



BACHELOR OF HOTEL MANAGEMENT (BHM)

CURRICULUM

**Faculty of Management Studies
Pokhara University**

2023



POKHARA UNIVERSITY BACHELOR OF HOTEL MANAGEMENT (BHM)

Program Objectives

The Bachelor of Hotel Management (BHM) program at the Faculty of Management Studies (FMS) of Pokhara University provides students with sound conceptual knowledge, skills, and attitude required for the various areas of business and hospitality management. The BHM program aims at developing students' intellectual ability, executive personality and managerial skills through an appropriate blending of business and general education with courses related to hospitality management. The program is targeted at building leadership qualities required for managing business functions. The program also aims to produce entrepreneurs who can initiate small scale hotel and restaurant business. After completion of all the requirements of the four-year study program, graduates should be able to:

- occupy supervisory positions in the hotel and catering industry with adequate background of management functions;
- acquire technical and social knowledge and skills required for professional handling of hotel and catering operations;
- apply management skills for greater economy and success of business operations;
- set standards for quality assurance of the services offered to customers;
- develop positive attitude towards the trade with greater initiative and self confidence in handling the operations; and
- become a successful entrepreneur in a small/medium size enterprise.

Curricular Structure

The BHM curriculum comprises the followings six distinct components:

- **Foundation Courses:** These course develop students' conceptual foundational skills in various sectors of management and provide them with strong base in hospitality communication, statistics, and behavioral sciences.
- **Core Course:** These courses are focused on the core knowledge and skills required in managing hospitality services. These courses are divided into two groups, management core courses and hotel management core courses.
- **Elective Courses:** These courses help students get addition knowledge and skills in both foundation and core courses. Students are required to select two courses from two groups of the elective areas offered by the University.



- **Specialization Courses:** The Specialization courses help students to develop specialized advanced skills in the areas of their choice. Students are required to select two courses from two groups of the concentration areas offered by the University.
- **Project Work:** Students will be given project in sixth semester which will be a capstone module of the course; the objective of the project work will be to make students apply comprehensive knowledge and skills learned in the program and enhance the knowledge in the subjects. The project work requires a student to prepare a business plan for opening any hotel/ resort/ bakery/ restaurant/ coffee shop/ theme park or prepare a research paper in any areas of tourism and hospitality industry of the student's choice. The students are required to make a presentation of the project to a panel of judges, comprising of the college professors/lecturers/experts from the industry.
- **Internship:** Students will be placed in a fine dining restaurant, three to five-star hotels/resorts for 48 weeks of industrial exposure in seventh and eighth semester. During this time, they will be required to work on the job from single to multiple departments, namely, Food Production, Food and Beverage Service, Room Division and Accommodation Operations, Front Desk, Bar, Events, Bakery, Casino, In-flight Catering, Cruise in an assigned role. They will be provided with a list of learning objectives for this period; will make observations and record it in a structured manner in a report, which will be evaluated for grading. The departmental managers/supervisors under whom the students would undergo their on-the-job training. At the end of Seventh semester, students will submit Internship Mid-term Report to the college. At the end of Eight semester, the final report will be evaluated in physical/virtual presence mode.

Program Features

The BHM is a four-year program spread over eight semesters. A student needs to successfully complete 120 credit hours of course work, internship and project work for graduation. In the program, lectures are supported by case study, group discussions, project assignments, presentations, field visits, and demonstrations, practical and other suitable teaching methods. The medium of instruction and examination for BHM program will be in English. A student is expected to have good English language proficiency and acceptable communication skills.

The Semester System

In the program, each course is assigned a certain number of credits depending on its lecture, tutorial and practical work hours. All the foundation and management core courses have 3 credit hours with a total of 48 hours of theory classes for each course. The hotel management core courses (Food production, Food and Beverage Service, Room Division and Accommodation operations) have 3 credit hours for theory (48 class hours) and 1.5 credit hours for practical (24 hours). The specialization area requires students to take two courses of 3 credit hours each. The prominent feature of the semester system is the process of



continuous evaluation of a student's performance and flexibility to allow the students to progress at a pace suited to his/her individual ability, subject to the regulation of credit requirements.

Entry Requirements and Admission Procedures

Eligibility

The entry requirement for a new student in BHM will be Intermediate or Higher Secondary level (10+2) or Proficiency Certificate Level (PCL), or equivalent as recognized by Pokhara University. The minimum criteria for entry area a. The minimum CGPA 1.80 and each subject must score at least D or b. 45% or second division. In addition, the student must pass the entrance test conducted by the concerned college.

Documents Required

The applicant is required to submit the following documents with the application form made available by the concerned college/school by paying a predetermined fee:

- Completed and signed BHM application form
- Official transcripts from the academic institutions previously attended.

Certificates of all degrees should be photocopied and submitted with proper attestation. Enrolment is conditional upon completion of all admission formalities including payment of all fees as determined by the college. Incomplete applications shall not be processed.

Admission Procedures

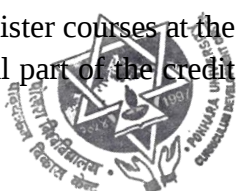
A notice inviting applications for admission is publicly announced. Application forms and information brochures are provided, on request, after the payment of the prescribed fee. The concerned college scrutinizes the application. The eligible candidates are informed to take the entrance test. The date and time for the entrance test are informed to the applicants by the concerned colleges. The college may also interview the candidates for the final selection for admission.

The candidates who are given provisional admission under special conditions are required to submit all necessary documents within a month after their regular classes begin. A student who fails to do so will have his/her admission cancelled.

Academic Schedule and Course Registration

The academic session consists of two semesters. The fall Semester starts in September and the Spring Semester starts in March. Students are normally admitted to the program in the Fall Semester once in a year.

Students are required to register courses at the beginning of each semester. Since registration is a very important procedural part of the credit system; all students must present themselves at



the college. Registration in absence may be allowed only in rare cases at the discretion of principal. A student's nominee cannot register for courses but will only be allowed to complete other formalities.

Addition and Withdrawal from the Course

A student will have the option to add or drop from the course. This can be done only during the first three weeks of the semester. A student wishing to withdraw from a course should apply on the prescribed form within one month of the beginning of the semester.

Attendance Requirements

A student must attend every lecture, tutorial, seminar and practical classes. However, to accommodate for late registration, sickness and other contingencies, the attendance requirements will be a minimum of 80 % of the classes actually held. If the student is absent from the college for more than four weeks without permission of the principal, his/her name will be removed from the college roll.

Normal and maximum Duration of Study

The normal duration and maximum duration for the completion of the requirements for the program is as follows:

- Normal duration: 4 Years (8 Semesters)
- Maximum duration: 8 Years

A full-time student has to take a minimum of 12 credits.

Evaluation System

A student's academic performance in a course is evaluated in two phases:

- Internally by the concerned faculty member through quizzes, tutorials, lab works, home assignments, class tests, class participation, term papers, formal internal examination etc.
- Externally by the Office of the Controller of Examinations through semester-end examinations.

A fifty percent weight is given to each internal and external evaluation (semester-end examination). A student is required to pass the internal and external evaluations independently. The final grade awarded on the basis of his/her consolidated performance in both internal and external evaluations.

A student will get NOT QUALIFIED (NQ) status in the internal evaluation if his/her performance falls below the minimum requirement. Such students will not be allowed to appear in the semester-end examination of that particular course.



Grading System

Pokhara University follows a four-point letter grade system. The letter grades awarded to students will be as follows:

Grade	Grade Point	Description
A	4.0	Excellent
A-	3.7	
B+	3.3	
B	3.0	Good
B-	2.7	
C+	2.3	
C	2.0	Satisfactory
C-	1.7	
D+	1.3	
D	1.0	Minimum Requirement
F	0	Fail

In some rare and unusual circumstances, if a student is unable to complete all the required works for the course, he/she may be temporarily marked with an incomplete grade "I". If all the required works are not completed within the following semester, the letter "I" will be automatically converted into "F". The performance of a student is evaluated in terms of the following two indices:

- The semester grade point average (SGPA) which is the grade point average for the semester and is given by:

$$\text{SGPA} = \text{Total honor points earned in a semester} / \text{total number of credit hours taken in a semester}.$$

- The cumulative grade point average (CGPA) which is the grade point average for all completed semester and is given by:

$$\text{CGPA} = \text{Cumulative total honor points earned} / \text{cumulative total number of credit hours taken}.$$

Repeating a Course

A course may be taken only once for grade. Since passing of all courses individually is a degree requirement, the student must retake the failing course when offered and must successfully complete the course. A student will be allowed to retake maximum of two courses to achieve a minimum CGPA of 2.0. The grade earned on the retake examination will substitute the earlier grade earned by the student in that course. A student can retake a course only when it is offered by the college/University.



Credit Transfer and Withdrawal

A maximum up to 25 % of the total credit hours of courses completed in an equivalent program of a recognized institution may be transferred/ waived for credit on the recommendation of the Head of the Faculty. For transfer of credit, a student must have received a grade of B or better in respective course. Courses taken earlier than five years from the time of transfer may not be accepted for transfer of credit. However, a student transferring from one program to another academic program of Pokhara University may receive a credit transfer of all the compatible courses completed with at least grade "C".

A student may apply for withdrawal from the entire semester only on medical grounds. The principal will examine each application for semester withdrawal and depending on the merit of the case: he/she will make an appropriate decision. No partial withdrawal from courses registered in a semester will be considered.

Provision for Re-totaling and Rechecking

Students may apply for re-totaling or rechecking of their grades as per the university rules, upon payment of the prescribed fee.

Dismissal from the Program

A student is normally expected to obtain a CGPA of 2.0 at the undergraduate level. A student, whose performance in the past semesters does not show the possibility of maintaining this CGPA, may be dismissed from the program.

Degree Requirements

For graduation a student should:

- Earn at least a 'D' grade in each course as specified in the grading system section,
- Complete the internship with 'Pass' grade,
- Complete all the courses, project work and internship as specified in the curricular structure, section within the maximum time period mentioned in the duration of study section,
- Maintain at least 2 CGPA

Distinction and Dean's List

A student who obtains a CGPA of 3.6 or better will receive the BHM degree with distinction. The Dean's list recognizes outstanding academic performances in the FMS. To quantify, a student must have a CGPA of 3.7 or better.



Unfair Means

Students are strictly forbidden from adopting unfair means in class assignments, tests, report-writing and final examination.

The following would be considered as adoption of unfair means during examination:

- Communication with fellow students for obtaining help:
- Copying from another student's script/report/paper.
- Copying from disk, palm of hand, mobile phone, or other incriminating documents.
- Processing from any incriminating documents, whether used or not.
- Any approach in direct or indirect form to influence teacher concerning grade.
- Unruly behavior which disrupts academic program.

If the Lecturer detects a student using unfair means, the student may be given a grade at the discretion of the Examination Board of the University. Adoption of unfair means may result in the dismissal of the student from the program and expulsion of the student from the college and as such from Pokhara University.



CURRICULUR STRUCTURE

Foundation Courses	(12 Credits)
ENG 204 Business Communication for Hospitality Industry	3
STT 101 Hospitality Statistics	3
BSM 383 Behavioral Science in Hospitality Management	3
RCH 311 Research Methodology	3
Management Core Courses	(27 Credits)
THS 161 Fundamentals of Tourism and Hospitality	3
FHN 191 Food Hygiene & Nutrition	3
MGT 231 Foundation of Management	3
MIS 201 Introduction to Management Information System	3
ACC 126 Hospitality Accounting and Costing	3
MKT 143 Hospitality Marketing	3
FIN 133 Fundamentals of Financial Management	3
HRM 153 Hospitality Human Resource Management	3
MGT 312 Fundamentals of Entrepreneurship	3
Hotel Management Core Courses	(54 Credits)
FNB 171 Food Production and Patisserie I (Theory)	3
FNB 191 Food Production and Patisserie I (Practical)	1.5
FNB 172 Food and Beverage Service I (Theory)	3
FNB 192 Food and Beverage Service I (Practical)	1.5
RDM 181 Accommodation Operations I (Theory)	3
RDM 191 Accommodation Operations I (Practical)	1.5
FNB 174 Food Production and Patisserie II (Theory)	3
FNB 194 Food Production and Patisserie II (Practical)	1.5
FNB 175 Food and Beverage Service II (Theory)	3
FNB 195 Food and Beverage Service II (Practical)	1.5



RDM 183 Accommodation Operations II (Theory)	3
RDM 193 Accommodation Operations II (Practical)	1.5
FNB 271 Food Production and Patisserie III (Theory)	3
FNB 291 Food Production and Patisserie III (Practical)	1.5
FNB 272 Food and Beverage Service III (Theory)	3
FNB 292 Food and Beverage Service III (Practical)	1.5
RDM 281 Accommodation Operations III (Theory)	3
RDM 291 Accommodation Operations III (Practical)	1.5
FNB 274 Food Production and Patisserie IV (Theory)	3
FNB 294 Food Production and Patisserie IV (Practical)	1.5
FNB 275 Food and Beverage Service IV (Theory)	3
FNB 295 Food and Beverage Service IV (Practical)	1.5
RDM 283 Accommodation Operations IV (Theory)	3
RDM 293 Accommodation Operations IV (Practical)	1.5

Specialization Area (6 Credits)

FNB 371 Advanced Food and Beverage Management	3
RDM 381 Advanced Accommodation Operation	3
FNB 372 Advanced Food Production Management	3
RDM 382 Advanced Room Division Management	3

Electives (6 Credits)

MGT 412 Strategic Management	3
MGT 216 Tourism Business Environment	3
HEM 384 Hotel Engineering and Management	3
EMT 385 Event Management	3
CMI 386 Casino Management and Inflight Catering	3
BNC 387 Bakery and Confectionery	3



Project Work

(3 Credits)

INT Internship

(12 Credits)



Pokhara University
BHM Program
Semester-wise Curriculum Structure

Semester I			Semester II		
Course Code	Course Description	Credits Hours	Course Code	Course Description	Credits Hours
ENG 204	Business Communication for Hospitality Industry	3	FHN 191	Food Hygiene & Nutrition	3
FNB171	Food Production and Patisserie I (Theory)	3	FNB 174	Food Productions and Patisserie II (Theory)	3
FNB191	Food Production and Patisserie I (Practical)	1.5	FNB 194	Food Productions and Patisserie II (Practical)	1.5
FNB 172	Food and Beverage Service I (Theory)	3	FNB 175	Food and Beverage Service II (Theory)	3
FNB 192	Food and Beverage Service I (Practical)	1.5	FNB 195	Food and Beverage Service II (Practical)	1.5
RDM 181	Accommodation Operations I (Theory)	3	RDM 183	Accommodation Operations II (Theory)	3
RDM 191	Accommodation Operations I (Practical)	1.5	RDM 193	Accommodation Operations II (Practical)	1.5
THS 161	Fundamental of Tourism and Hospitality	3	MGT 231	Foundation of Management	3
Total Credits		19.5	Total Credits		19.5

Semester III			Semester IV		
Course Code	Course Description	Credits Hours	Course Code	Course Description	Credits Hours
STT 101	Hospitality Statistics	3	ACC 126	Hospitality Accounting and Costing	3
FNB 271	Food Productions and Patisserie (Theory)	3	FNB 274	Food Productions and Patisserie IV (Theory)	3
FNB 291	Food Productions and Patisserie III (Practical)	1.5	FNB 294	Food Productions and Patisserie IV (Practical)	1.5
FNB 272	Food and Beverage Service (Theory) – III	3	FNB 275	Food and Beverage Service IV (Theory)	3
FNB 292	Food and Beverage Service III (Practical)	1.5	FNB 295	Food and Beverage Service IV (Practical)	1.5
RDM 281	Room Division Management I (Theory)	3	RDM 283	Room Division Management II (Theory)	3
RDM 291	Room Division Management I (Practical)	1.5	RDM 293	Room Division Management II (Practical)	1.5
MIS 201	Introduction to Management Information system	3	MKT 143	Hospitality Marketing	3
Total Credits		19.5	Total Credits		19.5



Semester V			Semester VI		
Course Code	Course Description	Credits Hours	Course Code	Course Description	Credits Hours
FIN 133	Fundamentals of Financial Management	3	PRJ 451	Project Work	3
HRM 153	Hospitality Human Resources Management	3	Specialization I (Any One)		
MGT 312	Fundamentals of Entrepreneurship	3	FNB 371	Advanced Food and Beverage Management	3
RCH 311	Research Methodology	3	RDM 381	Advanced Accommodation Operation	
BSM 383	Behavioral Science in Hospitality Management	3	Specialization II (Any One)		
Total Credits		15	FNB 372	Advanced Food Production Management	3
			RDM 382	Advanced Room Division Management	
			Elective I (Any One)		
			MGT 412	Strategic Management	
			MGT 216	Tourism Business Environment	3
			Elective II (Any One)		
			HEM 384	Hotel Engineering and Management	
			EMT 385	Event Management	3
			CMI 386	Casino Management and Inflight Catering	
			BNC 387	Bakery and Confectionery	
			Total Credits		15
Semester VII			Semester VIII		
Course Code	Course Description	Credits Hours	Course Code	Course Description	Credits Hours
INT 396	Internship	6	INT 397	Internship	6
Total Credits		6	Total Credits		6



Credits Division

Foundation Courses	12 Credits
Core Management Courses	27 Credits
Core Hotel Management Courses	54 Credits
Specialization Courses	6 Credits
Elective Courses	6 Credits
Project Work	3 Credits
Internship	12 Credits

Total	120 Credits
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BHM First Year, First Semester

S. No.	Subjects	Credits
1	ENG 204: Business Communication for Hospitality Industry	3
2	FNB171: Food Production and Patisserie I (Theory)	3
3	FNB191: Food Production and Patisserie I (Practical)	1.5
4	FNB 172: Food and Beverage Service I (Theory)	3
5	FNB 192 Food and Beverage Service I (Practical)	1.5
6	RDM 181: Accommodation Operations I (Theory)	3
7	RDM 191 Accommodation Operations I (Practical)	1.5
8	THS 161: Fundamental of Tourism and Hospitality	3
Total		19.5



Pokhara University
Faculty of Management Studies

Course code.: THS 161
Course title: **Fundamental of Tourism and Hospitality**
Nature of the course: Theory
Year: First, Semester I
Level: Undergraduate

Full marks: 100
Pass marks: 45
Time per period: 1 hr
Total periods: 48
Program: BHM

1. Course Description

This course is designed to provide knowledge to students about tourism industry, history of tourism and development, tourism product and services, travel agencies and tour operators, interrelation between tourism and hospitality industry and developing tourism itinerary. It covers the detail understanding of tourism industry, its products and services, the areas covered by tourism industry and role of travel agencies, tour operator along with designing the tourism itinerary.

2. General Objectives

- The general objectives of this course are:
- To familiarize the students with tourism industry and its components
- To provide the students with brief knowledge about the history and growth of tourism and travel activities
- To make the students cognizant of differences between product and services
- To make the students knowledgeable about travel agencies and tour operators
- To acquaint the students with developing sample travel itineraries

3. Contents in detail with specific objectives

Specific Objectives	Contents
• Explain the need of travel • Identify various factors that motivates visitors to travel • Determine factors of modern tourism • Identify the importance of Tourism • Distinguish the components of tourism and hospitality • Explain the feature of tourism and hospitality	Unit 1: Introduction to Tourism and Hospitality (6) 1.1 Travel Need 1.2 Travel Motivation: Internal and External/ Push and Pull 1.3 Factors Determining Tourism in Modern World 1.4 Importance of Tourism 1.5 Basic Components of Tourism and Hospitality Industry 1.6 Feature of tourism and hospitality industry
• Explain the concept of tourist and tourism • Identify various types of tourist and tourism • Determine various	Unit 2: Types of Tourist and Tourism (8) 2.1 Introduction and Concept of Tourist and Tourism 2.2 Types/Forms/Typology of Tourist (Valen Smith, Gray, Dorden, Cohen, Plog) and Tourism. 2.3 Motivation to Travel and Tourist Decision Making



motivational factors for travel	Process.
• Explain the concept of travel in ancient time • Distinguish the growth and development of modern tourism • Identify the current trends in tourism and hospitality	Unit 3: Historical Growth and Development of Tourism (8) 2.1 Travel in Early and Medieval Times 2.2 Modern Tourism- Growth and Development 2.3 Recent Trends in Tourism and Hospitality
• Explain the tourism and hospitality products and services • Distinguish between tourism products and services • Identify the level of tourism products • Explain the concept of tourism products and its types • Compute the knowledge pf tourism product distribution	Unit 4: Tourism Product and Services (8) 3.1 Definition of Products and Services 3.2 Difference between Tourism Product and Services 3.3 Level of Tourism Products 3.4 Concept of Tourism Products and its Types 3.5 Major Tourism Activities in Nepal 3.6 Distribution of Tourism Product.
• Identify the concepts of various functions and types of travel agency • Explain the present scenario of travel agency in prospect of growth and status • Explain the function and types of tour operators • Distinguish the meaning and significance of tour itinerary, types and elements • Explain the concept, types and category of passport • Explain concept and types of visas • Distinguish the need of knowledge about health certificate, customs and currency	Unit 5: Introduction to Travel Agency and Tour Operator (8) 4.1 Concept of Travel Agency its Functions and Types 4.2 Growth & Present Status of Travel Agency 4.2 Introduction to Tour Operator and its Types and Function 4.3 Meaning and Significance of Tour Itinerary/ Types/ Elements 4.5 Concept of Passport, its Types and Category 4.6 Concept of Visas and its Types 4.7 Health Certificate, Customs and Currency
• Distinguish the relation between travel, tourism and hospitality • Explain hotel & its type in various basis. • Identify the knowledge of various affiliations of hotels (franchise and management)	Unit 6: Hospitality and Tourism Interrelation (6) 5.1 Interrelation between Travel, Tourism and Hospitality 5.2 Definition of Hotel and its Types (on the basis of target market, level of service, affiliation, location) 5.3 Understanding to Franchise, Management



contract) • Explain the concept of ethical issues in tourism and hospitality • Distinguish the career prospects in tourism and hospitality industry	Contract 5.4 Ethical Issues in Hospitality and Tourism. 5.5 Career in Tourism and Hospitality Industry
• Describe the need and importance of tourism itinerary • Formulate a travel related program itinerary and perform tourism destination field visit.	Unit 7: Tourism Itinerary (4) 6.1 Design an Itinerary for 3 night and 4 days and a field trip to participate for practical analysis by students themselves with the guidance of tutor.

Note: The figures in the parentheses indicate the approximate periods for the respective units.

4. Methods of Instruction

Lecture, discussion, question-answer, brainstorming, Project work, lab work, fieldwork etc.

5. Evaluation system and students' responsibilities

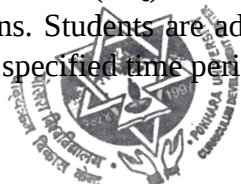
Internal Evaluation

In addition to the formal end- semester exam(s), the internal (formative) evaluation of a student may consist of quizzes, assignments, lab reports, projects, class participation and presentation etc. The tabular presentation of the internal evaluation is as follows. The components may differ according to the nature of the subjects.

External Evaluation	Marks	Internal Evaluation	Weight	Marks
Semester-end examination	50	Assignments	10 %	50
		Field visit	10%	
		Presentation	5%	
		Attendance	5%	
		Class participation	10%	
		Term exam	60%	
Total external	50	Total Internal	100%	50
Full Marks 50+50 = 100				

Student requirements:

Each student must secure at least 45% marks in internal evaluation with 80% attendance in the class in order to appear in the semester-end examination. Failing to get such score will be equated with NOT QUALIFIED (NQ) and the student will not be eligible to appear in the End- Semester examinations. Students are advised to attend all the classes and complete all the assignments within the specified time period. Failure of a student to attend a formal exam,



quiz, test, etc. won't qualify him/her for re-exam. **Students are required to complete all the requirements defined for the completion of the course**

6. Prescribed Books and References

Prescribed Text Book

Roday, S., Biwal, A., & Joshi, V. (2009). *Tourism operations and management*. Oxford University Press.

Goeldner, C. R., & Ritchie, J. B. (2007). *Tourism principles, practices, philosophies*. John Wiley & Sons.

Negi, J., & Manohar, G. (2012). *Travel agency and tour operation: concepts and principles*. Kanishka Publishers.

Reference Books

Chand, M. (2015). *Travel agency management: an introduction text* (2nd Revised and Enlarged Edition). Anmol Publications Pvt. Ltd

Douglas, A.F. (1985). *Travel and tourism management*. McMillan

Gwenda, S. (1995). *Manual of travel agency practice*. Butterworth Heinemann

Bhatia, A.K. (2007). *The business of tourism, concept and strategy*. Sterling Publication.

Sharpley, R., & Telfer, D. J. (2002). *Tourism and development*. Channel View Publications.



Pokhara University
Faculty of Management Studies

Course code.: FNB 172

Course title: **Food and Beverage Service I**

Nature of the course: Theory

Year: First, Semester I

Level: Undergraduate

Full marks: 100

Pass marks: 45

Time per period: 1 hr

Total periods: 48

Program: BHM

1. Course Description

It is an overview of the course with its purpose and rationale to offer a comprehensive study of theoretical and practical facets of food and beverage service operations. It covers topics such as the food service industry introduction, organizing and staffing of food outlets, restaurant equipment procurement and upkeep, diverse service areas, menu understanding, various service styles, personal hygiene, and food and beverage control systems. This is designed to systematic coverage of theoretical and practical aspects of food and beverage service operations. It deals with the introduction to food service industry, organizing and staffing of food and beverage outlets, types areas of restaurant, purchase, care and maintenance of restaurant equipment, various food and beverage service areas, menu knowledge and accompaniment, various forms of service practiced in various restaurants, maintaining personal, understanding the concept of food and beverage control system.

2. General Objectives

The general objectives of this course are:

- To provide students with a comprehensive understanding of the fundamental operations within the food and beverage department of the hospitality industry.
- To equip students with the necessary professional competence, knowledge, and technical skills required for entry-level positions in various sectors of the hotel industry.
- To familiarize students with the organizational structure, roles, and responsibilities within the Food and Beverage department, emphasizing competencies, grooming, hygiene, and teamwork.
- To introduce students to diverse types of food and beverage outlets, their concepts, and ancillary sections, enhancing their awareness of global culinary trends.
- To develop students' proficiency in menu planning, knowledge of various types of menus, and their role in catering to customer preferences and industry standards.

3 Contents in detail with specific objectives

Specific objectives	Contents
• Recognize the various types of food service industry and their characteristics. • Differentiate between commercial	Unit I: The Food Service Industry (6) 1.1 Introduction and Origin of Food Service Industry



and non-commercial food service operations. • Classify and explain the categories of commercial food service establishments. • Comprehend the concepts of chain, franchise, and independent food service operations. • Analyze the role of food service in sectors like health care, education, and leisure. • Define and distinguish free standing eating and drinking places. • Compare the operations of free-standing establishments with those in lodging facilities • Identify the unique considerations of providing food service in lodging facilities. • Recognize the diversity of food service contexts, including transportation companies. • Evaluate the specific challenges and opportunities in providing food service in non-traditional settings.	1.1.1 Types of Food Service Industry 1.1.2 Commercial and Non- Commercial Operations and 1.2 Free Standing Eating and Drinking Places 1.3 Lodging Food Service Facilities
• Introduce students to the structure and functioning of the Food and Beverage department within hospitality establishments. • Analyze the organizational hierarchy of the F&B department and its significance in efficient operations. • Outline the roles and	Unit II: Food and Beverage Organization and Staffing (6) 2.1 Introduction to Food and Beverage Department 2.2 Organization Structure of F&B Department 2.3 Job Descriptions in F&B Department 2.3.1 F&B Manager, Outlet Manager, Supervisor, Captain, Server (GSA), Host/Hostess



responsibilities of key positions like F&B Manager, Outlet Manager, Supervisor, Captain, Waiter, and Host/Hostess. • Assess the essential competencies required for effective performance in food service roles, emphasizing customer satisfaction and teamwork. • Emphasize the importance of grooming, hygiene, and basic etiquettes for maintaining a professional appearance and conduct in F&B service. • Instill thorough understanding of hygiene and sanitation practices, fostering a safe and clean environment within the F&B department.	2.4 Competencies of Food Service Personnel 2.4.1 Team Work, Attitude, Discipline, Courtesy, Grooming, Basic Etiquettes, Hygiene and Sanitation Practices 2.5 Inter-departmental Relationships within F&B and Other Departments
• Differentiate between formal, informal, and casual outlet types, understanding their distinctive characteristics and ambience for diverse dining experiences. • Investigate and classify a variety of specific food and beverage outlets, including fine dining establishments, specialty restaurants, cafes, bars, and global restaurant concepts, fostering a comprehensive knowledge of the industry's diverse offerings. • Analyze the significance and roles of ancillary sections within food and beverage outlets, including still rooms, hot plates, wash-up areas, kitchen stewarding, spare linen rooms, and dispense bars, enhancing comprehension of the operational framework and support	Unit III: Food and Beverage Outlets and Areas (8 Teaching hours) 3.1 Understanding Outlet Types: Formal, Informal, Casual 3.2 Exploring Specific Types of Outlets (Fine Dining Specialty restaurants, Coffee shop, Bar, Room service, Banquet, Cafeteria, Different restaurant concepts from differ parts of the world, Fast food restaurant, Café, Coffee shop, Bistro, Grill room, Disco-theque, Tratoria, Irish pub, Tavern, Smorgasbord, drive away, Drive in, Pubs, Salad bar, Sushi bar, Snack bar Sandwich bar, Automatic vending machine 3.3 Ancillary Sections: Still room, Hot plate, wash up, Kitchen Stewarding, spare linen room, dispense bar



systems in place.	
- Examine and identify various essential components of food and beverage service equipment, including restaurant furniture, linen, crockery, cutlery, glassware, hollowware, disposables, and personal equipment. - Analyze the critical design and purchasing aspects of food and beverage service equipment, emphasizing considerations such as color schemes and lighting, ensuring optimal functionality and aesthetics in the service environment.	Unit 4: Food and Beverage Service Equipment (4) 4.1 Restaurant Furniture. Restaurant Linen, Crockery, Cutlery, Glassware, hollowware, Disposables, Personal equipment, 4.2 Design and purchasing factors, Color and lighting consideration
- Introduce menu types (À la Carte, Table d'hôte), explain differences and variations, explore French Classic menu structure, and highlight key factors in menu planning. - Foster students' understanding of various meal types and their characteristics. - Equip them with knowledge to plan and execute meal services effectively, considering timing, menus, and cultural factor	Unit 5: Menu and Menu Knowledge (8) 5.1 Introduction to menu, types of Menu (A' la Carte & Table d' hote) 5.5.1 Differences between A la carte and Table d' hote menu, Others menu (plat du jour, carte du jour, cyclic menu), 5.2 French Classic menu sequence (11 Courses with examples), Menu planning, 5.3 Factors to be considered while planning menu 5.4 Introduction to Meal: EMT- Service, Breakfast- Brunch service, Lunch- Service, Afternoon/hi-tea, Dinner- Service and Supper 5.5 types of breakfast (Continental, American, English, Indian, Nepali).
- Familiarize students with different types of food service, elucidating the distinctive features and protocols of each method. - Equip students with essential	Unit 6: Types of Service and Preparation for Service (6) 6.1 Exploring Various Types of Service 6.2 Understanding Preparation for Service



knowledge regarding the preparatory aspects required for efficient and seamless food service, ensuring a well-organized and customer-centric dining experience.	
- Equip students with a comprehensive comprehension of diverse sale control systems, including KOT/BOT, manual bill control, checking systems, order sheets, quick service menus, and cash handling equipment. Additionally, - Familiarize students with the various modes of payment applied in Food & Beverage areas, enhancing their capability to manage financial transactions effectively.	Unit 7: Sale Control System (6) 8.1 Introduction: KOT/BOT, Bill Control System (Manual), Triplicate Checking System, Duplicate Checking System, Single Order Sheet, Quick Service Menu & Customer Bill, Making bill, Cash handling equipment, Record keeping, 8.2 Modes of payment used in Food & Beverage areas.

Note: The figures in the parentheses indicate the approximate periods for the respective units.

4. Methods of Instruction

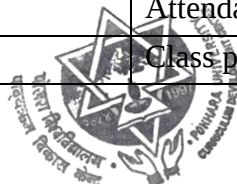
Lecture, discussion, question-answer, brainstorming, Project work, lab work, fieldwork etc.

5. Evaluation system and students' responsibilities

Internal Evaluation

In addition to the formal end- semester exam(s), the internal (formative) evaluation of a student may consist of quizzes, assignments, lab reports, projects, class participation and presentation etc. The tabular presentation of the internal evaluation is as follows. The components may differ according to the nature of the subjects.

External Evaluation	Marks	Internal Evaluation	Weight	Marks
Semester-end examination	50	Assignments	15%	50
		Quizzes	10%	
		Attendance	5%	
		Class participation	10%	



		Term exam	60%	
Total external	50	Total Internal	100%	50
Full Marks 50+50 = 100				

Student requirements:

Each student must secure at least 45% marks in internal evaluation with 80% attendance in the class in order to appear in the semester-end examination. Failing to get such score will be equated with NOT QUALIFIED (NQ) and the student will not be eligible to appear in the End- Semester examinations. Students are advised to attend all the classes and complete all the assignments within the specified time period. Failure of a student to attend a formal exam, quiz, test, etc. won't qualify him/her for re-exam. Students are required to complete all the requirements defined for the completion of the course

6. Prescribed Books and References

Prescribed Text Books

Singaravelavan, R. (2012). *Food and beverage service*. Oxford University Press Publication.

Lillicrap, D., & Cousins, J. (2006). *Food & beverage service*. ELBS Publishers.

Reference Books

Andrews, S. (2013). *Food & beverage management*. Tata McGraw Hill.

Magris, M., & McCreery, C. (1995). *Introduction to food & beverage services*. Hospitality Press.

Cichy, R., & Hickey, P. (2017). *Managing service in food and beverage operations*. American Hotel & Lodging Association.

Ninemeier, J. D. (2021). *Management of food and beverage operations*. American Hotel & Lodging Association.



Pokhara University
Faculty of Management Studies

Course code.: FNB 192
Course title: **Food and Beverage Service I**
Nature of the course: Practical
Year: First, Semester I
Level: Undergraduate

Full marks: 100
Pass marks: 45
Time per period: 1 hr
Total periods: 24
Program: BHM

1. Course Description

This is designed to practical aspects of food and beverage service operations. It deals with the origin of food industry, organizing restaurant, purchase, care and maintenance of restaurant equipment, various food and beverage service areas, menu knowledge and accompaniment, various forms of service practiced in various restaurants, maintaining personal, food and workplace hygiene and safety.

2. General Objectives

The general objectives of this course are

- **Lab Practices:** Participate in interactive lab sessions to apply theoretical knowledge, honing their skills in a controlled environment. This will involve practical exercises in setting up service stations, handling equipment, and practicing various service techniques.
- **Service Settings:** Gain real-world exposure by working in actual service environments, such as restaurants or simulated scenarios. Students will learn to manage customer interactions, collaborate with team members, and execute different forms of service.

3. Contents in detail with specific objectives

Specific objectives	Contents
• Demonstrate proficient restaurant etiquette skills, ensuring professional conduct and guest satisfaction. • Apply rigorous restaurant hygiene practices, maintaining cleanliness and adherence to health standards. • Execute Mis-En-Place and Mis-En-Scene techniques effectively.	Practical Contents (24) 1. Restaurant Etiquettes 2. Restaurant Hygiene practices 3. Mis-En-Place & Mis-En-Scene 4. Identification of Equipment 5. Laying & Relaying of Table cloth 6. Napkin Folds 7. Rules for laying a table 8. Carrying a Salver / Tray 9. Service of Water 10. Handling the Service Gear 11. Carrying Plates, Glasses & other Equipment 12. Clearing an Ashtray



streamlining service operations. - Identify and handle various food service equipment, guaranteeing efficient and safe usage. - Master the art of laying and relaying tablecloths with precision and attention to detail. - Create various napkin folds to enhance table aesthetics and uphold service standards. - Execute proper table-laying rules, ensuring a visually appealing and organized dining setup. - Carry a salver or tray, effectively transporting items while minimizing spills. - Demonstrate adeptness in water service, enhancing guest experiences with prompt and courteous service. - Handle service gear, including plates, glasses, and other equipment, ensuring smooth and elegant service delivery.	13. Situations like spillage 14. Setting of Table d'hôtel & A La Carte covers 15. Continental cuisine, Italian and French cuisine- Accompaniments & Service 16. Breakfast Table Lay – up & Service (American, English, Continental) 18. Receiving the guests 19. Sequence of Service 20. Silver Service (Horsd'oeuvre– (Classical and Horsd'oeuvres) varies to Coffee) 21. Crumbing, Clearing, Presenting the bill 22. Side board Organization 23. Taking an Order –Food & Making a KOT/BOT 24. Writing a Menu in French & its Equivalent in English
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Note: The figures in the parentheses indicate the approximate periods for the respective units.

4. Methods of Instruction

Lecture, discussion, question-answer, brainstorming, Project work, lab work, fieldwork etc.

5. Evaluation system and students' responsibilities

Internal Evaluation

In addition to the formal end- semester exam(s), the internal (formative) evaluation of a student may consist of quizzes, assignments, lab reports, projects, class participation and presentation etc. The tabular presentation of the internal evaluation is as follows. The components may differ according to the nature of the subjects.



External Evaluation	Marks	Internal Evaluation	Weight	Marks
Semester-end examination	50	Assignment	15%	50
		Hygiene and Grooming	10%	
		Attendance	5%	
		Knowledge of Topic	10%	
		Practical evaluation	60%	
Total external	50	Total Internal	100%	50
Full Marks 50+50 = 100				

Student requirements:

Each student must secure at least 45% marks in internal evaluation with 80% attendance in the class in order to appear in the semester-end examination. Failing to get such score will be equated with NOT QUALIFIED (NQ) and the student will not be eligible to appear in the End- Semester examinations. Students are advised to attend all the classes and complete all the assignments within the specified time period. Failure of a student to attend a formal exam, quiz, test, etc. won't qualify him/her for re-exam. Students are required to complete all the requirements defined for the completion of the course

6. Prescribed Books and References

Prescribed Text Books

Singaravelavan, R. (2012). *Food and beverage service*. Oxford University Press Publication.

Lillicrap, D., & Cousins, J. (2006). *Food & beverage service*. ELBS Publishers. 6th edition

Reference Books

Andrews, S. (2013). *Food & beverage service*. Tata McGraw Hill.

Magris, M., & McCreery, C. (1995). *Introduction to food & beverage services*. Hospitality Press.

Cichy, R., & Hickey, P. (2017) *Managing service in food and beverage Operations*. American Hotel & Lodging Association



Pokhara University
Faculty of Management Studies

Course Code.: RDM 181

Course title: **Accommodation Operations I**

Nature of the course: Theory
hour

Year: First, Semester I

Level: Undergraduate

Full marks: 100

Pass marks: 45

Time per period: 1

Total periods: 45

Program: BHM

1. Course Description

This is designed to provide knowledge to students about Accommodation department of hotel, the layout and organizational structure of this department, guest rooms and caring and cleaning various surfaces using appropriate cleaning agents. It covers the importance of housekeeping control desk and how it is considered as nerve center of accommodation department. It is also designed to provide the knowledge about dealing with various emergency situation in hotel. And provide important information about maintaining safe and secure environment to both guests and staffs.

2. General Objectives

This course aims to: Write minimum one each bullet points for each paragraph.

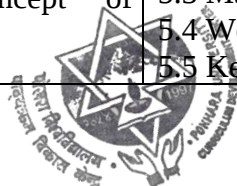
- familiarize the students with accommodation department of hotel
- provide the students with brief knowledge about various layout of housekeeping department
- make student aware about the organizational structure of accommodation department.
- make the students cognizant of various type of rooms and their features
- make the students knowledgeable about care and cleaning of various hotel surfaces with a proper knowledge of appropriate cleaning agents
- acquaint the students with various possible emergency situations while working in housekeeping department as well as providing awareness about maintaining safe and secure environment

3. Contents in detail with specific objectives

Specific objectives	Contents
• Explain student about accommodation operation • Analyze the role of various positions in housekeeping department and explain the necessity of hierarchy • Explain the function of various departments in housekeeping department • Explain and design the layout of housekeeping department	Unit 1: Introduction to Accommodation Operations in Hospitality Industry (12) 1.1.1 Meaning of Housekeeping, 1.1.2 Role and Importance of Housekeeping Department, 1.1.3 Function of Housekeeping Department. Layout and Organization Structure of Housekeeping Department 1.2.1 Layout of housekeeping department, 1.2.2 Organization chart of small, Medium and large 1.2.3 Duties and responsibilities of all categories of



- Identify the various job positions of small, medium and large hotels - Explain the duties and responsibilities of various housekeeping staffs - Distinguish the relationship between all sections of housekeeping department	Staffs, 1.2.4 Attributes of housekeeping personnel, 1.2.5 Interdepartmental relationship.
- Explain the layout of hotel rooms - Identify types of room and explain various bed rooms - Identify the content and supplies required in guest rooms - Distinguish various keys used by guest and staffs and interpret the importance of control of various room keys	Unit 2: Guest Room (5) 2.1 Layout of rooms, 2.2 Types of beds and bedrooms, 2.2 Guest room, 2.2.1 Contents and supplies 2.5 Types of keys, 2.5.1 Guest room key control
- Explain cleaning methods used in hotels, distinguish various cleaning methods and principles of cleaning - Identify various categories of cleaning equipment and their selection before cleaning and distinguish the care and maintenance of those equipment.	Unit 3: Cleaning – Knowledge and Practice (6) 3.1 Cleaning methods, 3.1.1 Types of cleaning, 3.1.2 Principles of cleaning. 3.2 Classification of cleaning equipment, 3.2.1 selection of cleaning equipment, 4.2.2 care and maintenance.
- Describe various floors in hotels and identify the nature and characteristics - Distinguish various cleaning agents used in hotel with proper classification. - Use of right cleaning agent - Identify the need of caring and proper storage of cleaning agents	Unit 4: Care and Cleaning of Different Surface and various cleaning agents (7) 4.1 Floors, 4.1.1 Carpet, 4.1.2 Metal, 4.1.3 Glass, 4.1.4 Ceramic, 4.1.4 Wood, 4.1.6 Leather 4.2 Classification of cleaning agents, 4.2.1 General consideration for selection, 5.2.2 Care and storage of cleaning agent.
- Identify various forms and formats used in housekeeping departments. - Explain the concept of various reports	Unit 5: Housekeeping Control Desk (8) 5.1 Housekeeping room report, 5.2 Lost and found slip, 5.3 Maintenance form, 5.4 Work order form, 5.5 Key control sheet,



• Interpret all useful information in the forms and format • Explain the need and uses of all reports • Identify the code words used in housekeeping department • Describe the function of lost and found section • Identify the need of pest control • Explain the rules in guest floor • Distinguish the procedure of handling guest complain • Identify the need of effective communication in control desk	5.5 Room checklist file, 5.7 Baby sitter register, 5.8 Log Book, 5.9 Memo Book, 5.10 Room Assignment Sheet, 5.11 Housekeeping task/ Worksheet, 5.12 Room Occupancy Report. 5.13 Code words used, 5.14 Lost and found, 5.15 Pest control, 5.15 Rules on a guest floor, 5.17 Handling guest complain, 5.18 communication in control desk
• Use the knowledge provided for fire prevention • Identify the right procedure to deal with theft guest • Identify the various ways to prevent accident at workplace • Explain the procedure to handle the dead guest in hotel • Explain the rules to follow while having suspicious guest in hotel	Unit 6: Handling Emergency Situations (5) 6.1 Fire prevention, 6.1.2 Theft guest, 6.1.3 Accident prevention, 6.1.4 Dead guest, 6.1.5 suspicious guest.
• Describe the importance and things to considered while working safely • Distinguish the importance of job safety analysis	Unit 7: Job Safety and Security (2) 7.1 Work environment safety 7.2 Job safety analysis

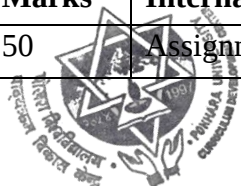
Note: The figures in the parentheses indicate the approximate periods for the respective units.

4. Evaluation system and students' responsibilities

Internal Evaluation

In addition to the formal end- semester exam(s), the internal (formative) evaluation of a student may consist of quizzes, assignments, lab reports, projects, class participation and presentation etc. The tabular presentation of the internal evaluation is as follows. The components may differ according to the nature of the subjects.

External Evaluation	Marks	Internal Evaluation	Weight	Marks
Semester-end	50	Assignments	10%	



examination				50
		Project work	5%	
		Presentation	5%	
		Quizzes	5%	
		Attendance	5%	
		Class participation	10%	
		Term exam	60%	
Total external	50	Total Internal	100%	50
Full Marks 50+50 = 100				

Student requirements:

Each student must secure at least 45% marks in internal evaluation with 70% attendance in the class in order to appear in the semester-end examination. Failing to get such score will be equated with NOT QUALIFIED (NQ) and the student will not be eligible to appear in the End- Semester examinations. Students are advised to attend all the classes and complete all the assignments within the specified time period. Failure of a student to attend a formal exam, quiz, test, etc. won't qualify him/her for re-exam. **Students are required to complete all the requirements defined for the completion of the course**

4. Methods of Instruction

Lecture, discussion, question-answer, brainstorming, Project work, lab work, fieldwork etc.

5. Prescribed Books and References

Prescribed Text Book

Anderws, S. (2007). *Hotel housekeeping management and operations*. Tata McGraw-Hill.
Raghubalan, G., & Raghubalan, S. (2017). *Hotel housekeeping: operations and management*. Oxford University Press.

Reference Books

Branson, J. C., & Lennox, M. (1977). *Hotel, hotel and hospital houskeeping*. Edward Arnold.
Kappa, M. M., Nitschke, A., & Schappert, P. B. (1997). *Housekeeping management*. Educational Institute of The American Hotel & Motel Association, cop.



Pokhara University
Faculty of Management Studies

Course code.: RDM 191

Course title: **Accommodation Operations I**

Nature of the course: Practical

Year: First, Semester I

Level: Undergraduate

Full marks: 100

Pass marks: 45

Time per period: 1 hr

Total periods: 24

Program: BHM

1. Course Description

This course is designed to knowledge and performs various practical aspects of housekeeping functions, duties and responsibilities. It deals with the uses of various equipment and materials that are used regularly and periodically in various section of hotel for aesthetic upkeep of the property. It is designed to demonstrate and practice various drills related to accidents, fire, dead guests, suspicious guests in hotel .

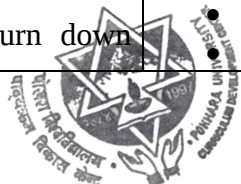
2. General Objectives

The general objectives of this course are

- **Public Area Cleaning:** Participate in interactive lab sessions to apply theoretical knowledge, honing their skills in a controlled environment. This will involve practical exercises in identifying cleaning equipment, knowing the use of various cleaning agents used in various surfaces, follow task assigned after demonstration provided by instructor. Reporting to shift supervisor and instructor with work performance and completion report.
- **Floor/ Guest Room Cleaning:** To participate in room cleaning, to identify the various room supplies required during cleaning, distinguish the items needed to stack maid card. To describe bed making procedure and to identify need of supplying bed room and bath room amenities. To demonstrate various life-saving drills for future work reference.

3 Contents in detail with specific objectives

Specific objectives	Contents
• Demonstrate cleaning procedure and handle and use cleaning equipment and cleaning agents on right floors • Apply rules of cleaning guest rooms and demonstrate bed making of various status of rooms • Execute evening turn down	Practical Contents (24) • Identification of cleaning equipment and materials; • Setting up maid cart; • Clean departure, occupied, vacant rooms; • Make the beds; • Clean the different types of furniture; • Mop, scrub the floors; • Polish the metal; • Replace the guest room supplies;



service on demonstration basis • Replenish maid cards and practice stacking it • Demonstrate carpet shampooing and its maintenance • Perform various safety drills and apply its knowledge during practical and take it for future reference.	• Understand the turn down service. • Identification of Cleaning Equipment and Materials. • Maid Cart and Setting Up of a Maid Cart • Room Cleaning (Departure/Occupied/Vacant Room Cleaning, Bed Making, Dusting and Bathroom Cleaning) • Care and Cleaning of Different Floor and Furniture (Types of Floor and Furniture) • Mopping and Scrubbing • Metal Polishing (Different Types of Metals and Cleaning Process) • Window and Door Cleaning • Replenishing Guest Supplies, Evening or Turn Down Service • Carpet Shampooing • Fire Fighting
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Note: The figures in the parentheses indicate the approximate periods for the respective units.

