SEMESTER – II

MINIMUM CONTACT HOURS & CREDITS FOR EACH SUBJECT

No.	Subject code	Subject (Credits)	Contact Hours per Semester	
			Th.	Pr.
1	BHA201	Foundation Course in Food Production – II (02 credits)	30	-
2	BHA202	Foundation Course in Food Production – II (Pr) (04 credits)	-	120
3	BHA203	Foundation Course in Food & Beverage Service – II (02 credits)	30	-
4	BHA204	Foundation Course in Food & Beverage Service – II (Pr) (01 credits)	-	30
5	BHA205	Foundation Course in Rooms Division Operations-II (02 credits)	30	-
6	BHA206	Foundation Course in Rooms Division Operations-II (Pr) (02 credits)	-	60
7	BHA207 OR BHA208	Hotel Security OR Sustainable Tourism (02 credits)	30	
8	BHA209	Communication Skills-II (02 credits)	30	
9	BHA210	Basics of Tourism (01 credits)	15	
10	BHA211	Application of Computers & IT (Pr) (01 credits)	-	30
11	BHA212	Yoga/Stress Management-II (Pr) (01 credit)		30
TOTAL:			165	270
GRAND TOTAL			435	

WEEKLY TEACHING SCHEME

No.	Subject code	Subject	Hours per week	
			Th.	Pr.
1	BHA201	Foundation Course in Food Production – II (02 credits)	02	-
2	BHA202	Foundation Course in Food Production – II (Pr) (04 credits)	-	08
3	BHA203	Foundation Course in Food & Beverage Service – II (02 credits)	02	-
4	BHA204	Foundation Course in Food & Beverage Service – II (Pr) (01 credits)	-	02
5	BHA205	Foundation Course in Rooms Division Operations-II (02 credits)	02	-
6	BHA206	Foundation Course in Rooms Division Operations-II (Pr) (02 credits)	-	04

7	BHA207 OR BHA208	Hotel Security OR Sustainable Tourism (02 credits)	02	
8	BHA209	Communication Skills-II (02 credits)	02	
9	BHA210	Basics of Tourism (01 credits)	01	-
10	BHA211	Application of Computers & IT (Pr) (01 credits)	-	02
11	BHA212	Yoga/Stress Management-II (Pr) (01 credit)	-	02
TOTAL:			11	18
GRAND TOTAL			29	

EXAMINATION SCHEME

No.	Subject code	Subject	Term Marks*	
			Th.	Pr.
1	BHA201	Foundation Course in Food Production – II	100	-
2	BHA202	Foundation Course in Food Production – II (Pr)	-	100
3	BHA203	Foundation Course in Food & Beverage Service – II	100	-
4	BHA204	Foundation Course in Food & Beverage Service – II (Pr)	-	100
5	BHA205	Foundation Course in Rooms Division Operations-II	100	-
6	BHA206	Foundation Course in Rooms Division Operations-II (Pr)	-	100
7	BHA207 OR BHA208	Hotel Security OR Sustainable Tourism	50	-
8	BHA209	Communication Skills-II	100	-
9	BHA210	Basics of Tourism	50	
10	BHA211	Application of Computers & IT (Pr)		50
11	BHA212	Yoga/Stress Management-II (Pr)	-	50
TOTAL:			500	400
GRAND TOTAL			900	

* Term marks will comprise 40% Internal Evaluation (IE) & 60% End Semester Examination (ESE) marks.

1. **Preamble**

Course title	Foundation course in Food Production-II
Course code	BHA201
Credits	02
Number of Hours per group	30 class hours

2. **Course Description:**

Globalization and media have changed the mindset of many youngsters to adopt food production as a career choice. This course is designed to familiarize students to an amazing world of Indian cuisine rich in spices and flavours which have travelled from all over the world and enriched Indian Cuisine. It will enable the learner to prepare Indian dishes of varied textures and flavours depicting the cultural diversity of Indian Cuisine. The emphasis is on Indian culinary delights, skills and modern trends.

3. **Learning Outcomes**

By the end of the course, learner will be able to.

Knowledge

1. Understand the basics of Menu Management in arrangement and efficient use of resources
2. List about contemporary practices in selection in meat cookery
3. Explain Pie doughs & basic commodities – dairy – milk, cream, cheese, butter
4. Enlist the features, ingredients and techniques involving preparation of Indian dishes.
5. Group the variety of Millets, rice, pasta & noodles

Competencies

1. Develop Menu Building and Recipe Writing
2. Understand Food Cost, Standard recipe & Quality control principles
3. Demonstrate basic quality factors, cuts, variety meats & storage of different meats and fishes
4. Categorize dairy products Milk, Cream, Cheese, butter and extend their use.

