



**VIJAYANAGARA SRI KRISHNADEVARAYA UNIVERSITY**

**JNANASAGARA CAMPUS, BALLARI-583105**

**Department of Studies in  
BUSINESS ADMINISTRATION**

**I & II Semester Syllabus**

**BACHELOR OF HOTEL MANAGEMENT**

Programme as per State Education Policy 2024

Under Choice Based Credit System (CBCS)

**With effect from 2024-25 and onwards**

**Department Name: Bachelor of Hotel Management**

**Semester - I**

<b>Course Title:</b> Front Office	<b>Course Code:</b> 24MJBHM1L1
<b>Total Contact Hours:</b> 56	<b>No. of Credits:</b> 4
<b>L:T:P</b>	4:0:0
<b>Internal Assessment Marks:</b> 20	<b>Duration of SEE:</b> 3 Hours
<b>Semester End Exam Marks:</b> 80	

**Course Outcomes (COs):**

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

1. Classify hotels based on various categories like size, location, clientele, length of stay, facilities and ownership.
2. Understand operating procedure for handling check-in and checkout.
3. Understand various systems of charging room tariff
4. Know the procedure of bell-desk, handling scanty baggage, left luggage, reservation process.

<b>Unit</b>	<b>Description</b>	<b>Hours</b>
<b>1</b>	<b>INTRODUCTION TO HOTEL INDUSTRY</b> Introduction, Hospitality Industry & Origin, Tourism Industry & its Importance, International Tourism: Inbound, Outbound, Domestic Tourism, Hotel- Its meaning, Origin, Growth & Development of Hotel Industry Classification & Categorization of Hotels	12Hrs
<b>2</b>	<b>HOTEL ORGANIZATION</b> Introduction to Front Office, Basic Activities of Front Office, F. O. Layout & Equipments, Attributes of front office staff members, Various Sections of the Department: Reservation, Reception, Concierge, Bell desk, Lobby, Telephones, Cashier, Duties and Responsibilities of front office staff, Organization Structure of the Front Office Department of a 5 & 3 Star Hotel and that of a large & Small Hotel, Role of Key Front Office Personnel with Their Job Description & Job Specification Attributes of a Front Office Personnel, Co- ordination with Various Departments	12hrs

3	<b>FRONT OFFICE PRODUCT</b> Types of Rooms, Types of Room Rates, Types Of Plan, Room Status. Guest Cycle: Pre-arrival, Arrival, Occupancy, Departure.	10hrs
4	<b>LOBBY AND BELL DESK OPERATIONS</b> Layout of the Lobby, Concept of Uniform Services & It's Functions, Layout and Equipment of Desk, Luggage handling Procedure on guest arrival – FIT, VIP, and Group, Luggage handling Procedure on guest Departure – FIT, VIP, and Group, Left Luggage procedure, Scanty Baggage procedure	10hrs
5	<b>RESERVATION CONCEPT</b> Meaning of reservation, Importance of reservation section, Types of reservation, Modes and sources of reservation, Different channels of reservation, Tools of reservation, Systems of reservation- diary, Whitney system, computerized system, Confirmation of reservation, Modification of reservation, Cancellation of reservation, Reservation Amendment, Records, Charts, and forms used, Job description and specification, Reservation Assistant, Group Assistant.	12hrs

**References:**

1. Jatashankar Tiwari Front Office Management Oxford University New Delhi
2. Andrews, Sudhir Hotel Front Office Training Manual The Tata M'cGraw Hill New Delhi
3. Kasavana, Michael & Brooks, Richard Managing Front Office Operations AHMA USA
4. Bhatnagar S.K. Front office Management Frank Bros & Co. New Delhi
5. Chakravarti B.K. Front Office Management in Hotel CBS Publisher New Delhi