4. Methods of Instruction

Lecture, discussion, question-answer, brainstorming, Project work, lab work, fieldwork etc.

4. Evaluation system and students' responsibilities

Internal Evaluation

In addition to the formal end- semester exam(s), the internal (formative) evaluation of a student may consist of quizzes, assignments, lab reports, projects, class participation and presentation etc. The tabular presentation of the internal evaluation is as follows. The components may differ according to the nature of the subjects.

External Evaluation	Marks	Internal Evaluation	Weight	Marks
Semester-end examination	50	Attendance	5%	50
		Hygiene and grooming	10%	
		Team Work	10%	
		Hospitality etiquette	10%	
		Task Evaluation	50%	
		Quizzes (De-briefing)	15%	
Total external	50	Total Internal	100%	50
Full Marks 50+50 = 100				

Student requirements:



Each student must secure at least 45% marks in internal evaluation with 80% attendance in the class in order to appear in the semester-end examination. Failing to get such score will be equated with NOT QUALIFIED (NQ) and the student will not be eligible to appear in the End- Semester examinations. Students are advised to attend all the classes and complete all the assignments within the specified time period. Failure of a student to attend a formal exam, quiz, test, etc. won't qualify him/her for re-exam. **Students are required to complete all the requirements defined for the completion of the course**

5. Prescribed Books and References

Prescribed Text Books

Anderws, S. (2008). *Hotel housekeeping management and operations*. Tata McGraw-Hill.
Raghubalan, G., & Raghubalan, S. (2017). *Hotel housekeeping: operations and management*. Oxford University Press.

Reference Books

Branson, J. C., & Lennox, M. (1977). *Hotel, hotel and hospital houskeeping*. Edward Arnold.
Kappa, M. M., Nitschke, A., & Schappert, P. B. (1997). *Housekeeping management*. Educationel Institute of The American Hotel & Motel Association.



Pokhara University
Faculty of Management Studies

Course code.: FNB 171
Course title: **Food Production and Patisserie I**
Nature of the course: Theory
Year: First, Semester I
Level: Undergraduate

Full marks: 100
Pass marks: 45
Time per period: 1 hr
Total periods: 48
Program: BHM

1. Course Description

It is an overview of the comprehensive and structured exploration of theoretical and practical dimensions pertaining to continental cuisine. This encompasses its origins, kitchen brigade organizational structures, equipment selection, cooking raw materials, various cooking techniques, fundamental principles of culinary art, terminology within this field, and its applicable industry sectors. This is designed to present the historical origins and evolution of cookery, examine how global culinary history has influenced traditions, investigate the development of cuisine types such as Grande and Nouvelle, and showcase significant chefs who have played a pivotal role in shaping the culinary landscape. It deals with teaching the importance of personal hygiene for food safety, ways to maintain kitchen cleanliness, understanding HACCP principles to ensure food safety, being aware of proper food temperatures, and recognizing the significance of appropriate attire. It includes gaining knowledge about kitchen organization, chef's responsibilities and behavior, the importance of uniforms, and the collaborative dynamics of hotel departments. Additionally, students will become acquainted with kitchen tools, diverse cooking techniques, knife handling, and essential cooking principles and delving into Breakfast Cookery, acknowledging its advantages and exploring diverse global styles. It covers comprehending fundamental aspects of Food Production, ranging from Stocks to Soups and Sauces, highlighting their importance, classifications, and uses, exploring the structure and duties of Kitchen Stewarding, including Dish Washing methods.

2. General Objectives

The general objectives of this course are,

- To familiarize the students with the evolution and global impact of culinary traditions, exploring diverse cuisines and their historical significance.
- To make students familiar with influential chefs who have shaped the culinary world while gaining knowledge of personal hygiene and kitchen sanitation for food safety.
- To enable the students to understand HACCP principles and highlight the significance of appropriate clothing in the kitchen, as well as introduce them to conventional and contemporary kitchen organizational methods.
- To make the students cognizant of chef duties, fundamental etiquette, and the collaborative dynamics with internal departments to ensure streamlined operations.
- To acquaint the students with food production equipment, allowing them to assess the pros and cons of various tools and fuels.
- To make the students competent in developing effective knife skills and enabling them to explore essential culinary elements, in addition to gaining knowledge about various cooking techniques.



- To make the students knowledgeable about microwave cooking, diverse breakfast styles, and the importance of stocks in culinary practices.
- To develop skills in among the students, the study includes soup classifications, recipes, garnishing techniques, as well as classifications, derivatives, and thickening agents in sauces.
- To equip the students with knowledge about kitchen stewarding organization, different dishwashers, and maintaining kitchen cleanliness for efficient operations.

3. Contents in detail with specific objectives

Specific objectives	Contents
• Explain the culinary history and its significance. • Identify the origin and evolution of cookery, the culinary history • Describe the role of different civilizations in culinary • Identify various modern styles of cooking • Distinguish various emerged, and the influential chefs who have shaped the culinary world.	Unit1: Culinary History (5) 1.1 Origin of Cookery 1.1.2 Culinary History of World 1.2 Roles of different civilizations in culinary 1.3 Cuisine- Grande, Haute/ Classic, Nouvelle 1.4 Names of Great Chefs of World
• Identify the need of personal hygiene and grooming • Identify the need of hygiene, sanitation, and safety practices in kitchen • Explain HACCP and identify its importance in workplace • Distinguish the danger zone while preparing food and compute the required temperature of various foods while storage. • Explain the significance of wearing uniforms and protective clothing to ensure food safety and prevent contamination.	Unit 2: Hygiene, Sanitation and Safety (6) 2.1 Personal Hygiene and Grooming 2.1.2 Kitchen Hygiene and Sanitation 2.2 HACCP 2.2.2History, Concept, Principles 2.3 Danger Zone, Storing Temperatures 2.4 Uniforms and Protective Clothing
• Describe kitchen organization and identify the various key positions inside kitchen • Identify modern ways of staffing kitchen in present days.	Unit 3: Kitchen and Bakery Brigade (12) 3.1 Classical Brigade 3.1.1 Modern staffing in various category hotels 3.1.2 Duties and responsibilities of various chefs 3.2 Basic Etiquettes of Kitchen Staff 3.3 Uniforms and Protective Clothing



• Explain duties and responsibilities of all positions in kitchen department • Identify the need and requirements of basic kitchen etiquettes • Describe the interrelation between kitchen and other operational and functional departments of hotel. • Describe kitchen stewarding • Identify the key positions in stewarding department • Explain the job descriptions of various stewarding positions • Distinguish various types of dish washing machine used in hotels • Identify the various process required to operate dish washing machine.	3.4 Co-operation with internal departments (F&B Service, Front Office, Sales Marketing, Engineering) 3.5 Kitchen Stewarding 3.5.1 Introduction 3.5.2 Organization Chart of Kitchen Stewarding 3.5.3 Job responsibility of Stewarding Staffs 3.5.4 Types of Dish Washers 3.5.5 Process of Dish Washing / 3 Bucket System
• Identify various equipment and utensils used in kitchen department. • Distinguish the various criteria required while selecting kitchen equipment and utensils • Identify the various fuel used in food production • Explain the advantage and disadvantages of fuel used in food production	Unit 4: Equipment and Fuel (3) 4.1 Different equipment & Utensils used in Food Production 4.2 Selection Criteria of Equipment 4.3 Various fuels used 4.3.1 Advantages and Disadvantages of each
• Explain the knife skills, its holding, care, maintenance, cleaning and storage • Identify various types of cuts and explain its name and specifications • Distinguish the importance of Bouquet Garni and Sachet d' Épices. • Explain the uses of various thickening agents	Unit 5: Basic Mise-En-Place (6) 5.1 Knife Skills (Holding, Care, Maintenance, Cleaning & Storing) 5.2 Basic Cuts of Vegetables 5.3 Bouquet Garni, Sachet d' Épices 5.4 Mirepoix & its Applications 5.5 Roux, Buerre Manié, Slurry, Liaison
• Explain cooking	Unit 6: Methods of Cooking and Introduction to

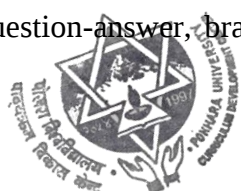


• Identify the aim and objectives of cooking • Distinguish the knowledge about heat transfer in various cooking methods • Explain various cooking methods such as understanding characteristics and applications of dry, fat, and moist heat cooking methods. • Explain the benefits of breakfast cookery and the various breakfast traditions and dishes from different cultures. • Identify various food and beverage items used in various breakfasts	Breakfast Cookery (8) 6.1 Definition of Cooking 6.2 Aims and Objectives of Cooking 6.3 Heat Transfer 6.3.1 Dry, Fat, Moist Medium 6.4 Saute, Searing, Larding, Barding, Dripping & Basting, Poeling 6.5 Benefits of Breakfast 6.5.1 English 6.5.2 Continental 6.5.3 American 6.5.4 Indian 6.5.5 Nepalese
• Explain the foundations of continental cookery such as stock, its type, preparation, storage, uses, care and precautions and quality requirements of good stock. • Describe soups and its classification, • Identify the basic recipes of soups • Distinguish between garnish and accompaniments • Identify the classification and recipe of all mother sauces used in continental cuisine, recipes for mother sauces and their derivatives	Unit 7: Foundations of continental cookery (8) 7.1 Stocks 7.1.1 Definition of Stock 7.1.2 Types of Stock 7.1.3 Preparation of Stock 7.1.4 Storage of Stock 7.1.5 Uses of Stock 7.1.6 Care and Precautions 7.1.7 Quality of a Good Stock 7.2 Soups 7.2.1 Definition 7.2.2 Classification with Examples 7.2.3 Basic recipes 7.2.4 Garnishes and Accompaniments 7.3 Sauces 7.3.1 Classification of Sauces 7.3.2 Recipes for mother Sauces 7.3.3 Derivatives 7.3.4 Thickening Agents

Note: The figures in the parentheses indicate the approximate periods for the respective units.

4. Methods of Instruction

Lecture, discussion, question-answer, brainstorming, Project work, lab work, fieldwork etc.



5. Evaluation system and students' responsibilities

Internal Evaluation

In addition to the formal end- semester exam(s), the internal (formative) evaluation of a student may consist of quizzes, assignments, lab reports, projects, class participation and presentation etc. The tabular presentation of the internal evaluation is as follows. The components may differ according to the nature of the subjects.

External Evaluation	Marks	Internal Evaluation	Weight	Marks
Semester-end examination	50	Assignments	15%	50
		Quizzes	10%	
		Attendance	5%	
		Class participation	10%	
		Term examination	60%	
Total external	50	Total Internal	100%	50
Full Marks 50+50 = 100				

Student requirements:

Each student must secure at least 45% marks in internal evaluation with 80% attendance in the class in order to appear in the semester-end examination. Failing to get such score will be equated with NOT QUALIFIED (NQ) and the student will not be eligible to appear in the End- Semester examinations. Students are advised to attend all the classes and complete all the assignments within the specified time period. Failure of a student to attend a formal exam, quiz, test, etc. won't qualify him/her for re-exam. ***Students are required to complete all the requirements defined for the completion of the course***

6. Prescribed Books and References

Prescribed Text Books

- Foskett, D., & Cesevani, V. (2007). *The theory of catering*. Hodder and Stoughton.
Bali, P. S. (2014). *Food production operations*. Oxford University Press.
Majumder, S. (2011). *Basic training kitchen*. Aman Publication.

Reference Books

- Arora, K. (2008). *Theory of cookery*. Franks Bros. & Co. Ltd.
Bali, P. S. (2012). *International cuisine & food production management*. Oxford University Press.
Bali, P. S. (2011). *Quantity food production operations and indian cuisine*. Oxford University Press.
Pauli, E. (1989a). *Classical cooking the modern way*. Van Nostrand Reinhold.
Gringson, J. (1967). *The book of ingredients*. Michel Joshef Ltd.



Pokhara University
Faculty of Management Studies

Course code: FNB 191
Course title: **Food Production and Patisserie I**
Nature of the course: Practical
Year: First, Semester I
Level: Undergraduate

Full marks: 100
Pass marks: 45
Time per period: 1 hr
Total periods: 24
Program: BHM

1. Course Description

This course presents a thorough and systematic coverage of principle and practices of continental cuisine and breakfast including appetizers, soups, breads, main courses, and desserts. This course is designed to practical aspects of food and beverage production operations. It deals with an array of menus, encompassing both three-course and four-course Continental selections, along with an assortment of breakfast menus that highlight a variety of Western cuisines, including American, English and also Indian, and Nepali, menu knowledge and accompaniment, maintaining personal, food and workplace hygiene and safety.

2. General Objectives

The general objectives of this course are

- Lab Practices: Participate in interactive lab sessions to apply theoretical knowledge, honing their skills in a controlled environment. This will involve practical exercises in setting up work stations, handling equipment, and practicing various cooking techniques.
- Culinary Environments: Immerse yourself in practical culinary settings, whether in authentic restaurants or simulated scenarios, to develop firsthand experience. This hands-on approach equips students with the skills to handle kitchen operations, work effectively within teams, and successfully execute various cooking styles.

3 Contents in detail with specific objectives

Specific objectives	Contents
• Demonstrate the preparation of continental items (appetizers, soups, main courses and desserts) • Demonstrate various accompaniments and garnishes used in all courses of continental menus.	Practical Contents (24) 1. Continental Menus (18 hours/ 6 days) 1.1 Three Course Continental Menu 1.2 Three Course Continental Menu 1.3 Three Course Continental Menu 1.4 Three Course Continental Menu 1.5 Four Course Continental Menu 1.6 Four Course Continental Menu



• Master the art of making pastry and bakery items, such as breads, rolls, pastes, puff pastry, Danish pastries, mousses, soufflés, and fruit salads. • Apply various cooking techniques used in Continental cuisine, such as roasting, grilling, stewing, poaching, braising, and baking, to achieve desired flavors, textures, and presentations. • Apply standard recipe to create different types of dough, pastes, and pastry products. • Identify need for planning and executing menus for Continental meals and pastry selections. Master the principles of menu composition, including balancing flavors, textures, and nutritional considerations. Demonstrate of various breakfast from western world (American, English, continental) including Indian, and Nepali breakfasts.	2. Breakfast Menu (6 hours/ 2 days) 2.1 English/ American/ Continental Breakfast 2.2 Indian Breakfast 2.3 Nepali Breakfast • Breakfast should cover Breads/Toast, Pancakes, Cereals, Paratha, Eggs Preparations with accompaniments • Hot Beverages. (Including appetizers (hot or cold), soups (hot or cold), consommé, broth, cream, veloute, puree, potage, etc. • Main course (meats,poultry,fish/seafood) roasting, grilling, stewing, poaching, braising, with accompaniments and garnishes. Patisserie) • Pastry/Bakery: Basicbreads, rolls, sticks, buns, shortpaste, sweetpaste, puffpaste, choux paste products, Danish pastry products, mousse, soufflé, fruits salad etc.
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Note: The figures in the parentheses indicate the approximate periods for the respective units.

4. Evaluation system and students' responsibilities

Internal Evaluation

In addition to the formal end- semester exam(s), the internal (formative) evaluation of a student may consist of quizzes, assignments, lab reports, projects, class participation and presentation etc. The tabular presentation of the internal evaluation is as follows. The components may differ according to the nature of the subjects.

External Evaluation	Marks	Internal Evaluation	Weight	Marks
Semester-end examination	50	Attendance	5%	50
		Hygiene and Grooming	10%	
		Task evaluation	50%	



		Hospitality Etiquette	10%	
		Team Work	10%	
		Quizzes (Debriefing)	15%	
Total external	50	Total Internal	100%	50
Full Marks 50+50 = 100				

Student requirements:

Each student must secure at least 45% marks in internal evaluation with 80% attendance in the class in order to appear in the semester-end examination. Failing to get such score will be equated with NOT QUALIFIED (NQ) and the student will not be eligible to appear in the End- Semester examinations. Students are advised to attend all the classes and complete all the assignments within the specified time period. Failure of a student to attend a formal exam, quiz, test, etc. won't qualify him/her for re-exam. ***Students are required to complete all the requirements defined for the completion of the course***

5. Methods of Instruction

Lecture, discussion, question-answer, brainstorming, Project work, lab work, fieldwork etc.

6. Prescribed Books and References

Prescribed Text Books

Foskett, D., Paskins, P., Rippington, N., & Thorpe, S. (2019). *Practical cookery*. Hodder Education.

Bali, P. S. (2014). *Food production operations*. Oxford University Press.

Majumder, S. (2011). *Basic training kitchen*. Aman Publication.

Reference Books

Bali, P. S. (2012a). *International cuisine & food production management*. Oxford University Press.

Pauli, E. (1989a). *Classical cooking the modern way*. Van Nostrand Reinhold.

Foskett, D., Ceserani, V., & Kinton, R. (2004). *Practical cookery*. Hodder & Stoughton.



Pokhara University
Faculty of Management Studies

Course code.: ENG 204

Course title: **Business Communication for Hospitality Industry**

Nature of the course: Theory

Year: First, Semester I

Level: Undergraduate

Full marks: 100

Pass marks: 45

Time per period: 1 hr

Total periods: 48

Program: BHM

1. Course Description

The Course focuses on everyday communicative situations so that hotel employees can understand and respond to the needs and requests of hotel guests during their stay. It meets the needs for receptionist, porter, bar person, chambermaid/room attendant, housekeeper, commissionaire, management trainee, waiter/waitress. Similarly, Business Composition concentrates on presenting the skills students need when they write in English in business situations. To listen, speak, read or write, knowledge of English vocabulary and grammar is needed; but these aspects of language are not specific to business communication. The course is divided into two parts; Hospitality Communication (50 %) and Business composition (50%). Hospitality communication is for hotel management students who need English for their workplace specially to have better communication.

2. General Objectives

The general objectives of the course are

- To familiarize the students with new vocabulary
- To make the students increase their fluency
- To enable the students to be more accurate
- To develop communication skills in English among the students
- To make the students handle hospitality communication effectively
- To develop business correspondence writing skills
- To promote the knowledge of preparing reports and guidelines
- To acquaint the students with the skills of generating short fiction

3. Contents in detail with specific objectives

Specific objectives	Contents
• Welcome the guests with appealing communication skills • Generate oral and written dialogues • Brief the guests about the services available in the hotel • Use 'can' and 'could' in appropriate sentences • Use of place prepositions	Unit 1: Hospitality Guest Experience (8) 1.1 The check-in 1.2 The hotel bedroom 1.3 Bathroom and porter 1.4 Services in the hotel
• Express orally about location of facilities • Draft written dialogues on problems and	Unit 2: Hospitality situation Handling (8)



solutions • Generate sentences which are used for taking bar orders • Give directions appropriate way • Apologize and give reasons	2.1 Location of facilities 2.2 Room services 2.3 Problems and solutions 2.4 Taking bar orders
• Great the guests in the restaurant • Talk about starter and menu • Deal with enquiries from the guests about places to visit in the region • Use 'must', 'could' 'should' appropriate way • Deal with telephone and written enquiries • Handle different methods of paying the hotel bill • Explain a series of items on the hotel bill • Use present perfect and simple past structure	Unit 3: Hospitality Mobile Service Communication (8) 3.1 In the restaurant 3.2 Places to visit 3.3 Enquiries 3.4 Using the phone 3.5 The check-out
• Comprehend basic structure of a business letter • Express ideas clearly and concisely • Adapt their writing style to reflect formality, politeness and respect • Recognize various purposes of business letters, such as inquiry, complaint, request, response or appreciation and tailor the content and tone to match the specific purpose of the letter • Identify and consider the intended audience for the business letters • Familiarize with appropriate vocabulary and language conventions for business writing • Use polite language and phrases to convey respect and courtesy • Develop the skill of proofreading and editing their business letters • Adhere to the specific formatting guidelines • Create and format business letters using word processing software	Unit 4: Business Correspondence (8) 4.1 Informal letters 4.2 Formal letters 4.3 Business letters and Memos
• Identify and analyze the target audience • Organize information in a logical and user-friendly manner • Craft compelling headlines and sub headlines • Familiarize with the use of visuals such as images, graphics and infographics • Write concise and persuasive content • Incorporate clear and effective calls to action • Get introduced students to basic design principles • Be familiar to effective research techniques • Write informative, relevant, and well-	Unit 5: Navigating Hospitality Communication (8) 5.1 Brochures and guides 5.2 Articles 5.3 Instructions

researched content that provides value to the reader and answer their questions • Introduce students to proper citation practices • Write clear and step-by-step instructions that are easy for readers to follow • Be familiar to formatting technique	
• Identify and understand the key elements of a narrative including characters, setting, plot, conflict and resolution • Encourage students to generate imaginative and original story ideas • Create well-rounded characters with distinct personalities • Develop dialogue that feels natural and contributes to character development • Encourage students to explore underlying themes or messages in their stories and convey them effectively to the reader • Define the purpose and scope of a report • Collect and analyze the data • Organize the report's content logically • Write in a clear, concise and objective manner suitable for a report avoiding unnecessary jargon or overly complex language • Understand proper citation methods • Be familiar with using appropriate visual aids and graphics • Provide actionable recommendations • Write concise executive summaries	Unit 6: Mastering the Art of Narrative (8) 6.1 Writing a story 6.2 Writing Reports

Note: The figures in the parentheses indicate the approximate periods for the respective units.

4. Methods of Instruction

3. Methods of Instruction

Lecture, discussion, question-answer, brainstorming, Project work, lab work, fieldwork etc.

5. Evaluation system and students' responsibilities

Internal Evaluation

In addition to the formal end- semester exam(s), the internal (formative) evaluation of a student may consist of quizzes, assignments, lab reports, projects, class participation and presentation etc. The tabular presentation of the internal evaluation is as follows. The components may differ according to the nature of the subjects.

External Evaluation	Marks	Internal Evaluation	Weight	Marks
Semester-end	50	Assignments	15%	



examination				50
		Quizzes	10%	
		Attendance	5%	
		Class participation	10%	
		Term exam	60%	
Total external	50	Total Internal	100%	50
Full Marks 50+50 = 100				

Student requirements:

Each student must secure at least 45% marks in internal evaluation with 80% attendance in the class in order to appear in the semester-end examination. Failing to get such score will be equated with NOT QUALIFIED (NQ) and the student will not be eligible to appear in the End- Semester examinations. Students are advised to attend all the classes and complete all the assignments within the specified time period. Failure of a student to attend a formal exam, quiz, test, etc. won't qualify him/her for re-exam. ***Students are required to complete all the requirements defined for the completion of the course***

6. Prescribed Books and References

Prescribed Text Books

- Francis, O. H. (2002). *Be my guest: English for the hotel industry*. Student's Book. Cambridge University Press. (Audio CD Set/Cassette set to go along with the Student's Book)
- Coe, N., Rycroft, R., & Ernest, P. (1983). *Writing skills: A problem-solving approach*. Student's Book. Cambridge University Press.

Reference Books

- Francis, O. H. (2002). *Be my guest: English for the hotel industry*. Teacher's Book. Cambridge University Press.
- Coe, N., Rycroft, R., & Ernest, P. (1983). *Writing skills: A problem-solving approach*. Teacher's Book. Cambridge University Press.
- Hornby, A. S., & Cowie, A. P. (2010). *Oxford advanced learner's dictionary of current english*. Eight Edition. Oxford: OUP, 2010.



BHM First Year, Second Semester

Semester II		
Course Code	Course Description	Credits Hours
FHN 191	Food Hygiene & Nutrition	3
FNB 174	Food Productions and Patisserie II (Theory)	3
FNB 194	Food Productions and Patisserie II (Practical)	1.5
FNB 175	Food and Beverage Service II (Theory)	3
FNB 195	Food and Beverage Service II (Practical)	1.5
RDM 183	Accommodation Operations II (Theory)	3
RDM 193	Accommodation Operations II (Practical)	1.5
MGT 231	Foundation of Management	3
	Total Credits	19.5



Pokhara University
Faculty of Management Studies

Course code.: FNB 175
Course title: **Food and Beverage Service II**
Nature of the course: Theory
Year: First, Semester II
Level: Undergraduate

Full marks: 100
Pass marks: 45
Time per period: 1hr
Total periods: 48
Program: BHM

1. Course Description

It is an overview of the course with its purpose and rationale to offer a comprehensive study of theoretical and practical facets of food and beverage service operations. It covers topics such as understanding guest service and the Meal Experience, Room service, buffet, banquets, Gueridon Service, butler service, Customer Care and Handling Situations, Non-Alcoholic Beverage, Tobacco. This is designed to acquire a thorough knowledge of various services provided in hotel industry. It deals with banquet operation and management, in-room dining and its process, handling the guest situations in restaurants, serving non-alcoholic beverage and tobacco.

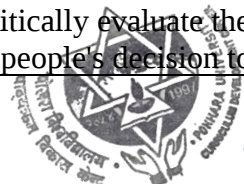
2. General Objectives

The general objectives of this course are:

- To equip students with a diverse understanding of various food and beverage service types prevalent in the hotel industry, while also delving into banquet operations and management.
- To introduce students to specialized catering and service operations, striking a balance between theoretical knowledge and hands-on practice. This approach aims to enhance their comprehension of the pivotal role that Food and Beverage service plays within the hotel.
- To enhance students' understanding of the multifaceted landscape of food and beverage service, empowering them with insights into its significance and intricacies in the broader context of the hospitality sector.

3. Contents in detail with specific objectives

Specific objectives	Contents
• Develop students' ability to distinguish the characteristics of products and services, enabling a clear understanding of the nuances in the hospitality industry. • Equip students with skills to assess customer needs and desires, enabling them to tailor their services to provide a more personalized dining experience. • Train students to critically evaluate the factors influencing people's decision to	Unit 1: Understanding Guest Service and the Meal Experience (5) 1.1 Difference between product and services, 1.2 Understanding needs and wants of customers, 1.3 Factors influencing people dining out and choosing a restaurant 1.3.1 Providing a good guest experience, Variety in menu choice, Level of service, Price and value for money, Interior



dine out, including restaurant selection criteria, guest experience enhancement, and emerging dining trends, preparing them to cater effectively to customer preferences.	design, Atmosphere and mood, Expectation and identification, Location and accessibility, Food and beverage service employees, 1.4 Trends in dining out
- understanding of general principles and diverse types of room service, encompassing layout, equipment, forms, and order-taking techniques. - Equip students with skills to manage service time effectively, including lead time from order taking to clearance, optimizing scheduling and staffing, and employing suggestive selling techniques to enhance guest experience.	Unit 2: Room Service/ In Room Dining and Operations (8) 2.1 Introduction, General principles, 2.2 Types of room service, Layout of Department, Mis-en- place for each shift, Equipment used, Forms and Order Taking, 2.3 Cycle of Service Time management- lead time from order taking to Clearance, Scheduling and staffing, Suggestive Selling, 2.4 Breakfast cards,
Enable students to understand the concept of buffets, differentiate between types of buffets, and gain proficiency in setting up buffet equipment and tables for efficient service.	Unit 3: Buffets (2) 3.1 Definition, 3.2 Types of buffets 3.2.1 Buffet equipment and table set-up.
- Provide students with a clear understanding of banquet organization, staff roles, and key service features. - Equip students with skills to manage banquet bookings, handle administrative procedures, and maintain necessary formats. - Enable students to plan menus, arrange seating, and proficiently organize various types of functions, including state banquets and outdoor catering events.	Unit 4: Banquets (8) 4.1 Introduction: Organization structure, 4.1.1 Duties & Responsibilities of banquetting staff, features of banquet service, 4.2 Banquet booking process, Administrative Procedures, Formats Maintained, Banquet Function Prospectus, 4.3 Types of Function (Formal and Informal), 4.3.1 Menu planning for banquet, Seating Arrangements, State banquet, Organizing state banquet, Protocol in seating, 4.4 Off Premise/ Outdoor catering, 4.4.1 Demand of outdoor catering, Special needs for outdoor catering, 4.4.2 Special requirement and challenges for outdoor catering
- Equip students with in-depth understanding of gueridon service, including trolley types, layout, and care. - Train students in ingredient prep, mis-en-place, service procedures, and presentation of classical dishes. They'll	Unit 5: Gueridon Service and Butler Service (7) 5.1 Origin and definition: Types of Trolleys and layout, Special equipment, care and maintenance, 5.1.1 Ingredients used, Mis-en-place for gueridon service,



also master gueridon-based methods like flambéing, carving, salad making, and comprehend trolley-based merchandising advantages. • Provide students with a clear introduction to Butler Service, covering its fundamental concepts, practices, and significance within the hospitality industry. • Train students in the essential aspects of butler service, including stocking the butler pantry with necessary items and becoming proficient in handling the specialized equipment used in this service approach.	5.1.2 Service Procedures, Service of important classical dishes, 5.2 Dishes prepared on the gueridon, Flambéing, carving, salad making, 5.3 Merchandising advantage of using trolley 5.4 Butler Service :Introduction: Introduction of Butler Service 5.4.1 Stocking of the Butler Pantry, 5.4.2 Butler equipment
• Provide students with strategies to manage various challenging situations, such as table unavailability, order errors, delays, spillages, and lost items, ensuring effective customer care. • Train students to handle diverse guest needs, from intoxicated patrons and families with children to elderly or differently-abled guests, enhancing their ability to provide inclusive and exceptional service.	Unit 6: Customer Care and Handling Situations (8) 6.1 Unavailability of Table/reservation, 6.2 Wrong Order Taking, 6.3 Handling Unavailability of Food items, 6.4 Handling Special Requests, 6.5 Order Delays, 6.6 Spillages, 6.7 Return Food, 6.8 Lost and found properties, 6.9 Drunken Guest, 6.10 Dealing with children and Infants, 6.11 Handling Handicaps, 6.12 Old age guest, 6.13 Customer with communication difficulties.
• Enhance students' understanding of non-alcoholic beverages by introducing the classification and intricacies of tea and coffee production processes, as well as various tea and coffee products. • Provide students with insights into the world of tobacco, covering types of tobacco, cigarettes, cigar varieties, international brands, and the service of cigarettes. • Equip students with a comprehensive understanding of both non-alcoholic beverages and tobacco, enabling them to effectively engage with guests and provide well-informed service in these areas.	Unit 7: Non Alcoholic Beverage and Tobacco (10) 7.1 Introduction & Classification: 7.2 Tea, Tea Production process, Various tea products, 7.3 Coffee, Coffee production process, various coffee products 7.3.1 Introduction to Tobacco 7.3.2 Types of tobacco, 7.3.3 Cigarette, Types of cigarettes, International cigarette brand, Cigar, 7.3.4 Types of cigar, International cigar brand, Service of cigarette.

Note: The figures in the parentheses indicate the approximate periods for the respective units.



4. Methods of Instruction

Lecture, discussion, question-answer, brainstorming, Project work, lab work, fieldwork etc.

5. Evaluation system and students' responsibilities

Internal Evaluation

In addition to the formal end- semester exam(s), the internal (formative) evaluation of a student may consist of quizzes, assignments, lab reports, projects, class participation and presentation etc. The tabular presentation of the internal evaluation is as follows. The components may differ according to the nature of the subjects.

External Evaluation	Marks	Internal Evaluation	Weight	Marks
Semester-end examination	50	Assignments	10%	40%
		Quizzes	5%	
		Attendance	5%	
		Project work	5%	
		Class Presentation	5%	
		Class participation	10%	
		Term exam	60%	
Total external	50	Total Internal	100%	50
Full Marks 50+50 = 100				

Student requirements:

Each student must secure at least 45% marks in internal evaluation with 80% attendance in the class in order to appear in the semester-end examination. Failing to get such score will be equated with NOT QUALIFIED (NQ) and the student will not be eligible to appear in the End- Semester examinations. Students are advised to attend all the classes and complete all the assignments within the specified time period. Failure of a student to attend a formal exam, quiz, test, etc. won't qualify him/her for re-exam. **Students are required to complete all the requirements defined for the completion of the course**

6. Prescribed Books and References

Prescribed Text Books

Singaravelavan, R. (2012). *Food and beverage service*. Oxford University Press Publication.

Lillicrap, D. & Cousins, J. (2006). *Food & beverage service*. ELBS Publishers. 6th edition

Reference Books

Andrews, S. (2013). *Food & beverage management*. Tata McGraw Hill.

Magris, M. & McCreery, C. (1995). *Introduction to food & beverage services*. Hospitality Press.



Cichy, R. & Hickey, P. (2017) *Managing service in food and beverage operations*. American Hotel & Lodging Association.

Ninemeier, J. D. (2021). *Management of food and beverage operations*. American Hotel & Lodging Association.



Pokhara University
Faculty of Management Studies

Course code.: FNB 195
Course title: **Food and Beverage Service II**
Nature of the course: Practical
Year: First, Semester II
Level: Undergraduate

Full marks: 100
Pass marks: 45
Time per period: 1 hr
Total periods: 24
Program: BHM

1. Course Description

This course is designed to acquire a thorough knowledge of various restaurant concepts from different parts of the world and their operation. It deals with banquet operation and management, in room dining and its process, handling the guest situations in restaurants, operating the pantries and serving non-alcoholic beverage and tobacco.

2. General Objectives

The general objectives of this course are

- **Lab Practices:** Participate in interactive lab sessions to apply theoretical knowledge, honing their skills in a controlled environment. This will involve practical exercises in setting up service stations, handling equipment, and practicing various service techniques.
- **Service Settings:** Gain real-world exposure by working in actual service environments, such as restaurants or simulated scenarios. Students will learn to manage customer interactions, collaborate with team members, and execute different forms of service.

3. Contents in detail with specific objectives

Specific objectives	Contents
• Practical Skills Review: Reinforce students' practical skills gained in the first semester, fostering a comprehensive understanding of foundational techniques. • Precise Cover Setting: Train students to pay attention to key points while setting a table cover and executing service, ensuring meticulous attention to detail. • Effective Communication: Equip students with the ability to conduct impactful briefings and de-briefings for food and beverage outlets, fostering efficient team communication.	Practical Contents (24) 1 Revision of practical from the first semester 2 Points to be remembered while setting a cover and during service 3 Conducting Briefing/ De-Briefing for F & B outlets 4 Taking an Order for non-alcoholic beverage 5 Service of cigars and cigarettes 6 Table laying for different meals & Re laying 7 Set up & Service of, juices, soft, drinks squashes, syrups. 8 Service of Tea & Coffee, with



• Non-Alcoholic Beverage Proficiency: Develop students' proficiency in taking orders for non-alcoholic beverages, enhancing their service capabilities. • Tobacco Service Mastery: Train students in the proper service techniques for cigars and cigarettes, ensuring they provide guests with a refined experience. • Table Laying Expertise: Teach students how to set up tables for various meals and execute re-laying with precision, enhancing their table service skills. • Beverage Service Mastery: Provide students with expertise in setting up and serving juices, soft drinks, squashes, syrups, tea, and coffee with appropriate accompaniments. • Guest Handling Skills: Equip students to confidently handle various guest situations, enhancing their ability to provide exceptional customer care. • Butler Service Acumen: Develop students' understanding of butler service and its methodology, ensuring they can provide upscale personalized service. • Operational Proficiency: Train students in the application of standard operating procedures, including restaurant opening and closing checklists, ensuring effective restaurant management.	accompaniments. 10 Changing of dirty ashtray 11 Room Service- Tray and trolley layup, 12 Mini bar- format and operational procedures. 13 Filling of Banquet function prospectus, 14 Banquet seating styles, formal banquet service 15 Mis-en-place for serving a dish from Gueridon Trolley & Service of dishes 16 Setting up of buffets and service procedures. 17 Guest Situation Handling 18 Butler service and its methodology 19 Checklist for opening a restaurant 20 Checklist for closing a restaurant 21 Practice of standard operating procedures in restaurants 22 Breakfast hanger & service procedure. 23 Menu Planning & Service 24 Revision of all second semester practical
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Note: The figures in the parentheses indicate the approximate periods for the respective units.

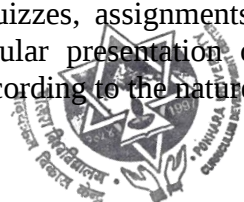
4. Methods of Instruction

Lecture, discussion, question-answer, brainstorming, Project work, lab work, fieldwork etc.

5. Evaluation system and students' responsibilities

Internal Evaluation

In addition to the formal end- semester exam(s), the internal (formative) evaluation of a student may consist of quizzes, assignments, lab reports, projects, class participation and presentation etc. The tabular presentation of the internal evaluation is as follows. The components may differ according to the nature of the subjects.



External Evaluation	Marks	Internal Evaluation	Weight	Marks
Practical Exam & Viva	50	Attendance	5%	50
		Hygiene and grooming	10%	
		Team Work	10%	
		Hospitality etiquette	10%	
		Task Evaluation	50%	
		Quizzes (De-briefing)	15%	
Total external	50	Total Internal	100%	50
Full Marks 50+50 = 100				

Student requirements:

Each student must secure at least 45% marks in internal evaluation with 80% attendance in the class in order to appear in the semester-end examination. Failing to get such score will be equated with NOT QUALIFIED (NQ) and the student will not be eligible to appear in the End- Semester examinations. Students are advised to attend all the classes and complete all the assignments within the specified time period. Failure of a student to attend a formal exam, quiz, test, etc. won't qualify him/her for re-exam. **Students are required to complete all the requirements defined for the completion of the course**

6. Prescribed Books and References

Singaravelavan, R. (2012). *Food and beverage service*. Oxford University Press Publication.
 Lillicrap, D. & Cousins, J. (2006). *Food & beverage service*. ELBS Publishers. 6th edition

Reference Books

Andrews, S. (2013). *Food & beverage management*. Tata McGraw Hill.
 Magris, M. & McCreery, C. (1995). *Introduction to food & beverage services*. Hospitality Press.
 Cichy, R. & Hickey, P. (2017) *Managing service in food and beverage operations*. American Hotel & Lodging Association.
 Ninemeier, J. D. (2021). *Management of food and beverage operations*. American Hotel & Lodging Association.



Pokhara University
Faculty of Management Studies

Course code: FHN191
Course title: **Food Hygiene and Nutrition**
Nature of the course: Theory
Year: First, Semester II
Level: Undergraduate

Full marks: 100
Pass marks: 45
Time per period: 1 hr
Total periods: 48
Program: BHM

1. Course Description

This course is the coverage of all-important topics of food science i.e. components of food, microbes and food quality, hygienic food handling, environmental sanitation, food borne diseases which will help students increase their knowledge, comprehend complex situation, apply theoretical knowledge to practical situation, make necessary assumptions and evaluate and select the best course of action to safeguard health. Students will not find themselves at loss but will be able to promote and practice good hygiene measure and will be able to comprehend latest standards when they join the industry.

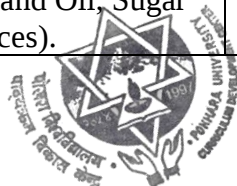
2. General Objectives

The General objectives of this course are:

- To introduce the students with basic knowledge of nutrients and their role in human health.
- To introduce RDA, importance of balanced diet
- To introduce microorganisms associated with food.
- To introduce causes of food spoilages
- To introduce different food preservation techniques
- To introduce food hygiene practices
- To introduce food borne illnesses
- To introduce food quality and Food standards
- To introduce different methods of waste management.

3. Contents in detail with specific objectives

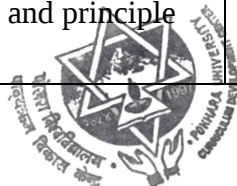
Specific objectives	Contents
4. Introduce food	Unit 1: Introduction to Food (4)
5. Describe the major functions of food; Physiological, Psychological and Social functions.	1.1 Definition of food
6. Describe and distinguish nutritive value of 11 food groups (Cereals, Pulses, Nuts and Oilseeds, Vegetables, Fruits, Milk and Milk Products, Egg, Meat and Poultry, Fats and Oil, Sugar and Confectionary, Spices).	1.2 Functions of Food: Physiological, Psychological and Social functions.
	1.3 Definition of Food Group,
	1.3.1 Classification of Food Groups on the basis of nutritive value: Cereals, Pulses, Nuts and Oilseeds, Vegetables, Fruits, Milk and Milk Products, Egg, Meat and Poultry, Fats and Oil, Sugar



• Explain the significance of food groups.	and Confectionary, Spices. 1.3.2 Significance of food groups
• Introduce Nutrients and Nutrition. • Distinguish macronutrients and micronutrients. • Explain carbohydrate on the basis of sugar unit; Monosaccharide, Oligosaccharides, Polysaccharides with examples. • Explain the importance of dietary fiber. • Distinguish between essential and non - essential amino acids. • Identify protein on the basis of protein quality with examples; Complete Protein, Partially, Complete Protein, Incomplete Protein. • Distinguish essential and non - essential fatty acids with examples. • Distinguish saturated and unsaturated fatty acids with examples. • Explain the functions of cholesterol. • Describe the functions of carbohydrates, protein and lipids. • Distinguish water soluble and fat soluble vitamins with examples. • Explain the general functions of water soluble vitamins and fat soluble vitamins. • Explain the general functions of minerals. • Explain the general function of water in human body. • Identify the nutrients are lost during food processing. (blanching, heat processing, milling) • Describe the factors affecting the RDA and balanced diet. • Explain the significance of RDA and balanced diet. • Describe malnutrition PEM, IDD, IDA and VAD. • Identify the types of PEM; marasmus and kwashiorkor. • Distinguish causes and symptoms	Unit 2: Nutrients and Nutrition (12) 2.1 Definition of Nutrients and Nutrition, 2.1.1 Micronutrients and Macronutrients. 2.2 Introduction of Carbohydrates: 2.2.1 Monosaccharide, Oligosaccharides, Polysaccharides, 2.2.2 Dietary Fibers, functions of carbohydrates. 2.3 Introduction of Proteins: 2.3.1 Amino Acids, Essential Amino Acids, non- essential amino acids. 2.3.2 Complete Protein, Partially, Complete Protein, Incomplete Protein, Sources of Protein. 2.3.3 Functions of Protein. 2.4 Introduction of Lipids: 2.4.1 Essential and Non-essential Fatty Acids, 2.4.2 Saturated and unsaturated fatty acids, trans fats, 2.4.3 Functions of Lipid, 2.4.4 Cholesterol and its functions. 2.5 Introduction of Vitamins: General Functions of Water Soluble and Fat Soluble Vitamins. 2.6 Introduction of Minerals: General Functions of Minerals. 2.7 Introduction of Water: General Functions of Water 2.8 Loss of Nutrients during Blanching, Heat processing and milling. 2.9 Introduction to Balanced diet, Recommended Dietary Allowances (RDA) 2.9.1 Factors affecting the balanced diet and RDA 2.9.2 Significance of RDA and balanced diet. 2.10 General introduction to Malnutrition



of marasmus and kwashiorkor. Explain causes and symptoms of IDA, IDD and VAD.	2.10.1 PEM and its types 2.10.1.1 Cause and symptoms of Marasmus 2.10.1.2 Cause and symptoms of Kwashiorkor. 2.10.2 Micronutrient deficiency malnutrition 2.10.2.1 Cause and symptoms of VAD 2.10.2.2 Cause and symptoms of IDD 2.10.2.3 Cause and symptoms of IDA.
- Introduce Microbiology and Food microbiology. - Identify the general characteristics of microorganisms; Bacteria, Virus, Yeast and Molds, - Describe the use of different microorganisms in preparation of various food commodities. - Explain intrinsic factors (water activity, pH, nutrient content) and their effect in microbial growth in food. - Explain extrinsic factor (Temperature of storage area and presence of oxygen) and their effect in microbial growth in food.	Unit 3: Food Microbiology (6) 3.1 Introduction to Food Microbiology, 3.2 Important Characteristics of Bacteria, Virus, Yeast and Molds. 3.3 Usefulness of microorganisms. 3.4 Factors Affecting the Growth of the Microorganisms in Food: Water Activity, pH, Nutrient content, Temperature, Presence of the oxygen.
- Describe the primary sources of food contamination. (Air, water, soil, plants, animals and handling processes). - Identify the causes of cross contamination. - Explain the cross contamination with examples. - Explain the preventive measures of cross contamination. - Identify the major causes of food spoilage; Growth and Activity of Microorganisms, Chemical Reactions, Natural Enzymes, Damage by Animal, Insects, and Rodents. - Describe the principle of food preservation. - Explain the methods and principle of pasteurization. - Distinguish different types of pasteurization; LTLT, HTST, UHT. - Explain the method and principle of canning.	Unit 4: Food Contamination, Spoilage and food preservation (10) 4.1 Definition of Food Contamination. 4.1.1 Primary Sources of Food Contamination. 4.1.2 Cross Contamination and its Preventive Measures. 4.2 Causes of Food Spoilage: 4.2.1 Growth and Activity of Microorganisms 4.2.2 Chemical Reactions 4.2.3 Natural Enzymes 4.2.4 Damage by Animal, Insects, and Rodents 4.2.5 Physical damages 4.3 Methods and principle of food preservation 4.3.1 Pasteurization 4.3.2 Canning 4.3.3 Refrigeration 4.3.4 Freezing 4.3.5 Increasing the Acidity 4.3.6 Drying 4.3.7 Using Chemical Preservatives 4.3.8 Irradiation



• Explain the methods and principle of Refrigeration and freezing. • Explain the method and principle of fermentation/ acidity. • Explain the methods and principle of drying. • Explain the method and principle of irradiation. • Explain the methods and principle of chemical food preservatives. (GRAS). • Explain the methods and principle of MAP/CAP	4.3.9 MAP/CAP.
• Describe the general personal hygiene practices of body and work place habits. • Identify the necessity of personal hygiene in food businesses. • Distinguish cleaning and sanitization processes. • Describe the various types of cleaning agents used in food contact surfaces. (acidic, alkaline, abrasive cleaning agents). • Describe the various types of sanitizing agents used in food contact surfaces. (Halogens, QUATS, Phenolic compounds, hot water.) • Explain the general practices and importance of food hygiene in food cycle in kitchen. (Receiving, storing, preparation and service). • Explain Location, Layout and Construction of Premises of a kitchen in food business area. • Introduce types of waste • Describe the methods of degradable waste disposal. • Describe the methods of non - degradable waste.	Unit 5: Food Hygiene and Sanitation (7) 5.1 General Personal Hygiene practices 5.1.1 Necessity of Personal Hygiene 5.2 Cleaning and Sanitizing the Food Contact Surfaces: 5.2.1 Cleaning and Sanitizing Agents 5.3 The Methods of Dish Washing: 5.3.1 The Three Bucket Method 5.3.2 The Sink Method 5.3.3 Mechanical Dish Washing 5.4 General practices and Importance of food hygiene in Food Cycle in kitchen (receiving, storing, preparation and service). 5.5 Kitchen Design as per the sanitation (Location, Layout and Construction of Premises). 5.6 Storage and Disposal of waste 5.6.1 Introduction on types of waste. 5.6.2 Waste Disposal methods (Landfill, burial, composting, vermin-composting, incineration, recycling, animal feeding, mechanical disposing and energy generation).
• Introduce food borne illnesses • Explain microbial food borne illness with examples. • Distinguish bacterial food intoxication and bacterial food infection. • Describe staphylococcal food intoxication. (etiologic agent, food	Unit 6: Food borne illnesses (6) 6.1 General introduction of microbial food borne illnesses. 6.1.1 <u>Bacterial Food intoxication:</u> 6.1.1.1 Etiologic agent, food involved and symptoms of staphylococcal poisoning 6.1.1.2 Etiologic agent, food involved and symptoms of botulism



involved and symptoms). • Describe botulism (etiologic agent, food involved and symptoms). • Describe typhoid. (Etiologic agent, food involved and symptoms of typhoid). • Describe cholera. (Etiologic agent, food involved and symptoms of cholera). • Explain food intoxication due to various chemicals. • Identify food allergy and allergens.	6.1.2 Bacterial Food infection 6.1.2.1 Etiologic agent, food involved and symptoms of typhoid 6.1.2.2 Etiologic agent, food involved and symptoms of cholera. 6.2 General introduction to chemical intoxication. 6.3 General Introduction to food allergy.
• Describe the 7 principle of HACCP. • Identify the CP and CCP. • Distinguish CP and CCP. • Explain the benefits of HACCP implementation in food industries.	Unit 7: Food Safety Management Systems (3) 7.1 Definition of Food Safety, 7.2 History of Hazard Analysis Critical Control Point (HACCP), 7.2.1 HACCP principles, 7.2.2 Benefits of HACCP Implementation in Food Industry.

