

## BACHELOR OF HOTEL MANAGEMENT (BHM)

Choice Based Credit System (C.B.C.S) Syllabus and Scheme of Examination

(With effect from the Academic Year 2020-2021)

### BHM Degree Semester-II

	Paper Code	Subjects	Teaching Scheme		Examination Scheme			
		Title of the Paper	No of Hours		Credits	IA	EE	Total Marks (100)
			T	P				
<b>PART 1</b>		First Language (English)	4	-	3	25	75	100
		Second language (Telugu/Hindi/Sanskrit/Urdu)	4	-	3	25	75	100
		Life Skills Course	2		2		50	50
		Skill Development Course	2 + 2	-	2 + 2	-	-	100
<b>PART 2</b>	<b>BHM 201</b>	Bakery	4	-	4	25	75	100
		Bakery Practicals		2	1		50	50
	<b>BHM 202</b>	Front Office-I	4	-	4	25	75	100
		Front Office-I Practicals		2	1		50	50
	<b>BHM 203</b>	Accommodation Operation-I	4	-	4	25	75	100
		Accommodation Operation-I Practicals		2	1	-	50	50
<b>Total Marks</b>			26	06	27			800

# **SRI VENKATESWARA UNIVERSITY: TIRUPATI**

## **FIRST YEAR BHM 201/ BAKERY**

### **SECOND SEMESTER**

**Revised Syllabus under CBCS W.E.F. 2020-21**

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#### **Learning Outcomes:**

Upon Completion of the course the student will be able to

- Outline the principles of mixing proofing and baking techniques.
- List types and characteristics of ingredients used in quick breads
- Distinguish between batters and doughs
- Gain knowledge about the methods and techniques of baking, decorating and baking equipment and utensils
- Aware of types, Preparation and procedures for making cakes, breads and biscuits
- Discuss the types, purpose and use of various starches and sweetening agents in bread making.
- Emphasize the techniques of garnishing and methods of serving.
- Prepare and serve a variety of puddings, pastry, cakes and biscuits

#### **Unit – I**

##### **INTRODUCTION TO BAKERY:**

- Baking, History of baking
- Importance of baking
- Principles of baking and fermented Products.
- Traditional & Modern baking, commercial baking.

#### **Unit – II**

##### **PRINCIPLES OF BREAD MAKING:**

- Ingredients used in baking - Flour, baking powder, Yeast, eggs, Fat, Essence their need and importance.
- Salt sugar, improving agents (Natural & Artificial) their role an importance.
- Time and temperature-Role of time and temperature in baking.

#### **Unit – III**

##### **BREAD MAKING PROCESS:**

- Ingredients used in bread preparation
- Method of bread making
- Changes taking place during fermentation of bread

- Bread Faults in bread - causes of bread faults - measures to control faults in bread
- Bread Improver
- Bread diseases - Rope and Mold disease.

#### **Unit – IV**

##### **CAKES AND CAKE DECORATION:**

- Cake making methods - Ingredients used in cake preparation
- Cake faults and their remedies
- Types of cakes
- Cake decoration - equipments used
- Icing – Method of preparation
- Types of Icing & its usage

#### **Unit – V**

##### **BISCUITS, PUFFS AND PASTRY:**

- Methods of making biscuits
- Puff, pastry -Types – Preparatory methods
- Meringues – Definition, Types : Hot & Cold
- Boiled – Italian Meringues
- Preparation method – care to be taken for a perfect Meringue

##### **REFERENCES:**

- Textbook of Bakery and Confectionery Paperback -January 2012 by Ashok kumarY
- Theory of Bakery and Patisserie: For students of Diploma and Food
- Craft courses in Hotel Management Paperback – May 2018by Parvinder S.Bali
- Cupcakes and Muffins 100 Everyday Recipes (100 Recipes) Hardcover – Jan 2015 by Parragon
- The Big Book of Treats Paperback –Mar 2014by Pooja Dhingra.

