

SEMESTER IV MAJOR – I
BHM275 - ACCOMMODATION MANAGEMENT - I (THEORY + PRACTICAL)
THEORY - HOURS ALLOTTED: 60 MAXIMUM MARKS: 100
PRACTICAL - HOURS ALLOTTED: 120 MAXIMUM MARKS: 200

Front Office Management				
S.No.	Topic	Theory Hours	Practical Hours	Weight age
1	Planning & Evaluating Operations <ol style="list-style-type: none"> 1. Management Functions Planning, Organizing, Coordinating, Staffing, Leading, Controlling, Evaluating. 2. Establishing Room Rates <ul style="list-style-type: none"> • Market Condition Approach • Rule of Thumb Approach • Hubbart Formula Approach 3. Forecasting Room Availability <ul style="list-style-type: none"> • Forecasting data • Forecast Formula • Sample Forecast Forms 4. Budgeting for Operations <ul style="list-style-type: none"> • Forecast Room revenue • Estimating Expenses • Refining Budget Plans 5. Evaluating Front Office Operations <ul style="list-style-type: none"> • Daily Operations Report • Occupancy ratios • Room Revenue Analysis • Hotel Income Statement • Rooms Division Income Statement • Rooms Division Budget Reports • Operating Ratios • Ratio Standards 	20	Case Study 8 Assignment 8 Assignment 8 Case Study & S/W Hands-On 26	35%
2	Hospitality Technology System <ul style="list-style-type: none"> • Evaluating Hospitality Technology <ul style="list-style-type: none"> - Competitive advantage - Productivity Improvement - Profitability Enhancement • Property Management Systems • PMS Interface • Point of Sale Systems • Sales & Catering Systems • Hospitality Accounting Systems • E-Commerce • Data Security-Data privacy of guests 	20	Assignment 15 Case Study & S/W Hands-On 25	35%
3	Market Segmentation & The Hospitality Industry <ul style="list-style-type: none"> • Geographic Segmentation 	15	Assignment & Case	25%

	<ul style="list-style-type: none"> • Demographic Segmentation • Benefit & Need Segmentation • Psychographic Segmentation • Combining Segmentation Techniques • The Pendulum Swings Towards Value 		Study 10+10	
4	Security Of Guests, Staff & Hotel <ul style="list-style-type: none"> • Security of personnel- Guests & employees • Security of property- Building, equipment, software and other resources • DO's & DON'T's for the FO staff 	5	Assignment 10	5%

NOTE: 1. Students may be given assignments and case studies individually or in groups. They should visit the hotels to collect data and information.

2. PMS Software with required reporting system may be procured by the institute to be used by the students to do the required practical hands-on activities.

SEMESTER IV MAJOR – II
BHM276 - ACCOMMODATION MANAGEMENT – II (THEORY)
HOURS ALLOTTED: 60 MAXIMUM MARKS: 100

HOUSEKEEPING			
S.No	TOPIC	Hours	Weightage
1	SAFETY AND SECURITY <ol style="list-style-type: none"> a. Lost and found b. Key control c. HACCP d. Fire safety and fire fighting e. Potential hazards in housekeeping f. First aid g. Crime prevention h. Safety awareness and accident prevention i. Dealing with emergencies like bomb threat, thefts, death etc j. Modern technology for safety and security 	14 Th	20% Assignment
2	INTERNATIONAL HYGINE AND CLEANING STANDARDS	2 Th	5% Assignment
3	WASTE MANAGEMENT <ol style="list-style-type: none"> a. 3 R's of waste management b. Garbage segregation c. Disposal d. Composting e. Energy generation 	4Th	10% Assignment
4	ECO-FRIENDLY PRACTICES <ol style="list-style-type: none"> a. Housekeepers role in a green property b. Guest supplies c. Cleaning agents d. Energy conservation e. Water conservation <ul style="list-style-type: none"> • Indoor air quality Program • Fighting molds f. System of certifying an ecotel 	6 Th	15% Assignment
5	OUT SOURCING <ol style="list-style-type: none"> a. Need b. Jobs outsourced c. Steps involved when hiring a contract d. Contract details 	2 Th	5%
6	HOUSEKEEPING IN INSTITUTIONS OTHER THAN HOTELS <ol style="list-style-type: none"> a. Hospitals b. Hostels 	4 Th	5% Assignment

