

MADHYA PRADESH HIGHER EDUCATION
BBA (Hotel Management)

Syllabus

B.B.A (Hotel Management) Three/Four Years Degree Program

Annual System - I to IV

Proposed as per NEP-2020

To be Implemented from Academic Year 2021-22

BBA (Hotel Management) - Third year

Course Type	Subject Name
Major-1	Food and Beverage Management – III
Major-2	Accommodation Management – III
Minor	Computer Application & Hotel Software Package - II
Elective	Select any one from the elective subject list
Vocational	Select any one from the vocational subject list
Foundation-1	Hindi Language + English
Foundation-2	Digital Awareness + Personality Development and Carrier Building
Internship	Field Projects/internship/ Apprenticeship/ Community engagement and service

Prof. Sangeeta
Pruthi

B.B.A (Hotel Management) Three/Four Years Degree Program

Annual System - I to IV

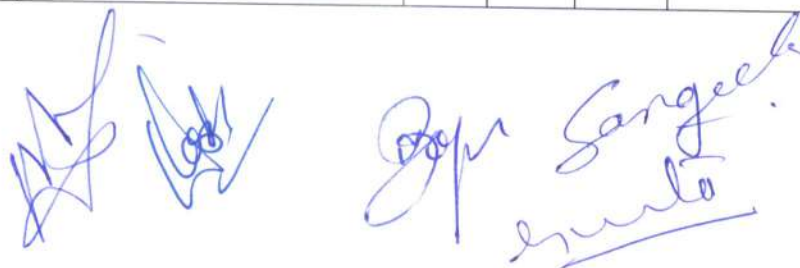
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Nomenclature and Course Outline

Third Year

B.B.A. (Hotel Management): Third Year

Course Type	Subject Code	Subject Name	Credit Hours			Cumulative Credit Hours
			Theory	Practical	Total	
Major-1	MAJBBAHM-301	Food and Beverage Management – III	2	4	6	6
Major-2	MAJBBAHM-302	Accommodation Management – III	2	4	6	12
Minor	MINBBAHM-303	Computer Application and Hotel Software Package- II	2	4	6	18
Elective	ELECTIVE	Select any one from the elective subject list	6	NA	6	24
Vocational	VOCATIONAL	Select any one from the vocational subject list	4	NA	4	28
Foundation-1		Hindi Language	2	NA	2	32
		English	2	NA	2	
Foundation-2		Digital Awareness	2	NA	2	36
		Personality Development and Carrier Building	2	NA	2	
Internship	INTBBAHM-308	Field Projects/internship/ Apprenticeship/ Community engagement and service	NA	4	4	40
		Total credits for 3rd Year				40



List of Elective subjects (As per NEP-2020):

Sr. No	Subject Code	Subject Name
1	ELCBBAHM-001	Basic Hotel Accounting and Applicable Law
2	ELCBBAHM-002	Tourism Concept and Hospitality Marketing
3	ELCBBAHM-003	Human Resource Management

List of Vocational Subjects (As per NEP-2020):

Sr. No	Subject Code	Subject Name
1	VOCBBAHM-001	Food Science and Nutrition
2	VOCBBAHM-002	Utility Management
3	VOCBBAHM-003	Management Concept and Decision Making Concept

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BBA (Hotel Management) - Third Year

MAJBBAHM-301 - FOOD & BEVERAGE MANAGEMENT- III

Objective:

Insight into the organization and management of Larder European cuisine and quantity food production, banquets, events outdoors management.

To learn about spirits, cocktails, liqueurs aperitifs.

Insight into the organization and management of Larder work European cuisine and quantity food Production, banquets, events and outdoor management

Food Production

UNIT 1

INDUSTRIAL AND INSTITUTIONAL CATERING:

Aims, Management Policy, Types of establishment, Menu planning.

MANAGEMENT OF INDEPENDENT F& B ESTABLISHMENT:

- a) Fast food: Snack Bar, Parlors.
- b) Airlines, Railways and Ship Catering.
- c) Outdoor Catering operation.

