

Minutes of the meeting of 3rd Board of Studies of the Department of Hotel Management,

K L University held on June 18th, 2016 at 10.00AM at Vaddeswaram

Members Present:

- | | |
|-------------------------------------|-------------|
| 1. Mrs. Koneru Siva Khanchana Latha | Secretary |
| 2. Dr. M Kishore Babu | Chairperson |
| 3. Mrs. K Hemamalini | Member |
| 4. Mr. R J N Mahendra Babu | Member |
| 5. Mr. A Pavan Kumar | Member |
| 6. Mr. Kalisha Vali SK | Member |

Dr. M. Kishore babu, Chairperson, BoS presided over the meeting and the following items of the academic were transacted.

3.01 Grant of leave of absence, if any.

Dr. K Rama Krishna – Registrar, Dr. N. Venkatram - Dean Academics and Mr. M Pavan Kumar- Members are absent for the meeting. Leave of absence granted.

3.02 Welcome to the New Members

Chair Person invited all the members cordially to the meeting and presented new members to the rest of members of the Board.

1. Mrs. Koneru. Siva Kanchana Latha
2. Mr. R J N Mahendra Babu
3. Mr. Sk Kalisha Vali

Briefly presented the agenda to the members

3.03 Confirmation of Minutes of 2nd Meeting of the Board of Studies.

The Minutes of the 2nd Meeting of Board of Studies were approved.

3.04 Follow up action on the Minutes of the 8th Meeting of the Board of Studies.

The follow up actions on the previous BoS meeting were presented by Mrs. K. Hema Malini.

3.05 It is resolved after successful completion of 3 years of BHM degree to encourage the students to enroll in to 4th year in order to get P G Diploma in BHMCT.

3.06 Modifications in proposed course curriculum in select courses of BHM / BHMCT (Bachelor of Hotel Management and Catering Technology)

In Continuation to approval of the program structure for BHM/BHMCT in the 3rd Board of studies meeting the curriculum for following courses have been presented with certain modifications made to some courses as per the suggestions from members of board.

3.6.1 It is resolved to give distinctive Nomenclature to SIP program at different levels: In 1st year it will be referred as **Basic Training**, in 2nd year it will be referred as **Interim Training**, in Third Year **Intensive Internship** and in the Fourth Year **Hotel Industry Project**.

3.6.2 It is resolved to offer comprehensive French in one semester i.e. 3rd semester instead of offering in two semesters. Henceforth French course will be called as **French for Hotel Professionals** and Approved

3.6.3 As per the suggestions of the BoS members Food & Beverage control course offering in II Year II Semester shall be changed as **Food & Beverage Quality Control** by adding the topic of Quality Control and approved

3.6.4 It is resolve to frame the Course objectives and Course Outcomes for all the courses in line to OBE model. It is recommended to indicate the name of publisher and year of publication in the text & reference books.

3.6.5 The nomenclature of some of courses has been changed as indicated below:

Course Code	Course Name	
	Old Nomenclature	New Nomenclature
16BH22K1	Food & Beverage Control	Food & Beverage Quality Control
16BH31K1	Service Sector Human Resource Management	Human Resource Management in Service Sector
16BH31K2	Hospitality Organization Behaviour	Organization Behavior in Hospitality Industry

3.7. Modified syllabus of Food & Beverage Quality control course:

Course Title: Food & Beverage Quality Control **Course code: 15BH22K1**

Course Outcomes: At the end of the course learners will be able to

CO1: Understanding the definitions, objectives and basic concepts of pricing and control aspects in Food and Beverage and understanding the concept of budgeting

CO2: Understanding the crucial food and beverage purchasing specification, sequence of purchase and receiving.

CO3: Understanding the importance of having a standing recipes and forecasting of volumes.

