



University of Engineering and Management
Institute of Engineering & Management, Salt Lake Campus
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University of Engineering & Management, Jaipur



1st Semester Syllabus for BHHA

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BHHA Course Structure :

First Semester

Sl. No.	Type of Course	Subject Code	Subject Name	Lecture (L) per week	Tutorial (T) per week	Practical (P) per week	Sessional (S) per week	Total Contact Hrs. per Week	Credit Points	Evaluation Type
THEORY										
1	Professional Core Course	BHHA101	Foundation course in Food Production - I	3	0	0	0	3	2	Th. Written
2	Professional Core Course	BHHA102	Foundation course in Food & Beverage Service - I	2	0	0	0	2	2	Th. Written
3	Professional Core Course	BHHA103	Foundation course in Rooms Division Operations - I	2	0	0	0	2	2	Th. Written
4	Professional Core Course	BHHA104	Foundation course in Travel & Tourism Management	2	0	0	0	2	2	Th. Written
5	Humanities and Social Sciences including Management Courses	BHHA105	Marketing Management -I	2	0	0	0	2	2	Th. Written
6	Humanities and Social Sciences including Management Courses	BHHGS101	General Studies & Current Affairs - I	2	0	0	0	2	2	Th. Written
PRACTICAL										
7	Professional Core Course	BHHA191	Foundation course in Food Production - I Laboratory	0	0	4	0	4	2	Practical - Lab

8	Professional Core Course	BHHA192	Foundation course in Food & Beverage Service -I Laboratory	0	0	2	0	2	2	Practical - Lab
9	Professional Core Course	BHHA193	Foundation course in Rooms Division Operations - I Laboratory	0	0	2	0	2	2	Practical - Lab
10	Basic Science Courses	BHHA194	Computer Application in Hospitality Industry Laboratory	0	0	2	0	2	1	Practical - Lab
SESSIONAL										
11	Humanities and Social Sciences including Management Courses	BHHA181	Grooming & Personality Development - I Laboratory	0	0	0	2	2	1	Practical - Lab
12	Humanities and Social Sciences including Management Courses	BHHA182	Introduction to Aviation Industry	2	0	0	0	2	1	Th. Project And Viva
13	Basic Science Courses	BHHA183	Introduction to AI-ML & IOT	2	0	0	0	2	1	Th. Project And Viva
14	Humanities and Social Sciences including Management Courses	BHHGS181	Competitive Aptitude Training - I	0	0	0	2	2	1	Written
Mandatory Industry and Value Added Courses (IVC)										
15	Mandatory Industry and Value Added Courses	BHHA196	French I	2	0	0	0	2	0	Practical - Viva Voice
16	Basic Science Courses	BHHA197	Environmental Sustainability	0	0	2	0	2	0	Practical Projects
17	Mandatory Additional Requirement	MAR	MAR	0	0	0	0	0	0	Practical Projects

Minor Course - 1st Semester						
Sl. No.	Type	University/ Organization	Topic	Topic	Credit Point	Evaluation Type
1	BHHA(M)101	META	Introduction To Social Media Marketing	Introduction To Social Media Marketing	1	Certification
2	BHHA(M)102	Knowledge Acceletors	Customer Service Fundamentals	Customer Service Fundamentals	1	Certification
3	BHHA(M)103	University of Verginia	Artificial Inteligence in Marketing	Artificial Inteligence in Marketing	1	Certification
Total Credit Points for 1st Semester				26		



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Syllabus for BHHA

Subject Name: Foundation course in Food Production Operations - I
Subject Code: BHHA101 **Credit: 2** **Lecture Hours: 24**

Relevant Links:

[Study Material](#)

Course Objective-

1. Introduce students to fundamental concepts of food production, including kitchen operations, terminology, and the importance of hygiene and safety in the kitchen. Teach basic culinary skills and techniques, such as knife skills, cooking methods (e.g., boiling, grilling, baking, frying), and the preparation of stocks, sauces, and soups.
2. Provide knowledge about various ingredients, including their characteristics, uses, and methods of storage. Introduce principles of menu planning, recipe costing, and the importance of balanced diets and nutrition in meal preparation.
3. Familiarize students with different kitchen equipment and tools, their uses, maintenance, and safety procedures.
4. Offer an overview of the history of culinary arts and current trends in the food industry. Provide hands-on experience through practical sessions in the kitchen, allowing students to apply their knowledge and skills in a real-world setting. Emphasize the importance of teamwork, communication, and organization in a professional kitchen environment. Instil a sense of professionalism, discipline, and work ethics required in the culinary industry.