UNIT 2

LARDER :

- a) Layout and planning of a larder department.
- b) Staff organization
- c) Cold food presentation.
- d) Aspic and chaud froid
- e) Sandwiches and canapés
- f) Cold starters,
- g) Charcuterie.
- h) Sausages, terrines, gelatins, pate, mousses Control of expensive commodities, meat tag.

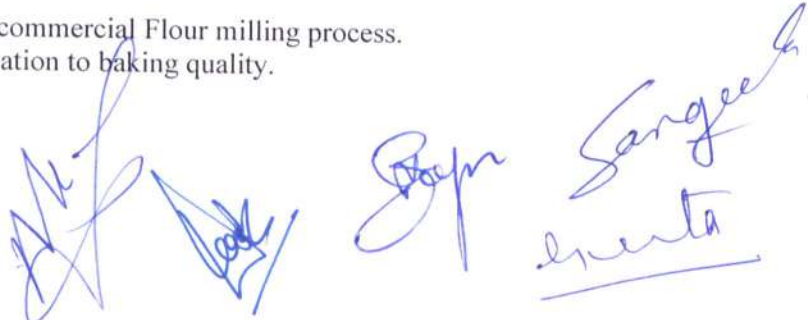
AESTHETIC SKILLS:

- a) Ice carving, Vegetable carving.
- b) Butter Sculpture
- c) Center pieces (Innovative)
- d) Marzipan, Sugar craft, chocolate pralines and Advance icing

UNIT 3

BAKERY FLOUR:

- a) A brief introduction of commercial Flour milling process.
- b) Flour constitution in relation to baking quality.



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RECENT DEVELOPMENT IN BREAD MAKING TECHNOLOGY:

PROCESSING DURING EMERGENCY BREAKDOWN:

UNIT 4

OPERATIONS PERFORMANCE ANALYSIS & APPRAISAL:

- a) Sales History
- b) Scatter sheet

INVALID DIET MANAGEMENT: Special Meals, (Airline catering).

STANDARDIZATION OF NEW RECIPES: Standardization cycle: Testing, Tasting, Evaluating, Modification.

Food & Beverage Service

UNIT 5

LIQUEURS: History, Definition, Manufacturing Process, Hot method (Infusion, Percolation), Cold Methods (Maceration), Distillation, Aging, Base spirits, Sweetening.

APERITIFS:

- a) Classification and knowledge of production
- b) Varieties and service of Aperitifs

UNIT 6

GUERIDON SERVICE :

- a) History of Gueridon and its Definition.
- b) General points to be considered while doing Gueridon.
- c) Advantages and disadvantages of Gueridon service.
- d) Gueridon equipment and ingredients.
- e) Method of service of common Gueridon preparations.

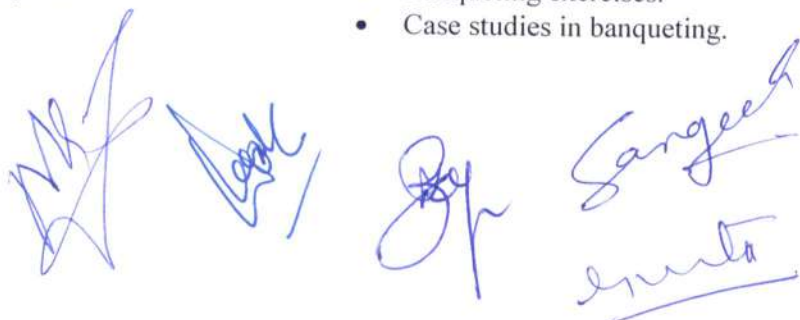
UNIT 7

BUFFET MANAGEMENT:

- Introduction.
- Types of Buffets.
- Table Layout and Configuration
- Clothing and Dressing the Buffet Table.
- Display and Decorations.
- Types and limitations of food to be served.
- Mise - en - Place.
- Checklist and its proper supervision.
- Food & Beverage Control - its application in Buffet Management.

BANQUET MANAGEMENT AND FUNCTION CATERING:

- History of banquets; Types of banquets (formal & informal).
- Organization of the banquet department.
- Function selling-Menus.
- Toasting and sequence of events.
- Banqueting exercises.
- Case studies in banqueting.



