

Midwestern University

Faculty of Management

Mid-Western University (MWU) is an autonomous and public institution of higher learning with the mission to serve the people of Nepal and enrich the global learning community by extending the advantages of higher education. Established by the Government of Nepal with a Parliament Act on June 17, 2010 A. D. under the concept of multi-university system, Mid-Western University is a state supported institution, founded on land donated by the Government of Nepal. The constituent campuses of the University and the Central Administration Office are located in Birendranagar Municipality, in the District of Surkhet, Nepal.

The faculty of Management (FOM) of Mid-Western University offers variety of courses in management. The aim of FOM is to train professionals in the respective field, prepare socially responsible and creative entrepreneurs, provides innovative, practice oriented and industry related management programs to produce efficient human resource required in national as well as global business world.

Bachelor in Hotel Management (BHM)

Bachelor in Hotel Management (BHM) program is a four years full time semester system program which aims to produce professional human resource to meet the need of ever growing tourism and hospitality industry nationally and globally.

DETAIL OF THE PROGRAM

Bachelor in Hotel Management (BHM)

Upon the completion of the programme, graduates will be able to work as technical middle level managers in several departments of hotel organization likes food production, food and beverage, front office, housekeeping, maintenance, finance and accounts, public relations, fitness center and spa, marketing, human resource etc. Similarly, the graduates will able to handle the fast food establishment and catering activities.

Objectives of Proposed Programme:

The objective of the program is to enable the students to work as competent middle level managers and to meet the demand of Tourism and Hospitality industry. They also should be able to function as a supervisor in other areas such as business, industry and government and non-government sectors.

- equipped the student with required conceptual knowledge to manage the tourism and hospitality industry
- prepare middle level managers for hospitality areas
- enhance knowledge and skill of business environment in national and global perspective particularly in the hospitality sector
- encourage entrepreneurial capabilities in students to make them effective change agent in hospitality sector

Curriculum Structure

The BHM course program recognizes the knowledge and skills required for various jobs in tourism and hospitality industry. The course structure is classified as follows:

1. Foundation course

39 Credit hours

The foundation courses are designed to provide the students with sound knowledge on foundation subject for the basic and managerial work. Following are the foundation subjects:

BHM 313	Principles of Management
BHM 312	English Communication
BHM 322	Tourism and Hospitality Information System
BHM 323	Tourism Economics
BHM 321	Accounting for Financial Decision Making and Control
BHM 331	Human Resource Management and Organizational Behaviour
BHM 341	Tourism and Hospitality Marketing
BHM 342	Tourism and Hospitality Law
BHM 362	Strategic Management for Hospitality

BHM 361	Hospitality Facilities Management
BHM 363	Statistics and Research Methodology
BHM 364	Entrepreneurship Development Hospitality
BHM 365	Environmental Management

2. Core Course

57 Credit hours

The core courses are focused on the functional areas of hospitality industry operation management. Technical knowledge of all functional area is required for every students so that they can handle the functional area of work. The following subjects are under core course:

BHM 311	Introduction to Tourism and Hospitality
BHM 314	Food Production and Patisserie I
BHM 315	Food and Beverage Service I
BHM 316	Housekeeping Operation I
BHM 324	Food Production and Patisserie II
BHM 325	Food and Beverage Service II
BHM 326	Housekeeping Operation II
BHM 332	Food Production and Patisserie III
BHM 333	Food and Beverage Service III
BHM 334	Front Office Operation I
BHM 335	Food Science and Nutrition
BHM 343	Food Production and Patisserie IV
BHM 344	Food and Beverage Service IV
BHM 345	Front Office Operation II
BHM 351	Casino Management
BHM 352	Meeting and conference Management
BHM 353	Catering Management
BHM 354	Fast Food Chain Management
BHM 355	Food and Beverage Control

3. Project Report

3 credit hours

Students are required to acquire the knowledge to write a project report so that they can prepare a report on a specific issue they are interested in the tourism and hospitality sector.

4. Industrial Exposure

27 credit hours

Students are required to gain the actual work experience through one year of structured practical training as industrial exposure in the Seventh and Eighth semester. The objective of the industrial training is to bridge the gap between theoretical input and the real life work experience in the business world locally and globally.

5. The course cycle

The BHM program is spread over a period of 8 semesters gaining 126 credit hours including internship. The following is the course cycle for eight semesters with evaluation scheme:

**Course Cycle
Bachelor in Hotel Management (BHM)**

YEAR 1: Semester I

Code No.	Subject	Credit hours	Internal	Final		Total
				Theory	Practical	
BHM 311	Introduction to Tourism and Hospitality	3	50	50	-	100
BHM 312	English Communication	3	50	50	-	100
BHM 313	Principles of Management	3	50	50	-	100

BHM 314	Food Production and Patisserie I	3	25	25	50	100
BHM 315	Food and Beverage Service I	3	25	25	50	100
BHM 316	Housekeeping Operation I	3	25	25	50	100
	Total	18				
		credits				

YEAR 1: Semester II

Code No.	Subject	Credit hours	Internal	Final		Total
				Theory	Practical	
BHM 321	Accounting for Financial Decision Making and Control	3	50	50	-	100
BHM 322	Tourism and Hospitality Information System	3	25	25	50	100
BHM 323	Tourism Economics	3	50	50	-	100
BHM 324	Food Production and Patisserie II	3	25	25	50	100
BHM 325	Food and Beverage Service II	3	25	25	50	100
BHM 326	Housekeeping Operation II	3	25	25	50	100
	Total	18				
		credits				

YEAR 2: Semester III

Code No.	Subject	Credit hours	Internal	Final		Total
				Theory	Practical	
BHM 331	Human Resource Management and Organizational Behaviour	3	50	50	-	100
BHM 332	Food Production and Patisserie III	3	25	25	50	100
BHM 333	Food and Beverage Service III	3	25	25	50	100
BHM 334	Front Office Operation I	3	25	25	50	100
BHM 335	Food Science and Nutrition	3	50	50	-	100
	Total	15				
		credits				

YEAR 2: Semester IV

Code No.	Subject	Credit hours	Internal	Final		Total
				Theory	Practical	
BHM 341	Tourism and Hospitality Law	3	50	50	-	100
BHM 342	Tourism and Hospitality Marketing	3	50	50	-	100
BHM 343	Food Production and Patisserie IV	3	25	25	50	100
BHM 344	Food and Beverage Service IV	3	25	25	50	100
BHM 345	Front Office Operation II	3	25	25	50	100
	Total	15				
		credits				

YEAR 3: Semester V

Code No.	Subject	Credit hours	Internal	Final		Total
				Theory	Practical	
BHM 351	Casino Management	3	50	50	-	100
BHM 352	Meeting and conference Management	3	50	50	-	100
BHM 353	Catering Management	3	50	50	-	100
BHM 354	Fast Food Chain Management	3	50	50	-	100
BHM 355	Food and Beverage Control	3	50	50	-	100
	Total	15				

		credits				
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YEAR 3: Semester VI

Code No.	Subject	Credit hours	Internal	Final		Total
				Theory	Practical	
BHM 361	Hospitality Facilities Management	3	50	50	-	100
BHM 362	Strategic Management for Hospitality	3	50	50	-	100
BHM 363	Statistics and Research Methodology	3	50	50	-	100
BHM 364	Entrepreneurship Development in Tourism and Hospitality	3	50	50	-	100
BHM 365	Environmental Management	3	50	50	-	100
	Total	15				
		credits				

YEAR 4: Semester VII

Internship

Code No.	Subject	Credit hours	Internal			Total
				Organizational	College/University	
BHM 371	Internship/ Organizational Evaluation/ Individual Diary maintaining for Daily work performance by the students	15	-	50	50	100

YEAR 4: Semester VIII

Internship and Project Report Writing

Code	Subject	Credit hours	Organizational	Presentation/Viva	Report Evaluation by University	Total
BHM 381	Internship	12	25	25	50	100
BHM 382	Project Report	3	-	50	50	100

6. Eligibility for Admission

The students applying for admission BHM program must have:

Successfully completed 10+2 or equivalent in any academic stream recognize by Mid-Western University

Must have studied English at 10+2 level

7. Admission Procedure:

Candidates seeking admission to BHM courses should apply in the prescribed form for entrance test within the stipulated time. The applicants should enclose with the application form, attested copies of:

- Certificate and testimonials of all examinations passed.
- Equivalency, Transfer and Character Certificates
- Two recent passport size photographs.

8. Admission Test:

Mid-Western University shall conduct a admission test for BHM level.

The applicants will also be required to sit for an admission test designed to judge their abilities and aptitude for the programme in the following areas

- Group Discussion

- Presentation
- Personal Interview

9. Beginning of the Sessions

Twice a year

- Spring
- Fall

10. Shift of the Programme:

Evening/ Morning/Day

11. Attendance

The Student must have a minimum 80% attendance of the classes actually held.

12. Evaluation and Graduation:

The evaluation of the students will be based on two components, internal evaluation - an ongoing evaluation by the concerning teachers and external examination -an annual examination at the end of the semester. The weight of evaluation is mentioned in course cycle. The modalities of evolution shall be as per the following

Type of Evaluation	Weight to Total Full Marks	Evaluation Methods
Internal	50%	Case Studies, Term Papers, assignments, class presentations, Seminars, Class tests, and others as demanded by the course
External	50%	Written tests at the end of the semester

The internal evaluation will jointly be conducted internally by the concerned teachers and the management of college that will include the performance in assignments, seminars, presentations, case studies, term papers and so on. In order to qualify to appear in the annual examinations, students must meet the following requirements:

- The Student must have a minimum 80% attendance of the classes actually held.
- The students must have a passing grade (50%) in the internal evaluation.
- Non-students will be allowed to appear in the next semester final examination without first appearing in the previous semester final examination.

The grading system in the Semester examination is as follows:

Pass
Second division
First division
Distinction

13. Teaching Pedagogy

The general teaching pedagogy includes interactive lectures, interactive tutorials, group discussion, role play, power point presentation, seminars, industry visits, demonstration, subject wise practical classes, audio and video presentations, case studies, field visits, observation, and field work panning and report writing. Faculty shall determine the appropriate pedagogy to make earning effective based on suitable situation.

14. Course Details

YEAR 1: Semester 1

Code No.	Subject	Credit hours	Internal	Final		Total
				Theory	Practical	
BHM 311	Introduction to Tourism and Hospitality	3	50	50	-	100
BHM 312	English Communication	3	50	50	-	100
BHM 313	Principles of Management	3	50	50	-	100
BHM 314	Food Production and Patisserie I	3	25	25	50	100
BHM 315	Food and Beverage Service I	3	25	25	50	100
BHM 316	Housekeeping Operation I	3	25	25	50	100
	Total	18 credits				

BHM 311 Introductions to Tourism and Hospitality

Credits: 3

Lecture Hours: 48

Course Objectives:

This course aims to make students understand the theoretical knowledge of tourism and hospitality industry and its services, career option and ethical option in tourism and hospitality establishments and operations.

Course Details

Unit 1: Introduction to Tourism and Hospitality Industry **LH 8**

Introduction to hospitality industry, Features of hospitality services, growth and expansion of hospitality industry, Scopes of hospitality industry, current trends in hospitality industry.

Concept and definition of tourism, tourism and tourist typology, tourism platforms, components of tourism, tourism employment, costs and benefits of tourism, basic approaches to the study of tourism, tourism systems (demand and supply)

Unit 2: Management of Tours and Travel **LH7**

Concept of travel agency, ownership and types of travel agency, functions of travel agency, Concept of tour, tour operator, inbound tour, out bound tour, domestic tour, concept of tour packaging, component and types of tour packaging, preparation of itinerary, guiding services in tour and travel

Unit 3: Career Options in Tourism and Hospitality **LH 14**

Concept of career planning, steps in career planning, career option; hotels and resorts, restaurants and commercial food service, meeting and event planning, tourism destinations and attractions, leisure, recreation and sports management, airlines, cruises and other transportation, environmentally sustainable and cultural tourism development, spa and wellness management, clubs and cruise lines, self employment, management home stay, cave stay and shed stay, campsite management

Introduction to tourism occupation, attributes required in tourism human resource, types of human resource required in tourism, Concept of career option, scope of tourism industry in relation to job possibilities, Job forecasts, job requirements and placement, other sources of career information, and internships, local, national, regional and global perspective of job opportunities, present education and training system in Nepal

Unit 4. Historical Dimensions of Tourism **LH4**

Tourism in Paleolithic period, travel in Neolithic period, tourism in ancient period, tourism in Medieval period, grand tour, tourism in modern period, historical development of tourism in Nepal

Unit 5: Hospitality Management **LH 4**

Meaning and concept of hospitality management, definition, job of manager, management tasks, Reengineering, leadership in hospitality industry, and importance of leadership in hospitality industry, Management companies, evolution of management companies

Unit 6: Ethics in Tourism and Hospitality Management

LH 3

Concept of ethics, social responsibility and business ethics, ethical issues in tourism and hospitality industry

Unit 7: Emerging Trends & Future of Tourism

LH4

Current trends in tourism, emerging trends source in tourism, tourism in the Third Millennium, World Tourism Forecasts for 2020, nature of future growth , leisure, tourism, and society in the Third Millennium, new realities and horizons: global forces impacting the future of tourism, impact of Livelihoods & Economic Impacts

Unit 8: Industry Visit and Field Report Presentation

LH 4

During the course students are encouraged to visit any tourism organization and hospitality establishment to see the basic operational departments and their functioning in order to know about the tourism organization and hotel operations and management, preparation of report and presentation.

References

Anglelo, M.R. and Andrew, N. V. (2004). *Hospitality Today An Introduction*, Educational Institution, American Hotel and Lodging Association

Bhatia, A. K. (2006). *The Business of Tourism: Concept and Strategy*. New Delhi: Stearling Publication

Brotherton, B. and W. R.C. (2008), *The Sage Handbook of Hospitality Management*, London: Sage Publication Ltd.

Burkart, A. J. and Medlik, S. (1987). *Tourism: past, present and future*. London: NA.

Fridgen, D. J. (1991). *Dimensions of tourism*. East Lansing, Mich.: Educational Institute, American Hotel & Motel Association,

Goeldner, C.R. and Ritchie, J.R.B (2012). *Tourism: principles, practices and philosophies*. (12thedn.). New York: John Wiley & Sons Inc.

