**BHM & CT- 201 COMMUNICATION SKILLS**

**LESSON PLAN**

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| **Unit -1 Communication –Meaning, Types And Process** |
| 1 | Communication- Meaning, Significance and Scope |
| 2 | Communication Process |
| 3 | Communication Types-Upward & Downward |
| 4 | Communication Types- Horizontal, Vertical, And Diagonal  |
| 5 | Communication Types -Verbal & Nonverbal |
| 6 | Communication Types -Oral & Written |
| 7 | Flow of Information in Hotel Organization |
| 8 | Role of Effective Organization |
| 9 | Barriers Of Communication |
| 10 | Discussion on Unit -1 |
| **Unit -2 Written Communication** |
| 11 | Business Writing Principles for Clear Business Writing |
| 12 | Adoption of Principles |
| 13 | Word Selection & Sentence Construction |
| 14 | Drafting Effective Letters-Formats & Styles of Writing |
| 15 | Writing of Memos and Reports |
| 16 | Writing of Curriculum Vitae, E-Mail |
| 17 | Report Writing & Different Types of Reports |
| 18 | Discussion on Unit 2 |
|  **Unit -3 Oral Communication** |
| 19 | Dictation  |
| 20 | Telephone Conversation |
| 21 | Public Speaking |
| 22 | Oral Reporting |
| 23 | Demonstration  |
| 24 | Meeting |
| 25 | Process  |
| 26 | Organization of Meeting  |
| 27 | Discussion on Unit-3 |
|  **Unit 4 Non-Verbal Communication**  |
| 28 | Importance  |
| 29 | Body Language  |
| 30 | Importance of Gestures in Communication  |
| 31 | Reading Body Language  |
| 32 | Body Language in Communication |
| 33 | Importance of Body Language in Hotel Industry |
| 34 | Discussion on Unit 4 |
|  **Unit 5 Cross Cultural Communication**  |
| 35 | Concept of Culture |
| 36 | Functions of Culture |
| 37 | Impact of Culture in Communication |
| 38 | Cross –Cultural Communication |
| 39 | Important Expressions in Cross Cultural Communication |
| 40 | Barriers to Cross Cultural Communication |
| 41 | Discussion on Unit 5 |