	<ul style="list-style-type: none"> c. Malls d. Residential e. Offices f. Universities g. Other commercial areas 		
7	<p>LINEN</p> <ul style="list-style-type: none"> a. Type of fibers and their characteristics b. Fabric construction <ul style="list-style-type: none"> ➤ Fiber to fabrics ➤ Weaving and types of weaves ➤ Knitting ➤ Netting ➤ Felting ➤ Bonding ➤ Braiding c. Fabric finishes d. Types of fabrics commonly used in hotels 	8 Th	10% Assignment
8	<p>HORTICULTURE</p> <ul style="list-style-type: none"> a. Essential components of horticulture b. Landscaping – <ul style="list-style-type: none"> ➤ Bubble diagrams ➤ Concept plans ➤ Draft designs ➤ Final landscape design c. Bonsais <ul style="list-style-type: none"> ➤ Why gaining importance ➤ Elements of Bonsai ➤ Converting a tree into a Bonsai ➤ Care ➤ Styles 	6 Th	10% Assignment
9	<p>HOUSE KEEPING STORE</p> <ul style="list-style-type: none"> a. Indenting b. Managing recycled and non recycled inventories c. Issuing procedures d. Records maintained 	2 Th	5%
10	<p>HOUSE KEEPING CONTROL DESK</p> <ul style="list-style-type: none"> a. Importance b. Responsibilities c. Handling telephone calls d. Handling difficult situations e. Handling software 	4 Th	5%

11	FLOORS AND PUBLIC AREA <ul style="list-style-type: none"> a. Floor pantry <ul style="list-style-type: none"> ➤ Types ➤ Layout ➤ Physical features ➤ Managing floor pantries – opening of a shift, handing over and records maintained b. Modern cleaning material <ul style="list-style-type: none"> ➤ Agents – composition, action, use and precautions ➤ Equipments c. Scheduling of jobs <ul style="list-style-type: none"> ➤ Daily ➤ Weekly ➤ Special/periodic 	8 Th	10%
Total		60 hrs	

BHM276 – ACCOMMODATION MANAGEMENT – II (PRACTICAL)
HOURS ALLOTTED: 120 MAXIMUM MARKS: 200

S.NO	TOPIC	HOURS
1	FIRST AID <ul style="list-style-type: none"> • KIT • Dealing with various situations. (Allergies, Burns, Bleeding, clothes on fire, fainting, fractures, Heart attack, Sprain, Shock, Stroke) • Disaster Management 	20
2	FIRE <ul style="list-style-type: none"> • Care and maintenance of fire extinguishing devices • Fire drill 	12
2	TEAM CLEANING (ROUTINE, SPECIAL AND SPRING CLEANING/ DEEP CLEANING) <ul style="list-style-type: none"> • Guest room and bathrooms • Public area • Surfaces like marble, wood etc. 	28
3	GUEST ROOM AND PUBLIC AREA INSPECTION AND ROUTINE SYSTEMS <ul style="list-style-type: none"> • Use of checklists • Floor log register • Floor register • Room boy card 	12
4	REPORTING MAINTAINANCE AND FOLLOW UP	8
5	HANDLING HOUSE KEEPING SOFTWARE- (any one commonly used internationally)	20
6	HORTICULTURE <ul style="list-style-type: none"> • Basic gardening tips • Tools and equipments • Landscape designing • How to make a bonsai (Demonstration) 	20
TOTAL		120