Menu pricing and maintaining Food and Beverage cost reports. Course Curriculum:

Food & Beverage Control: Definition, Objectives & Problems. Elements of Cost - Definition of Cost. Basic Concept of Profits-Pricing & Control Aspects-Cost Dynamics & Break – Even. Budgeting: Definition & Objectives, Kinds of Budgets, Buying, Receiving, Storing, Issuing, Preparing, Selling Purchasing: The Selection of a Supplier, Rating, Methods of Purchasing Standard Purchase Specifications. Receiving - Receiving Procedures & Methods. Purchase Orders, Delivery Notes, Goods Received Book-Assessing Performance and Efficiency of the Receiving Department. Stores and Issuing: Stock Records -Bin Cards, Stock Cards, Perpetual Inventory Records. Store Issues - Transfer Notes, Breakages and Damaged Goods Stock Taking. Preparation of Food & Beverage Items: Volume Forecasting – Aids, Standard Yields, Standard Recipes, Standard Portion Sizes. Analysis of preparation methods Selling - The Pricing of menu- Fixed Selling Price & Control (Cash and Credit) En Pension Terms- Preparing Food Cost Reports and Beverage Cost Reports. Food Quality Control – Quality assurance, Characteristics of quality, Quality control, Quality management system, Total quality management and Good management practices. Food Quality Testing – Sensory evaluation-Requirements and methods, Sensory Parameters – Colour, flavor, texture, aroma, general acceptability, Subjective and objective test of sensory parameters.

Reference Books

Recommended Text Book

2. Food and Beverage Management - Bernard Davis & Sally Stone.

K L UNIVERSITY
DEPARTMENT OF HOTEL MANAGEMENT
MINUTES OF DEPARTMENT ACADEMIC COMMITTEE MEETING

The Department Academic Committee meeting was conducted on 5th June, 2015 at 7th Floor, Admin Block, K L University

Agenda:

1. To discuss the feedbacks received from stake holders on curriculum
2. To propose the curriculum for HM 2016-17 admitting batch
3. Any other points with the permission of the DAC chairman


The following members were present:

S.NO	Name	Designation
1	Dr. M. Kishore Babu	Associate Professor & HOD - Chairman
2	Mrs. K Hemamalini	Assistant Professor
3	Mr. M Pavan Kumar	Assistant Professor
4	Mr. RKarteeK	Assistant Professor
5	Mr. APavan Kumar	Assistant Professor
6	Ch. Sri Devi	150530008
7	S.L.HemantH Kumar	150530016
8	J Venkatesh	14053004
9	M Dinesh	14053011
10	Sunit Swain	13053002
11	K R K Maneendra	13053004

The following points were discussed and resolved:

1. The DAC discussed and resolved to recommend the French in two years. Basic French in I year I Semester ~~I Semester~~ and Advanced French in II Year II Semester.
2. Upon discussing the feedback from students, the committee resolved to recommend the following to BOS.
 - a. To offer Nutrition and Hygiene in First year than second year having the syllabus. ^{same}
(Annexure - 1)
3. DAC members suggested consider, English in all the 5 semester in place of English Language skills only for two years. (Annexure 1)
4. Upon discussing the feedback from students, it was resolved to offer Introduction to IT in II Semester rather than in I semester in I Year with same syllabus. (Annexure 1)

Note: Above observations and suggestions were made by the committee members and it is resolved to present in Board of Studies Meeting for getting approval from BcS Committee.


Chairman - DAC
Dr. M. KISHORE BABU M.B.A., M.Phil, Ph.D.
Head, KLU Business School
K.L. University, GUNTUR - 522 502 A.P.

ANNEXURE - 1

I. OLD SYLLABUS:

II Year – II Semester

Course Title: Basic French

Course code: 14BH22L0

Objective: To create awareness about the importance of French in the hotel operations and to acquire the correct pronunciation of French terminology. To use standard phrases in French in hotel operations. To integrate the French curriculum with the core syllabus of the course.