Mindset

1. Interpret the characteristics of basic menu building, planning and designing as SOPs.
2. Develop sensory evaluation through market surveys - meats and fishes
3. Appreciate diversity of Indian Cuisine and Culture

BHA201- FOUNDATION COURSE IN FOOD PRODUCTION-II (THEORY)

Unit 1: MENU MANAGEMENT- a) Arrangement of resources b) Efficient use of resources c) Menu building d) Recipe writing e) Food cost f) Menu costing g) Quality control principles. **INVENTORY CONTROL-** a) Standard recipes b) Standard yield c) Food storage

Unit 2: MEAT COOKERY- a) Composition, structure and basic quality factors b) Cuts of Meat c) Variety meats (offals) d) Poultry. **RICE, CEREALS & PULSES-** a) Introduction b) Classification and identification c) Cooking of rice, cereals and pulses, d) Varieties of rice and other cereals

Unit 3: CONFECTIONERY –a) Flour Based b) Sugar Based c) Pie Doughs d) Basic Pastries e) Shortcrust, Laminated, Choux, Danish f) Meringue

Unit 4: DAIRY PRODUCTS: - a) Milk, Butter, Cream, Cheese b) Ghee and Cottage Cheese c) Storage. NON-DAIRY ALTERNATIVES- a) Nut milk (Almond, Cashew, etc.) b) Coconut milk c) Soya milk d) Rice milk

Unit 5: BASIC INDIAN COOKERY - CONDIMENTS & SPICES-a) Introduction to Indian spices & vegetables b) Role of spices in Indian cookery. MASALAS- a) Blending of spices b) Different masalas used in Indian cookery (Wet & Dry masalas) c) Composition of different masalas d) Varieties of masalas available in regional areas e) Special masala blends, **Introduction to Indian Cookery**: - a) Historical Background b) Culture c) Religion d) Equipment e) Staple diets

BHA-202-FOUNDATION COURSE IN FOOD PRODUCTION – II (PRACTICAL)

Course title	Foundation course in Food Production-II (Practical)
Course code	BHA202
Credits	04
Number of Hours per group	120 class hours

PART A - COOKERY

Unit 1: MEAT – Identification of various cuts, Identification of basic cuts-Lamb and Pork Chops, Tornado, Fillet, Steaks and Escalope, Poultry-Identification & Classification Cuts of chicken

Unit 2: **IDENTIFICATION, SELECTION AND PROCESSING** of Meat and poultry, Slaughtering and dressing

Unit 3: PREPARATION OF INDIAN MENU-POPULAR INDIAN GRAVIES – Makhani, Kadai, Lababdar, Rice dishes, Breads, Main course, Basic Vegetables, Paneer, Chicken Preparations, Indian Breakfast Items. Indian snacks

Unit 4: PREPARATION OF CONTINENTAL MENU. SALADS & SOUPS- Waldorf salad, Russian salad, salade niçoise, Cream (Peas, Spinach, Mushroom, Tomato, Chicken), Puree (Lentil, Peas, Carrot) & International soups

Unit 5: CHICKEN AND MUTTON PREPARATIONS-Entrée-Lamb stew, hot pot, shepherd's pie, grilled steaks & lamb/Pork chops, Roast chicken, grilled chicken, Leg of Lamb, Beef. **SIMPLE POTATO PREPARATIONS-** Basic potato dishes, **VEGETABLE PREPARATIONS**- Basic vegetable dishes

PART B - BAKERY & PATISSERIE

Unit 1: INTRODUCTION TO PASTRIES: a) Demonstration of shortcrust pastry and pate sucre b) Discussion of varieties of tarts (Lemon curd, Florentine, Chocolate tart, and Apple pie, Date & Nut pie, Lemon meringue pie)

Unit 2: DEMONSTRATION OF CHOUX PASTRY. A) Preparation of chocolate éclairs, mocha éclairs, profit rolls suchard, mount blanc, Croquembouche. **Introduction to Laminated Pastries a)** Demonstration of puff pastry (different methods) b) Discussion of varieties of vol au vent, cheese straws, patties, cream horns, palmiers, turnovers

Unit 3: COLD SWEET- Honeycomb mould, Butterscotch sponge, Coffee mousse, Lemon sponge, Trifle, Blancmange, Chocolate mousse Lemon soufflé

Unit 4: HOT SWEET-Bread & butter pudding, Caramel custard, Albert pudding Christmas pudding

Unit 5: INDIAN SWEETS-Simple ones such as chicoti, gajjar halwa, kheer

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BHA203- FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE-II

1. Preamble

Course title	Foundation course in Food & Beverage Service-II (Theory)
Course code	BHA203
Credits	02
Number of hours per group	30 class hours

2. Course description

This course imparts knowledge of alcoholic beverages of the world and develop skills and mindset for service of the same

Learning Outcomes: At the end of the program, the participants will be able to:

Knowledge
1. Recall different types of non-alcoholic beverages
2. Define different types of wines.
3. Classify different types of Mixed drinks
4. Discuss different types of alcoholic beverages
5. List popular Liqueurs of the world
6. Name shapes and sizes of cigars

Competencies
1. Draw the layout of a Bar
2. Tabulate cocktails based on base and modifiers

Mindset
1. Enthrall guests in a training restaurant by preparing classical cocktails as per standard

BHA203- FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE-II (THEORY)

Unit 1: NON – ALCOHOLIC BEVERAGES-Classification (Nourishing, stimulating & refreshing beverages). **Tea-a)** Origin & manufacturer b) Types & brands. **Coffee- a)** Origin & manufacturer b) Types & brands. **Juices & soft drinks. Cocoa & malted beverages. Expansion & Growth (Local Players). Local beverages:-** Lassi, Jal jeera, Aam ka panna, Thandai, Buttermilk, Kokum, Panagam & Sherbet