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- Facilities available in banquet.
- Seating plans - Theater; Classroom; formal.
- Contract / Memorandum.
- Weekly & daily seat plans

Formal Gathering.

- Table plans / arrangements.
- Name cards.
- Seating Plan
- Mis - en - place.
- Service.

Informal Gathering.

- Reception.
- Cocktail parties.
- Seminars.
- Exhibitions.
- Fashion show.
- Trade fairs.
- Wedding.
- Organizing theme functions

OUTDOOR CATERING MANAGEMENT:

- Introduction; who could be a outdoor caterer, Licenses; onsite facilities; employees;
- Equipments:** Preparation, Transportation and Service equipments.
- Establishing suppliers.
- Food purchase, storage and handling.
- Peripherals and special effects.
- Pricing:** Finding cost, pricing techniques.
- Menu balancing.
- Selling:** Telephonic techniques, price quotation, booking, client meeting, meeting review, letter of agreement, follow up.

BUSINESS EVENT MANAGEMENT:

- Types of business events: workshop, seminar, conference sales meet, launch etc.
- Understanding facility needs for a business event plan.
- Operation and Management of business event.
- Follow up and retaining client.

TEXT READINGS :

Jenni fer Fernandes	100 Easy to make Goan Dishes
Madhur Jeffery's	Flavours of India
John B.Knight	Quantity Food Production (Planning & Mngt)
S.C. Dubey	Basic Baking
William J. Sultan	Practical Baking
Sudhir Andrews	F & B Service Trg. Manual
Denni R. Lillicrap	F & B Service
John Walleg	Professional Restaurant Service

PRACTICAL

Food Production on the basis of European Cuisine and Larder work.
 Bakery Practical to cover, pies, tarts, puff paste, flaky paste, choux paste and cake decoration.
 Various pastes, pastries & their products- revision patties, puffs, éclair, profit rolls etc.
 Food Production on the basis of and Larder work, Aesthetics skills and European cuisine.
 Bakery Practicals to cover, pies, tarts, puff paste, flakky paste, choux paste and cake decoration.
 Learn how to manage training restaurant as captain.
 To visit different hotels during various parties and banquets and participate i n production and service.
 Revision of service of Spirits, Cocktails, Liqueurs, Aperitifs.
 Revision of making three to six course menus and laying covers accordingly.
 Mock buffet and banquet service practice.

BBA(Hotel Management) Third Year

MAJBBAHM-302 - ACCOMMODATION MANAGEMENT -III

OBJECTIVES:

The student will be aware and get knowledge about:

Explain the basic front office accounting functions & methods of account settlement.

Illustrate foreign exchange encasement procedure.

Summarize starting and ending of shift procedures for cashiers.

Present Assertive communications Approaches,

Knowledge about fabric, origin, and yarn

Duties of Housekeeper,

Horticulture and Interior Decoration

To know about procedure of operating safety lockers Handling of VIP3 CIP and FAM group,

Interdepartmental cooperation and classification of hotels

To know about the First Aid, contract cleaning, Spring cleaning Carpet, Upholstery, drapery upkeep and cleaning

Front Office

UNIT 1

MAINTAINING MASTER FOLIO AND MANAGING PROBLEMS THERE IN:

- a) Vertical tabular ledger
- b) City Ledger
- c) Departmental Bills
- d) Paid out voucher
- e) Miscellaneous charges Voucher
- f) Allowances
- g) Advance
- h) Discounts
- i) Computerized system
- j) Problems handling

UNIT 2

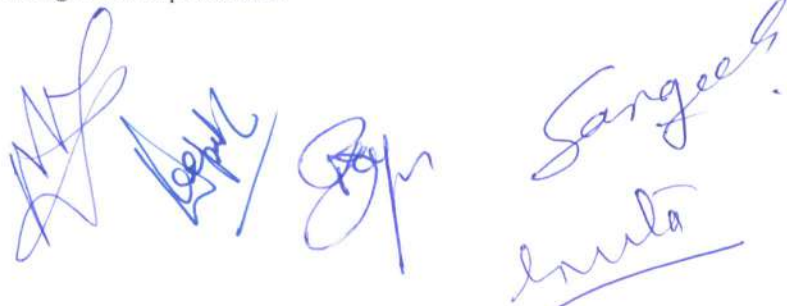
CHECK OUT PROCEDURE:

Information to concerned departments.