**BHM 201**  
**BAKERY -PRACTICALS**

S.NO	TOPIC	METHOD
1	Equipments <ul style="list-style-type: none"> <li>• Identification</li> <li>• Uses and handling</li> </ul> Ingredients - Qualitative and quantitative measures	Demonstration by instructor and applications by students
2	<b>BREAD MAKING</b> <ul style="list-style-type: none"> <li>• Demonstration &amp; Preparation of Simple and enriched bread recipes</li> <li>• Bread Loaf (White and Brown)</li> <li>• Bread Rolls (Various shapes)</li> <li>• French Bread</li> <li>• Brioche</li> </ul>	Demonstration by instructor and applications by students
3	<b>SIMPLE CAKES</b> <ul style="list-style-type: none"> <li>• Demonstration &amp; Preparation of Simple and enriched Cakes, recipes</li> <li>• Sponge, Genoise, Fatless, Swiss roll</li> <li>• Fruit Cake</li> <li>• Rich Cakes</li> <li>• Dundee</li> <li>• Madeira</li> </ul>	
4	<b>SIMPLE COOKIES</b> <ul style="list-style-type: none"> <li>• Demonstration and Preparation of simple cookies like</li> <li>• Nan Khatai</li> <li>• Golden Goodies</li> <li>• Melting moments</li> <li>• Swiss tart</li> <li>• Tri colour biscuits</li> <li>• Chocolate chip</li> <li>• Cookies</li> <li>• Chocolate Cream Fingers</li> <li>• Bachelor Buttons.</li> </ul>	Demonstration by instructor and applications by students
5	<b>METHOD OF MAKING BISCUITS</b> <ul style="list-style-type: none"> <li>• Types – Rolled, Drop, Scones and Short Cakes</li> </ul> <b>METHOD OF MAKING PUFF PASTRY</b> <ul style="list-style-type: none"> <li>• Types – Half, Three quarter, Full and Inverted</li> </ul> <b>METHOD OF MAKING MERINGUES</b> <ul style="list-style-type: none"> <li>• Types – French, Italian and Swiss</li> </ul>	Demonstration by instructor and applications by students

**REFERENCES:**

- Textbook of Bakery and Confectionery Paperback -January 2012 by Ashok kumarY
- Theory of Bakery and Patisserie: For students of Diploma and Food
- Craft courses in Hotel Management Paperback – May 2018by Parvinder S.Bali
- Cupcakes and Muffins 100 Everyday Recipes (100 Recipes) Hardcover – Jan 2015 by Parragon

**MODEL QUESTION PAPER**  
**BHM 201**  
**SUB: - FOOD PRODUCTION-II**  
**BAKERY**

**Time: 3Hrs**

**Max Marks: 75**

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**Part A**

**Answer any *Five* of the following question.**

**(5X5=25M)**

1. Define baking and its Importance?
2. Write the role of yeast in Baking?
3. What is meant by faulty bread?
4. Write a short notes on types of Icing?
5. Write a flow chart for the preparation of Meringue?
6. Write the importance of baking powder in baking?
7. Listout the ingredients used to make Biscuits?
8. Write about the remedial measures for Cake faults?

**Part-B**

**Answer All The Questions. Each question carries 10 marks**

**(5X10= 50M)**

9. (A) Write an essay on history and importance of baking?  
(Or)  
(B) Explain in detail about Traditional, Modern and Commercial baking?
10. (A) Write role of Temperature and Time in baking?  
(Or)  
(B) What are Improving agents, explain their types and significance in baking?
11. (A) Listout the ingredients used in bread preparation?  
(Or)  
(B) Write about different methods of cooking and Compare baking with different method of cooking?
12. (A) Write an essay on types of cakes and cake decorations?  
(Or)  
(B) Write the procedure for Cake making and listout the ingredients?
13. (A) Explain the methods of making biscuits in detail?  
(Or)  
(B) Write an essay on French, Swiss and Italian Meringues?

**SRI VENKATESWARA UNIVERSITY: TIRUPATI**  
**FIRST YEAR BHM 202/ FRONT OFFICE-I**  
**SECOND SEMESTER**  
**Revised Syllabus under CBCS W.E.F. 2020-21**  
**FRONT OFFICE-I**

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**Learning Outcomes:**

**At the end of the course students will be able to**

- Recognize different sections in the front office and their roles and responsibilities.
- Explain the reservation concepts and procedures in the front office department.
- Describe the reception procedures in checking in and checking out guests.
- Comprehend the integrated functions of the front office in the hotel industry
- Explain that the primary function of front office staff is to coordinate guest services.
- Identify and realizes the analysis of room prices, revenues, expenses and auditing in front office
- Acquire knowledge about different types of rooms-single, twin, double etc. Facilities and guest cycle pre-arrival, arrival, occupancy, departure.