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| **LEC.NO** |  **BHM 202** **FRONT OFFICE (MR.SANDEEP RAHEJA)** |
| **UNIT 1.** |  **TYPES OF ROOM AND TARIFF** |
| 1. | INTRODUCTION OF HOTEL INDUSTRY  |
| 2. | TYPES OF ACCOMAODATION IN FIVE STAR HOTEL |
| 3. | DIFFERENT PLANS UESD IN HOTELS |
| 4.  | PRATICAL (ROLE PLAY OF RESERVATION PROCEDURE) |
| 5. | PRATICAL( ROLE PLAY OF CHCEK IN PROCEDURE) |
| 6. | TARIFF CARD AND BASIS OF CHARGING ROOM TARIFF |
| 7. | DIFFERENT FACILITIES IN FIVE STAR HOTEL  |
| 8. | DISCUSSION OF UNIT 1 |
| **UNIT 2** | **FRONT OFFICE COMMUNICATION :** |
| 9. | INTRODUCTION OF COMMUNICATION  |
| 10. | MODES &CHANNELS OF COMMUNICATION |
| 11. | COORDINATION WITH HOUSEKEEPING & SERVICE DEPARTMENT TO FRONT OFFICE |
| 12. | COORDINATION WITH ENGNEERING AND MAINTENCE  |
| 13. | COORDINATION WITH MARKETING & PUBLIC RELATIONS  |
| 14. | PRACTICAL( ROLE PLAY OF PRE-REGISTRATION &REGISTARTION PROCEDURE |
| 15. | FORMS AND FORMAT USED IN FRONTOFFICE. |
| 16. | MAIL & MESSAGE HANDLING  |
| 17. | TELEPHONE ETIQUETUS |
| 18. | DICUSSION ON UNIT II |
| **UNIT III** | **FRONT OFFICE RESPONSIBILITIES** |
| 19. | DIFFERENT GUEST SERVICES |
| 20. | FORMS AND FORMATS USED IN FRONT OFFICE |
| 21. | PRATICAL (ROLE PLAY ON LUGGAGE HANDLING ) |
| 22. | DEALING EMERGENCY SITUATION :- MEDICAL  |
| 23. | DEALING EMERGENCY SITUATION :- DEATH  |
| 24. | DEALING EMERGENCY SITUATION :- THEFT AND ROBBERY |
| 25. | DEALING EMERGENCY SITUATION :- FIRE & BOMB THREATS |
| 26. | GUEST RELATIONS CONCEPT |
| 27. | DISCUSSION ON UNIT III |
| **UNIT IV** | **RESERVATION**  |
| 28. | INTRODUCTION OF RESVERAVTION  |
| 29. | TYPES OF RESERVATION  |
| 30. | SOURCES OF RESERVATION  |
| 31. | PRATICAL :- ROLE PLAY ON MAIL & MESSAGE HANDLING |
| 32. | PRATICAL :- ROLE PLAY ON PAGGING  |
| 33. | RESRVATION PROCEDURE OF INDIVIDUAL |
| 34. | RESRVATION PROCEDURE OF GROUP AND CREW |
| 35. | RESRVATION RECORDS |
| 36. | RESRVATION REPORTS |
| 37. | PRATICAL( ROLE PLAY ON RESRVATION PROCEDURE ) |
| 38. | DISCUSSION OF UNIT IV |
| **UNIT V**  | **REGISTRATION**  |
| 39. | DIFFERENT ACTIVITIES DURING PRE- REGISTRATION  |
| 40 | DIFFERENT REGISTRATION ACTIVITIES |
| 41. | REGISTRATION RECORDS |
| 42. | PROCEDURE OF ASSIGNING AND AALOTMENT OF ROOM TO THE GUEST  |
| 43. | DIFFERENT METHODS OF PAYMENT |
| 44. | CHANGING OF ROOM PROCEDURE |
| 45. | DISCUSSION OF UNIT V |
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| BHM&Ct-203, Housekeeping Operation (Lesson Plan) |
| Unit-2, Guestroom Cleaning Procedure |
| 1 | Rules on Guest Floor |
| 2 | Procedure of entering room |
| 3 | Cleaning of guestroom |
| 4 | Cleaning of occupied room |
| 5 | Cleaning of departure room |
| 6 | Cleaning or vacant and VIP room |
| 7 | Evening service in guestroom |
| 8 | Making bed |
| 9 | Bathroom cleaning |
| 10 | Discuss on Unit-1 |
| 11 | Class test |
| Unit-2, Public area cleaning |
| 12 | Introduction of public area |
| 13 | Cleaning of lobby |
| 14 | Cleaning of corridors and elevators |
| 15 | Cleaning of staircase |
| 16 | Cleaning of F&B outlet |
| 17 | Cleaning of back office |
| 18 | Cleaning of high traffic areas |
| 19 | Frequencies of cleaning-daily, periodic, special in public area |
| 20 | Discussion on unit-2 |
| 21 | Class test |
| Unit-3, Pest Control |
| 22 | Introduction of pest control |
| 23 | Types of pesticide |
| 24 | Pest control programmes |
| 25 | Pest control procedure |
| Unit-4, Care and claning of different surfaces |
| 26 | Care and cloning of metal |
| 27 | Glass, plastic |
| 28 | Wood and Wall finishes |
| 29 | Floor finishes, Ceramic tiles |
| 30 | Window and Table tops |
| 31 | Picture frame and Under bed |
| 32 | Carpets |
| 33 | Discussion of unit-4 |
| 34 | Class test |
| Unit-5, Housekeeping supervision |
| 35 | Importance of inspection |
| 36 | Checklists for inspection |
| 37 | Special areas usually neglected where special attention is required |
| 38 | Discussion on unit-5 |
| 39 | Class test |
| 40 | Final discussion on all units |

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|  | **MHM&CT-204****FOOD & BEVERAGE PRODUCTION****Lesson plan****Sumit Gagre** |
| **Lesson Number** | **Topics**  |
|  | **Unit-1** |
| **1** | * Cooking-Meaning, Aims & Objectives
 |
| **2** | * Introduction and history of Indian cuisine
 |
| **3** | * Introduction and history of French cuisine
 |
| **4** | * Introduction and history of Chinese cuisine
 |
| **5** | * Types of equipments used in cooking and their selection criteria
 |
| **6** | * Demonstration of kitchen equipments in kitchen lab
 |
| **7** | * Kitchen organization structure of a large hotel
 |
| **8** | * Duties and responsibilities of various job position
 |
| **9** | Qualities of good Food Production employee |
| **10** | Culinary terms |
| **11** | Discussion on unit-1 |
|  |  |
|  |  |
|  Unit-II |
| **12** | * Introduction to Cooking Ingredients
 |
| **13** | Types and their uses |
| **14** | Techniques of pre-preparation |
| **15** | Basic vegetable cuts. |
| **16** | Cooking methods-types |
| **17** | * Cooking methods- uses
 |
| **18** | * Effect of cooking on constituents of food.
 |
| **19** | * Discussion on unit-2
 |
|  Unit-III |
| **20** | * Introduction to Stocks
 |
| **21** | Types of stocks |
| **22** | Recipes of stocks |
| **23** | Care & uses of stocks |
| **24** | Preparation of stocks in kitchen lab |
| **25** | Basic Soups |
| **26** | Types of soups |
| **27** | Recipes of soups |
| **28** | Preparation of soups in kitchen lab |
| **29** | Sauces & their types |
| **30** | Recipes of sauces |
| **31** | Preparation of sauces in kitchen lab |
| **32** | Lamb/Mutton introduction |
| **33** | Poultry-Introduction & types |
| **34** | Their cuts and standard weights |
| **35** | selection criteria of poultry  |
| **36** | Fish and Shellfish |
| **37** | Types& their cuts |
| **38** | selection criteria of fish |
| **39** | Discussion on unit-3 |
|  | UNIT-IV |
| **40** | * Introduction to egg
 |
| **41** | Parts of egg & selection criteria |
| **42** | Uses of eggs |
| **43** | Eggs preparation in kitchen lab |
| **44** | Bakery-Introduction |
| **45** | Ingredients used in bakery |
| **46** | * Types of dough/pastry
 |
| **47** | * Bread making and their faults
 |
| **48** | Cake making and their faults |
| **49** | Baking of breads in kitchen lab |
| **50** | Cake making in kitchen lab |
| **51** | Discussion on unit-4 |

