

# BHM 101: Hotel French

BHM 1<sup>st</sup> Semester

*Credits: 3*

*Lecture Hours: 48*

## Course Objectives

After the completion of this course, the students will: develop basic listening, speaking, reading and writing skills in French: Understand French pronunciation and intonation system, formation and meaning of French characters and recognize and write basic French characters.

## Course Description

This course is an elementary course in which students will learn the basic conversational skills in French. This course is designed for those students who wish to understand basic gesture, culinary terms and other basic terminologies used in hotel industry.

### Unit 1: General French

14 LHs

- 1.1 Introduction to French Language
- 1.2. Alphabet
- 1.3. Accents
- 1.4 Cardinal Numbers (0 to 100)
- 1.5 Time (24 hours)
- 1.6 Days, Months and Date
- 1.7 Basic Greetings, Expressions and Etiquettes
- 1.8 Family Members
- 1.9 Few Professions
- 1.10 Name of four Seasons
- 1.11 Weights & Measurements

### Unit 2: Grammar

12 LHs

- 2.1 Subject Pronouns
- 2.2 Basic Verbs in Present Tense
- 2.3 Indefinite and Definite Articles
- 2.4 Partitive Articles
- 2.5 Possessive Adjectives
- 2.6 Basic Prepositions
- 2.7 Simple Negation
- 2.8 Colours
- 2.9 Interrogation

### Unit 3: Basic Conversation

10LHs

- 3.1 Formation of Some Dialogues on Meeting a Friend

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- 3.2 Formation of Some Dialogues on Meeting a Stranger
- 3.3 Formation of Some Dialogues on Meeting on the Road Asking for Direction
- 3.4 Formation of Some Dialogues while receiving Clients in a Restaurant
- 3.5 Formation of Some Dialogues while receiving Clients at Front Office in a Hotel
- 3.6 Formation of Some Dialogues while receiving a Phone Call
- 3.7 Self Introduction in Simple Way

#### **Unit 4: Food & Beverage Service**

**4 LHs**

- 4.1 Restaurant Brigade / Team
- 4.2 Essential Restaurant Vocabularies
- 4.3 The French Classical Menu
- 4.4 Vocabularies related to Coffee

#### **Unit 5: Food Production**

**8 LHs**

- 5.1 The Kitchen Brigade / Team
- 5.2 Dairy Products, Herbs and Spices with Some Essential Ingredients used in Kitchen
- 5.3 Vegetables and Fruits
- 5.4 Vegetable Cuts
- 5.5 Fish, Poultry and Meat
- 5.6 Modern Types of Menus and Few Dishes in French
- 5.7 Culinary Terms in French

#### **REFERENCES**

Dhoju, K. **Hotel French**, 1<sup>st</sup> edition: Dhoju Publication

Régine Merieux & Yves Loiseau, **Connexions Part 1** Publisher: Didier Publications

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# BHM 102: Food Production and Patisserie I

BHM 1<sup>st</sup> Semester

Credit hours: 3

Lecture Hours: 48

## Course Objectives:

This course aims to make students understand both the theoretical knowledge and practical skill of food production foundation basically in Western cookery and patisserie practiced in the hotel and catering industry. This course reveals about the basic of Kitchen and Food knowledge required for a smooth operation of food production establishment.

## Course Description

This course presents a thorough and systematic coverage of theoretical and practical knowledge of kitchen and its types with layout and brigade. It further dip into the aspects and essentiality of Food hygiene and sanitation, Principle of cooking, Foundation of Continental cookery, Food commodities and Basics on Bread.

## Course Details

### Unit 1: Kitchen & its Types, Layout and Brigade

3 LHs

Introduction of kitchen & its types, layout and brigade, Kitchen organization charts classical & modern, duties & responsibilities.

### Unit 2: Food Hygiene & Sanitation

2 LHs

Basics of Kitchen hygiene, Food hygiene & it rules, Food poisoning causes (Biological, Chemical, Physical) and its preventive measures.

### Unit 3: Principles of Cooking

5 LHs

Introduction of cooking, Aims and objectives of cooking, Transfer of heat, Methods of cooking including moist heat and dry heat and the basic rules of cooking in different methods, Heat effects on foods.