Unit 2: EXECUTIVE BAR- a) Introduction, definitions & licenses b) Bar layout – Physical layout of bar c) Bar stock – Alcoholic & non- alcoholic beverages available. d) Bar equipment e) bar card. **ALCOHOLIC BEVERAGES-**a) Introduction, definition & classification b) Production of alcohol- Fermentation process & Distillation process

Unit 3: WINES- a) Definition & history b) Classification & production with examples (Table/still/natural, Sparkling, and Fortified & Aromatized) c) Vine species & grape varieties d) Old world wines (France & Italy – famous wines from these countries, wine regions, wine laws, Spain, Germany & Portugal). New world wines – Famous wines of USA, Australia & New Zealand, India, Chile & Argentina, South Africa; Storage of wines, Food & Wine Harmony-Traditional /contemporary

Unit 4: BEER- Introduction & definition-Types of beer, Storage. Other fermented beverages (Cider, Sake, Perry, Mead, Toddy, Fenny, Pulque) **SPIRITS-** Introduction, definition, classification & popular brands of: Whisky, Rum, Gin, Brandy,

Vodka, Tequila, Other spirits (Absinthe, Aquavit, Pastis, Schnapps, Arrack, Mezcal. **Different proof systems (Definitions)-**American proof, British proof (Sikes scale) & Gay Loussac (OIML Scale). **Cigars-**Cigars – Shapes, sizes, parts & colors & brand names.; Care & storage of cigar

Unit 5: APERITIF- a) Introduction & definition b) Popular types of aperitifs (Vermouth (Definition, types & brand names) & Bitters (Definition, types & brand names) **LIQUEURS-** a) Definition & history b) Broad categories of liqueurs (Herbs, Citrus, Fruit, Bean & Kernel) c) Popular liqueurs (Name, color, predominant flavor & country of origin). **COCKTAILS & MIXED DRINKS-** Definition & history, Classification. Recipe, preparation & service of popular cocktails **(**Pink gin, Mojito, Martini – Dry & Sweet, Manhattan – Dry & Sweet, Dubonnet, Rob-Roy, Bronx, White lady, Pink lady, Sidecar, Bacardi, Alexander, Tom Collins, Gin fizz, Flips, Noggs, Champagne cocktail, Between the sheets, Daiquiri, Bloody Mary, Screwdriver, Tequila sunrise, Gin sling, Planters punch, Singapore sling, Pina Colada, Rusty nail, B & B, Black Russian, Margarita, Gimlet – Dry & Sweet, Cuba libre, Whisky sour, Blue lagoon – Harvey wall banger)

BHA204- FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE-II (PRACTICAL)

Course title	Foundation course in Food & Beverage Service-II (Practical)
Course code	BHA204
Credits	01
Number of hours per group	30 class hours

Unit 1: Tea/ Coffee/ other non-alcoholic beverages preparation & service

Unit 2: SPECIAL FOOD SERVICE-(COVER, ACCOMPANIMENTS & SERVICE. TABLE LAY –UP & SERVICE-Classical Hors d' oeuvre (Oyster, Caviar, Smoked salmon, Pate de Foi Gras/ snail, Melon, Grapefruit, asparagus), Cheese, dessert (fresh Fruits & nuts)

Unit 3: SERVICE OF WINE, MISE EN PLACE, CCESSORIES & EQUIPMENTS-Task-01- service of red wine, service of wine/ rose wine, service of sparkling wine, service of Fortified wine, service of Aromatized wines. (care/ precautions of wines). service of cider, Perry & sake

Unit 4: SERVICE OF APERETIF, MISE-EN-PLAC, GLASSWARE & EQUIPMENTS- Task-01: Service of bitters, Task-02: Service of Vermouths. **SERVICE OF SPIRITS-** Service styles-neat or straight-up/ on the rocks/ with appropriate mixers, Task-01: service of Whiskey, Task-02: service of Vodka, Task-03: service of Rum, Task-04: service of Gin, Task-05: service of Brandy, Task-06: service of Tequila & Task-07: service of other spirits

Unit 5: SERVICE OF LIQUEURE-- Service Styles- neat/ on the rocks/ with crème/ frappe. **MATCHING WINES WITH FOOD-** Task-01: Menu Planning with accompanying wines-International cuisine, Indian regional cuisine, Task-02: Table laying and service of menu with accompanying wines. International cuisine, Indian regional cuisine
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BHA205-FOUNDATION COURSE IN ROOM DIVISION OPERATIONS – II

1. Preamble

Course Title	Foundation course in Room Division Operations – II (A) (Theory)
Course Code	BHA205
Credits	01
Number of Hours per Group	15 class hours

2. Course Description

The Front Office is the nerve center of a hotel property. This course encompasses the accounting fundamentals which are critical to the operational and management processes and leads to the control mechanism in the form of night audit. This course provides inputs on the departure and post departure activities.

This course introduces the aspects of managing the front office. Guest safety and security and emergency procedures are main focus of attention. In addition, the module focuses on the key aspect of using reports and Statistics as significant tools to support decision making. It highlights the emerging trends of the rooms division driven by technology and innovation. The course will enable the student to develop competencies required to supervise the Front office department.