Course Outcomes –

CO1. Proficiency in Basic Culinary Techniques: Students will demonstrate proficiency in basic cooking techniques such as chopping, slicing, sautéing, boiling, grilling, baking, and frying. **Understanding of Kitchen Operations:** Students will understand the fundamental operations of a professional kitchen, including workflow, organization, and the use of various kitchen equipment and tools.

CO2. Knowledge of Ingredients: Students will gain comprehensive knowledge of various ingredients, including their characteristics, culinary uses, and proper storage methods. **Recipe and Menu Development:** Students will be able to develop and cost recipes and menus, taking into consideration nutritional balance, dietary requirements, and culinary trends. **Hygiene and Safety Practices:** Students will apply

proper hygiene and safety practices in the kitchen to prevent foodborne illnesses and accidents. **Preparation of Stocks, Sauces, and Soups:** Students will demonstrate the ability to prepare basic stocks, sauces, and soups, which form the foundation of many dishes.

CO3. Effective Use of Kitchen Equipment: Students will effectively use and maintain various kitchen equipment and tools, understanding their specific functions and safety procedures. **Teamwork and Communication Skills:** Students will work effectively as part of a kitchen team, demonstrating strong communication and collaboration skills.

CO4. Understanding of Culinary History and Trends: Students will have an understanding of the history of culinary arts and current trends in the food industry. **Professionalism and Work Ethics:** Students will exhibit professionalism, discipline, and work ethics necessary for success in the culinary industry. **Problem-Solving Skills:** Students will develop problem-solving skills to handle common kitchen challenges and adapt to various culinary scenarios. **Foundation for Advanced Studies:** Students will have a strong foundation to pursue advanced studies in food production, culinary arts, or related fields.

Module number	Topic	Sub - topics	Mapping with Industry and International Academia	Lecture Hours	Corresponding Lab Assignment
1	INTRODUCTION TO COOKERY Food Production Operations (Second Edition) – Parvinder S. Bali (Oxford Publication) – Chapter – Chapter 1	• Culinary history • Origin of modern cookery • Levels of skills and experiences • Attitudes and behavior in the kitchen • Personal hygiene • Uniforms & protective clothing • Safety procedure in handling equipment	International Standards : N/A (NCHMCT MODEL SYLLABUS) https://ihmpusa.net/wp-content/uploads/2023/11/B.Sc_.1stYear.Syllabus.JNU_.pdf Industry Mapping: Vocational training with partner hotels	3	Lab syllabus and assignments are mentioned below in BHM 191
2	HIERARCHY AREA OF DEPARTMENT AND KITCHEN Food Production Operations (Second Edition) – Parvinder S. Bali (Oxford Publication) – Chapter – Chapter 2	• Classical Brigade • Modern staffing in various category hotels • Roles of executive chef • Duties and responsibilities of various chefs • Co-operation with other departments • Aims and objectives of cooking food	International Standards : N/A NCHMCT MODEL SYLLABUS - https://ihmpusa.net/wp-content/uploads/2023/11/B.Sc_.1stYear.Syllabus.JNU_.pdf Industry Mapping: Vocational training with partner hotels	3	Lab syllabus and assignments are mentioned below in BHM 191

