Rice Sooji Halwa	<b>MENU-2</b> Amritsari Macchi Rajma Aloo Gobhi Boiled Rice Boondi ka raita Gulab Jamun	<b>MENU-3</b> Tandoori Chicken Dal Makhani Matar Paneer Vegetable Pulao Sewaiyan	<b>MENU-4</b> Choley Bhaturey Paneer butter masala Matar Pulao Roh di Kheer
<b>MENU-5</b> Lal Maas Gatte ki sabzi Ker Sangri Boiled Rice Missi Roti Moong Daal Halwa	<b>MENU-6</b> Safed Maas Dal Bati Churma Gawar ki phalli dry Ghewar	<b>MENU-7</b> Shammi kebab Mutton Rizala Paneer Pasanda Pulao Muzzafar	<b>MENU-8</b> Galouti Kabab Ghost Do Piyaza Navarattan Korma Pulao Warqi Paratha Zarda
<b>MENU-9</b> Main Meals: Tabak Maaz, Dhaniwal Korma, Gushtaba, Rista, Al Yakhni, Haq Breads: Bakarkhani, Roth, Sheermaal Desserts: Phirni, Shufta, Halwa Chutney: Mujj Chatin		<b>MENU-10</b> Appetizers: Siddu, Patrode, Gulgule Main Meals: Khatta Meat, Chicken Anardana, Channa Madra, Dham Sepu Vadi, Arbi Kadhi Breads: Makki ki roti, Missi Roti, Babru Desserts: Kaddu ka halwa, Meetha Bhaat, Seera Accompaniments: Chhuare ka raita, Chachha	

**Unit 2: CUISINE OF WEST INDIA**

MENU-1 Sarki Brown Rice Salli Murg Gujarati Dal Methi Thepla Shrikhand	MENU-2 Gujarati Khichadi Oondhivu Batata nu Tomato Osaman Mohan Thaal	MENU-3 Masala Bhat Kolhapuri Mutton Batata Bhaji Poori Koshimbir Pooranpoli	MENU-4 Moong dal Khichidi Malvani Fish Curry Tomato Saar Tilgul Chapati Amti Basundi
MENU-5 Prawn Pulao Mutton Vindaloo Beans Foogath Dodol	MENU-6 Arroz Galina Xacutti Toor Dal Sorak Alle Belle		

**Unit 3: CUISINE OF SOUTH INDIA**

MENU-1 Hyderabad Gosht Biryani Mirch ka Salan Baghara Baigan Burani Raita Double ka Meetha	MENU-2 Pathar ke kebab Haleem Tamatar ka Kut Roomali Roti Khubani ka Meetha	MENU-3 Kozhi Curry Mor Kuzhambu Steamed Rice Malabari Parathaan Payasam	MENU-4 Meen Moilee Olan Appam Unni appam
MENU-5 Chicken Chettinad Avial Coconut Rice Parupu Payasam	MENU-6 Sambhar Dosa Iddli Vadai Athirasam		

#### Unit 4: CUISINE OF EAST INDIA

MENU-1 Macher Jhol Aloo Posto Bhaaja Mooger daal Ghee Bhaat Mishti Doi Rasogulla	MENU-2 Doi Mach Channa daal Lucchi Baigun Bhaja Bhaat Tomator Chatni Sondesh
MENU-3 Champaran Mutton Litti Chokha Sattu ka paranthan Balushai	MENU-4 Dahibada Aloodum Oriya Mangso Tarkari/ Mangso Jholo Dalma Pitha Chenna Jhili

#### Unit 5: TRIBAL FOOD, FESTIVE FOOD & FORGOTTEN RECIPES OF INDIA

Suggestive list of Tribal Cuisines of India. The institute must organize workshops and community visits to engage learners to explore the tribal, festive and forgotten recipes of India.

The facilitator must narrate tribal folklore, unique ingredients and methods of preparation of these unconventional cuisines of India.

##### 1. Tribal Cuisine of Odisha

- Mandia Jau
- Pakhala
- Jil Utu
- Thapdi roti
- Andi alu
- Bodi Chura and Macho bhaja
- Kai Chutney

##### 2. Tribal Cuisine of Assam

- Masor tenga (Sour fish curry)
- Bhedailota
- Manimuni and Norosinxho Jool
- Matikaduri
- Duck eggs with tora flower
- Pitika
- Amitar Khar
- Khorisa Bhaaji





### 3. Tribal Cuisine of Chhattisgarh

- Muthia
- Farra
- Bafauri
- Mahua juice

### 4. Tribal Cuisine of Manipur

- Chamthong or Kangshoi
- Eromba
- Morok Metpa
- Singju
- Chak-hao Kheer

### 5. Tribal Cuisine of Meghalaya

- Jadoh
- Dohkhlieh
- Tungrymbai
- Sakin Gata
- Minil Songa

**Indian culinary artisans master the skills of authentic ways of food preparation. The forgotten recipes reconnect the age-old practices of cooking unique indigenous dishes. The institute must organize Master Classes to deliver the Forgotten Recipes of India.**

#### **Forgotten recipes – Suggestive**

- Chitol Macher Muitha
- Harive Soppu Bendi Recipe
- Dadpe Pohe — Coconut Infused Rice Flakes Snack
- Anarsa
- Khira Gaintha/ Kheer Puli (Milky Rice Dumplings)
- Chicken Kori Rotti
- Boti Ni Akuri
- Kollu Podi
- Pakki Keri Nu Shaak
- Singhare Ki Kachri
- Chana Dal Fara /Gojha / Peetha
- Pindi Miriyam
- Goan Clams Coconut Suke
- Pappada Vada
- Kobbari Kova Kajjikayalu
- Mor Kuzhu
- Gobi Danthal
- Ande ka Meetha/ Ande ka Halwa
- Uppu Kozhakkattai
- Thalagam
- Goan Colocasia Leaves Masala | Terren Tonak
- Milagu Kuzhambu
- Sukku Pal
- Menthe Hittu
- Jackfruit seeds and Raw mango curry