### Unit 4: Foundations of Continental Cookery

7 LHs

Foundation of continental cookery (Stocks definition, types, preparation guidelines, recipes, qualities) Sauces; reduction and glazes (definition, types of six mother sauces and its recipe, derivatives, preparations and qualities, Thickening Agents) Soups (definition, types, recipes, preparation, and making a good soup) Accompaniments (definition and some examples), Garnishes (definition and some examples)

### Unit 5: Food Commodities

4 LHs

Introduction of food commodities, Fruits & Vegetables, its types, Controlling the changes in texture, flavor and nutrient loss, Milk, Milk treatment and Milk by product (Cream and its types, Curd, Butter, Cheese and its types), Herbs and Spices.

### Unit 6: Bread Fabrication

3 LHs

Understanding Baking, Ingredients used in bread making, Principles in bread making, Faults in bread making, Equipment used in bread making, Breads of world (Brioche, baguette, Ciabatta, Focaccia, lavash, Pita).



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### Practical

24 LHs

Three course Continental Menus 3 Nos.  
Four course Continental Menu 5 Nos. (Three Common Salad)

### Suggested Readings

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

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

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

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

Gisslen, W. (2007). *Professional Cooking*, 6<sup>th</sup> edition. New Jersey, John Wiley & Sons, Inc., Hoboken.



# BHM 103: Food and Beverage Service I

BHM 1<sup>st</sup> Semester

Credits: 3  
Lecture Hours: 48

## Course Objective

This course aims to make students understand both the theoretical knowledge and practical skill of food and beverage service operations in the hotel and catering industry.

## Course description

This course presents an overview of the Hospitality and Catering Industry, Various Departments of Food and beverage service departments of hotel, Duties, and responsibilities of various staff working in the F&B service department, Menu knowledge and its types, Hygiene knowledge required for Foodservice Personnel, Dining Etiquettes, Different terms and terminologies used in the service department.

## Course Details

### Unit 1: Hospitality and Service Industry

2 LHs

Concept of the Hospitality and Service Industry, Nature of the Hospitality Industry, Introduction and Classification of the Catering Industry, Primary Catering Establishment, Secondary Catering.

### Unit 2: Food and Beverage Service Department

6LHs

Introduction of F&B service Department, Various outlets of F&B service Department and their Functions. Organization chart of Food and Beverage Service Department of Hotel, Duties and responsibilities of F & B staff; F&B manager, Assistant F & B Manager, Outlet Manager, Supervisors, Waiter/ess, Apprentice. Ancillary Departments; Stillroom, Silver or Plate room, Wash-up section, Hot plate, Linen store, Interdepartmental Relationships; Front office, Housekeeping, Food production department, Personal department.

### Unit 3: Health, Safety, and Hygiene Practice in F&B Service

2 LHs

Concept and Importance of Health, safety, and Hygiene practice in food & Beverage Service Operations, Personal hygiene, food hygiene, and workplace hygiene.

### Unit 4: Pre-Preparation for service

4LHs

Concept and task carried out during the pre-preparation of service; Mise-en-Place, Mise-en-Scene, Briefing, and D-Briefing. Identification of Service Equipment; Furniture; *Chairs, Tables, Side Board, Trolleys*. Tablewares; *Cutleries, Crockeries with their size, Glass wares with their capacity, and Holloware and their uses.*

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**Unit 5: Menu and Its Types****2 LHs**

Introduction, Definition, Type of Menu, A la Carte & Table d hote, Courses of a Classical French Menu.

**Unit 6: Table setting and Linen****2LHs**

Types of F&B linen with their size, Different shapes, and designs of Napkin Folding, Rules of Laying Tables, Laying Tables for A la Carte, and Table d' hote menu.

**Unit 7: Etiquettes and service sequence****4 LHs**

Attributes of F&B service personnel, Do's and Don'ts applicable for service personnel, Guest interaction and communication skills, Order taking forms & formats (K.O.T, B.O.T & Bill), technologies and techniques, Plates and glass removal techniques, Handling special requests of guest concern. Orientation of Service Sequence for Restaurant Dining, Billing Procedure, and different methods of service (American, English, French, and Russian).