Note: The figures in the parentheses indicate the approximate periods for the respective units.

4. Methods of Instruction

Lecture, discussion, question-answer, brainstorming, Project work, lab work, fieldwork etc.

5. Evaluation system and students' responsibilities

Internal Evaluation

In addition to the formal end- semester exam(s), the internal (formative) evaluation of a student may consist of quizzes, assignments, lab reports, projects, class participation and presentation etc. The tabular presentation of the internal evaluation is as follows. The components may differ according to the nature of the subjects.

External Evaluation	Marks	Internal Evaluation	Weight	Marks
Semester-end examination	50	Assignments	15%	50
		Quizzes	10%	
		Attendance	5%	
		Class participation	10%	
		Term exam	60%	
Total external	50	Total Internal	100%	50
Full Marks 50+50 = 100				



6. Student requirements:

Each student must secure at least 45% marks in internal evaluation with 80% attendance in the class in order to appear in the semester-end examination. Failing to get such score will be equated with NOT QUALIFIED (NQ) and the student will not be eligible to appear in the End- Semester examinations. Students are advised to attend all the classes and complete all the assignments within the specified time period. Failure of a student to attend a formal exam, quiz, test, etc. won't qualify him/her for re-exam. **Students are required to complete all the requirements defined for the completion of the course**

7. Prescribed Books and References

Prescribed Text Books

Swaminathan, M. (2001). *Advance textbook on food and nutrition*, vol. 1 and 2. The Bangalore Printing and Publishing Co. Ltd.
Frazier, W.C. and Westhoff, D.C. (2003) *Food microbiology*. 18th Edition, Tata McGraw Hill, Inc

Reference Books

Jay, J. M. (1996). *Modern food microbiology*. CBS Publishers & Distributors.
Roday, S. (2011). *Food Hygiene and Sanitation: With Case Studies*. Tata McGraw Hill Education Private.
Roday, S. (2018). *Food science and nutrition*; Oxford University Press
Srilakshmi, B. (2006). *Food science*. New Age International Private Limited
Mudambi, R. S., & Rajakgopak, M. V. (2022). *Fundamentals of food, nutrition and diet therapy*. New Age International Private Limited.
Potter, N. N., & Hotchkiss, J. H. (2007). *Food science*. CBS Publishers & Distributors.



Pokhara University
Faculty of Management Studies

Course code.: FNB 174

Course title: **Food Productions and Patisserie II**

Nature of the course: Theory

Year: First, Semester II

Level: Undergraduate

Full marks: 100

Pass marks: 45

Time per period: 1 hr

Total periods: 48

Program: BHM

1. Course Description

It is an overview of the course designed to acquire comprehensive knowledge of Chinese, Thai, and Japanese cuisine, including their distinctive features, flavorings, ethnic dishes, as well as encompassing vegetable, fruit, and egg cookery. This is designed to explore how vegetables are grouped, see how heat changes their colors, and learn about the special traits of different kinds of mushrooms. It deals with understanding how fruits are categorized and how they can be used in cooking. This includes the examination of the history and traditions of Garde Manger, particularly its European origins. It covers the comprehension of charcuterie techniques and the preparation of forced meat in cooking. It incorporates the study of various topics including brines, cures, marinades, Chaud Froid, Hors d'oeuvre, salads, egg structure, fish classification, caviar, cereals, seasonings, milk types, and Asian cuisine.

2. General Objectives

The general objectives of this course are,

- To familiarize the students with vegetable classification, the effects of heat on color changes, and the unique traits of mushrooms.
- To make the students familiar with fruit classification and understand their significance in various cooking preparations.
- To make the students able to comprehend the historical significance of Garde Manger and understand its traditions in Europe.
- To enable the students to master charcuterie and forced meat techniques.
- To provide the students with the ability to understand concepts like brines, cures, marinades, and Chaud Froid.
- To equip the students with knowledge about mastering Hors d'oeuvre classification and salad preparation, as well as gaining proficiency in crafting salads, dressings, sandwiches, and canapés.
- To make the students competent in both understanding egg structure, selection, functions, and nutritional aspects.
- To make the students cognizant of the study of fish classification, cuts, selection, storage, and culinary applications, as well as learning about caviar, roe, and their uses in cooking.
- To make the students knowledgeable about cereal and pulse classifications, cooking methods, and the various varieties.
- To enhance the knowledge of the students, develop skills in Farinaceous Dishes, and differentiate between seasonings and flavorings.



- To cultivate expertise among the students, explore herbs, spices, and fundamental flavor pairings.
- To expand students' understanding, develop their competencies in various milk types, their processing, applications, and appropriate storage methods, while also comprehending milk derivatives.
- To inculcate an attitude of enquiry in students, delve into Chinese, Thai, and Japanese cuisines, covering their characteristics, techniques, and regional differentiations.
- To expose the students to cooking techniques, equipment, utensils, and signature dishes, ensuring a thorough understanding of culinary elements and bolstering their expertise in a wide range of cooking practices.

3. Contents in detail with specific objectives

Specific objectives	Contents
• Describe the concept of vegetable classification and provide an overview of the various categories and types of vegetables. • Explain the continuity of pigments and color changes and explore the chemical processes behind color alterations in vegetables due to heat. • Identify the points of effects of heat on vegetables and outline the impact of different cooking methods on vegetables. • Distinguish the unique traits of mushrooms and truffles and differentiate between different types of fungi used in culinary practices. • Classify fruits and explain their uses in cookery and categorize fruits and elucidate their diverse applications in cooking.	Unit 1: Vegetable and Fruit Cookery (4) 1.1 Introduction – classification of vegetables 1.2 Pigments and color changes 1.3 Effects of heat on vegetables 1.4 Mushrooms and Truffles 1.5 Classification of fruits 1.5.1 Uses of fruit in cookery
• Provide an introduction to Meat Fabrication. • Analyze the slaughtering process for Beef, Veal, Pork, Lamb, Poultry, and Games • Describe the concept of detailing cuts, culinary uses, quality signs, and storage considerations for each type of meat.	Unit 2: Meat Fabrication 12 hours 2.1 Introduction 2.2 Slaughtering Process of Animals (Pre-Slaughtering/ Slaughtering/ Post-Slaughtering) 2.3 Beef / Veal 2.3.1 Introduction 2.3.2 Cuts with figure 2.3.3 Steaks, Doneness and Types of Steaks 2.3.4 Offal 2.3.5 Culinary uses 2.3.6 Quality Signs 2.3.7 Storage



	2.4 Pork/ Suckling Pig 2.4.1 Introduction 2.4.2 Cuts with figure 2.4.3 Culinary Uses 2.4.4 Uses of Lard 2.4.5 Quality Signs 2.4.6 Storage 2.5 Mutton/ Lamb 2.5.1 Introduction 2.5.2 Cuts with Figure 2.5.3 Culinary Uses 2.5.4 Quality Signs 2.5.5 Storage 2.6 Poultry & Games 2.6.1 Introduction 2.6.2 Giblets 2.6.3 Culinary uses 2.6.4 Quality signs 2.6.5 Storage
- Introduce the concept of milk and its types and provide an overview of milk and categorize its various types. - Explain the treatment of milk and its culinary uses and elaborate on the processing of milk and its applications in cooking. - Explore storage and handling techniques for maintaining milk quality and provide guidelines for proper storage and handling of milk. - Interpret the Bacterial Sediment Test (BST) in milk quality assessment and understand the significance and procedure of BST. - Define and identify various milk derivatives and provide definitions and examples of milk derivatives such as buttermilk, butter, cream, curd, yogurt, ice cream, milk pudding, and milkshakes.	Unit 3: Milk (8) 3.1 Introduction 3.2 Types 3.3 Treatment of Milk 3.4 Uses 3.5 Storage and Handling 3.6 BST in Milk 3.7 Definition (Butter milk, Butter, Cream, Curd, Yoghurt, Ice cream, Milk Pudding, Milk Shakes)
- Introduce the concept of fish and seafood in culinary arts and provide an overview of the role and significance of fish and seafood in cooking. - Classify fish with examples and explain cuts, categorizing different types of fish and illustrating various	Unit 4: Fish and Seafood (6) 4.1 Introduction 4.2 Classification of fish with examples 4.3 Cuts of fish 4.4 Selection of fish and shell fish 4.5 Storage

cuts. - Identify points for selecting fish and shellfish, providing guidelines for choosing fish based on quality and suitability. - Understand storage techniques for fish and seafood, exploring proper methods to maintain the freshness of fish and seafood. - Examine the uses of fish and seafood in culinary creations, exploring the diverse applications of fish and seafood in cooking. - Introduce caviar and roe, including types and uses, and provide an overview of caviar and roe, categorizing types, and explaining their applications.	4.6 Uses 4.7 Caviar and Roe 4.7.1 Introduction 4.7.2 Type 4.7.3 Uses
- Introduce the concept of cereals and pulses in culinary practices and provide an overview of the significance of cereals and pulses in cooking. - Classify and identify different types of cereals and pulses and categorize and describe various varieties of cereals and pulses. - Provide guidelines for cooking rice, cereals, and pulses and offer instructions for optimal cooking of rice, cereals, and pulses. - Explain the meaning of farinaceous dishes and elaborate on the concept and significance of farinaceous dishes.	Unit 5: Cereals & Pulses (6) 5.1 Introduction 5.2 Classification and identification 5.3 Cooking of rice, cereals and pulses 5.3.1 Varieties of rice and other cereals 5.4 Meaning and examples of Farinaceous Dishes 5.5 Pasta 5.5.1 Introduction, Origination, Definition 5.5.2 Types of Pasta 5.5.3 Various Pastas 5.5.4 Pasta Sauces 5.5.5 Faults in Pasta
- Differentiate between seasonings and flavorings and provide distinctions between these two essential elements in cooking. - Explain the importance of seasonings and flavorings and elaborate on their roles and significance in enhancing the taste of dishes. - Outline the roles and uses of seasonings and flavorings and enumerate the diverse applications of seasonings and flavorings in culinary preparations. - Explore herbs and spices and provide	Unit 6: Seasonings And Flavorings Used In Kitchen (4) 6.1 Difference 6.2 Importance 6.3 Roles and uses 6.4 Herbs and Spices 6.5 Basic Guidelines of Combinations in Western Cuisine, Indian Cuisine, Chinese Cuisine, Bakery



basic guidelines for combinations, familiarizing with the characteristics of herbs and spices and offering guidelines for combining them in different cuisines.	
- Introduce the culinary traditions of Chinese, Thai, and Japanese cuisines and provide an overview of the historical and cultural aspects of these cuisines. - Examine the features that distinguish these cuisines and explore the unique characteristics that set Chinese, Thai, and Japanese cuisines apart. - Identify regional variations within each culinary tradition and explore the diverse regional influences within Chinese, Thai, and Japanese cuisines. - Familiarize with cooking methods, equipment, and utensils and provide insights into the specialized techniques and tools used in these cuisines. - Explore and understand the significance of special dishes and provide insights into iconic dishes that represent each culinary tradition.	Unit 7: Chinese, Thai And Japanese Cuisine (8) 7.1 Introduction 7.2 Features 7.3 Regional Cuisine 7.4 Cooking Methods 7.4.1 Equipment and Utensils 7.5 Special Dishes

Note: The figures in the parentheses indicate the approximate periods for the respective units.

4. Methods of Instruction

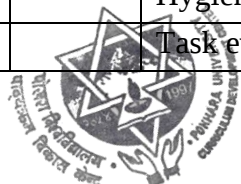
Lecture, discussion, question-answer, brainstorming, Project work, lab work, fieldwork etc.

5. Evaluation system and students' responsibilities

Internal Evaluation

In addition to the formal end- semester exam(s), the internal (formative) evaluation of a student may consist of quizzes, assignments, lab reports, projects, class participation and presentation etc. The tabular presentation of the internal evaluation is as follows. The components may differ according to the nature of the subjects.

External Evaluation	Marks	Internal Evaluation	Weight	Marks
Semester-end examination	50	Attendance	5%	50
		Hygiene and Grooming	10%	
		Task evaluation	50%	



		Hospitality Etiquette	10%	
		Team Work	10%	
		Quizzes (Debriefing)	15%	
Total external	50	Total Internal	100%	50
Full Marks 50+50 = 100				

Student requirements:

Each student must secure at least 45% marks in internal evaluation with 80% attendance in the class in order to appear in the semester-end examination. Failing to get such score will be equated with NOT QUALIFIED (NQ) and the student will not be eligible to appear in the End- Semester examinations. Students are advised to attend all the classes and complete all the assignments within the specified time period. Failure of a student to attend a formal exam, quiz, test, etc. won't qualify him/her for re-exam. **Students are required to complete all the requirements defined for the completion of the course**

6. Prescribed Books and References

Prescribed Text Book

Foskett, D., & Cesevani, V. (2007). *The theory of Catering*. Hodder and Stoughton.
 Bali, P. S. (2014). *Food production operations*. Oxford University Press.
 Majumder, S. (2011). *Basic training kitchen*. Aman Publication.

Reference Books

The Culinary Institute of America (CIA). (2012). *Garde manger: The art and craft of the cold kitchen*. John Wiley & Sons.
 Arora, K. (2008). *Theory of Cookery*. Franks Bros. & Co. Ltd.
 Bali, P. S. (2012a). *International Cuisine & Food Production Management*. Oxford University Press.
 Bali, P. S. (2014). *Food Production Operations*. Oxford University Press.
 Pauli, E. (1989a). *Classical cooking the modern way*. Van Nostrand Reinhold.
 Philip, T. E. (2003). *Modern cookery: For teaching and the trade*. Orient Blackswan.



Pokhara University
Faculty of Management Studies

Course code: FNB 194
Course title: **Food Productions and Patisserie II**
Nature of the course: Practical
Year: First, Semester II
Level: Undergraduate

Full marks: 100
Pass marks: 45
Time per period: 1 hr
Total periods: 24
Program: BHM

1. Course Description

This is designed to practical aspects of food and beverage production operations. It deals with indulging in the rich and diverse flavors of Chinese, Thai, and Japanese cuisines with accompaniments, cooking techniques and specialty.

2. General Objectives

The general objectives of this course are

- **Lab Practices:** Participate in interactive lab sessions to apply theoretical knowledge, honing their skills in a controlled environment. This will involve practical exercises in cooking Asian cuisine, handling equipment, and practicing various cooking techniques.
- **Culinary Environments:** Immerse yourself in practical culinary settings, whether in authentic restaurants or simulated scenarios, to develop firsthand experience. This hands-on approach equips students with the skills to handle kitchen operations, work effectively within teams, and successfully execute various cooking styles.

The purpose of this course is to provide students with basic skill to prepare oriental cuisine, larder preparations, and fish. The students will also develop their attitude to work in food production of any catering establishments.

4. Contents in detail with specific objectives

Specific objectives	Contents
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• Learn to prepare staple Chinese dishes. Develop proficiency in essential Chinese cooking techniques, including stir-frying and steaming. Understand key ingredients used in Chinese cuisine. Practice balancing flavors and seasonings to create authentic Chinese flavors. • Acquire the skills to prepare popular Thai dishes. Learn essential Thai cooking techniques, including curry paste preparation and stir-frying. • Gain proficiency in making basic Japanese dishes. Learn traditional Japanese cooking techniques, such as sushi rolling and grilling. Understand the importance of presentation and aesthetics in Japanese cuisine. • Learn to prepare various basic egg dishes like scrambled eggs, omelets, and poached eggs. Understand the principles of achieving desired textures and consistencies in egg dishes. • Learn different cuts of fish, such as filleting, portioning, and scaling. Demonstrate proper techniques for deboning fish to remove bones efficiently. Understand the principles of fish handling, storage, and freshness. Practice knife skills and safety measures when working with fish. • Master the art of creating al dente fresh pasta and experiment with diverse shapes, sizes, and sauces, showcasing proficiency in Italian cuisine, including classic tomato-based and cream-based pasta sauces, and a perfectly emulsified olive oil-based sauce for authenticity and simplicity.	Practical Contents (24) 7. Chinese Menu (12 hours/ 3 days) 1.1 Four Course Chinese Menu 1.2 Four Course Chinese Menu 1.3 Four Course Chinese Menu 2 Thai Menu (6 hours/ 2 days) 2.1 Four Course Thai Menu 2.2 Four Course Thai Menu 1 Japanese Menu 6 hours/ 2 days) 3.1 Four Course Japanese Menu 3.2 Four Course Japanese Menu Fresh / Dry Pasta Preparations with Various Sauces – 1 day • Including regional Chinese appetizers, soups, main course, accompaniment and desserts • Including Thai appetizers, soups, main course, accompaniment and desserts • Including Japanese appetizer, soup, main course, accompaniment dessert
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Note: The figures in the parentheses indicate the approximate periods for the respective units.

3. Methods of Instruction

Lecture, discussion, question-answer, brainstorming, Project work, lab work, fieldwork etc.

4. Evaluation system and students' responsibilities

Internal Evaluation



In addition to the formal end- semester exam(s), the internal (formative) evaluation of a student may consist of quizzes, assignments, lab reports, projects, class participation and presentation etc. The tabular presentation of the internal evaluation is as follows. The components may differ according to the nature of the subjects.

External Evaluation	Marks	Internal Evaluation	Weight	Marks
Semester-end examination	50	Assignments	15%	50
		Quizzes	10%	
		Attendance	5%	
		Class participation	10%	
		Term exam	60%	
Total external	50	Total Internal	100%	50
Full Marks 50+50 = 100				

Student requirements:

Each student must secure at least 45% marks in internal evaluation with 80% attendance in the class in order to appear in the semester-end examination. Failing to get such score will be equated with NOT QUALIFIED (NQ) and the student will not be eligible to appear in the End- Semester examinations. Students are advised to attend all the classes and complete all the assignments within the specified time period. Failure of a student to attend a formal exam, quiz, test, etc. won't qualify him/her for re-exam. ***Students are required to complete all the requirements defined for the completion of the course***

5. Prescribed Books and References

Prescribed Text Books

Foskett, D., & Cesevani, V. (2007). *The theory of catering*. Hodder and Stoughton.
 Bali, P. S. (2014). *Food production operations*. Oxford University Press.
 Majumder, S. (2011). *Basic training kitchen*. Aman Publication.

Reference Books

Bali, P. S. (2012a). *International cuisine & food production management*. Oxford University Press.
 Hongwiwat, N. (1996). *Spicy Thai cuisine*. Sangdad Publications.
 Hsiung, T. D. (1979). *Chinese regional cooking*. Macdonald Educational Limited.



Pokhara University
Faculty of Management

Course code: RDM 183

Course Title: Accommodation Operation II

Nature of the course: Theory

Year: First, Semester II

Level: Bachelor

Full Marks: 100

Pass Marks: 45

Time per period: 1 hr

Total Period: 48

Program: BHM

1. Course Description

This course provides students with advanced and comprehensive knowledge of the managerial operations involved in accommodation operations, specifically focusing on functional areas. It covers topics such as Planning and organizing inventories, maintaining par stock level, flower arrangements, and interior design. The course is designed to acquire a thorough knowledge of various services provided in the hotel industry. It deals with hotel linen, linen room, uniform, fiber and fabric, operating in-house laundry, planning and organizing the HK department, interior designing and decoration, housekeeping contract cleaning, flower arrangement, environmental-friendly practices in the hotel industry, and housekeeping budgeting.

2. General Objectives

The general objectives of this course are:

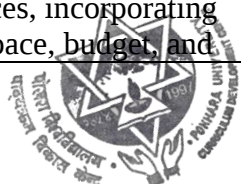
- The course aims to provide students with comprehensive knowledge of departmental management, emphasizing the role, challenges, and opportunities in contributing to organizational success.
- It is designed to cover various aspects of hotel management, including linen and uniform management, fiber and fabric selection, in-house laundry, environmental-friendly practices, and budgeting.
- By the end of the course, students will be equipped with a deep understanding of management strategies and techniques essential for excelling in hospitality industry careers.



3. Contents in detail with specific objectives

Specific objectives	Contents
- Gain a comprehensive understanding of hotel linen, including classifications and standard sizes, emphasizing the significance of maintaining high-quality standards. - Develop proficiency in organizing and optimizing linen rooms, covering aspects such as layout design, strategic placement, and equipment handling. - Acquire practical skills in linen procurement, par stock determination, storage optimization, and environmentally responsible handling of discarded linen. Additionally, understand the systematic distribution of linen and delineate the duties and responsibilities of linen supervisors and attendants for efficient linen room management in hotel operations.	Unit 1: Hotel Linen and Linen Room (6) 1.1 Introduction to Hotel Linen 1.1.1 Classification of Linen 1.1.2 Standard Linen Sizes 1.2. Introduction to linen Room 1.2.1 Layout of Linen Room 1.2.2 Types of linen room 1.2.3 Function of linen room 1.2.4 Location of Linen Room 1.2.5 Equipment used in Linen room 1.2.6 Linen Purchase 1.2.7 Par stock determination 1.2.8 Storage of linen room 1.2.9 Stock taking procedure 1.2.10 Handling discarded linen 1.2.11 Linen distribution 1.2.12 Job description: Duties and responsibilities of linen supervisor and linen attendant.
- Comprehend the purpose and significance of uniforms, highlighting their role in shaping brand image, maintaining professionalism, and enhancing guest satisfaction. - Develop practical skills in determining par stock, selecting and designing uniforms, and implement systematic procedures for accurate uniform and linen issuance. Additionally, apply best practices for care and storage to preserve uniform quality over time.	Unit 2: Uniform (3) 2.1 Purpose of uniform 2.2 Par stock determination 2.3 Fundamentals of selection and designing uniforms 2.4 Issuing procedure for uniform and linen 2.5 Care and storage of uniform.
- Achieve a thorough understanding of fiber and fabric types, including classifying natural and man-made fibers and applying them in the hospitality industry. - Cultivate skills in analyzing fiber characteristics, advantages, and disadvantages, systematically selecting fabrics for various hotel-	Unit 3: Fiber and Fabric (5) 3.1 Types and classification of fiber 3.2 Characteristics of natural and man-made fiber 3.3 Uses of fabric 3.4 Selection of fabric.

related purposes based on criteria like durability, comfort, and aesthetics.	
- Develop a thorough understanding of in-house laundry operations, recognizing their fundamental concepts and crucial role in maintaining cleanliness standards and guest satisfaction. - Design and optimize the layout of the laundry area, incorporating efficient workflows and best practices to enhance operational efficiency. - Attain proficiency in operating and maintaining various laundry equipment, ensuring optimal performance and longevity. - Streamline the entire laundry process, from collection to distribution, and implement effective stain removal techniques to maintain the quality of hotel linen. - Provide personalized and efficient valet service and guest laundry handling, contributing to an exceptional guest experience.	Unit 4: Operating In House Laundry and Contract Cleaning (5) 4.1 Introduction to laundry 4.2 Basic layout of laundry 4.3 Importance of laundry 4.4 Laundry equipment, 4.5 Laundry process flow 4.6 Stain removal 4.7 Valet service and Guest laundry.
- Develop efficient strategies for planning and organizing inventory, cleaning schedules, and duty rosters in the housekeeping department. - Set and implement performance standards, optimizing productivity and efficiency among housekeeping staff. - Manage equipment and supplies inventory effectively to control costs and ensure timely availability. - Introduce and evaluate the advantages and disadvantages of contract cleaning, exploring various service types. - Introduce and apply fundamental budgeting principles, covering different budget types and planning processes for effective financial management in the housekeeping department.	Unit 5: Planning, Organizing, Contract and Budgeting in the HK Department (12) 5.1.1 Planning and organizing the inventory in different areas 5.1.2 Scheduling the frequency of cleaning 5.1.3 Setting up of performance and productivity standard 5.1.4 Equipment and supplies inventory level 5.1.5 Duty roaster 5.2.1 Contact cleaning service: Introduction 5.2.2 Advantage and Disadvantages 5.2.3 Different types of contract cleaning: Pest control, Laundry Services, Cleaning Services 5.3.1 Introduction & Types of budgets 5.3.2 Budget planning process
Recognize the significance of interior design in hotel spaces, incorporating considerations of space, budget, and	Unit 6: Interior Designing and Decoration (12) 6.1 Introduction to Interior design



branding. - Implement fundamental design principles, applying balance, harmony, contrast, and proportion to craft aesthetically pleasing hotel interiors. - Employ decoration tools like color, lighting, and curtains strategically to elevate the visual appeal and functionality of hotel spaces. - Master the principles of flower arrangement, demonstrating proficiency in creating balanced and aesthetically pleasing designs. - Explore various styles of flower arrangements, acquiring the ability to execute diverse designs for different occasions. - Apply general guidelines for flower arrangement, considering color, form, and balance to create visually appealing floral displays. Additionally, acquire skills to prolong the life of flowers, ensuring freshness and longevity in arrangements.	6.1.1 Role of Interior design in hotel 6.1.2 Factors affecting interior design 6.1.3 Principles of design. 6.2 Introduction to Decoration 6.2.1 Tools used in decorating: Color, Lighting, Curtain 6.2.2 Color: Color wheel, Types and characteristics of color, psychological impact of color, Color as camouflage, Color the mood maker) 6.2.3 Lighting: Types of lights, Use of lights in different areas in a hotel. 6.2.4 Curtain: Types of curtains, Blinds, Different ways of hanging curtains, Selection of curtain fabric.) 6.3 Flower Arrangement 6.3.1 Basic principle and rule for flower arrangement 6.3.2 Types of flower arrangement 6.3.3 General guideline for flower arrangement 6.3.4 Prolonging the life of flower.
- Comprehend the importance of eco-friendly practices in the hotel industry, recognizing and addressing associated challenges. - Apply proactive control measures to minimize environmental impact, fostering the implementation of sustainable practices. - Demonstrate the practical implementation of environmentally friendly practices in a hotel setting through hands-on project work.	Unit 7: Environmental Friendly Practices in Hotel Industry (5) 7.1 Introduction to Eco- friendly hotels 7.2 Issues and Challenges during practices 7.3 Control measures to reduce 7.4 Implementing the environmentally friendly practices in hotel 7.5 Project work.

Note: The figures in the parentheses indicate the approximate periods for the respective units.

4. Methods of Instruction

Lecture, discussion, question-answer, brainstorming, Project work, lab work, fieldwork etc.

5. Evaluation system and students' responsibilities



Internal Evaluation

In addition to the formal end- semester exam(s), the internal (formative) evaluation of a student may consist of quizzes, assignments, lab reports, projects, class participation and presentation etc. The tabular presentation of the internal evaluation is as follows. The components may differ according to the nature of the subjects.

External Evaluation	Marks	Internal Evaluation	Weight	Marks
Semester-end examination	50	Assignments	10%	40%
		Quizzes	5%	
		Attendance	5%	
		Project work	5%	
		Class Presentation	5%	
		Class participation	10%	
		Term exam	60%	
Total external	50	Total Internal	100%	50
Full Marks 50+50 = 100				

Student requirements:

Each student must secure at least 45% marks in internal evaluation with 80% attendance in the class in order to appear in the semester-end examination. Failing to get such score will be equated with NOT QUALIFIED (NQ) and the student will not be eligible to appear in the End- Semester examinations. Students are advised to attend all the classes and complete all the assignments within the specified time period. Failure of a student to attend a formal exam, quiz, test, etc. won't qualify him/her for re-exam.

Students are required to complete all the requirements defined for the completion of the course

6. Prescribed Books and References

Prescribed Text Books

Anderws, S. (2008). *Hotel housekeeping management and operations*. Tata McGraw Hill.
Raghubalan, G., & Raghubalan, S. (2017). *Hotel housekeeping: Operations and management*. Oxford University Press.

Reference Books

Branson, J. C., & Lennox, M. (1977). *Hotel, hotel and hospital houskeeping*. Edward Arnold.
Kappa, M. M., Nitschke, A., & Schappert, P. B. (1997). *Housekeeping management*. Educationel Institute of The American Hotel & Motel Association, cop.



Pokhara University
Faculty of Management Studies

Course code.: RDM 193

Course title: **Accommodation Operation II**

Nature of the course: Practical

Year: First, Semester II

Level: Undergraduate

Full marks: 100

Pass marks: 45

Time per period: 1 hr

Total periods: 24

Program: BHM

1. Course Description

Master the operation and maintenance of laundry equipment, including washing machines and dryers, while gaining practical skills in fabric handling and various laundry processes. Develop a keen eye for inspection standards in hospitality settings, identifying and addressing issues related to hygiene and presentation in public spaces and rooms. Acquire specialized skills in carpet shampooing techniques, learn the art of floral decorations for aesthetic enhancement, and understand effective supervision strategies for managing public areas and rooms while ensuring adherence to quality service standards.

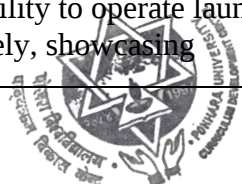
2. General Objectives

The general objectives of this course are

- **Comprehensive Understanding of Management and Operations:** Attain a comprehensive understanding of housekeeping department management within the hospitality industry, encompassing detailed knowledge of key principles, strategies, and best practices for effective operations.
- **Supervision and Task Management Proficiency:** Acquire the essential skills to effectively supervise and manage tasks in the housekeeping department, developing the ability to coordinate and oversee diverse activities for a seamless and efficient workflow.

3. Contents in detail with specific objectives

Specific objectives	Contents
• Revise Practical Skills from the First Semester: Demonstrate proficiency in executing and refining practical skills acquired during the first semester, showcasing improvement and mastery. • Identify Hotel Linen: Apply techniques to accurately identify and classify hotel linen, demonstrating a comprehensive understanding of various types and their specific uses. • Execute Laundry Operations: Demonstrate the ability to operate laundry equipment effectively, showcasing	Practical Contents (24) 1. Revision of practical from the first semester 2. Identification of Hotel Linen 3. Laundry 4. Various types of stains with their removal techniques 5. Inspection of Room 6. Supervision Rooms 7. Inspection of Public Area 8. Supervision Public Areas 9. Maintenance Report procedures 10. Flower arrangements 11. Decorating special events 12. Forms and Formats: Room



competence in handling different fabrics and employing appropriate laundry processes. • Apply Stain Removal Techniques: Employ various stain removal techniques for different types of stains, showcasing the ability to analyze and choose appropriate methods for effective stain elimination. • Conduct Room Inspections: Develop the skills to conduct thorough inspections of guest rooms, ensuring adherence to cleanliness standards and identifying areas for improvement. • Supervise Room Operations: Implement effective supervision strategies for managing and coordinating tasks within guest rooms, ensuring a smooth and efficient workflow. • Perform Public Area Inspections: Demonstrate the ability to inspect and evaluate the cleanliness and presentation of public areas, identifying and addressing any deficiencies. • Supervise Public Areas: Apply effective supervision techniques to manage and enhance the cleanliness and appeal of public areas within the hospitality setting. • Execute Maintenance Report Procedures: Utilize established procedures to document and report maintenance issues, ensuring timely resolution and efficient communication within the department. • Create Flower Arrangements: Develop the skills to design and create aesthetically pleasing flower arrangements, considering principles of design and the overall ambiance of the space. • Decorate Special Events: Apply creative skills to plan and execute decorations for special events, aligning with the theme and requirements of the occasion.	Assignment Sheet, Housekeeping Worksheet, Room Status Report 13. Duty Roster 14. Revision of all second semester practical
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• Utilize Forms and Formats: Demonstrate proficiency in completing and utilizing essential housekeeping documents, including Room Assignment Sheets, Housekeeping Worksheets, and Room Status Reports. • Develop Duty Rosters: Apply organizational and leadership skills to create effective duty rosters, ensuring proper staffing and task allocation within the housekeeping department. • Revise Second Semester Practical Skills: Review and enhance practical skills acquired during the second semester, showcasing continued improvement and mastery in housekeeping operations.	
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Note: The figures in the parentheses indicate the approximate periods for the respective units.

4. Methods of Instruction

Lecture, discussion, question-answer, brainstorming, Project work, lab work, fieldwork etc.

5. Evaluation system and students' responsibilities

Internal Evaluation

In addition to the formal end- semester exam(s), the internal (formative) evaluation of a student may consist of quizzes, assignments, lab reports, projects, class participation and presentation etc. The tabular presentation of the internal evaluation is as follows. The components may differ according to the nature of the subjects.

External Evaluation	Marks	Internal Evaluation	Weight	Marks
Practical Exam & Viva	50	Attendance	5%	50
		Hygiene and grooming	10%	
		Team Work	10%	
		Hospitality etiquette	10%	
		Task Evaluation	50%	
		Quizzes (De-briefing)	15%	
Total external	50	Total Internal	100%	50
Full Marks 50+50 = 100				

Student requirements:



Each student must secure at least 45% marks in internal evaluation with 80% attendance in the class in order to appear in the semester-end examination. Failing to get such score will be equated with NOT QUALIFIED (NQ) and the student will not be eligible to appear in the End- Semester examinations. Students are advised to attend all the classes and complete all the assignments within the specified time period. Failure of a student to attend a formal exam, quiz, test, etc. won't qualify him/her for re-exam. **Students are required to complete all the requirements defined for the completion of the course**

6. Prescribed Books and References

Prescribed Text Books

Anderws, S. (2008). *Hotel Housekeeping management and operations*. Tata McGraw-Hill.

Raghubalan, G., & Raghubalan, S. (2017). *Hotel Housekeeping: Operations and management*. Oxford University Press.

Reference Books

Branson, J. C., & Lennox, M. (1977). *Hotel, hotel and hospital houskeeping*. Edward Arnold.

Kappa, M. M., Nitschke, A., & Schappert, P. B. (1997). *Housekeeping management*. Educationel Institute of The American Hotel & Motel Association, cop.



Pokhara University
Faculty of Management Studies

Course code.: MGT 231
Course title: **Foundation of Management**
Nature of the course: Theory
Year: First, Semester II
Level: Undergraduate

Full marks: 100
Pass marks: 45
Time per period: 1 hr
Total periods: 48
Program: BHM

1. Course Description

The course enables a comprehensive and structured exploration of management principles and application. This course includes the fundamental roles, competencies, and duties of managers, particularly their obligation to achieve goals competently and effectively. The course aims to offer students a thorough comprehension of the planning, decision making, leadership, team management, quality management, and conflict management.

2. General Objectives

The course is designed with the following general objectives:

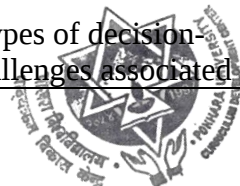
- To familiarize students with the foundational principles of management, providing a comprehensive understanding of key concepts and theories that underpin effective organizational functioning
- To make students aware of the fundamental roles, competencies, and duties of managers, emphasizing their responsibility to efficiently and effectively achieve organizational goals.
- To acquaint students with the intricacies of planning and decision-making processes, enabling them to develop strategic thinking and analytical skills crucial for managerial success.
- To familiarize students with leadership and team management principles, fostering the development of effective interpersonal and communication skills necessary for leading and collaborating within diverse organizational contexts.
- To make students adept in quality management, conflict resolution strategies, and empowering them to address challenges and contribute positively to the enhancement of organizational performance

3. Contents in Detail with Specific Objectives

Specific objectives	Contents
• Familiar with the concept of management, understanding its significance and relevance in organizational settings. • Describe the process and functions of management, outlining the key steps involved in effective managerial practices. • Analyze the different types of managers, including general, functional,	Unit 1: Introduction to management 11 LHs 1.1 Concept of management 1.2 Process and functions of management 1.3 Type of managers (general, functional and line managers) 1.4 Managerial roles and skills 1.5 Changing job of managers 1.6 Management Thoughts: classical, behavioral, contingency, and contemporary



and line managers, and identify their respective roles and responsibilities within an organization. • Explain the managerial roles and skills required for effective leadership, exploring the diverse aspects that contribute to managerial success. • Apply knowledge of classical, behavioral, contingency, and contemporary perspectives of management to analyze and address emerging issues and challenges in the hospitality industry	perspectives of management 1.7 Emerging issues and challenges for management in hospitality industry
• Familiar with the concept of the organization-environment interface, recognizing its impact on managerial decision-making and organizational performance. • Describe the social responsibility of business and its significance in the context of the hospitality industry. • Analyze the types and components of the organizational environment, using Porter's five forces model to assess the competitive forces influencing the hospitality industry • Explain the emerging business environment trends within the hospitality industry, identifying key factors shaping the industry's future. • Apply the understanding of the environmental context to anticipate and adapt to changes in the hospitality business landscape.	Unit 2: The Environmental Context of Management 4 LHs 2.1 Concept 2.2 Organization-environment interface 2.3 Social responsibility of business 2.4 Types and components of organizational environment 2.5 Porters' five forces model 2.6 Emerging business environment in the hospitality industry
• Familiar with the concept of planning, emphasizing its importance, characteristics, and relevance in organizational success. • Describe various methods and types of planning, illustrating how organizations can effectively navigate the planning process. • Analyze the decision-making process, exploring its importance, characteristics, and the conditions that influence effective decision-making. • Explain different types of decision-making and the challenges associated	Unit 3: Planning and Decision Making 7 LHs 2.1 Planning: 2.1.1 Concept of planning 2.1.2 Importance and characteristics of planning 2.1.3 Methods of planning 2.1.4 Types of planning 2.1.5 Planning process, pitfalls in planning and overcoming pitfalls in planning. 3.2 Decision Making: 3.2.1 Concept of decision making,



with each, along with strategies to overcome pitfalls in the planning process. • Apply planning and decision-making principles to address real-world scenarios and challenges in the hospitality industry.	3.2.2 Importance and characteristics of decision making 3.2.3 Process of decision making 3.2.4 Types of decision-making 3.2.5 Decision-making conditions
• Familiar with the meaning and concept of organizational structure, understanding its role in defining relationships and responsibilities within an organization. • Describe vertical differentiation, horizontal differentiation, and the nature and types of organizational design, providing insights into how organizations structure themselves. • Analyze the concept of departmentation, exploring various types and their implications on organizational functionality. • Explain the dynamics of authority, power, and responsibility within organizational structures, identifying their influence on managerial effectiveness. • Apply knowledge of organizational structure practices in the hospitality industry, considering industry-specific challenges and opportunities.	Unit 4: Organizational Structure 8 LHs 4.1 Meaning and concept of organizational structure 4.2 Organizational design: vertical differentiation, horizontal differentiation, nature and types of organizational design 4.3 Concept of departmentation 4.4 Types of departmentation 4.5 Authority, power and responsibility 4.6 Emerging issues in organization design, 4.7 Organizational structure practices in Hospitality industry.
• Familiar with the concept and functions of organizational leadership, recognizing its distinctiveness from management roles. • Describe the qualities of good leadership and the traits and styles associated with effective leadership in the context of the hospitality industry. • Analyze different approaches to leadership, evaluating their applicability in diverse organizational settings. • Explain the qualities of a successful hospitality manager, considering the unique challenges and expectations in the hospitality industry.	Unit 5: Organizational Leadership 7 LHs 5.1 Concept and functions 5.2 Leadership versus management 5.3 Qualities of good leadership 5.4 Leadership traits and styles 5.5 Approaches to leadership 5.6 Qualities of successful hospitality manager 5.7 Scenario of leadership issues in hospitality industry



• Apply leadership principles to scenarios involving leadership issues in the hospitality industry, demonstrating an understanding of practical implications.	
• Familiar with the concept, types, and formation of work groups, recognizing their role in organizational dynamics. • Describe team management concepts, types, and strategies for effective team collaboration within the hospitality industry. • Analyze organizational conflicts, identifying their causes and implications for team dynamics. • Explain conflict management strategies and techniques, considering their application in resolving conflicts within work teams. • Apply knowledge of teamwork to analyze and discuss real-life scenarios of team dynamics in Nepalese organizations, considering cultural and industry-specific factors.	Unit 6: Managing Work Teams 6 LHs 6.1 Concept, types, and formation of work groups 6.2 Team management - concept, types and strategy for effective team management 6.3 Organizational conflict 6.4 Conflict management strategies and techniques 6.5 Scenario of team work in Nepalese organization.
• Familiar with the concept, types, and processes of management control systems in organizational settings. • Describe the features of effective control, emphasizing their role in organizational performance and success. • Analyze Total Quality Management (TQM) concepts and techniques, understanding their relevance in maintaining and enhancing product and service quality. • Explain emerging quality management issues and challenges, recognizing their impact on contemporary organizational practices.	Unit 7: Management Control System 5 LHs 7.1 Concept, types and process 7.2 Features of effective control 7.3 Total Quality Management - concept and techniques 7.4 Emerging quality management issues and challenges.

4. Methods of Instruction

Lecture, discussion, question-answer, brainstorming, Project work, lab work, fieldwork etc.

5. Evaluation system and students' responsibilities

Internal Evaluation

The tabular presentation of the internal evaluation is as follows.



External Evaluation	Marks	Internal Evaluation	Weight	Marks
Semester-end examination	50	Assignments	15%	50
		Quizzes	10%	
		Attendance	5%	
		Class participation	10%	
		Term exam	60%	
Total external	50	Total Internal	100%	50
Full Marks 50+50 = 100				

Student requirements:

Each student must secure at least 45% marks in internal evaluation with 80% attendance in the class in order to appear in the semester-end examination. Failing to get such score will be equated with NOT QUALIFIED (NQ) and the student will not be eligible to appear in the End- Semester examinations. Students are advised to attend all the classes and complete all the assignments within the specified time period. Failure of a student to attend a formal exam, quiz, test, etc. won't qualify him/her for re-exam. **Students are required to complete all the requirements defined for the completion of the course**

6. Prescribed Book and References

Bateman, T. S., & Snell, S. (2002). *Management: Competing in the new era*. New Delhi: Tata McGraw Hill.

Reference Books

Pant, P. R. (2020). *Principles of management*. Buddha Academic Enterprises.

Chalise, M., & Gautam, P. K. (2021). *Principles of management*. KEC Publication and Distributors (P.) Ltd.

Paudel, S. R., Pradhan, G. M., & Bhandari, K. P. (2003). *Principles of management*. Asmita Publications.



Semester III	
Course Description	Credits Hours
Hospitality Statistics	3
Food Productions and Patisserie (Theory)	3
Food Productions and Patisserie III (Practical)	1.5
Food and Beverage Service (Theory) – III	3
Food and Beverage Service III (Practical)	1.5
Room Division Management I (Theory)	3
Room Division Management I (Practical)	1.5
Introduction to Management Information system	3
Total Credits	19.5



Pokhara University
Faculty of Management Studies

Course code.: FNB 272
Course title: **Food and Beverage Service III**
Nature of the course: Theory
Year: Second, Semester III
Level: Undergraduate

Full marks: 100
Pass marks: 45
Time per period: 1 hr
Total periods: 48
Program: BHM

1. Course Description

This is designed to provide knowledge to students about various alcohols, their production process and services. It covers the overall fermented alcoholic beverage introduction, making process, their storage and services. It provides through knowledge of fermentation, aging, storage, uses and characteristics of most of the fermented beverages commodities available in market.

2. General Objectives

- The general objectives of this course are:
 - To familiarize the students with alcohol as a beverage
 - To provide the students with detail knowledge of fermented beverage, raw materials used, refining and processing, fermentation methods, use of various fermentation agents, fermentations time and temperature, fermentation vessels etc.
 - To make student aware about aging of fermented alcohol, various aging periods, aging vessels, temperature management, aging area management and organization.
 - To make the students cognizant of blending process, bottling and leveling, storage and shipping of various fermented alcoholic beverages.
 - To make the students knowledgeable about various service methods of fermented alcoholic beverages, mise en place, knowledge about accompaniments, pairing with foods and service
 - To acquaint the students with various possible faults in fermented beverages, judgement of alcohols before services, handling complains related to alcohol services.

This course will provide students with a comprehensive understanding of an essential aspect of the alcohol types, production of fermented beverages, its storage and sales. It equips them with practical skills of judging the quality of such beverage and suggesting customers with appropriate paired food.

3. Contents in detail with specific objectives

Specific objectives	Contents
• To explain alcohol as beverage • To describe the history of alcohol • To distinguish the various types of alcohol	Unit 1: Introduction to Alcoholic Beverage 6hrs 1.1 Introduction: Definition of alcohol, 1.2 History of Alcohol, 1.3 Classification of Alcoholic Beverage with examples,



- To explain making process of various alcohol - To identify modern tools of alcohol measurement - To explain the uses and abuse of alcohol	1.4 methods of preparation of alcohol (Fermentation, Distillation), 1.5 Various modern alcohol measurements methods, 1.6 Uses and abuse of alcohol.
- Identify wine as a beverage - Describe the importance of viticulture in wine making - Explain grapes plant growing process with various stages - Identify the various important grapes varieties used in wine making - Distinguish the various parts of grape fruits with its possible chemical compositions - Explain classification of wine - Describe wine making process - Explain the wine level and how the wine is named after - Identify various types of wine - Identify the various factors that affect the quality of wine - Distinguish various faults in wine before and after service - Explain the various steps undertaken in wine tasting & judging of wine. - Explain the procedure of various types of wine service (Red, White, Rose') - Identify the need of decanting of wine - Distinguish the necessity of storing wines its procedures - Identify the popular food and wine combination and rules followed globally while pairing wine with food	Unit 2: Introduction to Wines 12 hrs 2.1 Introduction of Wine 2.2 History and importance of Viticulture 2.2.1 Life Cycle of Grape Plants 2.2.2 Grape Varieties used in Manufacturing Wines 2.2.3 physical and chemical Compositions of grapes 2.3 Classification of Wines 2.4 Vinification Process 2.5 Naming of wines, Reading Wine Labels 2.6 Vintage and Non -vintage Wines, ice wines, organic wines 2.7 Factors Influencing the Quality of Wine 2.8 faults in wines 2.9 Wine service, storage and food pairing 2.10 Tasting of wines and steps involved in wine tasting, 2.11.1 Service of Wines (corked, tin capped, chilled), 2.11.2 Decanting of Wines, 2.12 Storing Procedures of Wines, 2.13 Wine and Food Harmony. *Practicum - Mise en place of wine service - Process of taking wine order from guest - Explaining about wine to the guest - Wine opening and service procedure of (wooden/rubber/plastic cork & tin capped) Red, White, Rose' wine - Wine tasting with appropriate accompaniments - Explain about the characteristics of wine through experiences
- Identify old wine countries of world. - Explain various regions of France & Italy - Explain various wine laws of France and Italy. - Identify wines from Spain, Germany and Portugal	Unit 3: Major Wine Producing Countries and Their Wines (10hrs) 3.1 Old world country wines France: Wines from France, Wine laws of France, Wine Producing regions in France, Wines from Italy, wine laws of Italy, wine producing regions of Italy, Wines from (Spain, Germany, Portugal, 3.2 New world country wine



- Identify New world country wines - Distinguish the differences between world countries wine and new world countries wine. - Identify the Nepalese wine making trends and popular grapes used to make wine and commercialization of Nepalese wine	Australia, United States of America, South Africa, Chile , Argentina, India and Nepal
- Identify champagne as a special wine in the world - Explain various grapes used and their contribution in champagne making - Describe various sub-regions of Champagne region of France - Distinguish the process of making champagne and other sparkling wine making process. - Explain various types of champagne according to color, alcohol content, sugar content and aging - Identify the service procedure of sparkling wine. - Explain the storage process of sparkling wine	Unit 4: Champagne (6hrs) 4.1 Introduction: History of champagne, Areas of Champagne Region of France, Grapes Variety, 4.2 Champagne and sparkling wine making Methods (Champenoise, Charmat, Transfer and Impregnation methods), 4.3 Types of Champagne, Aging of Champagne, 5.4 Storage of champagne, 4.4 champagne Shippers, popular brands of champagne, 4.5 Service of Champagne *Practicum - Mise en place of sparkling wine service - Order taking and explaining sparkling wine to the guest - Opening and service of sparkling wines
- Explain fortification process - Distinguish between aromatized and fortified wines - Identify the making process of sherry and port wines. - Explain the storage of fortifies wines - Describe service procedures of fortified wines	Unit 5: Fortified Wines (6 hrs) 5.1 Introduction: Aromatized and fortified wines, Types and examples, 5.2 Manufacturing Process and types of Sherry, Port, introduction to (Madeira, Marsala, Malaga), 5.3 Storage and Service of Aromatized and fortified wines, Shippers. *Practicum - Mise en place of Fortified wines - Order taking and explaining of fortified wines - Opening and service of fortified wines
- Explain Cider and Perry as an alcoholic beverage - Service of Cider and Perry	Unit 6: Cider and Perry (3hrs) 3.2 Introduction: Cider, types, popular brands and its service, 3.3 Perry, popular brands and its service *Practicum - Mise en place of cherry and perry - Order taking and explaining about the beverage - Opening and service of beverage
Explain beer and its key ingredients	Unit 7: Beer (5hrs)



- Describe beer manufacturing process - Distinguish between top and bottom fermented beer - Identify the storage of beers - Explain service procedure of beer - Describe faults in beers	7.1 Introduction: Definition of Beer, History of Beer, Ingredients used in Manufacturing Beer, Beer Manufacturing Process, Characteristic and Types of Beer, 7.2 The art of Storage and Service of Beer, Faults in Beer, 7.3 Popular International and Domestic Brands. *Practicum - Mise en place of beer service - Order taking and explaining of beers - Opening and service of beers - Tasting various types of beers and sharing the experiences
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Note: The figures in the parentheses indicate the approximate periods for the respective units.