**Department Name: Bachelor of Hotel Management**

**Semester - I**

<b>Course Title:</b> House Keeping	<b>Course Code:</b> 24MJBHM1L2
<b>Total Contact Hours:</b> 56	<b>No. of Credits:</b> 4
<b>L:T:P</b>	4:0:0
<b>Internal Assessment Marks:</b> 20	<b>Duration of SEE:</b> 3 Hours
<b>Semester End Exam Marks:</b> 80	

**Course Outcomes (COs):**

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

1. Discharge the duties & responsibilities of housekeeping department
2. Understand the categories of rules in hotel
3. Know the training equipments and cleaning agents
4. Know the various sections of housekeeping departments, cleaning of guest room

<b>Unit</b>	<b>Description</b>	<b>Hours</b>
<b>1</b>	<b>INTRODUCTION TO HOUSEKEEPING</b> Meaning & Definition, Importance of Housekeeping, Responsibilities of The Housekeeping Department, Co-Ordination, A Career In Housekeeping.	10hrs
<b>2</b>	<b>THE HOUSEKEEPING DEPARTMENT</b> Organizational Frame Work / Hierarchy of the Department (Small, Medium, Large), Layout (in brief) & Sections of the Housekeeping Department, Role of Key Housekeeping Personnel with their Job Description & Job Specification, Qualities of Housekeeping Staff, Skills of a Good Housekeeper (Managerial, Technical, Conceptual) Inter- departmental Co-ordination.	10hrs
<b>3</b>	<b>HOTEL GUEST ROOMS</b> Type of Guest Rooms, Layout of Guest Rooms & Floor Pantry, Furniture, Fixture, Guest Supplies, Amenities in a Guest Room (in brief) Accessories, Housekeeping Parlance & Codes, Bed Making (Traditional & Turndown Service), Daily Cleaning of Occupied, Departure, Vacant, VIP Rooms, Scheduled Cleaning, Spring Cleaning, Evening Service, Systems & Procedure Involved, Cleaning Process, Cleaning & Upkeep of Public Areas (front & back of the house).	12hrs
<b>4</b>	<b>CLEANING EQUIPMENTS</b>	

	Classification of Equipments, Characteristics of a Good Equipment, Operating Principles of a Good Equipment, Storage, Upkeep & Maintenance of Equipments, cleaning agents, Classification, Use, care & Storage, Distribution & Control, Glossary, cleaning & polishing of different surfaces: Metals, Glass, Plastic, Ceramics, Wood, Leather, Rexene.	12hrs
<b>5</b>	<b>HOUSEKEEPING CONTROL DESK</b> Importance, Role & Co-ordination Forms, Formality & Register Used Lost & Found, Role of Computers, Key Control, Gate Pass. Indenting from Stores. Linen, Uniform, Tailor Room: Layout, Types of Linen, Sizes, Linen Exchange, Procedure Storage Facilities & Conditions, Par stock, Discard Procedure, Re-use of Discards Inventory System, Functions of Uniform & Linen Room	12hrs
<b>References:</b> <ol style="list-style-type: none"> <li>1. Hotel, Hospitals and Hostel Management</li> <li>2. Hotel house Keeping By Raghubalan &amp; Smritee Raghubalan</li> <li>3. Housekeeping Operations, Design and Management – Malini Singh &amp; Jaya B. George</li> </ol> Housekeeping Management by Sudhir Andrews		

## Department Name: Bachelor of Hotel Management

### Semester - I

<b>Course Title:</b> HOTEL ACCOUNTING	<b>Course Code:</b> 24MJBHM1L3
<b>Total Contact Hours:</b> 56	<b>No. of Credits:</b> 4
<b>L:T:P</b>	4:0:0
<b>Internal Assessment Marks:</b> 20	<b>Duration of SEE:</b> 3 Hours
<b>Semester End Exam Marks:</b> 80	

#### Course Outcomes (COs):

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

1. Understand the uniform system of hotel accounting, double entry book keeping
2. Learn the journal and ledger, subsidiary books
3. Know the final accounts.