- Chena Poda
- Karuvadagam
- Mutter ka Nimona
- Kuthiraivali Kuzhi Paniyaram
- Baked Koorka Mezhukuperatti
- Maandhia
- Raoh Ki kheer
- Arak Rassi
- Leto
- Path Poda Chicken
- Maad Jhor Putkal Saag
- Haaku Laak
- Jonra Dakaa
- Demta Chutney
- Phulkari Pulao
- Tooni Roti
- Kunna Ghosht
- Paani ki roti
- Sannata Raita
- Parinde Mein Parinda
- Padoli Wali Daal

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## BHA303- BANQUET OPERATIONS (THEORY)

### 1. Preamble

<b>Course title</b>	Banquet Operations (Theory)
<b>Course code</b>	BHA303
<b>Credits</b>	02
<b>Number of hours per group</b>	30 class hours

### 2. Course Description

To equip learners to plan and supervise various food and beverage service outlets. This course focuses on inculcating supervisory skills among the learners. It will also enable learners to manage staff for various events. This course will also impart skills to supervise F&B Operations related to banquets, in-room dining and other specialized service.

### 3. Learning Outcomes

By the end of the course, the learner will be able to

#### Knowledge

1. Explain various types of banquets.
2. Narrate the factors to be considered while planning a banquet event.
3. Name different seating plans used in banquets.
4. Describe various types of buffets.
5. List various types of Guéridon trolleys.
6. Explain the functionalities of different areas of a Quick Service Restaurant.
7. Illustrate the significance of kitchen stewarding.
8. Write the methods of silver cleaning.
9. Draw function prospectus.
10. Design banquet duty roster.
11. List 10 dishes served from a Flambé trolley.

#### Competencies

1. Calculate the area required for a banquet plan as per standard sizes.
2. Draw the format of a Function Prospectus.
3. Assess the advantages and disadvantages of Guéridon Service.
4. Organize formal banquets.
5. Arrange informal events or functions such as meetings, seminars, theme parties etc at the institutional level.
6. Prepare duty roster for institutional events.
7. Conduct briefing and debriefing for institutional functions.
8. Prepare basic salads and present fresh fruits from the live counter.
9. Setup room service trays for breakfast, luncheon, and evening tea as per the standard menu.

#### Mindset

1. Review the layout plan of F&B setup of various functions or events based on standard parameters.
2. Plan staff requirements for various F&B outlets end events.
3. Organize the special requirements for live counters.



## BHA303- BANQUET OPERATIONS (THEORY)

**Unit 1: PLANNING & OPERATING VARIOUS F&B OUTLETS:** a) Physical layout of functional & ancillary areas b) Objective of a good layout c) Steps in planning d) Factors to be considered while planning e) Calculating space requirements f) Various set-ups for sitting g) Planning staff requirements/ developing duty roster h) Menu planning i) Constraints of menu planning j) Selecting heavy duty and light equipment k) Calculating quantities of equipment required- crockery/ glass wares/ hollow wares/ flatware/ cutlery/ special equipment/ Steel or silver equipment l) Approximate cost m) Planning décor, furnishing fixtures.

**Unit 2: BUFFET/ PARTY CATERING-** a) History b) Types of buffet for various occasions: i) Display buffet/ restaurant buffet ii) Sit-down iii) Fork buffet v) Finger buffet vi) Cold buffet vii) Breakfast buffet c) Special Menus d) Supplies and equipment required for buffet setup e) Area requirement for buffet f) Sequence of food g) Party checklist

**Unit 3: BANQUET-** a) Concept b) Types c) Table plan/ arrangement d) Formal Banquet - Calculating Space area requirement e) Informal Banquet/ MICE- i) Reception ii) Cocktail parties iii) Conventions iv) Seminars v) Exhibitions vi) Fashion Shows vii) Trade fare viii) Weddings ix) Out-door catering f) Toast procedure

**Unit 4: ROOM SERVICE-** a) Types of room service and tray setup b) Designing In-Room Dining Menu c) Procedure of room service/ delivery of food: i) Room service order taking/ telephone etiquettes ii) Providing in-room wine service iii) Catering special requirements d) Kitchen stewarding-i) Importance ii) Opportunities in Kitchen Stewarding iii) Maintaining Records iv) Machine Used for cleaning & polishing v) Inventory

**Unit 5: GUÉRIDON SERVICE & SPECIALIZED SERVICE-** a) History b) Concept c) Mise-en-place d) Procedure of Guéridon service e) Service consideration for different food f) Advantages and disadvantages g) Types of trollies h) Classic Flambé Dishes i) Care and maintenance of Guéridon service j) Live-counter Service – Essential Skills & Factors to create impulse buying k) QSR- Area FOH, MOH, BOH l) Home delivery m) Take-away n) Food aggregators o) IT Application in F&B Service post COVID

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### BHA304- BANQUET OPERATIONS (PRACTICAL)

<b>Course title</b>	Banquet Operations (Practical)
<b>Course code</b>	BHA304
<b>Credits</b>	01
<b>Number of hours per group</b>	30 class hours

**Unit 1: PLANNING AND ORGANIZING SMALL EVENTS**

Organizing formal High-Tea / Case study-based small informal event planning (Catering for 40 pax)  
 Identifying area requirement  
 Designing menu  
 Arranging supplies and equipment  
 Allotment of staff duties  
 Preparing for service of hot stimulating beverages and assorted snacks and sandwiches  
 Staff briefing  
 Service of high tea

**Unit 2: RESTAURANT/ BANQUET SETUP - Case study-based event planning/ Organizing State Banquet/**

Organizing Meetings/ Seminars/ Conferences/ Workshops/ Organizing theme lunch (Catering for 40 pax)  
 Planning State Banquet/ Formal Banquet  
 Calculating sprigs/ area requirements for a formal banquet  
 Table arrangement  
 Designing special menu  
 Arranging supplies and equipment  
 State banquet service  
 Planning informal banquet  
 Booking a party/ Banquet function prospectus  
 Designing terms and conditions for banquet  
 Developing staffing requirement  
 Assigning various service duties  
 Preparing job description and specification  
 Conducting banquet meeting  
 Informal banquet service

