

Tribhuvan University
Faculty of Management
Office of the Dean



Course detail of
BHM (Bachelor of Hotel Management) 3rd Semester

October 2024

BHM 201 : Food Science & Nutrition

3rd Semester

Credits: 3
Lecture Hours: 48

Course Objective

The purpose of this course is to provide the students with basic knowledge on nutrients and their role in human health, food sanitation and hygiene, food preservation, and internationally accepted food safety management systems.

Course Description

This course presents a thorough and systematic coverage of theoretical and practical aspects of introduction of food, nutrients and nutrition, food microbiology, food contamination and spoilage, food hygiene, food safety and management system.

Course Details

Unit 1: Introduction to Food

5 LHs

Definition of food, Functions of Food: Physiological, Psychological and Social functions. Definition of Food Group, Classification of Food Groups on the basis of nutritive value: Cereals, Pulses, Nuts and Oilseeds, Vegetables, Fruits, Milk and Milk Products, Egg, Meat and Poultry, Fats and Oil, Sugar and Confectionary, Spices. Significance of food groups.

Unit 2: Nutrients and Nutrition

10LHs

Introduction: Definition of Nutrients, Micronutrients and Macronutrients.

Introduction of Carbohydrates: Monosaccharide, Oligosaccharides, Polysaccharides, Dietary Fibers and its functions, functions of carbohydrates.

Introduction of Proteins: Amino Acids, Essential Amino Acids, Complete Protein, Partially, Complete Protein, Incomplete Protein, Sources of Protein, and Functions of Protein.

Introduction of Lipids: Essential and Non-essential Fatty Acids, Saturated and unsaturated fatty acids, trans fats, Functions of Lipid, Cholesterol and its functions.

Introduction of Vitamins: General Functions of Water Soluble and Fat Soluble Vitamins.

Introduction of Minerals: General Functions of Minerals.

Introduction of Water: General Functions of Water, Loss of Nutrients during Blanching, Heat processing and milling.

Introduction to Balanced diet; Recommended Dietary Allowances (RDA), General introduction on Malnutrition (Causes and symptoms of PEM; causes and symptoms of IDD, VAD, IDA).

Unit 3: Food Microbiology**6 LHs**

Introduction to Food Microbiology, Important Characteristics of Bacteria, Virus, Yeast and Molds, Usefulness, Factors Affecting the Growth of the Microorganisms in Food: Water Activity, pH, Nutrient content, Temperature, Presence of the oxygen.

Unit 4: Food Contamination and Spoilage**9 LHs**

Introduction: Definition of Food Contamination, Primary Sources of Food Contamination, Cross Contamination and its Preventive Measures. Causes of Food Spoilage, Growth and Activity of Microorganisms, Chemical Reactions, Natural Enzymes, Damage by Animal, Insects, and Rodents. Introduction: Methods and principle of food preservation, Pasteurization, Canning, Refrigeration, Freezing, Increasing the Acidity, Drying, Using Chemical Preservatives; Irradiation; MAP/CAP.

Unit 5: Food Hygiene**6 LHs**

Introduction of Food Hygiene: Necessity of Personal Hygiene, General Personal Hygiene practices, Cleaning and Sanitizing the Food Contact Surfaces: Cleaning and Sanitizing Agents, The Methods of Dish Washing, The Three Bucket Method, The Sink Method, Mechanical Dish Washing, Importance of food hygiene in Food Cycle (receiving, storing, preparation and service).

Unit 6: Food Safety Management Systems**4 LHs**

Definition of Food Safety, History of Hazard Analysis Critical Control Point (HACCP), HACCP principles, benefits of HACCP Implementation in Food Industry.

Unit 7: Environmental Hygiene**2 LHs**

Introduction: Kitchen Design and Sanitation, Waste Disposal methods.

Unit 8: Demonstration:**6 LHs**

- Demonstration of Bacteria, Yeast and Molds Under Microscope;
- Examination of Sanitary Condition of Utensils in Kitchen;
- Determination of the Effectiveness of Different Cleaning and Sanitizing Agents on Dish Washing;
- Assessment of Personal Hygiene of a Food Handler by Cotton Swab Plating Method.

Suggested Readings

Jay, J.M. Modern Food Microbiology: CBS publishers and Distributers

Roday, S. Food Science and Nutrition; Oxford University Press; New Delhi, India.

Fraizer, W.C., and Westhoff D.C. Food Microbiology: New Delhi: Tata McGraw-Hill publishing company ltd.