4. Methods of Instruction

Lecture, discussion, question-answer, brainstorming, Project work, lab work, fieldwork etc.

5. Evaluation system and students' responsibilities

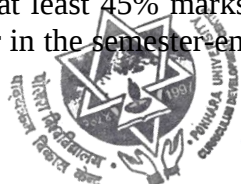
Internal Evaluation

In addition to the formal end- semester exam(s), the internal (formative) evaluation of a student may consist of quizzes, assignments, lab reports, projects, class participation and presentation etc. The tabular presentation of the internal evaluation is as follows. The components may differ according to the nature of the subjects.

External Evaluation	Marks	Internal Evaluation	Weight	Marks
Semester-end examination	50	Assignments	10%	50
		Field visit/ observation	5%	
		Presentation	5%	
		Practicum/ participation	5%	
		Attendance	5%	
		Class participation	10%	
		Term exam	60%	
Total external	50	Total Internal	100%	50
Full Marks 50+50 = 100				

Student requirements:

Each student must secure at least 45% marks in internal evaluation with 80% attendance in the class in order to appear in the semester-end examination. Failing to get such score will be



equated with NOT QUALIFIED (NQ) and the student will not be eligible to appear in the End- Semester examinations. Students are advised to attend all the classes and complete all the assignments within the specified time period. Failure of a student to attend a formal exam, quiz, test, etc. won't qualify him/her for re-exam. **Students are required to complete all the requirements defined for the completion of the course**

6. Prescribed Books and References

Prescribed Text Book

Singaravelavan, R. (2012). *Food and beverage service*. Oxford University Press Publication.

Reference Books

Andrews, S. (2013). *Food & beverage management*. Tata McGraw Hill.

Lipsinski, B., & Lipinski, K. (1996). *The complete beverage dictionary*. Van Nostrsnd.

Fielden, C. (2001). *Exploring wines & spirits*. Wine & spirit education trust.



Pokhara University
Faculty of Management Studies

Course code.: FNB 292
Course title: **Food and Beverage Service III**
Nature of the course: Practical
Year: Second, Semester III
Level: Undergraduate

Full marks: 100
Pass marks: 45
Time per period: 1 hr
Total periods: 24
Program: BHM

1. Course Description

This is designed to provide knowledge to students about various alcohols, their production process and services. It covers the overall fermented alcoholic beverage introduction, making process, their storage and services. It provides through knowledge of fermentation, aging, storage, uses and characteristics of most of the fermented beverages commodities available in market.

2. General Objectives

- The general objectives of this course are:
 - To familiarize the students with alcohol as a beverage
 - To provide the students with detail knowledge of fermented beverage, raw materials used, refining and processing, fermentation methods, use of various fermentation agents, fermentations time and temperature, fermentation vessels etc.
 - To make student aware about aging of fermented alcohol, various aging periods, aging vessels, temperature management, aging area management and organization.
 - To make the students cognizant of blending process, bottling and leveling, storage and shipping of various fermented alcoholic beverages.
 - To make the students knowledgeable about various service methods of fermented alcoholic beverages, mise en place, knowledge about accompaniments, pairing with foods and service
 - To acquaint the students with various possible faults in fermented beverages, judgement of alcohols before services, handling complains related to alcohol services.

This course will provide students with a comprehensive understanding of an essential aspect of the alcohol types, production of fermented beverages, its storage and sales. It equips them with practical skills of judging the quality of such beverage and suggesting customers with appropriate paired food.

3. Contents in detail with specific objectives

Specific objectives	Contents
• Identify the key information required about wines that is useful during wine service and paring the food • Identify all types of glassware used in alcoholic beverage service	Practical Contents (24) How to Read the Wine Label? French Australian South American German



• Explain the process of taking orders of fermented alcoholic beverages and suggest the guest with selection of wine based on knowledge and experience. • Distinguish the art of decanting wine • Explain the champagne service procedure by identifying the appropriate glass. • Describe the service of cider and perry • Explain the use of ice bucket for chilled wines and wine caddy for red wines. • Explain the service procedure of beer through bottle, can and service of draught beer • Identify the nature of various beer prior to service.	Italian Wine glasses and Dimensions Red Wine White Wine Champagne Sherry Taking wine Order and Suggesting Wine Opening of Wine Bottle Wine Tray Handling The Service of Table Wine Using the Punt and free-Handed Pouring Use of serviette Direction and Protocol Refilling Decanting the wine and service from decanter Opening of Champagne The service of Champagne Sparkling and Champagne Using the Punt and free-Handed Pouring Use of Serviette and Ice Bucket Direction and Protocol Refilling Cheese and Wine Testing Variety of Cheese and Crackers Smell, Sight, Sip and Summarize Red Wine, White Wine & Rose Wine Food and Wine Harmony examples Opening of Cider Service of Cider Opening of Perry Service of Perry Opening a Beer The Service of Beer Beer Storage and Draft Beer Understanding
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Note: The figures in the parentheses indicate the approximate periods for the respective units.

4. Methods of Instruction

Lecture, discussion, question-answer, brainstorming, Project work, lab work, fieldwork etc.

5. Evaluation system and students' responsibilities

Internal Evaluation

In addition to the formal end- semester exam(s), the internal (formative) evaluation of a student may consist of quizzes, assignments, lab reports, projects, class participation and presentation etc. The tabular presentation of the internal evaluation is as follows. The components may differ according to the nature of the subjects.



External Evaluation	Marks	Internal Evaluation	Weight	Marks
Practical Exam & Viva	50	Attendance	5%	50
		Hygiene and grooming	10%	
		Team Work	10%	
		Hospitality etiquette	10%	
		Task Evaluation	50%	
		Quizzes (De-briefing)	15%	
Total external	50	Total Internal	100%	50
Full Marks 50+50 = 100				

Student requirements:

Each student must secure at least 45% marks in internal evaluation with 80% attendance in the class in order to appear in the semester-end examination. Failing to get such score will be equated with NOT QUALIFIED (NQ) and the student will not be eligible to appear in the End- Semester examinations. Students are advised to attend all the classes and complete all the assignments within the specified time period. Failure of a student to attend a formal exam, quiz, test, etc. won't qualify him/her for re-exam. **Students are required to complete all the requirements defined for the completion of the course**

6. Prescribed Books and References

Prescribed Text Book

Singaravelavan, R. (2012). *Food and beverage service*. Oxford University Press Publication.

Reference Books

Andrews, S. (2013). *Food & beverage management*. Tata McGraw Hill.

Lipsinski, B., & Lipinski, K. (1996). *The complete beverage dictionary*. Van Nostrsnd.

Fielden, C. (2001). *Exploring wines & spirits*. Wine & Spirit Education Trust.



Pokhara University
Faculty of Management Studies

Course code.: FNB271

Course title: **Food Productions and Patisserie (Theory)-III**

Nature of the course: Practical

Year: Second, Semester III

Level: Undergraduate

Full marks: 100

Pass marks: 45

Time per period: 1 hr

Total periods: 48

Program: BHM

1. Course Description

This course presents a thorough and systematic coverage of theoretical and practical aspects of Indian, Nepalese cuisine as well as cookies and biscuits. This course will more focus on bulk food production, menu planning, as well as Indian and Nepalese Cuisine. It also covers meat fabrication including disjointing, deboning of meat and poultry. This is designed to explore culinary variety, covering bulk food production, the course analyzes its meaning, concept, and features, addressing production systems, storage challenges, and invalid cooking practices. It includes Cream, Cheese & Butter Studies, exploring cream processing, types, cheese manufacturing steps, and various butter types. The course provides insights into their storage and serving methods. It covers diverse culinary domains ranging from Indian and Nepalese Cuisines to Fast Food, and Cookies & Biscuits. The course delves into characteristics, regional features, and culinary terms. Students explore the advantages and disadvantages of convenient food and practical aspects of cookie preparation.

2. General Objectives

The general objectives of this course are,

- To familiarize the students with the principles and techniques of bulk cooking.
- To enable the students to understand the significance of key dairy products in culinary preparations for the catering industry.
- To provide comprehensive knowledge of various cooking methods suitable for large-scale food production.
- To equip students with the skills needed to handle and utilize essential dairy products effectively.
- To enhance students' understanding of the application of bulk cooking methods in diverse catering contexts.
- To foster a deep comprehension of the role of dairy products in enhancing the flavor and texture of different dishes.
- To develop the students' proficiency in selecting and incorporating appropriate dairy ingredients in catering recipes.
- To empower students with the ability to create well-balanced and appealing menus for diverse culinary occasions.
- To prepare students for the practical challenges of the catering industry by combining theoretical knowledge with hands-on skills in bulk cooking.

3. Contents in detail with specific objectives

Specific objectives	Contents
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• Describe the concept of Bulk Food Catering and provide a comprehensive overview of the foundational concepts of Bulk Food Catering. • Explain the concept and objectives of Bulk Food Production and elaborate on the meaning, concept, and objectives of Bulk Food Production, providing a clear understanding for students. • Explain the continuity of unique features in Bulk Food Production and explore and elucidate the unique features of Bulk Food Production, ensuring a continuous understanding of these aspects. • Identify the points of examination in production systems and point out key elements in the examination of production systems related to Bulk Food Catering. • Distinguish the significance of holding in Bulk Food Production and highlight and differentiate the importance of holding in the context of Bulk Food Production. • Use different rules to analyze storage challenges and apply various rules and methods to analyze storage challenges associated with Bulk Food Production. • Interpret the result of effective solutions to storage challenges and provide an interpretation of the outcomes derived from implementing effective solutions to storage challenges in Bulk Food Production. • Compute higher-order derivatives to address invalid cooking practices Consider forced analysis, analogous to computing higher-order derivatives, to identify and address issues related to invalid cooking practices in the Bulk Food Production process.	Unit 1: Bulk Food Production 4 hours 1.1 Overview of Bulk Food Catering 1.2 Meaning, Concept, Objective of Bulk Food Production 1.3 Features of Bulk Food Production 1.4 Production System 1.5 Holding 1.6 Storage Problems and Solutions 1.7 Invalid Cooking
• Examine Cream, covering its introduction, processing, and types. • Explore Cheese, including manufacturing steps, types, and global variations. • Study Butter, addressing its introduction, processing, and different types.	Unit 2: Cream, Cheese & Butter 10 hours 2.1 Cream 2.1.1 Introduction 2.1.2 Processing of Cream 2.1.3 Types of Cream 2.2 Cheese 2.2.1 Introduction 2.2.2 Steps for manufacturing cheese 2.2.3 Types of Cheese



	2.2.4 Bleu Cheese 2.2.5 Storing Cheese 2.2.6 Serving Cheese 2.2.7 Cooking with Cheese 2.2.8 Uses of Cheese 2.2.9 Cheeses from around the world (French, Italian, British, Swiss, German, Austrian, Dutch) 2.3 Butter 2.3.1 Introduction 2.3.2 Processing of Butter 2.3.3 Types of Butter
- Trace the history of Garde Manger and explore the historical evolution and development of Garde Manger. - Explain the Garde Manger Tradition in Europe and understand the cultural and traditional aspects of Garde Manger in European culinary practices. - Identify the functions of the Garde Manger station and enumerate the essential roles and responsibilities of the Garde Manger in a professional kitchen. - Distinguish the techniques of charcuterie and forced meat preparation and Differentiate between methods used in preparing bacon, ham, gammon, sausage, pate, terrine, galantine, and Ballantine. - Describe brines, cures, and marinades and their differences and provide definitions and distinctions between these preservation and flavoring techniques. - Interpret the meaning, making, types, and uses of Chaud Froid and understand the concept and applications of Chaud Froid in culinary practices. - Classify Hors d'oeuvre and provide examples and categorize and illustrate various types of appetizers. - Explain the introduction and classification of salads with examples and provide an overview of salad types and compositions. - Explore the guidelines for making salads, including classical varieties, and provide instructions on crafting salads with an emphasis on classical styles. - Introduce salad dressings, their types, functions, and examples, and familiarize	Unit 3 : Garde Manger 12 hours 3.1 History 3.1.1 Garde Manger Tradition in Europe 3.2 Functions 3.3 Charcuterie and Forced meat 3.3.1 Bacon, Ham, Gammon, Sausage, Pate, terrine, Galantine, Ballantine. 3.3.2 Brines, Cures, Marinades (Definition, Differences) 3.3.3 Chaud Froid (Meaning, Making, Types, Uses) 3.4 Hors d'oeuvre: 3.4.1 Introduction, and classification with examples 3.5 Salad 3.5.1 Introduction 3.5.2 Classification with examples 3.5.3 Compositions 3.5.4 Classical Salads 3.5.5 Guidelines of making salads 3.6 Dressings 3.6.1 Introduction 3.6.2 Types 3.6.3 Functions 3.6.4 Thousand Island, French, American, Honey Mustard, Ranch, Balsamic 3.7 Sandwiches and canapés 3.7.1 Introduction 3.7.2 Classification 3.7.3 Guidelines while preparing, base, spreads, fillings, toppings, garnishes, accompaniments

students with the different dressings and their applications in culinary preparations. • Familiarize with the concepts of sandwiches and canapés and provide an introduction to the basics of sandwich and canapé preparation. • Classify sandwiches and canapés, and offer guidelines for preparation categorize and provide instructions on preparing sandwiches and canapés.	
• Describe the introduction to egg cookery and Provide an overview of the role of eggs in culinary practices. • Explain the structure of an egg with a diagram and illustrate the anatomy of an egg through a comprehensive diagram. • Identify points for egg selection and provide guidelines for choosing eggs based on quality and freshness. • Distinguish the functions and uses of eggs in preparation and enumerate the diverse applications of eggs in cooking. • Explain the nutritive value of eggs and outline the nutritional aspects and significance of eggs in a balanced diet.	Unit 4: Egg Cookery 6 Hours 4.1 Introduction 4.2 Structure of an egg with Diagram 4.3 Selection of egg 4.4 Function (Preparation/ Uses) of Egg 4.5 Nutritive Value
• Investigate Nepalese Cuisine, including history, regional dishes, herbs, spices, equipment, and culinary term. • Explore the history and features of Indian Cuisine. • Study regional Indian Cuisine with special dishes, herbs, spices, and equipment used. • Examine basic Indian gravies, Indian sweets, and culinary terms.	Unit 5: Nepalese and Indian Cuisine 8 hours 5.1 History and Features of Nepalese Cuisine 5.2 Regional Nepalese Cuisine with Ethnic Dishes 5.3 Herbs and Spices used in Nepalese Cuisine 5.4 Equipment Used in Nepalese Cuisine 5.5 Culinary Terms used in Nepalese Cuisine 5.6 History and Features of Indian Cuisine 5.7 Regional Indian Cuisine with Ethnic Dishes 5.8 Herbs and Spices used in Indian Cuisine 5.9 Equipment Used in Indian Cuisine 5.10 Basic Indian Gravies 5.11 Indian Sweets 5.12 Culinary Terms used in Indian Cuisine
• Analyze the characteristics of Fast Food and the role of convenience food in operations. • Evaluate the advantages and disadvantages of convenience food • Explore considerations specific to the fast-	Unit 6: Fast Food and Convenience Food 4 hours 6.1 Characteristics 6.2 Role of convenience food in fast food operations



food industry.	6.3 Advantages and disadvantages of convenience food 6.4 Fast food considerations
• Provide an introduction to Cookies and Biscuits. • Instruct on the preparation of simple cookies, types, uses, and common faults.	Unit 7: Cookies and Biscuits 4 hours 7.1 Introduction 7.2 Preparation of Simple Cookies 7.3 Types of Cookies 7.4 Uses of Cookies 7.5 Common Faults in Cookies

Note: The figures in the parentheses indicate the approximate periods for the respective units.

4. Methods of Instruction

Lecture, discussion, question-answer, brainstorming, Project work, lab work, fieldwork etc.

5. Evaluation system and students' responsibilities

Internal Evaluation

In addition to the formal end- semester exam(s), the internal (formative) evaluation of a student may consist of quizzes, assignments, lab reports, projects, class participation and presentation etc. The tabular presentation of the internal evaluation is as follows. The components may differ according to the nature of the subjects.

External Evaluation	Marks	Internal Evaluation	Weight	Marks
Semester-end examination	50	Attendance	5%	50
		Hygiene and Grooming	10%	
		Task evaluation	50%	
		Hospitality Etiquette	10%	
		Team Work	10%	
		Quizzes (Debriefing)	15%	
Total external	50	Total Internal	100%	50
Full Marks 50+50 = 100				

Student requirements:

Each student must secure at least 45% marks in internal evaluation with 80% attendance in the class in order to appear in the semester-end examination. Failing to get such score will be equated with NOT QUALIFIED (NQ) and the student will not be eligible to appear in the End- Semester examinations. Students are advised to attend all the classes and complete all the assignments within the specified time period. Failure of a student to attend a formal exam,



quiz, test, etc. won't qualify him/her for re-exam. ***Students are required to complete all the requirements defined for the completion of the course***

6. Prescribed Text Books and References

Prescribed Text Books

Foskett, D., & Cesevani, V. (2007). *The theory of catering*. Hodder and Stoughton.

Bali, P. S. (2012a). *International cuisine & food production management*. Oxford University Press.

Majumder, S. (2011). *Basic training kitchen*. Aman Publication.

Reference Books

Arora, K. (2008). *Theory of cookery*. Franks Bros. & Co. Ltd.

Bali, P. S. (2011). *Quantity food production operations and Indian cuisine*. Oxford University Press.

Pauli, E. (1989a). *Classical cooking the modern way*. Van Nostrand Reinhold.

Gringson, J. (1967). *The book of ingredients*. Michel Joshef Ltd.



Pokhara University
Faculty of Management Studies

Course code: FNB 191
Course title: **Food Production and Patisserie III**
Nature of the course: Practical
Year: Second, Semester III
Level: Undergraduate

Full marks: 100
Pass marks: 45
Time per period: 1 hr
Total periods: 24
Program: BHM

1. Course Description

This course presents a thorough and systematic coverage of principle and practices of western and Mediterranean cuisine and basic understanding of bakery commodities.

2. General Objectives

The general objectives of this course are

- **Lab Practices:** Participate in interactive lab sessions to apply theoretical knowledge, honing their skills in a controlled environment. This will involve practical exercises in setting up work stations, handling equipment, and practicing various cooking techniques.
- **Culinary Environments:** Immerse yourself in practical culinary settings, whether in authentic restaurants or simulated scenarios, to develop firsthand experience. This hands-on approach equips students with the skills to handle kitchen operations, work effectively within teams, and successfully execute various cooking styles.

3. Contents in detail with specific objectives

Specific objectives	Contents
• Create a traditional Indian appetizer featuring paneer and mint chutney, followed by innovating a tandoori main course with diverse spices and marination techniques. • Blend classic Indian sweets with a modern twist to craft a fusion dessert, while designing a refreshing beverage using authentic Indian ingredients to showcase regional flavors. • Enhance the visual appeal of each course through immersive presentation techniques, incorporating traditional Nepalese plating methods to elevate the overall aesthetic of the menu. • Formulate an authentic Nepalese soup with local herbs and spices, construct momo	Practical Contents (24) Four-Course Indian Menu – 5 Four-Course Nepalese Menu - 3



variations for the main course, and devise a unique side dish emphasizing regional culinary elements.	
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Note: The figures in the parentheses indicate the approximate periods for the respective units.

4. Methods of Instruction

Lecture, discussion, question-answer, brainstorming, Project work, lab work, fieldwork etc.

5. Evaluation system and students' responsibilities

Internal Evaluation

In addition to the formal end- semester exam(s), the internal (formative) evaluation of a student may consist of quizzes, assignments, lab reports, projects, class participation and presentation etc. The tabular presentation of the internal evaluation is as follows. The components may differ according to the nature of the subjects.

External Evaluation	Marks	Internal Evaluation	Weight	Marks
Practical Examination and viva	50	Attendance	5%	50
		Hygiene and Grooming	10%	
		Task evaluation	50%	
		Hospitality Etiquette	10%	
		Team Work	10%	
		Quizzes (Debriefing)	15%	
Total external	50	Total Internal	100%	50
Full Marks 50+50 = 100				

Student requirements:

Each student must secure at least 45% marks in internal evaluation with 80% attendance in the class in order to appear in the semester-end examination. Failing to get such score will be equated with NOT QUALIFIED (NQ) and the student will not be eligible to appear in the End- Semester examinations. Students are advised to attend all the classes and complete all the assignments within the specified time period. Failure of a student to attend a formal exam, quiz, test, etc. won't qualify him/her for re-exam. **Students are required to complete all the requirements defined for the completion of the course**



6. Prescribed Texts and Reference Books

Basic Texts Books

- Bali, P. S. (2012a). *International cuisine & food production management*. Oxford University Press.
- Pauli, E. (1989a). *Classical cooking the modern way*. Van Nostrand Reinhold.
- Ceserani, V. & Kinton, R. (2000). *Practical cookery*. London: Hodder & Stoughton Publication.
- Majumder, S. (2011). *Basic training kitchen*. Aman Publication.

Reference

- Bali, P. S. (2014). *Food production operations*. Oxford University Press.



Pokhara University
Faculty of Management Studies

Course code.: MIS 201

Course title: **Introduction to Management Information System**

Nature of the course: Theory

Year: Second, Semester III

Level: Undergraduate

Full marks: 100

Pass marks: 45

Time per period: 1 hr

Total periods: 48

Program: BHM

1. Course Description

The course detailly cover practical application of MIS principles in various facets of hospitality operations. Students will learn how MIS facilitates reservation systems, guest services, inventory management, and staff scheduling, enabling seamless coordination and improved guest experiences. Through case studies and real-world scenarios, learners will analyze the impact of MIS on enhancing guest satisfaction, optimizing resource allocation, and streamlining communication within the hospitality context. In this module, students will gain a comprehensive understanding of Management Information Systems (MIS) and their pivotal role in the hospitality industry. They will delve into the core concepts of MIS, exploring the integration of technology, data, and processes to enhance decision-making and operational efficiency within hospitality management. Students will grasp the fundamental components of MIS, including data management, information architecture, and the strategic alignment of technology with business goals.

2. General Objectives

The general objective of this course are:

- To familiarize the students with concept of Management Information Systems (MIS) principles, and frameworks, enabling BHM students to recognize the strategic significance of information technology in the hospitality industry.
- To develop student's skills in implementing MIS tools and techniques within various hospitality operations.
- To cultivate the student's ability to analyze, interpret, and leverage data-driven insights provided by MIS for informed decision-making.
- To introduce students to the latest trends and innovations in MIS.
- To promote effective communication and collaboration skills among BHM students, emphasizing the role of MIS in facilitating seamless information exchange between departments.

4. Contents in detail with specific objectives

Specific Objectives	Contents
• Familiarize the students with the concept of computer and technology. • Identify the basic components of a computer. • Familiarize students with Microsoft word and it's features	Unit 1: Computer System (5) 1.1 Introduction to computer technology, 1.2 Types of Computer Systems, Computer System Concepts, 1.3 Memory (Primary Storage, Secondary Storage), 1.4 Hardware (Input Devices, Output Devices), Software and its



	Classification <u>Practical: Microsoft Word</u> ○ Opening/editing documents ○ Basic tools used in Microsoft Word. ○ Bulleting ○ Layout design and document formatting
• Develop a clear understanding of the foundational concepts, including data, data processing, information, and the role they play in forming the basis of information systems. • Comprehend the concept, characteristics, and necessity of information systems. • Familiarize students with Microsoft excel and it's features	Unit 2: Foundation of Information System (6) 3.1 Data, Data processing, 3.2 Information, Information System: concept, 3.3 characteristics and need; Fundamental Resources of Information System, 3.4 Potential Risks of Information System, 3.5 Mitigating the risks of Information System <u>Practical: Microsoft Excel</u> ○ Working with workbooks and worksheet ○ Concept on cells ○ Functions (IF, Date and time, Count, Statistical)
• Differentiate between various types of information systems (TPS, MIS, DSS, ESS), grasping their distinct functions, characteristics, uses and limitations. • Explore the objectives, attributes, applications, benefits, and limitations of Management Information Systems (MIS).	Unit 3: Information System Types (8) 3.1 Types of Information System (TPS, MIS, DSS, ESS) 3.2 objectives, characteristics features, applications, benefits and limitations; Approaches, development, and implementations of MIS, 3.3 Success and Failure of MIS. <u>Practical: Microsoft PowerPoint</u> ○ Introduction to PowerPoint ○ Creating Slides ○ Formatting slides and layout design
• Understand the fundamentals of telecommunication networks and their relevance in the hospitality sector. • Explore the various components and	Unit 4: Telecommunication Networks (6) 4.1 Introduction to Telecommunication Networks; Network Topologies;



technologies that comprise telecommunication networks. - Recognize the impact of telecommunication networks on guest services, operational efficiency, and overall hotel management. - Gain insight into emerging trends and innovations in telecommunication networks that are shaping the future of the hospitality industry.	Telecommunication Networks in Hospitality Operations 4.2 Application, Challenges and Considerations of Telecommunication Network in Hospitality Industry; 4.3 Current Trends in Hospitality Industry
- Understand the principles of E-commerce and its relevance within the hospitality sector. - Explore different E-commerce models and platforms tailored for the hospitality industry. - Recognize how E-commerce enhances guest experiences, revenue streams, and operational efficiency in hotel management. - Analyze challenges and considerations in implementing and managing E-commerce systems in hospitality contexts. - Gain insight into emerging trends and innovations in E-commerce that are shaping the future of the hospitality industry.	Unit 5: E-Commerce in Hospitality (7) 5.1 Introduction to E-Commerce in Hospitality; E-Commerce Models (B2B, B2C and C2C) 5.2 Digital Marketing Strategies for Hospitality E-Commerce, Online Booking and Reservation Systems; Mobile E-commerce and App-based Services; Challenges and Considerations in E-Commerce Implementation in Hospitality Practical: Analysis Report of Online Food Delivery Platforms in Nepal
- Understand the principles of Customer Relationship Management (CRM) and its significance in hospitality. - Grasp the concept of Enterprise Resource Planning (ERP) systems, including their benefits and challenges in hotel management. - Gain insight into Supply Chain Management (SCM) and its pivotal role in the hospitality industry. Explore the concept, roles, benefits, and challenges of SCM, and how effective SCM strategies enhance operational efficiency within hotel management. - Recognize the evolving landscape of CRM, ERP, and SCM in the context of hospitality.	Unit 6: Business Applications (10) 6.1 Customer Relationship Management (CRM); Three Phases of CRM, 6.2 Benefits and Challenges of CRM, Trends in CRM; 6.3 Enterprise Resource Planning (ERP): concept, benefits and challenges, Trends in ERP; 6.4 Supply Chain Management (SCM): concept, roles, benefits, challenges;
- Gain a comprehensive understanding of Functional Information Systems, focusing on key applications like CRS, GDS, PMS, POS, and HIS. - Develop proficiency in recognizing how each	Unit 7: Functional Applications of Information System (6) 7.1 Functional Information Systems: Computer Reservation System (CRS), Global Distribution System (GDS), Property Management Systems

Functional Information System contributes to different aspects of hospitality operations, ranging from guest services to inventory management. Analyze the characteristics, strengths, and limitations of these Functional Information Systems, understanding how they align with hospitality industry requirements and what challenges they may pose.	(PMS), Point of Sales Systems (POS) Hotel Information system (HIS); 7.2 Characteristics, Application and Limitations Practical: Pos System - Familiarization with Pos system - Data recording in Pos - Reporting in Pos systems
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Note: The figures in the parentheses indicate the approximate periods for the respective units.

4. Methods of Instruction

Lecture, discussion, question-answer, brainstorming, Project work, lab work, fieldwork etc.

5. Evaluation system and students' responsibilities

Internal Evaluation

In addition to the formal end- semester exam(s), the internal (formative) evaluation of a student may consist of quizzes, assignments, lab reports, projects, class participation and presentation etc. The tabular presentation of the internal evaluation is as follows. The components may differ according to the nature of the subjects.

External Evaluation	Marks	Internal Evaluation	Weight	Marks
Semester-end examination	50	Assignments	10%	50
		Presentation	15%	
		Attendance	5%	
		Class participation	10%	
		Term exam	60%	
Total external	50	Total Internal	100%	50
Full Marks 50+50 = 100				

Student requirements:

Each student must secure at least 45% marks in internal evaluation with 80% attendance in the class in order to appear in the semester-end examination. Failing to get such score will be equated with NOT QUALIFIED (NQ) and the student will not be eligible to appear in the End- Semester examinations. Students are advised to attend all the classes and complete all the assignments within the specified time period. Failure of a student to attend a formal exam, quiz, test, etc. won't qualify him/her for re-exam. **Students are required to complete all the requirements defined for the completion of the course**

6. Prescribed Books and References



Rainer, R. K., & Prince, B. (2021). *Introduction to information systems*. John Wiley & Sons.

Laudon, K. C., & Laudon, J. P. (2004). *Management information systems: Managing the digital firm*. Pearson Educación.

Reference Books

O'Brien, J. A., & Marakas, G. M. (2010) *Management information systems*. McGraw Hill. (10th Ed.).

Laudon, K. C., & Laudon, J. P. (2020). *Management information systems managing the digital firm*. Pearson.

Tesone, D. V. (2006). *Hospitality information systems and e-commerce*. Wiley.



Pokhara University
Faculty of Management Studies

Course code.: RDM 281
Course title: **Room Division Management I**
Nature of the course: Theory
Year: Second, Semester III
Level: Undergraduate

Full marks: 100
Pass marks: 45
Time per period: 1 hr
Total periods: 48
Program: BHM

1. Course Description

This course presents a thorough and systematic coverage of introduction of hospitality, hotel industry, front office department of hotels and similar establishments and focuses on the basic functions of front office department including reservation, check-in and check-out process. It also covers the job responsibilities of front office staffs, guest rooms and its tariff, and front office operations.

2. General Objectives

The purpose of this course is to provide the students with a broad and integrative introduction of the hotel and its classification, hotel organization as well as front office department and its departmentalization. The course also attempts to enable the students to understand the role and functions of front office department.

3. Contents in detail with specific objectives

Specific objectives	Contents
- Develop a comprehensive understanding of the hospitality industry: - Explore the scope, significance, and various sectors of the hospitality industry. - Explain the various nature of hospitality. - Explain the various core areas of the hotel. - List & explain the various needs & benefits of classification. - Describe the various types of hotel classifications.	Unit 1: Introduction to Hospitality Industry (10) 1.1 Introduction: Origin, growth and development of Hospitality Industry 1.2 Nature of Hospitality 1.2.1 Introduction: Core Areas, The need for classification of hotel, 1.2.2 Classification according to Standard, Heritage, Size, Location, Clientele, Duration of Guest Stay, Level of Service, Ownership.
- Briefly explain the need of organization. - Illustrate the differences between vision & mission. - Define organization chart. - Organizational chart of small, medium & large hotels. - Describe the job responsibilities of various	Unit 2: Hotel organization (8) 2.1 The Need of Organization, Vision and Mission, 2.2 Organizational structure of Hotel Big, Medium and Small 2.3 Organization Chart of Front Office, 2.4 Job Responsibilities of Front Office



front office personnel. ● Explain the various types of rooms ● List out the various room symbols & abbreviations ● Define room tariff & various types of room rates. ● Explain the various types of meal plans	Staffs 2.5 Hotel Rooms 2.5.1 Introduction: Type of Rooms, Rooms Symbol and abbreviations, 2.5.2 Room Tariff, 2.5.3 Meal Plans, 2.5.4 Room Rate Designation
● Explain the front office & list out the various functions of the front office. ● Explain the different sections of the front office. ● List & explain the various telephone etiquettes. ● Understand the various equipment in the front office.	Unit 3: Front Office (4) 3.1 Introduction to Front office, 3.2 Function of front office, 3.3 Different sections of Front Office, 3.4 Equipment in Front Office, 3.5 Telephone etiquette
● Explain the various stages of the guest cycle process. ● Describe the pre- arrival stage. ● Explain the types & sources of reservation. ● List out the reservation procedure ● Understand upselling, reservation cancellation, regrets etc	Unit 4: The Guest Cycle & Pre-Arrival Stage (8) 4.1 The Guest Cycle Process (Pre-arrival, Arrival, Stay, Departure, Post Departure) 4.2 Pre-Arrival Stage 4.2.1 Types of Reservation, Sources of Reservations 4.2.2 Mode of Reservation, 4.2.3 system of Reservation, 4.2.4 Reservation procedure, 4.2.5 Upselling, 4.2.6 Reservation chart, 4.2.7 Reservation cancellation, 4.2.8 Amendments, 4.2.9 Confirmation, 4.2.10 Regrets, 4.2.11 Overbooking
● Describe the Arrival stage ● Explain the registration procedure, group arrival procedure. ● Define luggage handling & explain its procedure	Unit 5: Arrival Stage (4) 5.1 Introduction: Receiving, 5.2 Registration records, 5.3 Registration Procedures, 5.4 Group arrival procedure, 5.5 Luggage Handling
● Describe the occupancy stage. ● Explain how to handle VIPs, guest complaints, guest mails & messages. ● Procedure for handling wake up call & guest room change. ● Gain knowledge about concierge service & business center service.	Unit 6: Occupancy Stage (4) 6.1 Introduction: The Occupancy Stage 6.2 Handling VIP, 6.3 Handling complaint, 6.4 Handling guest mail, 6.5 Handling message, 6.6 Handling Safe deposit locker, 6.7 Handling wake up call, 6.8 Handling guest room change, 6.9 Concierge service, 6.10 Business Center service



● Describe the Departure & post departure stage. ● List & explain the departure procedures. ● Explain the various methods of settlement. ● Gain knowledge about various foreign exchange rules. ● Understand the front office communication. ● Identify the importance of interdepartmental relationships between front office & other departments. ● List & explain the various front office terminologies.	Unit 7: Departure Stage & Post Departure Stage (10) 7.1 Introduction: Departure Procedures, 7.2 Methods of Settlement, 7.3 Foreign Exchange Rules, 7.4 Social media and online reputation, 7.5 Guest satisfaction survey 7.6. Other Front Office Responsibilities 7.6.1 Front Office Communication 7.6.2 Interdepartmental Relationships, 7.6.3 Front Office Terminology
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Note: The figures in the parentheses indicate the approximate periods for the respective units.

4. Methods of Instruction

Lecture, discussion, question-answer, brainstorming, Project work, lab work, fieldwork etc.

5. Evaluation system and students' responsibilities

Internal Evaluation

In addition to the formal end- semester exam(s), the internal (formative) evaluation of a student may consist of quizzes, assignments, lab reports, projects, class participation and presentation etc. The tabular presentation of the internal evaluation is as follows. The components may differ according to the nature of the subjects.

External Evaluation	Marks	Internal Evaluation	Weight	Marks
Semester-end examination	50	Assignments	15%	50
		Quizzes	10%	
		Attendance	5%	
		Class participation	10%	
		Term exam	60%	
Total external	50	Total Internal	100%	50
Full Marks 50+50= 100				

Student requirements:

Each student must secure at least 45% marks in internal evaluation with 80% attendance in the class in order to appear in the semester-end examination. Failing to get such score will be equated with NOT QUALIFIED (NQ) and the student will not be eligible to appear in the End- Semester examinations. Students are advised to attend all the classes and complete all the assignments within the specified time period. Failure of a student to attend a formal exam,



quiz, test, etc. won't qualify him/her for re-exam. **Students are required to complete all the requirements defined for the completion of the course**

6. Prescribed Books and References

Prescribed Text Books

Kasavana, M. L., Brooks, R. M., & Steadmon, C. E. (1991). *Managing front office operations*. AH&LA.

Tewari, J. R. (2009). *Hotel front office: Operations and management*. Oxford University Press.

Reference Books

Bhatnagar, S. K. (2011). *Front office management*. Frank Brothers.

Andrews, S. (2013). *Hotel front office: A training manual*. Tata McGraw-Hill Education.

Bardi, J. A. (2021). *Hotel front office management*. Wiley India Ltd.



Pokhara University
Faculty of Management Studies

Course code.: RDM 291
Course title: **Room Division Management I**
Nature of the course: Practical
Year: Second, Semester III
Level: Undergraduate

Full marks: 100
Pass marks: 45
Time per period: 1 hr
Total periods: 24
Program: BHM

1. Course Description

This course presents a thorough and systematic coverage of use of front office equipment, guest reservation procedures, guest receiving, registering and record keeping techniques, procedures of guests' departure as well as telephone handling.

2. General Objectives

The purpose of this course is to provide the students with broad knowledge and skill of handling of front office equipment, technique of guest reservation, receiving, record keeping. This course also focuses the process of guests' departure and telephone handling techniques.

3. Contents in detail with specific objectives

Specific objectives	Contents
• Develop proficiency in handling front office equipment: • Master guest reservation techniques: • Develop record-keeping skills: • Understand the process of guests' departure: • Develop effective telephone handling techniques:	Practical Contents (24) Use of Front Office Equipment. Practice in Preparing for Guest Arrivals: Individuals, Groups, VIPs, Crews etc. Practice in Receiving, Assigning, Registering, Escorting, and Departure of the Guests Practice in Filling up Records and Registers. Handling Telephone Inquiries.

Note: The figures in the parentheses indicate the approximate periods for the respective units.

4. Methods of Instruction

Lecture, discussion, question-answer, brainstorming, Project work, lab work, fieldwork etc.

5. Evaluation system and students' responsibilities

Internal Evaluation

In addition to the formal end- semester exam(s), the internal (formative) evaluation of a student may consist of quizzes, assignments, lab reports, projects, class participation and



presentation etc. The tabular presentation of the internal evaluation is as follows. The components may differ according to the nature of the subjects.

External Evaluation	Marks	Internal Evaluation	Weight	Marks
Practical Exam & Viva	50	Attendance	5%	50
		Hygiene and grooming	10%	
		Team Work	10%	
		Hospitality etiquette	10%	
		Task Evaluation	50%	
		Quizzes (De-briefing)	15%	
Total external	50	Total Internal	100%	50
Full Marks 50+50 = 100				

Student requirements:

Each student must secure at least 45% marks in internal evaluation with 80% attendance in the class in order to appear in the semester-end examination. Failing to get such score will be equated with NOT QUALIFIED (NQ) and the student will not be eligible to appear in the End- Semester examinations. Students are advised to attend all the classes and complete all the assignments within the specified time period. Failure of a student to attend a formal exam, quiz, test, etc. won't qualify him/her for re-exam. **Students are required to complete all the requirements defined for the completion of the course**

6. Prescribed Books and References

Tewari, J. R. (2009). *Hotel front office: Operations and management*. Oxford University Press.

Andrews, S. (2013). *Hotel front office: A training manual*. Tata McGraw-Hill Education.



Pokhara University
Faculty of Management Studies

Course code.: STT 101
Course title: **Hospitality Statistics**
Nature of the course: Theory
Year: Second, Semester III
Level: Undergraduate

Full marks: 100
Pass marks: 45
Time per period: 1 hr
Total periods: 48
Program: BHM

1. Course Description

This course is designed to provide student with basic statistical concepts and techniques that are used in hotel industry. It covers the application of statistics on hospitality and tourism data analysis and interpretation using different software. It highlights the basic concepts of statistics, classification and presentation, descriptive statistics, measure of dispersion, basic probability and sampling technique, tourism, index numbers and time series analysis of tourism statistics.

2. General Objectives

The general objective of this course is:

- To familiarize the students with statistical techniques.
- To make the student able to use statistical techniques.
- To acquaint the students with tourism data management.
- To develop skills among the students about research projects.

3. Contents in detail with specific objectives

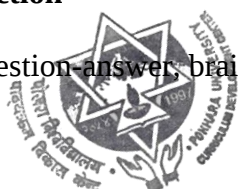
Specific objectives	Contents
- Define the basic concepts of statistics: - Identify the terminologies - Distinguish the various source of data - Identify the application of statistics in hotel management	Unit 1: Introduction to statistics (5) 1.1 Basic concepts of statistics 1.2 Terminologies associated with statistics such as population and sample, variables 1.3 Types of sources of data, descriptive and inferential statistics, 1.4 Data processing, application of statistics in hotel management
- Compute quantitative data and frequency data - Identify the various diagrammatic and graphical presentation	Unit 2: Data classification and presentation (8) 2.1 Summarizing the categorical and quantitative data, frequency distribution, relative and percentage frequency distribution, cumulative frequency distribution 2.2 Diagrammatic and graphic presentation, bar charts, pie charts, histogram, scatter plots, ogive, cross tabulation, stem and leaf display.
- Identify the various measures of central tendency. - Compute the various measure of dispersion	Unit 3: Concept of Measure of central tendency and measures of dispersion (9) 3.1 Measures of Location: 3.1.1 Mean,

	3.1.2 Median 3.1.3 Mode 3.1.4 Partition values and quartiles 3.2 Measures of Dispersion: 3.2.1 Range and their respective coefficients. 3.2.2 Inter-quartile range and their respective coefficients. 3.2.3 Quartile deviation and their respective coefficients. 3.2.4 Standard deviation, variance and their respective coefficients.
• Explain the meaning of Index number • Identify the features of index number • Distinguish the various types of index number • Identify the limitation of index number	Unit 4: Index number and its application (6) 4.1 Meaning of Index Numbers 4.1.1 Features of index number 4.2 Types of index number (simple index number and types and weighted index number and types), Laspeyre's formulae, Paasche's formulae, Fisher's Ideal formulae 4.3 Limitations of index number.
• Explain time series methodology • Identify the components of time series • Compute various measurement of trend	Unit 5: Time series (7) 5.1 Introduction 5.1.1 Components of the time series 5.2 Measurement of trend 5.2.1 Graphical curve fitting method 5.2.2 Method of moving average 5.2.3 Method of least square seasonal variation method of simple average.
• Explain the various types of tourists. • Identify the data in tourism objective. • Compute tourism data using index numbers and time series analysis: • Identify the various indicator of tourism.	Unit 6: Tourism Statistics (6) 6.1 Definition of international and domestic tourist movement 6.2 Collection of data in tourism arrival, departure and tourism expenditure 6.3 Presentation and tabulation of travel statistics 6.4 Tourism indicator measure in Nepal.
• Identify the correlation via scatter diagram • Compute Karl Pearson's correlation coefficients • Compute simple regression analysis	Unit 7: Simple correlation and regression (7) 7.1 Scatter diagram 7.2 Karl Pearson's correlation coefficients 7.3 Simple regression analysis

Note: The figures in the parentheses indicate the approximate periods for the respective units.

4. Methods of Instruction

Lecture, discussion, question-answer, brainstorming, Project work, lab work, fieldwork etc.



5. Evaluation system and students' responsibilities

Internal Evaluation

In addition to the formal end- semester exam(s), the internal (formative) evaluation of a student may consist of quizzes, assignments, lab reports, projects, class participation and presentation etc. The tabular presentation of the internal evaluation is as follows. The components may differ according to the nature of the subjects.

External Evaluation	Marks	Internal Evaluation	Weight	Marks
Semester-end examination	50	Assignments	15%	50
		Quizzes	10%	
		Attendance	5%	
		Class participation	10%	
		Term exam	60%	
Total external	50	Total Internal	100%	50
Full Marks 50+50 = 100				

Student requirements:

Each student must secure at least 45% marks in internal evaluation with 80% attendance in the class in order to appear in the semester-end examination. Failing to get such score will be equated with NOT QUALIFIED (NQ) and the student will not be eligible to appear in the End-Semester examinations. Students are advised to attend all the classes and complete all the assignments within the specified time period. Failure of a student to attend a formal exam, quiz, test, etc. won't qualify him/her for re-exam. **Students are required to complete all the requirements defined for the completion of the course**

6. Prescribed Books and References

Prescribed Text Books

Sweeney, D. J., Williams, T. A., & Anderson, D. R. (2009). *Fundamentals of Business Statistics*. South-Western/Cengage Learning.

Gupta, S.C. (2023). *Fundamentals of Statistics*. New Delhi: Himalayan Publishing House. (8th ed.).

Reference Books

Tourism Statistics of Nepal 2013 and Latest Publication, Ministry of culture, tourism & civil aviation planning & Evaluation Division Statistical Section.

Joshi, P.R., Thagurathi, R., Uperty, P. (2014). *Business statistics*. Buddha Academic Enterprises Pvt. Ltd. Nepal



Semester IV		
Course Code	Course Description	Credits Hours
ACC 126	Hospitality Accounting and Costing	3
FNB 274	Food Productions and Patisserie IV (Theory)	3
FNB 294	Food Productions and Patisserie IV (Practical)	1.5
FNB 275	Food and Beverage Service IV (Theory)	3
FNB 295	Food and Beverage Service IV (Practical)	1.5
RDM 283	Room Division Management II (Theory)	3
RDM 293	Room Division Management II (Practical)	1.5
MKT 143	Hospitality Marketing	3
	Total Credits	19.5





Pokhara University
Faculty of Management Studies

Course code.: FNB 295
Course title: **Food and Beverage Service IV**
Nature of the course: Theory
Year: Second, Semester IV
Level: Undergraduate

Full marks: 100
Pass marks: 45
Time per period: 1 hr
Total periods: 48
Program: BHM

1. Course Description

This course is designed to provide knowledge to students about Accommodation department of hotel, the layout and organizational structure of this department, guest rooms and caring and cleaning various surfaces using appropriate cleaning agents. It covers the importance of housekeeping control desk and how it is considered as nerve center of accommodation department. It is also designed to provide the knowledge about dealing with various emergency situation in hotel. And provide important information about maintaining safe and secure environment to both guests and staffs.