**Unit 3: BUFFET ARRANGEMENT - Organizing buffet for lunch service/ Small Parties / Reunion Meetings**

Identifying area requirement  
 Finalizing the number of service points  
 Recognizing the type, size and shape of the table for service  
 Arranging buffet equipment  
 Performing different table spreads  
 Arrangement and placement of items  
 Finalizing the sequence of dishes on the buffet table  
 Organizing different types of buffets for different occasions  
 Buffet service

**Unit 4: ROOM SERVICE**

Shift-wise room service order-taking  
 Arranging supplies & equipment  
 Laying different types of breakfast tray  
 Clearance from room  
 Practicing in-room dining



**Unit 5: GUÉRIDON SERVICE / LIVE COUNTER SETUP**

Mise-en-place for Guéridon Service

Presentation of trolley

Guéridon Service: Soups, Grilled Sole, Roast Chicken

Flambé Work: Banana Flambé, Pineapple Flambé, Crepe Suzette

Service of Fresh Fruits like Pineapple, Banana, Orange

Making and presenting Salads and dressings: Caesar Salad, Waldorf Salad

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## BHA305- ROOMS DIVISION MANAGEMENT-I (THEORY)

### 1. Preamble

<b>Course title</b>	Rooms Division Management-I (Theory)
<b>Course code</b>	BHA305
<b>Credits</b>	02
<b>Number of hours per group</b>	30 class hours

### 2. Course Description

The success of any organization depends upon the effective control exercised. The different management functions- planning, forecasting, budgeting and evaluating aid the smooth functioning of the rooms division department. This module focuses on the development of managerial skills in the learner. Stimulus is provided for building analytical and evaluatory skills. The concept of building and retaining customer loyalty will also be introduced. To make the learner, become an effective manager at par with the contemporary times, the role of artificial intelligence and its scope and implementation in the hotel industry will also be highlighted.

### 3. Learning Outcomes

By the end of the course, the learner will be able to

#### Knowledge

1. Explain the need for management functions.
2. Describe the method of calculating, and establishing room rates and room forecasts.
3. Explain the concept of Budgeting for operations.
4. Discuss the supervisory inspection process in Housekeeping.
5. Elaborate the process of addressing case studies.

#### Competencies

1. Establish room rates.
2. Predict room availability with the statistical data (short and long-term forecasting).
3. Prepare the Rooms Division Budget (revenue & expenditure).
4. Identify the variances and set targets for the next fiscal period.
5. Evaluate front office operations based on the identified parameters.
6. Inspect the Guest rooms and other public area.
7. Create customer loyalty by practicing strategies.
8. Execute a project in the industry with a focus on the use of AI in the hospitality sector.

#### Mindset

1. Appreciate the importance of management functions.
2. Appraise the role of statistical data in the contribution to profits.
3. Acknowledge the importance of Housekeeping supervisory procedures.
4. Recognize the value of Customer Loyalty to an organization.

## BHA305- ROOMS DIVISION MANAGEMENT-I (THEORY)

**Unit 1: MANAGEMENT FUNCTIONS-** a) Cycle b) Planning c) Establishing Rule of thumb d) Hubbarts formula e) Market condition approach f) Forecasting- i. Importance ii. Factors iii. Forecast formulae (% of walk-ins, stayover, overstay/ extended stay, understay/ early departure, no-shows) iv. Forecast forms

**Unit 2: BUDGETING-** a) Budget process (Factors affecting budget planning) b) Types of budget c) Budgeting cycle d) Advantages & disadvantages of budgets e) Preparing the rooms division budget ( Forecasting revenue, Estimating housekeeping expenses, Relining budgets & budgetary control)

**Unit 3: EVALUATING FRONT OFFICE OPERATIONS-** a) Daily operations report b) Occupancy ratios c) Rooms revenue analysis d) Hotel income statement e) Rooms division income statement f) Rooms division budget report g) Ratios and ratio standards

**Unit 4: SUPERVISION IN HOUSEKEEPING-** a) Duties of a supervisor b) Guest room inspection c) Inspection checklist d) Inspection of VIP guest rooms e) Inspection modules of commonly neglected areas f) Public area inspection g) Guest room health management

**Unit 5: MANAGING RELATIONSHIP AND BUILDING LOYALTY-**a) Importance b) Concept of customer-loyalty c) Understanding guest-hotel relationship d) The wheel of Loyalty e) Foundation for Loyalty f) Strategies for developing Loyalty g) Strategies for reducing customer Defection. Artificial intelligence in the hospitality- a) Guest cycle b) Room design c) Public areas

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### BHA306- ROOMS DIVISION MANAGEMENT-I (PRACTICAL)

<b>Course title</b>	Rooms Division Management-I (Practical)
<b>Course code</b>	BHA306
<b>Credits</b>	01
<b>Number of hours per group</b>	30 class hours

**Unit 1: MANAGEMENT FUNCTIONS-** Numerical & Case study on management

**Unit 2: BUDGETING-** Numerical & case study on Rooms division budget

**Unit 3: EVALUATING FRONT OFFICE OPERATIONS-** Numerical & case study on evaluating various rooms division activities

**Unit 4: SUPERVISION IN HOUSEKEEPING-** Case study on Standard inspection procedures.  
Team cleaning  
Developing inspection checklist and snag list  
Guest room and public area inspection

**Unit 5: MANAGING RELATIONSHIP AND BUILDING LOYALTY**  
Case study, research on Guest Loyalty Programs  
Presentation based on scope of AI in hotels with respect to rooms division, Latest trends

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## BHA307- FACILITY MANAGEMENT

### 1. Preamble

<b>Course title</b>	Facility Management
<b>Course code</b>	BHA307
<b>Credits</b>	02
<b>Number of hours per group</b>	30 class hours

### 2. Course Description

The facility management is a new avenue where hotel management learners are finding job opportunities. 'Facility' is a building such as a sports center, office or institution building that is built or maintained to permit individuals to take an interest in work, games, amusement activities, exercises, pool activities, recreation center, offices, gym etc. The term Facility Management includes all services required for the management of buildings and real estate to maintain and increase their value. This includes integration of multi-disciplinary activities within the built environment to provide maintenance support, project management and user management during the building life cycle. Facility Management has an impact both upon people and property/workplace.