PREPARATION OF BILL AND CHECKING OUT GUESTS:

RECEIVING PAYMENTS:

- a) Cash
- b) Credit Card
- c) Bill to Company
- d) Travel Agent voucher
- e) Traveler Cheque
- f) **Cash counter:** Starting and Ending of shift procedure



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FOREIGN EXCHANGE ENCASHMENT PROCEDURE :

- a) Authorized agencies
- b) Licenses and documents used
- c) Different currencies and their Forex rates
- d) Category of guests entitled
- e) Exempted categories
- f) Managing and handling of VIPS, CIPS and FAM tours:

UNIT 3

CUSTOMER CARE :

- a) Guest satisfaction and delight
- b) Handling complaints
- c) Follow up procedures

SAFETY LOCKERS:

- a) House rules
- b) Operational procedure

CLASSIFICATION OF HOTELS:

- a) Classification committee.
- b) Procedure and handling.

Housekeeping

UNIT 4

FIBERS AND FABRICS:

- a) Definition.
- b) Origin and classification.
- c) Characteristics of different fibers - Cotton, Linen, Silk, Polyester, Nylon, Acrylic.

YARNS : - Types.

FINISHES :

- a) Designing, Sizing, Degumming, Weighting, Scouring, Calendaring, Decatizing, Tentering, Shearing,
- b) Flocking, Sanforisation, Mercerization, Napping,
- c) Bleaching, Dyeing, Printing, Singeing,

UNIT 5

PLANNING & ORGANISING HOUSEKEEPING DEPARTMENT:

- a) Physical Survey.
- b) Specification.
- c) Work Study
- d) Work Schedule
- e) Duty Rotas



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THE PHILOSOPHY OF WORK ANALYSIS & IMPROVEMENT -

- a) What is Work Analysis?
- b) Simple questions can uncover serious problems.

PERSONAL QUALITIES OF HOUSEKEEPING DEPARTMENT EMPHASIS ON

- a) Emergencies & dealing with them,
- b) Safety awareness & accident prevention.
- c) First aid box.
- d) Dealing with sick guest. & Sanitization.

UNIT 6

CARE AND CLEANING OF CARPETS, DRAPERS, and UPHOLESTRY:
Routine and spring-cleaning.

PESTS AND RODENTES CONTROLS:

- a) Objectives,
- b) control procedure.

SPRING CLEANING:

- a) Procedure,
- b) implementation and advantages.

UNIT 7

CONTRACT CLEANING:

- a) Different jobs that can be given on contract.
- b) Methods of pricing.
- c) Advantages & Disadvantages.

FIRST-AID:

- a) Objective,
- b) Caring,
- c) Handling various Emergencies,
- d) Preventive action.

PLANNING HOTEL FACILITIES:

- a) Modern trends and norms in general facility planning
- b) Planning facilities as per specific guest requirement
- c) Fire fighting equipments - needs and uses



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TEXT READINGS :

Dennis L.Foster	Front Office Operation & Admn.
Sudhir Andrews	Hotel Front Office Manual
Bruce Braham	Hotel Front Office
Mohini Sethi	Catering Management
Joan C. Branson	Hotel, Hostel & Hospital Housekeeping
Georgira Tucker	The Professional Housekeeper
Anne Effelsberg	Flower Arranging
John Ambulan/Andrews	First Aid Manual
Lane & Dupre	Hospitality world
A. K. Bhatia	International Tourism
Janet Housden	Franchising and other business relationships in Hotels and Catering services
Gray & Liguon	Hotel & Motel Management and operation
Hawade shobo shinasha	Hotel Design
H.L.Kumar	Personal Management in Hotel& Catering Industry