 **BHM & CT – 205 FOOD& BEVERAGE SERVICE**

 **LESSON PLAN**

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|  **Unit -1 Meals During The Day** |
| 1 | Concept & Types of Meals |
| 2 | Breakfast  |
| 3 | Types of Breakfast |
| 4 | Service of Breakfast-Methods |
| 5 | Brunch |
| 6 | Lunch  |
| 7 | High-Tea |
| 8 | Dinner & Supper |
| 9 | Elevenses and Others |
| 10 | Discussion on Unit -1 |
|  **Unit -2 Menu Planning** |
| 11 | Origin of Menu, Types- A La Carte & Table D Hote |
| 12 | Menu Planning |
| 13 | French Names of Dishes & Other Menu Terms |
| 14 | Menu Design |
| 15 | Classical French Menu |
| 16 | Classical Food & Its Accompaniments with Cover |
| 17 | Indian Regional Dishes, Accompaniments & Service |
| 18 | Discussion on Unit 2 |
|  **Unit -3 Room Service** |
| 19 | Introduction, General Principles & Pitfalls to be avoided |
| 20 | Cycle of Service Scheduling and Staffing |
| 21 | Room Service Menu Planning |
| 22 | Forms & Formats |
| 23 | Order Taking, Thumb Rules, Suggestive Selling, Breakfast Cards |
| 24 | Layout & Set-Up of Common Meals |
| 25 | Use of Technology for Room Service |
| 26 | Time Management & Lead Time from Order Taking to Clearance |
| 27 | Discussion on Unit-3 |
|  **Unit 4 Non-Alcoholic Beverages, Cheese & Tobacco** |
| 28 | Classification Non-Alcoholic Beverages |
| 29 | Hot Beverages-Types, Production, Service |
| 30 | Cold Beverages- Types, Production & Service |
| 31 | Table Cheese- Introduction, Types, Production, Brands & Service, Storage |
| 32 | Tobacco-History, Processing Of Cigarettes,  |
| 33 | Pipe Tobacco & Cigar- Shapes/Sizes/Colours |
| 34 | Storage-Cigars & Cigarettes |
| 35 | Discussion on Unit 4 |
|  **Unit 5 Control Methods** |
| 36 | Introduction -Billing Methods-Duplicate & Triplicate System |
| 37 | Kot’s& Bot’s |
| 38 | Computerized Kot’s&Pda’s |
| 39 | Functions of Control System |
| 40 | Control Cycle & Monitoring |
| 41 | Discussion on Unit 5 |

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| **BHM-207, Basics of Computer (Lesson Plan)** |
| Lessons | Detail |
| Unit-1, Introduction to Computer |
| 1 | Introduction to Computer |
| 2 | Characteristics and Component of Computers |
| 3 | Various types of Storage Device |
| 4 | Different units of Computers |
| 5 | Application and utilization of Computers in Hotel Industry |
| 6 | Scopes of Computer in Hospitality Industry |
| 7 | Prospective of Computers in Hospitality Industry |
| 8 | Class test |
| Unit-2, Internet |
| 9 | Concept of Internet |
| 10 | Use of Internet |
| 11 | Domain, Internet Server |
| 12 | Establishing Connectivity on the Internet |
| 13 | Types of Internet Providers |
| 14 | Procedure of opening email account |
| 15 | Searching information through internet |
| 16 | World Wide Web |
| 17 | Search Engine and web browsers |
|  | Class test |
| Unit-3, Management Information System |
| 18 | Introduction of MIS |
| 19 | MIS Prospective and Scope |
| 20 | Classification of MIS |
| 21 | Resources and activities in MIS |
| 22 | MIS need integrated functions and business process |
| 23 | Types of Business process |
| 24 | Strategic level, Knowledge level, Operational level of MIS |
|  | Class test |
| Unit-4, E-Commerce |
| 25 | Concept of E-Commerce (meaning and definition) |
| 26 | Features and functions of E-Commerce |
| 27 | Traditional commerces practices v/s E-Commerce Practices |
| 28 | Limitation of E-Commerce |
| 29 | Precautions for secure E-Commerce |
| 30 | Types of E-Commerce-B2B, C2C, B2C |
| 31 | Class test |
| Unit-5, ICT and Emerging technology |
| 32 | Introduction to ICT |
| 33 | Definition and Meaning of ICT in Hospitality Sector |
| 34 | Utilization of ICT in Accommodation establishment |
| 35 | Strategic role of ICT for Hotels |
| 36 | Concept of E-Hospitality |
| 37 | Issue related with the future of E-Hospitality in India |
| 38 | Final discussion on all units |
| 39 | Class test |