<b>Unit</b>	<b>Description</b>	<b>Hours</b>
<b>1</b>	UNIFORM SYSTEM OF HOTEL ACCOUNTING Introduction to hotel Uniform system of accounts, Meaning and importance. Income Statement and Balance Sheet and Schedules (Simple problems with adjustments), External Statement of Income versus Internal Operating Statement.	12hrs
<b>2</b>	DOUBLE ENTRY BOOK KEEPING Meaning of Book-keeping and Double Entry Book-keeping, Meaning of Accounting, Objectives, Advantages, Users of Accounting Information and Relationship with other disciplines, Accounting Concepts and Conventions.	10hrs
<b>3</b>	JOURNAL AND LEDGER Meaning, Advantages and Limitations, Classification of Accounts – personal, real and nominal, rules for debiting and crediting, Journalizing – simple and compound entries, posting from journal to ledger, balancing of accounts	12hrs
<b>4</b>	SUBSIDIARY BOOKS Meaning, objectives, Advantages and Limitations Types of subsidiary books - Purchase Book, Purchase Returns Book, Sales Book, Sales Returns Book, Cash Book – Simple and three columnar - Petty Cash Book.	10 hrs
<b>5</b>	FINAL ACCOUNTS	12hrs

	Meaning, Objectives, Advantages and limitations trail balance preparation, Types of Errors (only theory Meaning, Objectives, Advantages and limitations, (final accounts), Trading and Profit and Loss Account, Balance Sheet, Types of assets and liabilities, Adjustments – closing stock, outstanding income and expense, prepaid expense, income received in advance and depreciation.	
<b>References:</b> <ol style="list-style-type: none"><li>1. Accounting Vol –1 –B.S. Raman</li><li>2. Accounting Vol – II – B.S. Raman</li><li>3. Elements of Hotel and Catering Industry – Kotas Richard.</li><li>4. Accounting in the Hotel and Catering Industry – Harries</li><li>5. Hotel and catering costing and budgets – Boandaman</li><li>6. Cost Analysis &amp; Cost Control – Ghosh &amp; Gupta</li><li>7. Cost Accounting &amp; Budgeting – David C.</li></ol>		

**Department Name: Bachelor of Hotel Management**

**Semester - I**

<b>Course Title:</b> HOTEL MANAGEMENT PRINCIPLES AND PRACTICES	<b>Course Code:</b> 24MJBHM1L4
<b>Total Contact Hours:</b> 56	<b>No. of Credits:</b> 4
<b>L:T:P</b>	4:0:0
<b>Internal Assessment Marks:</b> 20	<b>Duration of SEE:</b> 3 Hours
<b>Semester End Exam Marks:</b> 80	

**Course Outcomes (COs):**

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

1. Learn about managers, nature of work, leadership
2. Determine the concepts of organizational structure, principles, importance, leadership styles.
3. Know the details of organizing, staffing, directing, controlling, communicating etc.

<b>Unit</b>	<b>Description</b>	<b>Hours</b>
<b>1</b>	INTRODUCTION TO BUSINESS AND MANAGEMENT Meaning, definition, characteristics, objectives, functions and scope of business Meaning, definition, nature and characteristics, scope and functional areas of management, Process of Management Levels of management Management a science or art or profession Management and administration Principles of management Social responsibility of business and ethics.	12 hrs
<b>2</b>	PLANNING Meaning, objectives, nature, advantages and limitations Planning purpose Types of plans (meaning only) Decision making – importance and steps- MBO & MBE (meaning only) Strategic Management (meaning only)	12 hrs
<b>3</b>	ORGANIZING Meaning, nature and purpose Principles of organizing Types of organizations – Line, Staff, Line and Staff, Matrix and Committees Basis of Departmentization Delegation of authority and responsibility -Centralization Vs Decentralization - span of control.	10 hrs