Course Curriculum:

Unit I: General French -Pronunciation-The Alphabet-The Accents -Numbers (0 to 100)-Cardinal-Ordinal-Time (only 24 hr clock) Days of the week-Months of the year-Date-Weights & Measures 'Formules de politesse'-Conjugation of verbs in the present tense relevant to the hotel industry (only 'je' and 'vous' forms).

Unit II: Food & Beverage Service -Restaurant Brigade-Hot Plate Language.

Unit III: The French Classical Menu- (17courses) with classic examples of each course, terminology and meanings in brief. Wines - Wines of France, Wine terminology-Reading a wine label- Laying a cover.

Unit IV: Food Production -The Kitchen Brigade-Ingredients used in Kitchen. Dairy Products, Vegetables, Fruits, Herbs & Spices, Poultry, Fish, Meat, Cereals, Seasonings, French Cheeses, Culinary Terms in French.

Unit V: Conversations 1. Greetings / Introduction. 2. Dialogue / Conversation-At the front desk, travel & tourism enquiries-At the restaurant-3 French Classical Menu- Suggest a menu, Read a given menu-Give examples of dishes in a particular course & menu-4 Wines - Read a wine label-Wine Terminology. 5. Culinary terms-Give the various correct French Culinary terms.

Reference Book

1. French for Hotel Management & Tourism Industry – by S. Bhattacharya

Recommended Text Book

1. F & B Service - by Dennis Lillicrap John Courins & Robert Smith

2. Modern Cookery Vol I - by Thangam Philip

NEW SYLLABUS

I Year - I Semester

Course Title: Basic French

Course code:

15BH11L0

Objectives of the course: At the end of the course learners will be able to

C1: Make introductions and greetings in hotel industry.

C2: Use articles in different contexts

C3: Form sentences which are useful for hotel operations.

Compétency I

a) L'alphabet – Les signes orthographiques –Les signes de ponctuation –Les symboles phonétiques –Les nombres cardinaux et ordinaux –Les Salutations –Les présentations.

b) Les articles – articles indéfinis et articles définis –Le pluriel des noms –Le féminin des noms – articles contractés – articles partitifs.

Compétency II

a) Les jours de la semaine –Les mois de l'année –Les saisons –L'heure –Le temps –Le corps –Les vêtements –Les couleurs.

b) Les adjectifs qualificatif –Le pluriel des adjectifs –Le féminin des adjectifs –Les adjectifs non qualificatifs –adjectifs possessifs, adjectifs démonstratifs, adjectifs interrogatifs et adjectifs indéfinis –Les pronoms personnels.

Compétency III

a) Les prépositions –Les adverbes –Les verbes –L'impératif –La négation –L'interrogation.

Reference Books

1. French for Hotel Management & Tourism Industry – by S. Bhattacharya

Recommended Books

1. Cours De Langue Et De Civilisation FRANCAISES by G Mauger

II Year – II Semester

Course Title: Advanced French

Course Code:

15BH22L1

Objectives of the course: At the end of the course learners will be able to

C 1: Talk about nationalities and professions

C 2: Learn culinary words and receive guests in hotel

C3: Send emails and book reservations

Competency I

a) Le pays –Les nationalités –La famille –Les professions –La maison/L'appartement –La ville –Les loisirs.

Competency II

a) Le matériel de cuisine –La nourriture –légumes, fruits, viande, poisson, desserts et boisson –Les termes culinaires importants – La recette.

b) Le repas –petit déjeuner, déjeuner et dîner –Le menu–Au restaurant –A l'hôtel –A la caisse.

Competency III

a) Les adverbes –Les pronoms –pronoms possessifs, pronoms démonstratifs, pronoms relatifs et pronoms interrogatifs –La lettre –Le courrier –A la gare –A l'aéroport –A l'hôpital.

b) Le passé composé –Le futur –Le futur proche –Le passé récent –L'imparfait –Les degrés de l'adjectif.