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|  | **BHM&CT-401** **PRINCIPLES OF MANAGEMENT** **Lesson plan****Sumit Gagre** |
| **Lesson Number** | **Topics**  |
|  | **Unit-1** |
| **1** | Introduction to Management |
| **2** | Concept & nature of management |
| **3** | Functions of management |
| **4** | Process of management |
| **5** | Traits of a successful manager |
| **6** | Managerial role & managerial skills |
| **7** | Management and society |
| **8** | social responsibility |
| **9** | Ethics of business towards the society |
| **10** | Discussion on unit-1 |
|  Unit-II |
| **11** | Introduction to planning |
| **12** | Nature of planning |
| **13** | Purpose of planning |
| **14** | Types of planning |
| **15** | process of planning |
| **16** | Discussion on unit-2 |
|  Unit-III |
| **17** | Introduction to Organizing |
| **18** | Concept of organizing and organization |
| **19** | Basics of Organization: line & staff |
| **20** | span of management |
| **21** | Introduction to Delegation  |
| **22** | Organizational structure & design |
| **23** | Basis of organizational structures |
| **24** | Line form of authorities |
| **25** | span of control |
| **26** | Discussion on unit-3 |
|  | UNIT-IV |
| **27** | Introduction to Directing |
| **28** | Introduction to communication |
| **29** | Process of communication |
| **30** | Types of communication |
| **31** | Barriers and principles of effective communication |
| **32** | Introduction to motivation |
| **33** | Theories: Herzberg  |
| **34** | Theories: Maslow |
| **35** | Discussion on unit-iv |
|  |  |
|  | UNIT-V |
| **36** | Introduction to Leadership |
| **37** | Concept of leadership |
| **38** | Qualities of successful leader |
| **39** | Factors influencing performance of a leader |
| **40** | Leadership styles |
| **41** | Management grid |
| **42** | Continuum leadership. |
| **43** | Introduction to Controlling |
| **44** | Meaning & need of controlling |
| **45** | Process of controlling |
| **46** | basic techniques of controlling |
| **47** | Methods of controlling |
| **48** | Discussion on unit-5 |

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| **BHM &CT-402 HOTEL LAWS** |
| **UNIT-1.** |
| 1. | Role of ethics in the business of hotel industry |
| 2. | Role of laws in the business of hotel industry |
| 3. | Tutorial |
| 4. | Role of professional bodies to regulate the affair of the hotel industry |
| 5 | FHRAI – Federation of hotel and restaurant association of india |
| 6 | HAI-hotel association of India |
| 7 | Tutorial |
| 8 | Discussion on unit-1 |
| 9 | Class test |
|  |  **UNIT-2** |
| 10 | Hotel receipt tax act-1980- definitions |
| 11 | Scope of chargeable receipt, |
| 12 | Charge of tax |
| 13 | tutorial |
| 14 | Computation of chargeable receipt |
| 15 | Self assessment, assessment |
| 16 | Penalties and appeals |
| 17 | Discussion on unit-2 |
| 18 | Class test |
|  |  **UNIT-3** |
| 19 | Prevention of food adulteration act, 1954-definition |
| 20 | Central committee for food standards |
| 21 | Central food laboratory |
| 22 | Analysis of food- offences and penalties under the act  |
| 23 | Prevention of food adulteration rule,1955 |
| 24 | tutorial |
| 25 | Definition and standards of quality- colouring and matter |
| 26 | Packing and labelling of food |
| 27 | Prohibition and regulations of sales  |
| 28 | Preservatives, flavouring agents and related substances |
| 29 | Clas test |
|  |  **UNIT-4** |
| 30 | The Sarai Act -1861 |
| 31 | Catering establishment act,1958 |
| 32 | Class test |
|  |  **UNIT-5** |
| 33 | The liquor policy in Haryana and Delhi |
| 34 | Different types of licences |
| 35 | Class test |