PRACTICALS

Familiarisation of various documents used in cashier's desk: V.T.L., Paid-out, vouchers.
Miscellaneous, charge voucher, other documents,
Preparation of bills
Checking out guests and accepting payments
Forex encashment procedure,
Handling situations.
Starting and ending work shifts at F.O. cash
Laundry/stain removal
Identification, operation of different equipments layout planning and dry cleaning Methods of stain removal
Identification/sampling of different of different weaves and fabrics.
Practice cleaning of checkout room, public area cleaning, public area toilets, reception, banquets etc.
Dealing with emergency -
Event of fire, (b) Event of fumes, (c) Event of gas leakage
First Aid -
Treatment for Minor & Scalds Unconscious. Drunkenness, sunburn. Minor wounds, Choking, Fainting Shock, Nose bleeding, Marine stings.
Dressing of minor wounds & cuts.
Flower arrangement -
Identification of equipment and material required for flower arrangement.
Practice of different styles of flower arrangement.
Revision of previous semester practical.
To practice cleaning and shampooing of carpets.
To organize spring cleaning of a hotel room.
To assign project to students in relation to Theory topics.
Practice on preparation of checkout room, H/K desk handling, complaints.
Visit to hotel to know new concepts if adopted
Revision of shampooing of carpets, spring-cleaning and laundry.
Practice on front office desk, information desk, and cashier desk.
Revision of front office terms



BBA (Hotel Management) Third Year

MINBBAHM - 303 - COMPUTER APPLICATION and HOTEL SOFTWARE PACKAGE-II

COURSE OBJECTIVES

The objective of this course is to:

1. Describe the concept of ERP and the ERP model; define key terms; explain the transition from MRP to ERP; identify the levels of ERP maturity.
2. Explain how ERP is used to integrate business processes; define and analyze a process; create a process map and improve and/or simplify the process; apply the result to an ERP implementation.

UNIT 1

AUTOMATION

Changing ERP/ PMS market, Integration of ERP/ PMS, Data warehousing, Data Mining, Computer Network in ERP/ PMS implementation.

ERP/ PMS & E-Commerce, Future Directives- in ERP/ PMS, ERP/ PMS and Internet, Success and failure factors, Integrating ERP/ PMS into organizational culture, Dealing with employee resistance, Training and Education, data migration, Post Implementation Activities.

Advanced Functional of ERP/ PMS Software Modules.

UNIT 2

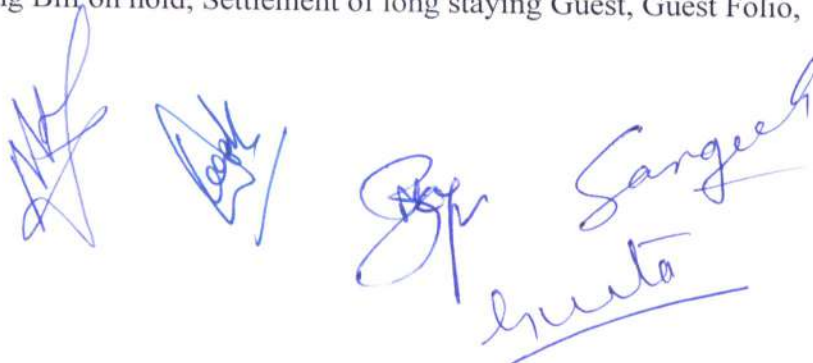
COMPUTER NETWORKING AND HARDWARE MAINTENANCE

- a) Definition and Essentials of computer Network
- b) Types of Network
- c) Network Model: TCP/IP and OSI
- d) Network Terminology
- e) Introduction to component used in Network.

UNIT 3

FRONT OFFICE MODULE

Group Reservation, Group Check in, Black List, Night Audit, Various Reports, Front Office Setup and Master Entry, Handling Bill on hold, Settlement of long staying Guest, Guest Folio, Reports.



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UNIT 4

POINT OF SALE

Session Transfer, Restaurant Setup, Reports.

UNIT 5

HR AND PAYROLL

Requirement Generation, Receive Application, Application status at different level and Interview status. Offer letter and Acceptance, Employee Master Entry. Day to day HR activity, Reports.