Jaishi, S. P. (2008). *Tourism Management*. Kathmandu: Vidhyarthi Publication

Kunwar R. R, (2012), *Tourists and Tourism: science and industry interface*, Publisher Gangasen Kunwar

Walker, J. (2011). *Introduction to Hospitality Management*, New Delhi: Pearson Education

<http://www.unwto.org/>

<http://www.tourism.gov.np>

<https://www.wttc.org/>

**BHM 312 English
Communications**

**Credits:3
Lecture Hours: 48**

Course Objectives:

The objectives of the course are to enable students to increase confidence and fluency in speaking, improve accuracy to enable clear communication of ideas, develop understanding of grammar, interact in a multi-cultural environment, work on writing, reading and listening skills, focus on student's personal needs and objectives and develop specific skills in communicative

Unit I: The course is organized broad communicative themes:

LH10

- Requests
- Opening and closing
- Non-verbal communication
- Exchanging information
- Social interaction
- Conversation strategies
- Presentation
- Expressing feelings

Unit 2: Grammar and composition

LH 13

- Speeches
- Punctuation
- Words and phrases
- Word order
- Essay Writing and pie chart

Unit 3: Business writing

LH 25

- Informal letters
- Formal letters
- Reports
- Brochures and guides
- Articles
- Instructions
- Writing a story
- Business letters and memos

References

Leech, G.N., and Jan Svartvik(2002). *A Communicative Grammar of English*. Third Edition. London: Longman
Mary R. Colonna, Judith E. G. () *Reason to Write* Oxford University Press (OVP) advance
Viney, P. , and Karen V. (1996). *Handshake: A course in communication Student's Book*, Oxford: OUP
Oxford Advanced Learner's Dictionary of Current English (2010) Eighth Edition. Oxford: OUP
Coe, Norman, Robin Rycroft, and Pauline Ernest (1983) *Writing Skills: A Problem Solving Approach*. Cambridge: CUP

BHM 313 Principles of Management

Credit Hours: 3

Lecture Hours: 48

Course Objectives:

The objective of this course is to provide students with an understanding and analyzing the key roles, skills, and responsibilities required for effective management of organizations.

Course details

Unit 1: Concept and Functions of Management

LH 8

Meaning and objectives of organization, Meaning and definition of management, Nature of management, Importance of management, Level of management, Skills of management, Roles of Management, Administration vs management, Management ethic, Emerging challenges for management, Social responsibility of management

Unit 2: Evolution of Management Thoughts and Theories

LH 9

Concept of Management thoughts, Scientific Management, Administrative management, Bureaucratic approach, Hawthorn studies, Management Science Theory, Behavioral science theory/human relation theory, Decision Theory, System approach, Contingency theory

Unit 3: Management Process

LH 10

Planning: Meaning and definition, Nature, Types of planning, Steps/ process of planning, **Organizing:** Meaning and definition, Principles, Authority and Responsibility, Decentralization, **Staffing:** Meaning and Definition, Nature, Objectives of staffing, Importance of staffing, **Directing/ Leading:** Meaning of Directing, Nature of directing, Importance of directing, **Controlling:** Concept and definition, Steps/process of controlling, Importance of controlling, Types of controlling, Essentials of effective control system

Unit 4: Motivation

LH 5

Meaning, Kind of motivation, theories of motivation: Need theory, two factor theory, X& Y theory, Expectancy theory, Special techniques of motivation

Unit 5: Leadership

LH 3

Concept of leadership, Qualities of leadership, Importance of leadership, Leadership style: Autocratic, democratic, laissez-faire

Unit 6: Organizational change

LH 3

Meaning of change, Resistance of change, strategic planned change, change adoption

Unit 7: Emerging Concept in Management

LH 10

Quality Management: Concept and dimension of quality, Meaning of quality management, Quality control system and its objective, Importance of quality control system, Methods of quality control, Concept of Total Quality Management, Stress Management: Meaning of stress management, Causes and impact of stress in organization, Mechanism to reduce stress, Time Management: concept and importance, Globalization: concept and importance

References

Drucker, P. F. (2007). *Practice of Management*, New York: Elsevier

Koontz, H. & Weirich, H. (1990). *Management*. New Delhi: Tata MacGraw Hill

Koontz, H. & Weirich, H. (2010). *Essentials of Management*. New Delhi: Tata MacGraw Hill

BHM 314 Food Production and Patisserie-I

Credit Hours: 3

Lecture Hours: 48

Course Objectives:

This course is designed to inculcate students with knowledge of the principles of food production, cooking methods, breakfast cookery and insight of Nepalese cuisine.

Course details

Unit 1 Introduction to Cookery

LH4

History and origin of cookery, King of Chef's, factors influencing eating habits, aims and objectives of cooking

Unit 2 Hygiene, Sanitation and Safety

LH5

Concept of hygiene and sanitation and safety, importance, personal, kitchen and food hygiene, safety practices & procedures; accidents, preventive measures for each type of accident, first aid, importance and basic rules

Unit 3 Organizational Structure of Kitchen

LH4

Kitchen brigade, job responsibilities of Executive chef and various chefs, co-ordination with other departments

Unit 4 Kitchen Equipments

LH3

Understanding of kitchen equipment, selection criteria, classification of kitchen equipments, care in handling and maintenance of kitchen equipments

Unit 5 Pre-preparation in Kitchen

LH4

Preparation Methods; Washing, Peeling, Cutting, Mashing, Grating, Sieving, Marination
Methods of mixing; Beating, Blending, Creaming, Rubbing in, Kneading, Folding, Stirring

Unit 6 Methods of Cooking

LH12

Fuels used in kitchen, heat transfer principles, classification and features of various cooking methods; moist methods of cooking, dry/Fat methods of cooking, microwave cooking; principles of microwave cooking, advantages and disadvantages, Rechauffe cooking; importance, rules regarding Rechauffe cooking

Unit 7 Flavoring and Seasoning foods

LH4

Concepts, taste sensations, seasonings and flavoring agents, guidelines for seasoning foods

Unit 8 Food Presentation

LH4

Concepts, elements of food presentation (Temperature, flavor, color, shape, texture), modern plate garnish and platter arrangement, basic guidelines for plate arrangements

Unit 9 Breakfast cookery

LH5

Introduction and importance, types of breakfast (Nepali, Indian, Continental, American and English), example of types of breakfast

Unit 10 Nepalese Cuisine

LH3

Introduction and features, equipments used, meals and eating habits

Practicals – 10 menus

Breakfast menu- 6 numbers (Nepali, Continental, American and English)

Nepali menu- 4 numbers

References

- Arora, K. (2012). *Theory of Cookery*, India: Frank Bro and Co. Ltd.
Bali, P.S. (2014). *Food Production Operation*, India: Oxford University Press
Cooking in Nepal. (1999). Kathmandu: Ratna Pustak Bhandar
Purvis, J. (1993). *Food Production Principles*. USA: AH&LA
Ceserani, V.& Kinton, R. (2008). *Theory of Catering*, ELBS
Gisslen, W. (2011). *Professional Cooking*, USA: John Wiley & Sons, Inc.

BHM 315 Food and Beverage Service –I

Credit Hours: 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 operation in hotel and catering industry.

Course Details

Unit 1: Catering and Hotel Industry **LH4** Introduction and Classification of Catering Industry, Primary Catering Establishment, Secondary Catering Establishment, Introduction to hotel Industry, Classification of Hotel Industry, Brief Introduction of food service industry in Nepal

Unit 2: Food and Beverage Service Department **LH6** Introduction of F&B service Department, Outlets of F&B service Department & Functions Coffee Shop (All day dining Restaurant); Speciality Outlet, Bar, Room Service, others ,Ancillary Departments; Importance of Ancillary Department, Sections of Ancillary Department, Stillroom, Silver or Plate room, Wash-up section, Hot plate, Linen store

Unit 3: Food and Beverage Service Hierarchy **LH8** Introduction, Importance of Organizational Chart, Organizational chart of Food and Beverage service Department; Large Hotels, Small Hotels, Duties and responsibilities of F & B staff; F&B manager, Assistant F & B Manager, Outlet Manager, Supervisors, Captain, Waiter/ess

Unit 4: Associated Departments **LH 3** Introduction, Importance of Communication between different departments, Major Communicating Department; Food production department, Housekeeping, Front office Engineering and maintenance, Security, Accounts and finance, Human Resource, Sales & Marketing

Unit 5: Food & Beverage Service Equipment **LH5** Introduction, Objectives of service equipment, Considerations while purchasing service equipment , Furniture; Chairs, Tables, Side Board, Trolley , Linens; Moulton, Table Cloth, Slip Cloth, Serviette, Waiters Cloth, Tray Mats, Grippers / Gloves, Tableware; Cutleries, Crockeries, Glassware, Type of Glassware; Hollowware, Table Service, Cocktail Service, Care and storage of each type of equipment

Unit 6: Competencies of Service Personnel **LH6** Introduction, Need of competency, Major general competencies, Grooming, Personal Hygiene and Sanitation, Team player, Attitude, Discipline, Courtesy, Local knowledge, Punctuality, Good Memory, Honesty, Sense of urgency, Upselling ability, Other Corporate Qualities; Leading, Good Initiator, Communication skills, Presence of mind incase of emergency (earthquake, fire, fight etc), Floor Manners (Do's and Don'ts), Table etiquette for a server, Taking Reservation, Handling Complaint and difficult situation

Unit 6: Menu **LH6** Introduction and Origin, Role of the menu, Influences on the menu, Type of the menu; As per pricing, As per schedule, As per meal timing, As per special occasion, Courses of a French Classical Menu with examples, Modern menu: 5 Course Menu, 4 Course Menu, 3 Course Menu

Unit 8: Organizing an outlet to accept a guest **LH 6** Introduction, Mise –en – Place, Mise –en – Scene, Rules for setting a side station, Rules of Laying Table, Cover; Rules for laying a cover, Menu Wise : A'laCarte, Table d'hone, Meal Wise: Breakfast, Lunch, Dinner, Briefing& De- Briefing, Importance of briefing& de- briefing

Unit 9: Types of meals and Cover**LH 4**

Introduction & types of Meals, Breakfast, Type and cover for different breakfast, Brunch, Introduction to menu selection, Lunch, Cover setup, Hi-tea, Supper (Early and late night), Dinner

Demonstration + Practical

Still room/Pantry works (Demonstration)

Mise-en-scène, Mise-en-place and Briefing

Restaurant Mise en scène, Mise en place (Demonstration + Practical)

Service sequence of pre-plated (Demonstration + Practical)

Service of breakfast and Nepal menu

References

Singaravelavan, R.(2014) *Food and Beverage Service*. New Delhi: Oxford University

BookPower, Lillicrap, D. & Cousins, J.(2014)*Food & Beverage Service*. London: ELBS Publishers. Andrews,

S.(2008).*Food & Beverage Management*. New Delhi: Tata McGraw Hill. Philip J. D. (2012). *Management of Food and Beverage Operations*. New York: AH&LA.

BHM 316 Housekeeping -I

Credit Hours: 3

Lecture hours: 48

Course Objectives:

This course aims to provide the theoretical and practical knowledge to the students on basic housekeeping function and system and general responsibilities of housekeeping department in a hotel.

Course Details:

UNIT 1: Introduction to Housekeeping

LH 4

Meaning of housekeeping, Role of housekeeping department, Function of housekeeping, Organization chart of housekeeping department (large, medium, small), Layout of housekeeping department

UNIT 2: Housekeeping personnel

LH 2

Duties and responsibilities, Personnel attributes of housekeeping staff

UNIT 3: Safety and security

LH 2

Safety Management Programmes, Potential hazards in housekeeping, Security function

UNIT 4: Guest Room

LH 4

Layout of room, Different types of room, Room supplies and contents, Room keys and key security

UNIT 5: Housekeeping desk

LH 4

Role of housekeeping desk, Interdepartmental coordination, Files and register of the desk

UNIT 6 : Cleaning

LH 4

Concept of cleaning, Principle of cleaning, Classification of cleaning agent/ selection and care of cleaning agent, Cleaning equipment (selection, care and maintenance)

UNIT 7: Miscellaneous

LH 4

Pest control, Lost and found management, Different forms and format, Fire prevention, sick guest

PRACTICAL

LH 24

Housekeeping practical, Introduction of cleaning equipments and agents, Setting up of maids cart

Room cleaning (occupied, departure, vacant), Cleaning guests' bathroom, Cleaning public area, Cleaning glass, mirror, Carpet shampooing, Telephone cleaning, Window and door cleaning, Evening service, Care and cleaning of different floor and furniture

References

Raghubalan, G. & Raghubalan, S. (2009). *Hotel Housekeeping Operation and Management*. India: Oxford University Press

Andrews, S. (2013). *Hotel Housekeeping Management and Operation*. New Delhi: Tata McGraw Hill Education Pvt Ltd

Iris, J. Cynthia Phillips- *Commercial Housekeeping and Maintenance*- Stanley Thomas Ltd

Negi, J. *Housekeeping Theory and Practices*. New Delhi, S. Chand & Company Pvt. Ltd

Singh, M. (2012). *Hotel Housekeeping*. New Delhi, Tata McGraw Hill Education Pvt Ltd

YEAR 1: Semester 2

Code No.	Subject	Credit hours	Internal	Final		Total
				Theory	Practical	
BHM 321	Accounting for Financial Decision Making and Control	3	50	50	-	100
BHM 322	Tourism and Hospitality Information System	3	25	25	50	100
BHM 323	Tourism Economics	3	50	50	-	100
BHM 324	Food Production and Patisserie II	3	25	25	50	100
BHM 325	Food and Beverage Service II	3	25	25	50	100
BHM 326	Housekeeping Operation II	3	25	25	50	100
	Total	18				
		credits				

BHM 321 Accounting for Financial Decision Making and Control

Credits: 3

Lecture hours: 48

Course Objectives:

This Course aims to help students to acquire the basic knowledge and its application in the management of tourism and hospitality industry.

Course Details

Unit 1: Introduction

LH 7

- Meaning, Nature, objective, importance and limitations of tourism and hospitality accounting
- Difference between tourism and hospitality and financial, cost, management accounting
- Importance of hospitality accounting
- Revenue and non-revenue generating departments of hotel
- Departmental profit and loss statement
- Accounting for guest ledger: concept, preparation and accounting treatment
- City ledger: concept and preparation

Unit 2: Night Auditing

LH 3

Meaning, role of night auditor, working procedure of night auditor

Unit 3: Understanding Financials Statements

LH 8

- Concept of financial statement
- Users of financial statement
- Understanding financial statements (balance sheet, income statement and cash flow statement)

Unit 4: Analysis and Interpretation of Financial Statement

LH 9

- Comparative balance sheet
- Comparative common size balance sheet
- Comparative income statement
- Comparative common size income statement
- Concept, meaning, importance and limitation of ratio analysis
- Types of ratios:
 - Financial Ratios: Liquidity ratios, leverage ratios, activity or turnover ratios, profitability ratios
 - Operating Ratios: Average room rate achieved, Revenue per available room, Room occupancy ratio, Double occupancy ratio, Yield management ratio, Cost per available room, cost per occupied room, Beverages cost ratio, Food cost ratio,
 - Average food spent cover, Average beverage spent per cover , seat turnover ratio

Unit 5: Cost volume Profit Analysis

LH 5

Concept of cost volume profit analysis, classification of cost, breakeven point: concept, assumption, importance and limitations

Graphical and Mathematical approach

Unit 6: Decision Regarding Alternative Choices

LH 6

Concept, classification of cost: relevant cost, irrelevant cost, sunk cost, opportunity cost. Types of decision: make or buy, seasonal operation, pricing, projection and banqueting decision

Unit 7: Event Management Accounting Techniques

LH 6

Event planning phase management accounting tools: Feasibility Study, evaluate potential revenue and cost, cost center, event budget and forecast, Run, cancel or withdraw from the event.