Reference Books

1. French for Hotel Management & Tourism Industry – by S. Bhattacharya

Recommended Text Book

1. Cours De Langue Et De Civilisation FRANCAISES by G Mauger

2. OLD ONE:

II Year – I Semester - Nutrition & Hygiene -14BH21K1

NEW ONE:

I Year – I Semester – Nutrition & Hygiene 15BH12K0

3. OLD ONE:

I Year – I Semester – Introduction to Information Technology – 13BH11K3

NEW ONE:

I Year – II Semester - Introduction to Information Technology – 15BH12L0

4. OLD ONE:

I Year – I Semester – English Language Skills-I – 11BH11K0

II Year – I Semester - English Language Skills-II – 11BH12K0

NEW ONE

I Year – I Semester

Course Title: Rudiments of Communication Skills

Course Code: 15HS101

Objectives of the course: At the end of the course learners will be able to

C1- Speak with confidence & Understand the importance of listening

Make presentations fluently in English.

C2 - Understand the basic concepts of grammar and usage.

C3- Implement English Grammar rules while writing or speaking.

C4- Express or present in written form

Identify Key concepts

Ask and record information for extended writing

Competency I

a) Speaking Skills

I. Vowels in English

II. Diphthongs

- III. Consonants
- IV. Word stress
- V. Intonation
- VI. Words in Groups - English Conversation Practice
 - b) Listening Skills
 - i) Difference between British English and American English
 - ii) Received Pronunciation and Dialects
 - iii) American Spelling and American Grammar
 - iv) American Pronunciation
 - v) Listen and respond
 - vi) Speak and Listen, Listen and Speak.
 - c) SPEAKING SKILLS
 - a) Group Discussion
 - d) Speaking and listening exercises from Effective Speech Richard W Clark
 - a) Speaking to Explain
 - b) Speaking to persuade
 - c) Listening to understand
 - d) Storytelling and interpretation

Competency II

- a) General Writing Skills
 - a) Paragraph Writing:
 - i) Seven 'C's of writing
 - ii) Identifying Topic sentences, writing topic sentence.
 - iii) Linkers, Coordinates. iv) Sequencing
 - b) Letter Writing:
 - i) Formal and Informal formats.
 - ii) Full block, Semi block, Modified block.
 - iii) Types of letters, Tone of letters, content and brevity.
 - c) Note Making & Note Taking

Competency III

- a) Reading Skills
 - Reading comprehension Practice exercises (TOEFL Level)
 - i) Reading for information
 - ii) Reading for specifics --- theme, attitude
 - iii) Identifying tone

Competency IV

- a) Soft Skills
 - Introduction to soft skills
 - a. Body Language , Postures, Gestures, Eye contact
 - b. Personality styles
 - c. Grooming , dress code
 - d. Group discussion--- format, Do s and Don'ts, scoring method

References Books:

1. Malika Nawal: Business Communication
2. Quick English Reference- Sarahfreeman
3. Leaving English Speech – William Standard Allen
4. Andersen, Peter. (2007). Nonverbal Communication: Forms and Functions(2nd ed.) Waveland Press.

Recommended Text Books

1. Bull, P. E. (1987). Posture and Gesture. Oxford: Pergamon Press. ISBN 0-08-031332-9

2. Remland, Martin S. (2009). Nonverbal communication in everyday life. Boston: Allyn & Bacon.
3. Demarais, A., White, V. (2004). First Impressions. New York, NY: BanTam Books.
4. Hogan, K., Stubbs, R. (2003). Can't get Through 8 Barriers to Communication. Gretna, LA: Pelican Publishing Company.

I Year – II Semester

Course Title: Interpersonal Communication Skills
15HS102

Course code:

Objectives of the course: At the end of the course learners will be able to

C1: Identify the meaning of words from context.

Frame sentences using words.

Understand the method of identifying antonyms.