**Unit 8: Food & Beverage Terminologies****2 LHs**

F&B service Terminologies.

**Demonstration + Practical****24 LHs**

Stillroom/Pantry works; Restaurant Mise en scène, Mise en place, Service sequence  
Pre-plated service of three-course continental menus 3 Nos  
Pre-plated service of four-course continental menus 5 Nos

**Suggested Readings**

Singaravelavan, R. *Food and Beverage Service*. New Delhi: Oxford University Press Publication.

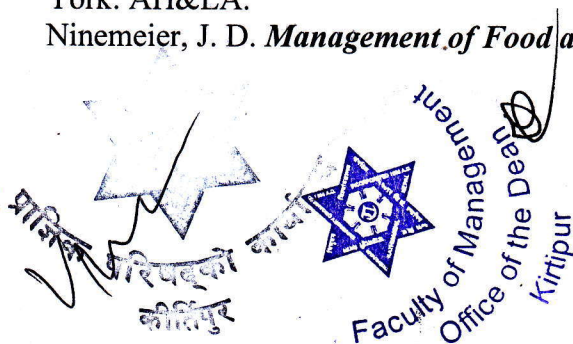
Lillicrap, D. & Cousins, J. *Food & Beverage Service*. London: ELBS Publishers.

Andrews, S. *Food & Beverage Management*. New Delhi: Tata McGraw Hill.

Magris, M. & McCreery. *Introduction to Food & Beverage Services*. Cathy.

Cichy, R. & Philip Hickey. *Managing Service in Food and Beverage Operations*. New York: AH&LA.

Ninemeier, J. D. *Management of Food and Beverage Operations*. New York: AH&LA.



# **BHM 104: Housekeeping Operations I**

**BHM 1<sup>st</sup> Semester**

**Credits: 3**

**Lecture Hours: 48**

## **Course Objectives:**

This course aims to impart theoretical knowledge in the basic housekeeping functions and systems and to acquaint practical skills for the students with general responsibilities of the housekeeping department in a hotel.

## **Course Description:**

Introduction to Housekeeping; its Organizational Layout, Sections and Staffing; Types of Guest Rooms; Cleaning Methods; Use of Materials and Equipment; Maids Service; Floor; Practice Daily and Periodic Cleaning of Rooms and Public Areas; Cleaning and Polishing of Furniture Metal and Telephone; Floors and Carpet Shampooing; Handling Situations.

## **Course Details:**

### **Unit 1: Introduction to Hotel**

**4 LHs**

Definition and Classification of Hotel; Development of Hotel Industry (International and National); Concept of Homestay; Hotel Organization Chart (Small, Medium and Large); Operational and Functional Departments of Hotel Organization

### **Unit 2: Housekeeping Organization**

**7 LHs**

Meaning of Housekeeping; Importance and functions of Housekeeping; Layout and Sections of Housekeeping Department; Organizational Structure of the Housekeeping Department (Small, Medium and Large Hotel); Duties and Responsibilities of Housekeeping Staff; Attributes of Housekeeping Staff; Inter Departmental Relationship

### **Unit 3: Hotel Guest Room and Cleaning**

**4 LHs**

Definition and Types of Guestrooms; Room Symbols; Room Keys and Key Control, Meaning of Cleaning; Cleaning Procedure; Types of Cleaning; Principle of Cleaning; Spring Cleaning, Cleaning Safety Measures

### **Unit 4: Housekeeping Control Desk**

**4 LHs**

Introduction and Roles of Control Desk; Types of Registers, Files Maintained, and Various Forms and Formats; Lost and Found

### **Unit 5: Floors**

**2 LHs**

Introduction and Types of Floors; Carpet (Introduction, Components, Types and Problems of Carpet

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### Unit 6: Handling Situations

3 LHs

Sick Guest; Dead Guest; Suspicious Guests; Drunken Guests; Fire Prevention; Pest Control and Types of pests and pesticides.