Swaminathan , M. Advance Textbook on Food and Nutrition, vol. 1 and 2 , The Bangalore Printing and publishing co. Ltd., India

BHM 202: Food Production Operations

*Credits: 3
Lecture Hours: 48*

Course Objectives:

The intention of this course is to make students understand both the theoretical knowledge and practical skill of food production operations specially regarding the breakfast, Meat Fabrication, Charcuterie & Buffet setup practiced in the hotel and catering industry. This course also imparts the regional food knowledge required for food productions of various cuisine.

Course Description:

This course presents a thorough and systematic coverage of theoretical and practical knowledge of Garde manger, Meat Fabrication, Oriental Cuisine, Breakfast, Food presentation, Buffet presentation and Kitchen Stewarding.

Course Details.

Unit 1: Garde Manger

5 LHs

Introduction, Functions of Garde manger. **Cold cuts** (charcuterie): sausage, ham, bacon, pate, and terrine, and galantine, aspic making and curing, **Hors d'oeuvre** introduction, and classification with examples. **Appetizers:** Introduction and types with examples. **Sandwiches and canapés:** Introduction, classification, guidelines while preparing, base, spreading, fillings, toppings, garnishes and accompaniments of sandwich.

Unit 2: Meat Fabrication

10 LHs

Introduction, structure of meat, effect of heat on meat cookery, Processing of whole animal (Pre-slaughter, slaughter, Post slaughter), Meat grading (Quality & yield grading). **Poultry;** Introduction, types of poultry, quality sign and storage, cuts of poultry and usages. **Game:** Introduction, types of game and storage **Beef and Veal:** Introduction, Quality points, storage, cuts and usages, steak and its types; degree of cooking/ stages. **Mutton and lamb:** Introduction, quality points, storage, cuts and usages. **Pork:** Introduction, quality points, storage, cuts and usages. Introduction to Ham and Bacon. **Offal:** Introductions types and usages. **Fish:** Introduction, classification, quality points, cuts of fish and suitable cooking method, preservation technique. **Shellfish:** Introduction, classification, suitable cooking method with its type, quality signs, storage tips and ideal temperature.

Unit 3: Chinese, Thai and Japanese Cuisine

3 LHs

Chinese Cuisine: Introduction, Features of regional cuisine, cooking methods, seasoning and flavorings used in Chinese cuisine, equipment used. **Thai Cuisine:** Introduction, Features of regional cuisine, seasoning and flavorings used in Thai cuisine, equipment used. **Japanese Cuisine:** Introduction, Features of regional cuisine, seasoning and flavorings used in Japanese cuisine, equipment used.

Unit 4: Breakfast**2 LHs**

Introduction, Concept of breakfast, Types of breakfast, Food Items of Continental, English, American, Indian, Nepalese Breakfast Menus.

Unit 5: Food & Buffet Presentation**2 LHs**

Introduction: Fundamentals of Food Presentation& Buffet Presentation: Integration of Flavors Shapes and Textures on the Plates. Hot & Cold food Presentation. Buffet arrangement & appearance.

Unit 6: Kitchen Stewarding**2 LHs**

Introduction, Organization Chart of Kitchen Stewarding, Job Responsibilities of Stewarding Staffs, Types of Dish Washer, Basic operational considerations of dish washer.

Practical**24 LHs**

Four course Chinese Menus	3 Nos.
Four course Thai Menus	3 Nos.
Breakfast Menu	1 Nos.
Five Course State Banquet Menu	1 No.

Referred Books:

Foskett, D. & Ceserani, V. *Theory of Catering 9th edition (1999)*. London: Book Power.

Bali, P. V.(2020). *Food Production Operations*. New Delhi: Oxford Press Publication.

Bali, P. V. (2011). *Quantity Food Production Operations and Indian Cuisine*. New Delhi: Oxford Press Publication.

Arora, K. (2018). *Theory of Cookery*. New Delhi: Franks Bros. & Co. Ltd.

Bali, P. S. (2012). *International Cuisine and Food Production Management*. New Delhi: Oxford Press Publication.

Gisslen, W. (2007). *Professional Cooking, 6th edition*. New Jersey, John wiley & Sons, Inc., Hoboken.

BHM 204: Front Office Operations I

BHM 3rd Semester

Credits: 3

Lecture Hours : 48

Course Objectives

This course aims to make students understand both the theoretical knowledge and practical skill in front office operation basically in reservation of guest and other various guest services in hotel industry.