UNIT 6

FOOD COSTING and MATERIAL MANAGEMENT

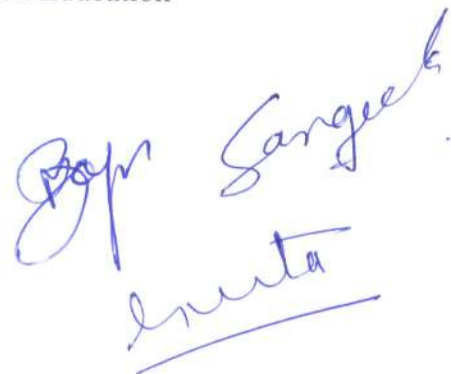
Kitchen Stock Entry, Inter Kitchen transfer, Basic Reports, Purchase Requisition, Purchase Order, Indent Entries, Stock management, Basic reports

TEXT BOOKS

1. Vinod Kumar Garg and Venkitakrishnan N K, "Enterprise Resource Planning Concepts and Practice", PHI.
2. Joseph A Brady, Ellen F Monk, Bret Wagner, "Concepts in Enterprise Resource Planning", Thompson Course Technology.

REFERENCE BOOKS

1. Alexis Leon, "ERP Demystified", Tata McGraw Hill
2. Rahul V. Altekar "Enterprise Resource Planning", Tata McGraw Hill,
3. Vinod Kumar Garg and Venkitakrishnan N K, "Enterprise Resource Planning – A Concepts and Practice", PHI
4. Mary Summer, "Enterprise Resource Planning"- Pearson Education



PRACTICAL:

How to make Group Reservation
Create, Check and Update Guest Folios
Check –in of a Group
How to handle Bill on hold
How to tally allowance for the day at night
How to tally paid outs for the day at night
How to tally forex for the day at night
How to Check Out a Guest Folio
Check –Out of a long staying guest
How to do Night Audit
Reports to be print at night audit process
Restaurant Setup and Session transfer.
Requirement generation and Receiving of application
Status of Application and Interview
Offer letter Acceptance and Documentation
Recruitment process, Employee master entry and Day to day HR activity
Kitchen stock entry and Inter kitchen transfers
Generation of special reports for all Modules



Sangeeta
Arvita

BBA (Hotel Management) Third Year

ELCBBAHM-003: HUMAN RESOURCE MANAGEMENT

Course Objective:

- To develop an insight into meaning nature scope and value of contemporary approach to human
- Resource management in an organization on.
- To describe organization of a human resource management functionary in an establishment.
- To identify attributes of a successful personnel manager.
- To impart knowledge and techniques involved in human resource planning, job-analysis, and job-design.
- To explain various methods of recruitment, selection, induction and placement.
- To develop the importance and methods adopted for training and development of employees in today's Environment in workplace,
- To discuss matters relating to job evaluation & job changes, pertaining to employee separation.

Course Content:

Unit 1:

Introduction : Nature, Scope and Concept of Human Resource Management, Human Resource Management as a profession, Objective, importance and functions of Human Resource Management.

Organization of personnel Department, Qualities and role of Personnel Manager.

Characteristics of Hospitality Industry for a Human Resource Manager. HRD as responsibility of all Managers.

Procurement of Human Resources: Human Resource Planning -Concept and objectives, Need and importance Process and Levels of Human Resource Planning, Problems and Guidelines for Human Resource Planning.

Unit 2:

Job Analysis and Job Design: Concept and uses of job analysis, Process and methods of job analysis, Job description and job specification, Role analysis, Concept of job design, Approaches and methods of job design.

Recruitment and Selection: Meaning and process of Recruitment, Recruitment policy and organization, Sources and techniques of Recruitment, Recruitment practices in India, Meaning and process of selection tests and interviews.



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Unit 3:

Placement and Induction: Concept of Placement, Concept and objectives of Induction in India Industries, Contents of induction program, How to make induction effective, Advantages of forma induction

Unit 4:

Training and Development: Concept and need of training, Importance and objectives of training, Identifying training needs, Designing a training program, Methods of training Evaluation & training effectiveness, Re-training.

Unit 5:

Executive Development: Concept and objectives, Importance and process, techniques, Principles of Executive development.

Performance Appraisal: Concept and objectives, Uses and process, Problems in performance appraisal3 Essentials of effective appraisal system, Methods and techniques of appraisal, Appraisal of managers, Appraisal interview, Appraisal of potential,

Unit 6:

Job Changes: Transfers, Promotions and Separations, Purposes of job changes, Concept and objectives of transfer, Types of transfer, Transfer policy, Concept and bases of promotion, Promotion policy, Demotion, Types of Separations.