BHM281 - FINANCIAL MANAGEMENT
HOURS ALLOTTED: 60 MAXIMUM MARKS: 100

S.No.	Topic	Hours
01	FINANCIAL MANAGEMENT MEANING & SCOPE A. Meaning of business finance B. Meaning of financial management C. Objectives of financial management	02
02	FINANCIAL STATEMENT ANALYSIS AND INTERPRETATION A. Meaning and types of financial statements B. Techniques of financial analysis C. Limitations of financial analysis D. Practical problems	05
03	RATIO ANALYSIS A. Meaning of ratio B. Classification of ratios C. Profitability ratios D. Turnover ratios E. Financial ratios F. Du Pent Control Chart G. Practical Problems	12
04	FUNDS FLOW ANALYSIS A. Meaning of funds flow statement B. Uses of funds flow statement C. Preparation of funds flow statement D. Treatment of provision for taxation and proposed dividends (as non-current liabilities) E. Practical problems	10
05	CASH FLOW ANALYSIS A. Meaning of cash flow statement B. Preparation of cash flow statement C. Difference between cash flow and funds flow analysis D. Practical problems	12
06	FINANCIAL PLANNING MEANING & SCOPE A. Meaning of Financial Planning B. Meaning of Financial Plan C. Capitalisation D. Practical problems	06
07	CAPITAL EXPENDITURE A. Meaning of Capital Structure B. Factors determining capital structure	05

	<ul style="list-style-type: none"> C. Point of indifference D. Practical problems 	
08	<p>WORKING CAPITAL MANAGEMENT</p> <ul style="list-style-type: none"> A. Concept of working capital B. Factors determining working capital needs C. Over trading and under trading 	02
09	<p>BASICS OF CAPITAL BUDGETING</p> <ul style="list-style-type: none"> A. Importance of Capital Budgeting B. Capital Budgeting appraising methods C. Payback period D. Average rate of return E. Net Present Value F. Profitability index G. Internal rate of return H. Practical problems 	06

BHM282 - BUSINESS ETHICS AND LAW
HOURS ALLOTTED: 60 MAXIMUM MARKS: 100

S.No.	Topic	Hours	Weight age
1.	<p>BUSINESS ETHICS</p> <p>Definition of business ethics Need for ethics in hotel business Ethics and moral values Theories of moral development Lawrence Kohlberg's theory Carol Gilligan theory</p>	6	20
2.	<p>AREAS OF ETHICS IN HOTEL INDUSTRY</p> <p>Dealing with a staff Dealing with guests and their belongings Following duty hours Safety and security in the hotel Dealing with lady guests Code of ethics</p>	6	10
3.	<p>BUSINESS LAW</p> <p>Introduction to law Evolution of law Classification of law</p>	4	5
4.	<p>INDIAN CONTRACT LAW</p> <p>Definition of contract, proposal, agreement, consideration etc., Essentials of valid contract Competent parties Types of parties – valid, void and voidable Performance of contract Discharge of contract Remedies for breach of contract Indemnity and guarantee</p>	8	10
5	<p>CONSUMER PROTECTION ACT</p> <p>Definitions – Consumer, complaint, defect in goods, deficiency in service, unfair trade practice, restricted trade practice Procedure for redressal of grievances before district forum, state commission and national commission Other related provisions</p>	6	10
6	<p>SALE OF GOODS ACT</p> <p>Essentials of valid sale</p>	3	5

	<p>Conditions and warranties Unpaid seller and his rights Rights and duties of seller and buyer</p>		
7	<p>FOOD ADULTERATION ACT</p> <p>Principles of food laws regarding prevention of food adulteration, definition, authorities under the act Powers of various authorities under the act Procedure of taking a sample purchase right, warranties, guest control order or food services order in force from time to time. Essential commodities and AGMARK etc.,</p>	5	10
8	<p>SHOPS AND ESTABLISHMENTS ACT</p> <p>Procedure relating to registration of hotels, lodges, eating houses, restaurants and other related provisions</p>	2	5
9	<p>ENVIRONMENTAL PROTECTION ACT – IMPORTANT PROVISIONS</p> <p>The water (Prevention and control of pollution) Act The air (Prevention and control of pollution) Act</p>	2	5
10	<p>LICENSES AND PERMITS</p> <p>Licenses and permits for hotels and catering establishments Procedure for procurement, buy laws of hotels and restaurant under municipal corporation Renewal suspension and termination of licenses</p>	6	10
11	<p>INDUSTRIAL LEGISLATION</p> <p>Factory Act – Definition of factory, worker, health safety and welfare provisions Industrial disputes act – definition of industry, manufacturing process, industrial dispute, provisions relating to strike, lock-out, retrenchment, lay-off and authorities for settlement of industrial disputes Payment of wages act- definition of wages, authorized deductions from wages Workmen’s compensation act – definition of dependent, disablement, occupational disease, liability of the employer to pay compensation and amount of compensation</p>	12	10