3. Learning Objectives

By the end of the course, learners will be able to

Knowledge

1. Explain the concept of Guest accounting, cash & credit control
2. Describe and demonstrate the procedure of guest check out
3. Discuss the Post departure and Night Audit process.
4. Determine the Emergency handling procedures pertaining to hotel safety andsecurity.
5. Elaborate on the Statistical ratios.
6. Review the Emerging trends in Rooms division department.

Competencies

1. Create and maintain guest accounts and record and track financial transactions
2. Perform departure and post departure activities including Night Audit.
3. Implement guest safety and security procedures and handle Emergency situationsas per the SOPs
4. Prepare the hotel statistics and analyze their significance
5. Prepare innovative designs of products and services with the application of latesttechnology

Mind set

1. Acknowledge the significance of accuracy and honesty in financial transactions.
2. Appreciate the importance of guest/ employee/hotel safety and security.

3. Evaluate the value of statistics and their continuous monitoring in hotels.

BHA205- FOUNDATION OF ROOMS DIVISION OPERATIONS-II (A) (THEORY)

Unit 1:- GUEST ACCOUNTING, FUNDAMENTALS (Folio, Voucher, Ledger, Accounts, POS).Creation & maintenance of Accounts (Charge privileges, Cash & credit monitoring, Account maintenance & Record keeping systems) **TRACKING TRANSACTIONS-** Cash payments, Charge purchase, Account corrections, Account allowance , Account transfer Cash advance

Unit 2: DEPARTURE- I -Check out& settlement, Departure procedure, DFIT, FFIT, Group, VIP, Modes of payment (Cash, Credit card, Bill to company, foreign currency & combined methods) **DEPARTURE-II** -Additional check out options , Express checkout , Self-check- out, kiosk, interactive checkout, mobile app checkout , Late checkout.

Unit 3: **POST DEPARTURE-** Unpaid account balances, Account collection, Account ageing & Record generation. **NIGHT AUDIT –**Importance, Role of night auditor & The night audit procedure

Unit 4: SITUATION HANDLING -EMERGENCY procedures (Medical, Fire, Robbery/ theft, Accident , Natural calamity, Bomb threat & Terrorist attack) Guest safety & security- a) Electronic locking systems b) Surveillance & access systems. **EMERGING TRENDS IN ROOM'S DIVISION-** a) Use of technology b) Product innovation

Unit 5: MIS- a) Importance b) Statistical ratios (Occupancy% , Multiple occupancy%, House count, Bed occupancy% , Domestic occupancy%, Foreign occupancy %, Occupancy multiplier, ARR/ADR, ARG/ Rev PAC, RevPAR, Yield)

BHA205- FOUNDATION OF ROOMS DIVISION OPERATIONS -II (B) (THEORY)

1. **Preamble**

Course Title	Foundation course in Room division operations – II-B (Theory)
Course Code	BHA205
Credits	01
Number of Hours per Group	15 class hours

2. **Course Description**

High standards of cleanliness and general hotel maintenance are the responsibility of housekeeping. The control desk is the location from which all housekeeping operations are conducted. It is also accountable for maintaining an inventory of the linen used in restaurants, banquet halls, meeting spaces, health clubs, and other establishments. Entire hotel's staff is provided with uniforms by the department and is responsible to maintain the laundry and repair work as well. It also satisfies the hotel's requirements for linen and guest laundry in large hotels.

Additionally, it improves the hotel's landscaped areas and showcases floral décor. This module will give the trainee the chance to branch out into housekeeping sub departments as we go from the basics to the aesthetics.

Understanding each of these sub departments can lead to new job prospects. The market is witnessing an increase in demand for consultants in these housekeeping-related ancillary services.

Learning Objectives

By the end of the course, learners will be able to

Knowledge

1. Distinguish between various front and back of the house areas
2. Account for the problems faced during public area cleaning and their solutions
3. Discuss the importance of control desk in housekeeping department
4. Describe the lost & found procedure in housekeeping department
5. Explain the handling of keys and key control
6. Describe the types of laundry & various services in laundry
7. Define various international laundry symbols
8. Define the stain removal procedure and various precautions to be followed while removing stains
9. Describe the uniform exchange procedure

Competencies

1. Design the frequency chart of cleaning front & back of the house areas
2. Plan the schedule/calendar for public area cleaning
3. List down the activities of Linen room, uniform room & sewing room
4. Illustrate various formats maintained at control desk
5. Demonstrate the wash cycle procedure used for different linen items
6. Execute the linen exchange procedure
7. Identify laundry agents &equipment's used in housekeeping department
8. Design various formats prepared during guest laundry cycle
9. Identify the various types of stains
10. List the various tools &equipment's used in sewing room
11. List the basic ingredients of flower arrangements & their uses
12. Select indoor plants as per the requirements.
13. Handling guest request and resolving issues.

Mindset

1. Appreciate the role of sub departments of housekeeping in hotel operations.
2. Build a positive attitude towards providing housekeeping services.
3. Assert optimism towards handling of guest request and other related procedures.