2. General Objectives

- The general objectives of this course are:
- To familiarize the students with accommodation department of hotel
- To provide the students with brief knowledge about various layout of housekeeping department
- To make student aware about the organizational structure of accommodation department.
- To make the students cognizant of various type of rooms and their features
- To make the students knowledgeable about care and cleaning of various hotel surfaces with a proper knowledge of appropriate cleaning agents
- To acquaint the students with various possible emergency situations while working in housekeeping department as well as providing awareness about maintaining safe and secure environment

3. Contents in detail with specific objectives

Specific objectives	Contents
• Explain the spirit/liquor/distillate • Distinguish the making process of distilled alcoholic beverage • Identify pot and patent still and its functioning • Explain Characteristic of pot still and patent still obtained alcohol. • Identify various distilled alcoholic beverages • Distinguish between aged and non- aged distilled alcoholic beverages	Unit I: Distilled Alcoholic Beverages 14 hr 1.1 Introduction: History and Definition of Spirits, 1.2 Characteristics and Types of Distillations. 1.3 Types of Spirits, methods of production & service 1.3.1.1 Introduction: Whiskey, 1.3.1.2 Classification of whisky by nature and origin, 1.3.1.3 Whiskey Manufacturing Process, 1.3.1.4 Popular brands of whiskies, 1.3.1.5 Popular mixes and service of



• Describe whisky making process, type of whiskies in terms of nature and origin. • Identify how whisky is served, what are the popular mixes of whisky and whisky based mixed drinks • Explain brandy and making process • Identify Various sub regions of cognac and Armagnac. And varieties of grapes used. • Explain The various categories of brandies • Describe various other fruit brandies • Distinguish various popular brandies and service methods with popular mixes and brandy based mixed brinks • Explain rum and its making process • Distinguish between various types of rums • Identify popular rums and their service along with mises and rum based mixed drinks • Explain flavored rum and their uses • Explain vodka, making process and its popular brands • Identify its service with common mises and vodka based mixed drinks. • Describe flavored vodka • Explain making process of gin, its type and styles • Describe the flavoring ingredients and methods of gin • Explain the popular brands of gin and its service with common mixes and gin based cocktails. • Explain the making process of tequila and its service • Identify popular brands and types of tequila along with tequila based popular mixed drinks	whisky 1.3.2.1 Introduction: Brandy 1.3.2.2 Classification of cognac, Armagnac, production areas of Cognac & Armagnac, 1.3.2.3 Brandy making process, 1.3.2.4 Categories of brandy, 1.3.2.5 Popular brands of brandy 1.3.2.6 Popular mixes and service of brandy 1.3.3.1 Rum: History and introduction to Rum, 1.3.3.2 Classification of Rum, 1.3.3.3 Making process of rum, 1.3.3.4 Popular brands of Rum 1.3.3.5 Popular mixes and service of rum 1.3.4.1 Vodka: Introduction and origin of Vodka, 1.3.4.2 Vodka Manufacturing Process, 1.3.4.3 Flavored vodkas, 1.3.4.4 Popular brands of vodkas 1.3.4.5 Popular Mixes and service of vodka 1.3.5.1 Gin: History and introduction of Gin, 1.3.5.2 Various flavor extraction methods and manufacturing process of gin 1.3.5.3 Various types of gin and styles of gins, 1.3.5.4 Popular brands of Gin 1.3.5.5 Popular mixes and service of gin. 1.3.6.1 Tequila: Introduction and origin of Tequila, 1.3.6.2 Tequila Manufacturing Process, 1.3.6.3 Types of tequila 1.3.6.4 Popular brands of tequila 1.3.6.5 Popular service of tequila *Practicum Demonstrate both international and domestic spirits and let students see and practice the session using the appropriate mixes, glassware and service methods
• Describe compound alcoholic beverages or liqueurs • Identify types of liqueurs • Describe parts of liqueurs • Explain methods of making liqueurs • Identify popular proprietary and generic liqueurs • Distinguish the uses and service	Unit II: Liqueurs, Compound Alcoholic Beverage & Aperitifs and Digestifs 5 hrs a. Introduction: History of Liqueur, b. Types of Liqueurs, c. Production Process of Liqueurs (Distillation, Compounding, Maturing,



methods of liqueurs • Explain spirit-based aperitifs and bitters • Distinguish between beverage and flavored bitters	Sweetening and Coloring, Fining, bottling) d. Popular brands of liqueurs e. Service of Liqueur, f. Spirit based Aperitifs and Bitters (flavored bitters) *Practicum • Demonstration of various liqueurs' service
• Describe alcoholic mixed drinks/cocktails • Explain various parts of cocktails • Identify various mixing techniques of making cocktails • Identify various tools and utensils used in bars • Distinguish between short and long mixed drinks • Explain about need and purpose of developing new cocktail recipes • Identify various popular spirits-based cocktails • Compute with basic bar terminologies	Unit III: Mixed Drinks 6 hrs 3.1 Introduction: Concept and history of mixed drinks 3.2 Parts of mixed drinks 3.3 Process of mixing drinks, 3.4 Types of mixed drinks (short drinks, tall drinks) 3.5 Equipment used in bars 3.6 Developing a drink recipe. 3.7 Popular Cocktails 3.8 Basic Terminologies *Practicum • Identifications of bar tools and utensils used for mixed drinks • Use various methods to make cocktails & prepare 5 popular cocktails each based on all distilled alcohols.
• Identify various factors to be considered while planning a bar • Describe bar and its parts • Explain various parts of bars • Identify various equipment used in bar • Distinguish the various vending machines in bar	Unit I V: Bar Layout and Design 4 hrs 4.1 Introduction: The Planning Process of bar 4.2 Preliminary Consideration while planning a bar 4.3 Parts of the Bar 4.4 Design Factors of bar 4.5 Lay outs and use of ergonomics in Bar, 4.6 Fitting Draught Beer and Other Vending Machines in Bar
• Identify various public bars, banquet bars and dispense bars • Explain host, cash, open and closed bar. Identify the corkage system • Describe various bar activities during opening and closing bar. • Identify various steps in bar operation • Distinguish various bar performances like keeping bar records and control, standard cost and selling price, comparing actual and standard cost. • Explain beverage control report, consumption of straight drinks, drinks consumed as cocktail, full bottle sales and bar control report	Unit V: Bar Operation and Management 8 hrs 5.1 Introduction, Types of Bar, Public Bar, Dispense Bar, pubs, Lounge Bar, Wine Bar, Cocktail Bar, Types of Banquet Bar, Cash Bar, Host Bar, Open Bar, Close Bar, 5.2 Corkage system in beverage service, 5.3 Steps Involved in Bar Operation, 5.3.1 Pre-Opening and Closing Activities in bar 5.3.2 Bar Records and Control, 5.3.3 Comparing Actual with Standard Cost, 5.3.4 Analyzing the Consumption and the Cost, 5.3.5 Potential Sales Volume and

- Identifying potential sales value of beverage, also identifying weightage average value of particular beverage and par stock and requisition in bar - Describe inter bar transfer, allowance, breakage and spoilage, theft	Weightage Average Value, 5.3.6 Par Stock or Bottle Control, 5.3.7 Bar Requisitions, 5.3.8 Inter Bar Transfer, 5.3.9 Separating Full Bottle Sales, 5.3.10 Spillage, Allowance, Breakage, and Spoilage, 5.3.11 Function Bar Control 5.3.12 Frauds in Bar
- Explain responsible alcohol service and developed countries and Nepal regulations in alcohol production, sales and service. - Identify important information related with checking ID - Distinguish between dram shop and common law as a liability in alcohol service. - Explain traffic light system in alcohol service in any authorized Food and beverage establishments.	Unit VI: Responsible Alcohol Service 4 hrs 6.1 Introduction: Responsible Alcohol Service and the alcohol production, sales and service Law in Nepal 6.2 Blood Alcohol Concentration 6.3 Liability in alcohol sales and services 6.4 Checking Identification of guest 6.5 Alcohol and its Physical Impacts 6.6 Traffic Light System in alcohol service
- Explain the need of planning for control in Food and beverage establishments. - Describe pre-purchase activities undertaken as a control measure in food operation. - Identify key elements of purchase specification - Distinguish the key specifications of potential suppliers. - Explain standard recipe - Identify key elements to be considered while purchase, receive and storage. - Explain issue system from store, preparation, service and sales in control system - Explain the duties and responsibilities of food and beverage controller.	Unit VII: Planning for Food and beverage control 7 hrs 7.1 Introduction: Control System 7.1.1 Pre-purchase activities 7.1.2 Menu Design 7.1.3 Compiling Standard Recipe 7.1.4 Standard purchase specifications, 7.1.5 Supplier considerations, 7.1.6 Control cycle (purchasing, receiving, storing and issuing, preparation, holding, service), 7.1.7 Duties and Responsibilities of Food and Beverage Controller,

Note: The figures in the parentheses indicate the approximate periods for the respective units.

4. Methods of Instruction

Lecture, discussion, question-answer, brainstorming, Project work, lab work, fieldwork etc.

5. Evaluation system and students' responsibilities



Internal Evaluation

In addition to the formal end- semester exam(s), the internal (formative) evaluation of a student may consist of quizzes, assignments, lab reports, projects, class participation and presentation etc. The tabular presentation of the internal evaluation is as follows. The components may differ according to the nature of the subjects.

External Evaluation	Marks	Internal Evaluation	Weight	Marks
Semester-end examination	50	Assignments	10%	50
		Field visit/ observation	5%	
		Presentation	5%	
		Practicum/ participation	5%	
		Attendance	5%	
		Class participation	10%	
		Term exam	60%	
Total external	50	Total Internal	100%	50
Full Marks 50+50 = 100				

Student requirements:

Each student must secure at least 45% marks in internal evaluation with 80% attendance in the class in order to appear in the semester-end examination. Failing to get such score will be equated with NOT QUALIFIED (NQ) and the student will not be eligible to appear in the End-Semester examinations. Students are advised to attend all the classes and complete all the assignments within the specified time period. Failure of a student to attend a formal exam, quiz, test, etc. won't qualify him/her for re-exam. **Students are required to complete all the requirements defined for the completion of the course**

6. Prescribed Books and References

Prescribed Text Book

Singaravelavan, R. (2012). *Food and beverage service*. Oxford University Press Publication.

Reference Books

Andrews, S. (2013). *Food & beverage management*. Tata McGraw Hill.

Lipsinski, B., & Lipinski, K. (1996). *The complete beverage dictionary*. Van Nostrsd.

Fielden, C. (2001). *Exploring wines & spirits*. Wine & spirit education trust.

Kotschevar, L. H., & Tanke, M. L. (1996). *Managing bar and beverage operations*. Educational Institute of the American Hotel & Lodging Association

Ninemeier, J. D. (2021). *Management of food and beverage operations*. American Hotel & Lodging Association.



Pokhara University
Faculty of Management Studies

Course code.: FNB 295
Course title: **Food and Beverage Service IV**
Nature of the course: Practical
Year: Second, Semester IV
Level: Undergraduate

Full marks: 100
Pass marks: 45
Time per period: 1 hr
Total periods: 24
Program: BHM

1. Course Description

This course presents a thorough and systematic coverage of theoretical and practical aspects of food and beverage management along with bar management practices. This topic develops knowledge and skills related to the production and service of beverages. Of importance is the service of alcohol and the legal responsibilities for the hospitality employee. Students should think critically on issues that impact on beverage production and services such as the consequences of societal obligations related to the service of alcoholic beverages. This course deals with the organizing and managing of bars and restaurants, marketing the product and services of food and beverage operations of the hotels.

2. General Objectives

The course will introduce learner to get a comprehensive knowledge and understanding of managerial functions of food & beverage service department of hotel and catering industry. The course aims to help the students to develop a perspective about the concept of marketing and its implications in varied forms in the hotel industry. The contents of the course shall focus on gaining the knowledge about the business trends in the hotel industry and the understanding of the role of marketing in it. It also aims to enable the student to acquire professional competence at managerial levels in the particular department and understand the distilled alcoholic beverage knowledge and bar management practices.

3. Contents in detail with specific objectives

Specific objectives	Contents
- Identify various liquors and find the appropriate mixes for liquor service - Identify various tools, utensils, glassware and equipment used in bar. - Explain the various cocktail making techniques - Describe the use of taps in bars for dispensing aerated waters, beers	Practical Contents (24) Introduction of ABV (Alcohol by Volume) Vodka Rum Whiskey Tequila Liqueurs/ Aperitifs Brandy Gin Important Equipment used for Cocktail Making Garnish for Cocktail Vegetable garnish Fruit Garnish Swizzle Stick Salt Rimming



	Twists and Critic Oil Infusion Quick Garnish Ideas Use of Various Types of Glasses and Their Purpose Built Introduction to Tall and Short Drinks Summer & Winter Cocktails Event / Festival Cocktails Molecular Mixology Introduction Mocktail Introduction & Demonstration – 4 Sober Drinks (Pick Me up Drinks) Cocktail: (Vodka Based -5, Whiskey Based -5, Rum Based -5, Tequila Based -5, Liqueurs based -10) Mixing Muddling Building Layered Foam Shots Mixers Float
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Note: The figures in the parentheses indicate the approximate periods for the respective units.

4. Methods of Instruction

Lecture, discussion, question-answer, brainstorming, Project work, lab work, fieldwork etc.

5. Evaluation system and students' responsibilities

Internal Evaluation

In addition to the formal end- semester exam(s), the internal (formative) evaluation of a student may consist of quizzes, assignments, lab reports, projects, class participation and presentation etc. The tabular presentation of the internal evaluation is as follows. The components may differ according to the nature of the subjects.

External Evaluation	Marks	Internal Evaluation	Weight	Marks
Practical examination and Viva	50	Attendance	5%	50
		Hygiene and grooming	10%	
		Team Work	10%	
		Hospitality etiquette	10%	
		Task Evaluation	50%	
		Quizzes (De-briefing)	15%	
Total external	50	Total Internal	100%	50
Full Marks 50+50 = 100				

Student requirements:

Each student must secure at least 45% marks in internal evaluation with 80% attendance in the class in order to appear in the semester-end examination. Failing to get such score will be equated with NOT QUALIFIED (NQ) and the student will not be eligible to appear in the End-Semester examinations. Students are advised to attend all the classes and complete all the assignments within the specified time period. Failure of a student to attend a formal exam, quiz,



test, etc. won't qualify him/her for re-exam. **Students are required to complete all the requirements defined for the completion of the course**

6. Prescribed Books and References

Prescribed Text Books

Kotschevar, L. H., & Tanke, M. L. (1996). *Managing bar and beverage operations*. Educational Institute of the American Hotel & Lodging Association
Ninemeier, J. D. (2021). *Management of food and beverage operations*. American Hotel & Lodging Association.

Reference Books

Fuller, J., & Waller, K. (1991). *The menu, food and profit*. Stanley Thornes.
Ninemeier, J. D., & Hayes, D. K. (2006). *Restaurant operations management*. Pearson Education Inc.



Pokhara University
Faculty of Management Studies

Course code.: RDM 283
Course title: **Room Division Management II**
Nature of the course: Theory
Year: Second, Semester IV
Level: Undergraduate

Full marks: 100
Pass marks: 45
Time per period: 1 hr
Total periods: 48
Program: BHM

1. Course Description

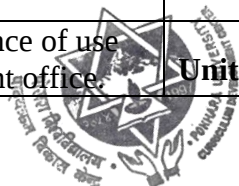
This course presents a thorough and systematic coverage of introduction of front office accounting, the night auditing and focuses on planning and evaluating front office operations as well as revenue management. It also covers the maintenance and environment management and also human resource management in front office operations.

2. General Objectives

The purpose of this course is to provide the students with a broad and integrative introduction of the front office accounting and techniques of night auditing as well as maintenance of front office. The course also attempts to enable the students to understand the security and environment management, and also managing of human resource in front office department.

3. Contents in detail with specific objectives

Specific objectives	Contents
- Understand front office accounting fundamentals. - Explain the features of the accounting cycle. - Identify the importance of tracking transactions. - Explain the need of Internal control . - Differentiate between Discount & Allowances. - Explain the duties of the night auditor - Define cross referencing. - Mention the importance of Guest credit monitoring - Illustrate with example the audit posting formula. - Describe the night audit process.	Unit I: Front office Accounting 12 hours 1.1 Front Office Accounting: 1.1.1 Accounting Fundamentals, 1.1.2 Accounting cycle, 1.1.3 Tracking Transactions, 1.1.4 Internal Control, 1.1.5 Discount and Allowances 1.2 The Night Auditing 1.2.1 Introduction of Night Auditing: 1.2.2 Duties of the Night Auditor, 1.2.3 Cross Referencing, 1.2.4 Guest Credit Monitoring, 1.2.5 Audit Posting Formula, 1.2.6 The Night Audit Process
Explain the importance of use of technology in front office.	Unit II: Technology in Front Office 5 hours



- Describe the property management system. - Illustrate with examples the different property management system used in hotel.	2.1 Introduction: 2.1.1 Importance, 2.1.2 Property Management System, 2.1.3 Different property management system in Hotel
- Explain the importance of establishing room rates. - Describe the needs of forecasting room availability - Understand the requirement of budgeting for operations. - Explain the Daily occupancy report, occupancy ratio etc. - Describe briefly the room revenue analysis. - Explain the need for a room division income statement. - Understand the need for a room division budget report. - Define the ratio standards.	Unit III: Planning and Evaluating 7 hours 3.1 Introduction of Room Rate: 3.1.1 Establishing Room Rates, 3.1.2 Forecasting Room Availability, 3.1.3 Budgeting for Operations. 3.2 Evaluating Front Office Operations 3.2.1 Daily Occupancy Report, 3.2.2 Occupancy Ratio, 3.2.3 Room Revenue Analysis, 3.2.4 Hotel Income Statement, 3.2.5 Room Division Income Statement, 3.2.6 Room Division Budget Report, 3.2.7 Ratio Standards.
- Describe with relevant examples the concept of revenue management in any hotel. - Explain the need of measuring yield. - Describe briefly the various elements of revenue management.	Unit IV : Revenue Management 6 hours 4.1 Introduction of Revenue: 4.1.1 The Concept of Revenue Management, 4.1.2 Measuring Yield, 4.1.3 Elements of Revenue Management
- Explain the importance of maintenance management. - Understand how maintenance work in a hotel is carried out. - Describe briefly the various types of maintenance. - Identify the importance of a security department in a hotel. - Explain the need of developing the security program. - Illustrate with examples the management's role in security. - Explain the need of setting up a security program. - Understand the various types of employee safety programs. - Identify the different security risks & threats.	Unit V: Maintenance Management 8 hours 5.1 Introduction: 5.1.1 Importance of maintenance management, 5.1.2 communicating maintenance works, 5.1.3 Type of maintenance (Preventive Maintenance, Corrective Maintenance, Predictive Maintenance) 5.2 Security Management 5.2.1 Importance of a Security Department, 5.2.2 Developing the Security Program, 5.2.3 Management's Role in Security, 5.2.4 Setting up the Security Program, 5.2.5 Employee Safety Programs, 5.2.6 Security risks and threats
Identify the needs of planning the transportation requirement in the hospitality industry.	Unit VI: Transportation and Environmental Management 4 hours



- Understand the various transportation arrangements for guests & staff. - Explain the importance of environmental management in the hospitality industry. - Illustrate with relevant examples the various environmental management programs in the front office.	6.1 Introduction: Planning the Transportation Requirement in the Hospitality Industry, 6.1.1 Transportation arrangements for guests and staff, 6.1.2 Environmental Management in the Hospitality Industry, 6.1.3 Environmental Management Programs in front office
- Explain briefly the recruiting process. - Define the selecting process in brief. - Identify the needs for staff scheduling. - Describe briefly the importance of staff motivation.	Unit VII: Human Resources Management 6 hours 7.1 Recruiting, 7.2 Selecting, Hiring, 7.3 Staff Scheduling, 7.4 Staff Motivation

Note: The figures in the parentheses indicate the approximate periods for the respective units.

4. Methods of Instruction

Lecture, discussion, question-answer, brainstorming, Project work, lab work, fieldwork etc.

5. Evaluation system and students' responsibilities

Internal Evaluation

In addition to the formal end- semester exam(s), the internal (formative) evaluation of a student may consist of quizzes, assignments, lab reports, projects, class participation and presentation etc. The tabular presentation of the internal evaluation is as follows. The components may differ according to the nature of the subjects.

External Evaluation	Marks	Internal Evaluation	Weight	Marks
Semester-end examination	50	Assignments	15%	50
		Quizzes	10%	
		Attendance	5%	
		Class participation	10%	
		Term exam	60%	
Total external	50	Total Internal	100%	50
Full Marks $50+50 = 100$				

Student requirements:

Each student must secure at least 45% marks in internal evaluation with 80% attendance in the class in order to appear in the semester-end examination. Failing to get such score will be



equated with NOT QUALIFIED (NQ) and the student will not be eligible to appear in the End-Semester examinations. Students are advised to attend all the classes and complete all the assignments within the specified time period. Failure of a student to attend a formal exam, quiz, test, etc. won't qualify him/her for re-exam. ***Students are required to complete all the requirements defined for the completion of the course***



Prescribed Books and References

Prescribed Text Books

Kasavan, L. M., & Brooks, R. M. (2009). *Managing front office operations*: AH&LA, Michigan, USA.

Tewari, J. R. (2016). *Hotel front office Operations and management*: New Delhi: Oxford University Press.

Reference Books

Bhatnagar, S. K. (2011). *Front office management*: New Delhi: NCR Frank Bros. & Co

Andrews, S. (2013). *Front office management & operations*: New Delhi: Tata McGraw Hill

Bardi, J. A. (2011). *Hotel Front office management*: New Delhi: Wiley India Ltd.



Pokhara University
Faculty of Management Studies

Course code.: RDM 293
Course title: **Room Division Management II**
Nature of the course: Practical
Year: Second, Semester IV
Level: Undergraduate

Full marks: 100
Pass marks: 45
Time per period: 1 hour
Total periods: 24
Program: BHM

1. Course Description

This course presents a thorough and systematic coverage performing the task of night auditor practice in front office department. It also focuses on the handling security problems in the hotels and handling revenue management software used in hotel industry.

2. General Objectives

The purpose of this course is to provide the students with the knowledge and skill of performing the task of night auditor, handling security problems and handling revenue management software practice in the hotel industry.

3. Contents in detail with specific objectives

Specific objectives	Contents
● Explain the tasks of a Night Auditor (Vouchers, Ledger, Folio): ● Describe the responsibilities and duties of a night auditor, ● Identify security problems: Develop an understanding of security protocols and procedures in the front office, including guest safety, access control, and emergency response. ● Compute with Front office computer applications: Gain knowledge of computer applications used in front office operations, such as property management systems (PMS) and reservation systems. ● Identify hotel software: Understand the functionality and features of hotel software used in front office operations, such as PMS, point of sale (POS), and guest relationship management (CRM) systems. ● Explain unusual situations in the hotel: Develop problem-solving and decision-making skills to handle unexpected or unusual situations that may arise in the front office.	Practical Contents (24) Performing the Tasks of Night Auditor. (Vouchers, Ledger, Folio) Handling Security Problems. Front Office Computer Applications. Handling Hotel Software. Handling Unusual Situations in Hotel.



Note: The figures in the parentheses indicate the approximate periods for the respective units.

4. Methods of Instruction

Lecture, discussion, question-answer, brainstorming, Project work, lab work, fieldwork etc.

5. Evaluation system and students' responsibilities

Internal Evaluation

In addition to the formal end- semester exam(s), the internal (formative) evaluation of a student may consist of quizzes, assignments, lab reports, projects, class participation and presentation etc. The tabular presentation of the internal evaluation is as follows. The components may differ according to the nature of the subjects.

External Evaluation	Marks	Internal Evaluation	Weight	Marks
Semester-end examination	50	Assignments	15%	50
		Quizzes	10%	
		Attendance	5%	
		Class participation	10%	
		Term exam	60%	
Total external	50	Total Internal	100%	50
Full Marks $50+50=100$				

Student requirements:

Each student must secure at least 45% marks in internal evaluation with 80% attendance in the class in order to appear in the semester-end examination. Failing to get such score will be equated with NOT QUALIFIED (NQ) and the student will not be eligible to appear in the End-Semester examinations. Students are advised to attend all the classes and complete all the assignments within the specified time period. Failure of a student to attend a formal exam, quiz, test, etc. won't qualify him/her for re-exam. **Students are required to complete all the requirements defined for the completion of the course**

6. Prescribed Books and References

Prescribed Text Books

Kasavan, L. M., & Brooks, R. M. (2005). *Managing front office operations: AH&LA*, Michigan, USA.
Tewari, J. R. (2016). *Hotel front office – operations and management*: New Delhi: Oxford University Press.

Reference Books

Bhatnagar, S.K. (2011). *Front office management*: New Delhi: NCR Frank Bros. & Co.
Andrews, S. (2008). *Front office management & operations*: New Delhi: Tata McGraw Hill
Bardi, J. A. (2021). *Hotel front office management*: New Delhi: Wiley India Ltd.



Pokhara University
Faculty of Management Studies

Course code.: FNB 294
Course title: **Food Productions and Patisserie– IV**
Nature of the course: Theory
Year: Second, Semester IV
Level: Undergraduate

Full marks: 100
Pass marks: 45
Time per period: 1 hr
Total periods: 48
Program: BHM

1. Course Description

This course presents a thorough and systematic coverage of theoretical and practical aspects of western cuisine as well as cakes and pastries. This course will more focus on kitchen management including purchasing and storing of goods, functions of management, food production systems practice in food industry, food presentation, planning and layout of kitchen department, chocolate and icing varieties as well as cakes and pastries. This is designed to provide a comprehensive exploration of both theoretical and practical aspects of Western cuisine. It deals with understanding kitchen management, encompassing the areas of purchasing, storing goods, and various management functions. This includes the examination of food production systems and practices within the food industry. It incorporates the study of specialized aspects such as food presentation, planning, and layout of kitchen departments. This encompasses a detailed examination of chocolate and icing varieties, as well as cakes and pastries.

2. General Objectives

The general objectives of this course are,

- To familiarize the students with a comprehensive understanding of theoretical and practical aspects of western cuisine.
- To equip the students with knowledge about the managerial aspects of kitchen operations, including purchasing, storing goods, and supervising kitchen works.
- To foster an understanding of the role of kitchen management in the broader context of the food industry.
- To enable the students to delve into the practice of food industry operations, emphasizing food presentation, planning, and layout of the kitchen department.
- To prepare students for careers where they can contribute effectively to the production and management of high-quality western cuisine in diverse culinary settings.
- To provide the students with the ability to master chocolate and icing varieties, enhancing their knowledge about cakes and pastries.

3. Contents in detail with specific objectives

Specific objectives	Contents
• Introduce students to the fundamentals of kitchen management. • Familiarize students with supervisory functions, including forecasting, planning, organizing, supervising, and controlling.	Unit 1: Production Management 4 hours 1.1 Introduction of Kitchen Management 1.2 Supervisory Functions of Management (Forecasting, Planning, Organizing,

• Enable students to understand the allocation of work and create duty rosters. • Introduce the concept of Gantt chart and its application in kitchen management.	Supervising, Controlling, Planning for any event) 1.3 Allocation of work & Duty Roster 1.4 Gantt Chart
• Provide an overview of French cuisine, including ethnic dishes and classical menu items. • Explore Italian and Mediterranean cuisines, covering regions, ethnic foods, and special dishes. • Examine Mexican cuisine, focusing on its unique dishes. • Familiarize students with basic Western culinary terms.	Unit 2: Western Cuisines 8 hours 2.1 French Cuisine: 2.1.1 Introduction 2.1.2 Ethnic Dishes 2.1.3 Classical Menu items 2.2 Italian Cuisine / Mediterranean Cuisine 2.2.1 Regions of Italy 2.2.2 Ethnic Foods 2.2.3 Special Italian Dishes 2.2.4 Mediterranean Countries, their specialty dishes & Common ingredients 2.3 Mexican Cuisine 2.3.1 Special Mexican Dishes 2.4 Basic Western Culinary Terms
• Cover types of wheat, flour, and their processing in food production. • Explore shortenings (fats & oils), their varieties, and advantages/disadvantages. • Explain raising agents, their classification, role, and actions. • Discuss the importance, types, and uses of sugar, along with its advantages and disadvantages.	Unit 3: Basic Commodities Used In Bakery 8 hours 3.1 Flour 3.1.1 Composition and names of Wheats 3.1.2 Types of Flour 3.1.3 Uses of Flour in Food Production 3.2 Shortenings (Fats & Oils) 3.2.1 Role of Shortenings 3.2.2 Varieties of Shortenings 3.2.3 Advantages and Disadvantages of using various Shortenings 3.2.4 Fats & Oil – Types, varieties 3.3 Raising Agents 3.3.1 Classification of Raising Agents 3.3.2 Role of Raising Agents 3.3.3 Actions and Reactions 3.4 Sugar 3.4.1 Importance of Sugar 3.4.2 Types of Sugar 3.4.3 Uses of Sugar 3.4.4 Advantages and Disadvantages of Sugar
• Introduce concepts and fundamental elements of food presentation. • Emphasize the importance of food presentation. • Interpret the art of merging flavors, shapes, and textures in food presentation.	Unit 4: Food Presentation 6 hours 4.1 Concepts and Fill elements of food presentation 4.2 Importance of Food Presentation 4.3 Merging of Flavors, Shapes and Textures



	➤ (Health aspect, Serving style)
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4. Methods of Instruction

Lecture, discussion, question-answer, brainstorming, Project work, lab work, fieldwork etc.

5. Evaluation system and students' responsibilities

Internal Evaluation

In addition to the formal end- semester exam(s), the internal (formative) evaluation of a student may consist of quizzes, assignments, lab reports, projects, class participation and presentation etc. The tabular presentation of the internal evaluation is as follows. The components may differ according to the nature of the subjects.

External Evaluation	Marks	Internal Evaluation	Weight	Marks
Semester-end examination	50	Assignments	10%	50
		Field visit/ observation	5%	
		Presentation	5%	
		Practicum/ participation	5%	
		Attendance	5%	
		Class participation	10%	
		Term exam	60%	
Total external	50	Total Internal	100%	50
Full Marks 50+50 = 100				

Student requirements:

Each student must secure at least 45% marks in internal evaluation with 80% attendance in the class in order to appear in the semester-end examination. Failing to get such score will be equated with NOT QUALIFIED (NQ) and the student will not be eligible to appear in the End-Semester examinations. Students are advised to attend all the classes and complete all the assignments within the specified time period. Failure of a student to attend a formal exam, quiz, test, etc. won't qualify him/her for re-exam. Students are required to complete all the requirements defined for the completion of the course

6. Basic Text Books

Prescribed Text Books

Foskett, D., & Cesevani, V. (2007). *The theory of catering*. Hodder and Stoughton.
Bali, P. S. (2012a). *International cuisine & food production management*. Oxford University Press.
Majumder, S. (2011). *Basic training kitchen*. Aman Publication.

Reference Books

Arora, K. (2008). *Theory of cookery*. Franks Bros. & Co. Ltd.
Bali, P. S. (2011). *Quantity food production operations and Indian cuisine*. Oxford University Press.
Pauli, E. (1989a). *Classical cooking the modern way*. Van Nostrand Reinhold.
Gringson, J. (1967). *The book of ingredients*. Michel Joshef Ltd.



Pokhara University
Faculty of Management Studies

Course code: FNB 294

Course title: **Food Production and Patisserie IV**

Nature of the course: Practical

Year: Second, Semester IV

Level: Undergraduate

Full marks: 100

Pass marks: 45

Time per period: 1 hour

Total periods: 24

Program: BHM

1. Course Description

This course presents a thorough and systematic coverage of principle and practices of western and Mediterranean cuisine and basic understanding of bakery commodities.

2. General Objectives

The general objectives of this course are

- **Lab Practices:** Participate in interactive lab sessions to apply theoretical knowledge, honing their skills in a controlled environment. This will involve practical exercises in setting up work stations, handling equipment, and practicing various cooking techniques.
- **Culinary Environments:** Immerse yourself in practical culinary settings, whether in authentic restaurants or simulated scenarios, to develop firsthand experience. This hands-on approach equips students with the skills to handle kitchen operations, work effectively within teams, and successfully execute various cooking styles.

3. Contents in detail with specific objectives

Specific objectives	Contents
• Demonstrate the ability to prepare a variety of classic Western appetizers, showcasing diverse flavors and presentation techniques. • Develop the skill to prepare a range of Western soups, emphasizing the use of quality ingredients and mastery of different cooking methods. • Demonstrate proficiency in preparing a selection of Western main courses, incorporating various cooking styles and presenting well-balanced and aesthetically pleasing dishes. • Prepare and present a collection of Western accompaniments that complement main dishes, focusing on enhancing overall meal	Practical Contents (24) Four courses Italian/ Mediterranean Menu - 4 Four courses French Menu – 3 Four courses Mexican Menu – 1 Demonstration (included in menus): Chocolates, Cake and Pastries



experiences through creative and complementary flavors. Showcase expertise in the preparation of Western sweets and desserts, emphasizing precision in baking and dessert presentation, while highlighting a range of textures and flavors.	
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Note: The figures in the parentheses indicate the approximate periods for the respective units.

4. Methods of Instruction

Lecture, discussion, question-answer, brainstorming, Project work, lab work, fieldwork etc.

5. Evaluation system and students' responsibilities

Internal Evaluation

In addition to the formal end- semester exam(s), the internal (formative) evaluation of a student may consist of quizzes, assignments, lab reports, projects, class participation and presentation etc. The tabular presentation of the internal evaluation is as follows. The components may differ according to the nature of the subjects.

External Evaluation	Marks	Internal Evaluation	Weight	Marks
Practical Examination and viva	50	Attendance	5%	50
		Hygiene and Grooming	10%	
		Task evaluation	50%	
		Hospitality Etiquette	10%	
		Team Work	10%	
		Quizzes (Debriefing)	15%	
Total external	50	Total Internal	100%	50
Full Marks 50+50 = 100				

Student requirements:

Each student must secure at least 45% marks in internal evaluation with 80% attendance in the class in order to appear in the semester-end examination. Failing to get such score will be equated with NOT QUALIFIED (NQ) and the student will not be eligible to appear in the End-Semester examinations. Students are advised to attend all the classes and complete all the assignments within the specified time period. Failure of a student to attend a formal exam, quiz, test, etc. won't qualify him/her for re-exam. Students are required to complete all the requirements defined for the completion of the course

6. Prescribed Text Books and References

Prescribed Text Books

Bali, P. S. (2012). *International cuisine & food production management*. Oxford University Press.

Pauli, E. (1989a). *Classical cooking the modern way*. Van Nostrand Reinhold.

Foskett, D., Ceserani, V., & Kinton, R. (2004). *Practical cookery*. Hodder & Stoughton.

Majumder, S. (2011). *Basic training kitchen*. Aman Publication

Reference Book

Bali, P. S. (2014). *Food production operations*. Oxford University Press.



Pokhara University
Faculty of Management Studies

Course code.: ACC 126
Course title: **Hospitality Accounting and Costing**
Nature of the course: Theory
Year: Second, Semester IV
Level: Undergraduate

Full marks: 100
Pass marks: 45
Time per period: 1 hr
Total periods: 48
Program: BHM

1. Course Description

This course presents a systematic coverage of different concepts, assumptions and principles of financial accounting. It also focuses on the basic accounting practices such as journalizing the transaction, posting them in to general and special ledgers, Preparation of cash and banks and trial balance. It also describes about how to prepare different financial statements like income statement, departmental statements, balance sheet and statement of cash flow. It also focuses on the importance of managerial accounting and decision procedures regarding different financial alternatives to strengthen the profitability of the organization. Moreover, this course deals with the different budgetary and evolutionary practices used in an organization. This course focuses on the study and analysis of relevant case (s) in each unit.

2. General Objectives

The general objectives of this course are:

- The major purpose of this course is to provide the basic introduction and impart an elementary knowledge of financial accounting and managerial accounting to the students of hospitality management.
- This course focuses on the importance and major areas where the accounting system is essential. This course also attempts to enable students to understand how the different financial statements are prepared and how to read them.
- This course enhances the analytical knowledge of students in carrying financial accounting activities and decisions through the analysis of relevant case (s)
- Beside this, this course aims to provide an understanding of cost and cost behavior and develop an ability to use cost information for planning and control decision.
- It also emphasizes the use of accounting information for planning and control purpose in the hospitality industry.

3. Contents in detail with specific objectives

Specific objectives	Contents
• To analyze the analytical knowledge of students in carrying financial accounting activities and decisions through	Unit 1: Introduction (6) 1.1 Accounting as a language of business, 1.1.2 Forms of business organization, 1.1.3 Qualitative characteristics of accounting,

the analysis of relevant case (s) • To identify an understanding of cost and cost behavior and develop an ability to use cost information for planning and control decision. • To explain the use of accounting information for planning and control purpose in the hospitality industry. • To define the concept of cost, cost behavior and cost determination of a product;	1.1.4 User of accounting information 1.1.5 General Accepted Accounting Principles (GAAP), 1.2 Basics of cost accounting, 1.2.1 Advantages & Disadvantages of cost accounting, 1.2.2 Cost Concept, Cost unit, Cost Center, 1.2.3 Elements of costing, Costing methods and techniques.
• To distinguish between single entry and double entry system of accounting. • To provide an understanding of book keeping and accounting under double entry system • To analyze the way of preparing ledger, trial balance and subsidiary books.	Unit 2: Accounting for Business Transactions (8) 2.1 Account Records-Principles of Double Entry system, 2.2 Journal Entries, 2.3 Ledger 2.4 Subsidiary Books 2.4.1 Cash book 2.4.2 Sales & Purchase books,
• To describe better understanding of financial statements, income statements, statement of retained earnings, balance sheets • To describe annual report and its components in real business scenario	Unit 3: Financial statements and Annual Reports (12) 3.1 Financial Statements, 3.1.1 Income statements, 3.1.2 Statement of Retained Earnings, 3.1.3 Balance sheet, 3.1.4 Cash flow statements 3.2 Annual report and its major components
• To interpret an understanding of hotel accounting and its special guest ledger • To analyze USALI and its proper format • To describe financial statement analysis of hotel	Unit 4: Accounting systems in Hotels (12) 4.1 Accounting for Guest Ledger, 4.1.1 Visitors Tabular Ledger: meaning & purpose-very basic of audit-night audit in hotels 4.2 Uniform system of Accounts: Concept, Components & Preparation of USALI 4.3 Financial statement Analysis of Hotel: Operating Ratios (average daily room rate, revenue per sellable room, average food service check, food cost percentage, beverage cost percentage, labor cost percentage, paid occupancy percentage, complimentary occupancy percentage, average occupancy room, multiple occupancy percentage.
• To explain an understanding store ledger • To describe system of store ledger	Unit 5: Accounting for materials (3) 5.1 Meaning of store ledger, 5.2 Methods of handing materials including FIFO and LIFO under perpetual and periodic inventory system



To describe the method of store ledger	
- To analyze cost sheet and its preparation. - To describe the importance of cost sheet. - To identify the method of cost sheet	Unit 6: Cost sheet (3) 6.1 Preparation of cost sheet: 6.2 Meaning of cost sheet 6.3 Importance of cost sheet 6.4 Methods of preparing cost sheet.
- To explain cost volume profit analysis - To identify the calculation of breakeven point and its importance. - To describe about BEP ratio and its importance for the business.	Unit 7: Cost volume profit analysis (4) 7.1 Marginal cost technique: 7.1.1 meaning-significance- 7.1.2 Break Even Point- 7.1.2.1 Calculation of BEP-P/V ratio

Note: The figures in the parentheses indicate the approximate periods for the respective units.

4. Methods of Instruction

Lecture, discussion, question-answer, brainstorming, Project work, lab work, fieldwork etc.

5. Evaluation system and students' responsibilities

Internal Evaluation

In addition to the formal end- semester exam(s), the internal (formative) evaluation of a student may consist of quizzes, assignments, lab reports, projects, class participation and presentation etc. The tabular presentation of the internal evaluation is as follows. The components may differ according to the nature of the subjects.

External Evaluation	Marks	Internal Evaluation	Weight	Marks
Semester-end examination	50	Assignments	15%	50
		Quizzes	10%	
		Attendance	5%	
		Class participation	10%	
		Term exam	60%	
Total external	50	Total Internal	100%	50
Full Marks 50+50 = 100				

Student requirements:



Each student must secure at least 45% marks in internal evaluation with 80% attendance in the class in order to appear in the semester-end examination. Failing to get such score will be equated with NOT QUALIFIED (NQ) and the student will not be eligible to appear in the End-Semester examinations. Students are advised to attend all the classes and complete all the assignments within the specified time period. Failure of a student to attend a formal exam, quiz, test, etc. won't qualify him/her for re-exam. **Students are required to complete all the requirements defined for the completion of the course**

6. Prescribed Books and References

Prescribed Text Books

- Schmidgall, R. S., & Damitio, J. W. (2015). *Hospitality Industry financial accounting*. AHLEI, American Hotel & Lodging Educational Institute.
- Cote, R. (1997). *Understanding hospitality accounting 1*. Educational Institute of the American Hotel & Motel Association.

Referece Books

- Gupta, R. L., & Radhaswamy, M. (2021). *Corporate accounting*. Sultan Chand & Sons.
- Hilton, R. W., & Platt, D. E. (2020). *Managerial accounting: Creating value in a dynamic business environment*. McGraw-Hill Education.
- Bajracharya, P., Ojha K.P., Goet, J., & Sharma, S. (2009), *Managerial accounting*. Asmita Book Publishers and Distributors.



Pokhara University
Faculty of Management Studies

Course code.: MKT 143
Course title: **Hospitality Marketing**
Nature of the course: Theory
Year: Second, Semester IV
Level: Undergraduate

Full marks: 100
Pass marks: 45
Time per period: 1 hr
Total periods: 48
Program: BHM

1. Course Description

This course aims to offer students a thorough comprehension of the foundational principles marketing. This course includes comprehensive and practical knowledge that are necessary mainly for middle class managers and professionals in businesses and industries especially in Tourism and Hospitality field. This course enables students to develop plans and programs in the areas of Tourism and Hospitality Marketing independently and support juniors in these areas for better outcome and performance.

2. General Objectives

The course is designed with the following general objectives:

- To familiarize students with the nature of hospitality products and services, fostering an understanding of their unique characteristics and the significance of service in the hospitality industry.
- To make students adept at analyzing organizational buyer behavior within the hospitality industry, enabling them to comprehend the intricacies of consumer decision-making processes in this sector.
- To acquaint students with the influential factors of the environment on hospitality organizations, providing insights into how external elements shape the operational landscape of the industry.
- To make students proficient in visualizing and implementing positioning strategies within the hospitality industry, emphasizing the importance of strategic choices in establishing a distinctive market presence.
- To familiarize students with the process of market research in the context of the hospitality industry, enabling them to grasp the significance of data-driven decision-making and its relevance to successful business strategies.

3. Contents in Detail with Specific Objectives

Specific objectives	Contents
• Familiar with the Core Principles of Services Marketing • Describe the Concept of Service Quality and Customer Satisfaction in Hospitality	Unit 1: Introduction to Hospitality Marketing 9 LHS 1.1 Introduction to Marketing and Services Marketing 1.2 Introduction to Service Quality and Customer



- Analyze Current Service Trends and Challenges in the Hospitality Industry - Explain the Unique Characteristics (Nature) of Hospitality Products and Services - Familiar with Basics of Hospitality Consumers' and Organizational Behavior - Analyze Influencing Factors on Consumer Behavior in Hospitality	Satisfaction 1.3 Service Trends and Issues Affecting the Hospitality Industry 1.4 Nature of Hospitality Product and Services 1.5 Introduction to Hospitality Consumer's behavior 1.6 Factors influencing consumer behavior 1.7 Organizational Buyer Behavior and Buying Process
- Describe the Concept of Market - Familiar with Market Segmentation and Market Targeting - Explain the environmental factors affecting hospitality organization - Analyze How to Select a Market - Familiar with the Concept of Market Positioning and Positioning Strategies - Explain different types of positioning strategies	Unit 2: Marketing Environment, Segmentation, Targeting, and Positioning 8 LHS 2.1 Introduction to Market 2.2 Environment Influence on Hospitality Organization (Internal and External) 2.3 Market Segmentation and Market Targeting 2.4 Factors to consider while selecting a Market Segment 2.5 Concept of Market Positioning and Positioning Strategies 2.6 Types of Positioning Strategies: - Attribute, benefit, user, competitive based, product category and price)
- Familiar with Marketing Intelligence and Information Sources - Describe Marketing Research Methods and Types - Explain the Research Process and Preparation of Research Reports	Unit 3: Marketing Information and Research 7 LHS 3.1 Marketing Intelligence- Internal Company Sources, Competitor Information, Marketing Information Systems, 3.2 Marketing Research- Primary and Secondary Research 3.3 The Research Process- Problem Identification, Research Design and Implementation, Data Analysis and Interpretation 3.4 Preparation of the Research Report
- Familiar with the Definition of Marketing plan - Describe the Requirements for an Effective Marketing Plan - Explain the Benefits of Having a Marketing Plan - Apply the Steps in Preparing a Marketing Plan and Understand the 7 Ps of Hospitality and	Unit 4: Marketing Plan and the 7 Ps 7 LHS 4.1 Defining Marketing Plan 4.2 Requirements for an Effective marketing Plan 4.3 Benefits of Having a Marketing Plan in Hospitality 4.4 Steps involved in Preparing a Marketing Plan



Travel Marketing	
- Familiar with the Concept of Distribution in Hospitality - Describe Different Channels of Distribution - Analyze Lodging Distribution Systems - Explain Distribution in Foodservice, including Franchising and Intensive Distribution	Unit 5: Hospitality Sales Distribution System 8 LHS 5.1 The Concept of Distribution 5.2 Channels of Distribution 5.3 Hospitality Distribution Systems (The Need for Distribution in Travel Lodging, Reservation Systems in Lodging and Travel) 5.4 Distribution in Foodservice (Franchising in Foodservice, Intensive Distribution: Intercept Marketing, Intermediaries)
- Familiar with the Basics of Hospitality Marketing and Sales - Familiar with Personal Sales in Hospitality, including Prospecting and Presentation - Describe Telephone Sales Basics and Operations in Hospitality - Explain Internal Marketing and Sales in Hospitality, and How to Establish an Internal Marketing Plan - Analyze Internal Merchandising, Special Services, and In-House Promotions in Hospitality	Unit 6: Hospitality Marketing and Sales 9 LHs 6.1 Introduction to Hospitality Marketing and Sales 6.2 Personal Sales in Hospitality (Prospecting, Preparation for the Presentation Sales Call, The Presentation Sales Call, Improving Sales Productivity) 6.3 Telephone Sales in Hospitality (Basics of Telephone Communication, Outgoing Calls, Incoming Calls, Telephone Sales Operations) 6.4 Internal Marketing and Sales in Hospitality (Introduction to Internal Marketing in Hospitality, Establishing an Internal Marketing Plan, Empowering Employees to Deliver Quality Service) 6.5 Internal Merchandising (Guest-Contact Areas, Back-of-the-house Areas)

4. Methods of Instruction

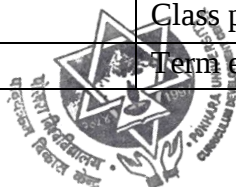
Lecture, discussion, question-answer, brainstorming, Project work, lab work, fieldwork etc.

5. Evaluation System and Students' Responsibilities

Internal Evaluation

The tabular presentation of the internal evaluation is as follows.

External Evaluation	Marks	Internal Evaluation	Weight	Marks
Semester-end examination	50	Assignments	15%	50
		Quizzes	10%	
		Attendance	5%	
		Class participation	10%	
		Term exam	60%	



Total external	50	Total Internal	100%	50
Full Marks 50+50 = 100				

Student requirements:

Each student must secure at least 45% marks in internal evaluation with 80% attendance in the class in order to appear in the semester-end examination. Failing to get such score will be equated with NOT QUALIFIED (NQ) and the student will not be eligible to appear in the End-Semester examinations. Students are advised to attend all the classes and complete all the assignments within the specified time period. Failure of a student to attend a formal exam, quiz, test, etc. won't qualify him/her for re-exam. **Students are required to complete all the requirements defined for the completion of the course**

6. Prescribed Text Books and References

Prescribed Text Book

Andrews, S. (2009). *Sales and marketing: A textbook for the hospitality industry*. Tata McGraw Hill Education.

Chaudhary, M. (1963). *Tourism marketing*: New Delhi: Oxford University Press.

Reference Books

Kotler, P., Bowen, J. T., & Makens, J. C. (2010). *Marketing for hospitality and tourism*.

Kumar, P. (2010). *Marketing of hospitality and tourism services*: New Delhi: McGraw Hill Publication.

Middleton, V. T., Fyall, A., Morgan, M., & Ranchhod, A. (2009). *Marketing in travel and tourism*. Routledge.