BHM283 - BUSINESS ECONOMICS
HOURS ALLOTTED: 30 MAXIMUM MARKS: 50

S.No.	Topic	Hours	Weight age
1	<p>Introduction:</p> <p>Economic activities, non-economic activities, nature and scope of business economics. Micro economics, Macro-economics. Inducting and deducting approaches graphs – concepts of scope – utility – cardinal and ordinal utility. Law of diminishing marginal utility; Law of equi. Marginal utility</p>	2 hours	5%
2	<p>Demand Supply and Market Equilibrium:</p> <p>Demand – Meaning – Individual demand – Law of Demand – Properties of Demand curve. Income effect and substitution effect. Exceptions to the law of Demand. Individual Demand and Market Demand, Demand Function, Determinants of Demand, Determinants of Market Demand. Shift of Demand Vs Movememnt along a Demand Curve. Elasticity of Demand. Price Elasticity – Meaning and Measurement. Price Elasticity and total revenue of a firm. Income Elasticity. Classification of goods based on Income Elasticity Cross Elasticity. Classification of goods into substitutes and complements. Supply – Law of supply – Determinants of supply Market Equilibrium. Concept of consumer surplus.</p>	8 hours	12%
3	<p>Production and Costs:</p> <p>Production function. Distinction between short run and long run production. Production with one variable input. Relationship between Total, Marginal, and Average Production Functions. Laws of variable proportion. Production with two variable inputs. Isoquan to Isocosts. Techniques of Maximization of output, minimisation of cost and maximization of profit. Scale of Production. Economies and diseconomies of scale. Cost function. Short-run, Total and Average Costs. Long-run, Total and Average Costs.</p>	6 hours	9%
4	<p>Market structure and Factors of Production:</p> <p>Market – Market Structure – Characteristics of market. Perfect Competition – Characteristics – Equilibrium Price. Project maximizing output in the short and long run. Monopoly – Characteristics, Defects, Monopolistic competition – Defects, characteristics. Product differentiation. Profit maximizing price and output in the short and long run. Oligopoly, Characteristics – Price rigidity. Kinked Demand Curve – Factors of Production.</p>	8 hours	12%
5	<p>National Income, Trade Cycles and International Trade:</p> <p>National Income – Definition, Measurement Gross Domestic Product – Meaning. Fiscal Deficit. Economic system. Socialism, Mixed Economy System, Free Market Economies. Concepts of Economic Liberalization,</p>		

	Privatization, Globalization – Recent Trends. International Trade – Concepts, Comparative Cost Theory – Balance of Trade – Balance of Payments. World Trade Organization, Agreements, Functions. Trade Cycles – Meaning, Phases, Consequences, Remedies.	6 hours	12%
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Suggested Books for Reference:

1. D. Gopalakrishna – A study in Managerial Economics
Himalaya Publishing House, Mumbai, Delhi, Nagpur.
2. S. Gupta – Managerial Economics
Tata McGraw-Hill Publishing Company Ltd., New Delhi.
3. V.L. Motem Samuel Paul, G.S. Gupta – Managerial Economics Concepts and Cases
Tata McGraw – Hill Publishing Company Ltd., New Delhi.
4. K.K. Dewett – Elementary Economic Theory
J.D. Verma
S. Chand Company Pvt. Ltd., Ram Nagar, New Delhi.

BHM391 - RESEARCH METHODOLOGY (Contd. from semester III)
HOURS ALLOTTED: 15

Research is an academic activity and as such the term should be used in a technical sense. Research comprises defining and redefining problems, formulating hypothesis or suggested solutions; collecting, organising and evaluating data; making deductions and reaching conclusions. In fact, research is an art of scientific investigation. In short, the search for knowledge through objective and systematic method of finding solution to a problem is research.