**UNIT-I**

**INTRODUCTION TO TOURISM, HOSPITALITY & HOTEL INDUSTRY**

- Tourism and its importance
- Hospitality and its origin
- Hotels, their evolution and growth

**UNIT-II**

**CLASSIFICATION OF HOTELS**

- Size
- Star
- Location & clientele
- Ownership basis
- Independent hotels
- Management contracted hotel
- Chains
- Franchise/Affiliated
- Supplementary accommodation
- Time shares and condominiums
- Classification of timeshares
- Types of accommodation and their size

**UNIT-III**

**TYPES OF ROOMS**

- Single, Double, Twin
- Suits

## **TARIFF STRUCTURE**

- Basis of charging
- Plans, competition, customer's profile, standards of service & amenities
- Hubbart formula
- Different types of tariffs
- Rack Rate
- Discounted Rates for Corporate, Airlines, Groups & Travel Agents

## **UNIT-IV**

### **FRONT OFFICE ORGANIZATION**

- Brief Introduction to hotel core area with a special reference to Front office.
- Function areas
- Front office hierarchy
- Duties and Responsibilities
- Personality traits
- Layout
- Front office equipment (Non automated, Semi automated and Automated)
- Functions

## **UNIT-V**

### **ARRIVALS**

- Preparing for guest arrivals at Reservation and Front office
- Receiving of guests
- Pre-registration
- Registration (Non automatic, Semi-automatic and automatic)
- Relevant records for FITs, Groups, Air crews & VIPs

### **DURING THE STAY ACTIVITIES**

- Information services
- Message and Mail Handling
- Key Handling
- Room selling technique
- Hospitality desk
- Complaints handling
- Guest handling
- Guest history

## **REFERENCE BOOKS**

- Hotel Front Office Management James.A.Bardi
- Front Office Management — S.K. Bhatnagar

**BHM202**  
**FRONT OFFICE-I -PRACTICALS**

S.No.	Topic
1	Appraisal of front office equipment and furniture
2	Rack, Front desk counter & bell desk
3	Filling up of various proforma
4	Welcoming of guest
5	Telephone handling
6	Role play: Arrivals Luggage handling Message and mail handling Paging
7	Hot function keys
8	Create and update guest profiles
9	Send confirmation letters
10	Printing registration cards
11	Pre-register a guest
12	Put message and locator for a guest
13	Check—in a walk-in guest
14	Maintain guest history
15	Issue a new key
16	Verify a key
17	Cancel a key
18	Issue a duplicate key
19	Extend a key

**REFERENCEBOOKS:**

- HotelFrontOfficeManagement—James.A.B a r d i
- FrontOfficeManagement—S.K.Bhatnagar



**MODEL QUESTION PAPER**  
**BHM 202-SUB: FRONT OFFICE-I**  
**1 Year, II Semester**

**Time: 3Hrs**

**Marks: 75**

PART-A

**Answer the following Questions (any five)**

**5X5=25Marks**

1. What is Timeshare, referral chain & condominiums?
2. What is supplementary accommodation & Give Examples?
3. Draw the layout of front office?
4. Briefly explain what is independent hotel?
5. Draw the Flowchart of check-in procedure?
6. Explain the following.
  - a) Sica
  - b) Penta house
  - c) Duplex
  - d) Adjoining rooms
7. Match the following.

A

- (a) Quad
- (b) Double
- (c) Cabana
- (d) Hollywood

B

- Two double bed
- Swimming pool
- Single Head Board
- Four Beds

8. Name automated equipments of front office?

PART-B

**Answer All The Questions. Each question carries 10 marks**

**(5X10= 50M)**

9. (A) Write about Hospitality and its origin  
(Or)  
(B)? Explain the evolution of hotel and its growth
10. (A) Name supplementary accommodation & explain?  
(Or)  
(B) Define classification of hotels with suitable examples?
11. (A) Name and explain different types of rooms?  
(Or)  
(B) Write an essay on different types of Tariffs and Rack rate?
12. (A) Explain duties and responsibilities of the Front office personnel?  
(Or)  
(B) Write in detail about Front office hierarchy and layout?
13. (A) Write about the Records maintain by the front office with regard to Guest arrival and pre-registration?  
(Or)  
(B) Write an essay on functions and services of hospitality desk?

**SRI VENKATESWARA UNIVERSITY: TIRUPATI**  
**FIRST YEAR BHM 203/ ACCOMMODATION OPERATION-I**  
**SECOND SEMESTER**  
**Revised Syllabus under CBCS W.E.F. 2020-21**  
**ACCOMMODATION OPERATION-I**

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**Learning Outcomes:**

On successful completion of course learners will be able to

- Explain various cleaning routine in guest rooms and public area.
- Understand the coordination between housekeeping and other departments.
- Gain knowledge about recruiting Hiring and selection procedures of employees for housekeeping.
- Identify various functions of control desk.
- Differentiate various types of beds and bed making maintenance.
- Classify the hotels in terms of their ownership, management and levels of service
- Discuss the various steps involved in the reservation process of guest and issues related to maintaining security, luggage handling etc.
- Know the importance of Safety and Security

**Unit-I**

Introduction to Hotel Industry – Classification of Hotels – Star rating of Hotels – Housekeeping Department – Importance of Housekeeping – Duties & Responsibilities of Housekeeping Department & Staff – Organizational Structure of Housekeeping department– Housekeeping staff Personal traits.