4	<b>STAFFING AND DIRECTING</b> Meaning, definition, nature and importance of Staffing, Staffing process Sources of recruitment Training: Meaning, Need and Methods Meaning and nature of directing Leadership: meaning, functions and styles Motivation: meaning and importance Communication: Meaning, Process and barriers to communication Co-ordination: meaning, importance and techniques.	12 hrs
5	<b>CONTROL</b> Meaning, definition and importance Steps in establishing control and essentials of a sound control system Techniques of control (CPM, PERT). Concepts of Total Quality Management Concepts.	10 hrs
<b>References:</b> <ol style="list-style-type: none"> <li>1. Stephen P. Robbins, Management, Pearson</li> <li>2. Koontz and O'Donnell, Management, McGraw Hill.</li> <li>3. L M Prasad, Principles of management, Sultan Chand and Sons.</li> <li>4. V.S.P Rao/Bajaj, Management process and organization, Excel Books.GH25</li> <li>5. Appanniah and Reddy, Management, HPH.</li> <li>6. T. Ramaswamy : Principles of Management, HPH.</li> </ol>		

**Department Name: Bachelor of Hotel Management**

**Semester - II**

<b>Course Title:</b> FOOD & BEVERAGE PRODUCTION	<b>Course Code:</b> 24MJBHM2L1
<b>Total Contact Hours:</b> 56	<b>No. of Credits:</b> 4
<b>L:T:P</b>	4:0:0
<b>Internal Assessment Marks:</b> 20	<b>Duration of SEE:</b> 3 Hours
<b>Semester End Exam Marks:</b> 80	

**Course Outcomes (COs):**

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

1. Develop culinary skills, theoretical knowledge of culinary field, employability in hospitality and allied sector.
2. Understand duties, responsibilities of professional standards of kitchen, importance of sanitation, safety and security, tools and equipments handling, storages types, hygiene and food handling.
3. Understand the cuts of vegetables, methods of cooking, pre-preparation ect.

<b>Unit</b>	<b>Description</b>	<b>Hours</b>
<b>1</b>	INTRODUCTION TO COOKERY, KITCHEN EQUIPMENTS & COOKING FUELS Introduction to Cookery, Aims & Objectives of Cookery Layout & Sections of the Department Kitchen Brigade, Role of Key Kitchen Personnel with Their Job Description & Job Specification, Professional Standards & Ethics for Food Handlers, Classification of Equipments, Uses, Care & Upkeep, Types of Fuels & Its Uses, Safety	12hrs
<b>2</b>	FOODCOMMODITIES Classification & Characteristics of Ingredients, Uses of Ingredients, Cleaning & Pre-preparation of Food Commodities, Selection & Cuts of Fruits, Vegetables, Meat, Poultry, Game & Fish, Effects of Heat on Cooking	12 hrs

3	<b>METHODS OF COOKING</b> Classification, Principles, Equipments Required, Commodities That Can Be Used for a Particular Method with Examples.	12 hrs
4	<b>STOCKS &amp; SAUCES</b> Types of Stocks, Principles of Making a Good Stock, Mirepoix, Bouquet Garni & their Uses, Preparation of Mother Sauces I (Béchamel, Velouté, Espagnole, Mayonnaise) Preparation of Soups I (Puree, Cream, Consommé)	10 hrs
5	<b>IDENTIFICATION OF EQUIPMENTS</b> Identification of Equipments, Cuts of Vegetables, Cuts of Meat & Fish, Methods of Preparation (Demonstration) Preparation of various Roux, Stocks etc.	10 hrs

**References:**

1. Food production operations Parvinder S. Bali
2. Food production basic training kitchen by Subhadip Magumder
3. Food & beverage management by Sudhir Andrews
4. International cuisine & Food production management by Parvinder S. Bali

**Department Name: Bachelor of Hotel Management**

**Semester - II**

<b>Course Title:</b> FOOD & BEVERAGE SERVICE	<b>Course Code:</b> 24MJBHM2L2
<b>Total Contact Hours:</b> 56	<b>No. of Credits:</b> 4
<b>L:T:P</b>	4:0:0
<b>Internal Assessment Marks:</b> 20	<b>Duration of SEE:</b> 3 Hours
<b>Semester End Exam Marks:</b> 80	

**Course Outcomes (COs):**

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

1. Know the types of catering establishments, different styles of services
2. Identify the equipments and understanding the food and beverage personal
3. Understand the formal table setup, glassware, crockery and cutlery, types of menu and services.
4. Know the procedure of restaurant setup with formal usage.