Unit 8: Internal Control and Mechanized Accounting

LH 4

Internal Check, Internal Control: control of room and food sale, Mechanized accounting:

References

Coltman, M. , (1998). *Hospitality Management Accounting*. John Wiley& Sons.

Dangol, R.M. Dangol, J. (2011). *Cost and Management Accounting*. KTM: Taleju Prakashan

Prassanna, K. J. P., & et. Al. (2012). *Financial Accounting for Hotels*. New Delhi: Tata McGraw –Hill

Harris, J. and Hazard, P. A. (1992). *Managerial accounting the hospitality Industry*.UK: ELBS

Ronald, V. H. (2005). *Managerial Accounting: Creating value in dynamic business environment*. New Delhi: Tata McGraw-Hill Publishing Company Limited

BHM 322 Tourism & Hospitality Information Systems

Credits: 3
Lecture Hours: 48

Course Objectives

The course will introduce students to get a comprehensive knowledge and understanding on information systems in today's business and management. The course also aims to provide knowledge to evaluate the role of the major types of information systems in a business environment and their relationship to each other, assess the impact of the Internet and Internet technology on business electronic commerce and electronic business.

Course Details

Unit 1: Foundation for Information system for Business

LH 8

System, Information System and Information Technology, Types of Information System (TPS, MIS, DSS), Components of Information System and its resources, Contemporary approaches to information system (Technical approach and behavioral approach)

Unit 2: Competing with Information Technology

LH 8

Computer Software, Software and its types, Computer Hardware, Processing hardware (microprocessor, RAM, ROM), Input devices (Pointing devices, Pen based computing, Optical scanning), Output devices (Video output and Printed outputs, Storage devices(Direct and sequential access, RAID storage, Radio Frequency Identification)

Unit 4: Managing data resources

LH 8

Fundamental of Data concepts, Database management, Types of databases (Centralized and distributed), Using Ms-Access (Table, Queries, forms report)

Unit 5: Organization and Information system

LH 8

Organization and its features, Business process and Information system (IS), The impact of IT on Management Decision making, How it affects management decision making, The role of Managers in organization, Information system and Business strategy, Business level strategy: The value chain model, Firm level strategy and information technology

Unit 6: e-business systems

LH 6

Introduction, e-businesses, e-commerce, Internet technology and digital firm, Direct sales over web, Intranet support system for e-business, Customer self service, Interactive marketing and personalization

Unit 7: Decision support in business

LH 5

Introduction to Decision support system (DSS), DSS components, Using Decision support systems, What if analysis, Goal seeking, Sensitivity analysis, Management challenges

Unit 8: Security, and Societal challenges of IT

LH 5

Computer Crime (Hacking and cracking, Software piracy, Theft of Intellectual property, Privacy on the internet), Security Management of IT, Encryption, Firewalls, Disaster Recovery, Denial of service attacks and Backup Files

References:

James, A. O' Brien, *Management Information System, "Managing Information Technology in the business Enterprise*, New Delhi: TATA McGraw-Hill Edition
Kenneth C. L. & Jane P. L, "*Management Information System, Managing the digital Firm*", New

BHM 323 Tourism Economics

Credit Hours: 3
Lecture Hours:48

Course Objectives:

This course is design to make student able to understand the relation of tourism and economy. It is also aims to impart the basic knowledge to the student about the recreation, leisure, tourism and its economic dimension.

Course Details

Unit 1: Introduction

LH8

- Definition, nature and scope of economics
- Economics of leisure, tourism and hospitality
- Role and significance of economics in tourism and hospitality industry
- Contribution of tourism and hospitality industry into economy
- Microeconomics: meaning, scope and its uses in tourism and hospitality business
- Macroeconomics: meaning, scope and its significance in tourism and hospitality industry environment

Unit 2: Recreation, Leisure and Tourism

LH3

- Meaning
- Determinants of recreation, leisure, tourism and hospitality
- Interrelationship between Leisure and tourism

Unit 3: Products and Resources in Tourism and Hospitality Demand

LH 8

- Tourism and hospitality industry and its products
- Characteristics of tourism and hospitality products and services
- Travel and Tourism Resources
- Factors influencing and constraining tourism demand
- Levels of choice in travel and tourism demand
- Tourism demand forecasting – Meaning, significance, survey method of forecasting

Unit 4: Tourism and Hospitality Demand and Supply

LH8

- Concept and nature of tourism and hospitality demand and supply
- Types of tourism and hospitality demand and supply
- Determinants of tourism and hospitality demand
- Methods of forecasting tourism and hospitality demand and supply
- Demand supply of tourism and hospitality products
- Demand function: individual and market demand curve, factors shifting demand curve.
- Supply function: individual and market supply curve, factors shifting supply curve
- Price elasticity of supply

Unit 5: Theory of Firm and Pricing of Tourism Products

LH10

- Objectives of tourism enterprises
- Production function: meaning and types
- Decision to supply
- Costs and supply in tourism
- Controls on supply
- Business profit vs economic profit
- Market structures
- Price and output determination under perfect competition and monopoly
- Price discrimination
- Role of private and public organizations in the development of travel and tourism.

Unit 6: Tourism Investment and Finance

LH5

- Investment in travel and tourism
- Investment appraisal in public and private sector

- Sources of finance in tourism and hospitality
- Factors influencing travel and tourism's yield and future

Unit 8: Impact of Tourism Sector in National Economy

LH6

- Tourism satellites account (TSA)
- Current status of tourism sector in Nepal: It's growth and trends
- Impact and contribution of tourism and hospitality industry in National Economy of Nepal
- Tourism Multiplier effect of tourism

References:

Adrian, B. (1995). *The economics of travel and tourism*, Sydney: Longman

Dominick Salvatore, *Theory and Problems of Microeconomics*. (3rd ed.), Schaum's Outline Series, McGraw-Hill, Inc, Singapore

Foskott, D. & Paskins. P., (2011). *Theory of hospitality and catering*. Lodon: Hodder Education

Gautam, B.P. (2012). *Tourism and Economic Growth in Nepal*. NRB Economic Review. Vol-23-2.

Mankiw, N. G., (1997). *Microeconomics*, New York: Worth Publishers.

Tribe, J.(2011) *The Economics of Recreation, Leisure and Tourism*, Elsevier Ltd.

Course objectives:

This course is designed to impart knowledge of kitchen commodities, meat cookery and principles of bakery. The students will acquire skills of preparing continental menus.

Unit 1 Texture, Accompaniments and Garnishes

LH4

Introduction and importance, Texture types, Difference between Accompaniments and Garnishes

Unit 2 Commodities used in kitchen

LH14

Vegetables – Types, storage and nutritive value, Cereals & Pulses - Types, storage and nutritive value, Fat & Oils - Types, storage and nutritive value, Dairy products (Milk, cream, cheese, curd) - Types, storage and nutritive value, Fruits - Types, storage and nutritive value, Eggs - Types, storage and nutritive value, Herbs, Spices and Condiments - Storage and nutritive value

Unit 3 Stocks

LH4

Definition & uses, Classification, Standard recipes of various stocks, Glazes and Aspic

Unit 4 Sauces

LH5

Definition and uses, Thickening agents for sauce, Basic sauces and recipes, Derivatives

Unit 5 Soups

LH4 Definition,

Importance of soup in meal, Classification and explanation

Unit 6 Meat cookery

LH8

Composition and structure of meat, Basic quality factors of meat, Methods of making meat tender, Lamb/Mutton, Veal, Beef, Pork; Selection criteria, Nutritional values and storage, Cuts and culinary uses, Offals

Unit 7 Introduction to Bakery

LH5

Principles of baking, Bakery Equipments, Formulas and measurement in baking, Types of flour
Mixing and gluten development,

Unit 8 Bread making

LH4

- i. Bread ingredients and their roles ,Stages in bread making, Bread faults, causes and remedies

Practicals – 10 menus

Continental menu (3 courses) - 5 numbers

Continental menu (4 courses) - 5 numbers

Reference Books:

1. Arora, K. (2012). *Theory of Cookery*, India: Frank Bro and Co. Ltd.
2. Bali, P.S. (2014). *Food Production Operation*, India: Oxford University Press
3. Purvis, J. (1993). *Food Production Principles*. USA: AH&LA
4. Ceserani, V. & Kinton, R. (2008). *Theory of Catering*, ELBS
5. Ceserani, V. & Kinton, R. (1994). *Practical Cookery*, ELBS
6. Gisslen, W. (2005). *Professional Baking*, USA: John Wiley & Sons, Inc.
7. Gisslen, W. (2011). *Professional Cooking*, USA: John Wiley & Sons, Inc.

BHM 325 Food and Beverage Service Operation-II

Credit: 3

Lecture Hours: 48

Course objective:

This course aims to make students understand both the theoretical knowledge and practical skill of meals and cover service sequences, control system and beverages and tobacco studies in hotel and catering industry.

Course Details

Unit 1: Specialized Food & Beverage Services

LH 8

Butler Service

Introduction
Meaning of Butler,
Attributes of a butler,
Duties and responsibilities of Butler

Room Service

Introduction
Room Service Hierarchy
Layout and parts of Room Service,
Type of Room Service
Room Service Equipment's
Room Service Menu
Room Service trolley and tray set up.
Room Service work flow (Sequence of Service in room service)

Gueridon Service

Definition and history,
Qualities of Service Personnel for Gueridon Service
Types of trolley
Equipment's and dishes for Gueridon Service
Advantages and disadvantages of Gueridon Service

Unit 2: Understanding guest service and the meal experience

LH 4

Understanding the product

Difference between product and services,

Understanding needs and wants of customers,

Aspects of people dining out

How do people choose a restaurant?

Up selling and Suggestive Selling Skills.

Guest's moment of truth

Unit 3: Service

LH 4

Introduction of Service, Brief history of Table Service, Types of Service with advantages and limitations; American, English, French, Russian, Sequence of Service

Unit 4: F & B Service Standard and Control

LH 6

KOT/ BOT

Introduction
Type and Specimen
Importance

Bill

- Introduction
- Specimen
- Payment type
 - Cash
 - Credit Card
 - Credit
 - Room Settlement

Requisition

- Introduction
- Process
- Importance

Inventory

Unit 4: Introduction of Tobacco

LH 4

- Introduction and History
- Varieties of Tobacco
- Products of tobacco
 - Cigar
 - Introduction
 - Type, classification and strength
 - Storage and service of cigar
 - Brand Names
 - Cigarette
 - Introduction
 - Type of cigarette
 - Storage and service of cigarette
 - Brand Names
 - Smokeless tobacco
 - Piped Tobacco

Unit 5: Introduction of Beverage

LH 4

- Introduction
- History
- Classification of Beverage;
 - Non-Alcoholic Beverages
 - Introduction
 - Stimulating
 - Refreshing
 - Nourishing
 - Alcoholic Beverage(Brief Introduction)
 - Fermented,
 - Distilled
 - Compounded

Unit 6: Tea/ Coffee

LH 6

Tea

- Introduction
- Method of making tea
- Types of tea
- Tissanes
- Service of tea

Coffee

- Introduction
- Process of coffee making

Type of coffee
As per plant (berry)
As per making
Faults in coffee
Service of coffee

Unit 6: Fermented Alcoholic Beverage

LH 6

Introduction

Beer

Introduction
History
Brewing Process
Type of beer
Characteristics of Beer
Storage of Beer
Service of Beer
Faults in Beer

Cider

Perry

Unit 7: Food & Beverage Terminologies

LH 6

Introduction

Objectives of F & B Terminology

Complete terminologies (from A – Z)

Demonstration + Practical

Service demonstration of beer

Service of pre-plated three four courses menu with tea and coffee

References

Singaravelavan, R.(2014). *Food and Beverage Service*. New Delhi: Oxford University Press Publication. Lillicrap,

D. & Cousins,(2014) J. *Food and Beverage Service*. **London:ELBS publishers**.

Andrews, S.(2008). *Food and Beverage Management*. New Delhi:Tata

BHM 326 Housekeeping Operation II

Credit 3
Lecture hours: 48

Course Objectives:

The main objective of this course to make students able to supervise and manage the hotel linen and uniform, laundry, inventory and jobs of housekeeping department in different hotel.

Course Details:

UNIT 1: Hotel linen

LH 2

Introduction and classification of linen

Unit 2: Laundry

LH 4

Basic layout of laundry
In house laundry equipments
Role of laundry agent
Flow process of industrial laundry
Stain removal
Guest laundry and valet services

Unit 3: Linen Room

LH 4

Location of linen room
Function of linen room
Linen purchase, issue procedure of linen room
Care and storage of linen
Related forms and format

Unit 4: Hotel Uniform

LH 4

Purpose of uniform
Issue procedure for uniform
Par stock of determination of uniform
Selection criteria for uniform
Care and storage of uniform

Unit 5: Planning and Organizing the Housekeeping Department

LH 4

Area inventory list
Frequency cleaning
Setting performance standard and setting productivity standard
Planning and scheduling human resource
Budgeting

Unit 6 : Gardening and Flower Arrangement

LH 4

Introduction to gardening
Basic principles and rules for flower arrangement
Equipments used in gardening
Care of plants in the garden

Unit 7: Carpet

LH 2

Introduction
Types of carpet
Components of carpet

PRACTICAL

LH 24

Supervision and reporting of rooms
Supervision and reporting of rooms
Stain removal
Laundry (washing machine process and dry cleaning process)

Maintenance work procedure (room and public)
Flower arrangement
Basic gardening
Decorating special events

References

Raghubalan, G. & Raghubalan, S. *Hotel Housekeeping Operation and Management*. India:Oxford University Press
Andrews, S. (2013). *Hotel Housekeeping Management and Operation*. New Delhi: Tata McGraw Hill Education Pvt
Ltd
Cameron B., Joan & Lennox, M. *Hotel, hostel and hospital, housekeeping*. London
Negi, J. *Housekeeping (Theory and Practices)*. New Delhi, S. Chand & Company Pvt. Ltd
Singh, M., *Hotel Housekeeping*. New Delhi, Tata McGraw Hill Education Pvt. Ltd

YEAR 2: Semester 3

Code No.	Subject	Credit hours	Internal	Final		Total
				Theory	Practical	
BHM 331	Human Resource Management and Organizational Behaviour	3	50	50	-	100
BHM 332	Food Production and Patisserie III	3	25	25	50	100
BHM 333	Food and Beverage Service III	3	25	25	50	100
BHM 334	Front Office Operation I	3	25	25	50	100
BHM 335	Food Science and Nutrition	3	50	50	-	100
	Total	15				
		credits				

BHM 331 Human Resource Management and Organizational Behaviour

*Credit Hours: 3
Lecture Hours:48*

Course Objective

This course aims at developing students towards relevant conceptual and practical understanding of human resource management in the context of tourism and hospitality industry. The objective of this course is to develop understanding, abilities and skills to enable the students to meet the challenges of managing human resources in the ever-changing perspective of organizational management. This also aims to provide comprehensive understandings on concepts, functions and practices of management for human resources and organizational behaviour. The aim of this course is to develop a conceptual understanding of organizational behaviour theories to the students. It is also to provide students with skills to put OB theories into practice in Tourism and Hospitality sector.