C2: Develop different reading skills

Comprehend given information

C3: Write different types of office communication

Understand and write good summaries

C4: Understand and value diverse societies.

Respond effectively to cultural communication differences

Demonstrate understanding of ethical values central to the communication discipline

C5: Demonstrate LSRW skills

Competency I

a) Speaking Skills

Interactive Skills: Group Activities taken from Keep Talking by Mary Spratt

At the chalk face Oxford word skills (Units 21-50)

b) Vocabulary Skills

a. Basic Word List (900 words)

b. Identifying meaning from context

c. Antonyms and Synonyms (Level 1)

Competency II

a) Reading Skills

Types of Reading

i) Vertical Reading

ii) Identifying the central idea

iii) Speed Reading --- seven techniques to improve reading speed

Competency III

a) Inter Office Communication and Intra Office Communication

i) Memo Writing

ii) Circulars

iii) Emails:

a. Netiquette

b. Formal and Informal Formats.

c. Clear, concise expression, Dos and Don'ts of Email writing.

Competency IV

a) SOFT SKILLS-II

(Case Studies, Vodcasts and Role Play - ICT enabled)

1. Cultural sensitivity

2. Empathy and understanding

3. Diversity and Acculturation

Competency V

a) LSRW skills

1. Integrated Speaking skills: (Lab Component : Computer aided) TOEFL iBT pattern

2. Read, Listen and Speak : Reading a passage, Listening to a lecture or a talk supporting or exemplifying or negating the reading section and Speaking on what was read and heard
3. Integrated Writing skills: (lab component: Computer aided)
4. Read, Listen and Write

Reading a passage, listening to a lecture or a talk supporting or exemplifying or negating the reading section and Writing on what was read and heard

References Books:

1. Malika Nawal: Business Communication
2. Quick English, Reference- Sarahfreeman
3. Leaving English Speech – William Standard Allen
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3. Demarais, A., White, V. (2004). First Impressions. New York, NY: BanTam Books.
4. Hogan, K., Stubbs, R. (2003). Can't get Through 8 Barriers to Communication. Gretna, LA: Pelican Publishing Company.

II year – II Semester

Course Title: Professional Communication Skills

Course code: 15HS103

Objectives of the course: At the end of the course learners will be able to

C1- Apply communication concepts and theories to address everyday dilemmas within dimensions

- Analyze communication variables in personal, professional, and community settings
- Propose competent communication strategies.

C2- Demonstrate positive group communication exchanges

- Advance decision-making processes within group

C3- Demonstrate written communication skills expected of a future professional in the field

C4- Demonstrate oral communication skills expected of a future professional in the field.

- Speak in public settings

Competency I

a) Speaking Skills

Group Discussions (Level I)

- a. Format of GD as used in national level recruitment boards
- b. Rules, ambience and normal practices
- c. Do's and Don't's in Group Discussions
- d. Helping to build confidence, improve on content and clarity
- e. Practicing skills like Initiating, developing and concluding discussions

Competency II

a) Structures and Written Expression (exercises)

I. Sentence Completion (single blank TOEFL level)

II. Analogies

III. One word substitutes

IV. Mechanics of Grammar:

- a. Correction of Sentences - Errors in grammar and usage
- b. Jumbled Sentences / Paragraph scrambles
- c. Rephrasing

Competency III

a) Reading Skills Level 2 (GRE GMAT CAT level)

- i) Skimming and scanning

- ii) Word Perception tests
- iii) Reading speed development (7 skill exercises)
- iv) Searching for key words
- v) Reasoning Skills
 - a) Analytical Reasoning
 - b) Critical Reasoning
 - c) Language Specific Reasoning

Competency IV

- a) Soft Skills III
 - i) Seminars
 - ii) Presentations
 - iii) Case Studies : Role Plays and simulated Presentation

References Books:

1. Malika Nawal: Business Communication
2. Quick English Reference- Sarahfreeman
3. Leaving English Speech – William Standard Allen
4. Andersen, Peter. (2007). Nonverbal Communication: Forms and Functions(2nd ed.) Waveland Press.