Semester V		
Course Code	Course Description	Credits Hours
FIN 133	Fundamentals of Financial Management	3
HRM 153	Hospitality Human Resources Management	3
MGT 312	Fundamentals of Entrepreneurship	3
RCH 311	Research Methodology	3
BSM 383	Behavioral Science in Hospitality Management	3
	Total Credits	15



Pokhara University
Faculty of Management Studies

Course code.: MGT 231

Course title: **Behavioral Science in Hospitality Management**

Nature of the course: Theory

Year: Third, Semester V

Level: Undergraduate

Full marks: 100

Pass marks: 45

Time per period: 1 hr

Total periods: 48

Program: BHM

1. Course Description

This course enables students to apply principles of behavioral science within the hospitality industry, emphasizing the analysis of individual and group behaviors in organizational settings. This course includes an exploration of theories and concepts from psychology, sociology, and organizational behavior, providing students with a comprehensive understanding of the factors influencing human behavior in hospitality management contexts. This course aims to equip students with practical skills in understanding and managing human behavior to enhance guest satisfaction, optimize employee performance, and improve overall organizational effectiveness in the hospitality sector. This course involves the application of behavioral science principles to real-world scenarios, allowing students to develop practical insights and strategies for addressing challenges and opportunities within the dynamic hospitality management landscape

2. General Objectives

The course is designed with the following general objectives:

- To familiarize students with the definition and scope of behavioral science, emphasizing its relevance and application in the hospitality industry.
- To make students aware of the key personality factors and frameworks, such as the big five personality model and the dark triad, and their impact on individual behavior within hospitality settings.
- To acquaint students with perceptual processes, including the factors influencing perception and the theories guiding judgments about others, such as attribution theory and common shortcuts in judging others.
- To develop students' understanding of valuing diversity in the hospitality industry, covering demographic characteristics, discrimination issues, and the implementation of diversity management strategies.
- To make students well-versed in motivation theories, both early and contemporary, and their application in the hospitality industry, including job design principles and alternative work arrangements.
- To acquaint students with communication processes, barriers to effective communication, and conflict resolution strategies within hospitality organizations.
- To familiarize students with the concepts of groups and teams, including their types, stages of development, decision-making dynamics, and the creation of effective teams in the hospitality context.



- To make students distinguish between leaders and managers, understand various leadership theories (trait, behavioral, and contingency), and apply them to leadership situations in the hospitality industry.
- To develop students' comprehension of organizational culture, including its definition, the mechanisms through which employees learn culture, and the impact of culture on the organizational climate, innovation, and overall success.
- To acquaint students with the concepts of organizational change and development, focusing on understanding resistance to change, identifying sources of resistance, and introducing the basics of organizational development as an approach to change.

3. Contents in Detail with Specific Objectives

Specific Objectives	Contents
• Familiarize students with the definition laying the groundwork for a comprehensive understanding of human behavior in hospitality. • Explain the importance of behavioral science • Identify challenges and opportunities when utilizing behavioral science principles, preparing students for nuanced decision-making in real-world hospitality scenarios.	Unit 1. Introduction to Behavioral Science 6 hrs 1.1. Definition of behavioral science (only) 1.2. Importance of behavioral science in the hospitality industry 1.3. Challenges and opportunities in behavioral science 1.3.1. Globalization 1.3.2. Increasing workforce diversity 1.3.3. Temporariness 1.3.4. Business ethics 1.3.5. Information technology
• Describe personality and their relevance in hospitality industry. • Analyze the big five personality model and its implications for employee behavior • Identify traits associated with the dark triad • Apply Situation Strength theory and trait activation theory, enhancing understanding of how personality traits manifest in diverse work situations within the hospitality industry.	Unit 2 Personality Factors 7 hrs 2.1. Introduction to personality 2.2. Personality frameworks: The big five personality model, The dark triad 2.3. Personality and situations 2.3.1. Situation Strength theory 2.3.2. Trait activation theory
• Familiarize students with the basic concept of perception • Analyze factors affecting perception in the hospitality industry • Identify common shortcuts in judging others, recognizing cognitive biases that may influence how individuals form judgments about colleagues and	Unit 3. Perceptual Processes 7 hrs 3.1. Introduction to perception 3.2. Factors affecting perception 3.2.1. Factors in perceiver 3.2.2. Factors in target 3.2.3. Factors in situation 3.3. Common shortcuts in judging others 3.3.1. Selective perception

potentially affect interpersonal relationships in the hospitality workplace.	3.3.2. Halo effect 3.3.3. Contrast effect 3.3.4. Stereotyping
- Familiarize students with the basic principles of motivation, providing them with a foundational understanding of the factors that drive and influence employee behavior in the hospitality sector. - Explain the Hierarchy of Needs theory, two factor theory and equity theory and its application in motivating hospitality employees. - Apply the Job Characteristic Model (JCM) to design motivating job roles in the hospitality sector, allowing students to practically apply theoretical concepts in crafting job positions that align with motivational factors, thus enhancing employee performance and satisfaction.	Unit 4 Motivation in Hospitality Industry 10 hrs 4.1 Introduction to motivation 4.2 Theories of motivation: 4.2.1 Hierarchy of needs theory 4.2.2 Two-factor theory 4.2.3 Equity theory 4.3. Motivating by Job design: The Job Characteristic Model (JCM) 4.3.1 Elements of the JCM 4.3.2 Efficacy of the JCM 4.3.3 Motivating Potential Score (MPS) 4.3.4 Cultural generalizability of JCM
- Familiarize students with the meaning and process of communication in the context of hospitality organizations, emphasizing the critical role of effective communication in delivering superior customer service and maintaining positive employee relations. - Analyze barriers to effective communication, exploring issues like filtering, selective perception, and information overload that can hinder clear and accurate message transmission within hospitality settings. - Identify the definition of conflict and apply conflict resolution strategies to resolve interpersonal and team conflicts in a hospitality setting, empowering students with practical skills to address and mitigate conflicts, fostering a harmonious work environment in the hospitality sector.	Unit 5 Communication and Conflict 6 hrs 5.1 Meaning and process of communication 5.2 Barriers to effective communication: 5.2.1 Filtering 5.2.2 Selective perception 5.2.2.1 Information overloads 5.2.3 Emotions 5.2.4 Language 5.2.5 Silence 5.2.6 Communication apprehension 5.2.7 Lying 5.3 Definition of conflict 5.4 Conflict management techniques 5.4.1 Conflict resolution technique (only)
- Explain the differences between leaders and managers in the hospitality sector - Describe the Trait theory of leadership and its relevance to leadership roles in hospitality, providing students with	Unit 6 Leadership and Culture 7 hrs. 4.1 Leader vs Managers 4.2 Trait theory of leadership 4.3 Behavioral theory of leadership 4.3.1 Michigan studies

insights into inherent qualities that contribute to successful leadership within the industry. - Analyze the Ohio and Michigan studies in the context of behavioral theories of leadership, offering a deeper understanding of how behavioral traits contribute to leadership effectiveness in organizational settings. - Apply Contingency theories such as situational theory of leadership to understand leadership effectiveness in different hospitality situations, enabling students to grasp the importance of adapting leadership styles to varying circumstances within the industry. - Familiarize students with the definition of organizational culture - Identify what organizational cultures do, including creating climate, influencing innovation, and serving as an asset or liability, allowing students to understand the multifaceted impact of organizational culture on overall performance.	4.3.2 Ohio studies 4.3.3 Leadership grid 4.4 Contingency theory of leadership 4.4.1 Path goal theory (only) 4.5 Definition of organization culture 4.6 What do cultures do? 4.6.1 Culture creates climate 4.6.2 Culture and innovation 4.6.3 Culture as an asset 4.6.4 Culture as a liability
5. Introduce students to organization change and its importance in the hospitality sector, emphasizing the necessity for organizations to adapt to evolving industry trends and customer preferences. 6. Identify sources of resistance to change and propose strategies to overcome resistance, recognizing the common challenges associated with implementing change initiatives in hospitality organizations and suggesting effective approaches for overcoming resistance. 7. Explain approaches to organization change, with a focus on introducing Organizational Development (OD)	Unit 7 Organization Change 5 hrs 7.1 Introduction to organization change 7.2 Resistance to change (Definition) 7.2.1 Overcoming resistance to change 7.3 Concept of change management 7.4 Five stages of change management 7.4.1 Prepare the organization for change 7.4.2 Craft a vision and plan for change 7.4.3 Implement the change 7.4.4 Embed change with the organization culture 7.4.5 Review progress and analyze results 7.5 Organization Development (Concept only)

4. Methods of Instruction

Lecture, discussion, question-answer, brainstorming, Project work, lab work, fieldwork etc.



5. Evaluation system and students' responsibilities

Internal Evaluation

The tabular presentation of the internal evaluation is as follows.

External Evaluation	Marks	Internal Evaluation	Weight	Marks
Semester-end examination	50	Assignments	15%	50
		Quizzes	10%	
		Attendance	5%	
		Class participation	10%	
		Term exam	60%	
Total external	50	Total Internal	100%	50
Full Marks 50+50 = 100				

Student requirements:

Each student must secure at least 45% marks in internal evaluation with 80% attendance in the class in order to appear in the semester-end examination. Failing to get such score will be equated with NOT QUALIFIED (NQ) and the student will not be eligible to appear in the End-Semester examinations. Students are advised to attend all the classes and complete all the assignments within the specified time period. Failure of a student to attend a formal exam, quiz, test, etc. won't qualify him/her for re-exam. **Students are required to complete all the requirements defined for the completion of the course**

6. Prescribed Text Book and Reference Books

Text Book

Robbins, S. P., & Judge, T. A. (2021). *Essentials of organizational behavior*.

References

- Luth Robbins, S. P., Judge, T., & Vohra, N. (2019a). *Organizational behavior*. Pearson.
- Dennison, N., & Dean, L. (2001). *Hospitality management and organizational behavior*. Addison-Wesley Longman Ltd
- Morrison, A. M. (2022). *Understanding hospitality consumer behavior*. Taylor & Francis.
- Lundberg, C. C., & Young, C. A. (2009). *The hospitality case manual: Developing competencies in critical thinking and practical action*. Prentice Hall.
- Woods, R., & King, J. (2010). *Leadership and management in the hospitality industry*. American Hotel & Lodging Educational Institute.
- Reid, R. D., & Bojanic, D. C. (2009). *Hospitality marketing management*. John Wiley and Sons.
- Robert H. W., & Judy Z. K. (2002). *Leadership and Management in the hospitality industry*. American Hotel & Lodging Association.





Pokhara University
Faculty of Management Studies

Course code.: MGT 312

Course title: **Fundamentals of Entrepreneurship**

Nature of the course: Theory

Year: Third, Semester V

Level: Undergraduate

Full marks: 100

Pass marks: 45

Time per period: 1 hr

Total periods: 48

Program: BHM

1. Course Description

This is designed to deal with the introduction, developing business ideas, and Growth of hospitality firm. It covers feasibility analysis, writing business plan, industry and competitive analysis, legal and ethical dimensions and start-up new business venture and marketing issues.

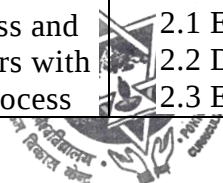
2. General Objectives

The course is designed with the following general objectives:

- Understand the fundamentals of entrepreneurship and social entrepreneurship;
- Appreciate social enterprise and social innovation
- Know the concepts, nature and process of creativity and innovation;
- Know new venture identification and selection
- Consider legal issues relating to intellectual property rights and licensing
- Write business plans

3. Contents in Detail with Specific Objectives

Specific objectives	Contents
• Familiar with the entrepreneurship and its significance in economic development of a developing nation like Nepal • Explain the social issues and social entrepreneurship in context of Nepal • Discuss the concept of green entrepreneurship	Unit 1: Entrepreneurship and Social Entrepreneurship 11 hrs 1.1 Nature and development of entrepreneurship; 1.2 Entrepreneurial process 1.3 Ethics and responsibilities of entrepreneurs 1.4 Role of entrepreneurship in economic development of a developing nation like Nepal 1.5 Social entrepreneurship 1.6 Women entrepreneurship 1.7 Minority entrepreneurship 1.8 Social entrepreneurship 1.9 Rural entrepreneurship 1.10 Green entrepreneurship
• Explain the entrepreneurial decision-making process and how such process differs with the decision-making process	Unit 2: Entrepreneurial Intentions 6 hrs 2.1 Entrepreneurial decision-making process 2.2 Developing entrepreneurial intentions, 2.3 Entrepreneurship competency development



- of a manager - Obtain skills to establish corporate entrepreneurship culture in hospitality industry	programs 2.4 Managerial versus entrepreneurial decision making 2.5 Establishing corporate entrepreneurship in organization
- Discuss how new entry opportunity is generated - Familiar with the entrepreneurial strategies that can be applied in hospitality industry - Obtain risk reduction strategies for new entry exploitation	Unit 3: Entrepreneurial Strategy 3hrs 3.1 New entry 3.2 Generation of new entry opportunity 3.3 Entry strategy for new entry exploitation 3.4 Risk reduction strategy for new entry exploitation 3.5 Analyze entrepreneurial strategies that can be applied in hospitality industry
- Discuss the concept of creativity and innovation - Analyze different methods of generating ideas and solving problems - Familiar with the significance of e-commerce in business start-up	Unit 4: Creativity and Business Idea 6 hrs 4.1 Concept of creativity 4.2 Creativity process 4.3 Common sources of new venture ideas 4.4 Barriers to creative thinking 4.5 Methods of generating ideas and solving problems 4.6 Creativity, innovation and entrepreneurship; 4.7 Entrepreneurial innovation 4.8 Opportunity recognition 4.9 E-Commerce and business start-up.
- Explain the concept of domestic and international entrepreneurship - Analyze the reason for an organization to go global - Visualize the barriers to international trade	Unit 5: International Entrepreneurship 6 hrs 5.1 Nature and significance of international entrepreneurship 5.2 Domestic versus international entrepreneurship; 5.3 Motivation to go global 5.4 International business strategies 5.5 Foreign market selection 5.6 Entrepreneurial entry strategies 5.7 Barriers to international trade
- Discuss the concept and the types of intellectual property - Explain the business registration process in Nepal	Unit 6: Protecting Idea and other Legal Issues 8 hrs 6.1 Concept and nature of intellectual property 6.2 Types of intellectual property 6.3 Patents: 6.3.1 Concept 6.3.2 Types and procedure for obtaining patent rights in Nepal 6.4 Trademarks 6.4.1 Concept 6.4.2 Types and procedure for obtaining



	trademark rights in Nepal 6.5 Copyrights 6.5.1 Concept and procedure for obtaining copyrights in Nepal 6.6 Trade Secret 6.6.1 Concept of trade secrets 6.7 Contracts 6.8 Business Registration process in Nepal
- Familiarize with the different sections of a business plan - Obtain the reasons for the failure of any business plan - Analyze a business plan using business model	Unit 7: Business Plan 8 hrs 7.1 Concept and nature of business planning 7.2 Business planning process 7.3 Business Plan 7.3.1 Concept of business plan 7.3.2 Nature of business plan 7.3.3 Scope and significance of business plan 7.4 Contents and criteria of a business plan 7.6 Reasons for failing a business plan 7.7 Preparation of business plan using Business model canvas

4. Methods of Instruction

Lecture, discussion, question-answer, brainstorming, Project work, lab work, fieldwork etc.

5. Evaluation system and students' responsibilities

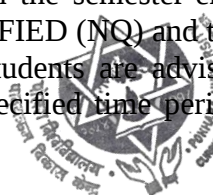
Internal Evaluation

The tabular presentation of the internal evaluation is as follows.

External Evaluation	Marks	Internal Evaluation	Weight	Marks
Semester-end examination	50	Assignments	15%	50
		Quizzes	10%	
		Attendance	5%	
		Class participation	10%	
		Term exam	60%	
Total external	50	Total Internal	100%	50
Full Marks 50+50 = 100				

Student requirements:

Each student must secure at least 45% marks in internal evaluation with 80% attendance in the class in order to appear in the semester-end examination. Failing to get such score will be equated with NOT QUALIFIED (NQ) and the student will not be eligible to appear in the End-Semester examinations. Students are advised to attend all the classes and complete all the assignments within the specified time period. Failure of a student to attend a formal exam,



quiz, test, etc. won't qualify him/her for re-exam. **Students are required to complete all the requirements defined for the completion of the course**

6. Prescribed Books and References

Prescribed Text Book

Hisrich, R. D., Peters, M. P., & Sheperd, D. A. (2002). *Entrepreneurship*, McGraw-Hill. New York.

Reference Books

Barringer, B. R. (2015). *Entrepreneurship: Successfully launching new ventures*. Pearson Education India.

Roy, R. (2021). *Entrepreneurship*. Oxford University Press.

Blundel, R., Lockett, N., & Wang, C. (2017). *Exploring entrepreneurship*. Sage.

Kuratko, D. F., & Rao, T. V. (2012). *Entrepreneurship: A South-Asian Perspective*. Cengage Learning.



Pokhara University
Faculty of Management Studies

Course code.: FIN 133
Course title: **Fundamentals of Financial Management**
Nature of the course: Theory
Year: Third, Semester V
Level: Undergraduate

Full marks: 100
Pass marks: 45
Time per period: 1 hour
Total periods: 48
Program: BHM

1. Course Description

This course is designed focusing the students who study only one semester course of financial management, and therefore it covers only the fundamental aspects of financial management. This course introduces financial concepts and principles, and explains how they apply to specific operations in non-financial service sectors such as hospitals, hotels, IT and travel businesses. This course covers introduction to financial management environment, time value of money, cost of capital, capital budgeting, dividend policy and working capital management.

2. General Objectives

The general objectives of this course are:

- The aim of this course is to impart the fundamental knowledge of financial management to the students
- To enhance their analytical knowledge and skills in financial management of related industry through industry specific cases.

3. Contents in detail with specific objectives

Specific objectives	Contents
• To explain financial management and why is it important for hospitality industries • To analyze the function of financial management • To interpret the role of a financial manager to achieve the goal of business • To distinguish between profit and wealth maximization goal. • To explain financial institution, market and its environment	Unit I: Financial Management and Its Environment 8 hrs 1.1 Nature of financial management; 1.2 Finance functions; 1.3 Role of the financial manager; 1.4 Financial goals; 1.5 Financial environment.
• To explain the importance of time-value of money	Unit II: Time Value of Money 10 hrs 2.1 Concept of time value of money;



- To distinguish between present value and future value of money - To describe different types of cashflow - To identify different types of interest rate	2.2 Present values and discounting; 2.3 Future values and compounding; 2.4 Annuities and perpetuities; 2.5 Effective interest rate and amortization 2.6 Application of time value of money in hospitality industry.
- To explain financial instruments and its features - To analyze its cost of sourcing and weighted average cost of capital - To describe why cost of capital is important for hospitality business	Unit III: Cost of Capital 8 hrs 3.1 Meaning of bonds; Preferred stock; Common stock; 3.2 Concept of cost of capital; 3.2.1 Component cost of capital: Debt, Preferred stock, Common stock, Retained earnings; 3.4 Weighted average cost of capital, 3.5 Application of cost of capital in financial decision making in hospitality industry.
- To explain dividend and its types. - To explain why dividend management is important for the hospitality business	Unit IV: Dividend Decision 6 hrs 4.1 Concept of dividend; 4.2 Cash dividend versus stock dividend; 4.3 Dividend payment process; 4.4 Stock dividend and stock split.
- To explain working capital and its importance for the business - To identify the types of working capital - To analyze the factors affecting working capital.	Unit V: Working Capital Management 6 hrs 5.1 Concepts and components of working capital; 5.2 Importance of working capital management; 5.3 Types of working; 5.4 Factors affecting working capital 5.5 working capital flow cycle.
- To describe the importance of capital budgeting for the business - To analyze the tools of capital budgeting and its implementation in investing decision.	Unit VI: Capital budgeting 10 hrs 6.1 Concept of capital budgeting; 6.2 Types of projects; 6.3 Capital budgeting techniques – payback period, NPV, IRR, Comparison of NPV with IRR, and profitability index; 6.4 application of capital budgeting techniques.

Note: The figures in the parentheses indicate the approximate periods for the respective units.

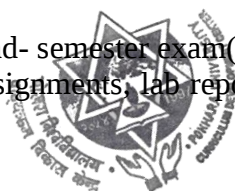
4. Methods of Instruction

Lecture, discussion, question-answer, brainstorming, Project work, lab work, fieldwork etc.

5. Evaluation system and students' responsibilities

Internal Evaluation

In addition to the formal end- semester exam(s), the internal (formative) evaluation of a student may consist of quizzes, assignments, lab reports, projects, class participation and presentation



etc. The tabular presentation of the internal evaluation is as follows. The components may differ according to the nature of the subjects.

External Evaluation	Marks	Internal Evaluation	Weight	Marks
Semester-end examination	50	Assignments	15%	50
		Quizzes	10%	
		Attendance	5%	
		Class participation	10%	
		Term exam	60%	
Total external	50	Total Internal	100%	50
Full Marks 50+50 = 100				

Student requirements:

Each student must secure at least 45% marks in internal evaluation with 80% attendance in the class in order to appear in the semester-end examination. Failing to get such score will be equated with NOT QUALIFIED (NQ) and the student will not be eligible to appear in the End-Semester examinations. Students are advised to attend all the classes and complete all the assignments within the specified time period. Failure of a student to attend a formal exam, quiz, test, etc. won't qualify him/her for re-exam. **Students are required to complete all the requirements defined for the completion of the course**

6. Prescribed Books and References

Prescribed Text Book

Brigham, E. F., & Ehrhardt, M. C. (2022). *Financial management: Theory and practice*. Cengage.

Reference Book

Paudel, R. B., Baral, K. J., Gautam, R. R., & Rana, S. B. (2014). *Essentials of finance*. Asmita Books Publishers and Distributors.



Pokhara University
Faculty of Management Studies

Course code.: HRM 153

Course title: **Hospitality Human Resource Management**

Nature of the course: Theory

Year: Third, Semester V

Level: Undergraduate

Full marks: 100

Pass marks: 45

Time per period: 1 hr

Total periods: 48

Program: BHM

1. Course Description

This course aims to provide a foundational understanding of HRM principles, functions, and changing roles of HR managers, addressing contemporary challenges in a globalized business environment. This course includes guidance through HR planning, job analysis, and recruitment concepts, exploring selection processes and diverse recruitment sources. This course enables practical skills in training and management development, covering various training methods and evaluation techniques. This course includes an elucidation of performance appraisal concepts, the importance of career planning, and practical methods for assessing employee performance. This course aims to provide insights into compensation structures, incentive systems, and fair compensation practices, including discussions on incentive pay plans and minimum wage provisions. This course addresses challenges related to employee turnover and strategies for engagement, exploring the impact of engagement on individual and organizational performance. This course aims to instill an understanding of ethics, fair treatment, and workplace culture promotion, covering issues like bullying, sexual harassment, and collective bargaining. This course familiarizes students with labor laws, exploring the legal framework and rights and responsibilities of employers and employees.

2. General Objectives

The course is designed with the following general objectives:

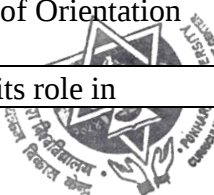
- To familiarize students with the fundamental principles and components of Human Resource Management (HRM), laying the groundwork for a comprehensive understanding.
- To make students adept at HR planning, covering the assessment of current human resources, forecasting demands and supplies, and the development of effective action plans.
- To acquaint students with the concepts of training and management development, providing them with a comprehensive understanding of various training methods and their evaluation,
- To make students proficient in the concepts of performance appraisal, including different methods and challenges associated with assessing employee performance.
- To familiarize students with the concepts of compensation structures, incentive systems, and fair compensation practices, including various incentive pay plans and minimum wage provisions.
- To make students adept at addressing challenges related to employee turnover, strategies for engagement, and the impact of engagement on individual and organizational performance.



- To acquaint students with the concepts of ethics, fair treatment at work, and workplace culture promotion, covering issues like bullying, sexual harassment, and collective bargaining.

3. Contents in Detail with Specific Objectives

Specific Objectives	Contents
• Explain the core principles and components of Human Resource Management (HRM). • Familiarize with the key functions of HRM, namely Acquisition, Development, Utilization, and Maintenance. • Analyze the four roles outlined in David Ulrich's HR Model: Strategic Partner, Employee Champion, Change Agent, and Administrative Expert. • Identify and describe the challenges faced by HR managers in the modern globalized business environment.	Unit 1: Human Resource Management 7 LHS 1.1 Concept of HRM 1.2 Importance of HRM 1.3 Functions of HR 1.3.1 Acquisition 1.3.2 Development 1.3.3 Utilization 1.3.4 Maintenance 1.4 David Ulrich HR Model for Changing Roles of HR Manager 1.4.1 Strategic Partner Role 1.4.2 Employee Champion Role 1.4.3 Change Agent 1.4.4 Administrative Expert 1.5 Contemporary HR Challenges of HR Manager: - Globalization, Outsourcing, Change Management, Work Life Balance, Ethical HR Activities, Managing HR diversity
• Define HR planning and its role in aligning human resources with organizational goals. • Describe the step-by-step process of HR planning, including assessing current human resources, forecasting HR demands and supplies, and preparing HR action plans. • Familiarize with the concept of job analysis and its relevance in HR planning. • Analyze the concept of recruitment and its significance in attracting qualified candidates. • Explain the concept of selection and its role in hiring the right candidates. • Explain the concept of Orientation and Socialization	2. Meeting HR Requirements 10 LHS 2.1 Concept of HR Planning 2.2 Process of HR Planning 2.2.1 Assessing current human resources 2.2.2 Forecasting HR demands (concept only) 2.2.3 Forecasting HR supply (concept only) 2.2.4 Matching demand and supply forecasts 2.2.5 Preparation of HR action plans 2.3 Concept of Job Analysis and its Techniques (Job Description, Job Specification and Job Evaluation) 2.4 Concept and Sources of Recruitment 2.5 Concept of Selection and its Process 2.6 Concept of Orientation and Socialization
• Define training and its role in	3. Human Resource Development 7 LHS



enhancing employee skills and competencies. - Describe on-the-job and off-the-job training methods. - Analyze the methods used to assess the effectiveness of training programs. - Familiarize with various types of HR training, including soft skills, professional and legal training, technology training, safety training, team training, and quality training. - Explain the concept of management development and the methods in grooming future leaders.	3.1 Concept of Training 3.2 Training Need Assessment 3.3 Methods of Training methods 3.3.1 On the Job (Apprenticeship, Internship, Job Instruction Training) 3.3.2 Off the Job (Lectures/Conferences, Simulation, Role Plays) 3.4 Evaluation of Training Effectiveness 3.5 Concept of Management Development (MD) 3.6 Methods of MD Methods 3.6.1 On the Job (Coaching and Job Rotation) 3.6.2 Off the Job (Lecture, Behavior Modelling, Simulation exercise)
- Explain the concept of performance appraisal and its significance in managing employee performance. - Describe different methods of performance appraisal, including job standard-oriented methods, comparison-oriented methods, and objective-oriented methods. - Analyze the challenges associated with performance appraisal processes in organizations. - Define the concept of career planning and its importance in employee development and satisfaction.	4. Performance and Effectiveness 6 LHS 4.1 Concept of Performance Appraisal 4.2 Performance Appraisal Methods 4.2.1 Job Standard Oriented Method (Graphic Rating Scale Method and BARS only) 4.2.2 Comparison Oriented Method (Ranking and Paired only) 4.2.3 Objective Oriented Method 4.2.4 360 Degree Appraisal/ Full Circle Appraisal 4.3 Challenges in Performance Appraisal 4.4 Concept of Career and Need for Career Planning
- Define compensation and its role in attracting, retaining, and motivating employees. - Break down the components of compensation structures and their impact on employee satisfaction and organizational performance. - Explain the concept of incentive systems and their role in recognizing and rewarding employee contributions. - Describe different types of incentive pay plans, including individual, group, and organizational level plans.	5. Compensation 7 LHS 5.1 Concept of Compensation 5.2 Compensation Structure or Components of Total Structure 5.3 Concept of Incentive System 5.4 Types of Incentive Pay Plans 5.4.1 Individual Level Incentive Plans 5.4.1.1 Piece Work Plan 5.4.1.2 The Standard Hour Plan 5.4.1.3 Sale Incentive Plan 5.4.1.4 Managerial Incentive Plans 5.4.2 Group Level Incentive Plans 5.4.2.1 Production Incentive Programs 5.4.2.2 Department Head Incentive



Discuss the provisions related to minimum wages and the importance of fair compensation practices in maintaining employee morale.	5.4.2.3 Professional Incentive Program 5.4.3 Organizational Level Incentive Plans 5.4.3.1 Profit Sharing Plan 5.4.3.2 Scanlon Plan 5.4.3.3 Gain Sharing Plan 5.4.3.4 Employee Share Ownership (ESOP) 5.5 Provision Related to Minimum Wages 5.6 Social Security Fund (SSF)
- Define employee turnover and its impact on organizational performance. - Identify the causes of voluntary turnover and strategies to reduce it. - Explain the concept and purpose of employee engagement in fostering a positive work environment. - Analyze how employee engagement influences individual and organizational performance.	6. Engaging and Retaining Employees 5 LHS 6.1 Concept of Employee Turnover and its Impact 6.2 Voluntary Turnover and How to Reduce it 6.3 Concept and Purpose of Employee Engagement 6.4 How Employee Engagement affects Performance
- Define ethics and fair treatment at work and their significance in promoting a positive workplace culture. - Analyze the intersection of ethics, public policy, and employee rights in organizational decision-making. - Identify and address issues related to bullying and victimization in the workplace. - Explore the types of sexual harassment, including Quid Pro Quo Harassment and Hostile Environment Harassment. - Define collective bargaining, outline its process, and discuss the concept of trade union - Explain different provisions of labor act	7. Ethics and Fair Treatment at Work 6 LHS 7.1 Concept of Ethics and Fair Treatment at Work 7.2 Bullying and Victimization (Concept only) 7.3 Sexual Harassment and its types: - Quid Pro Quo Harassment and Hostile Environment Harassment (Concept only) 7.4 Concept of Collective Bargaining and its Process 7.5 Trade Unionism (Concept only) 7.6 Provisions of Labor Act

4. Methods of Instruction

Lecture, discussion, question-answer, brainstorming, Project work, lab work, fieldwork etc.

5. Evaluation System and Students' Responsibilities



Internal Evaluation

The tabular presentation of the internal evaluation is as follows.

External Evaluation	Marks	Internal Evaluation	Weight	Marks
Semester-end examination	50	Assignments	15%	50
		Quizzes	10%	
		Attendance	5%	
		Class participation	10%	
		Term exam	60%	
Total external	50	Total Internal	100%	50
Full Marks 50+50 = 100				

Student requirements:

Each student must secure at least 45% marks in internal evaluation with 80% attendance in the class in order to appear in the semester-end examination. Failing to get such score will be equated with NOT QUALIFIED (NQ) and the student will not be eligible to appear in the End-Semester examinations. Students are advised to attend all the classes and complete all the assignments within the specified time period. Failure of a student to attend a formal exam, quiz, test, etc. won't qualify him/her for re-exam. **Students are required to complete all the requirements defined for the completion of the course.**

6. Prescribed Text Books and References

Prescribed Text Book

Woods, R. H., Johanson, M. M., & Sciarini, M. (1992). *Managing hospitality human resources*. Educational Institute of the American Hotel & Motel Association.

Reference Books

Mondy, R.W. (2016) *Human resource management*. Pearson Publication.

Durai, P. (2010). *Human resource management*. Pearson Education India..

Dessler, G. (2008). *Human resource management 11/E*. Pearson Prentice Hall.

Agrawal, G. R. (2014). *Dynamic of human resource management in Nepal*. M. K. Publishers and Distributors



Pokhara University
Faculty of Management Studies

Course code.: RCH 311
Course title: **Research Methodology**
Nature of the course: Theory
Year: Third, Semester V
Level: Undergraduate

Full marks: 100
Pass marks: 45
Time per period: 1 hour
Total periods: 48
Program: BHM

1. Course Description

This course design to introduces students to a number of research methods useful for academic and professional investigations of information practices, texts and technologies. It includes problem definition, hypothesis formulation, research design, measurement, sampling, secondary data gathering, observation and interviews, and data analysis.

2. General Objectives

The general objectives of this course are:

- To familiarize students about the basic research knowledge to the students.
- To provide students with the opportunity to learn the process of collecting, analyzing, and interpreting quantitative and qualitative data to aid managerial decision making.
- To enable Students to develop and practice the knowledge and skills necessary to review, apply and conduct organizational research.
- To equip the students with proposal writing skills and capacity.

3. Contents in detail with specific objectives

Specific objectives	Contents
- Identify the basic concept of research, its nature and types. - Explain about the scientific research, process and characteristics. - Interpret research and business research, value for decision making and ethical consideration.	Unit I: Introduction to Research 8 hours 1.1. The meaning of research; the nature and types of research; application of scientific thinking in research. 1.2. scientific research - scientific research process, characteristics of scientific research. 1.3. Business research – role, types and value for decision making; Ethical considerations in business research.
- To explain about literature review, its importance way of searching the literature. - Interpret the theoretical framework, its format and	Unit II: Literature Review and Theoretical Framework 7 hours 2.1. Literature review - purpose and steps; searching, obtaining, and evaluating the



concept of induction and deduction.	literature, literature search through the Internet, format and guidelines for presenting the literature review. 2.2. Theoretical framework – concept and format; Research and theory – deduction and induction.
- Explain the concept of problem, its steps and research questions. - Interpret hypothesis and its functions.	Unit III: Problem Definition and Hypothesis Formulation 4 hours 3.1. Problem definition – concept and steps in problem formulation; Research questions. 3.2. Hypothesis - functions and types; criteria of good hypothesis statement.
- Explain the concept of research design and its type. - Identify the concept of qualitative research design, assumptions and features.	Unit IV: Research Design 8 hours 4.1. Definition; elements of a research design; Types of research design – exploratory, descriptive, developmental, case study, correlational, causal-comparative and experimental research designs. 4.2. Qualitative research – concept, basic assumptions, features and design.
- Explain the variables, measurement and scale construction in business research. - Identify the validity and reliability and types. - Interpret sampling, types and sampling and non-sampling errors.	Unit V: Measurement, Scaling and Sampling 5 hours 5.1. Variables – concept and types; Measurement and scales, scale construction and attitude measurement; Scales and techniques commonly used in business research. 5.2. Validity and reliability of measurement. 5.3. Sampling – concept, probability and non-probability sampling; sampling and non-sampling errors.
- Explain data, its types and importance. Identify questionnaire, research interview, observation, FGD and KII. - Interpret the use of internet, web surveys and email surveys. - Identify the concept of data analysis, data processing, graph and tables.	Unit VI: Data Collection and Analysis 8 hours 6.1. Data and its types; sources of primary and secondary data; Questionnaire – principles, components and types – format and types; Research interviews – principles and types; Sources of qualitative data – observation, participant observation, focus group discussion, key Informant Interview. 6.2. E-research using Internet and websites to collect data from individuals; web



	surveys, e-mail surveys. 6.3. Getting data ready for analysis; Data processing; Presenting data in graphs and tables; Statistical analysis of data – descriptive and inferential statistics.
- To identify research proposal and develop capacity to develop proposal. - Explain the concept of research report, academic writing and APA format of citation and referencing.	Unit VII: Writing Proposals and Project Reports 8 hours 7.1. Research proposals – functions, types and components; features of research proposal, format of research proposal (student should develop a research proposal in academic format). 7.2. Research report – concept, process, types and procedure for writing research reports; conventions of academic writing; components of the project report; body of the project report; Documenting sources - APA style of citation and referencing; Essentials of good research report.

Note: The figures in the parentheses indicate the approximate periods for the respective units.

4. Methods of Instruction

Lecture, discussion, question-answer, brainstorming, Project work, lab work, fieldwork etc.

5. Evaluation system and students' responsibilities

Internal Evaluation

In addition to the formal end- semester exam(s), the internal (formative) evaluation of a student may consist of quizzes, assignments, lab reports, projects, class participation and presentation etc. The tabular presentation of the internal evaluation is as follows. The components may differ according to the nature of the subjects.

External Evaluation	Marks	Internal Evaluation	Weight	Marks
Semester-end examination	50	Assignments	15%	50
		Quizzes	10%	
		Attendance	5%	
		Class presentation	10%	
		Term exam	60%	
Total external	50	Total Internal	100%	50

Student requirements:

Each student must secure at least 45% marks in internal evaluation with 80% attendance in the class in order to appear in the semester-end examination. Failing to get such score will be equated with NOT QUALIFIED (NQ) and the student will not be eligible to appear in the End-Semester examinations. Students are advised to attend all the classes and complete all the assignments within the specified time period. Failure of a student to attend a formal exam, quiz, test, etc. won't qualify him/her for re-exam. **Students are required to complete all the requirements defined for the completion of the course**

6. Prescribed Books and References**Prescribed Text Books**

Bryman, A., & Bell, E. (2015). *Business research methods*. Oxford University Press.
Zikmund, W. G. (2000). *Business research methods*. Thompson.

Reference Books

Cooper, D. R., & Schindler, P. S. (2014). *Business research methods*. Tata McGraw Hill.
Pant, P. R. (2021). *Business research methods*. Buddha Academic Enterprises.
Flick, U. (2022). *An introduction to qualitative research*. Sage South Asia Edition.
Sekaran, U., & Bougie, R. (2016). *Research methods for business: A skill building approach*. John Wiley & Sons.



Semester VI		
Course Code	Course Description	Credits Hours
PRG 451	Project Work	3
	Specialization I (Any One)	
FNB 371	Advanced Food and Beverage Management	3
RDM 381	Advanced Accommodation Operation	
	Specialization II (Any One)	
FNB 372	Advanced Food Production Management	3
RDM 382	Advanced Room Division Management	
	Elective I (Any One)	
MGT 412	Strategic Management	3
MGT 216	Tourism Business Environment	
	Elective II (Any One)	
HEM 384	Hotel Engineering and Management	3
EMT 385	Event Management	
CMI 386	Casino Management and Inflight Catering	
BNC 387	Bakery and Confectionery	
	Total Credits	15



Pokhara University
Faculty of Management Studies

Course code.: PJR 451
Course title: **Project Work**
Nature of the course: Theory
Year: Third, Semester VI
Level: Undergraduate

Full marks: 100
Pass marks: 45
Time per period: 1 hr
Total periods: 48
Program: BHM

Project Work

Students are required to do an independent capstone project that involves fieldwork and its empirical analysis. At the end, students are required to prepare a report of their project work in the prescribed format and submit to the authorized person/body. The objective of this project work is to develop students' skills in research, particularly in areas of data collection, processing, analysis, and report writing. The concerned college authority will evaluate these reports.

This assignment specifically aims to develop knowledge, skills and attitudes necessary for conduct of individual research at a level, which will make a distinct contribution to knowledge. Students are expected to demonstrate the use of appropriate research, methodology, and written skills through the preparation and presentation of their investigation.

Through this PW, students gain a new perspective into the real world. It is also an excellent networking platform for students to get acquainted with people from different organizations, business backgrounds, skills, expertise, etc. This will improve the student's networking skills and also expand their networking group. Specifically, the objectives of the PW include:

- To provide an opportunity for the student to integrate classroom knowledge and practice.
- To enable graduate students to do an independent study to reflect a creative endeavour that can make some contribution to knowledge in a given field.
- To develop students' ability to read professional literature, reports, and other works critically in their design, treatment of data, and conclusions.
- To strengthen the ability of students in presenting their research work in a clear, concise, and logical manner and enable other readers to use the results of their investigations.

Students must complete an **Expression of Interest** (FORM) and submit it to the PW Committee of their respective school/college. The PWC of the school/college will make its decision on student applications. Once the PW proposal submitted by the student is approved, the student is required to work under the guidance of the supervisor as assigned to him/her by the PWC.



TITLE OF THE PROJECT WORK REPORT

BY
Candidate's Full Name

A Project Work Report submitted to Pokhara University in partial
fulfillment of therequirements for the degree of

Bachelor in Hotel Management

at the
Name of the School/College
Pokhara University

Place
Month/Year



Declaration

I hereby declare that the project work report entitled “.....(Topic of the PW Report).....” submitted for the BHM is my original work and the Project Work Report has not formed the basis for the award of any degree, diploma, or other similar titles.

Signature
Name of the
Student
Date



CERTIFICATE

This is to certify that the Project Work titled “**Title of the Project Work**“ submitted by **(Name of the Student) (Roll No.)** for the partial fulfillment of the requirements of BHM embodies the bonafide work done by him/her under my supervision.

Signature of the Supervisor

Name

Date

Name and Signature

In-Charge of Research/Proj

Date



Sequence of Items in the Project Report

The following sequence may be followed in the preparation of the Manuscript as well as the final report (Manuscript can be spiral bound):

Preliminary Information

Cover Page (On the black spiral bound cover) Title

Page

Declaration

Certificate from the Supervisor

Acknowledgements

Table of Contents

Main Body of the Report

Chapter I: Introduction

Background

Statement of the Problem

Objectives of the Study

Significance of the Study

Literature Review

Research Methods Used

Chapter II: Descriptive Analysis

Data Analysis and

Presentation

Main Findings

Chapter III: Summary and Conclusion

Summary

Conclusion

Recommendations

References

Follow APA system of citation and referencing

Appendices (if any)

Checklist for the items in the report



Project Report Format (Guidelines)

Length:

Approx. 30 to 35 pages (About 8000 to 10,000 words)

Paper:

A4 White bond paper

Typing:

Font – Times New Roman

Standard letter size: Title – 14 and Text – 12

Black Colour

One side of the paper

One and half line
spacing

Margin:

Left and Top – 35 mm

Right and Bottom – 20
mm

Page Numbers:

All the pages in the initial part are in small roman centrally located at the bottom of the pages.

Each chapter should begin on a new page



	Elective I (Any One)	
MGT 412	Strategic Management	3
MGT 216	Tourism Business Environment	



Pokhara University
Faculty of Management Studies

Course code.: MGT 216
Course title: **Tourism Business Environment**
Nature of the course: Theory
Year: Third, Semester VI
Level: Undergraduate

Full marks: 100
Pass marks: 45
Time per period: 1 hr
Total periods: 48
Program: BHM

1. Course Description

This course delivers an analytical and systematic knowledge about Tourism, its major components, tourism products which are closely related to tourism businesses because of which the social, cultural, environment and economy are being affected in a positive or negative way. And also, the course focuses on the techniques, theories and roles of different organization in international or national way which can foster the tourism to calculate the cost and benefit of tourism in a sustainable manner.

2. General Objectives

The travel and tourism industry are going through a state of change, affected by developments in new facet and systems, consumer demand, regulation, competition and general political and economic forces. This module provides an introduction planning and policies and strategies of tourism businesses operating within a dynamic environment. This course will also encourage students to develop their awareness of historical and current events/issues that impact on tourism businesses and to overcome its dimensions with sustainable aspects.

3. Contents in detail with specific objectives

Specific objectives	Contents
- To explain professionals with leadership skills to administer and manage business units in the tourism and hospitality industry. - To compute the student to develop professional competencies about knowing how components matches with the scope of tourism and hospitality industry. - To explain the tasks relating to the tourism and hospitality industry in traditional and niche tourism. - To make them identify the trends of tourism, nationally and internationally and to familiarize the student with the recent trends in the tourism and hospitality industry and its challenges and also make them able to	Unit 1 Introduction to Tourism 8hrs 1.1 Concept of tourism 1.2 Global Importance of tourism 1.3 Components of tourism 1.4 Scope of tourism 1.5 Differentiate between traditional and Niche Tourism 1.6 Factors affecting tourism management in 21st century. 1.7 contemporary tourism trends and practice



suggest or recommend possible remedies.	
- To identify the relationships between social, cultural, environmental, and global issues, and the industry. - To explore the strategic issues in tourism and hospitality business development through its protection and preservation of social-cultural and heritage aspects.	Unit 2 Impact of tourism 8hrs 2.1 Tourism impact on society-culture 2.2 Tourism impact on economy 2.3 Tourism impact on environment 2.4 Preservation, conservation, and promotion of socio-culture, tradition and heritage
- To use the knowledge and the impact of the present century on the industry and explore its future in relation to tourism and environment. - To explain the students with the principles of alternative tourism which can create positive impact through analyzing different components of it and way to overcome tourism impact.	Unit 3 Tourism and environment 7hrs 3.1 concept of Sustainable tourism/ principles/ dimensions 3.2 Introduction to ecotourism/ principles and ASTA commandments. 3.3 Alternative tourisms and its forms 3.4 protected areas and its major issues. 3.5 Carrying capacity/ factors/components 3.5 Visitor impact management/ Environmental impact assessment/ Limit of acceptable change.
To distinguish the students with the major theories which can act as a major model to indicate, find out and implement the measures to overcome the impacts of tourist practices and create a sustainable industry.	Unit 4 Tourism theories 8hrs 4.1 Butler's tourism area life cycle model (TALC theory) 4.2 Stanley Plog destination rise and fall in popularity 4.3 Leiper's tourism system model. 4.4 Doxey irritation index model 4.5 Jafari platform for tourism
- To explain an attitude of enquiry in students about how destinations are managed. - To explain the students with different types of tourist destination its attractions and competitiveness among destinations. - To identify the students to different organization about the organization its objective and features regarding destination management. - To make them identify to find out steps in destination development and how it functions.	Unit 5. Tourism destination management and awareness 10hrs 5.1 Concept to tourist destination 5.2 Concept of destination management 5.3 Types of tourist destination 5.3 Destination attraction and its competitiveness 5.4 Milieus of tourism 5.5 Destination management organizations / objective/partnership/ characteristics 5.6 Tools for destination management



	5.7 steps in destination development
- To make the students use to about the concept of tourism plan and policy relating with its significance for tourism industry. - To make the students aware to know about the approaches and the steps followed in planning tourism. - To interpret the students with knowledge about how to overcome the hurdles in tourism industry. - To make them compute with organization along with their objectives to uplift industry as a whole.	Unit 6 Tourism policy and planning 7hrs 6.1 concept of Tourism plan and policy 6.2 Significance of planning and policy in tourism 6.3 Approaches to tourism planning 6.4 Tourism planning process 6.4 Hurdles in achieving plan and policies 6.5 National and international organization and their objectives to uplift tourism business.

Note: The figures in the parentheses indicate the approximate periods for the respective units.

4. Methods of Instruction

Lecture, discussion, question-answer, brainstorming, Project work, lab work, fieldwork etc.

5. Evaluation system and students' responsibilities

Internal Evaluation

In addition to the formal end- semester exam(s), the internal (formative) evaluation of a student may consist of quizzes, assignments, lab reports, projects, class participation and presentation etc. The tabular presentation of the internal evaluation is as follows. The components may differ according to the nature of the subjects.

External Evaluation	Marks	Internal Evaluation	Weight	Marks
Semester-end examination	50	Assignments	15%	50
		Quizzes	10%	
		Attendance	5%	
		Class participation	10%	
		Term exam	60%	
Total external	50	Total Internal	100%	50
Full Marks 50+50 = 100				

Student requirements:

Each student must secure at least 45% marks in internal evaluation with 80% attendance in the class in order to appear in the semester-end examination. Failing to get such score will be



equated with NOT QUALIFIED (NQ) and the student will not be eligible to appear in the End-Semester examinations. Students are advised to attend all the classes and complete all the assignments within the specified time period. Failure of a student to attend a formal exam, quiz, test, etc. won't qualify him/her for re-exam. **Students are required to complete all the requirements defined for the completion of the course**

6. Prescribed Books and References

Prescribed Text Books

- Kamra, K. K., & Chand, M. (2004). *Basics of tourism: Theory, operation and practice*. Kanishka Publishers, Distributors.
- Swain, S. K., & Mishra, J. M. (2012). *Tourism principles and practices*. Oxford Univ. Press.
- Goeldner, C. R., & Brent, R. J. R. (2012). *Tourism: Principles, practices, Philosophies*. Wiley.
- Seth, P. N., & Bhat, S. S. (2008). *Successful tourism management* (Vol. 1 & 2). Sterling Publishers.

Reference Books

- Satyal, Y. R. (2000). *Tourism monograph of Nepal*. Adroit Publishers.
- Sharpley, R., & Telfer, DJ. (2011). *Tourism and development*. Viva Books



Pokhara University
Faculty of Management Studies

Course code: MGT 412
Course title: **Strategic Management**
Nature of the course: Theory
Year: Third, Semester VI
Level: Undergraduate

Full marks: 100
Pass marks: 45
Time per period: 1 hr
Total periods: 48
Program: BHM

1. Course Description

The course is designed to provide students with an in-depth understanding and able to analyze fundamentals of strategic management. The course covers the key concepts of strategic management, strategy formulation, implementation, and control. The course is designed to prepare entrepreneur or key level managers in competitive environment. The course is designed to provide knowledge of competitive environment and its implication for sustainability of organization.