### Practical (8 practical of 3 hours each)

24 LHs

Room Cleaning (Rules on Guest Floor, Departure/Occupied/Vacant Room Cleaning, Bed Making, Dusting, Telephone Cleaning, and Bathroom Cleaning); Care and Cleaning of Different Floor (Mopping and Scrubbing) and Furniture and its cleaning; Metal Polishing (Different Types of Metals and Cleaning Process); Carpet Shampooing (Definition, Components, Construction, Types, Problems and Cleaning Process of Carpet); Window and Door Cleaning; Turndown Service, and Second Service

### Property Visit:

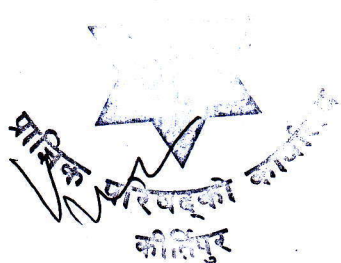
Any one 3 or 4 - Star Hotel Property Visit

### Suggested Readings

Raghubalan, G. & Raghuballa, S. *Hotel Housekeeping Operation and Management*. India: Oxford University Press

Andrews, S. *Hotel Housekeeping Management and Operations, Training Manual*. New Delhi: Tata McGraw

Iris Jones Cynthia Phillips – *Commercial Housekeeping and Maintenance* – Stanley Thomes Ltd.





# ENG 101: English I

BHM 1<sup>st</sup> Semester

Credits: 3

Lecture Hours: 48

## Course Objectives

This course aims to enable students to identify key vocabulary and expressions, extend their vocabulary and expressions, increase their fluency and accuracy, practice all four skills of English more easily, communicate in simple and routine real-life situations, understand more of the world around them through literature and critically interpret on general topics on hospitality and tourism sectors.

## Course Description

This course comprises major aspects of the English language and literature to fulfill the requirements of the hospitality and tourism industry in real-life situations. The syllabus incorporates four language learning skills: listening, speaking, reading, and writing including grammar and vocabulary designed to help students communicate effectively. Good oral and written communication skills are the most essential skills required for hospitality practitioners at different position levels. Good working knowledge of English signals a way brighter future and ensures easy mobility and suave communication skills for travelers, tourists, and for all those engaged in the hospitality industry. This course is an important tool for hospitality and tourism sectors to communicate effectively with the guests and clients to provide hospitable services. The students are expected to actively participate in the classroom teaching learning activities individually, in pairs and groups. Upon the completion of the course, the students are required to enhance career options in different roles of tourism and hospitality management in Nepal and abroad.

## Course Details

### Unit 1: Travel and Hotel Etiquettes

8 LHs

- Different kinds of people
- International travel
- Phone calls
- Food and drinks

### Unit 2: Tourism Requisites

8 LHs

- Accommodation
- Money
- Traveling around
- Attractions and activities

### Unit 3: Dealing Professionally

8 LHs

- Jobs
- Location
- Contacts
- Departments



**Unit 4: Global Collaboration****8 LHs**

- a. Employment
- b. Team work
- c. Travel
- d. Schedule

**Unit 5: Literatures of Hospitality and Authoring****8 LHs**

- a. Modes of Hospitality in History
- b. Hospitality in the Classroom
- c. Ten Students Reflect on Their Independent Authoring
- d. Tropes of Learning Change

**Unit 6: Letters on Tourism and Hospitality****8 LHs**

- a. Bird Guide
- b. Between Peshawar and Lahore
- c. Living Among Incompatibles
- d. The Facts of Kathmandu
- e. The Bridal Party
- f. Dawn from *The Shadow of the Silk Road*

**Suggested Readings**

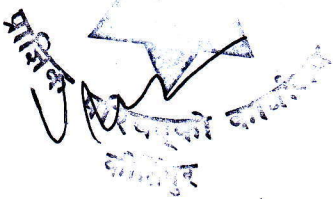
Gore, S. & David G. S. (2011). *English for Socializing*. Oxford: OUP.

Grant, D., Hughes, J., & Turner, R. (2013). *Business Result: Elementary Student's Book*. Oxford: OUP.