Course Description

Introduction to front office organization, its units, staffing and functions; front office terminologies; understand about hotel lobby and services provided over there; brief about various components of front office communications; room tariff and room rate; guest cycle; room reservation and its procedure; handling different procedures of guest services in the department; hotel property management system.

Course Details:

Unit 1: Front Office Organization

3 LHs

Introduction, Functions and Sections of Front Office; Large Hotel Organization Chart of Front Office; Duties and Responsibilities of Front Office Personnel

Unit 2: Hotel Lobby

2 LHs

Introduction to Lobby, its Size and Reception Counter; Uniformed Services and Procedure; Concierge and its Roles; Guest Relation Executive and its Functions

Unit 3: Front Office Communications

3 LHs

Good Communication and its Importance; Flows and Barriers of Communication; Handling Telephone (Etiquettes, Managing Calls and Wake-up Call); Interdepartmental Communication of Front Office

Unit 4: Room Rate

3 LHs

Room Tariff and Qualities of Good Tariff; Room Rate and Its Designations; Basis of Charging Room Rate; Up-Selling and Suggestive Selling

Unit 5: Guest Cycle

1 LH

Pre-arrival, Arrival, Stay-in and Departure

Unit 6: Reservation

7 LHs

Introduction, Importance and Types of Reservation; Sources and Modes of Reservation; Standard Reservation Procedure; Reservation Confirmation and Regrets; Amendment and Cancellation of Reservation; Overbooking; Group Reservation Practice (Market and Types); Booking Charts

Unit 7: Guest Services

3 LHs

Understanding Special Request of Guest; 17 Principles of Guest Relation; Guest Room Change; Handling Guest Complains; Luggage Handling (Scanty Baggage and Left Luggage)

Unit 8: Hotel Property Management System (PMS)

2 LHs

Hotel PMS and its Benefits; Selecting PMS in Hotel; Different PMS Applications used in hotel

Practical (8 practical of 3 hrs. each compulsory for the subject):

24 LHs

Charging Room Rates; Preparing Forms and Formats used by Front Office; Practice in Making Reservation; Practice Telephone Etiquettes, Making Wake-up Call; Preparing Tariff Card; Practice Luggage Handling; Practice Guest Complain Handling; Practice of Front Office Terminology; Practice all Front Office Procedure in Hotel Computer Software

Property Visit:

Any one Resort Property Visit

References:

Andrews, S. (2013), *Hotel Front Office*, A Training Manual, New Delhi: McGraw Hill

Tewari, J. R. (2012), *Hotel Front Office Operations and Management*, New Delhi: Oxford University Press

Negi, J. (2013), *Hospitality Reception and Front Office Procedures and Systems*, New Delhi: S. Chand & Company

Kasavana, M. (2005), *Front Office Management*, AHLA

Bhakta, A. (2012), *Professional Hotel Front Office Management*: New Delhi: McGraw Hill

Devendra, A. (2015), *Soft Skills for Hospitality*, New Delhi: Oxford University Press

BHM 203: Bar and Beverage Service

BHM 3rd Semester

Credits: 3

Lecture Hours: 48

Course Objectives

This course aims to make students able to understand both the theoretical knowledge and practical skills of alcoholic beverage such as spirits, liqueurs, and mixed drinks. This course also imparts the knowledge and skills of bar operations in food and beverage service areas of hotel and catering industry.

Course Description

This course includes the knowledge and skill of alcoholic beverages such as spirits (Whisky, Vodka, Rum, Brandy, Gin, and other spirits and liqueurs.) This course also covers the bar setup and mixology.

Course Details

Unit 1: Alcoholic Beverages & Proof **2 LHs**

Introduction, distillation and its types, History and definition of spirits, international understanding and measurement of alcoholic strength. Proof: Definition, Types of proof, Standard calculation of proof.

Unit 2: Whisky **2 LHs**

Introduction, Manufacturing process, Types on the basis of Malt, Aging, and Region, Popular brands, Service of Whiskey.

Unit 3: Vodka **1 LH**

Introduction, Manufacturing process, Types on the basis of Flavored and Neutral, Popular brands, Service of vodka.

Unit 4: Rum **2 LHs**

Introduction, Manufacturing process, Types on the basis of Colour, Popular brands, Service of Rum.

Unit 5: Brandy **2 LHs**

Introduction, Manufacturing process, Types on the basis of Grapes: Cognac, Armagnac, and Pomace, Fruits: Applejack and Marpha, Popular brands Service of Brandy

Unit 6: Gin **1 LH**

Introduction, Gin flavorings method, Types, Popular brands, Service of Gin.