### 3. Learning Outcomes

By the end of the course, the learner will be able to

#### Knowledge

1. Explain the role and importance of facility management.
2. List the duties and responsibilities of the facility manager.
3. Write the building codes and regulations.
4. Elaborate the importance of control over operational expenses.
5. Explain the significance of automation in building maintenance.
6. Enlist the equipment essential for real-time monitoring of building space.
7. List ways for the care and maintenance of all equipment in the building.
8. Design Safety inspection checklist.
9. Design an emergency response plan.
10. Elaborate the services offered to people at a workplace.
11. Write vendor management techniques.
12. Explain the importance of on-site waste management and waste reduction techniques.
13. Illustrate the importance of brand management.

#### Competencies

1. Perform regular inspections of the building.
2. Monitor the safety and security of a building.
3. Timely access and initiate maintenance of all automated, semi-automated and non-automated devices and equipment in a building.
4. Integrate building management software for real-time monitoring of all the activities in a building.
5. Arrange primary and support services for the people at the workplace.



6. Manage office moves and relocations.
7. Complete the green building certification.
8. Response to any security threat or emergency.

### Mindset

1. Appreciate the importance of managing the facility.
2. Develop interest in green building practices.
3. Update the latest building safety and security equipment and technologies at the workplace.

## BHA307- FACILITY MANAGEMENT

**Unit 1: INTRODUCTION TO FACILITY MANAGEMENT-** a) Role and importance of Facility Management b) Duties & responsibilities of facility manager: i. Staying updated on building codes & regulations ii. Ensuring compliance with local and national standards iii. Maintaining documentation & records for a facility audit c) Financial planning for facility operations d) Analyzing & optimizing operational expenses

**Unit 2: FACILITY MAINTENANCE-** a) Developing & implementing different maintenance programs b) Managing & maintaining equipment, machinery & facilities c) Extending the life of assets through proper care & upkeep

**Unit 3: ENERGY MANAGEMENT-** a) Monitoring & reducing energy consumption b) Implementing energy efficient technologies & practices c) Integrating sustainable and green building initiatives d) Managing waste & promoting recycling programs e) Obtaining green certifications for building

**Unit 4: TECHNOLOGY INTEGRATION, SECURITY & ACCESS CONTROL-** a) Implementing facility management software/ Building Management Software b) Utilizing IoT (Internet of Things) for real-time monitoring c) Adopting smart building technologies for automation d) Controlling access to facility through electronic systems e) Conducting regular safety inspection f) Responding to security incidents & managing security protocol g) Implementing emergency response plan.

**Unit 5: MANAGING SERVICES-** a) Providing housekeeping and catering services b) Arranging support services (Conveyance/ Special requirements booking) c) Managing office moves & relocation d) Selecting & managing service providers & suppliers e) Negotiating & maintaining contracts for facility services f) Evaluating vendor performance & ensuring service quality g) Brand management h) Creating a positive & comfortable work environments.

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## BHA308- RETAIL MANAGEMENT

### 1. Preamble

<b>Course title</b>	Retail Management
<b>Course code</b>	BHA308
<b>Credits</b>	02
<b>Number of hours per group</b>	30 class hours

### 2. Course Description

Retail Management is an elective course in the marketing field. This course intends to provide the learner with an overview of the retail industry, concepts and processes. It will enable the learner to understand the areas of accountability for a Retail Manager. This course will emphasize on the various elements related to retail mix, types of retailers, multichannel retailing, consumer buying behaviour, retail marketing strategies, selecting retail site locations, supply chain management, merchandising, pricing, store management, store layout & design and customer service. This course will also emphasize the concepts of franchising, the legal and regulatory framework of franchising. The course will focus on developing business ethics and prudence in making investment decisions among the learners. Further, this course will also go through basics of retail analytics. The learners will also be able to determine a level of interest in pursuing a career in retail and franchise management.

### 3. Learning Outcomes

By the end of the course, the learner will be able to

#### Knowledge

1. Define retail management.
2. List the career opportunities in the retail sector.
3. List various types of retail sectors.
4. Explain the principles of retail management.
5. Devise the hierarchy of retail outlets.
6. List the duties and responsibilities of retail staff.
7. Write about different retail formats.
8. Explain the concept of brand evaluation.
9. Write the characteristics of general merchandise.
10. Illustrate the significance of retail location evaluation.
11. Explain different types of store layouts.
12. List various retail strategies.
13. Illustrate the importance of pricing strategies.
14. Write out Supply Chain Management.
15. Explain the Customer Relation Management.
16. Explain the significance of Inventory Management.

#### Competencies

1. Apply working principles of retail management.
2. Efficiently allocate staff duties.
3. Evaluate brand value.



4. Generate computerized retail reports.
5. Identify various factors in store layout.
6. Prepare store layout based on customer perception.
7. Organize promotions and events.
8. Efficiently manage retailer-vendor collaboration.
9. Resolve customer complaints.
10. Devise growth strategies.
11. Understand the cash management systems of retail management.

### **Mindset**

1. Appreciate the importance of marketing and promotion in retail management.
2. Advocate the role & importance of information systems in retail management.
3. Aspire for global retail recognition.