Concept of TQM: Purpose of TQM, Vision, Measurement of TQM, Training & re-training, Business improvement process and action plan.

TEXT READINGS :

David A Decenzo
H ,L Kumar
Chapman & Hall
Dr. C.B, Gupta
Mirza S. Saiyadain
William B. Wether

Personnel/Human Resource Management
Personnel Mngt. in Hotel & Catering Industry
Behavioural studies in Hospitality Management
Human Resource Management
Human Resource Management
Human Resource & Personnel Management

Dr. Sangeeta
Sangeeta

BBA (Hotel Management) Third Year

VOCBBAHM-003 - MANAGEMENT CONCEPT AND DECISION MAKING CONCEPT

Course Objective:

- To impart a systematic and fundamental knowledge about growth and functions of management.
- To explain the role of a modern professional manager in an organization.
- To establish significance, process and techniques involved in basic managerial function i.e. planning, decision making, organizing, directing and controlling.
- To provide basic theories about project management.
- To develop case study method of learning and problem solving.
- To aware with the Principles & Practices of Management.
- To understand the phases of decision making process, various models in decision making process.
- Methodology for resolving complex situation.
- The case approach to decision making, Techniques used for management of project stage activities.

COURSE CONTENT:

Unit 1:

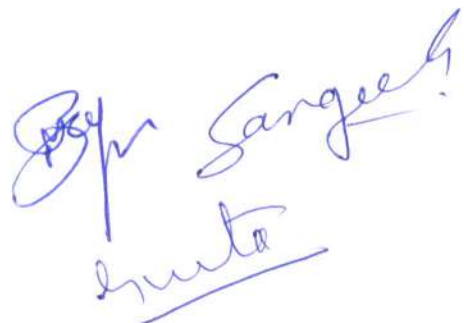
The Nature of Management : Definition and role of management , Functions of Manager, Scientific Management, Human Relations school of Management, Contingency Theory of Management.

Unit 2:

Planning: Nature and Purpose of Planning, Components of Planning, objective of Business Management by Objectives, Forecasting, Decision Making, Policy Formulation and Strategies.

Unit 3:

Organizing: Nature of Purpose of Organizing, Departmentation, Span of management, Delegation of Authority, Line and Staff Relationships.



Sangeetha

Unit 4:

Directing Process: Principles of Direction, Problems in Human Relation, Strategies for Establishing Healthy Human Relations.

Control : Meaning and Process of Control, Control Techniques.

Unit 5:

Decision Making Models: Phases in decision making process, Types of managerial decisions, Models of decision making process, Techniques used in various stages of decision making, Overcoming barriers in effective decision making

Unit 6:

Project Management Techniques: Meaning of project, Network analysis, Critical path method, Program evaluation and review technique, Time and cost relationship, Resource allocation

TEXT READINGS

Following is the list of suggested books where from cases can be dealt

Lewis, Chamers, Chacko	:	Marketing Leadership in Hospitality
James A Baroli	:	Front Office Management
Diltmer and Giffin	:	Hospitality Industry
C.F.Shortt	:	Food and Beverage Management
B.K.Punia	:	Tourism Management – Problems and Prospects
Principles of Management	:	Haroid Koontz, O'Donnel and Heinz Welhrich New York: McGraw Hill Book Co
James R. Keiser:		Principles and Practices of Management in Hospitality Industry
Harold Koontz/Keith :		Essential of Management- Management a global Perspective
L.M. Prasad :		Principles and Practices of Management
P.C.Tripathi :		Principles of Management
Joseph L. Massie:		Essentials of Management.



BBA (Hotel Management) Third Year

Hindi Language

To be declared by NEP



BBA (Hotel Management) Third Year

English

To be declared by NEP

 *Sangeet*

BBA (Hotel Management) Third Year

Digital Awareness

To be declared by NEP

BBA (Hotel Management) Third Year

**Personality Development
and
Carrier Building**

To be declared by NEP