Unit 7: Tequila & Mezcal **2 LHs**

Introduction, Manufacturing process, Types, Popular Brands, Mezcal, Service of Tequila.

Unit 8: Liqueurs **2 LHs**

Introduction, Manufacturing process, Flavouring agents, Sweetening agents, Colouring agents, Popular brands.

Unit 9: Bar and its Setup **4 LHs**

Introduction, Types, Planning process, Preliminary consideration, Parts of the bar, Bar equipment, Bar furniture, Bar design and Layout designing, Bar tasks, Blood alcohol concentration (BAC), Responsible alcohol service (RAS).

Unit 10: Mixology & Cocktails **4 LHs**

Introduction, Cocktail and Mocktail, Measuring, Mixing methods, Cocktails: Component, Principle of making cocktail, Popular cocktails and mocktail recipes.

Unit 11: Alcoholic Beverage in Nepal **2 LHs**

History, Traditional beverage in Nepal: Thon, Aaila, Tongba, Rules and regulations about alcoholic beverage in Nepal

Demonstration + Practical **24 LHs**

Cocktails Spirits based – 3 each, and 5 Mocktails.

Silver service of four-course Chinese menus 3 Nos

Silver service of four-course Thai menus 3 Nos

Breakfast (Buffet) service 1 No

State Banquet service 1 No

Suggested Readings

Singaravelavan, R. (2011), *Food and Beverage Service*. New Delhi: Oxford University PressPublication.

Andrew, S. (2012), *Food and Beverage Service Management*, New Delhi: Tata McGraw Hill. George, B. & Chatterjee (2009), *Food and Beverage Service Management*; Jaico PublishingHouse.

Katsigris, C. & Porter, M. (1991), *The Bar and Beverage Book*; John Wiley & Sons

ACC 201: Cost and Management Accountancy

Credits: 3

Lecture Hours: 48

Course Objectives

The objectives of the course are to provide the students with in-depth knowledge of cost and management accounting tools and techniques in order to enable them to accumulate, classify and analyze cost information required for decision making for maximizing the profit of Hospitality Industry.

Course Description

This course aims to provide comprehensive knowledge on cost ascertainment, classification, controlling and estimation of cost required for managerial planning and decision making. It covers cost management, income under variable and absorption costing, cost volume profit analysis, price determination, capital expenditure planning, budgeting and Decision making under different situations.

Course Details

Unit 1: Fundamentals of Cost and Management Accounting **3 LHs**

Concept, meaning and branches of accounting, Limitations of financial accounting, Meaning of Cost accounting and management accounting, Objectives of Cost and management accounting, Role of Management Accounting in Decision Making, Relationship between Cost and management accounting, Limitations of Cost and management accounting.

Unit 2: Cost concept, Classification & Estimation **6 LHs**

Meaning and Classification of cost, Meaning and method of costing, Meaning of Menu costing, Meaning of Accommodation costing, Separating costs into fixed and variable elements using High Low Method and Least square method, Estimation of cost.

Unit 3: Cost Volume Profit approach to Decisions **6 LHs**

Introduction, significance and limitations of Cost volume profit analysis, Assumption of Cost volume profit analysis, Approaches to Break even analysis: Formula approach, Graphical approach, Contribution margin analysis.

Unit 4: Income Recognition **5 LHs**

Meaning of Absorption costing and Variable costing, Differences between Absorption costing and Variable costing, Income Measurement under Variable Costing and Absorption Costing

Unit 5: Price Determination in the Hospitality Industry **4 LHs**

Meaning and importance of pricing, Approaches to pricing: Cost plus pricing method, Gross profit or gross margin method, pricing hotel accommodation, pricing food and beverage.

Unit 6: Budgeting and Budgetary Control**6 LHs**

Concept of budget, budgeting and budgetary control, Purpose and functions of budgeting, Preparation of various budgets: Sales revenue budget, Production budget, Operating expenses budget, Cash budget, limitation of fixed budget, concept of flexible budget and flexible budget for overhead cost control on various levels of activity.

Unit 7: Capital Investments decision in the Hospitality Industry**8 LHs**

Concept of Capital investment Decision, Cash flow and profit and loss account, Steps of Capital investment Decision: a. Cash flow Estimation, Net cash outlay (NCO), Cash flows after tax (CFAT), Net cash flow for final year b. Evaluation techniques of capital investment project.