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BHA205- FOUNDATION OF ROOMS DIVISION OPERATIONS -II B (THEORY)

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Unit 1:- **PUBLIC AREA –** Upkeep and Maintenance-Introduction, a) Front of the house and back of the house b) Role in creating first impression c) Frequency of cleaning various Front of the house (-Entrance, Main gate,-Periphery,-Parking,-Landscaped areas,- Main porch ,Main door, Lobby, Public rest rooms, Executive Offices, Business Centre, Elevators, Escalators, corridors and Staircases , F & B areas, Leisure areas), d) Frequency of Cleaning back of the house areas (Employee cafeteria, Administration and Sales offices, Employee areas, Housekeeping areas). **SCHEDULE FOR PUBLIC AREA CLEANING -**Problems faced during PA cleaning and their solutions

Unit 2:- CONTROL DESK- Importance, Opening the house, Reporting staff placement, Handover of each shift - Handling Keys & Key Control, Lost & found Procedure, Maintenance follow ups, Guest special request,   Forms, Formats, records & registers maintained at control desk

Unit 3:- FABRIC CARE OPERATIONS- a) Linen room (Activities performed, Linen exchange procedures, Storage of linen). b) Laundry (Types of Laundry, Services offered in a laundry i.e. Washing, Finishing , Dry Cleaning & Stain Removal, Wash cycle for different Linen Items, Laundry Cycle in a hotel, Laundry equipments and machines, Laundry Agents as per industry standards (any five brands), International laundry symbols, Guest Laundry & Guest laundry cycle with formats

Unit 4:- STAIN REMOVAL- a) Identification of stain b) Classification of stain based on the origin c) General Procedures and precautions to be followed while removing stains from Fabrics. **UNIFORM ROOM-** a) Activities b) Uniform Exchange procedure c) Advantages of providing uniforms to staff. **Sewing room (**Activities, Tools & Equipment)

Unit 5:- HORTICULTURE- a) Generic Care & Selection of indoor plants b) Flower Arrangement (Basic Ingredients used, Types/ Styles of flower arrangement, Principles of flower arrangement & Conditioning of plant material). **Customization and personalization of guest rooms to enhance guest experience**

BHA206-- FOUNDATION OF ROOMS DIVISION OPERATIONS -II (PRACTICAL)

Course Title	Foundation course in Room division operations – II (A) (Practical)
Course Code	BHA206
Credits	01
Number of Hours per Group	30 class hours

Unit 1: Accounting formats, PMS

Unit 2: Introduction to checkout procedures, PMS, Formats used at check out

Unit 3: Departure procedure –PMS, Formats used at check out

Unit 4: Post departure procedures, Night audit procedure, PMS

Unit 5: Situation handling- SOP, Formats used, Group presentation, Numerical

Course Title	Foundation course in Room division operations **–** II (B) (Practical)
Course Code	BHA206
Credits	01
Number of Hours per Group	30 class hours

Unit 1: **TEAM CLEANING**-Introduction, **PUBLIC AREA CLEANING-** Cleaning of cloak rooms, cleaning back of the house areas. Property Management system –All control desk related activities, Handling guest complaints and Special requests

Unit 2: HOTEL LINEN (F& B and Room Linen)-Types of Linen and their Sizes, Identification of Fabrics commonly used, 5 Popular Brands of Hotel linen. Laundering and Finishing of Fabrics (White cotton, Colored cotton, Wool, Silk and delicate, Blended Fabric, Bath Linen & Finishing of Uniforms)

Unit 3 STAIN REMOVAL - Stain identification & removal from fabrics (Lipstick, Ballpoint ink, Nail polish, Paint, Grease, Tea/ coffee, Wine, Curry & Blood)

Unit 4: **UNIFORM SELECTION AND DESIGN**- (Chef Uniform, Restaurant Associate, Housekeeping Associate, Maintenance Staff, Front office Associate)

Unit 5: **FLOWER ARRANGEMENT** (Minimalistic Arrangements, Mass Arrangements, Miniature Arrangements, Creative Arrangements). **Customization of rooms-** Towel Art

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1. Preamble

Course Title	Hotel Security
Course Code	BHA207
Credits	02
Number of Hours per group	30 class hours

2. Course Description

Hotel with robust security in place means a better, safer, guest experience. Even when hotels have strong security policies and procedures in place, they are still vulnerable to cyber-attacks, break-ins, theft, fraud, and other crimes. That's why it's vital to take precautionary measures and continually evaluate security programs. When department managers and other employees think more about safety and security, you can prevent a lot of theft and minimize dangers. The rising threat has made it mandatory for all organizations to hire a team of officers to maintain security in the establishment. Besides hiring security manpower hospitality organizations must provide training to all personnel so that they are capable of responding to emergencies.

This module focuses on the various security threats & enumerates the role of each employee towards creating a secure environment with reference to freedom from fear, anxiety as well as protection against terrorism, thefts, fire & accidents.

3. Learning Outcomes

By the end of the course, learners will be able to

Knowledge

1. Differentiate between safety & security.
2. Explore the possible security issues for hospitality sector.
3. Illustrate the various positions in hotel security with duties & responsibilities.
4. Explain the different types of security tools & equipment.
5. Explain the use of modern technology in enhancing the security systems in hospitality establishments.
6. Describe the key control procedure.
7. Illustrate the procedures for dealing with lost & found/scanty baggage.