Course details

Unit I: Introduction to Human Resource Management LH5

- Meaning, definition, nature and importance of human resource management
- Human resource management functions
- Human resource management model
- Changing environment of human resource management
- Context of human resource management and tourism & hospitality Industry
- Organizational structure, role and responsibility of Human Resource management department in tourism and hospitality industry
- Contemporary issues of human resource; workforce diversity, social inclusion, tele working.

Unit 2: Human Resource Planning in Tourism and Hospitality Industry LH5

- Concept, characteristics and importance of human resource planning
- Strategic HR planning: concept, relation between strategic planning and HR planning, analyzing the internal and external labor market
- Human resource planning Process
- Human resource planning in tourism and hospitality industry
- Job analysis
- Job description and specification
- Job redesigning and reengineering

**Unit 3: Recruitment, Selection and Benefits in Tourism and Hospitality Industry
LH5**

- Meaning of recruitment

- Recruitment options
- Sources of information about job candidates
- Testing and reference checking
- Concept, meaning and types of selection
- Different between recruitment and selection
- Elements of wage and salary program: establishing pay rates, merits increases, compensation, administration, union influences on pay decisions, benefits design and administration, benefits required by law, employer-offered benefits, and employee services

Unit 4: Introduction to Organizational Behaviour **LH5**

- Concept and importance of organization behavior
- OB system
- Basic assumptions
- Levels of OB analysis
- Contributing disciplines
- Emerging trends and challenges in OB

Unit 5: Motivation in Tourism and Hospitality Industry **LH8**

- Motivation- concept
- Theories of motivation – Maslow’s need hierarchy theory, Herzberg’s hygiene theory, Alderfer’s ERG theory, expectancy theory, equity theory.
- Creating a positive motivational environment
- Designing work for employee involvement
- Rewards to motivate employees
- Motivation through effective leadership
- Communication as motivator

Unit 6: Understanding Individual Differences **LH9**

- Determinants of behaviour – beliefs, attitudes, values, emotions and behaviour
- Perception- concept, perceptual process, differences in perception, factors influencing perception, perception and individual decision making.
- Personality – concept, types, determinants, individual differences, personality attributes influencing behavior.
- Learning - Concept of learning, learning theories, factors influencing learning, behaviour modification.

Unit 7: Group and Team Development in Hospitality **LH6**

- Group definition, importance, types of groups, group formation, group development, group composition, group problem solving, factor affect group decisions, method for group decision making, impact of group dynamics.
- Work teams –teams in hospitality management, types of teams in hospitality management, characteristics of teams, dimensions of team behaviour, building effective team, team building and problem-solving process.

Unit 8: Safety and Healthy in Tourism and Hospitality Industry **LH5**

- The occupational safety and health
- Workers compensations
- Creating a safe working environment
- Creating a healthy work environment

References

Boella, M. J., & Goss, S. (2005). *Human Resource Management in the Hospitality Industry: An Introductory Guide* (8th ed.). Burlington: Elsevier Butterworth-Heinemann.

David , K. H., & Ninemeier, J. D. (2009). *Human Resources Management in the Hospitality Industry*. New Jersey: John Wiley & Sons, Inc

Dessler, G. (2013). *Human Resource Management* (13th ed.). New Jersey: Pearson Education Inc.

Lucas, Rosemary E. (2004). *Employment Relations in the Hospitality and Tourism Industries*. London: Routledge

Riley, M. (1998) *Human Resource Management in the Hospitality & Tourism Industry*

Tesone, D. V. (2008). *Handbook of hospitality human resources management* (1st ed.). Burlington: Elsevier Butterworth-Heinemann.

Woods, R. H; *Managing Hospitality Human Resource*; Educational Institute, American Hotel and Lodge Association

Berger. F. and Brownell. J. (2012). *Organizational Behaviour for the Hospitality Industry*. Pearson: New Delhi.

Robbins, S. P. *Organizational Behaviour*. Prentice Hall: New Delhi.

Luthans, Fred. *Organization Behaviour*, Tata McGraw-Hill, New Delhi.

McShane, S.L., M.A.V. Glinow and R.R. Sharma, *Organizational Behaviour*, Tata McGraw Hill, New Delhi.

Bhattacharya, D. K. *Organizational Behaviour*. Oxford University Press, New Delhi.

BHM 332 Food Production and Patisserie-III

Credit: 3
Lecture Hours: 48

Course objectives:

This course is designed to prepare students to understand the functions of garde manger, insight of fast food, Chinese cookery, cake and pastry making.

Unit 1 Garde Manger	LH3
<ul style="list-style-type: none"> • History • Functions of larder department • Duties and responsibilities of larder chef 	
Unit 2 Appetizers	LH4
<ul style="list-style-type: none"> • Importance in meal • Classification with examples • Preparing, presenting and storing 	
Unit 3 Salads and Sandwiches	LH5
<ul style="list-style-type: none"> • Introduction • Classification with examples • Composition of Salad and Sandwiches • Dressing and types • Rules while preparing Sandwiches 	
Unit 4 Convenience Food and Fast Food	LH4
<ul style="list-style-type: none"> • Characteristics • Role of convenience food in fast food operations • Advantages and disadvantages of convenience food • Fast food considerations 	
Unit 5 Standard Recipe	LH3
<ul style="list-style-type: none"> • Introduction • Importance of Standard recipe • Format of Standard recipe 	
Unit 6 Poultry and Game	LH4
<ul style="list-style-type: none"> • Selection criteria • Nutritional values and storage • Cuts of chicken and culinary uses 	

- Description and uses of game
- Unit 7 Fish** **LH4**
- Structure of fish
 - Classification of fish with examples
 - Selection criteria and storage of fish/shell fish
 - Cuts of fish
 - Cooking of fish
- Unit 8 Charcutiere** **LH4**
- Definition
 - Production, classification and processing of
 - Sausage
 - Ham and Gammon
 - Bacon
- Unit 9 Chinese cookery** **LH6**
- Introduction
 - Herbs, spices and cooking techniques
 - Chinese regional cuisines
 - Features
 - Menu items
- Unit 10 Cake making** **LH5**
- Ingredients and its role
 - Recipe balancing
 - Cake making methods
 - Types of cake (Butter/Foam/Chiffon cakes)
- Unit 10 Pastries and cookies** **LH6**
- Types of Pastries
 - Recipes and methods of preparation of various pastries
 - Rules while preparing pastries
 - Cookie dough ingredients
 - Mixing and baking cookies

Practicals – 10 menus

Fast Food menu – 2 numbers
 Continental menu (4 courses) - 4 numbers
 Chinese menu (4 courses) - 4 numbers

References

Arora, K. (2012). *Theory of Cookery*, India: Frank Bro and Co. Ltd.
 Bali, P.S. (2014). *International Cuisine and Food Production Management*, India: Oxford University Press
 Ceserani, V. & Kinton, R. (2008). *Theory of Catering*, ELBS
 Ceserani, V. & Kinton, R. (1994). *Practical Cookery*, ELBS
 Gisslen, W. (2005). *Professional Baking*, USA: John Wiley & Sons, Inc.
 Gisslen, W. (2011). *Professional Cooking*, USA: John Wiley & Sons, Inc.

BHM 333 Food and Beverage Service III

Credit: 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 Details

Unit 1: Wines

LH 10

- Introduction
- History
- Factors affecting the taste and quality of wine
- Grape (Vine)
 - Vitis Vinifera
 - Old world Wine
 - Wines from France
 - Wines from Italy
 - Wines from Spain
 - Wines from Germany
 - Their brand names*
 - New world wine
 - Wines from Argentina
 - Wines from Australia
 - Wines from Chile
 - Wines from South Africa
 - Their brand names*
- Terminology related to wine
- Type of wine
 - Natural/ Still/ Table Wine
 - Aromatized Wine
 - Fortified Wine
 - Sparkling Wine
- Vinification of Different Wine
 - Red Wine
 - White Wine
- Food and Wine pairing
- Storage of wine
- Service of wine
- Faults in wine

Unit 2: Champagne

LH 5

- Introduction
- Origin and types,
- Areas of production and grape varieties,
- Manufacturing process,
- Prosecco
 - Introduction
- Differentiation between champagne and prosecco

Unit 3: Spirits & Proof**LH 3**

- Introduction (white goods and brown goods)
- History of Spirit
- Distillation
- Type of Spirit
- Proof
 - Types of proof
 - Conversion of Alcoholic Strength
- General Strength of various Alcoholic Beverages

Unit 4: Whisky**LH 3**

- Introduction
- History
- Manufacturing process
- Type
 - Scotch
 - Irish
 - American
 - Canadian
 - Others
- Service of Whisky
- Characteristics of popular whiskies
- Other distillate from grains

Unit 5: Vodka**LH 2**

- Introduction
- History
- Manufacturing process
- Type
- Service of Vodka

Unit 6: Rum**LH 2**

Introduction and History

- Manufacturing process
- Types of Rum
- Service of Rum
- Other distillate
 - Cachacha
 - Arrak

Unit 7: Brandy**LH 3**

- Introduction and History
- Manufacturing process
- Type / Categories of Brandy
- Service of Brandy
- Pomace Brandies
 - Marc
 - Grappa
 - Pisco
- Other distillate form grape

Unit 8: Gin

LH 2

Introduction

- History
- Manufacturing process
- Types of Gin
- Service of Brandy
- Other distillate
 - Genever

Unit 9: Tequila

LH 3

Introduction and History

- Manufacturing process
- Types of Tequilla
- Service of Tequilla
- Other distillate form Agave
 - Mezcal
 - Different between tequila and mezcal.

Unit 10: Liqueurs & Eaux - de – Vie

LH 3

- Introduction and History
- Production method of liqueurs
- Type of liqueurs with its modifying agents
- Service of liqueurs
- Eaux – de – Vie: Calvados, Applejack, Poir Williams.

Unit 12: Bar and Bar Operations

LH 6

- Introduction and History of the Bar
- Parts of bar and its objectives
- Types of the bar
- Introduction of Bar equipment
 - Back bar and Under bar equipment's
 - Bar tools and Small Equipment's
 - Glassware (in detail)
 - General Considerations for bar equipment's
- Bar operations
 - Bar Opening
 - Actual Operation
 - Closing the bar

Unit 13: Mixology & Cocktails

LH 4

- Mixology
 - Introduction and History,
 - Structure and components,
 - Common Mixology Terms
 - Types
 - Developing of recipes,
- Cocktails
 - Introduction and History
 - Components of cocktail
 - Methods of cocktail making
 - Points to be consider while making a good cocktail
 - Popular cocktails recipes.

Unit 14: Alcoholic Beverage in Nepal

LH 2

- Introduction
- History
- Beverage tradition in Nepal
- Laws about alcoholic beverages in Nepal
- Current situation of alcohol market in Nepal

Demonstration and Practical

Service demonstration of different wines (table and sparkling)

Demonstration of cocktail making

Food pairing and service of wines with continental and Chinese menu (pre-plated and platter service)

References:

Singaravelavan, R. (2014). *Food and Beverage Service*. New Delhi: Oxford University Publication.

Andrew, S. (2012). *Food and Beverage Service Management*, New Delhi: Tata McGr

George, B. & Chatterjee (2009). *Food and Beverage Service Management*. JaicoHouse.

Katsigris, C. & Porter, M. (1991), *The Bar and Beverage*

BHM 334 Front Office Operation I

Credit: 3

Lecture Hours: 48

Course Objective:

This course is designed to develop the theoretical and empirical knowledge of hotels' Front Office Operation. This course is focused on the day-to-day operational standards of the hotel's Front Office Department and the relationship of Front Office with other supporting departments in the hotel.

Course Contents:

Unit 1: Introduction

LH6

- History and evolution of Tourism and Hospitality Industry
- Categorization of hotels
- Different types of hotels and hotel's rooms
- Room rates and Meal plans practiced in hotel industry
- Departmental hierarchical levels in hotel

Unit 2: Front Office Department

LH6

- Introduction to Front Office and different sections of Front Office
- Different stages of Guest Cycle and related front office functions
- Duties and responsibilities
- Departmental relationship of Front Office
- Property Management System (PMS)- its applications and system interface
- Key Terms and Terminologies in front office

Unit 3: Reservation

LH5

- Forms and formats
- Modes of Reservation
- Sources of reservation and types of reservation
- OTA (Online Travel Agents)- handling techniques
- Cancellation and amendments

Unit 4: Reception

LH3

- Registrations
- Check-in FITs and Groups
- Concierge Services
- Handling WALKINs and layover arrivals
- Room assignment
- Rooming a guest

Unit 5: Guest Room

LH4

- Key Control
- Ledgers and folios
- Night Audit
- Situations handling

Unit 6: Practical- Role play

LH24

- SOP- Telephone and Wake-up calls
 - Handling internal and external calls
 - Setting wake-up calls
- Forms and formats used in front Office
 - Errand cards, luggage tags and notification slips
 - Petty cash, IOU and paid-out
 - While you were out
- Luggage handling
 - Arrivals, room shift, room change and checkout
- Revision and cancellation of Reservations

References

Bardi, J. A., (2010). *Hotel Front Office Management*: Wiley- 5th edition

Tewari, J. R., (2009). *Hotel Front Office: Operation and Management*; New York: Oxford University Press.
Kasavana M., (2013). *Managing front office operations*, USA: A

BHM 335 Food Science and Nutrition

Credit: 3

Lecture Hours: 48

Course Objectives

The purpose of this course is design to impart basic knowledge on nutrients and their role on human health, food sanitation and hygiene, food preservation, and internationally accepted food safety management system.