**LESSON PLAN**

**Subject: -** *Accommodation Operations - 1*

**Subject code: -** *BHM & CT – 403*

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| **LESSON NUMBER** | **TOPICS** |
|  | **UNIT 1 SAFTEY PROCEDURES** |
|  | Safety Management Programs; Concept and Importance |
|  | Potential hazards in housekeeping |
|  | Safety awareness and accident Prevention |
|  | Basic guidelines for preventing Accidents |
|  | Procedure to follow in case of an Accident |
|  | Fire Prevention |
|  | Demonstration of fire extinguishers  |
|  | Basic concept of Fire Warning System |
|  | Fire Fighting Equipments |
|  | Bio Security |
|  | Case Study |
|  | Unit 1 – Discussion |
|  | **UNIT 2 FIRST AID PROCEDURES** |
|  | First – aid box |
|  | Procedure of First – Aid |
|  | Artificial Respiration and Holger Nielson method of Artificial Respiration |
|  | First Aid for – Suffocation and Asthma |
|  | First Aid for – Burns and Scalds |
|  | First Aid for – Choking and Cuts |
|  | First Aid for – Drowning and Dislocation |
|  | First Aid for – Diabetes, Electric Shock |
|  | First Aid for – Eye Injuries, Heart Attack and Indigestion |
|  | First Aid for – Nose Bleeds, Poisoning, Shock and Stroke |
|  | First Aid for – Other situations |
|  | Making First – Aid kit |
|  | Unit 2 – Discussion |
|  | **UNIT 3 SECURITY FUNCTIONS** |
|  | Front Office and Housekeeping Security |
|  | Role of Front Office in hotel security |
|  | Key Controls |
|  | Guest & Staff Movement & Access Control |
|  | Protection of funds and safe deposit boxes |
|  | Handling Keys ; Lost & Found and Grand Master Key |
|  | Crime prevention by Housekeeping and Front Office |
|  | Dealing with emergencies – Bomb threat, Sickness and Death |
|  | Dealing with emergencies – Guest and employee theft, Fire |
|  | Planning for an emergencies |
|  | Unit 3 – Discussion |
|  | **UNIT 4 PEST CONTROL AND WATER DISPOSAL** |
|  | Pest Control concept |
|  | Types of pests |
|  | Common Pests and their control – Bed bugs, Beetles, Carpet beetles |
|  | Common Pests and their control – Furniture Beetles, Silverfish, Cockroaches |
|  | Common Pests and their control – Fleas, Lice, Moths, Ants |
|  | Common Pests and their control – Termites, Flies, Mosquitoes, rats and Fungi |
|  | Concept of Water Disposal |
|  | Importance of Water Disposal |
|  | Hotels water disposal system |
|  | Unit 3 – Discussion |
|  | **UNIT 5 FLOWER ARRANGEMENT** |
|  | Flower arrangement in hotels |
|  | Flower arrangement equipments |
|  | Types of Flowers and Foliage |
|  | Flowers importance for religions |
|  | Care and conditioning of flowers |
|  | Elements and principle of flower arrangement |
|  | Different styles of flower arrangement |
|  | General guidelines for flower arrangement |
|  | Chapter 5 – Discussion |

**Concern Teacher**

Naveen Chahal,

Asstt. Prof. DTHM, KUK

**BHM & CT – 405 FOOD& BEVERAGE SERVICE**

**LESSON PLAN**

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|  **Unit -1 Planning Restaurant & Other Food Service Facilities**  |
| 1 | Introduction to F &B Industry |
| 2 | Planning Various F&B Outlets |
| 3 | Introduction to Ancillary Areas |
| 4 | Operating Various F &B Outlet |
| 5 | Menu Planning |
| 6 | Space & Lighting |
| 7 | Colours&Market  |
| 8 | Restaurant Design Team |
| 9 | Discussion on Unit -1 |
| **Unit -2 Situation Handling In F &B Outlets** |
| 10 | Problems In A Restaurant |
| 11 | Guest Situation Handling-Food  |
| 12 | Guest Situation Handling- Ambience |
| 13 | Guest Situation Handling-Behaviour |
| 14 | Guest Situation Handling-Bill Settlement |
| 15 | Guest Situation Handling-Miscommunication |
| 16 | Guest Situation Handling-Miscellaneous |
| 17 | Discussion on Unit 2 |
| **Unit -3 Different Catering Operations** |
| 18 | Different Catering Operations |
| 19 | Off- Premises Catering |
| 20 | Hospital Catering |
| 21 | Industrial Catering |
| 22 | Institutional Catering |
| 23 | Airline &Railway Catering |
| 24 | Cruise Catering |
| 25 | Home Delivery &Take Away |
| 26 | Discussion on Unit-3 |
| **Unit 4 High Tea** |
| 27 | Introduction  |
| 28 | Importance  |
| 29 | Menu  |
| 30 | Cover Set Up |
| 31 | Service |
| 32 | Different Service Methods |
| 33 | Discussion on Unit 4 |
| **Unit 5 Buffet Management** |
| 34 | Introduction  |
| 35 | Types of Buffet |
| 36 | Considerations for Buffet Management |
| 37 | Space Requirements &Equipments |
| 38 | Buffet Presentation &Staff Requirement |
| 39 | Menu Planning  |
| 40 | Discussion On Unit 5 |