2. General Objectives

The course is designed with the following general objectives:

- To familiarize the students with the meaning of strategic management and explain why this strategy is require for sustainability of organization in competitive environment.
- To familiarize students about the strategic vision, mission and objective and its relevancy in strategic formulation process
- To understand internal and external environment analysis for strategic analysis
- To know impact of global environment and its implication in strategic formulation process
- To familiarize students which strategic options is best fit to the different situations of the organization
- To know the importance of implementation process for achieving vision, mission and objective of the organization
- To acquaint students with corporate, functional and operational level measurement including BCG, GE nine cell and Space matrixes for strategic control

3. Contents in Detail with Specific Objectives

Specific objectives	Contents
• Familiar with the concept of strategic management through strategic management model and relate with hospitality industry • Describe the concept of globalization and formality of strategic management	Unit 1: Introduction 8 LHs 1.1 Meaning of strategy and strategic management 1.2 Components of strategic management 1.3 Challenges to strategic management 1.4 Strategic management process



	1.5 Strategic Management Model 1.6 Formality in strategic management. 1.7 Role of middle level manager in strategic formulation process
• Explain concept of vision, mission, objectives • Identify values of vision, mission and objective for hospitality industry • Familiar with the concept of policies and its implication in strategy formulation and implementation process	Unit 2: Company Direction 8 LHs 2.1 Concept of strategic vision mission and objective 2.2 Application of vision, mission and objective in strategic plan 2.3 Qualities of vision, mission and objective 2.4 Levels of objective 2.5 Financial vs Strategic objective 2.6 Long term vs short term objective 2.7 Policies for strategic plan
• Apply Porter's five forces model in real business world • Analyze the position of different organizations through strategic group mapping • Describe the significance of competitive advantage, core competencies and distinctive competencies • Able to explain organization's competitive position in strategic formulation process	Unit 3: Strategic Analysis 8 LHs 3.1 Internal and External Environment 3.2 Global environment 3.4 PEST analysis 3.5 Porter's Five Forces Model 3.6 Strategic group mapping 3.7 Driving forces 3.7 Value-chain-analysis 3.8 Resource-based view of strategy 3.8 Resources competencies, core competencies and distinctive competencies
• Explain the ways through which competitive advantage can be achieved through Porter's generic strategies • Explain different strategic option and its relevancy in formulation of strategic choice • Discuss the role of BCG matrix and GE matrix and space matrix for strategy selection	Unit 4: Strategic options 8 LHs 4.1 Steps for making strategic choice 4.2 Porter's generic strategies: Cost leadership, differentiation and focus strategy 4.3 Grand strategies: Growth, Market development, product development, stability, diversification, integration, merger, retrenchment and liquidation 4.4. Corporate level analytical tools 4.2.1 BCG matrix 4.2.2 GE nine cell matrices 4.2.3 Space matrix
• Explain the basic concept of strategy implementation • Explain the issues of operationalization and institutionalization strategy	Unit 5: Strategic Implementation 8 LHs 5.1 Concept of strategy implementation 5.2 Challenges of strategy implementation 5.3 Operationalization of strategies : Annual objectives, functional strategies and policies 5.4 Institutionalization strategies: Allocating resources, fit organizational structure,



	instituting best practices for continuous improvement, installing support system, reward and punishment, shaping corporate culture to fit strategy, exercising strategic leadership, build up capable organization
• Concept of strategic control • Explain about the process of control • Discuss different strategic control tools and their applications • Explain measurement of corporate, divisional, operational level of performance and balance scorecard approach for strategic control	Unit 6: Strategic Control 8 LHs 6.1 Concept of strategic control 6.2 Process of control 6.3 types of strategic control: Premise control, Special alert control, Implementation control, Strategic surveillance 6.4 Measure of corporate level performance, divisional level performance, operational level performance and balance scored card approach

4. Methods of Instruction

Lecture, discussion, question-answer, brainstorming, Project work, lab work, fieldwork etc.

5. Evaluation system and students' responsibilities

Internal Evaluation

The tabular presentation of the internal evaluation is as follows.

External Evaluation	Marks	Internal Evaluation	Weight	Marks
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Total external	50	Total Internal	100%	50
Full Marks 50+50 = 100				

Student requirements:

Each student must secure at least 45% marks in internal evaluation with 80% attendance in the class in order to appear in the semester-end examination. Failing to get such score will be equated with NOT QUALIFIED (NQ) and the student will not be eligible to appear in the End-Semester examinations. Students are advised to attend all the classes and complete all the assignments within the specified time period. Failure of a student to attend a formal exam, quiz,



test, etc. won't qualify him/her for re-exam. **Students are required to complete all the requirements defined for the completion of the course**

6. Prescribed Books and References

Prescribed Text Book

- Pearce, J. A., Robinson, R. B., & Subramanian, R. (2000). *Strategic management: formulation, implementation, and control*. OH: Irwin/McGraw-Hill.
- Hitt, M. A., Ireland, R. D., Hoskisson, R. E., & Manikuttu, S. (2012). *Strategic management, south asian perspective*, (Indian edition), Cengage Learning India Pvt. Ltd. ISBN-13, 978-81.
- Henry, E.A. (2021). *Understanding strategic management*, Oxford University Press

Reference Books

- Wheelen, T. L. (2011). *Concepts in strategic management and business policy*. Pearson Education India.
- Dess, G. G., Lumpkin, G. T., Eisner, A. B., & McNamara, G. (2014). *Strategic management: text and cases* (Vol. 2). New York: McGraw-Hill Education.
- Thomson, A., & Strickland, A. (2001). *Strategic management*. Tata McGraw Hill.



	Specialization I (Any One)	
FNB 371	Advanced Food and Beverage Management	3
RDM 381	Advanced Accommodation Operation	



Pokhara University
Faculty of Management

Course code: RDM 381

Course Title: Advance Accommodation Operation Management

Nature of the course: Theory

Year: Third, Semester VI

Level: Bachelor

Full Marks: 100

Pass Marks: 45

Time per period: 1hrs.

Total Period: 48

Program: BHM

1. Course Description

Advanced hotel housekeeping is intended to augment the skills of individual who are already working as housekeeping supervisors or coordinators. Again, this program is designed to be delivered on site at your hotel or resort. The modules include supervisor and executive housekeeping issues, executive housekeeping and hotel management issues. Provide students with advanced insights and in-depth understanding of managerial operations within accommodation management. Cover various aspects, including accommodation management, human resource management, administrative control, and technical skill management. Equip students with the skills and knowledge necessary to effectively handle the diverse challenges associated with accommodation operations, fostering competence in areas such as human resources, administration, and technical skill management.

2. General Objectives

The general objectives of this courses are:

- Obtain comprehensive knowledge of organizational departments and their management practices.
- Explore the roles, challenges, and opportunities inherent in effective management within organizations.
- Develop skills crucial for leadership, decision-making, and strategic planning to contribute to successful operational performance.

3. Contents in detail with specific objectives

Note: The figures in the parentheses indicate the approximate periods for the respective units.

Specific objectives	Contents
• Demonstrate a comprehensive grasp of principles and practices in managing lodging operations, including planning, organizing, and overseeing accommodation services. • Examine the historical development and structural aspects of lodging operations, understanding their evolution and organizational frameworks.	Unit 1: Introduction to Accommodation Management (3) 1.1 Introduction to Accommodation Management 1.1.1 Management of lodging operation 1.1.2 History and structure of lodging operation 1.1.3 Lodging industry in Nepal 1.1.4 Types of lodging establishments.



Acquire knowledge about specific characteristics of the American lodging industry, identifying key trends and factors, and differentiating between various types of lodging establishments for a nuanced industry understanding.	
- Efficiently manage administrative tasks like scheduling and payroll within the housekeeping department. - Develop strategies to reduce turnover and absenteeism, such as improving working conditions and offering incentives. - Attract and select suitable candidates, onboard new hires smoothly, and provide comprehensive training. - Conduct fair performance evaluations and ensure employees are fairly compensated based on their contributions. - Recognize achievements, provide development opportunities, and gather feedback to improve morale. - Enforce policies consistently to maintain accountability and address performance issues promptly. - Promote inclusivity and understanding among employees of diverse backgrounds through training and open communication.	Unit 2: Managing Housekeeping Personnel in Housekeeping Department (4) 2.1 Introduction to Human Resource Management in Housekeeping 2.1.1 Personnel Administration 2.1.2 The need to curb high employee turnover and absenteeism, 2.1.3 Recruiting, Selecting, Hiring and Training housekeeping employees, 2.1.4 Employee Evaluation and compensation, 2.1.5 Creating worker satisfactions, Employees Discipline, Cultural Diversity in the housekeeping Department.
- Implement effective operational control measures, including man-hour justification, profit and loss statements, productivity control, payroll management, and computerized housekeeping management. - Classify housekeeping materials, distinguish between capital and operating budgets, and demonstrate proficiency in purchasing materials and implementing inventory control. - Explore contemporary methods such as computerized housekeeping management, integrating weekly labor forecasting for optimized workforce planning and operational alignment with	Unit 3: Administrative Control and Technical Skill Management (10) 3.1 Introduction to Administrative Control 3.1.1 Controlling Operation 3.1.2 Housekeeping operating Budget 3.1.3 Selecting housekeeping Man-hour justification, 3.1.4 The profit and loss statement, productively control, Weekly labor forecasting, payroll control, Computerized housekeeping management. 3.2 Management of Inventory and equipment



organizational goals.	3.2.1 Classification of Material 3.2.2 Capital expenditure and operating Budget, 3.2.3 Purchasing housekeeping Material, 3.2.4 Inventory Control
• Prioritize hygiene standards for a safe environment, embracing comprehensive outsourcing beyond traditional cleanliness. • Implement effective training programs to enhance personnel skills and motivate staff through innovative strategies. • Integrate eco-friendly amenities, products, and processes to align with sustainable and environmentally conscious trends, contributing to the growing demand for eco-friendly hospitality options.	Unit 4: Changing Trends in Housekeeping (3) 4.1 Hygiene standard, safe environment, embracing comprehensive outsourcing beyond cleanliness. 4.2 Training on skill development and motivation of staffs 4.3 Eco-friendly amenities product and processes
• Initiate and execute housekeeping operations in a new property, ensuring readiness for guest arrival during the countdown phase of opening. • Initiate housekeeping operations in a new property, ensuring all necessary resources are in place. • Execute procedures for guest readiness during the countdown phase of property opening. • Determine the specific objectives and motivations behind undertaking a renovation project, such as improving guest satisfaction or maintaining competitiveness. • Classify renovation efforts into different types based on their scope and objectives, such as cosmetic updates, structural enhancements, or functional improvements. • Manage auxiliary tasks associated with renovation projects, such as procurement of materials, scheduling of contractors, and communication with stakeholders.	Unit 5: New Property Operation Contracts, Outsourcing, and Hotel Renovation (14) 5.1 Introduction to New property operation 5.1.1 Starting up housekeeping 5.1.2 Housekeeping in a new property, Countdown 5.2 Defining outsourcing and contracts - When are outsourced and considered, 5.2.1 Contract services in housekeeping 5.2.2 Hiring contracts providers, Pricing of contracts 5.2.3 Advantages and disadvantages of outsourcing 5.3 Reasons to renovation 5.4 Types of renovation 5.5 Subsidiary processes in renovation
• Pay close attention to guest actions and reactions to ensure their needs and	Unit 6: Interacting with the Hotel Guest, Managing Environmental Management (6)



preferences are understood and addressed. • Address and resolve guest concerns promptly and effectively to ensure a positive experience and satisfaction. • Navigate and overcome communication barriers arising from cultural differences to ensure effective interaction and understanding. • Accommodate special guest requests while ensuring their privacy and confidentiality are maintained. • Implement measures to reduce or eliminate sources of environmental pollution within the hospitality operation. • Educate staff and guests about environmental issues and promote sustainable practices to minimize ecological impact. • Establish and adhere to environmental management programs and international EMS (Environmental Management System) standards to ensure responsible environmental stewardship.	6.1 Observing the guest behavior 6.1.1 Handling guest complaint 6.1.2 The challenges of cross- cultural Communication 6.1.3 Dealing with special request and manage Guest privacy. 6.2 Environment and ecology 6.2.1 Environmental pollution 6.2.2 Environmental education 6.2.3 Environmental management in hospitality industry (environment management program, international EMS standard)
• Implement energy-efficient technologies and practices to reduce energy consumption throughout the hotel property. • Establish waste reduction programs and promote recycling initiatives to minimize waste generation and promote sustainable waste management practices.	Unit 7: Housekeeping Project Work (8) Design and implement a sustainability initiative for a hotel property, focusing on reducing energy consumption minimizing waste, and promoting eco- friendly practices

4. Methods of Instruction

Lecture, discussion, question-answer, brainstorming, Project work, lab work, fieldwork etc.

5. Evaluation system and students' responsibilities

Internal Evaluation

In addition to the formal end- semester exam(s), the internal (formative) evaluation of a student may consist of quizzes, assignments, lab reports, projects, class participation and presentation etc. The tabular presentation of the internal evaluation is as follows. The components may differ according to the nature of the subjects.

External Evaluation	Marks	Internal Evaluation	Weight	Marks
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Semester-end examination	50	Assignments	10%	40%
		Quizzes	5%	
		Attendance	5%	
		Project work	5%	
		Class Presentation	5%	
		Class participation	10%	
		Term exam	60%	
Total external	50	Total Internal	100%	50
Full Marks 50+50 = 100				

Student requirements:

Each student must secure at least 45% marks in internal evaluation with 80% attendance in the class in order to appear in the semester-end examination. Failing to get such score will be equated with NOT QUALIFIED (NQ) and the student will not be eligible to appear in the End-Semester examinations. Students are advised to attend all the classes and complete all the assignments within the specified time period. Failure of a student to attend a formal exam, quiz, test, etc. won't qualify him/her for re-exam. **Students are required to complete all the requirements defined for the completion of the course**

6. Prescribed Books and References

Prescribed Text Books

Anderws, S. (2008). *Hotel housekeeping management and operations*. Tata McGraw-Hill.

Raghubalan, G., & Raghubalan, S. (2017). *Hotel housekeeping: operations and management*. Oxford University Press.

Reference Books

Branson, J. C., & Lennox, M. (1977). *Hotel, hotel and hospital houskeeping*. Edward Arnold.

Kappa, M. M., Nitschke, A., & Schappert, P. B. (1997). *Housekeeping management*. Educationel Institute of The American Hotel & Motel Association.



Pokhara University
Faculty of Management

Course code.: FNB 371
Course title: **Advance Food and Beverage Management**
Nature of the course: Theory
Year: third, Semester VI
Level: Undergraduate

Full marks: 100
Pass marks: 45
Time per period: 1 hr
Total periods: 48
Program: BHM

1. Course Description

This program is intended to work and specialize in the food industry and to improve the skills and abilities in order to enhance job prospects, particularly in the fields of Food and Beverage. The course modules are presented on different management themes in context of managing a food and beverage operation: Operational challenges, Controlling System in F & B, Marketing and creativity in functions with excellence human resource management. This is designed to acquire a thorough knowledge of various services and managing cost control, revenue which provided in hotel industry. It deals with banquet operation and management, function of food and beverage management, cost control, revenue, staffing, determining cost percentage and base selling price, quality of work balance.

2. General Objectives

The general objectives of this course are:

- Develop a comprehensive understanding of Food and Beverage (F&B) management and operational challenges, including the ability to analyze and address issues related to the F&B industry.
- Foster a deep comprehension of the intricate relationships among owners, labor, and executives within the F&B sector, enabling effective collaboration and communication to achieve organizational goals.
- Cultivate the skills necessary to successfully control, maintain, and enhance the quality, standards, and profitability of food and beverage products and services, encompassing budget preparation, event organization, and effective human resources management and leadership.

3. Contents in detail with specific objectives

Specific objectives	Contents
• Define: What are the main components of the Food and Beverage (F&B) industry, and what sets it apart, including its classification and characteristics? • Analyze: What key aspects of the management process are crucial for understanding how the F&B industry operates?	Unit 1: Fundamentals of F & B Management and Control (7 hours) 1:1 Introduction of F & B Industry, 1:2 Classification and characteristics, 1:3 Management process, 1:4 F & B managerial relationship, 1:5 F & B operational challenges.



• Identify: Can you recognize and understand the complex relationships that play a role in F&B managerial interactions, particularly between owners, labor, and executives? • Evaluate: How do you assess and comprehend the specific operational challenges faced by the F&B industry, and what insights can be gained to address these challenges effectively. • Gain a comprehensive understanding of the essentials of a control system within the context of F&B management • Learn to align management resources effectively with organizational objectives for optimal control and performance. • Acquire proficiency in the control process, covering the establishment of standards, observation of performance, decision-making, implementation of corrective action, and follow-through. • Recognize and understand the roles of individuals involved and responsible for control within the F&B industry.	1.6 The Control Function 1.6.1 Essential of control system, 1.6.2 Management resources and objectives, the control process (establishing standards, observing performance, Deciding, and implementing corrective action, follow through), 1.7 Duties and Responsibilities of F and B. controller
• Acquire the skills to perform monthly calculations of the cost of sales, including identifying sources of information for cost of sales and determining the overall inventory value. • Learn to analyze control data effectively, identify areas of concern or improvement, and implement corrective actions to enhance overall control efficiency within the F&B establishment.	Unit 2: Using Information from the Control System (6hours) 2.1 Use of computer in control system 2.2 Yield management and calculating yield 2.3 Calculating actual F & B costs, Monthly calculation (cost of sales, source of information for cost of sales, calculation inventory value), Daily calculation (component of food cost, cost information, calculation daily food cost), 2.4 F & B Control analysis, 2.5 Taking Corrective action.
• Develop the ability to identify critical control points within food service operations, ensuring comprehensive control throughout the service cycle. • Gain a clear understanding of the control cycle, from planning to implementation, to maintain effective control over various aspects of menu management.	Unit 3: The Menu: The Foundation for Control (10 hours) 3.1 Food service control Points, Control cycle, Menu planning (theme and atmosphere, menu planning strategy), 3.2 Menu merchandising, Menu pricing (subjective and objective



• Acquire proficiency in menu planning, including considerations for theme and atmosphere, and develop effective strategies to align the menu with overall business goals. Learn and apply menu merchandising techniques to enhance the presentation and appeal of menu items, attracting customers and optimizing sales. • Understand both subjective and objective pricing methods and acquire the skills to determine appropriate pricing strategies for menu items. • Learn how to assess the profitability and popularity of menu items, utilizing tools such as menu engineering worksheets and evaluation criteria. • Gain skills in utilizing menu engineering principles to improve the overall performance of the menu, including optimizing profitability and enhancing customer satisfaction.	pricing method), 3.3 Evaluating the menu (defining profitability, defining popularity, menu engineering work sheet, evaluating menu items, how to improve the menu through menu engineering.)
• Develop proficiency in the process of budget forecasting, understanding the key elements and techniques involved in predicting financial outcomes. • Gain a comprehensive understanding of the sequential steps involved in budget development, ensuring a systematic approach to financial planning. • Acquire practical skills by applying budget development principles to a real-world example, reinforcing the ability to create accurate and effective operational budgets. • Learn to conduct Cost-Volume-Profit (CVP) analysis, understanding the relationships between costs, sales volume, and profitability to make informed budgeting decisions.	Unit 4: Operations budgeting 6 hours 4.1 Budget forecasting, 4.2 Steps in budget development, 4.3 Budget development example, Cost volume profit analysis.
• Develop the ability to create comprehensive staffing plans, considering the specific needs and requirements of the Food and Beverage (F&B) industry. • Gain proficiency in identifying F&B staffing requirements, conducting effective recruitment, and employing a thorough selection process to build a qualified and capable workforce. • Acquire skills in designing and implementing training programs, as well as conducting	Unit 5: Managing Human Resource in F & B 6 hours 5.1 Developing staffing plans, 5.2 Requirement and selection, 5.3 Training and performance appraisal, 5.4 Staffing guide and labor control, 5.5 Labor law and current issues



performance appraisals, to enhance the skills and efficiency of F&B staff. • Learn to effectively use staffing guides for labor control, ensuring optimal resource allocation and management within the F&B establishment. • Develop an understanding of labor laws relevant to the F&B industry and stay informed about current issues, enabling effective human resource management in compliance with legal standards.	
• Develop a foundational understanding of quality within the context of the Food and Beverage (F&B) industry, emphasizing its significance in delivering superior products and services • Acquire practical knowledge and skills in implementing sanitation and food hygiene practices to maintain high standards of cleanliness and safety in F&B operations. • Gain insights into the principles and practices of Total Quality Management (TQM) within the F&B industry, focusing on continuous improvement, customer satisfaction, and overall operational excellence.	Unit 6: Quality Management 6 hours 6.1 Introduction quality, 6.2 Sanitation and food hygiene, 6.3 Total quality management
• Develop a skill of planning and designing an outlet. • Implement all the knowledge and skills learned in sample project work.	Unit 7: F& B Project Work 7 hrs 7.1 Design and conduct a project of an food and beverage outlet. Compile a menu comprising all the knowledge taught and practiced in food and beverage service and management, make a formal presentation.

4. Methods of Instruction

Lecture, discussion, question-answer, brainstorming, Project work, lab work, fieldwork etc.

5. Evaluation system and students' responsibilities

Internal Evaluation

In addition to the formal end- semester exam(s), the internal (formative) evaluation of a student may consist of quizzes, assignments, lab reports, projects, class participation and presentation etc. The tabular presentation of the internal evaluation is as follows. The components may differ according to the nature of the subjects.



External Evaluation	Marks	Internal Evaluation	Weight	Marks
Semester-end examination	50	Assignments	10%	40%
		Quizzes	5%	
		Attendance	5%	
		Project work	5%	
		Class Presentation	5%	
		Class participation	10%	
		Term exam	60%	
Total external	50	Total Internal	100%	50
Full Marks 50+50 = 100				

Student requirements:

Each student must secure at least 45% marks in internal evaluation with 80% attendance in the class in order to appear in the semester-end examination. Failing to get such score will be equated with NOT QUALIFIED (NQ) and the student will not be eligible to appear in the End-Semester examinations. Students are advised to attend all the classes and complete all the assignments within the specified time period. Failure of a student to attend a formal exam, quiz, test, etc. won't qualify him/her for re-exam.

Students are required to complete all the requirements defined for the completion of the course

6. Prescribed Text Books and References

Prescribed Text Books

Ninemeier, J. D. (2021). *Management of food and beverage operations*. American Hotel & Lodging Association

Ninemeier, J. D., & Kasavana, M. L. (2004). *Planning and control for food and beverage operations*. H & LA Publication.

George, B., & Chatterjee, S. (2008). *Food beverage service and management*. Jaico Publishing House

Reference Books

Singaravelavan, R. (2012). *Food and beverage service*. Oxford University Press Publication.

Andrews, S. (2013). *Food & beverage management*. Tata McGraw Hill.



	Specialization II (Any One)	
FNB 372	Advanced Food Production Management	3
RDM 382	Advanced Room Division Management	



Pokhara University
Faculty of Management Studies

Course code.: RDM 382
Course title: **Advance Room Division Management**
Nature of the course: Theory
Year: Third, Semester VI
Level: Undergraduate

Full marks: 100
Pass marks: 45
Time per period: 1 hr
Total periods: 48
Program: BHM

1. Course Description

This course presents a through and systematic coverage of hotel industry, front office department, managing budget and controlling costs, room selling techniques, managing service experience, hospitality law, career management and development of leadership, personality and team, service management and recovery.

2. General Objectives

The purpose of this course is to provide the students with a broad and integrative introduction of the hotel industry in today's world, managing the front office department as well as the concept of law regarding the hospitality industry. The course also attempts to enables the students to understand the importance of personality, team and leadership as well as to manage their career.

3. Contents in detail with specific objectives

Specific objectives	Contents
• Explain the concepts & procedures, as well as processing of hospitality financial data. • Describe the flow of financial information in the accounting cycle.	Unit I: Hospitality Accounting Concepts 4 hours 1.1 Introduction: Concepts and procedures, 1.2 the processing of hospitality financial data and the flow of financial information in the accounting cycle those results in the production of financial statements.
• Learn budget management and cost control techniques: • Understand the importance of managing budgets and controlling costs in the hospitality industry. • Learn techniques for budget planning.	Unit II: Managing Budget and Controlling Expenses 8hrs 2.1 Introduction: Budgeting (Types, Objective, advantage and limitations), 2.1.1 Budget planning process, 2.1.2 The operating budget as a control tool,



- Identify the skills needed and manage effectively the departmental budget. - Describe the role of Rooms Division manager in hotel's income statement & room's division income statements.	2.1.3 Identify the skills needed and manage effectively the departmental budget, Inventory, Material classification and any related pre-opening operations. 2.1.4 Room Division Managers role in the hotel income statements and room's division income statements.
- Understand the front office selling tips, sales man's Bye laws, service selling, code of quality services, the service pyramid etc. - Explain the service pyramid, market places, and planning of sales calls. - Mention the discount fixation policy - List the various up selling, down selling & substitute selling techniques.	Unit III: Room Selling Techniques 5 hours 3.1 Introduction: Front office selling tips, Sales and marketing teams, Sales Man's 3.2 BYE Laws, 3.3 Service and service selling, 3.4 Code of quality services, 3.5 The service pyramid, 3.6 Market places, 3.7 Planning of sales call, 3.8 Discount and discount fixation policy, 3.9 Up selling, Down sell, Substitute selling.
- Introduction to service quality, nature of service etc. - Explain the various types of guest needs, moment of truth etc. - Explain the basic differences between goods & services. - Explain the various gaps leading to customer dissatisfaction & prescription for closing service quality gaps. - Understand quality service & customer care, understanding cultural differences. - List out & explain the benefits of receiving complaints & how to prevent complaints	Unit IV: Service Management and Recovery 10 hours 4.1 Introduction (Service quality, Nature of service), 4.2 Guest, Guests needs (Tangible and Intangible Needs), 4.3 Moment of Truth (MOT), 4.4 Unhappy guest (Why do guest not come back?, Value of a loyal guest.), 4.5 Basic difference between goods and services, 4.5.1 Gaps leading to customer dissatisfaction, 4.6 Prescription for closing service quality gaps, 4.7 building a service quality information system, 4.8 Quality service and customer care, 4.9 Understanding cultural

	differences, 4.10 Customer delight, 4.11 Service recovery (Benefits of receiving complaints, Entry point for complaints, Some common causes of complaints, Turning situation into complaints, How to prevent complaints, Cause and symptom based solution, Complaint resolution procedure).
• Introduction to experience economy. • Explain the trends to be addressed for successful services, creating successful & satisfying experiences. • Understand the key dimensions to focus on during experience creation, evaluating service experience etc.	Unit V: Managing Service Experience 6 hours 5.1 Introduction: Experience economy, 5.1.1 Why care about experiences?, 5.1.2 Trends to be addressed for successful services, 5.1.3 Creating successful and satisfying experiences, 5.1.4 Key dimensions to focus on during experience creation (Engagement, Context, Time), 5.1.5 Evaluating service experience.
• Introduction to personality. Describe the various personality determinants, personality traits, the big five model, emotional intelligence, matching personality and jobs etc. • Introduction to leadership. Describe the nature of leadership, functions of leadership. • Explain the top 10 leadership qualities. • Introduction to teamwork. • Differentiate between group & team. • Explain quality circles, team building	Unit VI: Personality, Leadership and Team Work 8 hours 6.1 Introduction, Personality (Personality determinants, Personality traits/ characteristics, 6.1.1 The Big Five Model, 6.1.2 Matching personality and Jobs, 6.1.3 Emotional Intelligence). 6.2 Leadership (The nature of leadership, Manager vs. Leaders (Difference), Functions of Leadership, Top 10 leadership qualities). 6.3 Team, Types of teams, Difference between group and team, Quality circles, Team building (How to build successful work teams).
• Familiarize with hospitality law: • Gain knowledge of the legal and regulatory framework in the hospitality industry. • Understand the rights and	Unit VII : Understanding Hospitality Law 7 hours 7.1 Introduction, Overview of legal obligations, 7.2 Front office contracts for guest



responsibilities of hotels and guests. Learn about key legal issues such as contracts, liability, and intellectual property	accommodation (Contract basics, Accommodation of guests), 7.3 Front desk and legal concerns: Guest Safety (Guest Privacy, Guest Removal, Guest Property, Guest Nonpayment, Illness and Death in Guest rooms), the hotel and its employees, and laws relating to general hotel.
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Note: The figures in the parentheses indicate the approximate periods for the respective units.

4. Methods of Instruction

Lecture, discussion, question-answer, brainstorming, Project work, lab work, fieldwork etc.

5. Evaluation system and students' responsibilities

Internal Evaluation

In addition to the formal end- semester exam(s), the internal (formative) evaluation of a student may consist of quizzes, assignments, lab reports, projects, class participation and presentation etc. The tabular presentation of the internal evaluation is as follows. The components may differ according to the nature of the subjects.

External Evaluation	Marks	Internal Evaluation	Weight	Marks
Semester-end examination	50	Assignments	15%	50
		Quizzes	10%	
		Attendance	5%	
		Class participation	10%	
		Term exam	60%	
Total external	50	Total Internal	100%	50
Full Marks $50+50=100$				

Student requirements:

Each student must secure at least 45% marks in internal evaluation with 80% attendance in the class in order to appear in the semester-end examination. Failing to get such score will be equated with NOT QUALIFIED (NQ) and the student will not be eligible to appear in the End-Semester examinations. Students are advised to attend all the classes and complete all the assignments within the specified time period. Failure of a student to attend a formal exam, quiz, test, etc. won't qualify him/her for re-exam.



Students are required to complete all the requirements defined for the completion of the course.

6. Prescribed Books and References

Prescribed Text Books

Tewari, J. R. (2009). *Hotel front office: operations and management*. Oxford University Press.

Bhatnagar, S. K. (2011). *Front office management*. Frank Brothers.

Andrews, S. (2013). *Hotel front office: A training manual*. Tata McGraw-Hill Education.

Reference Books

Andrews, S. (2013). *Hotel front office: A training manual*. Tata McGraw-Hill Education.

Kasavana, M. L., Brooks, R. M., & Steadmon, C. E. (1991). *Managing Front Office Operations*. AH&LA.

Woods, R. H., Ninemeier, J. D., Hayes, D. K., & Austin, M. A. 2007). *Professional Front Office Management*. Pearson.

Kotler, P., Bowen, J. T., & Makens, J. C. (2010). *Marketing for hospitality and tourism*.

Metters, R., King-Meters, K., Pullman, M. and Walton, S. (2006). *Service Operation Management*. Cenage Learning.

Gary, D. (2011). *Human resource management*. Pearson Education India.

Greenberg, J. (2011). *Behavior in organizations*. Prentice Hall.

Robbins, S. P., Judge, T., & Vohra, N. (2019). *Organizational behavior*. Pearson.



Pokhara University
Faculty of Management Studies

Course code.: FNB 372

Course title: **Advance Food Production Management**

Nature of the course: Theory

Year: Third, Semester VI

Level: Undergraduate

Full marks: 100

Pass marks: 45

Time per period: 1 hr

Total periods: 48

Program: BHM

1. Course Description

This course presents a thorough and systematic coverage of theoretical and practical aspects of bakery production, equipment and their operating procedures, menu designing, costing and evaluating, operating procedures of in-flight catering, and food preservation process, texture, accompaniments and garnishes. This is designed to offer comprehensive coverage by exploring theoretical and practical facets of bakery production, including equipment operation. It deals with understanding menu design and costing, providing the knowledge to design menus with a focus on cost evaluation and effective pricing strategies. This includes the examination of in-flight catering, enabling students to understand the unique operational procedures involved in catering for in-flight services. It covers the comprehension of food preservation processes, emphasizing texture, accompaniments, and garnishes. It incorporates the study of a systematic approach, ensuring students acquire a well-rounded understanding of various elements in bakery and catering principles.

2. General Objectives

The general objectives of this course are,

- To familiarize the students with managerial knowledge and skills applicable to the catering industry's food production department.
- To make students able to comprehend the intricacies of designing and engineering menus, including the process of costing recipes.
- To enable the students to delve into the details of bakery productions, fostering a comprehensive understanding of baking processes.
- To provide the students with the ability to master the skills required for gastronomy and molecular gastronomy.
- To equip the students with knowledge about the practical application of managerial concepts in the culinary field.
- To make the students competent in utilizing their skills to design, cost, and implement effective menu strategies in a catering setting.
- To foster a deep understanding of bakery productions, emphasizing hands-on skills and theoretical knowledge.
- To prepare students to apply gastronomic and molecular gastronomic principles, contributing to innovative and high-quality culinary practices in the industry.



3 Contents in detail with specific objectives

Specific objectives	Contents
- Interpret the principles of baking for diverse bakery products. - Examine the role of ingredients in bread making. - Follow the 13 steps involved in bread making. - Identify and comprehend various raising and thickening agents used in baking. - Analyze common faults in bread production and propose solutions. - Identify the equipment used in the baking process. - Explore and appreciate bread variations from different countries.	Unit 1: Bakery 12 hours 1.1 Principles of Baking 1.2 Role of ingredients in bread Making 1.3 13 Steps of Bread Making 1.4 Raising & Thickening Agents (Yeast, Baking Powder, Baking Soda, Cream of Tartar, Bread Improver, Pectin, Gelatin, Agar agar) 1.5 Bread Faults 1.6 Equipment used in Baking 1.7 Breads of World (France, Italy, Germany, UK, USA)
- Introduce the importance of textures in culinary creations. - Understand the role and types of textures. - Identify incorrect textures and propose corrections. - Explore the meaning and significance of accompaniments. - Study various types of garnishes and their purposes.	Unit 2: Textures, Accompaniments and Garnishes 6 hours 2.1 Introduction 2.2 Importance of Texture 2.3 Types of Texture (Appearance, Feel to Touch, Softness, Mouth feel) 2.4 Wrong/ Incorrect Textures 2.5 Accompaniments (Meaning, Importance) 2.6 Garnishes 2.6.1 Types (Simple/ Composite, Functional/ Non-Functional) 2.6.2 Main Purpose of Garnish
- Define food preservation and its significance. - Understand the various methods of food preservation. - Explore processes such as salting, smoking, pickling, chilling, and freezing.	Unit 3: Food Preservation Processes 4 hours 3.1 Meaning 3.2 Definition and concept of Food Preservation 3.3 Methods of Preservation 3.3.1 Salting 3.3.2 Smoking 3.3.3 Pickling 3.3.4 Chilling 3.3.5 Freezing and their processes)
Redesign and develop menus for enhanced appeal.	Unit 4: Menu Engineering, Recipe costing and Pricing 14 hours



• Evaluate and engineer menus for profitability. • Utilize menu engineering worksheets for analysis. • Classify menu items as Stars, Horses, Dogs, or Puzzles for strategic planning. • Design standard recipes for accurate costing and pricing. • Perform recipe calculations for effective cost management. • Conduct canned and drained weight tests for precise ingredient measurements. • Calculate yields to optimize production efficiency. • Implement standard portion control measures. • Analyze profit and loss data in relation to costing and pricing. • Explain the concept and objectives of Menu Planning and elaborate on the fundamental concept and overarching objectives of Menu Planning to provide a clear understanding for practitioners. • Identify crucial points for effective Menu Planning and enumerate key considerations and factors essential for creating a well-rounded and impactful menu in the dynamic hospitality environment.	4.1 Menu Engineering and Planning 4.1.1 Menu Redesigning and developing 4.1.2 Menu Evaluation and Engineering 4.1.3 Menu Engineering Worksheet 4.1.4 Treating Stars, Horse, Dogs & Puzzles in the menu 4.1.5 Meaning, Definition, Concept and Objectives of Menu Planning. 4.1.6 Points to consider For Menu Planning 4.2 Recipe costing and Pricing 4.2.2 Designing Standard Recipe 4.2.3 Recipe Calculation 4.2.4 Canned & Drained Weight Test 4.2.5 Yield Calculation 4.2.6 Standard Portion Control 4.2.7 Analyzing the data of Profit & Loss in relation with Costing & Pricing 4.3 Meaning, Definition of Portion Control and its Consideration 4.3.1 Standard Portion Sizes of various Dishes 4.4 Objectives and Concept of Standard Recipe Card
• Introduce students to in-flight catering principles. • Design efficient in-flight food production kitchens. • Understand the workflow process for in-flight catering. • Develop production planning strategies. • Implement effective production control measures	Unit 5: In-Flight Catering 6 hours 5.1 Introduction 5.2 Design of In- flight Food Production Kitchen 5.3 Workflow Process 5.4 Production Planning 5.5 Production Control
• Introduce students to the principles of gastronomy and molecular gastronomy. • Understand the core concepts, ingredients,	Unit 6: Gastronomy and Molecular Gastronomy 4 hours 3.1 Introduction



terms, and techniques involved. Explore the concept of fusion in culinary practices.	3.2 Concept 3.3 Ingredients 3.4 Terms and Techniques 3.5 Fusion
Explain the quality management system (ISO 9001) and food safety management system (ISO 22000).	Unit 7: ISO 9001: ISO 22000 2 hours 7.1 Quality Management System 7.2 Food Safety Management System

4. Methods of Instruction

Lecture, discussion, question-answer, brainstorming, Project work, lab work, fieldwork etc.

5. Prescribed Text Books and References

Prescribed Text Books

Foskett, D., & Cesevani, V. (2007). *The theory of catering*. Hodder and Stoughton.

Bali, P. S. (2014). *Food production operations*. Oxford University Press.

Majumder, S. (2011). *Basic training kitchen*. Aman Publication.

Reference Books

Bali, P. S. (2011). *Quantity food production operations and indian cuisine*. Oxford University Press.

Pauli, E. (1989a). *Classical cooking the modern way*. Van Nostrand Reinhold.

Gringson, J. (1967). *The book of ingredients*. Michel Joshef Ltd.

Dodgshun, G., Peters, M., & O'Dea, D. (2017). *Cookery for the hospitality industry*. Cambridge University Press.



Pokhara University
Faculty of Management Studies

Course code.: RDM 382
Course title: **Advance Room Division Management**
Nature of the course: Theory
Year: Third, Semester VI
Level: Undergraduate

Full marks: 100
Pass marks: 45
Time per period: 1 hour
Total periods: 48
Program: BHM

1. Course Description

This course presents a through and systematic coverage of hotel industry, front office department, managing budget and controlling costs, room selling techniques, managing service experience, hospitality law, career management and development of leadership, personality and team, service management and recovery.

2. General Objectives

The purpose of this course is to provide the students with a broad and integrative introduction of the hotel industry in today's world, managing the front office department as well as the concept of law regarding the hospitality industry. The course also attempts to enables the students to understand the importance of personality, team and leadership as well as to manage their career.

3. Contents in detail with specific objectives

Specific objectives	Contents
• Explain the concepts & procedures, as well as processing of hospitality financial data. • Describe the flow of financial information in the accounting cycle. • Learn budget management and cost control techniques: • Understand the importance of managing budgets and controlling costs in the hospitality industry. • Learn techniques for budget planning. • Identify the skills needed and manage effectively the departmental budget. • Describe the role of Rooms Division manager in hotel's income statement & room's	Unit I: Hospitality Accounting Concepts, Managing Budget and Controlling Expenses 10 hours 1.1 Hospitality Accounting Concepts 1.1.1 Introduction: Concepts and procedures, 1.1.2 The processing of hospitality financial data 1.1.3 The flow of financial information in the accounting cycle those results in the production of financial statements. 1.2 Unit Managing Budget and Controlling Expenses 1.2.1 Introduction: Budgeting (Types, Objective, advantage and limitations) 1.2.2 Budget planning process, 1.2.3 The operating budget as a control tool, 1.2.4 Identify the skills needed and manage effectively the departmental budget, Inventory, 1.2.5 Material classification and any related pre-



division income statements.	opening operations. 1.2.6 Room Division Managers role in the hotel income statements and room's division income statements.
- Understand the front office selling tips, sales man's Bye laws, service selling, code of quality services, the service pyramid etc. - Explain the service pyramid, market places, and planning of sales calls. - Mention the discount fixation policy. - List the various up selling, down selling & substitute selling techniques.	Unit II: Room Selling Techniques 5 hours 2.1 Introduction: Front office selling tips 2.2 Sales and marketing teams, 2.3 Sales Man's BYE Laws, 2.4 Service and service selling, 2.5 Code of quality services, 2.6 The service pyramid, 2.7 Market places, 2.8 Planning of sales call, 2.9 Discount and discount fixation policy, 2.10 Up selling, Down sell, Substitute selling.
- Introduction to service quality, nature of service etc. - Explain the various types of guest needs, moment of truth etc. - Explain the basic differences between goods & services. - Explain the various gaps leading to customer dissatisfaction & prescription for closing service quality gaps. - Understand quality service & customer care, understanding cultural differences. - List out & explain the benefits of receiving complaints & how to prevent complaints	Unit III: Service Management and Recovery 9 hours 3.1 Introduction (Service quality, Nature of service), 3.2 Guest, Guests needs (Tangible and Intangible Needs), Moment of Truth (MOT), Unhappy guest (Why do guest not come back?, Value of a loyal guest.), 3.3 Basic difference between goods and services, 3.4 7 Gaps leading to customer dissatisfaction, Prescription for closing service quality gaps, Building a service quality information system, Quality service and customer care, 3.5 Understanding cultural differences, Customer delight, Service recovery (Benefits of receiving complaints, 3.6 Entry point for complaints, Some common causes of complaints, Turning situation into complaints, How to prevent complaints, 3.7 Cause and symptom-based solution, Complaint resolution procedure).
- Introduction to experience economy. - Explain the trends to be addressed for successful services, creating successful & satisfying experiences. - Understand the key dimensions to	Unit IV: Managing Service Experience 4 hours 4.1 Introduction, Experience economy, 4.2 Why care about experiences?, 4.3 Trends to be addressed for successful services, 4.4 Creating successful and satisfying



focus on during experience creation, evaluating service experience etc.	experiences, 4.5 Key dimensions to focus on during experience creation (Engagement, Context, Time), 4.6 Evaluating service experience.
• Introduction to personality. Describe the various personality determinants, personality traits, the big five model, emotional intelligence, matching personality and jobs etc. • Introduction to leadership. Describe the nature of leadership, functions of leadership. • Explain the top 10 leadership qualities. • Introduction to teamwork. • Differentiate between group & team. • Explain quality circles, team building	Unit V: Personality, Leadership and Team Work 6 hours 5.1 Introduction, Personality 5.1.1 Personality determinants, 5.1.2 Personality traits/ characteristics, 5.1.3 The Big Five Model, 5.1.4 Matching personality and Jobs, 5.1.5 Emotional Intelligence). 5.2 Leadership 5.2.1 The nature of leadership, 5.2.2 Manager vs. Leaders (Difference), 5.2.3 Functions of Leadership, 5.2.4 Top 10 leadership qualities). 5.3 Team Work 5.3.1 Team, Types of teams, 5.3.2 Difference between group and team, 5.3.3 Quality circles, 5.3.4 Team building (How to build successful work teams).
• Understand career management & career development. • Various stages of career, needs & objectives for career planning. • Explain the various processes of career planning & development. • Discuss the employees & managers role in career planning & development.	Unit VI: Career and Career Management 4 hours 6.1 Introduction Career, Career management 6.2 Career development (internal and external career), 6.3 Career stages, 6.4 Need and objectives for career planning, 6.4.1 Process of career planning and development 6.4.2 Employees role in career planning and development, 6.4.3 Managers role in career planning and development.
• Explain the basic communication system. • Understand the communication process & hotel's interdepartmental communication. • List & explain the various barriers of communication. • Familiarize with hospitality law:	Unit VII: Interpersonal Communication & Understanding Hospitality Law 7 hours 7.1 Interpersonal Communication 7.1.1 Basic communication system, 7.1.2 Communication process, 7.1.3 Hotel interdepartmental communication, 7.1.4 Barriers of communication.



- Gain knowledge of the legal and regulatory framework in the hospitality industry. - Understand the rights and responsibilities of hotels and guests. - Learn about key legal issues such as contracts, liability, and intellectual property	7.2 Understanding Hospitality Law 7.2.1 Introduction, Overview of legal obligations, 7.2.2 Front office contracts for guest accommodation (Contract basics, Accommodation of guests), 7.2.3 Front desk and legal concerns: Guest Safety (Guest Privacy, Guest Removal, Guest Property, Guest Nonpayment, Illness and Death in Guest rooms), 7.2.4 The hotel and its employees and laws relating to general hotel.
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Note: The figures in the parentheses indicate the approximate periods for the respective units.

4. Methods of Instruction

Lecture, discussion, question-answer, brainstorming, Project work, lab work, fieldwork etc.

5. Evaluation system and students' responsibilities

Internal Evaluation

In addition to the formal end- semester exam(s), the internal (formative) evaluation of a student may consist of quizzes, assignments, lab reports, projects, class participation and presentation etc. The tabular presentation of the internal evaluation is as follows. The components may differ according to the nature of the subjects.

External Evaluation	Marks	Internal Evaluation	Weight	Marks
Semester-end examination	50	Assignments	15%	50
		Quizzes	10%	
		Attendance	5%	
		Class participation	10%	
		Term exam	60%	
Total external	50	Total Internal	100%	50
Full Marks $50+50=100$				

Student requirements:

Each student must secure at least 45% marks in internal evaluation with 80% attendance in the class in order to appear in the semester-end examination. Failing to get such score will be



equated with NOT QUALIFIED (NQ) and the student will not be eligible to appear in the End-Semester examinations. Students are advised to attend all the classes and complete all the assignments within the specified time period. Failure of a student to attend a formal exam, quiz, test, etc. won't qualify him/her for re-exam. **Students are required to complete all the requirements defined for the completion of the course**

6. Prescribed Books and References

Prescribed Text Books

- Tewari, J. R. (2009). *Hotel front office: operations and management*. Oxford University Press.
- Bhatnagar, S. K. (2011). *Front office management*. Frank Brothers.
- Andrews, S. (2013). *Hotel front office: A training manual*. Tata McGraw-Hill Education.

Reference Books

- Andrews, S. (2013). *Hotel front office: A training manual*. Tata McGraw-Hill Education.
- Kasavana, M. L., Brooks, R. M., & Steadmon, C. E. (1991). *Managing front office operations*. AH&LA.
- Woods, R. H., Ninemeier, J. D., Hayes, D. K., & Austin, M. A. (2007). *Professional front office management*. Pearson.
- Kotler, P., Bowen, J. T., & Makens, J. C. (2010). *Marketing for hospitality and tourism*.
- Metters, R., King-Meters, K., Pullman, M. and Walton, S. (2006). *Service Operation Management*. Cenage Learning.
- Gary, D. (2011). *Human resource management*. Pearson Education India.
- Greenberg, J. (2011). *Behavior in organizations*. Prentice Hall.
- Robbins, S. P., Judge, T., & Vohra, N. (2019). *Organizational behavior*. Pearson.



	Elective II (Any One)	
HEM 384	Hotel Engineering and Management	3
EMT 385	Event Management	
CMI 386	Casino Management and Inflight Catering	
BNC 387	Bakery and Confectionery	



Pokhara University
Faculty of Management Studies

Course code.: THS 161
Course title: **Hotel Engineering and Management**
Nature of the course: Theory
Year: Third, Semester VI
Level: Undergraduate

Full marks: 100
Pass marks: 45
Time per period: 1 hr
Total periods: 48
Program: BHM

1. Course Description

This course contains physical plant and building, design and planning, management method system, Hospitality Engineering, Food service refrigeration, Conservation.