Course Details

Unit 1: Introduction to Food

LH5

- Introduction
- Definition of food,
- Functions of food: physiological, psychological and social functions
- Classification of food groups: cereals, pulses, nuts and oilseeds, vegetables, fruits, milk and milk products, egg, meat and poultry, fats and oil, sugar and confectionary, spices
- Scope of food science and nutrition in the hospitality industry

Unit 2 : Nutrients and Nutrition

LH 10

- Definition of nutrients
- Micronutrients and Macronutrients
- Introduction of Carbohydrates: Monosaccharide, Oligosaccharides, Polysaccharides, Dietary Fibers, 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, functions of lipid, cholesterol 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)
- Malnutrition

Unit 3: Food Microbiology

LH6

- 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

LH8

- 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.
- Methods of food preservation, pasteurization, canning, refrigeration, freezing, increasing the acidity, drying, using chemical preservatives

Unit 5: Food Hygiene

LH 5

- Introduction of Food Hygiene
- Necessity of personal hygiene
- General personal hygiene practices
- Cleaning and sanitizing the food contact surfaces: cleaning and sanitizing agents

- Methods of dish washing, the three bucket method, the sink method, mechanical dish washing, Food cycle (receiving, storing, preparation and service)

Unit: 6: Food Safety Management Systems

LH 4

- Concept and 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

LH 2

- Introduction
- Garbage disposal
- Kitchen design and sanitation.

Unit 8: Demonstration:

LH 5

- 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

Unit 9: Food Law in Hospitality Industry

LH 3

- Food law of Nepal
- Introduction of international food standards
- Food safety certification system in food service industry (GPM, ISO, HACCP)

References:

GON (2023). Food Act 2023. Kathmandu: GON lawcommission.gov.np

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

Mudambi, S. R. and M. V Rajagopal (2011). *Fundamentals of food, nutrition and diet therapy*. India: New Age International Publisher.

Potter, N. (2007). *Food Science*. India: CBS Publisher and distributors.

Roday, S. *Food Hygiene and Sanitation*. New Delhi: Tata McGraw Hill Publishing Company Limited

Swaminathan, M. (2001). *Essentials of food and nutrition*. India: Bangalore Printing and Publishing Co. Ltd

YEAR 2: Semester 4

Code No.	Subject	Credit hours	Internal	Final		Total
				Theory	Practical	
BHM 341	Tourism and Hospitality Law	3	50	50	-	100
BHM 342	Tourism and Hospitality Marketing	3	50	50	-	100
BHM 343	Food Production and Patisserie IV	3	25	25	50	100
BHM 344	Food and Beverage Service IV	3	25	25	50	100
BHM 345	Front Office Operation II	3	25	25	50	100
	Total	15				
		credits				

BHM 341 Tourism and Hospitality Law

Credit hours: 3

Lecturer hours: 48

Course Objective

The objective of this course is to provide basic knowledge to the students regarding legal provision of tourism and hospitality industry.

Course Details:

Unit 1: Introduction

LH7

- Meaning, definition and nature of law
- Evolution and development of law
- Sources of law
- Classification of law
- Legal environment of business
- Business form of travel and tourism industry
- Tourism and hospitality law

Unit 2: Business Law

LH10

- Law of contract
- Definition
- Components of enforceable contract
- Types of contract
- Essential clauses for providing products and services to the guests
- Essential clauses for receiving products and services to the guests
- Company formation and types of companies
- Law of hotel and travel agency
- Cooperation, Strategic alliance, Consortium and Franchise agreement
- Law of insurance, elements and importance of insurance

Unit 3: Laws Related to Tourism and Hospitality Business Law in Nepal LH10

- Tourism and hotel law of Nepal
- Law relating to alcoholic business in Nepal
- Food law and consumer protection law of Nepal
- Food inspectors and their duties and power
- Regulation on hotel, travel, trekking and mountaineering in Nepal
- Duties and responsibility of tourism and hospitality operators
- Guest protection in hotel
- Environmental protection law related to tourism and hospitality business in Nepal
- Local custom

Unit 4: Labor and Trade Union Laws of Tourism and Hospitality LH5

- Labor law
- Trade union law
- Wages system, working condition of workers and compensation
- Rights and duties of employees
- Job discrimination in employees: Age, sex, religion etc
- Show case notice, charge sheet, enquiry, suspension and dismissal

Unit 5: Convention and Group contracts

LH4

International convention: norms and values

Unit 6: Healthy and Safety

LH7

- Concept and importance
- Health and safety matters of building, sanitation and contagious diseases
- Notification and measure to be adopted: fire safety
- Swimming pool and existing legislative provisions regarding health and safety on different aspects of hotel and catering business in Nepal
- Safety in relation to trekking, mountaineering and other adventure activities in Nepal

Unit 6: Institutional Role for Tourism and Hospitality

LH5

- Role of World trade organization
- Role of World tourism organization
- Role of Supreme Court of Nepal

References:

Acts

Alcohol Act 2031 and rule made under this act

Tourism Act 2035 and rule and regulation made under this act

Company Act 2063 (provision related to tourism and hospitality)

Nepal Tourism Board Act 2053

Barth, S. (2006). *Hospitality law: managing legal issues in the hospitality industry*, USA: John Wiley & sons

Mall, S. P. & others (ed.). (2003), *A booklet on Laws related to Hotel*, Hotel Association of Nepal

BHM 342 Tourism and Hospitality Marketing

Credits 3

Lecturer Hours 48

Course Objective

The aim of this course is to familiarize the student with basic concept of tourism and hospitality marketing and equip them with tools and techniques for applications of these concepts in travel and tourism and hospitality in national and global context

Course

Course Details

Unit 1: Introduction

LH9

- Meaning and Definition of marketing
- Goods and services
- Types of services
- Special characteristics in marketing of services and leisure activities
- Modern marketing concept: marketing approaches, difference between sales and marketing
- Tourism marketing; special features and definitions
- Process of tourism marketing
- Service quality

- Customer satisfaction
- Service trends affecting the tourism and hospitality industry

Unit 2: Understanding the Behaviour of Hospitality Consumers **LH 7**

- Concept of tourism and hospitality consumer behavior
- Factors influences of consumer behavior
- Consumer decision making model
- Consumer problem solving process and techniques
- Consumer buying behaviour

Unit 3: Tourism and Hospitality Marketing Mix **LH 8**

- Tradition 4 P's and extended Ps of services
- Tourism products: pricing and strategies
- Tourism promotion and distribution strategies, role of people, process, physical evidence
- Marketing mix analysis
- Developing marketing mix in tourism.

Unit 3: Marketing Segmentations **LH9**

- Meaning
- Types of tourist markets segmentation
- Market segmentation process
- Market segmentation strategies
- Marketing survey and research for segmentation
- Tourist demand and forecasting
- Tourism promotion and marketing abroad
- Role of public and private sector
- Incentive and subsidies
- Behavioral segmentation
- Profile of tourists: Americans, Japanese, British, Indian, Chinese, French, domestic.

Unit 4: Publicity and Promotion in Tourism and Hospitality **LH8**

- Meaning of publicity
- Meaning, objectives of promotion
- Promotion mix
- Factors affecting promotion mix
- Components of promotion mix
- Press and media public relations and communications
- Developing promotion plan, important promotional tools.

Unit 5: Marketing Tourism Products **LH7**

- Guide to marketing leisure activities
- Marketing of fairs and festivals
- Marketing events: conventions, incentive travel, workshop, seminars
- Marketing techniques of a travel agency
- Marketing of airlines; travel agencies, tour operations and hospitality establishment

References:

- Chaudhary, M. (2012) *Tourism Marketing*, Delhi: Oxford University Press.
- Hodson, S. (2008) *Tourism and Hospitality Marketing A Global Perspective*, London: SAGE
- Kotler, P, Bowen, J & Makens, J. C, (2011) *Marketing for Tourism and Hospitality*. New Delhi: Pearson Education
- Morrison, A. M., *Hospitality and Travel Marketing*, New Delhi: Cengage Learning Private Limited.
- Reid, R.D., & Bojanic D.C., (2009). *Hospitality Marketing Management*, USA: wiley Publications

BHM 343 Food Production and Patisserie-IV

Credit Hours: 3
Lecture Hours:48

Course objective:

This course provides students with understanding of managerial principles of kitchen planning, food quality control and insight of Indian cuisine and decorative items in bakery.

Unit 1 Kitchen planning and layout

LH5

- Kitchen planning considerations
- Concepts of layout
- Types of kitchen layout

Unit 2 Food Quality Control

LH4

- Objectives
- HACCP
 - History
 - Principles
- ISO 22000

Unit 3 Quantity Food Production

LH5

- Introduction to Industrial, commercial and Institutional catering
- Objectives, techniques and equipments
- Layout of large quantity kitchen

Unit 4 Food Production system

LH5

- Centralized Food Production System
- Cook-chill production system
- Cook-freeze production system
- Sous-vide production system

Unit 5 Indian Cuisine

LH10

- Introduction
- Factors affecting eating habits
- Tandoor
 - Types of tandoor
 - Tandoor seasonings
- Indian masalas and gravies
- Regional cuisines- features and menu
 - Hyderabadi, Bengali, Rajasthani, Kashmiri, Punjabi and Goan.

Unit 6 Icing and Frosting

LH3

- Introduction and uses
- Do's and don'ts for handling icings
- Types of icing

Unit 7 Decorative items and chocolate making

LH7

- Cake decorating
- Materials used to make show pieces

- Manufacturing and processing of chocolate
- Types of chocolate
- Preparations and care in chocolate work

Unit 8 Kitchen Stewarding

LH4

- Introduction
- Importance of kitchen stewarding
- Organization chart and responsibilities of various staff
- Areas of work

Unit 9 Dishwashing machine

LH 3

- Types of dishwashing machine
 - Hood type
 - Front opening
 - Conveyer system
- Operational consideration

Unit 10 Garbage disposal

LH2

- Introduction
- Types of garbage
- Disposal methods

Practicals – 10 menus

Indian Regional menus - 10 numbers (Incorporate all basic gravies)

Rererences:

1. Arora, K. (2012). *Theory of Cookery*, India: Frank Bro and Co. Ltd.
2. Bali, P.S. (2014). *International Cuisine and Food Production Management*, India: Oxford University Press
3. Ceserani, V. & Kinton, R. (2008). *Theory of Catering*, ELBS
4. Gisslen, W. (2005). *Professional Baking*, USA: John Wiley & Sons, Inc.
5. Gisslen, W. (2011). *Professional Cooking*, USA: John Wiley & Sons, Inc.

BHM 344 Food and Beverage Service IV

Credits: 3
Lecture Hours: 48

Course Objectives

The aim of this course is to help students understand, gain knowledge, and develop an appreciation of the multifaceted elements of food and beverage service and operation. This course also aim to develop a skill resources required for planning and management and its implications in varied forms in the hotel industry with business trends in the hotel.

Course Details

Unit 1: Planning Menu

LH 6

- Introduction of Menu (for owner, for customer)
- Menu Planning
 - Considerations in menu planning
 - Menu Pricing,
 - Gastronomical rules,
 - Don'ts & Do's of menu/ Grammar of menu writing.
- Menu Evaluation
- Menu Engineering,
- Menu Merchandising,

Unit 2: Banquet and Buffet service

LH 10

- Introduction of banquet,
 - Banquet team and hierarchy
 - Type of Banquet,
 - Banquet booking procedure,
 - Making Proposal and processing contract
 - Banquet function prospectus (format),
 - Banquet workflow,
 - Banquet planning for operation,
 - Organizing the operation & service of a banquet,
 - Banquet seating plan,
 - Banquet Space Calculation (size, table no., sprigs, staff)
- Buffet
 - Types of buffet
 - Types of Buffet Menu,
 - Buffet equipment's.

Unit 3: Event Management

LH 6

- Introduction,
- Categories of events,
- Event planning (five steps for successful event),
- Run Sheets/ Agendas
- Role and responsibilities of event team members (information, security, event manager & coordinator and marketing),
- Technology and Event Management.
- Crisis Management Plan (CMP) in Event

- Event Marketing

Unit 4: F & B Control System

LH 8

- Introduction of food and beverage control
- Food & Beverage Controller,
- Duties and responsibilities of f&b controller
- Operational control
 - Purchasing
 - Introduction
 - Procedure
 - Price and quality performance
 - Purchasing food/ beverage
 - Standard purchase specifications (sample and information),
 - Receiving
 - Formats used in receiving
 - Receiving foods and Receiving Beverages
 - Ullage
 - Storing & Inventory management,
 - Storing foods and beverages
 - Bin Cards
 - Inventory
 - Issuing control
 - Requisition form every POS (with format)

Unit 5: Staffing and Restaurant Etiquette

LH 6

- Introduction, Requirement and selection,
- Staff Turnover
- Staff Scheduling/ Making Duty Roster
- Training and performance appraisal – Compensation and benefits,
- Restaurant Etiquette (To be followed by the guest and staff the set rules in relation to communication, approach, body language. Posture, pitch and service etiquette.

Unit 6: Restaurant Management

LH12

- Introduction
- Steps in planning an outlet
- General Physical Layout (The Front Concept, The Interior Concept, The Rear Concept),
 - General Décor,
 - Design and Maintenance of Dining Areas,
 - Dining Room Décor and Ambience,
- Role and importance of colors in an outlet environment,
- Psychology of lights and lightings,
- Creation of theme and its importance in business,
- Building a team,
 - Factors to be considered in selecting a team,
 - Role and responsibility of design team members,

- Outlet trends locally and globally,

Practical

Pre-plated and platter service of Indian menu

Buffet service and banquet operation (4 menu)

Reference Books

Charles, E.E.(1998). *Food Service Management*. New Delhi: Shafach Publication

Singaravelvar, R.(2014). *Food and Beverage Service*. New Delhi: Oxford Press Publication

Ninemeier, J. D.(2013). *Food and Beverage Operation*. New York: American Hotel & Lodging Association (AH&LA)

Ninemeier, J. D.(2013). *Planning and Control for Food and Beverage Operation*. New York: American Hotel & Lodging Association (AH&LA)

Andrew, S.(2008). *Food and Beverage Service Management*. New Delhi: Tata McGraw Hill.

George, B. &Chattergee, S.(2009). *Food and Beverage Service Management*. India: Jaico Publishing House.

Abraham, S., (2012). *Event Management*. Pondicherry University

Bernard, D., .(2008). *Food and Beverage Management*. Jordan: Hill Oxford Publication

BHM 345 Front Office Operation- II

Credit Hours: 3
Lecture Hours:48

Course Objective:

This course is designed to develop the theoretical and empirical knowledge of hotels' Front Office Operation. This course is focused on the day-to-operational standards of the hotel's Front Office Department and the relationship of Front Office with other supporting departments in the hotel.