**LESSON PLAN**

**Subject: -** *Hotel accountancy*

**Subject code: -** *BHM & CT – 406*

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| **Lesson No.** | **TOPICS** |
|  | **UNIT 1 UNDERSTANDING ACCOUNTING IN GENERAL** |
|  | Introduction to Accounting |
|  | Meaning, Functions of Accounting  |
|  | Significance of Accounting |
|  | Growth and Development of Hotel Accounting |
|  | Accounting Standards |
|  | Case Study |
|  | Unit 1 – Discussion |
|  | **UNIT 2 PRACTICAL ASPECTS OF ACCOUNTING** |
|  | Hotel Ledger |
|  | Visitors Tabular Ledger |
|  | Purpose of making Ledger |
|  | Preparation of Ledger |
|  | Credit Monitoring and Charge Privileges |
|  | Cash Sheet |
|  | Making cash sheet and ledger |
|  | Calculating Average Room Rate and Room Occupancy Percentage  |
|  | Double Occupancy % and Foreign Occupancy % |
|  | Local Occupancy % and House Count |
|  | Revision of lesson 14,15 & 16 |
|  | Demonstration of Hotel’s Ledger and cash sheet making |
|  | Unit 2 – Discussion |
|  | **UNIT 3 UNIFORM SYSTEM OF ACCOUNTING** |
|  | Uniform System of Accounting – Concept and Meaning |
|  | Advantages and Disadvantages  |
|  | Preparation of Financial Statement  |
|  | Demonstration of different Hotel’s Financial Statements |
|  | Schedule showing Departmental Income : Room, Food and Beverage |
|  | Schedule showing Departmental Income : Telephone, Gift Shop |
|  | Schedule showing Departmental Income : Garbage and Parking, Laundry, Marketing |
|  | Revision of lesson 25,26 & 27 |
|  | Unit 3 - Discussion |
|  | **UNIT 4 ACCOUNTING IN HOTELS** |
|  | Hotel Final Account ; Concept and Importance |
|  | Business Income Statement |
|  | Preparation of Business Income Statement |
|  | Various Hotels Income Statement |
|  | Balance Sheet |
|  | Preparation of Balance Sheet |
|  | Various Hotels Balance sheet |
|  | Unit 4 - Discussion |
|  | **UNIT 5- NEED OF ACCOUNTING IN HOTELS** |
|  | Contemporary Accounting |
|  | Importance in Hotel Industry |
|  | Management Accounting |
|  | Human Resource Accounting |
|  | Social Responsible Accounting |
|  | Case study |
|  | Unit 5 - Discussion |

**Concern Teacher**

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|  | **BHM&CT-601****HRM IN HOTELS****Lesson plan****Dr Ankush Ambardar** |
| **Lesson Number** | **Topics** |
| **UNIT-1: INTRODUCTION OF HUMAN RESOURCE** |
| 1 | Human Resource- Concept |
| 2 | Importance of HR in hotels |
| 3 | Concept of employee life cycle |
| 4 | Human Resource Functions-1 |
| 5 | Human Resource Functions-2 |
| 6 | Human Resource Functions-3 |
| 7 | Human Resource Functions-4 |
| 9 | Role of HR Managers in hotels |
| 10 | Emerging trends of HR in hotel sector |
| 12 | Discussion on Unit-1 |
| **UNIT-II: HUMAN RESOURCES PLANNING** |
| 13 | Human Resource planning- meaning |
| 14 | Need for HRs planning |
| 15 | Human Resource planning- process |
| 16 | Job analysis- meaning |
| 17 | Job analysis : types, proposes and uses |
| 18 | Job description of major positions in a hotel-1 |
| 19 | Job description of major positions in a hotel-2 |
| 20 | Job description of major positions in a hotel-3 |
| 21 | Discussion on Unit-2 |
| **UNIT-III:**  **ACQUISITION OF HUMAN RESOURCES**  |
| 22 | Recruitment -meaning |
| 23 | Process of recruitment |
| 24 | Methods of Recruitment in hotel industry |
| 25 | Selection procedure-essentials |
| 26 | Steps in selection process |
| 27 | Interview- meaning, and types |
| 28 | Employee promotion,  |
| 29 | Transfer and separation- meaning, purpose |
| 30 | Discussion on Unit-3 |
| **UNIT-IV: MAINTENANCE OF HUMAN RESOURCES** |
| 31 | Employee Training |
| 32 | Importance and need for training in hotels |
| 33 | Methods of training in hotel industry |
| 34 | Development of employee-concept, purposes |
| 35 | Development of employee process |
| 36 | Components of employees’ development |
| 37 | Techniques of employees’ development |
| 38 | Discussion on Unit-4 |
| **UNIT-V APPRAISING AND REWARDING HUMAN RESOURCES** |
| 39 | Performance appraisal- need & importance |
| 40 | Performance appraisal techniques used in hotels-1 |
| 41 | Performance appraisal techniques used in hotels-2 |
| 42 | Rewards for employees |
| 43 | Compensation (wage and salary) |
| 44 | Benefits and incentives for employees |
| 45 | Discussion on Unit-5 |