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3. Demerrais, A., White, V. (2004). First Impressions. New York, NY: BanTam Books.
4. Hogan, K., Stubbs, R. (2003). Can't get Through 8 Barriers to Communication. Grenta, LA: Pelican Publishing Company.

II Year – II Semester

Course Title: Employability Skills

Course code: 15HS 104

Competency I

- a) Speaking Skills

Group Discussions Level 2 Speaking and listening exercises From Effective Speech by Richard W Clark.

Know yourself as a Communicator

1. Communicating with others
2. Group Discussion
3. Interactive Listening

Competency II

- a) Writing Skills

1. Writing Proposals
2. Product and process description
3. Agenda, Minutes and Scheduling meetings
4. Technical Writing Skills
 - a. Report Writing
 - b. Types of reports
 - c. Formats
 - d. How to write good reports
5. Résumé and Job Application

Competency III

- a) Reading Skills

Reading Comprehension (GRE, GMAT Pattern)

Identifying

- a. The author's purpose

- b. Main Idea/ Theme
 - c. Suitable Title
 - d. Specific information
 - e. Not mentioned/ Negative factual information
 - f. Tone, attitude and Style
 - g. Structure / Organization
 - b) Vocabulary in context
 - I. Signpost words
 - II. Pejorative Signals and Complimentary Signals
 - III. Continuation Signals
 - IV. Contrast signals
 - V. Sentence Completion
 - VI. Text completion
 - VII. Sentence Equivalence
- (Single blank, double blank, three blank, two answer Questions)

Competency IV

- a) People Skills
 - i) Initiating and ending conversations
 - ii) Expressing and creating interest
 - iii) Practicing therapeutic listening
 - iv) Breaking good/bad news

References Books:

1. Malika Nawal: Business Communication
2. Quick English Reference- Sarahfreeman
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3. Demarais, A., White, V. (2004). First Impressions. New York, NY: BanTam Books.
4. Hogan, K., Stubbs, R. (2003). Can't get Through 8 Barriers to Communication. Gretna, LA: Pelican Publishing Company.

III Year – I Semester

Course Title: Verbal Quantitative Reasoning

Course code: 15HS105

Objectives of the course: At the end of the course learners will be able to

- C1: Identify the meaning of words from context.
 - Frame sentences.
 - Understand the method of identifying Synonyms and Antonyms.
- C2: Develop different linguistic skills
 - Comprehend given information
 - Write different types of Essays
 - Understand the need for reasoning.
 - Understand and Implement the process of thinking
- C3: Understand and apply the basic techniques to crack Quantitative reasoning tests
- C.4: Demonstrate critical and innovative thinking to solve Analytical reasoning tests.

Competency I

- a) Verbal Ability (GRE, GMAT, CAT pattern)
 - I. Synonyms
 - II. Antonyms

III. One word substitutes
Competency II
IV. Analyzing issues
V. Analyzing arguments
VI. Sentence correction
Competency III
a) Quantitative Reasoning (GRE, GMAT, CAT pattern)

i) Arithmetic
I. Decimals
II. Exponents and Roots
III. Fractions
IV. Integers
V. Percent
VI. Ratio
VII. Real Numbers
ii) Algebra
I. Applications
II. Coordinate Geometry
III. Functions
IV. Graphs of Functions
V. Operations with Algebraic Expressions
VI. Rules of Exponents
VII. Solving Linear Equations
VIII. Solving Linear Inequalities
IX. Solving Quadratic Equations
Competency IV
I. Clocks
II. Calendars
III. Binary logic
IV. Seating arrangement
V. Blood relations
VI. Logical sequence
VII. Assumption
VIII. Premise
IX. Conclusion
X. Linear and matrix arrangement

References Books:

1. Malika Nawal: Business Communication
2. Quick English Reference- Sarahfreeman
3. Leaving English Speech – William Standard Allen
4. Andersen, Peter. (2007). Nonverbal Communication: Forms and Functions (2nd ed.) Waveland Press.