Course details:

Unit 1: Front Office Cashiering

LH6

- Preparation of Guest Folio
- Posting room charges
- Billing instructions and POS (Point of Sales)
- Guest account, cash reports and Foreign exchange (FOREX)
- Credit limit and City ledger
- Departure and Post-departure

Unit 2: Night Audit

LH5

- End of the day
- Job description
- Audit Reports, high balance and accrued accounts
- Supplements and third-party billings

Unit3: Guest Relation

LH6

- Communication
- Complaints handling
- Reporting and monitoring
- Lost and Found
- Customer Services

Unit 4: Security System

LH3

- Safety and security in hotel
- Handling emergency situations
- Reporting and documentation

Unit 4: Yield Management

LH4

- Inventory control
- Establishing room rates
- Room availability and forecast
- Ratio Analysis

Unit 5: Practical- *Role plays*

LH24

- Preparing reservation form
 - Checking room availability
 - Reservation and confirmation
 - Amendments and cancellation
 - Hotel packages
- Check-in and Check-out of guests
 - FIT, GIT and walk-in guests
 - MICE handling
- Case study on complaints handling
- Calculation of Room rates and ratio analysis

- Key handling

References

Bardi, J. A., (2010). *Hotel Front Office Management*: Wiley- 5th edition

Tewari, J. R., (2009). *Hotel Front Office: Operation and Management*; New York: Oxford University Press.

Kasavana M., (2013). *Managing front office operations*, USA: AHLA

YEAR 3: Semester 5

Code No.	Subject	Credit hours	Internal	Final		Total
				Theory	Practical	
BHM 351	Casino Management	3	50	50	-	100
BHM 352	Meeting and conference Management	3	50	50	-	100
BHM 353	Catering Management	3	50	50	-	100
BHM 354	Fast Food Chain Management	3	50	50	-	100
BHM 355	Food and Beverage Control	3	50	50	-	100
	Total	15				
		credits				

BHM 351 Casino Management

Credits:3
Lecture Hours: 48

Course Objectives:

This course is designed to identify and develop skills of casino specific management, fundamental accounting and be able to provide a positive customer service attitude in all casino operations.

Unit 1 Introduction

LH5

- Concept
- Casino Industry Environment
- Major Casino Destinations
- History of Gaming

Unit 2 Casino Organizational Structure

LH5

- Understanding of the different types of Casino
 - Independent or Casinos Hotels
 - Limited or Full License
- Organization chart of Casino Establishment

Unit 3 Gaming Regulation Controls

LH4

- Explain the legislation bodies evaluate and issue control license
- Control measures

Unit 4 Casino Services

LH3

- Food and Beverages
- Entertainment and Event Management
- Customer Services

Unit 5 Currency Reporting

LH2

- History
- Currency Transaction Reporting in Nepal

Unit 6 Casino Cage, Credit and Collection

LH4

- Major procedures of Casino
- Cash Management
 - Credit Policies
 - Collection of Money

Unit 7 Slot Management

LH4

- Explain and Identify how slot establishments operate
- Increase participation and control profit margin

Unit 8 Introduction to Table Games and Operations

LH6

- Baccarat
- Pai Gow
- Poker
- Roulette
- Dice
- Blackjack
- Keno

Unit 9 Casino Accounting

LH6

- Table Drop and Count
- Slot Drop and Count
- Key Control
- Internal Audit
- Casino Audit
- Statistical Reports

Unit 10 Casino Marketing

LH5

- The importance of Marketing
- Casino Marketing tool and techniques
- Limitations based on Legislations and Jurisdiction laws

Unit 11 Economic, Social and Cultural Impacts

LH4

- Depth understanding of the impacts of the Casino Industry
 - Positive
 - Negative

Glossary of Casino Terminology

References:

K, Jim. F, Jim. & L, Anthony F. (2005). *Casino Operations Management*, USA: John Wiley & Sons, Inc.
 H, Kathryn. (2008). *Casino Management: A Strategic Approach*, USA: Prent

BHM 352 Meeting and Conference Management

Credits: 3
Lecture hours: 48

Course Objectives

The objective of the course is to impart the understanding about the meeting, incentives, conferences and Exhibitions (MICE) and management. Students will be able to manage the MICE successfully

Course Details

Unit 1: Introduction

LH6

- Concept of event
 - Types: conventions-tours, Exhibition, Meetings etc.,
 - Nature of market and demand
 - Growth and development of the industry
 - Impact on local and national communities
 - Law and statutory requirements
 - Size of events
 - Code of Ethics
- Skills required being a good event Planner.

Unit 2: Meeting and Conference Planning Process LH 10

- The Meeting and Conference management plan; steps of planning; The contingency planning, budget plan, design and decoration planning
- Co-ordination and evaluation
- Stage of events; health, safety and environmental Issues
- Legal, ethical and risk management.

Unit 3: MICE Tourism

LH 8

- MICE – Meaning, concept and characteristics of MICE
- Understanding planning and organizing conference
- Exhibitions & trade fares
- Facilities available in Nepal for MICE
- Convention management: role of the meeting manager, types skills requires and responsibilities.

Unit 4: Venue and Logistic Management

LH 6

- Impact of venue
- Venue selection process:
 - Staging, audio-visual lighting, food & beverage management
 - Entertainment
 - Photography

Unit 5: Event Marketing

LH 8

- Marketing Principles (9 P's)
- Marketing Instruments for Event Management: Advertising, Public Relation, Media Planning and Promotion to Visitors and Exhibitors
- New Technologies Used in Event Marketing

Unit 6: Event Management in Nepal

LH 6

- Development of Event Management in Nepal
- Tourism events and regional development in Nepal
- Developing a strategic plan in Nepal

Unit 7: Human Resource Management for Event LH4

- Team building
- Team spirit
- Leadership
- Personality
- Motivation
- creativity
- Innovation

References

Goldblatt, J. CSEP (2005) *Events Special Events, Event Leadership for a New World*. USA

Goldblatt, J. . *Twenty First Century Global Event Management*. The Wiley Event Management Series ISBN 0-471-39687-7

Lynn Van Der Wagen, Brinda R. Carlos (2007) *Event Management for Tourism, Culture, Business and Events*. India: Dorling Kindersley Pvt. Ltd.

Rogers, T. (2008). *Conference and convention a global Industry*. UK: Elsevier

BHM 353 Catering Management

Credit hours: 3
Lecturer hours: 48

Course objectives

The aim of this course is to develop students' skills in managing catering services including management of restaurant, bar, banquets and events.

Course details

Unit 1: Catering Management

LH4

- Introduction
- Principles and functions of catering management
- Types of catering – (in-premises and off-premises)

Unit 2: Catering Food service Development

LH4

- Developing a catering business
- Market survey information
- Analyzing the competition
- Applying market survey information

Unit 3: Catering Operations

LH6

- Hotel Food and Beverage facilities
- Restaurants
- Catering halls
- Independent caterers
- Private clubs
- Contract catering
- Gourmet food shops and Delicatessens

Unit 4: Developing the concept

LH8

- Introduction
- The concept
- Feasibility study
- The business plan
- Financing the operation
- Facility design and layout

Unit 5: Catering marketing

LH5

- Introduction
- Marketing
- Advertising
- Public relations
- Merchandising
- Sales promotion
- Personal selling and upselling

Unit 6: Control in catering

LH5

- The objectives of control
- Special problems of food and beverage control
- Operational controls

- Purchasing controls
- Production controls
- Presentation controls
- Beverage controls

Unit 7: Catering Menu pricing

LH8

- Costs and profit
- Breakeven analysis
- Catering pricing methods
- Maintaining food-cost percentages
- Package pricing

Unit 8: Managing Quality

LH4

- What is quality?
- Managing quality and standards
- Developing approaches to quality management
- Training for quality standards

Unit 9: Catering Equipment

LH4

- Managing catering equipment
- Front of the house equipment
- Back of the house equipment
- Rental equipment

Reference Books

1. Sethi, M. & Malhan, S. (2004). *Catering Management*. India, New Age International (P) Limited, Publishers
2. Scanlon, N.L. (2007). *Catering Management*. USA, John Wiley & Sons, Inc.
3. Davis, B., Lockwood, A. et. al. (2012). *Food and Beverage Management*. USA, Routledge.

BHM 354 Fast Food Chain Management

Credit hours: 3
Lecturer hours: 48

Course Objectives

This course aims to impart knowledge and management skills of operating fast food restaurants in relation to elements of success, creating business ideas, staffing, marketing and advertising.

Unit 1 Introduction	LH10
<ul style="list-style-type: none">• Concept of Fast Food• Chain Management• Historical development of Fast Food Industry• Some popular Fast Food Chains• Characteristics of Chain Restaurant• Elements of success in Fast Food Industry• Emerging trends	
Unit 2 Organizational structure and training for Fast Food Restaurant	LH6
<ul style="list-style-type: none">• Organizational structure• Duties and responsibilities• Fast Food sales team• Training systems at Fast Food Industry	
Unit 3 Business Ideas for a Fast Food Restaurant	LH9
<ul style="list-style-type: none">• Creating business ideas• Considerations before opening a Fast Food• Increasing productivity at Fast Food Restaurant• Opportunities and Threats in Fast Food Restaurants	
Unit 4 Menu Planning	LH3
<ul style="list-style-type: none">• Consideration for Fast Food menu planning• Modern Fast Food items	
Unit 5 Planning, layout and equipment	LH4
<ul style="list-style-type: none">• Importance of planning and layout• various layout• Equipments needed for Fast Food Restaurants	
Unit 6 Pricing Strategy	LH4
<ul style="list-style-type: none">• Value pricing• Penetration pricing• Customary pricing• Bundle pricing	
Unit 7 Marketing and Advertising	LH8
<ul style="list-style-type: none">• Introduction• Marketing differentiation in Fast Food<ul style="list-style-type: none">➤ Taste quality➤ Efficiency➤ Customer service➤ Nutrition, etc• Fast Food Marketing Strategies<ul style="list-style-type: none">➤ Collectibles➤ Market segmentation➤ Loyalty programs	

- Societal Marketing, etc
- Fast Food Techniques for Advertising
 - Musical Influence
 - Direct mail promotions
 - “Advergimes” for kids
 - Mobile apps
 - Viral videos, etc

Unit 8 Pick-up and delivery operation and system

LH4

Reference books

1. Agrawal, M. (2006). *Fast Food Operations*. New Delhi: Alfa Publications
2. Walker, J.R. (2005). *The Restaurant*. USA, John Wiley & Sons, Inc.
3. Francis, A.K. & Parsa, H.G. (2001). *Quick Service Restaurants, Franchising and Multi- Unit Chain Management*. USA, The Haworth Hospitality Press.

BHM 355 Food and Beverage Control

Credit hours: 3
Lecture Hours: 48

Course objective:

The aim of this course to provide in-depth knowledge to the students management systems and techniques utilized to control food, beverage, and labor costs in the hospitality industry.

Course Details

Unit 1: Food and Beverage Cost Control

LH 3

- Introduction
- Objective of Cost control
- Fundamentals of Control

Unit 2: Cost and Sales Concept in Food and Beverage

LH 6

- Introduction to cost
 - Fixed and Variable Cost
 - Controllable and Non- controllable cost
 - Prime Cost
- Introduction to sales
 - Monetary and Non-monetary terms of sales
 - Monitoring cost and sales
 - Cost to sales ration

Unit 3: Food Control

LH 8

- Food Purchasing and Receiving Control
- Food Storing and Issuing Control
- Food Production Control
 - Standard Recipe
 - Standard Yield (importance of yield, yield terminology, how to compute yield Percentage)
 - Standard Portion
- Food Sales Control
- Calculation of food cost and their expression in percentage

Unit 4: Beverage Control

LH 8

- Beverage Purchasing and Receiving Control
- Beverage Storing and Issuing Control
- Beverage Production Control
- Beverage Sales Control
- Calculation of beverage cost and their expression in percentage

Unit 5: Labor Control

LH 4

- Labor Cost consideration
- Calculation of labor and other costs and their expression in percentage
- Establishing Performance standard
- Training Staff

Unit 6: Managing Inventory

LH 4

- Introduction
- Types of inventory

- Proper formats
- 3 C's of Inventory
- Inventory Control Cycle

Unit 7: Planning for Profit

LH 4

- Introduction
- Profit Sensitivity Analysis
- Menu Engineering
- Contribution Margin
- Goal Value Analysis

Unit 8: Sales Forecast

LH 6

- Introduction
- Sales Checks
- Manual and Computerized System of tracking sales
- Operation Ratios
- Sales mix
- Budget
 - Developing Budget
 - Monitoring the Budget
 - Budget Analysis
 - Revenue Analysis
 - Expenses Analysis
 - Profit Analysis

Unit 9: Improving Revenue Control Systems

LH 5

- Control of different thefts and frauds
 - Internal Theft
 - Theft by bartender
 - Theft by cashier
 - External Theft
 - Theft by Guest
 - Use of fraud card, cheque and cash
 - Preventing measures
- Developing Revenue Security System
- Importance of computer technology in control
- Different forms used in control system

References

- Dopson L. (2008). *Food & Beverage Cost Control*. 6th Edition. New Jersey: John Wiley & Sons, Inc.
- Dittmer P. (2003). *Principle of Food, Beverage, and Labour Cost Control*. 7th Edition. New Jersey : John Wiley & Sons, Inc
- Jagels M. (2004). *Hospitality Management Accounting*. 8th Edition. New Jersey : John Wiley & Sons, Inc
- Bernard D. (2008). *Food and Beverage Management*. 4th Edition. Burlington USA. Oxford Publication
- Ninemeier, J. D. (2003). *Planning and Control for Food and Beverage Operation*. New York: American Hotel & Lodging Association (AH&LA)

YEAR 3: Semester 6

Code No.	Subject	Credit hours	Internal	Final		Total
				Theory	Practical	
BHM 361	Hospitality Facilities Management	3	50	50	-	100
BHM 362	Strategic Management for Hospitality	3	50	50	-	100
BHM 363	Statistics and Research Methodology	3	50	50	-	100
BHM 364	Entrepreneurship Development in Tourism and Hospitality	3	50	50	-	100
BHM 365	Environmental Management	3	50	50	-	100
	Total	15				
		credits				

BHM 361 Hospitality Facilities Management

Credit hours: 3
Lecture hours: 48

Career Objectives

This course aims to provide students both the theoretical and practical knowledge regarding hospitality facility management hospitality industry. The course emphasis in manage the facility of hospitality industry.