**Unit –II**

Layout of the Housekeeping Department – Co-ordination of House keeping with other departments in the hotel – The professional Housekeeper – Housekeeping in other Institution – Managing Housekeeping Personnel- Duties of house keeper.

**Unit – III**

Determining staff strength – Recruiting – selecting – Hiring – Orienting – Training - scheduling motivating employees – Performance appraisal – Job Analysis – Team work and Leadership – Employee Welfare and Discipline.

#### **Unit – IV**

Rooms, Cleaning of rooms, Different types of cleaning, Daily, Weekly , Monthly, spring / annual cleaning, Bed -Size Types of bed, Bed making (Day bed-Evening bed) Mitre corner.

#### **Unit – V**

Keys - Types of Keys – Computerized key card – Key control Leave Application procedure – Gate Pass Procedure – Safety and security – Safety awareness and accident prevention – Fire safety and crime-prevention

#### **REFERENCES:**

- The Handbook on Leading quality Assurance: Hotel / Cruise-lines Housekeeping Services by Cletus Fernandes | October2020
- Fundamentals of Hotel Housekeeping: Operations & Management by Deepak Singh Negi & Dr. Shiv Mohan Verma | January2020.
- Hotel, Hostel and hospital, housekeeping, Branson, Joan, CeLemox (Hodder and Stoughton), 2003
- Housekeeping Supervision: Fellows, John (Pitmanpublishers)
- Commercial Housekeeping and maintenance: Iris Jones (StanleythornoxPub)

**FIRST YEAR II SEMESTER  
BHM-203 ACCOMMODATION OPERATION-I  
PRACTICALS**

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**PRACTICALS:**

1. Cleaning – Different surfaces -Types of Cleaning
2. Room cleaning and Bath Room cleaning procedure – Linen room cleaning procedure
3. Cleaning procedure of carpet.
4. Bed making.
5. Drawing Housekeeping layout in various types of Hotels.

**REFERENCES:**

- The Handbook on Leading quality Assurance: Hotel / Cruise-lines Housekeeping Services by Cletus Fernandes | October2020
- Fundamentals of Hotel Housekeeping: Operations & Management by Deepak Singh Negi & Dr. Shiv Mohan Verma | January2020.
- Hotel, Hostel and hospital, housekeeping, Branson, Joan, CeLemox (Hodder and Stoughton), 2003
- Housekeeping Supervision: Fellows, John (Pitmanpublishers)
- Commercial Housekeeping and maintenance: Iris Jones (StanleythornoxPub)

**II-Semester**  
**BHM 203 – ACCOMMODATIONOPERATION-I**  
**Model Question Paper**

**Time: 3Hrs**

**Max.Marks:75**

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**Section-A**

**Answer any *Five* of the following question.**

**(5X5=25M)**

1. Write a short notes on classification of hotels?
2. Describe the star rating of hotels?
3. Write about the importance of housekeeping in the hotel?
4. Write any five personal attributes of housekeeping staff?
5. Write about principles of cleaning?
6. Write any five amenities of housekeeping department?
7. Write about different types of Keys used in hotel?
8. Write the Training schedule of housekeeping staff?

**Section-B**

**Answer All The Questions. Each question carries 10 marks**

**(5X10= 50M)**

9. (A) Write an essay on Organizational structure of Housekeeping department?  
(Or)  
(B) Write about the Personal traits of Housekeeping staff?
10. (A) Describe the coordination of Housekeeping with other departments in the Hotel?  
(Or)  
(B) Explain about Duties and Responsibilities of a Professional Housekeeper?
11. (A) Describe the procedure of Recruitment, Selection and Training of Housekeeping Staff?  
(Or)  
(B) Write the importance of Team work in a Hotel?
12. (A) Explain about different types of beds and bed making in a Hotel?  
(Or)  
(B) Write about different types of Cleaning Procedures?
13. (A) Describe the planning of Housekeeping operations?  
(Or)  
(B) Write about different types of Keys and Key control?