Competencies

1. Demonstrate the role to be played by each section employee for dealing with emergency situations like terror attack, bomb threat, fire, accident, theft & handling sickness/death of a guest.
2. Practice & train the basics of first aid to the employees.
3. Organize fire drills on regular basis in order to ensure fire safety.

Mindset

1.   Authenticate the security measures present in the hotel.
2.   Advocate the correct security procedures & methods to keep secured environment.
3.   Appreciate & encourage the attentiveness of the employees following the security practices.

BHA207 - HOTEL SECURITY

Unit 1: SECURITY & SAFETY-Definition, Differentiation between safety & security, Potential threats to the guests, employees & property & Importance & advantages of security

Unit 2: SECURITY HIERARCHY-Hotel security hierarchy, Duties & responsibilities of different positions, Qualities of security personnel, Role of hotel security & Employees security training & reviews. Security Systems & Equipment-Security equipment & its usage. Advanced Security systems (Integrated Surveillance System, Advanced lock, Access control system), Security communication system & training.

Unit 3: SECURITY PROCEDURES & PROTOCOLS-Different security procedures & protocols (Scanty baggage, lost & found & other scenarios), Securing Hotel premises (Swimming pool, Hotel entrance & periphery, Guest areas, Back Area & entrance, Guestrooms, F & B outlets), Car Inspection, Baggage Scanning, Exit & Entrance Manning, Patrolling, VIP security procedure, Fire Safety Procedure, Mock Fire Drills, Fire Fighting Equipment & Law enforcement liasoning

Unit 4: KEY CONTROL PROCEDURE-Various kinds of locks, Types of keys & Key control procedure

Unit 5: COMPREHENSIVE EMERGENCY SITUATION RESPONSE PLANS-Terror Attack Bomb Threat, Theft/Fraud, Natural Disaster, Accident, Murder, Handling sickness/Injuries/Death & Cyber Crime

BHA208-SUSTAINABLE TOURISM

1. Preamble

Course Title	SUSTAINABLE TOURISM
Course Code	BHA208
Credits	02
Number of Hours per group	30 class hours

1. **Course Description**

Sustainability is not just an academic discipline but a necessity to save our planet and to preserve it for future generations. Businesses especially need to understand that they do not exploit the environment in such an extent that in long term business and environment both are destroyed. Tourism although is a less pollutant industry but its dependence on environment is so huge that sustainability needs to be at the fulcrum of tourism policy planning. This course module gives an understanding of how to use the best practices of sustainability in Tourism and Hospitality sector.

2. **LEARNING OUTCOMES**

By the end of the course, learners will be able to

Knowledge

1. Define sustainable tourism
2. Discuss socio economic and environmental impacts of Tourism
3. Enumerate the role of sustainability in hospitality industry

Competencies

1. Apply the techniques of environment & waste management system into practice I hospitality industry
2. Demonstrate the benefits of environmental friendly practices in promotion of tourism
3. Evaluate the impacts of hotel industry on the environment sustainability

Mind set

1. Authenticate the pollution prevention & controlling methods
2. Advocate the sustainable tourism practices in tourism and environment
3. Appreciate & encourage the energy efficient & effective practices

BHA208-SUSTAINABLE TOURISM

Unit 1: **INTRODUCTION TO SUSTAINABLE TOURISM**- (Definition, Principles of sustainable tourism, Current issues and trends, Concepts and benefits of Swachh Bharat Mission, Role of technology in sustainability practices)

Unit 2: **ROLE OF SUSTAINABILITY IN HOSPITALITY INDUSTRY- (**Sustainability management principles for hotels, Sustainability management practices with a focus on continuous improvement, Reporting, communication and promotion, Mandatory sustainability parameters for star classification of hotels in India & Cost-benefit analysis of sustainable practices in hotels**)**

Unit 3: **SOCIO-ECONOMIC IMPACTS- (**Supporting local economic opportunities though jobs and partnerships, Minimizing negative socio-economic impacts and avoiding harm, Responsibly promoting intangible heritage and traditions)

Unit 4: **ENVIRONMENTAL IMPACTS- (**Conserving resources and improving efficiency, Reducing emissions and minimising various types of pollution, Minimising single plastic usage, Supporting conservation and maximising benefits for wild life and biodiversity protection)

Unit 5: **DIFFERENT ENVIRONMENTAL ACCREDITATION CERTIFICATES FOR HOTELS/RESTAURANTS. (**Ecotel- 5 globes, LEED, TERI, ISO14001, BIO Hotels, Eco Hotels Certified, LEAF, Other accreditations, Green building concept)

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BHA209-COMMUNICATION SKILLS-II

1. Preamble

Course Title	Communication Skills-II
Course Code	BHA209
Credits	02
Number of Hours per Group	30 class hours

In hospitality industry, the customers come from various parts of the world and English is the most common spoken language across the world. This course helps students to practice spoken English in many different situations created in roleplays.