**BHM&CT 602 HOTEL FACILITY PLANNING**

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| **Unit-1 (Understanding Hotel Classification and guidelines)** |
| 1. | Introduction to hotels |
| 2. | Different types of hotels |
| 3. | Discuss regarding features of hotels |
| 4. | Architectural features |
| 5. | Verbal testing |
| 6. | Facilities which are provided in hotel industry |
| 7. | Different types of services |
| 8. | Introduction about all categories of hotels |
| 9. | Discuss concept of heritage properties |
| 10. | Different categories of heritage hotels |
| 11. | Discussion on Apartment hotels |
| **Unit-2. (Hotel design**) |
| 12. | Introduction to designing in hotels |
| 13. | Design considerations |
| 14. | Layout planning for hotel |
| 15. | Systematic layout planning for hotel project |
| 16. | Discussion on previous topics |
| 17. | Rules for allocation of space in a hotel |
| 18. | Formulation of feasibility report |
| 19. | Verbal testing for complete unit |
| 20. | Surprising test |
| **Unit-3. (Kitchen and restaurant design)** |
| 21. | Definition of kitchen and its uses |
| 22. | Different layouts of kitchen in a hotel |
| 23. | Designing and planning kitchen |
| 24. | Varieties of equipments used in kitchen in hotel |
| 25. | Revision of last four lectures |
| 26 | Introduction to restaurant |
| 27. | Different layouts of restaurants |
| 28. | Designing and planning restaurant |
| 29. | Surprising test |
| 30. | Discuss regarding bar and its equipments |
| 31. | Tutorial |
| **Unit-4. (Specification for equipment, ventilation, kitchen safety, storage facilities)** |
| 32. | Features of good kitchen |
| 33. | Care and maintenance of kitchen equipment |
| 34. | Kitchen equipment specification |
| 35. | Tutorial |
| 36. | Definition and types of food store |
| 37. | Role of a storekeeper |
| 38. | Beverage storage facilities |
| 39. | Tutorial |
| 40. | Surprising test |
| **Unit-5 (project management and masterpieces of facility planning)** |
| 41. | Network models |
| 42. | CPM/PERT |
| 43. | Drawing of a network diagram |
| 44. | Project cost analysis |
| 45. | Surprising test |
| 46. | Few masterpieces of facility planning in hotel and restaurant |
| 47. | Tutorial |

 ***Concern Teacher***

**Asstt. Prof. Sandeep Dhankar**

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|  | **BHM&CT-604****FOOD PRODUCTION****Lesson plan****Sumit Gagre** |
| **Lesson Number** | **TOPICS** |
|  | Unit-I: **Popular International cuisine** |
| **1** | cuisine |
| **2** | Popular International cuisine |
| **3** | Features, Regional classification |
| **4** | Ingredients, methods of cooking |
| **5** | courses of the menu |
| **6** | Mexican & Spanish |
| **7** | Chinese & Thai |
| **8** | Italian & Lebanese (Mediterranean) |
| **9** | Menu examples |
| **10** | Discussion on unit-1 |
| Unit-II: **Garde Manger** |
| **11** | Definition, Functions |
| **12** |  Importance of Garde manger  |
| **13** |  Butchery |
| **14** | lay-out, Staff organization |
| **15** | Storage points |
| **16** | Special Purchase Standards of meat products |
| **17** | Yields test calculations |
| **18** | portioning |
| **19** | Discussion on unit-2 |
| Unit-III: **Buffet preparations** |
| **20** | Principles of Buffet |
| **21** | Presentation |
| **22** | Types of buffet |
| **23** | Themes |
| **24** | Buffet Setups |
| **25** | typical dishes |
| **26** | smorgasbord |
| **27** | Discussion on unit-3 |
|  |  UNIT-IV: **Cold cuts** |
| **28** | Farcis  |
| **29** | terrines |
| **30** | pates, |
| **31** | galantines |
| **32** | mousses |
| **33** | quenelles, -types & preparations |
| **34** | chacutiere |
| **35** | sausages, types & preparation |
| **36** | popular sausages |
| **37** | Special Purchase Standards |
| **38** | cooking methods |
| **39** | casings, storage & problems |
| **40** | Discussion on unit-4 |
|  |  UNIT-V: **Advanced Bakery Preparation** |
| **41** | Introduction & types of bakery |
| **42** | Recipes: Sugar craft |
| **43** | Recipes: chocolate confectionery |
| **44** | Recipes: cold puddings |
| **45** | Recipes: sweets |
| **46** | Introduction to cakes and breads |
| **47** | Cake preparation |
| **48** | Bread baking |
| **49** | Discussion on unit-5 |

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| BHM&CT-605, Food and Beverage Service ( Lesson Plan) |
| Unit-1, Food and beverage marketing |
| Lesson | Details |
| 1 | Introduction of F&B marketing |
| 2 | Meaning and definition |
| 3 | Marketing environment  |
| 4 | Marketing research |
| 5 | Marketing plan |
| 6 | Marketing mix |
| 7 | Discussion on unit-1 |
| 8 | Class test |
| Unit-2, Promoting food operation |
| 9 | Objective of promoting food operation |
| 10 | Process of promoting food operation |
| 11 | Customer use of information  |
| 12 | Promotion with other travel partners |
| 13 | Full destination promotion |
| 14 | Benefits of promotion |
| 15 | Discussion on unit-2 |
| 16 | Class test |
| Unit-3, Promotional tools of F&B operations |
| 17 | Advertising |
| 18 | Internet |
| 19 | Personal selling |
| 20 | Sales promotion |
| 21 | Merchandising |
| 22 | Public relation and publicity |
| 23 | Discussion on unit-3 |
| 24 | Class test |
| Unit-4, F&B human resource |
| 25 | Introduction to hiring process |
| 26 | Pre recruitment activities |
| 27 | Sources of HR supplies |
| 28 | Recruitment and selection |
| 29 | Basic interviewing skills |
| 30 | Orientation and socialization-types, facilities, requirement and condusts |
| 31 | Discussion on unit-4 |
| 32 | Class test |
| Unit-5, Training for F&B |
| 33 | Organizational view point |
| 34 | Training requirement |
| 35 | Methodology |
| 36 | Various training aids and its process |
| 37 | Leadership and motivation |
| 38 | Discussion on unit-5 |
| 39 | Class test |
| 40 | Final discussion on all units |

