



VIJAYANAGARA SRI KRISHNADEVARAYA UNIVERSITY

JNANASAGARA CAMPUS, BALLARI-583105

**Department of Studies in
Business Administration**

IV Semester Syllabus

BACHELOR OF HOTEL MANAGEMENT

Programme as per New Education Policy 2020

Under Choice Based Credit System (CBCS)

With effect from 2022-23 and onwards

Bachelor of Hotel Management

Semester-IV

DSC 10: FRONT DESK OPERATIONS

Course Title: Front Desk Operations	Course code:21BHM4C10FO
Total Contact Hours: 56	Course Credits: 4
Internal Assessment Marks: 40	Duration of SEE: 2 Hours
Semester End Examination Marks: 60	

Course Outcomes (CO's):

At the end of the course, students will be able to:

1. Understand the process of various types of reservations.
2. Manage front desk operations.
3. Understand the functions of telephone section in hotel management.
4. Learn systematically to record financial transactions

DSC 10: FRONT DESK OPERATIONS

Unit	Description	Hours
1	RESERVATION OPERATIONS: Reservations and sales, Reservation inquiry – CRS, Inter sell Agencies, GDS, Internet and Property K, Direct. Group Reservations, Reservation reports.	06
2	FRONT DESK OPERATIONS: Information, Role Of Information Handling of mails, registered posts, parcels etc., Handling of messages, Handling of guest room keys. Paging Providing information to the guest. Aids used in Information Section. Reception Introduction to reception Coordination between FO and other departments Types of keys and their control Room change procedure Preparation of expected arrival & Departure Reports Preparation of other document Preparation of Guest History Card Arrival procedure – FIT, FFIT, Walk-in, Scanty Baggage, Corporate guest & Group Departure procedure – FIT, FFIT, Walk-in, Scanty Baggage, Corporate guest & Group Records and forms used Job description and specification – Receptionist	18
3	TELEPHONE : Role of telephone Department, Staff organization, Telephone etiquette Records and forms used, Special features for hotels – HOBIC, CAS etc., Types of calls, front office and guest safety and security, Importance of security system Safe Deposit Key Control Emergency situations – accident, illness, theft, fire, bomb threat etc.	05
4	REGISTRATION : Objectives, Legal obligations Pre-registration, Types of registration methods/records. Registration procedure – FIT , FFIT, Walk-in, Scanty Baggage, VIP, Crew and Group guests When guests cannot be	12

	accommodated – Walk-in Guests, guests with non-guaranteed reservations and guests with guaranteed reservations. Reports Records and forms used Equipment.	
5	<p>FO CASH AND ACCOUNTING : Role of FO Cash section at stages of the guest cycle Job, description of FOC Departure procedure - FIT , FFIT, Walk-in, Scanty Baggage, VIP, Crew and Group guests Security Deposit Box handling Credit Card Handling procedure Foreign Currency exchange procedure Reports Records and forms used Equipment Accounting Fundamentals – Accounts, folios, vouchers, POS, ledgers FO accounting cycle</p> <p>Creation and maintenance of accounts Guest and non guest accounts Accounting system – non automated, semi automated and fully automated.</p>	15
<p>References:</p> <ol style="list-style-type: none"> 1. Hotel Front Office – Sudhir Andrews, Tata McGraw-Hill. 2. Front office Management – James A Bardi, Wiley India 3. Hotel Front office: Operations and Management – Jatashankar R Tewari, Oxford 		

Date

Course Coordinator

Subject Committee Chairperson

Bachelor of Hotel Management

Semester-IV

DSC 11: INTERIOR DECORATION IN HOSPITALITY

Course Title: Interior Decoration In Hospitality	Course code:21BHM4C11IH
Total Contact Hours: 56	Course Credits: 4
Internal Assessment Marks: 40	Duration of SEE: 2 Hours
Semester End Examination Marks: 60	

Course Outcomes (CO's):

At the end of the course, students will be able to:

1. Know the scope of Interior decoration in hotel management.
2. Understand the different types and styles of furniture.
3. Analyze the sources of color and knowledge of wall covering and floor finishing materials.
4. Gain knowledge about indoor and outdoor plants & flowering arrangements and maintenance.