## **BHA308- RETAIL MANAGEMENT**

<p><b>Unit 1: INTRODUCTION TO RETAIL MANAGEMENT-</b> a) Definition and career opportunities in retail b) Evolution of the retail industry c) Principles of retail management d) Types of retail: Organized &amp; Unorganized Sector e) Emerging trends f) Present retail environment g) Hierarchy of large and small retail outlets h) Daily operations in a retail store i) Duties &amp; responsibilities of retail Staff</p>
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<p><b>Unit 2: FORMATS OF RETAIL-</b> a) Introduction b) Retailer Characteristics c) Retail formats: i. Store-based ii. Non-store based ii. Web-based d) Major Brands and their business evaluation e) General Merchandise f) Computerized report generation: Various formats within store retailing</p>
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<p><b>Unit 3: STORE LAYOUT-</b> a) Type of Location b) Evaluation of location c) Store Layout d) Type of store Layout: i. Grid ii. Free flow iii. Boutique iv. Loop v. herringbone vi. angular e) Store Image f) Importance of Planogram g) Visual merchandising h) Elements of visual merchandising i) Type of Products j) Back of House Management</p>
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<p><b>Unit 4: PRICING STRATEGY-</b> a) Retail planning &amp; strategy b) Retail pricing strategies c) Vendor Management. d) Marketing &amp; Promotion: i. Nature and Scope ii. Understand the Retail Market/Target Market iii. Consumer buying behaviour iv. Promotions &amp; Events e) Growth Strategies: Market penetration and market expansion f) Global retail strategies</p>
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<p><b>Unit 5: CASH MANAGEMENT-</b> a) Billing Process b) Banking Activities c) Imprest management d) Retail Information System e) Supply Change Management (SCM): Collaboration between retailer &amp; vendor f) Customer Relationship Management (CRM) g) Customer Data Management h) Customer Complaints Management i) Inventory management j) Life Cycle of Product k) Bar Coding l) Type of Audits</p>
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## BHA309- FOOD SCIENCE, NUTRITION & HYGIENE

### 1. Preamble

<b>Course title</b>	Food Science, Nutrition & Hygiene
<b>Course code</b>	BHA309
<b>Credits</b>	02
<b>Number of hours per group</b>	30 class hours

### 2. Course Description

Food is a necessity of life and deserves to be safe in today's scenario. Food safety is an important public health issue as more than 200 diseases are spread through food and nearly 2.2 million people are estimated to die every year globally due to food-borne and water-borne illnesses. Fortunately, most of the diseases are preventable, provided adequate measures are followed from farm to fork. The present-day food supply worldwide has become highly complex and consumers are demanding a wide variety of quality food that are not only convenient and affordable, but are safe and wholesome too. Therefore food handlers and catering professionals should be equipped with adequate knowledge of food safety and hygiene. This subject will be apt to gain knowledge of nutrients that can help choose healthy options. After knowing this, a hospitality learner can plan meals for the holistic development of our aging society. Thus all walks of life worldwide can be addressed for their healthy meals with this subject.

### 3. Learning Outcomes

By the end of the course, the learner will be able to

#### Knowledge

1. Definition and scope of food science in relation to food chemistry.
2. Explain food microbiology and constituents of food.
3. Describe the importance of food safety in the context of public health and food trade.
4. Explain the food safety measures in the hospitality industry.
5. Describe storage conditions for food.
6. Elaborate on the hygiene aspects.

#### Competencies

1. Practices hygiene by applying its principles.
2. Explain the concepts of nutrition.
3. Apply concepts of nutrition in menu planning.
4. To distinguish between safe & unsafe food.
5. Elaborate the importance of nutrition in the hospitality sector.
6. Describe different nutrients, their sources & daily intake.
7. Explain the essentials of a balanced meal.

#### Mindset

1. Appreciate the need to provide safe food.
2. Advocate good hygiene practices to avoid the risks associated with unsafe food.



3. Promote the necessity of applied nutrition to succeed in the lucrative & modern world, health-centric food services sector.

### BHA309- FOOD SCIENCE, NUTRITION & HYGIENE

**Unit 1: DEFINITION AND SCOPE OF FOOD SCIENCE-** a) Inter-relationship with food chemistry b) food microbiology & food processing c) Constituents of food: i. True Solution ii. Suspension iii. Colloids d) Types of Colloidal systems in food: i. Sol ii. Gel iii. Emulsion iv. Foam v. Solid Foam or Suspension vi. Aerosol e) Carbohydrates: i. Classification ii. Effects of cooking on starch iii. Types of starches iv. Uses of carbohydrates f) Proteins: i. Classification based on characterization & function ii. Functional properties of protein-rich food (Gelatin, milk, egg, meat) iii. Commercial uses of proteins g) Fat & oils: i. Classification based on Origin & Saturation ii. Rancidity iii. Reversion iv. Effect of heat on fats & oil v. Shortening vi. Uses of popular fats & oils h) Flavour: i. Definition ii. Types iii. Uses of flavors in food preparation

**Unit 2: FOOD AND NUTRITION-** a) Introduction & Classification of Nutrients b) Micro Nutrients: Vitamins & Minerals (Types, Food sources, Functions & Significance, Deficiency diseases) c) Balanced Diet: i. Definition and its importance ii. Factors affecting a balanced diet (Age, Gender & Physiological state) d) Function of water in maintaining health

**Unit 3: FOOD HYGIENE, QUALITY ASSURANCE & FSSAI-** a) Personal, equipment & workstation hygiene b) CCPs (Critical Control Points) c) Hygiene in different catering establishments (Railways, airlines, restaurants, QSR, Home delivery service) d) Quality Assurance: i. Characteristics of quality ii. Good manufacturing practices iii. Total Quality Management iv. Risk assessment e) FSSAI- Role, functions & initiatives

**Unit 4: FOOD MICROBIOLOGY-** a) Microorganisms & their types (Viruses, bacteria, fungi, algae, parasites) b) Factors affecting the growth of microbes c) Benefits of microbes d) Food spoilage & preservation – techniques & methods