Unit 8: Decisions regarding alternative choices in the Hospitality Industry**10 LHs**

Concept of Decision Making, Costs related with Decision Making : Opportunity cost, Differential cost, Imputed cost, Out of pocket cost, Sunk cost, Relevant cost and Irrelevant cost, Decision involving alternate choice: Make or buy decision, Drop or continue decision, Accept or reject order decision, Decision for continue or closure in off season.

Suggested Readings

Garrison, R.H. & Noreen, E.W., Managerial Accounting, McGraw-Hill Companies, Inc.

I.M. Pandey, Management Accounting; Vikas Publishing House (P) Ltd. A-22, Sector 4, Noida – 201 301

Lucy, T., Cost Accounting, Tata McGraw Hill Co., New Delhi.

Lynch & Williamson, Accounting for Management Planning & Control, Tata McGraw Hill Co.

M.Y. Khan & P.K. Jain, Theory and Problems of Management and Cost Accounting; McGraw-Hill Education (India) Ltd. B-4, Sector 63, Gautam Budh Nagar, Noida – 201 301.

S.P. Jain & K.L. Narang, Cost and Management Accounting; Kalyani Publishers, 23, Daryaganj, New Delhi-110 002

MKT 201: Sales and Marketing

Credits: 3
Lecture hours: 48

Course Objectives

The main objective of this course is to equip students with knowledge and skills of sales and marketing.

Course Description

The course includes topics that help students to understand marketing process and environment, information systems and buyer behavior, segmentation, targeting, and positioning strategies, and decisions related to product, pricing, distribution and promotion

Course Details

Unit 1: Introduction

LH 6

Meaning of marketing. Core concepts of marketing. Marketing process. Marketing management orientation - production, product, selling, marketing, and societal marketing concepts. Meaning and components of the marketing mix.

Unit 2: Understanding Marketing Environment

LH 4

Meaning of marketing environment; Micro environment: The company, suppliers, competitors, marketing intermediaries, publics, customers. Macro environment: demographic, economic, natural, technological, political, social, cultural environment; Responding to the marketing environment: Reactive and proactive marketing. Marketing environment in Nepal.

Unit 3: Marketing Information System

LH 4

Concept of marketing information system. Concept of data and information and its importance. Components of the marketing information system: Internal record system, marketing intelligence, decision support system and marketing research. Marketing research process and areas of marketing research

Unit 4: Buyer Behavior

LH 6

Meaning of buying behavior, model of consumer behavior: Stimulus-Response Model (1967), Sheth-Family decision making model (1967), Engel Kollat Blackwell Model (1968). consumer buying process, factors influencing consumer behavior. Business buyer behavior: business buyer decision process, factors influencing business buyer behavior.

Unit 5: Segmentation, Targeting and Positioning Strategies

LH 4

Concept, process, requirements of market segmentation. Bases for segmenting consumer and organizational markets. Segment evaluation and selection of target markets. Concept and types of positioning; product positioning process.

Unit 6: Product Decisions**LH 8**

Concept and levels of the product. Product classifications and marketing considerations. Product life cycle stages: features and strategies. New product development process. Branding strategies – branding objectives, types of brands. Product line and mix strategies. Service product strategies

Unit 7: Pricing Decisions**LH 4**

Concept of price and pricing. Factors affecting pricing decisions: Internal and external price factors. Pricing approaches-cost-based, value-based and competition- based approaches. New product pricing decisions. Initiating and responding to price changes. Penetration pricing, premium pricing, bundling pricing, seasonal pricing, dynamic pricing etc.

Unit 8: Distribution Decisions**LH 4**

Concept and objectives of distribution, channel designs for consumer and industrial products. Channel selection factors. Concept and components of marketing logistics: transportation, warehousing, inventory management, order processing, and customer services decisions. Hospitality distribution channel, value delivery network, Role of specialist in distribution. Emerging distribution channel in hospitality industry.

Unit 9: Promotion Decisions**LH 5**

Concept and objectives of promotion. Promotion mix components. Factors affecting determination of promotion mix. Advertising: Nature and objectives. Nature and process of personal selling. Nature and objectives of sales promotions. Sales promotion tools and techniques. Nature and tools of public relations. Concept and methods of direct marketing. Promotion practices in Nepal.

Basic Text Book

Kotler and Armstrong, **Principles of Marketing**, Prentice Hall of India, New Delhi, India.

Reference Book

Stanton, Etzel and Walker, **Marketing**, McGraw Hill, New Delhi, India.