DSC 11: INTERIOR DECORATION IN HOSPITALITY

Unit	Description	Hours
1	INTERIOR DECORATION : Introduction, Definition, Design, Elements of Design, Principles of Design,	06
2	COLOR AND LIGHT : Introduction, Color wheel, Importance, characteristics, Classification Color Schemes, Layout of room lighting plan Types, classification Sources Uses	08
3	FURNITURE AND FURNISHINGS : Introduction ,Types of Furniture ,Types of Joints ,Principles of furniture arrangement Styles of furniture Chippendale, Victorian, French, Royal, Contemporary, Oriental, Scandinavian, Types of furnishings, Use of furnishings ,Care of furnishings	14
4	WALL COVERINGS AND FLOOR FINISHES : Types – Paints, fabric, wood, plastic, tiles, wall paper .Selection of wall coverings Care of wall coverings Types of Windows – 10 types Window treatment – stiff (blinds, shutters, shades, screens), soft (curtains, swags, valances)Types of floor finishes(hard – granite, marble, tile, semi hard – rubber linoleum, cork, wood, Soft-carpet and types of carpets, rugs, dhurries)Selection, advantages, disadvantages, care and cleaning	15
5	HORTICULTURE AND FLOWER ARRANGEMENTS : Indoor and outdoor plants – five each Care and upkeep Bonsai Landscaping Identification of flowers Types of arrangements Principles of arrangement	13

	Arrangements by location Points to be remembered ,cleaning science, Cleaning principles, PH scale and cleaning agent with their application Types of cleaning agents Cleaning products – hotel specific Characteristics of a good cleaning agent glossary (terms	
<p>References:</p> <ol style="list-style-type: none">1. Hotel House Keeping Training Manual – Sudhir Andrews2. Professional House Keeping – Madhukar.		

Date

Course Coordinator

Subject Committee Chairperson

Bachelor of Hotel Management

Semester-IV

DSC 12: HOTEL COSTING

Course Title: Hotel Costing	Course code:21BHM4C12HC
Total Contact Hours: 56	Course Credits: 4
Internal Assessment Marks: 40	Duration of SEE: 2 Hours
Semester End Examination Marks: 60	

Course Outcomes (CO's):

At the end of the course, students will be able to:

1. Identify different costing methods and its role in Hospitality.
2. Analyze and apply costing techniques in practical situations.
3. Understand the concept of Budget and costing.
4. Manage and record the transaction of store.
5. Calculate Break even point.

DSC 12: HOTEL COSTING

Unit	Description	Hours
1	COST CONCEPTS : Introduction – importance - advantages and disadvantages Types of cost – elements of cost – elements of profit- need for food cost and its analysis Hotel Cost Sheet Ingredient Cost Sheet, departmental accounting for hotels, Meaning and significance Allocation and apportionment of expenses – Basis for allocation of expenses Preparation of departmental accounts	14
2	BUDGET : Introduction – meaning – definitions. Types of budgets - advantages and disadvantages. Budgetary control - Introduction – meaning – objectives - advantages and disadvantages Exercises on Flexible budget and Cash budget.	12
3	MATERIAL CONTROL : Stores Purchase order- stores requisition. Stores ledger – LIFO and FIFO.	09
4	MENU COSTING AND BANQUET COSTING : Meaning and methods. Hubbard's formula. (Simple problems).	09
5	BREAK EVEN ANALYSIS : Introduction – meaning. CVP analysis and its application (Exercises on BEP both in unit and sales, P/V ratio, margin of	12

	safety).	
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References:

1. Cost and Management Accounting by M.N.Arora
2. Food and Beverage Costing by Jagmohan Negi
3. Cost Accounting by Jain and Narang
4. Hospitality Management Accounting by Coltman
5. Essentials of Management Accounting by I.M.Pandey
6. Management Accounting in the Hospitality Industry by Harris, Hazzard
7. Costing and Finance for Hotels - Prasanna Kumar, Mruthyunjaya, Linda Daniel.

Date

Course Coordinator

Subject Committee Chairperson