<b>Unit</b>	<b>Description</b>	<b>Hours</b>
<b>1</b>	INTRODUCTION TO FOOD & BEVERAGE SERVICE INDUSTRY Introduction to Food & Beverage Service, Types of Catering Operations. Non-Alcoholic beverages.	12 hrs
<b>2</b>	F & B SERVICE ORGANIZATION, SECTIONS & ATTRIBUTES OF SERVICE STAFF Organizational Hierarchy, Role of Key Service Personnel with Their Job Description & Job Specification, Attributes of Service Personnel, Sections of the Department with their hierarchy.	12 hrs
<b>3</b>	FOOD & BEVERAGE SERVICE EQUIPMENTS Furniture, Linen, Chinaware, Silverware (Flatware, Hollowware), Glassware, Disposables, Special Equipments (Trolleys, Electrical), Waiter's Kit (Personal Equipments)	12 hrs
<b>4</b>	PREPARATION OF THE RESTAURANT Mis-en-place & mis-en-scene, rules for laying of table and waiting. Useful tips for Food/Beverage service. Restaurant vocabulary – English and French, Napkin	10 hrs

	Folding	
<b>5</b>	<b>RESTAURENT ETIQUETTES</b> Grooming, Etiquettes, Briefing, De-briefing., Mise-en-place & Mise-en-scene, Identification of Equipments, Laying & Relaying a Table, Rules of Laying a Cover, Service of Water	10 hrs
<b>References:</b> <ol style="list-style-type: none"> <li>1. Food &amp; Beverage services by Singaravelavan</li> <li>2. Food &amp; Beverage services and management by Bobby George</li> <li>3. Onsite food service management by Dennis R.</li> </ol>		

**Department Name: Bachelor of Hotel Management**

**Semester - II**

<b>Course Title:</b> HYGIENE AND FOOD SAFETY	<b>Course Code:</b> 24MJBHM2L3
<b>Total Contact Hours:</b> 56	<b>No. of Credits:</b> 4
<b>L:T:P</b>	4:0:0
<b>Internal Assessment Marks:</b> 20	<b>Duration of SEE:</b> 3 Hours
<b>Semester End Exam Marks:</b> 80	

**Course Outcomes (COs):**

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

1. Understand the importance of Hygiene and food safety in hotel management.
2. Understand different types of food, storage space, types of storages, maintain stocks.
3. Know the basic knowledge of food laws and regulations, HACCP, WHO, WTO, danger zone, refrigeration

<b>Unit</b>	<b>Description</b>	<b>Hours</b>
<b>1</b>	<b>INTRODUCTION TO HYGIENE AND SANITATION</b> Introduction, Importance of hygiene in catering establishments, Sanitation and its importance, Contamination and Spoilage, Contamination and food spoilage, Conditions which lead to spoilage, Signs of spoilage in various foods, Microbes and their role in food spoilage, Factors affecting and controlling microbial growth, Food borne illness.	12hrs
<b>2</b>	<b>PURCHASING, RECEIVING AND STORAGE OF FOODS</b> Procedures while purchasing and receiving foods, Importance of storage of food, Points to be considered while storing food, Classification of food according to ease of spoilage, Storage of leftover food, hot food and cooling of foods, Various storage zones-dry, refrigerator, freezer- special reference to temperatures, Sanitary procedure followed while preparing and storing foods.	12hrs