Course Details**Unit 1: Physical plant and building****LH 4**

- Types of structure
 - Low rise building
 - High rise building
- Classification of hotels
 - Star hotel
 - Non-star hotel
 - Resort
 - Home stay

Unit 2: Design & Planning**LH 4**

- Landscaping and ground
- Parking
- Flooring and furnishing
- Guestroom design & planning
- Lobby design & planning
- Kitchen and restaurant design & planning
- Exterior design & planning
- Interior design & planning

Unit 3: Hospitality Engineering**Engineering department****LH4**

- Organization chart of engineering department
- Responsibilities of engineering department
- Duties and responsibilities of chief engineer
- Relationship with other department
- Facility providing departments of hotel: Kitchen, Restaurant, Housekeeping Front Office and Engineering department

Maintenance**LH 2**

- Importance of maintenance
- Types of maintenance
- Maintenance management system

Electricity**LH 8**

- Importance of electricity
- AC & DC, Ampere, Volt, Watt, Resistance, Power, Calculation of unit, Live (phase) & Neutral,
- Three phase, Earthing, Fuse, Circuit breaker, Distribution, Transformer

<ul style="list-style-type: none"> • Safety precaution • Symbols of electrical engineering • Basic electronics and communication system 	LH 2
Fuel	
<ul style="list-style-type: none"> • Types of fuel • Importance of fuel • Sources of fuel • Primary and Secondary fuel • Calorific value 	LH 2
Heat & Light	
<ul style="list-style-type: none"> • Importance of heat • Transfer of heat • Unit of heat • Natural and artificial light • Sources of light 	LH 2
Water and waste water system	LH 8
<ul style="list-style-type: none"> • Water and waste water management • Sources of water • rainwater harvesting • Types of water • Water demand • Air, water and land • Water analysis • Impurities in water • Pollution and waste water management • Treatment plant; water and sewage • Plumbing fitting • Drainage system/sewage • Recreation water 	
Heating, ventilation and Air conditioning	LH 4
<ul style="list-style-type: none"> • Heating process: water and oil • Principle of air conditioning • Types of Air conditioning • Importance of ventilation 	
Safety & Securities	LH 2
<ul style="list-style-type: none"> • Safety measures • Security systems • Monitoring • Classes of fire • Fire extinguishers and its types • Fire protecting devices • Fire drill • Fire escape and evacuation plan 	
Vertical transportation	LH 2
<ul style="list-style-type: none"> • Lift • Escalator • Dumbwaiter 	
Unit 5 : Food Service Refrigeration	LH 2
<ul style="list-style-type: none"> • Refrigeration cycle and its major components • COP • Electrical components of refrigerators 	
Unit 6: Conservation	LH4
<ul style="list-style-type: none"> • Importance of conservation 	

- Energy conservation
- Water conservation

Reference:

Bansal, T., *Hotel Facility Planning*. New Delhi: Oxford University Press.

Ghosal, S. *Hotel Engineering*. Oxford University Press

Goyal N. C. and Arora, K.C. *Text Book of Hotel Maintenance*. New Delhi: Jain Book

Redlin, M. H. & Stipanuk, D. M. *Hospitality management library engineering system*. New York: American Hotel and Lodge Association (AHLA)

BHM 362 Strategic Hospitality Management

Credits:3
Lecture Hours: 48

Course Objectives

The objective of this course is to impart analytical tools and approaches for strategy formulation in order to enable students to understand analyze and formulate corporate strategies and policies in tourism and hospitality.

Course Details:

Unit 1: Introduction to Strategic Management

LH7

Concept, Vision, Mission, and Formation of goals, core competence, organizational Learning, Definitions, Strategic Planning, Tactical Planning, Formal and Informal Planning, Process of strategic Management, Growing relevance of Strategic Management in Tourism and Hospitality

Unit 2: Competitive Strategy in Global industries

LH5

Nature of international competitive environment, auditing environmental influences, General framework for competitive Analysis, Environment scaling, determination of opportunities and threats through environment analysis, ethical issues

Unit 3: Strategy Formulation for Tourism and Hospitality Industry

LH7

Mission, Objectives, characteristics and formulation of strategy, environmental appraisal: concept and components, methods and techniques used for organizational appraisal, developing responsive operational strategies in a changing global political economy, Strategic business trends and issues in hospitality and tourism management, Role of chief executive Officer in strategy formulation and implementation

Unit 4: Strategic alternatives for Tourism and Hospitality Industries in a Globalized World

LH 6

Strategic direction and strategic methods, modernization, diversification, integration, merger and acquisition, Joint venture, Strategic alliance, Management contact, Turnaround, divestment etc

Unit 5: Strategy Evaluation and choice

LH6

Corporate portfolio analysis: experience curve, PLG, BCG matrix and its implications; IA-BS matrix, AD little life cycle approach., directional policy matrix and its implications, strategic decision and choice

Unit 6: Strategy implementation

LH7

Process of strategy implementation, resources planning at corporate and business level, Structural, functional and behavioral implementation; various approaches to strategy implementation: Commander approach, organizing approach, collaborative approach-7s model-Du points control model

Unit 7: Strategic control

LH6

Organizational configuration, Management system and control, process and criteria for control, Evaluation techniques for strategic control, role of organizational systems in evaluation

Unit 8: Managing strategic change

LH4

Concept, resistance to change process of strategic change, Diagnosing strategic change needs, managing the strategic change process,

References:

- Aswasthappa, K. *Business Environmental for Strategic Management*. Himalayan Publishing House, Mumbai
- Johson Scholes K, *Exploring Corporate Strategy*. Prentice Hall of India
- Porter, Michael, *Competitive Strategy: Techniques for Analyzing Industries and competitors*. Free Press
- Olsen M. D., Tse, West J J. (1998). *Strategic Management in the Hospitality Industry*. New York: Wiley
- Tribe T. (1996). *Corporate Strategy for Touris*. London: Thompson Business
- De Wit, R. and Meyer, R. (2000). *Strategy: Context, Content, and process*. West
- Lynch, R. (2006). *Corporate Strategy*. Prentice Hall
- Thompson, J. L. (2006) *Strategic Management*. London: Thompson Learning

BHM 363 Statistics and Research Methodology

Credit hours: 3
Learning hours: 48

Course objective

The basic objective of this course is to make the students familiar with statistical tools and develop their skills to apply them in tourism industry. It also aims to help the students to understand the fundamental concept of research methodology and to learn how to prepare project work report.

Course Details

Unit 1: Introduction

LH8

Meaning, definition, Scope and Limitation of Statistics, Meaning and importance of data of data, types and sources of data, techniques of collecting primary data, techniques of collecting secondary data, Concept, definition, nature and purpose of research, types of research: Policy, managerial, action, evaluation, Process of scientific research

Unit 2: Classification and Presentation of Data

LH6

Classification of data, presentation and tabulation of data, data analyzing tools, tabular presentation: frequency distribution, Stem and leaf display, Diagrammatic presentation: bar, pie diagram, Graphic presentation: Histogram, frequent polygon and ogive.

Unit 3: Statistical Measures

LH15

Measure of central tendency, Arithmetic Mean: simple and weighted, Partitional values: quartiles, deciles and percentile modes, Measures of dispersions, standard deviation, coefficient of variation, Skewness: concept, symmetrical, left-skewed and right-skewed and right-skewed, Box and Whisker Plot. Kurtosis: concept: leptokurtic, mesokurtic and platykurtic.

Unit 3: Research Design

LH6

Concept of research design, population and sampling, elements of research design, Types of research design: case study, descriptive, casual- comparative, co-relational and action research design

Unit 4: Proposal writing

LH5

Meaning and purpose of proposal, Basic elements of proposal: topic selection, identify research issues, research question, research objectives, review of literature,

Unit 6: Writing Project Report

LH8

Meaning and purpose of research report, Types of report, Planning of report writing, Style of report writing, Presenting data in report: tabulation, charts, graph etc, Citation and referencing, Rules of managing report: front, size, margin, space of paragraph

References:

References

Bajrachary B.C. (2070). *Basic Statistics*, Kathmandu: MK Publishers and Distributors

Levin, R. Dubin, D, Stinson J. *Statistics for Management* McGraw Hill Inc.

Pant, P. R. (2009). *Social science research and thesis writing*, Kathmandu: Buddaha Academic Publishers and Distributors Pvt. Ltd.

Rithie, B. W., Burns, P., Palmer, C., (eds.) (2005) *Tourism research methods integrating theory with practice*, USA: CABI Publishing

BHM 364 Entrepreneurship Development in Tourism and Hospitality

Credit hours:3

Lecturer hours: 48

Course Objective

The aim of this course is to provide knowledge to the students to understand the theories and practices of entrepreneurship development.

Course Details

Unit-1: Entrepreneur

LH7

Meaning and concept of entrepreneur, Evolution of the concept of entrepreneur, Characteristics of successful entrepreneur, Types of entrepreneur, functions of entrepreneur, Difference between an entrepreneur and a manager

Unit-2: Entrepreneurship

LH6

Concept of entrepreneurship, Development process of entrepreneurship in Nepal, Factors affecting entrepreneurship growth, Role of entrepreneurship in economic development, Meaning of small enterprises, Problems of small enterprises in Nepal, Emerging trends in tourism entrepreneurship

Unit-3: Tourism Entrepreneurship in Nepal

LH5

Introduction of tourism entrepreneurship, Tourism entrepreneurship development in Nepal
Case study on hotel and tourism entrepreneurship in Nepal, Women Entrepreneurs in tourism in Nepal

Unit-4: Social Entrepreneurship

LH5

Meaning of social entrepreneurship, The perspective of social entrepreneurship, Social entrepreneurship practices in hospitality and tourism industry, Barriers of social entrepreneurship

Unit-5: Entrepreneurial Motivation

LH8

Concept of entrepreneurial motivation, Motivational process, Entrepreneurial motivating factors
Entrepreneurial motivational behavior: creativity, self- efficacy, taking initiation, risk taking

Unit-6: Developing Creativity and Understanding Innovation in Tourism and Hospitality

LH8

Concept of creativity, creativity process in tourism: knowledge accumulation, the incubation, idea experience, evaluation and implementation in tourism and hospitality field, Developing Creative ideas in tourism and hospitality: recognizing tourism relationship, developing functional perspective using brains, eliminating muddling mind sets, Innovation in tourism: concept, types of innovation: invention, extrusion, duplication, synthesis, Sources of innovation in tourism: unexpected occurrences, incongruities, process need industry and market change, demography changes, perpetual changes, knowledge-based concept in tourism

Unit-7: Institutional Support to Tourism Entrepreneurship in Nepal

LH 9

Need and importance of institutional support for tourism and hospitality entrepreneurship Concept
Institutional support to tourism and hospitality entrepreneurship in Nepal: the government agencies, Specialized tourism related agencies, Consultancy service, institutional finance and marketing support in tourism

References:

- Hisrich, Robert D., Michael Peter and Dean Shepherer, (2010). *Entrepreneurship*, New Delhi: Tara McGraw-Hill.
Holt David H., (2010). *Entrepreneurship*, New Delhi: PHL Learning Pvt. Ltd.
Khanka,S.S. (2008). *Entrepreneurial Development*, New Delhi: S. Chanda & Company Ltd.
Seth, P.N. (2006). *Successful Tourism Management*, New Delhi: Sterling Publications
Zimmerer, Thomas W. & Scarborough, Norman M., (2011). *Essentials of Entrepreneurship and Small Business Management*, New Delhi: PHL Learning Pvt. Ltd.

BHM 365: Environmental Management

Credit hours:3
Lecturer hours: 48

Course Objective

The aim of this course is to provide knowledge to the students to understand and apply the environmental management practice in hospitality industry

Course Details:

Unit 1: Nature of Environmental Studies

LH 8

- Introduction
- Role of environmental management in the hospitality industry
- Concepts- Global warming, Greenhouse gases, Carbon foot print, Acid rain, Sustainability
- Ecotel- Definition, Scope and importance
- Environmental practices as part of CSR in the hospitality industry

Unit 2: Development of Environmental Message

LH 5

- Staff- raise awareness, build commitment, provide support, reward effort, celebrating success,
- Business partners coordination
- Guest participation
- Community- sponsorship, urban beautification, alternate energy sources

Unit 3: Environment Commitment

LH6

- Environmental systems
- Environmental policies, strategies and implementation
- Environmental impact assessment (Targeting and monitoring, key performance measures)

Unit-4: Water Management

LH4

- Sources of water for hotels (govt. bodies ,rainwater, bore-well, treatment plant)
- Sources of water pollution by hotels (Laundry, kitchen, cleaning agents, polishing machines, sewage)
- Improving water quality (filtration, boiling, chlorination, reverse osmosis, ozonation)
- Control of water consumption(Kitchen, housekeeping, guest room , rest room)

Unit -5: Energy Management

LH6

- Introduction
- Principles of energy management
- Types of energy management(renewable, non-renewable)
- Energy efficiency action plan
- Assessing current performance
- Energy conservation measures (Investment and decision making process)
- Alternative energy sources for hospitality industry

Unit 6: Waste Management

LH6

- The need for materials and waste management
- Types of waste (dry/wet, organic/inorganic, biodegradable/non bio-degradable)
- Sources of solid waste (e-waste and paper waste, organic waste, glass, plastic, metals)
- 3R's principle (Reduce, Reuse, Recycle)
- Principles of responsible purchasing

Unit 7: Air and Noise Pollution**LH4**

- Air pollution
 - Indoor- potential sources of air pollution, improving indoor air quality
 - Outdoor- potential sources of air pollution, improving indoor air quality
- Noise pollution
 - Causes, effects and control measures taken by hotels

Unit 8: Guidelines and best eco-practices implemented by departments of hotels LH5

- Front office
- Kitchen
- Restaurants and banquets
- Maintenance
- Housekeeping (Linen, laundry, guest rooms, horticulture)
- Swimming Pool and Health Club

Unit 9: Building of the future**L H4**

- New technology used in construction
- Eco construction materials and their benefits
- Green building- concepts and benefits

References

- 1 David, K. (1996). *Environmental Management for hotels*, A student's handbook. UK, Butterworth-Heinemann.
- 2 Barrow, C.J. (2006). *Environmental Management for Sustainable Development*. USA, Routledge.

YEAR 4: Semester 7

BHM 371	Internship/Practical (40 hours/week for 6 months)	15 credits
	Total	15 credits

Internship/Practical (40 hours/week for 6 months)

Midwestern University
 Industry Attachment and Internship Report
Evaluation Guidelines
 For
 Bachelor in Hotel Management (BHM)

Industrial Attachment

Industrial exposure is the practical approach of study which provides the real ground to the students to learn about the real business world practically. Students will undergo 22 weeks training as an internee in any of the tourism and hospitality organizations in seventh semester. There is compulsory industrial exposure module on the program that carries 15 credit hours. The main objective of Industrial Attachment is to expose the students to the professional working environment of hospitality related organizations.

The Bachelor in Hotel Management comprises of four years (eight semesters), has seventh and eighth semester industrial exposure Midwestern University under the faculty of management.

The Bachelor in Hotel Management (BHM) course focuses on the development of theoretical knowledge and practical skills that are very important to develop the career in the tourism industry.