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3. Demarais, A., White, V. (2004). First Impressions. New York, NY: BanTam Books.
4. Hogan, K., Stubbs, R. (2003). Can't get Through 8 Barriers to Communication. Grenta, LA: Pelican Publishing Company.

IV Year – II Semester

Course Title: Corporate Communication Skills

Course code: 15HS106

COURSE OUTCOME: At the end of the course learners will be able to

CO1: Speak fluently and effectively in interpersonal contexts

CO2: Write technically sound English

CO3: Read and interpret expeditiously

CO4: Understand and apply the basic techniques to crack Quantitative Reasoning sections in Campus

Recruitment Tests, GRE, GMAT, CAT and other types of Competitive Exams

C5: Demonstrate employability skills

a) Speaking Skills

Group Discussions Level 2 Speaking and listening exercises

From Effective Speech Richard W Clark.

Chapter 1 Know yourself as a Communicator

Chapter 2 Communicating with others (4 lessons)

Chapter 3 Group Discussion (3 lessons)

Chapter 4 Interactive Listening (1 lesson)

b) Writing Skills

i) Five Types of Essays (Toefl IBT pattern)

1. Agree or disagree
2. Which do you prefer and why
3. If / imaginary
4. Description / Explanation
5. Comparison and Contrast

ii) Styles in Writing: Modes of Discourse

1. Narration
2. Description
3. Exposition
4. Argumentation/ Persuasion

c) Reading Skills

Reading Comprehension (Level 3 CAT & GMAT pattern)

a) Critical Reading

b) Searching for implied meanings

c) Answering questions on theme, tone, point of view, title etc.

d) Quantitative Reasoning -2(GRE, GMAT, CAT pattern)

i) Geometry

I. Circles

II. Lines and Angles

III. Polygons

IV. Quadrilaterals

V. Three-Dimensional Figures

VI. Triangles

e) Data Analysis

I. Counting Methods

II. Data Interpretation Examples

III. Distributions of Data, Random Variables, and Probability Distributions

IV. Graphical Methods for Describing Data

V. Numerical Methods for Describing Data

VI. Probability

f) Soft Skills

1. Interview Skills
2. Mock Interviews
3. Writing personal profile & Company profile

4. Answering unconventional HR questions
5. Dress Code
6. Dining etiquette
7. Interpersonal skills

References Books:

1. Malika Nawal: Business Communication
2. Quick English Reference- Sarahfreeman
3. Leaving English Speech – William Standard Allen
4. Andersen, Peter. (2007). Nonverbal Communication: Forms and Functions(2nd ed.) Waveland Press.

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4. Hogan, K., Stabbs, R. (2003). Can't get Through 8 Barriers to Communication. Grenta, LA: Pelican Publishing Company.

Modifications to the Existing Structure of the BHM / BHMCT Program - 2018

Course Structure & Codes for the BHM / BHMCT (III & IV Year) Program

Year	Course Code	Name of the Course	Contact Hours				Credits	Course Code	Name of the Course	Contact Hours				Credits
			L	T	P	Total				L	T	P	Total	
Semester I														
I	15HS101	Rudiments of Communication Skills	0	0	4	4	2	15HS102	Interpersonal Communication Skills	0	0	4	4	2
	15BH11C6	Introduction to Food Production	2	0	4	6	4	15BH12C6	Principles of Food Production	2	0	4	6	4
	15BH11C7	Introduction to Food & Beverage Service	2	0	2	4	3	15BH12C7	Principles of Food & Beverage Service	2	0	2	4	3
	15BH11C8	Introduction to House Keeping	2	0	2	4	3	15BH12C8	Principles of House Keeping	2	0	2	4	3
	15BH11C9	Introduction to Front Office	2	0	2	4	3	15BH12C9	Principles of Front Office	2	0	2	4	3
	16BH11K0	Food Safety & Hygiene	3	0	0	3	3	16BH12K0	Food Science & Nutrition	3	0	0	3	3
	15BH11I0	Introduction to Information Technology	2	0	2	4	3							
Total			13	0	16	29	21	Total		14	0	10	24	18
Semester II														
15BH10N0 – Basic Training (4 Credits)														
45 Days														