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| LESSON NO  | BHM & CT 6TH SEM FINANCIAL MANAGEMENT(606) |
| 1. | Introduction to Financial Management |
| 2. | Nature and Scope of Financial Management |
| 3. | Functions of Financial Management |
| 4. | Objectives of Financial Management |
| 5. | Time Value of Money |
| 6. | Finance Function and its Organization |
| 7. | Role of Financial Manager |
| 8. | Long term and Short term Financing Decisions |
| 9. | Concept of Financial Planning |
| 10. | Process of Financial Planning |
| 11. | Concept of Working Capital |
| 12. | Nature of Working Capital |
| 13. | Significance of Working Capital and its Management |
| 14. | Determinants of Working Capital |
| 15. | Components of Working Capital |
| 16. | Current assets and Liquidity Management |
| 17. | Concept of Capital Budgeting |
| 18. | Importance of Capital Budgeting and its relevance |
| 19. | Capital Budgeting decisions and its features |
| 20. | Types of Capital Budgeting |
| 21. | Conventional Methods of Capital Budgeting; an overview |
| 22. | Conventional Methods of Capital Budgeting |
| 23. | Discounting Methods of Capital Budgeting; an overview |
| 24. | Discounting Methods of Capital Budgeting |
| 25. | Introduction to the concept of Dividend |
| 26. | Different forms of Dividend |
| 27. | Concept of Dividend Decisions |
| 28. | Nature of Dividend Decisions |
| 29. | Significance of Dividend Decisions |
| 30. | Different Dividend Policies and its relevance |
| 31. | Different Dividend Policies and its relevance |
| 32. | Practical considerations in Dividend Policy |
| 33. | Introduction to Different sources of Finance |
| 34. | Different sources of long-term Finance and its relevance |
| 35. | Different sources of long-term Finance and its relevance |
| 36. | Different sources of long-term Finance and its relevance |
| 37. | Different sources of medium –term Finance |
| 38. | Different sources of medium –term Finance |
| 39. | Short-term sources of Finance in Hotels |

CLASS INCHARGE – NAVEEN AGGARWAL

**BHM&CT 607- ELEMENTARY FRENCH (THEORY)**

**Lesson Plan**

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| **Lesson No.**  |  **Topics**  |
|  |  |
|  | **UNIT I**  |
| 1. | Introduction to french language  |
| 2. | Formation 1 - presentez- vous  |
| 3. | Formation 2 - presente- lui |
| 4. | Formation 3 - les nombres  |
| 5. | Chapters 1, 2 & 3, Grammaire: |
| 6. | Chapter 2  |
| 7. | Chapter3  |
| 8. | L’alphabet francais |
| 9. | Les signes orthographiques et ponctuations. |
| 10.  | Les Articles, les questions et les noms. |
| 11. | Revision  |
| 12.  | Oral - Revision  |
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|  | **UNIT II**  |
| 13. | Chapters 4,  |
| 14. | Chapter 5 |
| 15. | Chapter 6 |
| 16. | Les couleur |
| 17. | Le verbe Etre  |
| 18. | Le verbe avoir  |
| 19. | Les nombre 1-100 |
| 20. | Revision  |
| 21. | Revision - oral  |
| 22.  | Revision - oral  |
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|  | **UNIT III**  |
| 23. | Chapters 7  |
| 24. | Chapter 8  |
| 25. | Chapter 9  |
| 26. | les trios form du verbes conjugations: affirmative, negative et interrogative,  |
| 27. | adjectiif possessif |
| 28. | Revision written  |
| 29. | Revision oral  |
| 30.  | Revision oral  |
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|  | **UNIT IV**  |
| 31. | Chapters 10 |
| 32  | Chapter 11 |
| 33. | Chapter 12 |
| 34. | I-er groupe – “ER”, |
| 35. | Nombre ordinaux, |
| 36. | Articles contractes,  |
| 37. | Prepositions (de et à),  |
| 38.  | Les jours de la semaine |
| 39. | Les mois de l’annee. |
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|  | **UNIT V** |
| 40. | Chapters 13 |
| 41. | Chapter 14 |
| 42.  | Chapter 15  |
| 43. | IInd groupe – “IR” |
| 44. | Adjective demonstratifs |
| 45. | Revision & Reading exercise -I  |
| 46. | Revision & Reading exercise -II  |