2. General Objectives

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

3. Contents in detail with specific objectives

Specific objectives	Contents
- Explain the concept of physical plant and building - Identify the low-rise and high-rise building structure - Distinguish between star, resort and home stay properties	Unit 1: Physical plant and building LH 4 1.1 Concept, 1.2 Types of structure (Low rise building, High rise building), 1.3 Classification of hotels (Star hotel, Resort, Home stay)
- Describe the concept of designing & planning, identifying need of landscaping, ground, parking - Explaining lobby, kitchen, restaurant, exterior and interior designs	Unit 2: Design & Planning LH 4 2.1 Concept 2.2 Landscaping and ground, Parking, Flooring and furnishing, Guestroom design & planning, Lobby design & planning, Kitchen and restaurant design & planning, Exterior design & planning, Interior design & planning
Identifying cost of project (structure, finishing and land development)	Unit 3: Hotel Building Economic LH 3 3.1 Capital project costs (building cost) 3.1.1 Building structure costs 3.1.2 Finishing costs 3.1.3 Land development costs.
Identifying departmental	Unit 4: Hospitality Engineering LH 5



hierarchy • Explaining duties and responsibilities of chief engineer • Describe the coordination between engineering department and other departments of hotel • Identify the importance of maintenance • Describe types of maintenance system • Compute the knowledge of various aspect of electrical works. • Explain the use and function of all electrical units used in hotel • Distinguish various fuel used in hotel and identify the importance of fuel in regular operation. • Explain various sources of fuel, its type and calorific value • Identify the importance of heat • Explain how heat is transferred, units of heat, natural and artificial light and sources of light • Explain water and waste management • Identify the sources of water, types of water, its demand, water analysis, impurities in water • Explain pollution and waste water management, treatment plant, water and sewage, plumbing, drainage system and recreation of water. • Explain heating process (water and oil)	4.1 Organization chart of engineering department 4.1.1 Responsibilities of engineering department, 4.1.2 Duties and responsibilities of chief engineer, 4.1.3 Relationship with other department, 4.1.4 Facility providing departments of hotel: Kitchen, Restaurant, Housekeeping Front Office and Engineering department. 4.2 Maintenance LH 2 4.2.1 Importance of maintenance, 4.2.2 Types of maintenance, 4.2.3 Maintenance management system 4.3 Electricity LH 7 4.3.1 Importance of electricity, 4.3.2 AC & DC, Ampere, Volt, Watt, Resistance, Power, 4.3.3 Calculation of unit, 4.3.4 Live (phase) & Neutral, Three phase, Earthing, Fuse, Circuit breaker, Distribution, Transformer, 4.3.5 Safety precaution, 4.3.6 Symbols of electrical engineering, 4.3.7 Basic electronics and communication system 4.4 Fuel LH 2 4.4.1 Types of fuel, Importance of fuel, 4.4.2 Sources of fuel, Primary and Secondary fuel, 4.4.3 Calorific value 4.5 Heat & Light LH 2 4.5.1 Importance of heat, 4.5.2 Transfer of heat, 4.5.3 Unit of heat, 4.5.4 Natural and artificial light, 4.5.5 Sources of light 4.6 Water and waste water system LH 8 4.6.1 Water and waste water management 4.6.2 Sources of water, Rainwater harvesting, 4.6.3 Types of water, Water demand, Air, water and land, 4.6.4 Water analysis, 4.6.5 Impurities in water, 4.6.6 Pollution and waste water management, 4.6.7 Treatment plant; water and sewage, 4.6.8 Plumbing fitting,
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- Describing the principle of air conditioning, types of air conditioning - Identify the importance of ventilation - Explain various safety measures and system in hotel. - Identify the importance of monitoring - Explain types of fire, types and uses of fire extinguishers, fire protecting devices, conducting fire drills fire escape and evacuation plan. - Explain need and uses of lift, Escalator and dumbwaiter	4.6.9 Drainage system/sewage, 4.6.10 Recreation water 4.7 Heating, ventilation and Air conditioning LH 3 4.7.1 Heating process: water and oil, 4.7.2 Principle of air conditioning, 4.7.3 Types of Air conditioning, 4.7.4 Importance of ventilation 4.8 Safety & Securities LH 2 4.8.1 Safety measures, Security systems, Monitoring, 4.8.2 Classes of fire, Fire extinguishers and its types, Fire protecting devices, Fire drill, Fire escape and evacuation plan 4.9 Vertical transportation LH 1 4.9.1 Lift, 4.9.2 Escalator, 4.9.3 Dumbwaiter
- Explain refrigeration cycle and its components - Explain COP and electrical components of refrigerators	Unit 5 : Food Service Refrigeration LH 3 Refrigeration cycle and its major components, COP, Electrical components of refrigerators
- Describe conservation and its importance, such as energy and water conservation - Explain and observe electrical supply system, water pump, water treatment, refrigeration system through demonstration	Unit 6: Conservation LH 2 Importance of conservation, Energy conservation, Water conservation Demonstrative Practical/Observation Electrical supply system Water pump Water treatment Refrigeration system

Note: The figures in the parentheses indicate the approximate periods for the respective units.

4. Methods of Instruction

Lecture, discussion, question-answer, brainstorming, Project work, lab work, fieldwork etc.

5. Evaluation system and students' responsibilities

Internal Evaluation

In addition to the formal end- semester exam(s), the internal (formative) evaluation of a student may consist of quizzes, assignments, lab reports, projects, class participation and presentation etc. The tabular presentation of the internal evaluation is as follows. The components may differ according to the nature of the subjects.



External Evaluation	Marks	Internal Evaluation	Weight	Marks
Semester-end examination	50	Assignments	15%	50
		Quizzes	10%	
		Attendance	5%	
		Class participation	10%	
		Term exam	60%	
Total external	50	Total Internal	100%	50
Full Marks 50+50 = 100				

Student requirements:

Each student must secure at least 45% marks in internal evaluation with 80% attendance in the class in order to appear in the semester-end examination. Failing to get such score will be equated with NOT QUALIFIED (NQ) and the student will not be eligible to appear in the End-Semester examinations. Students are advised to attend all the classes and complete all the assignments within the specified time period. Failure of a student to attend a formal exam, quiz, test, etc. won't qualify him/her for re-exam. ***Students are required to complete all the requirements defined for the completion of the course***

6. Prescribed Books and References

Prescribed Text Books

Bansal, T. (2014). *Hotel facility planning*. Oxford University Press.

Ghosal, S. (2011). *Hotel engineering*. Oxford University Press.

Reference Books

Goyal, N. C., & Arora, K.C. (2007). *Text book of hotel maintenance*. Jain Book



Pokhara University
Faculty of Management Studies

Course code.: BNC 387

Course title: **Bakery and Confectionery**

Nature of the course: Theory

Year: Third, Semester VI

Level: Undergraduate

Full marks: 100

Pass marks: 45

Time per period: 1 hr

Total periods: 48

Program: BHM

1. Course Description

This course presents a thorough and systematic coverage of theoretical aspects of bakery and confectionery production, designing and layout of bakery and confectionery kitchen, equipment and materials used in making bakery and confectionery items, knowledge of cake, pastry and confectionery making, knowledge of frozen desserts and ice-cream and sugar techniques.

2. General Objectives

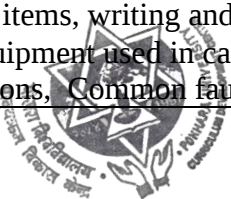
The purpose of this course is to provide students with managerial knowledge and skill of bakery and confectionery applicable to the catering industry. Students will also develop their knowledge in bakery productions which are popular worldwide.

3. Contents in detail with specific objectives

Specific objectives	Contents
- Identify bakery design including storage of goods, working area with marble top, Dough mixture, Dough divider, proving chamber, Bread sheeter, Convection oven, Bread trolley, Cookies trolley, Bread storage area, walking cooler, chocolate room, Pastry work area, ice-cream cabinet, pot wash area, equipment racks, cooking burners area etc. and other tools, utensils and equipment used in bakery and confectionery. - tools, utensils and equipment used in bakery and confectionery.	Unit I: Design and Layout of Bakery and Confectionery Kitchen 4 hours 1.1 Bakery design including of storage of goods, 1.1.1 working area with marble top, 1.1.2 Dough mixture and Dough divider, 1.1.3 Proving chamber, 1.1.4 Bread sheeter, 1.1.5 Convection oven, 1.1.6 Bread trolley and Cookies trolley 1.1.7 Bread storage area 1.1.8 Walking cooler 1.1.9 Chocolate room, 1.1.10 Pastry work area, 1.1.11 Ice-cream cabinet, 1.1.12 Pot wash area, Equipment racks, Cooking burners area etc. 1.1.13 Other tools, utensils and equipment used in bakery and confectionery.



• Explain Flour: structure of wheat, by-products of wheat, and types of flour obtained from wheat, mixing and gluten development. • Describe Fats and Oil: rendering fat, butter, lard, suet, margarine, types of oil, uses Cream: single cream, double cream, whipping cream, clotted cream, sour cream, imitation cream Sweeteners • Identify Origin, Breads of the World: French, Italian, German, U K, USA, Middle East. • Describe types of sugar and jaggery, • Describe Raising and Thickening agents: yeast, dough improver, pectin, bicarbonate of soda, baking powder, salt of hart's horn, cream of tartar, agar, gelatins, • Explain Coloring agents: Food dyes used in bakery and confectionery Confections: coconut, marzipan fruits, mixed peels, gum drop diamonds, candy violets, baking chocolate, sugar drop, glaze cherry.	Unit II: Basic Commodities Used in Bakery and Confectionery 12 hours 2.1 Flour: structure of wheat, by-products of wheat, and types of flour obtained from wheat, mixing and gluten development 2.2 Fats and Oil: rendering fat, butter, lard, suet, margarine, types of oil, uses 2.3 Specialty Breads 2.3.1 Origin, Breads of the World: French, Italian, German, U K, USA, Middle East. 2.4 Cream: single cream, double cream, whipping cream, clotted cream, sour cream, imitation cream 2.5 Sweeteners: types of sugar and jaggery, functions 2.6 Raising and Thickening agents: yeast, dough improver, pectin, bicarbonate of soda, baking powder, salt of hart's horn, cream of tartar, agar, gelatins, 2.7 Coloring agents: Food dyes used in bakery and confectionery 2.8 Confections: coconut, marzipan fruits, mixed peels, gum drop diamonds, candy violets, baking chocolate, sugar drop, glaze cherry.
• Explain Origin, Sponge and their uses • Describe Common faults in making sponge, Composition of classical cakes and pastry • Explain Art of balancing ingredients (Softner, Toughner, Moistner and Drier), • Explain Modern trends of cake and pastry making, Types of cakes and their classification, Approach to cake decoration and serving, Cake decoration items, writing and piping on cakes, • Describe decoration items, writing and piping on cakes, Equipment used in cake making and decorations, Common fault	Unit IV: Cake and Pastry 12hours 4.1 Origin: Sponge and their uses, 4.1.1 Points to be remember while making sponge and cakes, 4.1.2 Common faults in making sponge, 4.1.3 Composition of classical cakes and pastry, 4.1.4 Art of balancing ingredients (Softner, Toughner, Moistner and Drier) 4.1.5 Modern trends of cake and pastry making, 4.1.6 Types of cakes and their



in making cake and pastries, • Explain Common fault in making cake and pastries, Meringue and types (French, Italian and Swiss) • Explain Methods of making puff pastry, Methods of making Danish pastry, Methods of making croissant, • Explain Common faults in making pastries.	classification, 4.1.7 Approach to cake decoration and serving, 4.1.8 Cake decoration items, 4.1.9 Writing and piping on cakes, 4.1.10 Equipment used in cake making and decorations, 4.1.11 Common fault in making cake and pastries, 4.2 Meringue and types (French, Italian and Swiss) 4.3 Laminated Pastries 4.3.1 Methods of making puff pastry, 4.3.2 Methods of making Danish pastry, 4.3.3 Methods of making croissant, 4.3.4 Common faults in making pastries.
• Describe Cookies, Biscuits, Scones, Candied nuts, Chocolates, Chewing-gum, Sweetmeats, Muffins, Dry fruits cakes, Banana cakes, Carrot cakes, and other confections that are made primarily of sugar.	Unit V: Confections 6 hours 5.1 Cookies, 5.2 Biscuits, 5.3 Scones, 5.4 Candied nuts, 5.5 Chocolates, 5.6 Chewing-gum, 5.7 Sweetmeats, 5.8 Muffins, 5.9 Dry fruits cakes 5.10 Banana cakes, 5.11 Carrot cakes, 5.12 Other confections that are made primarily of sugar.
• Describe Sauces used in bakery and confectionery • Explain types, components, classical and contemporary sauces, • Explain storage and services of sauce and coulis.	Unit VI: Sauce and Coulis 6 hours 6.1 Sauces used in bakery and confectionery 6.1.1 Types 6.1.2 Components 6.1.3 Classical and contemporary sauces, 6.1.4 Storage and Services.
• Explain Introduction and Classification of churn-frozen desserts, self-frozen desserts,	Unit VII: Ice-cream and Frozen Desserts



- Describe the commodities used in making frozen desserts, - Explain the , equipment used in making frozen desserts, storage and service.	4 hours 7.1 Introduction and Classification, 7.2 Churn-frozen desserts, 7.3 Self-frozen desserts 7.4 Commodities used in making frozen desserts, 7.5 Equipment used in making frozen desserts 7.6 Storage and service.
Describe Boiling syrups for sugar work, Spun sugar & Caramel Decorations, Poured Sugar, Pulled & Blown Sugar, Boiled Sugar Confections (Hard Candies, Toffee, Peanut Brittle, Caramels.	Unit VIII: Sugar Technique 4 hours 8.1 Boiling syrups for sugar work, 8.2 Spun sugar & Caramel Decorations, 8.3 Poured Sugar, 8.4 Pulled & Blown Sugar, 8.5 Boiled Sugar Confections (Hard Candies, Toffee, Peanut Brittle, Caramels)
- Prepare - Chocolate woks and preparation of assorted cookies - Preparation of few specialty breads - Fancy/ Ornamental cake decoration and preparation - Piping skill using creams, chocolates, ganace, glaze, several types of meringue preparation including baked meringue - Preparation of puff pastry, danish and croissant - Preparation of few flavored sorbet and ice-cream - Stages of sugar development and caramel works.	Practical - Chocolate woks and preparation of assorted cookies - Preparation of few specialty breads - Fancy/ Ornamental cake decoration and preparation - Piping skill using creams, chocolates, ganace, glaze, several types of meringue preparation including baked meringue - Preparation of puff pastry, danish and croissant - Preparation of few flavored sorbet and ice-cream - Stages of sugar development and caramel works.

Note: The figures in the parentheses indicate the approximate periods for the respective units.

4. Methods of Instruction

Lecture, discussion, question-answer, brainstorming, Project work, lab work, fieldwork etc.

5. Evaluation system and students' responsibilities

Internal Evaluation



In addition to the formal end- semester exam(s), the internal (formative) evaluation of a student may consist of quizzes, assignments, lab reports, projects, class participation and presentation etc. The tabular presentation of the internal evaluation is as follows. The components may differ according to the nature of the subjects.

External Evaluation	Marks	Internal Evaluation	Weight	Marks
Semester-end examination	50	Assignments	15%	50
		Quizzes	10%	
		Attendance	5%	
		Class participation	10%	
		Term exam	60%	
Total external	50	Total Internal	100%	50
Full Marks 50+50 = 100				

Student requirements:

Each student must secure at least 45% marks in internal evaluation with 80% attendance in the class in order to appear in the semester-end examination. Failing to get such score will be equated with NOT QUALIFIED (NQ) and the student will not be eligible to appear in the End-Semester examinations. Students are advised to attend all the classes and complete all the assignments within the specified time period. Failure of a student to attend a formal exam, quiz, test, etc. won't qualify him/her for re-exam. **Students are required to complete all the requirements defined for the completion of the course**

6. Prescribed Books and References

Prescribed Text Books

Bali, P. S. (2014). *Food production operations*. Oxford University Press.

Bali, P. S. (2012a). *International cuisine & food production management*. Oxford University Press.

Gisslen, W. (2009). *Professional baking*. (7th ed.). John Wiley & Sons Inc.

Reference Books

Gringson, J. (1967). *The book of ingredients*. Michel Joshef Ltd.

Dodgshun, G., Peters, M., & O'Dea, D. (2017). *Cookery for the hospitality industry*. Cambridge University Press.

Shrestha, S.K., Shrestha, J., & Subedi, S. (2021) *Food production principles and practices*. Dreamland Publications



Pokhara University
Faculty of Management Studies

Course code.: FNB 372
Course title: **Bakery and Confectionery**
Nature of the course: Practical
Year: Third, Semester VI
Level: Undergraduate

Full marks: 100
Pass marks: 45
Time per period: 1 hour
Total periods: 24
Program: BHM

1. Course Description

This course presents a thorough and systematic coverage of theoretical and practical aspects of bakery and pastry production, ingredients and equipment used in bakery and pastry productions.

2. General Objectives

The purpose of this course is to provide students with managerial thorough knowledge and skill in bakery and pastry productions applicable for small to large catering establishment.

3. Contents in detail with specific objectives

Specific objectives	Contents
• Prepare varieties of paste products: Learn different types of paste products such as puff pastry, short crust pastry, and choux pastry. Understand the techniques for making and handling paste dough to achieve desired textures and flavors. Gain proficiency in shaping and baking paste products to ensure proper rise, crispness, and overall quality. • Prepare varieties of breads: Acquire knowledge of different types of breads, including artisan breads, rolls, and specialty breads. Understand the principles of bread fermentation, proofing, and baking. Learn techniques for shaping, scoring, and decorating breads to achieve desired textures and appearances. • Prepare chocolate products: Learn about the properties of chocolate and the different types of chocolate used in confectionery. Acquire skills in tempering chocolate to achieve a glossy finish and proper texture. Gain proficiency in making chocolate truffles, molded chocolates, and other chocolate-based products.	Pastry/Bakery • French, German, Italian, U K, USA breads, • Laminated dough and paste products such as Danish, Croissants, Puffs, Doughnuts, Cookies, • Chocolates, • Fondants; • Hot, cold and frozen sweets and desserts.



• Prepare icing for cake decoration: Understand the types of icing used in cake decoration, such as buttercream, royal icing, and fondant. Learn techniques for preparing icing, including color mixing, consistency adjustment, and piping. Acquire skills in icing cakes, creating smooth finishes, and decorating with various designs and patterns. • Prepare sweets and desserts: Learn to make a variety of sweets and desserts, such as mousses, puddings, tarts, and pies. Understand the principles of dessert assembly, layering, and garnishing. Gain knowledge of flavor combinations, presentation techniques, and appropriate portioning. •	
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Note: The figures in the parentheses indicate the approximate periods for the respective units.

4. Methods of Instruction

Lecture, discussion, question-answer, brainstorming, Project work, lab work, fieldwork etc.

5. Evaluation system and students' responsibilities

Internal Evaluation

In addition to the formal end- semester exam(s), the internal (formative) evaluation of a student may consist of quizzes, assignments, lab reports, projects, class participation and presentation etc. The tabular presentation of the internal evaluation is as follows. The components may differ according to the nature of the subjects.

External Evaluation	Marks	Internal Evaluation	Weight	Marks
Semester-end examination	50	Assignments	15%	50
		Quizzes	10%	
		Attendance	5%	
		Class participation	10%	
		Term exam	60%	
Total external	50	Total Internal	100%	50
Full Marks 50+50 = 100				

Student requirements:

Each student must secure at least 45% marks in internal evaluation with 80% attendance in the class in order to appear in the semester-end examination. Failing to get such score will be equated with NOT QUALIFIED (NQ) and the student will not be eligible to appear in the End-



Semester examinations. Students are advised to attend all the classes and complete all the assignments within the specified time period. Failure of a student to attend a formal exam, quiz, test, etc. won't qualify him/her for re-exam. **Students are required to complete all the requirements defined for the completion of the course**

6. Prescribed Books and References

Prescribed Text Book

Foskett, D., Paskins, P., Rippington, N., & Thorpe, S. (2019). *Practical cookery*. Hodder Education.

Reference Books

Bali, P. S. (2014). *Food production operations*. Oxford University Press.

Pauli, E. (1989). *Classical cooking the modern way*. Van Nostrand Reinhold.



Pokhara University
Faculty of Management Studies

Course code.: CMI 386

Course title: **Casino Management and Inflight Catering**

Nature of the course: Theory

Year: Third, Semester VI

Level: Undergraduate

Full marks: 100

Pass marks: 45

Time per period: 1 hr

Total periods: 48

Program: BHM

1. Course Description

This course is designed to give the student a broad overview of the workings of a typical commercial casino hotel environment. They will review the history of legal gambling and how it has evolved into the present. The students will be able to understand the types of casinos, organizational structure, the financial flow of various departments, table games, slots, race and sports books, operational analysis, casino marketing, special events and the regulatory environment in various venues.

2. General Objectives

The purpose of this course is to:

- Develop a comprehensive understanding of various services within the hotel industry, focusing on effective cost control and revenue management.
- Acquire knowledge in banquet operation and management, with a specific emphasis on the functions of food and beverage management.
- Gain practical skills in cost control, revenue optimization, and staffing within the hotel industry.
- Understand and apply techniques for determining cost percentage and establishing base selling prices to maintain financial efficiency.
- Explore strategies for balancing the quality of work in hotel operations, ensuring high standards in service delivery.
- Develop skills in staffing and workforce management to achieve optimal efficiency and customer satisfaction.
- Foster self-learning among students by utilizing a pedagogical approach that incorporates experiential exercises, group work, and lab activities.
- Employ electronic tests, presentations, and case analysis to enhance understanding and application of theoretical concepts.
- Provide students with opportunities for practical application through project work, allowing them to integrate theoretical knowledge into real-world scenarios.
- Emphasize the importance of project work in reinforcing learning outcomes and enhancing problem-solving and decision-making skills.

3. Contents in detail with specific objectives



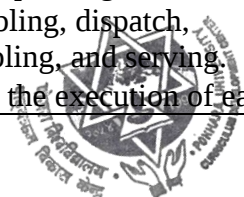
Specific objectives	Contents
- Describe the concept of gaming and Gambling and elaborate the history of gaming. - Explore the definition of casino management and examine the historical responsibility of casino management. - Analyze the most famous gaming destination.	Unit 1: Introduction to Casino Management 6 Hours 1:1 Concept of Gaming and Gambling, 1:1:2 The History of Marden Gaming, 1:2 Definition of Casino Management, 1:2:1 The Management Pyramid, Casino Organizational Structure, Casino Non-Gaming Division, 1:3 Brief responsibilities of casino personnel. Casino Useful Definition (Pit, Fill, Cheque, Chip, Credit, Marker, Jackpot, Hopper), 1:4 Most Famous Gaming Destination.
- Examine the historical evolution of gaming control in Nevada, highlighting the contributions of figures like Estes Kefauver and outlining the organizational structure, roles of the Gaming Commission, and the Gaming Control Board. - Analyze and assess the three primary objectives of gaming control, emphasizing their role in ensuring integrity, fairness, and transparency within the gaming industry. - Study Nevada's Regulation 6A model, focusing on prohibited transactions, Currency Transaction Reports (CTR), and the Multiple Transaction Log (MTL), and assess their effectiveness in monitoring and ensuring compliance within the gaming sector.	Unit 2: Gaming Regulation and Control 6 Hours 2.1 Brief History of gaming control in Nevada (Estes Kefauver, Nevada Gaming Control, Nevada Gaming Control Organizational Structure, 2.2 The Gaming Commission, Gaming Control Board), Three Common Objectives of Gaming Control, Gaming Licensing (Restricted and Non-Restricted), 2.3 Nevada's regulation 6a model (Prohibited Transactions, Currency Transaction Reports, Multiple Transaction Log (MTL), Monitoring Compliance with Regulation 6A), 2.4 Basic casino rules and regulation of Nepal
- Acquire proficiency in managing casino cage operations and understanding different types of casino credit. - Develop skills to make informed credit decisions, evaluate credit applications, and set appropriate limits based on risk assessment. - Gain expertise in the collection process within casino operations, including settlements and write-offs. - Implement effective strategies for managing outstanding debts and	Unit 3: Casino Cage, Credit, and Collections 4 Hours 3.1 Casino cage, Casino credit, 3.1.1 Types of Casino Credit, Credit Granting Procedures, 3.2 Classes of Customers Applying for Casino Credit, 3.2.1 The Credit Decision and Setting Limits, 3.3 The Collection Process, Settlements and Write-Offs,



maintaining financial stability in the casino environment. - Identify and analyze different classes of customers applying for casino credit. - Learn the procedures involved in granting credit, ensuring a thorough understanding of creditworthiness within the casino industry.	
- Acquire a thorough understanding of various types of slots and major categories of slot machines. - Familiarize oneself with essential slot terms such as Coin In, Hopper, Drop, Progressive, and Handpay, enabling effective communication within the slot management context. - Develop skills to determine the slot win and assess slot volatility. - Implement floor configuration strategies to optimize the placement of slot machines for enhanced performance and player engagement. - Utilize slot terminology such as Casino Advantage, Hold, Play Line, Tokens, Wager Proposal, Hit Frequency, and Machine Fill in practical scenarios. - Apply acquired knowledge to communicate effectively with industry professionals and make informed decisions in slot management.	Unit 4: Slot Management 5 Hours 4.1 Introduction to Slot and Types of Slots, 4.2 Slot Machine and Major Categories of Slot Machine, 4.3 Slot Terms(Coin In, Hopper, Drop, Casino Advantage, Hold, Progressive, Machine Fill, Play Line, Tokens, Wager Proposal, Handpay, Hit Frequency.), 4.4 Determining the Slot Win, Slot Volatility, Floor configuration.
- Acquire a thorough comprehension of the concept of casino table games, covering various popular games such as dice games, roulette, poker, blackjack, baccarat, Pai Gow poker, and keno. - Gain expertise in dice games, including basic craps, and understand key concepts like the pass bet, come bet, field bet, odds bets, and place bets. - Develop proficiency in roulette, covering its mechanics and betting strategies for an immersive gaming experience. - Learn the rules of blackjack, including double down, split, insurance, and surrender, and develop strategies for successful gameplay.	Unit 5: Introduction to Table Games 6 Hours 5.1 Concept of Casino Table Games, 5.1.2 Dice (Basic Craps, Coming Out, The Pass Bet, The Come Bet, The Field Bet, Odds Bets, Place Bets), Roulette, Poker (Video Poker Strategy, the winning Hands of Video Poker, Winning Hands Descriptions), Blackjack, 5.2 Blackjack Rules: Double Down, Split, Insurance, Surrender), 5.3 Baccarat (Rules, Hand Values, Mini Baccarat, Tips), Pai Gow Poker (House Edge), Keno, Bet on



Acquire a comprehensive understanding of poker, including video poker strategy, winning hands, and their descriptions, enhancing decision-making skills in poker games.	Specific Sports.
- Develop a comprehensive understanding of the concept of in-flight catering, including the unique challenges and considerations involved in providing catering services for airline passengers. - Gain proficiency in designing the layout of kitchens specifically tailored for in-flight catering operations. - Understand area layout and allocation for various functions in in-flight catering, such as receiving, storing, pre-preparation, cooking, cooling, portioning, and packing. - Familiarize oneself with basic terminology relevant to in-flight catering, ensuring effective communication within the industry. - Acquire a vocabulary that encompasses the specific functions and processes involved in the different stages of in-flight catering operations. - Explore the roles and relationships within the organizational structure, including key positions like Production Director, Quality Manager, Chefs (Hot, Cold, Pastry), Commis, and Trainees. - Explore the dynamics of relationships and the impact each stakeholder group has on the overall in-flight catering process - Understand the roles and expectations of airlines, distributors, and suppliers in the in-flight catering supply chain.	Unit 6: In-Flight Catering, Organizational structure and Stakeholder's Role 10 Hours 6:1 Concept of Inflight Catering, 6:2 Design Layout of Kitchen for inflight Catering, 6:2:1 Area layout and allocation for Inflight Catering (Receiving, storing, Pre-Preparation, Cooking, Cooling, Portioning, Packing), 6:3 Basic Terminology for Inflight Catering 6.4 Organization Chart of Inflight Catering 6.4.1. Concept of Organization Chart, 6.4.2 Duties and Responsibilities, Production Director, Quality Manager, Chefs (Hot, Cold, Pastry), Commis, Trainees; 6.5 Stakeholders Roles and Influences 6.5.1 Passenger, Airlines, Distributers, Providers (Caterers), Suppliers (Food and Non-Food)
- Develop a comprehensive understanding of the in-flight food production system, covering the entire workflow from procurement of goods to serving. - Explore each stage, including receiving, storing, pre-preparation, cooking, blast chilling, portioning, packing, cook-chill, cook freeze, assembling, dispatch, reheating, reassembling, and serving. - Gain proficiency in the execution of each	Unit 7 : In Flight Food Production System (Work-Flow) 4 Hours 7:1 Concept of Inflight Food Production, 7:1:2 Procurement of goods, Receiving, Storing, Pre-preparation, Cooking, Blast Chilling, Portioning, Packing, Cook-Chill, Cook Freeze, Assembling, Dispatch, Reheating, Reassembling,



stage in the in-flight food production workflow. • Understand the nuances of processes such as blast chilling, cook-chill, and cook freeze, ensuring the efficient and safe handling of food for airline passengers. • Explore strategies for optimizing in-flight food production to ensure both quality and safety. • Emphasize key considerations in procurement, storage, cooking, and serving to meet the stringent standards required for in-flight catering operations.	Serving.
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Note: The figures in the parentheses indicate the approximate periods for the respective units.

4. Methods of Instruction

Lecture, discussion, question-answer, brainstorming, Project work, lab work, fieldwork etc.

5. Evaluation system and students' responsibilities

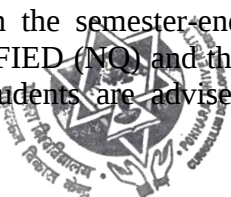
Internal Evaluation

In addition to the formal end- semester exam(s), the internal (formative) evaluation of a student may consist of quizzes, assignments, lab reports, projects, class participation and presentation etc. The tabular presentation of the internal evaluation is as follows. The components may differ according to the nature of the subjects.

External Evaluation	Marks	Internal Evaluation	Weight	Marks
Semester-end examination	50	Assignments	15%	50
		Quizzes	10%	
		Attendance	5%	
		Class participation	10%	
		Term exam	60%	
Total external	50	Total Internal	100%	50
Full Marks 50+50 = 100				

Student requirements:

Each student must secure at least 45% marks in internal evaluation with 80% attendance in the class in order to appear in the semester-end examination. Failing to get such score will be equated with NOT QUALIFIED (NQ) and the student will not be eligible to appear in the End-Semester examinations. Students are advised to attend all the classes and complete all the



assignments within the specified time period. Failure of a student to attend a formal exam, quiz, test, etc. won't qualify him/her for re-exam. **Students are required to complete all the requirements defined for the completion of the course**

6. Prescribed Books and References

Prescribed Text Books

Kilby, J., Fox, J., & Lucas, A. F. (2005). *Casino operations management*. John Wiley & Sons.

Jha, A. (2020). *Flight catering*. Dr. Babasaheb Ambedkar Open University, Ahmedabad

Reference Books

Schwartz, D. G. (2013a). *Nevada gaming revenues: Long-term trends*. Retrieved From: University of Nevada Las Vegas; Center for Gaming Research.

Schwartz, D. G. (2013b). *Nevada table games: Historical hold variations*. Retrieved From: University of Nevada Las Vegas; Center for Gaming Research.

Nepal Rastra Bank. (2022). *International transaction reporting system (ITRS) guidelines*. Nepal Rastra Bank, Economic Research Department, Balance of Payments and International Finance Division



Pokhara University
Faculty of Management Studies

Course code.: EMT 385
Course title: **Event Management**
Nature of the course: Theory
Year: Third, Semester VI
Level: Undergraduate

Full marks: 100
Pass marks: 45
Time per period: 1 hr
Total periods: 48
Program: BHM

1. Course Description

Planning & Delivering Operational, Functions & Events for an undergraduate hospitality management program is designed to provide students with a comprehensive understanding of the principles, concepts, and practices of event and function planning in the hospitality industry. The course will focus on the strategic planning, marketing, and execution of events and functions. The course will also cover the logistics and operations of events, budgeting and financial management, and event evaluation and improvement. Develop a comprehensive understanding of various services within the hotel industry, focusing on effective cost control and revenue management. Acquire knowledge in banquet operation and management, with a specific emphasis on the functions of food and beverage management. Explore strategies for balancing the quality of work in hotel operations, ensuring high standards in service delivery. Develop skills in staffing and workforce management to achieve optimal efficiency and customer satisfaction.

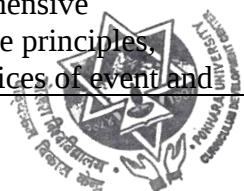
2. General Objectives

The purpose of this course is to:

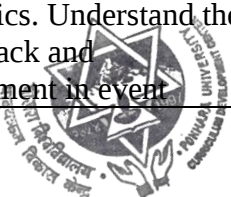
- Understand the significance of business events as a tourism product and the role they play in the hospitality industry
- Understand the principles of strategic event and function planning, including market research, target audience identification, and event design
- Plan and organize an event, including logistics, budgeting, and operations
- Evaluate and improve events through the use of key performance indicators and customer feedback
- Develop skills in marketing, promotion and event design
- Develop skills in budgeting, financial management and event evaluation
- Understanding and shaping events from experience perspective

3. Contents in detail with specific objectives

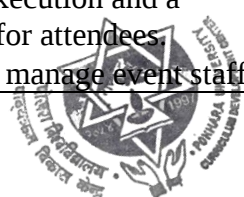
Specific objectives	Contents
• Describe a comprehensive understanding of the principles, concepts, and practices of event and	Unit 1: Introduction to Events and Events Sector (6 hrs) 1.1 Overview of events and their significance in



function planning in the hospitality industry. Acquire knowledge of the key components and considerations involved in planning and delivering successful events and functions. • Explain how to develop strategic plans for events and functions, considering the objectives, target audience, and desired outcomes. Understand the importance of aligning event planning with the overall goals and objectives of the organization or client. • Identify the knowledge of effective marketing and promotion strategies for events and functions, including target audience identification, branding, and advertising. Learn how to develop marketing materials and utilize various marketing channels to reach the intended audience. • Identify the logistical aspects of event and function planning, including venue selection, equipment and resource management, and staffing. Understand the importance of effective coordination and communication during the execution of events and functions. • Identify skills in budgeting and financial management for events and functions, including cost estimation, revenue generation, and expense control. Understand the financial considerations and implications of different aspects of event planning, such as catering, entertainment, and decor. • Explain how to evaluate the success and effectiveness of events and functions using various evaluation techniques and metrics. Understand the importance of feedback and continuous improvement in event	the hospitality industry 1.1.1 Typology of events including MICE, Sporting, Entertainment, Arts & Culture, Marketing & Promotion, Festivals, Fundraising etc. 1.1.2 Market trends and opportunities in the business events industry 1.1.3 Impacts and challenges of business events on tourism 1.1.4 The role of government and industry organizations in promoting and supporting business events 1.1.5 Events in History & Culture
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planning and execution.	
- Identify a thorough understanding of events as projects, exploring project management perspectives and integrating risk management strategies for successful event execution. - Explain the strategic project planning process specific to events, focusing on optimization, efficient resource allocation, and the ability to evaluate and review projects effectively. - Develop skills in identifying and analyzing stakeholders, target market, and competitors in the context of events planning. - Acquire the ability to create compelling value propositions and unique selling points, ensuring the successful positioning of events in the market.	Unit 2: Events Planning and Managing as Projects (5 hrs) - Events as projects, project management perspectives, events as project risk management - Strategic project planning process, project optimization, project evaluation and review - Identifying and analyzing stakeholders, target market and competitors - Developing a value proposition and unique selling points - Events planning process and communication through correspondences - The project management triangle and tools (WBS, GANTT, PERT, and CPM)
- Develop the ability to identify and critically evaluate potential event venues, considering factors such as accessibility, capacity, and suitability for the event's nature and objectives. - Demonstrate proficiency in developing creative concepts and themes for events, showcasing skills in event staging and incorporating design elements such as dias with stationeries, lighting, sound, special effects, visual effects, and decor arrangements. - Understand the nuances of creating memorable event experiences, considering the holistic impact of design elements, venue selection, and sustainable practices on overall attendee satisfaction.	Unit 3: Site Selection and Event Design (7 hrs) - Understanding the importance of site selection and event design - Identifying and evaluating potential event venues - Developing concept and theme, event staging - Design elements for events: Dias with stationeries, light, sound, special and visual effects and decor arrangements - Designing the event layout and floor plan - Incorporating sustainable practices into event design - Managing vendor relationships and contracts - Understanding event experiences
- Develop expertise in coordinating diverse event logistics, encompassing transportation, lodging, and catering, ensuring seamless execution and a positive experience for attendees. - Acquire the skills to manage event staff	Unit 4: Event Logistics and Operations (8 hrs) - Understanding the logistics and operational aspects of event planning - Coordinating event logistics, including transportation, lodging and catering



and volunteers, ensuring proper delegation of tasks, effective communication, and a cohesive team for successful event execution. • Implement and enforce comprehensive safety and security measures, demonstrating the ability to prioritize attendee well-being and respond effectively to potential challenges. • Develop a thorough understanding of legal and regulatory requirements related to event planning and operations.	4.3 Managing event staff and volunteers 4.4 Implementing and enforcing safety and security measures 4.5 Ensuring compliance with legal and regulatory requirements
• Develop the ability to create comprehensive event budgets, utilizing both Zero-Based Budgeting (ZBB) and Continuity budgeting methods to accurately forecast and allocate resources. • Acquire skills in managing expenses effectively, identifying cost-saving opportunities, and ensuring financial stability throughout the event planning and execution process. • Demonstrate proficiency in utilizing financial management tools and techniques to track and monitor budgetary aspects of events. • Explore and apply relevant financial tools to streamline processes, enhance decision-making, and maintain financial transparency throughout the event lifecycle. • Develop strategies for securing and managing events sponsorship, including the ability to create compelling sponsorship proposals and foster successful partnerships.	Unit 5: Event Budgeting and Financial Management (8 hrs) 5:1 Understanding budgeting and financial management for events 5:1:2 Developing a budget (ZBB and Continuity) and managing expenses 5:2 Utilizing financial management tools and techniques 5:3 Analyzing financial performance and adjusting as needed 5:4 Events Sponsorship
• Develop the ability to identify and target the right audience by understanding the demography of the target customer. • Develop comprehensive marketing plans, incorporating strategies for promoting the event, packaging, and branding to enhance visibility and	Unit 6: Event Marketing and Promotion (6 hrs) 6:1 Understanding the marketing and promotion process for events 6:2 Identifying and targeting the right audience, demography of target customer 6:3 Developing a marketing plan, promoting the event, event packaging and branding



attract the target audience. • Explore and utilize various marketing channels and platforms, including digital and traditional methods, to reach a wider audience and enhance event promotion. • Understand the process and intricacies of international bidding for events.	6:4 Utilizing various marketing channels and platforms 6:5 Measuring the effectiveness of marketing efforts 6:6 International bidding
• Develop the ability to identify and analyze key performance indicators relevant to events, aligning them with the overall goals and objectives of the event planning process • Develop strategies for gathering customer feedback and assessing overall satisfaction with events. • Demonstrate the ability to implement corrective actions based on the findings from evaluations, ensuring continuous improvement for future events. • Emphasize the importance of ongoing assessment to adapt to changing circumstances and maintain a high standard of event quality. • Understand the process and considerations involved in event termination and shutdown.	Unit 7: Event Evaluation and Improvement (8 hrs) 7:1 Understanding the importance of evaluating and improving events 7:2 Identifying and analyzing key performance indicators 7:2:1 Gathering customer feedback and assessing satisfaction 7:3 Implementing corrective actions to improve future events 7:4 Continuously monitoring and evaluating event performance 7:5 Event termination and shutdown
• Equip students with the skills to craft comprehensive event proposals, including elements such as event concept, budget, marketing strategies, and logistical plans. • Emphasize clarity, persuasiveness, and professionalism in proposal writing to effectively communicate event ideas to stakeholders. • Evaluate the application of concepts and skills learned throughout the course, emphasizing practical problem-solving, teamwork, and adaptability in the dynamic environment of event management. • Facilitate learning through guest speakers from the industry, providing students with valuable insights into the day-to-day operations, challenges, and	Practical: • Proposal writing for an event. • Event Planning and Execution: Students plan and execute a real-world event to apply the concepts and skills learned in the course. • Site Visits: Students visit event venues, hotels, and other event spaces to observe event logistics and operations in real-world settings. • Guest Speakers: Inviting industry professionals to speak to the class, providing valuable insights into the industry and daily operations of events. • Case Studies and Group Discussions: Students analyze real-world examples of events and functions, discussing successes and challenges to apply their knowledge in a practical context.



best practices in the field of event management.	Teamwork and presentation: students work in teams to plan and execute a small-scale event, such as a school or community event, or even a school-wide event.
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Note: The figures in the parentheses indicate the approximate periods for the respective units.

4. Methods of Instruction

Lecture, discussion, question-answer, brainstorming, Project work, lab work, fieldwork etc.

5. Evaluation system and students' responsibilities

Internal Evaluation

In addition to the formal end- semester exam(s), the internal (formative) evaluation of a student may consist of quizzes, assignments, lab reports, projects, class participation and presentation etc. The tabular presentation of the internal evaluation is as follows. The components may differ according to the nature of the subjects.

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		Term exam	60%	
Total external	50	Total Internal	100%	50
Full Marks 50+50 = 100				

Student requirements:

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6. Prescribed Books and References

Prescribed Text Books

Bowdin, G., Allen, J., Harris, R., McDonnell, I., & O'toole, W. (2012). *Events management*. Routledge.

Bladen, c., Kennell, J. Abson, E., &Wide, N. (2017). *Event Management an Introduction*. Routledge.

Reference Books

Allen, J. (2008). *Event planning: The ultimate guide to successful meetings, corporate events, fundraising galas, conferences, conventions, incentives and other special events*. John Wiley & Sons.

Allen, J. (2008). *Event planning: The ultimate guide to successful meetings, corporate events, fundraising galas, conferences, conventions, incentives and other special events*. John Wiley & Sons.

Rieple, A. (2015). *Event management and sustainability*. Routledge.

Taylor, D. (2018). *The event manager's bible: The complete guide to planning and organizing a voluntary or public event*. Kogan Page.

Tassiopoulos, D. (2010). *Events management: A developmental and managerial approach*. Juta Publ.

Wagen, L.V. D., & Carlos, B. R (2009). *Event management for tourism, culture, business and sporting events*. Pearson



BHM Year 4, Seven Semester & Eight Semester

S.No	Subject	Credits	Total
1	INT 396 Internship VII Semester	6	
2	INT 397 Internship VIII Semester	6	12 credits



POKHARA UNIVERSITY
BHM VII Semester

Internship Evaluation

- A. Mid-term Internship Report (100 Marks) 10-15 pages
 - 1. Title Page
 - 2. Letter of Approval
 - 3. Organizational Profile
 - i. Introduction of the Organization
 - ii. Location
 - iii. Type of Organization
 - iv. Working Department
 - v. Team of the Working Department
 - 4. Initial Work Experience
 - 5. Observational Learning
 - 6. Challenges
 - 7. Conclusion and Recommendation

Appendix: Student's Log Book and Supervisor's Internship Evaluation
- B. Student/Intern's Log Book (40 Marks)
- C. Supervisor's Internship Evaluation Form (20 Marks)
- D. Viva -voce (40 Marks)

Internship Criteria: Students should work as Intern Trainee specially from lodging/food/beverages industries, resorts, casino, in-flight, event managing in national and international properties/industries. Students can work in single department or multiple departments of the hotels/industries/organizations and to fulfill the gap of the international internship, in case of delay and early end up in the international internship placement and transfer, students should work in the domestic local industries. Finally, viva-voce is conducted in physical/virtual mode for final evaluation.



POKHARA UNIVERSITY

BHM Internship Supervisor's Evaluation Form

Name of the Student:..... **Name of the Organization:**.....

Date: Fromto..... **Department:**.....

Please tick (✓) the appropriate box.

S.N	Evaluation Criteria	Unsatisfactory (10 Mark)	Satisfactory (20 Mark)	Good (30 Marks)	Very Good (40 Marks)	Excellent (50 Marks)
1.	Grooming					
2.	Punctuality					
3.	Confidence					
4.	Alertness and Responsibility					
5.	Team Work					
6.	Job Knowledge, Skills and Performance					
7.	Interest, Attitude and Discipline					
8.	Social and communication skills					

Evaluated by:.....

Signature:.....

Job Title:.....

Supervisor's Remarks:.....

Hotel Seal:

To be Filled by College

Total Score:.....

Total Score (In words):.....

College Authority (Signature).....



.....
College Stamp

POKHARA UNIVERSITY

BHM Internship Student's Log Book

Name of Student:.....Hotel:.....

Duration: FromTo.....

Date:	From To.....	Dept./Area of Activities	Responsibilities
1 st Week			
2 nd Week			
3 rd Week			
4 th Week			
5 th Week			

Signature:..... Signature:.....

Name of Student:..... Name of Supervisor:.....

Supervisors Job Title:.....



POKHARA UNIVERSITY

Internship Report Format for Bachelor in Hotel Management

- I. COVER PAGE / TITLE PAGE
- II. CERTIFICATE (INTERN COMPLETION CERTIFICATE / WORK EXPERIENCE CERTIFICATE)
- III. DECLARATION
- IV. LETTER OF APPROVAL
- V. ACKNOWLEDGEMENTS
- VI. ABBREVIATIONS
- VII. TABLE OF CONTENTS
- VIII. LIST OF TABLES
- IX. LIST OF FIGURES
- X. EXECUTIVE SUMMARY (SUMMARY OF THE INTERNSHIP REPORT)

CHAPTER ONE: INTRODUCTION

- Background of Internship
- Objective of Internship
- Methodology (Organization selection, placement, duration, activities)

CHAPTER TWO: ORGANIZATIONAL PROFILE

- Introduction: Location, Type of Organization
- Organization's Vision, Mission, Objectives and Core Values
- Organization Structure
- Major Market and Customers
- Products and Services
- Quality Maintenance Practices
- Field of Expertise of the Industry
- Record of Company: Good practices /delivery/Public fame /award/certificate/CSR

CHAPTER THREE: INTERNSHIP EXPERIENCIAL LEARNING (ACTIVITIES PERFORMED)

- Hospitality and Tourism Related Job Responsibilities in the Organization
- Working Culture and Standard Operating Procedure in Hotel XYZ
- Work related ethics, manner and behavior in the Hotel/Organization XYZ
- Methods and Approach Adopted/Practiced by the Hotel (related with work)
- Performance Delivery of the Hospitality Organization (Quantitative / Qualitative)
- Challenges (differentiate between personal and professional / institutional)
- Adopted Measures to Tackle Challenges in the Related Field of Hotel Management



- Introduction of the Working Department: Housekeeping, Bar, Kitchen, Service, Marketing
- Knowledge and Skills Learned During Internship
- Special Events During Internship (challenges and rewards)
- Intern's Key Observation
- Problems Encountered and Solving Measures
- Benefits of the Internship
- Acknowledgement or Special Reward Received
- SWOT Analysis of the Working Industry

CHAPTER FOUR: CONCLUSION AND RECOMMENDATIONS

- Key Learning
- Conclusion
- Recommendations (to others students, college and internship organization)
-
- **REFERENCE (FOLLOW APA FORMAT)**

APPENDICES

- Weekly/Monthly report
- Location map
- Time sheet/Attendance/Logbook
- Duty photos
- Award/Certification/Recognition





POKHARA UNIVERSITY

BHM VII/VIII Viva - Voce Sheet

PU Exam Roll Number: _____

Date: _____

Intern's Name: _____

This viva-voce sheet is designed for individual assessment of BHM VII/VIII semester students by faculty members/examiners to rate their Knowledge, Skills and achievements related to internship. **(Note: Use black pen only.)**

COMPETENCY AREA	Weightage	Mark	Specific comments or Observations
HOSPITALITY PERSONALITY (<i>Personal Characteristics, Attitude, Grooming, Eye contact, Assertive, Achievement oriented, Responsibility, Co-operative, Ability to learn</i>)	8		
HOSPITALITY KNOWLEDGE (<i>Job Knowledge, Accomplishments skills, Openness to learning</i>)	8		
ATTITUDE AND MOTIVATION (<i>Dedication and goal orientation</i>)	8		
COMMUNICATION (<i>Persuasive, Fluent, Meaningful, Expressive, Organized</i>)	8		
CAREER ADVANCEMENT AND AWARENESS (<i>Awareness of self and Realistic appraisal of self, Awareness of career goal, Dress up, Body Language</i>)	8		
Total Mark	40		

Marks Obtained in Words: _____

Examined by: _____ Signature: _____