**Unit 5: CONSERVING NUTRIENTS FOR FOOD SERVICE OPERATIONS-** a) Conserving nutrients during Purchase, Storage (Perishable, semi perishable & non – perishable) & Food preparation (Pre-cooking & during cooking) b) Pest control (Types, infestation, control & treatment) c) Recent concerns of nutrition: i. Organic foods ii. Genetically Modified food iii. Novel foods iv. Functional foods v. Nutrition labels and health claims vi. Dietary supplements and their health claims vii. Evaluation of nutritive-based products viii. New trends in food packaging

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## BHA310- BUSINESS COMMUNICATION

### 1. Preamble

<b>Course title</b>	Business Communication
<b>Course code</b>	BHA310
<b>Credits</b>	02
<b>Number of hours per group</b>	30 class hours

### 2. Course description

Besides personality, written and verbal communication are essential prerequisites for a hotelier. This subject trains future professionals to understand and deliver services as per guest expectations. This course also guides and counsels learners toward achieving their career goals. The learner will develop skills to attend a job interview and prepare a résumé with a cover letter upon completion of this course. The course will also enable the learner to effectively use technology at the workplace for effective communication.

### 3. Learning Outcomes

By the end of the course, learners will be able to

#### Knowledge

1. Write the functions of communication.
2. Explain the importance of formal communication networking in an organization.
3. Illustrate grapevine.
4. Write different types of official letters.
5. Design résumé along with the cover letter.
6. Explain the importance of various office memorandums.
7. Transcribe office meeting reports.
8. Illustrate the significance of technology-based communication tools for better communication at the workplace.
9. Enlist the selection criteria for technology-based communication tools.

#### Competencies

1. Interact effectively in a variety of situations at the workplace.
2. Write official letters, reports & memorandums.
3. Develop written communication skills.
4. Design office brochures, advertisements & notices.
5. Write a résumé and cover letter.
6. Prepare and present a formal business report.

#### Mindset

1. Promote effective use of oral and written communication at the workplace.
2. Improve grammatical & communicative competence by practicing writing.
3. Develop interest in creative writing skills.



## BHA310- BUSINESS COMMUNICATION

**Unit 1: ORGANIZATIONAL COMMUNICATION-** a) Definition b) Functions of business communication c) Principles of effective communication d) Types of communication: i. Formal Communication (Upward, Downward, Horizontal and Diagonal) ii. Informal communication/ Grapevine

**Unit 2: EFFECTIVE WRITING-** a) Importance of written communication b) Types of business message: i. Positive ii. Negative iii. Neutral iv. Persuasive c) Stages of writing business message: i. Prewriting ii. Drafting iii. Revising iii. Formatting v. Proofreading d) Types of writing: i. Expository Writing (Writing articles, newsletters, instruction manuals, recipes) ii. Persuasive Writing (Writing company brochure, advertisement, notice, recommendation letter) iii. Descriptive Writing (Writing diaries, personal journal, passage writing) iv. Narrative Writing (Short stories, poems, memoirs, novels)

**Unit 3: BUSINESS CORRESPONDENCE-** a) Principles of effective business correspondence: i. Reader-centric approach ii. Note main points iii. Maintain appropriate tone iv. Write effective opening v. Write effective conclusion b) Types and formats of business letters: i. Cover letter ii. Letter of recommendation iii. Letter of acceptance iv. Job offer letter v. Apology letter c) Writing effective memo d) Types of office memorandum

**Unit 4: BUSINESS REPORTS & RÉSUMÉ WRITING-** a) Types of reports: i. Formal ii. In formal b) Steps in writing routine business report c) Parts of a report: i. Introductory, discussions ii. Summary/ Conclusion d) Writing office meeting report e) Plagiarism f) Importance of résumé g) Format of résumé h) Guidelines for resume writing i) Write résumé

**Unit 5: TECHNOLOGY-ENABLED BUSINESS COMMUNICATION-** a) Use of technology-based communication tools: i. Telephone/ Voicemail ii. Internet-enabled desktop/ laptop (Email etiquette, Netiquette: Ethical Web Browsing, Social Networking, Online product marketing) iii. Conferencing (Audio conferencing, Video conferencing, Web conferencing) b) Criteria for selection of appropriate communication technology c) Positive & negative impact of communication technology at the workplace

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## BHA311- HOTEL ACCOUNTING SKILLS

### 1. Preamble

<b>Course title</b>	Hotel Accounting Skills
<b>Course code</b>	BHA311
<b>Credits</b>	02
<b>Number of hours per group</b>	30 class hours

### 2. Course Description

Introduction to Accounting explores the field of accounting, covering the process of recording, analyzing, classifying, summarizing, and communicating accounting information. Learner will have the opportunity to learn how to interpret and formulate financial information for use in management decision-making.

### 3. Learning Outcomes

By the end of the course, the learner will be able to

#### Knowledge

1. Define and classify Accounting.
2. Explain the Double entry system.
3. Differentiate between journal and ledger.
4. Explain trial balance and write the advantages and disadvantages of trial balance.
5. Read financial statement of a company.
6. Explain uniform system of accounts for hotels.

#### Competencies

1. Write ledger and prepare trial & balance.
2. Prepare a financial statement.
3. Prepare Departmental schedules under a uniform system of accounts for hotels.

#### Mindset

1. Appreciate the importance of the uniform system of accounts for hotels.
2. Advocate the importance of good accounting practices.