<b>3</b>	<b>FOOD LAWS AND REGULATIONS</b> PFA essential commodities Act, FPO, MPO, Codex Alimentarius, ISO, WHO, WTO, Consumer Protection Act, Concept of TQM, GMP, Microbiological Standards for Food Safety, Genetically Modified Foods, Food Labelling	12hrs
<b>4</b>	<b>FOOD HYGIENE AND STORAGE</b> Procedure Fssai, Licenses, Pest control types, procedures, HACCP	10hrs
<b>5</b>	<b>SAFETY MANAGEMENT IN CATERING ESTABLISHMENTS</b> Accidents -commonly occurring in catering establishments, Preventive methods, Education/training in sanitation, Food safety regulations- food laws, food standards and HACCP.	10 hrs

**References:**

1. Food hygiene and sanitation - S. Roday
2. Managing food hygiene - Nicholas John
3. Food hygiene for food handlers - Jill Trickett
4. Principles of food sanitation – Marriott
5. Essentials of food safety and sanitation - David M S Swane, Nancy R Rue, Richard.

**Department Name: Bachelor of Hotel Management**

**Semester - II**

<b>Course Title:</b> HOTEL ECONOMICS AND STATISTICS	<b>Course Code:</b> 24MJBHM2L4
<b>Total Contact Hours:</b> 56	<b>No. of Credits:</b> 4
<b>L:T:P</b>	4:0:0
<b>Internal Assessment Marks:</b> 20	<b>Duration of SEE:</b> 3 Hours
<b>Semester End Exam Marks:</b> 80	

**Course Outcomes (COs):**

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

1. Understand the nature and significance of managerial economics
2. Understand the basic terms in economics, consumer demand, elasticity of demand.
3. Develop the Knowledge on concept of demand, supply, analysis and types of market
4. Define statistics, mean, median, mode, measures of dispersion and index numbers.

<b>Unit</b>	<b>Description</b>	<b>Hours</b>
<b>1</b>	CONSUMPTION Introduction to consumption and Concept of Utility, Cardinal Utility Law of Diminishing Marginal Utility, Equi-Marginal Utility, Ordinal Utility, Indifference Curve Analysis, Budget Line. Price Line, Consumer Equilibrium, Consumer Surplus.	10hrs
<b>2</b>	DEMAND, ELASTICITY OF DEMAND Demand, Meaning, features, demand schedule, demand function and determinants of demand Law of demand and exceptions to the law of demand ,Extension and contraction of demand and increase and decrease in demand, Demand forecasting Meaning ,Method of demand forecasting- trend projection method Elasticity of Demand Meaning and types of Elasticity: Income Elasticity of Demand, Price Elasticity of Demand and Cross Elasticity of Demand Factors influencing elasticity of demand Types of Price elasticity of demand Measurement of price elasticity (total outlay and point methods).	14hrs



3	<p><b>BASIC CONCEPTS AND MEASURES OF CENTRAL TENDENCY</b></p> <p>Introduction – Meaning, Functions, scope and limitations of statistics and central tendency Diagrams Percentage Bar Diagram Pie Chart Types of averages Arithmetic mean (simple and weighted) excluding missing frequency Median Mode and its Graphical Presentation.</p>	12hrs
4	<p><b>MEASURES OF DISPERSION</b></p> <p>Range and its coefficient, Quartile deviation and its co-efficient, Mean deviation and its coefficient Standard deviation and its coefficient.</p>	10hrs
5	<p><b>INDEX NUMBERS</b></p> <p>Meaning and Significance, Construction of index numbers, Laspear’s method, Paasche’s method, Fisher’s method (theory and problems).</p>	10 hrs
<p><b>References:</b></p> <ol style="list-style-type: none"> <li>1. Food hygiene and sanitation - S. Roday</li> <li>2. Managing food hygiene - Nicholas John</li> <li>3. Food hygiene for food handlers - Jill Trickett</li> <li>4. Principles of food sanitation – Marriott</li> <li>5. Essentials of food safety and sanitation - David M S Swane, Nancy R Rue, Richard.</li> </ol>		