Haswell, R. and Janis H. (2015). *Hospitality and Authoring: An Essay for the English Profession*. Colorado: Utah State University Press.

Jones, L. (2001). *English for the Travel and Tourism industry*. Cambridge: CUP.

*Letters on Tourism and Hospitality* (Course Packet).



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# MGT 101: Principles of Management

BHM 1<sup>st</sup> Semester

Credits: 3  
Lecture Hours: 48

## Course Objectives

The main objectives of this module are to impart the fundamental concept, knowledge, and skills of management to the students of hospitality industry so as to enhance their managerial capabilities and enable them to apply such knowledge in their professional life.

## Course Description

Concepts and functions of management, management theories, principles of management, planning: meaning, levels, classification, process; decision making concept and conditions; authority, responsibility and accountability; forms of organization structure, delegation of authority, centralization, and decentralization. Emerging issues in organizing. Leading: meaning, qualities and styles of leadership; concept and types of groups. Motivation: concept and techniques. Communication: meaning, process, types and barriers. Controlling: meaning, process and types of control; essential and techniques of control; concept, importance of dimensions of quality; emerging issues in quality management.

## Course Details

### Unit 1: Introduction to Management

5 LHs

Management: concepts, features, significance; levels of management; functions of management; types of managers; managerial roles and managerial skills. Emerging challenges of management in hospitality industry.

### Unit 2: Business Environment

5 LHs

Concept of business environment; components of business environment: internal and external; SWOT analysis: concept and components; social responsibility: concept and approaches; areas of corporate social responsibility

### Unit 3: Evolution of Management Thoughts

6 LHs

Classical Theories of management: scientific management theory, administrative management theory and bureaucratic management theory; Human Relation Approach (Hawthorne Studies); Behaviour Science Approach: need hierarchy theory and two factor theory; System theory of management; contingency theory.

### Unit 4: Planning and Decision-Making

6 LHs

Concept, features and importance of planning; types of planning; levels of planning: strategic, tactical and operational; planning process; pitfalls of planning; improving planning; Decision making: concept, types and process; decision making conditions in hospitality industry: certainty, risk and uncertainty.

### Unit 5: Organizing

10 LHs

Concept and characteristics of organizing; organizing process; principles of organizing; forms of organizational structure: simple structure, functional structure, multidivisional structure, geographic structure, and matrix structure. Types of authority: line authority and staff authority; concept of authority, responsibility and accountability; concept and advantages of delegation of authority, barriers to delegation of authority; Concept, advantages and disadvantages of centralization





and decentralization; Emerging issues in organization design of hospitality industry: Re-engineering process, team work, downsizing, network, and virtual organization.

### Unit 6: Leading

8 LHs

Meaning and qualities of leadership; functions(roles) of leadership for successful functioning of hospitality industry, Leadership Styles: autocratic, democratic, and participative; concept and types of groups; reasons for joining groups. Motivation: concept, importance, and techniques; communication: meaning, process, and communication networks; types of communication, barriers to effective communication, measures for improving communication.

### Unit 7: Controlling

8LHs

Meaning, features, purposes and process of controlling; types of control; importance of control; essentials of effective controlling the hospitality industry; control tools and techniques; quality: concept and importance; dimensions of quality; factors affecting quality; total quality management: concept, components, principles; emerging issues in quality management.

### Suggested Readings

Charles W.L. Hill and Steven L. McShane, *Principles of Management*, Tata Mc-Graw-Hill Company, New Delhi.

Griffin, Ricky W., *Management*, AITBS Publishers and Distributors, New Delhi.

Hitt, M.A., J.S. Black and Porter, L.W., *Management*, Pearson Education, New Delhi.

Robins S.P. and Coulter M. *Management* New Delhi Prentice Hall of India

Pant, Prem Raj, *Principles of Management*, Buddha Academic Publishers and Distributors Pvt. Ltd.

Agarwal G.R. *Principles of Management*, Kathmandu MK Publishers and Distributors

Paudyal, Santosh Raj and Pradhan, Gopal Man (2020), *Principles of Management*, Advance Saraswati Prakashan (P) Ltd, Kathmandu, Nepal.



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