## BHA311- HOTEL ACCOUNTING SKILLS

**Unit 1: INTRODUCTION TO ACCOUNTING-** a) Meaning and Definition of Accounting b) Objectives of Accounting c) Double Entry System d) Accounting Terminology e) Classification of Accounts f) Rules of Debit and Credit g) Accounting concepts and Convention

**Unit 2: JOURNAL & LEDGER-**

Journal: a) Meaning b) Format of Journal c) Advantages d) Practicals

Ledger: a) Meaning b) Format c) Posting d) Practicals

**Unit 3: TRIAL BALANCE-** a) Meaning b) Objectives c) Advantages & Limitations

Practicals a) Capital and revenue expenditure b) Meaning and examples c) Distinctions

**Unit 4: FINANCIAL STATEMENTS-** a) Meaning b) Types c) Objective d) Preparation of Financial Statements (Without Adjustments) e) Practicals f) Software used for handling hotel accounts and financial statements

**Unit 5: UNIFORM SYSTEM OF ACCOUNTS FOR HOTELS (USOA)-** a) Meaning b) Advantages c) Preparation of Income statement under USOA d) Preparation of Departmental Schedule under USOA e) Practicals

Departmental Accounting- a) Meaning b) Objectives c) Advantages d) Cost Allocation and Cost Apportionment e) Preparation of Departmental Income Statement f) Practicals

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## BHA401- INDUSTRIAL TRAINING FEEDBACK APPRAISAL

### 1. Preamble

<b>Course title</b>	Industrial Training Feedback Appraisal
<b>Course code</b>	BHA401
<b>Credits</b>	12
<b>Total Industrial Training</b>	102 Days

### 2. Course Description

This course is designed to assess the trade knowledge and skills, a learner/trainee acquires by undergoing 17 weeks of Industrial Training from a Star Classified hotel. The learner/trainee will get on-the-job training in Food Production, Food & Beverage Service, and Rooms Division Department of the hotel. This course opens the window to explore the latest trends in hotels and hospitality business. It also offers an opportunity for the learners to acquire specialized skills from the experts in the industry. Also, this course envisions to facilitate the learner to choose the department of their choice in which they would pursue their career in the future.

### 3. Learning Outcomes

By the end of the course, the learner/trainee will be able to relate to the various job activities performed in different core and ancillary departments of the hotel. They will efficiently perform trade practicals at the institute and will develop confidence to manage various events, seminars and workshops arranged at the institute. This course will help the learner to explore new job opportunities offered by hotels and the tourism sector.

#### Guidelines for Industrial Training Feedback Appraisal

1. The objective of Industrial Training is to allow learners to work and learn from the actual working environment of a hotel. The institute must motivate, develop and build confidence amongst the learners to seek industrial training in Star Classified Hotels. The learner must fulfill the attendance criteria prescribed in the Examination Rules and also get trained in Food Production, Food & Beverage Service, Housekeeping & Front Office Department of the hotel.
2. The learner/trainee must maintain discipline at the workplace and industriously complete the training in all core departments. They must obtain duly filled Performance Appraisal Forms from the respective department head/ supervisor.
3. On completion of the course, the institute must mark the learner/trainee in the Performa provided for Industrial Training Feedback Appraisal. The learner has to submit the Performance Appraisal Form of all departments.
4. The institute must divide the B.Sc. HHA Second year batch into two groups; Odd Semester and Even Semester. There will be no interchange of the learner/trainee from one batch to another and vice versa.



## **Responsibilities of Learner/Trainee**

The learner/ trainee must display the following competencies at the workplace

1. Maintain punctuality at the workplace.
2. Keep the training logbook up-to-date.
3. Attentively take part in the duties assigned.
4. Maintain high standards/quality of work.
5. Interact positively with the hotel staff & guests.
6. Exhibit honesty and loyalty towards the training.
7. Perform skill-oriented tasks diligently.
8. Regularly attend the training review sessions/classes.
9. Take the initiative to do a variety of work.
10. Adhere to the prescribed departmental training schedule.
11. Timely get the Performance Appraisals Forms signed by the Head of Department/ Supervisor or Training Manager.
12. On completion of Industrial Training, hand over the Performance Appraisal Forms to the training coordinator of the Institute for evaluation of this course.

## **Responsibilities of the Institute**

The institute must

1. Facilitate learners to undergo Industrial training at Star Classified Hotel.
2. Inform that change of IT hotel is not permitted if the learner has been interviewed, selected and has accepted the offer.
3. Conduct proper briefing to learners before the industrial training.
4. Sensitize learners towards the industry environment and expectations.
5. Notify the details of the training schedule to the learner.
6. Coordinate regularly with the hotel/ training manager.
7. Visit the hotel, wherever possible, to check the performance of trainees.
8. Amicably handle any problem/differences between the trainees and the hotel.
9. Regularly collect feedback from the students during and after the training.
10. Brief the significance of appraisals and the marking mechanism of the course.
11. Ensure learners/trainees must procure a Training Completion Certificate from the hotel before joining the institute.

## **Responsibilities of the Hotel**

The hotel must provide the learner/ trainee with

1. Organize formal induction and orientation programs for the learners/ trainees.
2. Provide a standardized training module.
3. Assign a structured training schedule.
4. Provide cordial working conditions for the learners/trainees.
5. Allow the learners/trainees to interact with the guest.
6. Inform the institute about truant trainees.
7. Address any work-related discomfort or complaints reported by the learners/trainees.
8. Update the institute about the performance of the learners/trainees during and after training.
9. Maintain attendance of the learners/trainees during training.
10. Encourage the learners/trainees to complete their log book, training report and departmental performance appraisals.
11. Issue the Completion Certificate to trainees on the last day of training.

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**BHA401- INDUSTRIAL TRAINING FEEDBACK APPRAISAL**

**PERFORMANCE APPRAISAL FORM**

**Department: F&BS / FP / HK / FO**

Name of Student: _____	NCHM&CT Roll No: _____
Academic Chapter: _____	Duration: _____
Name of the Hotel: _____	
From: _____	To: _____

**GRADING CRITERIA**

The department head or supervisor must grade the learner/trainee on the given criteria. Please mark with (✓) on the 5-point rating scale: 5 (Excellent), 4 (Very Good), 3 (Good), 2 (Satisfactory), 1 (Poor).