II	15HS103	Professional Communication Skills	0	0	4	4	4	2	15HS104	Employability Skills	0	0	4	4	2
	15BH21C6	Food Production Operations	2	0	4	6	4	4	15BH22C6	Food Production Management	2	0	4	6	4
	15BH21C7	Food & Beverage Services Operations	2	0	2	4	3	3	15BH22C7	Food & Beverage Services Management	2	0	2	4	3
	15BH21C8	Accommodation Operations	2	0	2	4	3	3	15BH22C8	Accommodation Management	2	0	2	4	3
	15BH21K1	Hotel Laws	3	0	0	3	3	3	15BH22K0	Hotel Engineering	3	0	0	3	3
	15BH21F0	Hotel Accountancy	3	0	0	3	3	3	16BH22K1	Food & Beverage Quality Control	3	0	0	3	3
	15HS107	Environmental Studies	3	0	0	3	3	3							
		Total	18	0	8	26	21	21		Total	15	0	8	23	18

**15BH20N0 – Interim Training (4 Credits)
45 Days**

III	15HS105	Verbal & Quantitative reasoning	0	0	4	4	2									
	15BH31C6	Advanced Food Production	2	0	4	6	4									
	15BH31C7	Advanced Food & Beverage Services	2	0	2	4	3									
	15BH31K0	Hospitality Services Marketing	3	0	0	3	3									
	15BH31K1	Human Resource Management In Service Sector.	3	0	0	3	3									
	15BH31K2	Travel & Tourism	3	0	0	3	3									
	16BH31L0	French for Hotel Professionals	3	0	0	3	3									
		Total	16	0	10	26	21									

**15BH32N0
Intensive Internship
4 Months**

20

Total

20

IV	15HS106	Corporate Communication Skills	0	0	4	4	2	
	15BH41K0	Total Quality Management	3	0	0	3	3	
	15BH41K1	Customer Relationship Management	3	0	0	3	3	
	15BH41K2	Entrepreneurship	3	0	0	3	3	
	16BH41K3	Organization Behavior In Hospitality Industry	3	0	0	3	3	
	15BH41XX	Elective - I	2	0	2	4	3	
	15BH41XX	Elective - II	2	0	2	4	3	
		Total	16	0	8	23	20	Total
								20

15BH42P0
Hotel Industry Project
4 Months

Electives - I

15BH41E0	Food Production Management - I	1	0	4	5	3	
15BH41E1	Food & Beverage Services Management - I	2	0	2	4	3	
15BH41E2	Accommodation Management - I	2	0	2	4	3	

Electives - II

15BH41E3	Food Production Management - II	1	0	4	5	3	
15BH41E4	Food & Beverage Services Management - II	2	0	2	4	3	
15BH41E5	Accommodation Management - II	2	0	2	4	3	

Total Number of subjects & Credits

III Years BHM

Courses	No.	Credits
CDCs (Compulsory disciplinary courses)	26	83
IT courses	1	3
English Language	5	10
Foreign Courses	1	3
Internship Program	3	28
TOTAL	36	127

IV Years PG Diploma in BHMCT

Courses	No.	Credits
CDCs (Compulsory disciplinary courses)	30	95
IT courses	1	3
English Language	6	12
Foreign Courses	1	3
Major Electives	2	6
Internship Program	3	28
Project	1	20
TOTAL	44	167