The primary objective of this course is to acquire basic operational and social skills required for professional handling of hospitality industry.

The industrial exposure for students are closely monitored and evaluated by the college and Faculty of Management (FOM), Midwestern University. Students are encouraged to accommodated with the real business environment and discuss their problems with their faculties during the follow-up meetings arranged for this purpose during the internship period. Faculties frequently visit the organizations where students are doing internship to keep abreast of the progress of the students in different departments they are involving.

In seventh semester students have to maintain the prescribed diary of university for the daily work during internship. They have to record the activities carried out day to day in their diary. Similarly, the record of the problem they have faced and solution they have taken has to be mentioned in a given dairy.

At the end of the seventh semester, students have to submit the diary maintained by them. The college has to collect the evaluation form filled by the immediate in charge of the organization where the students are doing internship. The evaluation will be jointly conducted by organizations, campus and the Faculty of Management, Midwestern University. The evaluation of 50% of total marks will be done by the organization where the students undergo for internship and the 50 % of the total marks will be done on the basis of diary maintained by an individual student.

The Evaluation Form will be submitted to university.

Faculty of Management
 Midwestern University
 Office of the Dean
 Birendranagar, Surkhet, Nepal
Student work diary for Seventh Semester along with Evaluation Form

Name of the Student:

Exam Roll No.:

College:

Duration of Internship: fromtoDepartment.....

Hotel:

Week	Date	Activities assigned	Activities Performed	Problem faced	Lesson Learnt	Supervisor's comment
1						
2						
3						

4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						
17						
18						
19						
20						
21						
22						

Signature of student.....

Name of supervisor:

Signature

Date:

Hotel seal/Organizational seal

Faculty of Management
Midwestern University
Office of the Dean
Birendranagar, Surkhet, Nepal

Seventh Semester Organizational Evaluation Form

Name of the Student:

Exam Roll No.:

College:

Duration of Internship: fromtoDepartment.....

Criteria for Evaluation

Regularity	Highly Regular	/5/ /4/ /3/ /2/ /1/	Highly Irregular
Performance of the Student	Highly Satisfactory	/5/ /4/ /3/ /2/ /1/	Highly unsatisfactory
Sufficient Skills and knowledge	Excellent	/5/ /4/ /3/ /2/ /1/	Very Poor
Cooperation	Excellent	/5/ /4/ /3/ /2/ /1/	Very Poor
Grooming	Excellent	/5/ /4/ /3/ /2/ /1/	Very Poor
Punctuality	Excellent	/5/ /4/ /3/ /2/ /1/	Very Poor
Enthusiasm on work	Excellent	/5/ /4/ /3/ /2/ /1/	Very Poor
Positive attitude and behavior	Excellent	/5/ /4/ /3/ /2/ /1/	Very Poor
Prompt response towards work	Excellent	/5/ /4/ /3/ /2/ /1/	Very Poor
Overall impression	Excellent	/5/ /4/ /3/ /2/ /1/	Very Poor

Signature of the Evaluator.....

Name of the Organization.....

Date:

Hotel seal/Organizational seal

YEAR 4: Semester 8

BHM 381		Internship/Practical (40 hours/week for 6 months)	12 credits	
BHM 382		Project Report	3 credits	
		Total	15 credits	

Internship/Practical (40 hours/week for 6 months)

Midwestern University
Industry Attachment and Internship Report
Evaluation Guidelines
For
Bachelor in Hotel Management (BHM)

Industrial Attachment

Students will undergo 22 weeks training as an internee in any of the hotels in eighth semester as well. There is compulsory industrial exposure module on the program that carries 12 credit hours. The main objective of Industrial Attachment is to expose the students to the professional working environment of tourism and hospitality related organizations.

The Bachelor in Hotel Management comprises of four years (eight semesters), has eighth semester industrial exposure Midwestern University under the faculty of management.

The Bachelor in Hotel Management (BHM) course focuses on the development of theoretical knowledge and practical skills that are very important to develop the career in the tourism industry.

The course aims to acquire basic technical and social skills required for professional handling of tourism industry.

The industrial attachments for students are closely monitored and evaluated. Students are encouraged to discuss their problems with their faculties during the follow-up meetings arranged for this purpose during the internship period. Faculty members frequently visit the organizations to keep abreast of the progress of the students. At the end of the attachment, students submit an industrial attachment report and are evaluated through presentation in detail. The evaluation will be jointly conducted by organizations, campus and the Faculty of Management. The evaluation of 25% of total marks will be done by the organization where the students undergo for internship and the 25 % of the total marks will be done on the basis of industrial report presentation. The evaluation of remaining 50% marks will be done FOM, Midwestern University on the basis of industrial report submitted by students.

The Evaluation Form will be submitted to university.

Faculty of Management
Midwestern University
Office of the Dean
Birendranagar, Surkhet, Nepal

Eighth Semester Organizational Evaluation Form

Name of the Student:

Exam Roll No.:

College:

Duration of Internship: fromtoDepartment.....

Criteria for Evaluation

Regularity	Highly Regular	/5/ /4/ /3/ /2/ /1/	Highly Irregular
Performance of the Student	Highly Satisfactory	/5/ /4/ /3/ /2/ /1/	Highly Unsatisfactory
Sufficient Skills and knowledge	Excellent	/5/ /4/ /3/ /2/ /1/	Very Poor
Cooperation	Excellent	/5/ /4/ /3/ /2/ /1/	Very Poor
Grooming	Excellent	/5/ /4/ /3/ /2/ /1/	Very Poor
Punctuality	Excellent	/5/ /4/ /3/ /2/ /1/	Very Poor
Enthusiasm on work	Excellent	/5/ /4/ /3/ /2/ /1/	Very Poor
Positive attitude and behavior	Excellent	/5/ /4/ /3/ /2/ /1/	Very Poor
Prompt response towards work	Excellent	/5/ /4/ /3/ /2/ /1/	Very Poor
Overall impression	Excellent	/5/ /4/ /3/ /2/ /1/	Very Poor

Signature of the Evaluator.....

Name of the Organization.....

Date:

Official Seal

Format of Internship Report

1. Title and Cover page
2. Bonafide certificate form supervisor (s), counter signed by the Head of Department/ Campus Chief
3. Copy of certificate received from internship organization
4. Acknowledgements
5. Table of contents
6. List of tables and figures
7. List of Abbreviations and Acronyms

CHAPTER ONE INTRODUCTION

- 1.1 Introduction of Report
- 1.2 Objectives of Internship Program
- 1.3 Methodology
 - 1.3.1 Organization Selection
 - 1.3.2 Placement
 - 1.3.3 Duration
 - 1.3.4 Activities

CHAPTER TWO INDUSTRY INTRODUCTION

- 2.1 Brief introduction of the industry
(Tourism and Hospitality industry with sectors analysis)

CHAPTER THREE ORGANIZATIONAL ANALYSIS

- 3.1 Brief introduction of the organization (internship organization)
 - 3.1.1. Nature of organization (type of products/ services, trend, growth and potentiality)
 - 3.1.1. Location (including name and location map)
 - 3.1.2. Ownership/ Legal Status
 - 3.1.3. History
 - 3.1.4. Departments
 - 3.1.5. Functions
 - 3.1.6. SWOT Analysis

CHAPTER FOUR ACTIVITIES ANALYSIS

- 4.1 Activity Analysis
 - 4.1.1 Observation
 - 4.1.2. Experience
 - 4.1.3 Description of work
 - 4.1.4. Performance of assigned task
(Department wise, Section wise, Shift wise)
 - 4.1.5 Problem faced and ways of solution
 - 4.1.6. Learning Outcomes
 - 4.1.7. Result and discussion

CHAPTER FIVE
SUMMARY AND CONCLUSION

- 5.1 Summary
- 5.2 Conclusion
- 5.3 Suggestions (for industry, college)

References
Appendix (If any).

Evaluation Sheet (College)
Industrial Attachment Report Presentation
Bachelor in Hotel Management (BHM)

S. No.	Roll. No.	Name	Introduction 5	Industry/ Organizational Analysis 5	Analysis of Activities 10	Presentation (5 marks)	Total (25 Marks)

Project Report

A student is required to undertake a project work report during the Eighth semester of BHM program. The project work provides the opportunity to the student to apply the knowledge and skills during the BHM program to the resolution of significant managerial and operational problems. The topic of the project work will have to be approved by the campus. The topic assigned to the student for project work will provide a basis for significant academic study and a report of important practical value. It has also further aims to develop the research capability and communication skills of the students.

The project work assessment will be based on a field work in the area of tourism and hospitality. In the project work, the student will have to collect data and other information using relevant research instruments. The information thus collected must then be tabulated, analyzed, synthesized and presented in the form of a report in the format prescribed by Faculty of Management (FOM), Mid Western University.

The workshop on research and project work methodology will be organized by the concerned campus to orient students on research and project work methods and styles of report writing. In depth orientation programme will be organized to give insight knowledge regarding the research methodology.

The evaluation of project work shall be based on the project report (50%) and seminar presentation/viva (50%). The evaluation of the project report shall be conducted through two examiners appointed by the Dean, FOM, Midwestern University. The concerned campus shall organize seminar presentation/viva on the project work.

Guidelines for Bachelor in Hotel Management (BHM)
Faculty of Management
Midwestern University
Birendranagar, Surkhet, Nepal

A Project Report
on
"TITLE OF PROJECT REPORT"

Submitted by
Students Name
Semester
Exam Roll. No.
Midwestern University Registration No.

Submitted to
Faculty of Management
Midwestern University
"Month, year of completion"

In partial fulfillment of the requirements for the Bachelor's Degree in Hotel Management

DECLARATION

I, "name of student", hereby declare that the work presented herein is genuine work done originally by me and has not been published or submitted elsewhere for the requirement of a degree programme. Any literature, data, or works done by others and cited within this report has been given due acknowledgement and listed in the reference section.

"Student name"

Name of College

Faculty of Management

Midwestern University

Date:

CERTIFICATION

Letter Head of College

We hereby endorse the project work report entitled **TITLE OF THE PROJECT WORK** submitted by **NAME OF STUDENT OF COLLEGE NAME AND PLACE OF COLLEGE**, in partial fulfillment of the requirements for award of the Bachelor of Hotel Management (BHM) for external evaluation.

Signature:
Name of Chairperson:
Research Committee
Date:

Signature:
Name of Campus Chief:
Name of Campus:
Date:

Format of Project Report

CHAPTER		Page No.
	Declaration by Student	i
	Approval/Signature of Supervisor, External and HOD	ii
	Acknowledgements	iii
	Table of Content	iv
	Lists of Tables	v
	List of Graphs	vi
	List of Abbreviations, if any	vii
	List of Acronyms, if any	viii
	Abstract	ix
ONE	INTRODUCTION	Approx no. of pages 6-10
1.1	Background of Study	
1.2	Statement of Problem (optional)	
1.3	Objectives of Study	
1.4	Significance of Study	
1.5	Limitations of Study	
TWO	REVIEW OF LITERATURE	Approx no. of pages 7-12
2.1	Conceptual Framework	
2.2	Books	
2.3	Journals/ Articles	
2.4	Previous Studies	
THREE	RESEARCH METHODOLOGY	Approx No. of pages 3-6
3.1	Research Design	
3.2	Primary Data	
3.3	Secondary Data	
3.4	Sample Design	
3.5	Population	
3.6	Samples Size	
3.7	Instruments for Data Collection	
3.8	Data Analysis Techniques/Tools	
FOUR	DATA PRESENTATION AND ANALYSIS	Approx No. of pages 10-15
4.1	Data Presentation	
4.2	Data Analysis	
4.3	Findings	
4.5	Discussion	
FIVE	SUMMARY, CONCLUSIONS AND SUGGESTIONS	Approx No. of pages 3-4
5.1	Summary	
5.2	Conclusion	
5.3	Suggestions	
	References	
	Appendices/Annexure	
A	Questionnaire/s	
B		
C		

Top margin (1")

Left margin
(1.25")

Right margin
(0.75")

Bottom margin (1")

Guidelines for layout and format of project report

1. Paper size: A4 white paper
2. Preliminary pages should be numbered: i, ii, iii, iv, v, vi, etc. A page number should not be shown on the title page even though it is counted as i.
3. Margins should be maintained on all pages as follows:
 - i. Left margin = 1.25" (wider for binding)
 - ii. Top margin = 1"
 - iii. Right margin 0.75"
 - iv. Bottom margin = 1"
4. Page number should be placed at the bottom, center or bottom, right of page.
5. For labeling of Chapters and Sections follow the systematic order:
 - a. Chapter 1
 - i. Section 1
 1. Sub-section 1
 2. Sub-section 2, etc.
 - ii. Section 2
 1. Sub-section 1
 2. Sub-section 2, etc.
 - iii. Section 3, etc.
 - b. Chapter 2
 - c. Chapter 3,
 - d. Chapter 4,
 - e. Chapter 5
6. Use 1.5 line spacing for all text in the main body of the report.
7. Use Times New Roman (12 point size), or Arial (11 point size) fonts, for text.
8. Chapter heading 16, sub-heading 14 (bold)
9. Label Appendices or Annexes as: A, B, C, etc.; and give name (title) to each.
10. Label figure captions at bottom of the figure and according to the Chapter it appears in such as, Figure 1.1, Figure 1.2, Figure 2.1, Figure 2.2, Figure 3.1, etc.
11. Label table headings at the top of the table and according to the chapter it appears in, similar to the figures, e.g., Table 1.1, Table 1.2, Table 2.1 table 2.2, etc.
12. Cite references in the text of project report according to the convention:
 - a. "author's last name (date)" -- in case there is only one author

- b. "last name of first author" and "last name of second author" (date) -- in case of two authors
 - c. "last name of first author" et al. (date) -- in case of multiple authors
13. List references alphabetically and using correct citations for books, journal articles and conference/seminar proceedings as shown in the examples (following pages).
 14. If more than one reference of the same author exists then the references with the same author should be listed chronologically according to publishing date (year).
 14. If more than one of the same author's publications exist in the same year (date), then use suffixes a, b, c, etc., after the publication year {e.g., 1998a; 1998b; etc.}

For example:

Book by single author

Andrews, S.(2008). *Food and Beverage Management*. New Delhi:Tata

Bhatia, A. K. (2010), *Tourism Development: Principles and Practice*. New Delhi: Sterling Publishers Private Limited

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Evaluation Sheet
Project Report
Bachelor in Hotel Management (BHM)

S. No.	Roll. No.	Name	Topic selection 5% (5 marks)	Methodology 10% (10 marks)	Data presentation and Analysis 15% (15 marks)	Conclusion and Suggestions 5% (5 marks)	Presentation/Viva 15% (15marks)	Total 50% (50marks)

50% will be evaluated by Faculty of Management (FOM), Midwestern University on the basis of Project Report