Assessment Criteria	Grade Obtained				
	5	4	3	2	1
<b>1. Personal Grooming</b> Clean uniform, Personal hygiene, Dental care, Skin care, Nail care & Hair care	5	4	3	2	1
<b>2. Punctuality &amp; Attendance</b> Attends assigned tasks on time, Consistent in showing up on scheduled shifts	5	4	3	2	1
<b>3. Oral Communication</b> Interacts positively with staff and guests, Always mindful in choice of words and language at the workplace	5	4	3	2	1
<b>4. Non-verbal Communication</b> Display confident body language, Keeps pleasing facial expressions, Maintains eye contact during interactions, Attentive listener	5	4	3	2	1
<b>5. Written Communication</b> Make notes of instructions given by superior at the workplace, Note guest orders, messages for guests and staff, Write log book and department report	5	4	3	2	1
<b>6. Cross-Cultural Communication</b>	5	4	3	2	1



Respectfully deals with guests and staff from different cultural backgrounds, Tolerant towards different economic, educational, linguistic, gender, religious & social variables, Quick to learn & adapt to new regional or foreign languages, cuisines & cultures					
<b>7. Accountability</b> Honest and strong moral values, Takes responsibility at work, Admits mistakes if committed, Positively handles any adverse situation	5	4	3	2	1
<b>8. Etiquettes &amp; Manners</b> Use proper greetings, Talk politely, display self-control and good faith behaviour & help others	5	4	3	2	1
<b>9. Technology Acumen</b> Able to work on computers and departmental software applications, Understand, analyze & interpret department data and generate reports	5	4	3	2	1
<b>10. Department Oriented Skills</b> Participate actively in tasks assigned, Demonstrate willingness to learn new tasks or concepts, Positively seek knowledge on a topic or area of work, Work driven and committed	5	4	3	2	1

Total Grade = \_\_\_\_\_ / 50

Name of Appraiser: _____	Signature: _____
Designation of Appraiser: _____	Date of Issue: _____
Signature of the Trainee: _____	Date of Submission: _____

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**BHA401- INDUSTRIAL TRAINING FEEDBACK APPRAISAL**

**PERFORMA**

Name of the Trainee: _____	NCHM&CT Roll No: _____
Name of the Hotel: _____	
Training From: _____	Training Till: _____

<b>EVALUATION OF INDUSTRIAL TRAINING ( 200 Marks)</b>					
Evaluation factors	F&BS Maximum Grade (5)	FP Maximum Grade (5)	HK Maximum Grade (5)	FO Maximum Grade (5)	Grade obtained/ Total Marks  <small>(5 X 4= 20 Marks)</small>
1. Personal Grooming					
2. Punctuality & Attendance					
3. Oral Communication					
4. Non- Verbal Communication					
5. Written Communication					
6. Cross-Cultural Communication					
7. Accountability					
8. Etiquettes & Manners					
9. Technology Acumen					
10. Department Oriented Skills					
<b>Total Marks obtained out of 200 Marks</b>					

Assessed By: _____	Designation: _____
Signature: _____	Date: _____

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## BHA402- INDUSTRIAL TRAINING PROJECT REPORT

### 1. Preamble

<b>Course title</b>	Industrial Training Project Report
<b>Course code</b>	BHA402
<b>Credits</b>	08
<b>Total Industrial Training</b>	102 days

### 2. Course Description

In this course, all the tasks related to the various core and ancillary departments of a hotel are recorded in the log book which later the learner may refer to frame the final Industrial Training Report for submission. The purpose of this course is to inculcate the habit of observing various departmental activities and noting them down for future reference.

This course will help the learners /trainees to draw conclusions related to the techniques learned, the skills acquired and the contribution made to the hotel environment through the on-the-job industrial training experience.

### 3. Learning Outcomes

On completion of this course, the learner will be confident to design the Industrial Training Project Report and present it to the bench of experts at the Institute. They will be able to complete their industrial training log book by the end of the industrial training, collect their departmental appraisals and industrial training completion certificate from the hotel and duly submit it to the institute for evaluation.

This course will enable the learner to have work-oriented discussions with the panel of experts during its evaluation.

### Guidelines for Industrial Training Project Report

1. The learner has to submit the industrial training report, logbook, departmental appreciation letter (if any), participation certificate in special event (if any) and attendance record.
2. The report should be coherent, clear and concise.
3. The report should illustrate appropriately labeled tables, diagrams and pictures from the industry (if any).
4. The report should be within 20 to 40 pages.
5. Report writing content:
  - a. Title page
  - b. Acknowledgment
  - c. Table of contents
  - d. Table of abbreviation
  - e. Introduction: Brief about hotel, training objectives and work assigned
  - f. Technical Section: Various departments, key functions and proficiency acquired
  - g. Conclusion
  - h. References
  - i. Page Number



6. The report should be an original work.
7. The PowerPoint presentation must be submitted along with the report for assessment.
8. The PowerPoint presentation should not exceed more than 20 slides.

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## BHA402- INDUSTRIAL TRAINING PROJECT REPORT

### EVALUATION OF INDUSTRIAL TRAINING REPORT (100 Marks)

Name of the Trainee: _____	NCHM&CT Roll No: _____
Name of the Hotel: _____	
Training From: _____	Training Till: _____

Evaluation of Written IT Report (A)		(60 Marks)	
Marks Division/ evaluation factors	Explanation	Maximum marks	Marks obtained
Report Format	Sequencing of departments into chapters, Clarity in understanding the departmental functions, Detailing of subtopics, Use of tables, charts and references	15	
Description of workplace	Understanding of industry, Functioning of core and ancillary departments, Major activities carried out by various departments	15	
Analysis of job	Legible log book, Critical analysis of jobs performed within the departments	10	
Conclusion	Key lesson learned/ skills acquired	10	
Participation	Attendance record, Appreciation certificate (if any), Participation certification in special events (if any)	10	



<b>Evaluation of Presentation (B)</b>		<b>(40 Marks)</b>	
Presentation skills	Personal grooming, Mannerisms & body language, Articulation of voice, Audience interaction.	15	
Organizing presentation	Sequencing of content in Slides, Quality of content, Effective use of allotted time.	15	
Overall impression	Confident in presenting IT report, Clarity about the functioning of the hotel business.	10	
<b>Grand Total (A+B)</b>		<b>100</b>	

Assessed By: _____	Designation: _____
Signature: _____	Date: _____

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