2. Learning Outcomes

By the end of the course, learners will be able to

Knowledge

1. Listen to texts and practice good listening.
2. Describe Phonetic Symbols consonants & Vowels with illustrations in use
3. Increase vocabulary from different texts and dictionary

Competencies

1. Use paraphrasing of English language in working conditions
2. Use basic grammar
3. Integrate different communication exercises

Mindset

1. Advocate the importance of spoken English language proficiency for professional

Unit 1: LISTENING: Listening to texts, listening to CDs, Trials of a good listener

Unit 2: **THE PRONUNCIATION:** Phonetic Symbols consonants & Vowels with illustrations in use. **Listening & Comprehension:** Interpretation of texts based on the question-answer. Interaction among students

Unit 3: **READING SKILLS:** Techniques of reading. Reading comprehension of unseen pages, Identifying the context & the central idea. **Vocabulary & word formation:** From different texts & dictionary.

Unit 4: **BASIC GRAMMAR**: Prescriptive/descriptive approaches grammaticality – acceptability –appropriateness-grammar in context- grammar in spoken & written. **Practice:** Exercise on different grammatical constructions, Identification of the grammatical devices forms different texts like newspapers, poems, stories, etc.

Unit 5: **WORDS & PHRASES** used for conversation: Making statements, questions, order & suggestions – denying – rejecting-disagreeing-possibility-ability, permission, obligations, etc. (Dialogues, Public speech & Telephonic Conversation)

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BHA210-BASICS OF TOURISM

1. Preamble

Course Title	Basics of Tourism
Course Code	BHA210
Credits	01
Number of Hours per group	15 class hours

2. Course Description

The world is shrinking today. There is an increasing desire of the population to explore beyond their boundaries. Tourism has become a popular global leisure & business activity. Today, tourism is a major source of income for many countries. Besides the economic impact of tourism, it has wide spread social and cultural implications. The tourism helps people to understand and appreciate different mind sets and cultural diversity.

This course brings the insight to the tourism and its components and explains the various travel motivators that encourages the travellers to travel. It also discusses the impact of the tourism on various aspects of our life. With the changing world the tourism is also changing its shape, so the course also discusses the emerging trends of the tourism industry. Hospitality being an integral part of tourism industry is included in the course so as to provide an insight to the learner regarding its history and present and also the employment opportunities within the industry. The learner gets to identify his place as a hospitality professional in the larger umbrella of tourism sector and he gets apprised of the attitude, aptitude, grooming and soft skills required for a hospitality professional.

3. Learning Outcomes

By the end of the course, learners will be able to

Knowledge

1. Discuss tourism industry and its environment, social, cultural & economic impact
2. Explain the types and various constituents of tourism
3. Discuss the evolution of hospitality industry.
4. Describe constituents of hospitality industry
5. Explain the departmental organization of hotels
6. Differentiate among tourist organizations
7. Identify the different travel motivators
8. Identify the factors responsible for sustainable tourism
9. Categories intermediaries in Tourism industry.

Competencies

1. Demonstrate the attributes of a hospitality professional
2. Analyse the future trends in the tourism service industry

Mind-set

1. Appreciate the role of tourism industry in development of the region
2. Consider tourism and hospitality as an exciting career option

BHA210-BASICS OF TOURISM

Unit 1: **INTRODUCTION TO TOURISM** Overview, Definition of Tourist, Tourism, Visitor, Excursionist, Inbound and Outbound. **Constituents of Tourism-**Primary (Transportation, Accommodation, Food and Beverage, Entertainment and attractions, information and shopping) & Secondary (Banks, Hospitals, Insurance Companies, Communication and others

Unit 2: **TRAVEL MOTIVATORS AND TOURISM PRODUCT-**Business, Leisure, Religious, VFR, Adventure, Health, etc. Tourism product of India- Beaches, Hill stations, wild Life sanctuaries and heritage. **INTERMEDIARIES OF TOURISM-** Travel agents, Tour Operators, Escorts and guides & Online Travel Portals

Unit 3: **IMPACT OF TOURISM AND MAINTAINING SUSTAINABILITY-** Economic, Social, Cultural, Political & Environmental. **TOURISM ORGANISATIONS-**International & Domestic. **EMERGING TRENDS OF TOURISM (Alternative Tourism)** Special interest tourism: -Ecotourism, Senior citizen tourism, Wildlife tourism, Rural tourism, Ethnic tourism & Space tourism

Unit 4: **HOSPITALITY INDUSTRY-**Overview of Hospitality, Brief history, Present scenario. **Hospitality and Hotel Industry-**Hotel Industry as a part of Hospitality sector, Hotel core and support areas. **Future trends in Hospitality**

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1. **Preamble**

Course Title	Application of Computers & IT (Practical)
Course Code	BHA211
Credits	01
Number of Hours per Group	30 class hours

2. **Course Description**

This course aims to impart computer knowledge that will enable them the ability to handle and analyse data for decision making and present it to the person concerned in the form of presentations and/or reports in the fast-moving business world. It also enables students to design certificate, pamphlet and posters.