During semesters III and IV students will be exposed to different techniques of conducting research. They will be taught in a theory class, methods adopted in designing of a research and collecting of data followed by its presentation and interpretation.

While there will be no term end examination in the subject, students will attain knowledge and expertise in tackling research which they will undertake during semester V and VI.

S.NO	TOPIC	HOURS
6	CASUAL-COMPARATIVE STUDIES AND CORRELATION METHOD A. What is Casual-comparative method? - Basis of this method B. Casual-Comparative study distinguished from other research method C. Use of this method in Educational Research D. Limitation Correlation method - Uses of Correlation method. E. Cautions in the use of Correlation method.	2
7	THE CASE-STUDY AND GENETIC METHOD A. What is case study? - Unit of study B. Types of case-studies in education. - Steps involved in a case-study. C. Characteristics of a good case study - Merits and Limitations D. Genetic method distinguished from case-study.- Purposes and types E. Longitudinal and Cross-selection approach	2
8	RESEARCH TOOLS A. Meaning - Classification of a research tools B. Criteria for selection of tools C. Factors related to construction of tools D. Questionnaire : miss use - Types of a questionnaire E. Characteristics of a good questionnaire F. Hints for making a questionnaire as an effective tool G. Attitude scales : Thrustone and Likert scale H. Limitations of rating scales I. Means of reducing errors - Score card J. Use and Types of interview K. Requisites and limitations of interview L. Uses and types of observation - Requisites of observation M. The critical incidents technique N. Scaled specimen schedule O. Check list - Interest Inventories P. 'Q' technique - Content analysis Q. Tools to measure social measures R. Sociometry "guess-who-technique"	3

	<p>S. Social distance scale - Psychological tests</p> <p>T. Types of tests: achievements tests, intelligence tests, aptitude tests, personality tests</p>	
9	<p>CONSRUCTION AND STANDERDISATION OF A TEST</p> <p>A. Characteristics of a good test</p> <p>B. Construction of a standardised introduction test</p> <p>C. Concept of reliability - Estimates of reliability</p> <p>D. Factors affecting the reliability</p> <p>E. Concept of validity – Types - Criteria for establishing validity</p> <p>F. Development of Norms</p>	3
10	<p>ORGANISATION, ANALYSIS AND INTERPRETATION OF DATA</p> <p>A. Editing, classifying and tabulating organization of data</p> <p>B. Common and special statistical analysis</p> <p>C. Interpretation of Data - Causes for misinterpretation</p> <p>D. Uses of comparison in interpretation</p> <p>E. Use of statistical Formulae for interpretation of results</p> <p>F. Characteristics of good generalization</p> <p>G. Common errors in reaching conclusions and formulating generalization</p> <p>H. Some hints in formulating generalizations.</p>	3
11	<p>RESEARCH REPORTING</p> <p>A. Style Manuals - Outline of a research report</p> <p>B. Preliminary section - Text or main body of the report</p> <p>C. Reference selection - Language and style of writing</p> <p>D. Footnote citations - Quotations</p> <p>E. Typography</p> <p>F. Pagation</p> <p>G. Format of synopsis/Abstract</p> <p>H. Format of a book review.</p>	2
TOTAL		15

BHM392 - PRACTICUM – II SPECIALISED

From their initial industry exposure during Practicum - I, student must be able to identify their area of specialisation based on which they will spend the next six weeks in an organisation of choice. Training can be acquired in a hotel, restaurant, mall, airport, institution, theme parks, commercial offices, or any other service or commercial enterprise that would provide enhanced exposure for the trainee to acquire special skills.

The objective of this practicum is that skilled workers learn best with their hands. In today's competitive business environment, it is imperative that all training yield results guaranteeing proficiency by allowing the student to "learn by doing". Through discovery, repetition and ultimately testing the student learns, reinforces and proves the good habits and knowledge that creates results.