3. **Learning outcomes**

The Learning Outcomes of this course are as follows:

1. Describe the various concepts and terminologies used in computing, computer networksand the internet.
2. Examine document creation for report making and communication.
3. Identify and make good presentations.
4. Analyses various computations using various functions in the area of accounting and finance and represent the business data using suitable charts.
5. Manipulate and analyse the business data for a better understanding of the business environment and decision-making.
6. Identify the spreadsheet knowledge acquired through this paper in solving real-life problems that help in decision making.

BHA211-APPLICATION OF COMPUTERS & IT (PRACTICAL)

Unit 1: COMPUTING: Concept of computing, Data and information; Computing Interfaces: Graphical User Interface (GUI), Command Line Interface (CLI), Touch Interface, Natural Language Interface (NLI); data processing; applications of computers in business.
COMPUTER NETWORKS: Meaning of computer network; objectives/ needs for networking; Applications of networking; Basic Network Terminology; Types of Networks; Network Topologies; Distributed Computing: Client Server Computing, Peer-to-peer Computing; Wireless Networking; Securing Networks: firewall.
BASIC INTERNET TERMINOLOGY: I.P. Address, Modem, Bandwidth, Routers, Gateways, Internet Service Provider (ISP), World Wide Web (www), Browsers, Search Engines, Proxy Server, Intranet and Extranet; Basic Internet Services; Internet Protocols: TCP/IP, FTP, HTTP(s), Uses of the Internet to Society; Cyber Security: Cryptography, digital signature

Unit 2: WORD PROCESSING -Introduction to word Processing, Word processing concepts, Use of Templates and styles, Working with word documents: Editing text, Find and replace text, Formatting, spell check, Autocorrect, Auto-text; Bullets and numbering, Tabs, Paragraph Formatting, Indent, Page Formatting, Header and footer, page break,

table of contents, Tables: Inserting, filling and formatting a table; Inserting Pictures and Video; Mail Merge (including linking with spreadsheet files as data source); Printing documents; Citations, references and Footnotes.

Unit 3- PREPARING PRESENTATIONS -Basics of presentations: Slides, Fonts, Drawing, Editing; Inserting: Tables, Images, texts, Symbols, hyperlinking, Media; Design; Transition; Animation; and Slideshow, exporting presentations as pdf handouts and videos.
Canva software- Using design tool, Making logo/poster/certificate and banners etc, Making Presentation

Unit 4: SPREADSHEET BASICS- Spreadsheet concepts, managing worksheets; formatting, conditional formatting, Entering data, Editing, and Printing and Protecting worksheets; Handling operators in the formula, Projects involving multiple spreadsheets, Organizing Charts and graphs; Flash-fill; Working with Multiple worksheets; controlling worksheet views, naming cells and cell ranges. Spreadsheet functions: Mathematical, Statistical, Financial, Logical, Date and Time, Lookup and reference, Text functions and Error functions. Working with Data: Sort and filter; Consolidate; Tables; Pivot tables; What–if-analysis: Goal seek, Data tables and Scenario manager

Unit 5: SPREADSHEET PROJECTS-
Creating business spreadsheet: Loan repayment scheduling; forecasting: stock prices, costs & revenues; Payroll statements; handling annuities and unequal cash flows; Frequency distribution and its statistical parameters and break-even analysis.
New Trends- Introduction to Artificial Intelligence, Data Mining, ChatGPT, Brad AI
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BHA212-Yoga/Stress Management-II

1. Preamble

Course Title	Yoga/Stress Management-II
Course Code	BHA212
Credits (Weightage)	01
Number of Hours per Group	30 class hours

In today's global world, yoga is recognized as wonderful exercise for mental and physical health. This course on yoga provides an opportunity to learn yoga and practice on daily basis.

2. **Learning Outcomes-** By the end of the course, learners will be able to

Knowledge

1. Explain the meaning, history and development of Yoga.

2. List the fundamentals of Yoga.

Competencies

Practice general guidelines for Yogic Practice.

Mindset

Yogic Practices for Health and Wellness

BHA212-Yoga/Stress Management-II

Unit 1: Recap of Yoga-1-General guidelines for Yogic Practice.Prayer: Concept and recitation of Pranava: -akara,ukara, makara, bindhu, nAtham. Cleansing Practice (Technique, Contraindications and Benefits): Kapalabhati

Unit 2: Chalana Kriya/Loosening Practice (Technique, Contraindications and Benefits):-PurnaBhuja Shakti Vikasaka, Trunk Movement (Kati Shakti Vikasaka I, II, III, IV, V) & Knee Movement (Janu Shakti Vikasaka)

Unit 3: Yogasana-II (Technique, Contraindications and Benefits):-**Standing Posture-**ArdhaChakrasana, Padahastasana, Trikonasana, • **Sitting Posture-**Shashankasana, Mandukasana, Uttana, Mandukasana,& Vakrasana, • **Prone Posture**-Makarasana, Bhujangasana & Shalabhasana. • **Supine Posture (Lying on back)-** Markatasana, awanamuktasana, & Shavasana.

Unit 4: Pranayama (Technique, Contraindications and Benefits):-AnulmoaViloma/NadiShodhana, Ujjaye (without Kumbhaka), Shitali (without Kumbhaka) & Bhramari (without Kumbhaka)

Unit 5: Dhyana (Technique and Benefits): Body Awareness, Breath Awareness & Yoga Nidra

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