3	METHODS OF COOKING Food Production Operations (Second Edition) – Parvinder S. Bali (Oxford Publication) – Chapter – Chapter 17	• Roasting • Grilling • Frying • Baking • Broiling • Poaching • Boiling • Principles of each of the above • Care and precautions to be taken • Selection of food for each type of cookin	International Standards : N/A NCHMCT MODEL SYLLABUS - https://ihmpusa.net/wp-content/uploads/2023/11/B.Sc_.1stYear.Syllabus.JNU_.pdf Industry Mapping: Vocational training with partner hotels	3	Lab syllabus and assignments are mentioned below in BHM 191
4	STOCKS , SOUPS & SAUCES Food Production Operations (Second Edition) – Parvinder S. Bali (Oxford Publication) – Chapter – Chapter 8,9&10	• Definition of stock • Types of stock • Preparation of stock • Recipes • Storage of stocks • Uses of stocks • Care and precautions • Classification with examples • Basic recipes of Consommé with 10 Garnishes • Classification of sauces • Recipes for mother sauces • Storage & precautions	International Standards : N/A NCHMCT MODEL SYLLABUS - https://ihmpusa.net/wp-content/uploads/2023/11/B.Sc_.1stYear.Syllabus.JNU_.pdf Vocational training with partner hotels	3	Lab syllabus and assignments are mentioned below in BHM 191

5	VEGETABLES AND FRUITS COOKERY Food Production Operations (Second Edition) – Parvinder S. Bali (Oxford Publication) – Chapter – Chapter 6&7	• Introduction – classification of vegetables • Pigments and color changes • Effects of heat on vegetables • Cuts of vegetables • Classification of fruits • Uses of fruit in cookery	International Standards : N/A AICTE prescribed syllabus: NCHMCT MODEL SYLLABUS - https://ihmpusa.net/wp-content/uploads/2023/11/B.Sc_.1stYear.Syllabus.JNU_.pdf Industry Mapping: Vocational training with partner hotels	3	Lab syllabus and assignments are mentioned below in BHM 191
6	EGG COOKERY Food Production Operations (Second Edition) – Parvinder S. Bali (Oxford Publication) – Chapter – Chapter 14	• Introduction to egg cookery • Structure of an egg • Selection of egg • Uses of egg in cookery	International Standards : N/A AICTE prescribed syllabus: (NCHMCT MODEL SYLLABUS) https://ihmpusa.net/wp-content/uploads/2023/11/B.Sc_.1stYear.Syllabus.JNU_.pdf Industry Mapping: Vocational training with partner hotels	5	Lab syllabus and assignments are mentioned below in BHM 191

TEXT BOOK- Food Production Operations (Second Edition) – Parvinder S. Bali (Oxford Publication)

Submitted by Prof. Chef. Soumik Bhattacharya & Prof. Chef. Supriya Mishra Dept. of BHM,UEM - IEM, Kolkata, Newtown Campus



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Syllabus for BHHA

Subject Name: Foundation course in Food Production – I Laboratory
Subject Code: BHHA191 **Credit: 2** **Lecture Hours: 24**

- Equipment identification /hygiene/safety
- Cuts of vegetables
- Basic Cooking methods and pre-preparations
- Stocks - Types of stocks (White and Brown stock)
- Sauces - Basic mother sauces
- Egg cookery - Preparation of variety of egg dishes
- Simple potato preparations-
- Basic potato dishes
- Vegetable preparations- Basic vegetable dishes



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Syllabus for BHHA

Subject Name: Foundation course in Food & Beverage Service – I

Subject Code: BHHA102

Credit: 2 Lecture Hours: 24

Relevant Links:

[Study Material](#)

Course Objective: • **Introduction to Food & Beverage Service:** Understand the basic concepts, scope, and significance of the food and beverage service industry. • **Service Methods and Techniques:** Learn various types of service methods (e.g., American, French, Russian, and English service) and techniques used in different types of establishments.

• **Types of Food and Beverage Outlets:** Gain knowledge about different types of food and beverage outlets, including restaurants, bars, cafes, and banqueting operations. **Service Equipment:** Identify and understand the use and maintenance of various service equipment and tools.

• **Menu Knowledge:** Develop an understanding of different types of menus, including a la carte and table d'hôte, and the ability to describe menu items accurately. **Beverage Knowledge:** Introduction to different types of beverages, both alcoholic and non-alcoholic, and their service procedures. **Guest Service Skills:** Enhance customer service skills, including effective communication, guest handling, and the ability to provide a high level of service.

• **Hygiene and Safety:** Understand the importance of hygiene, sanitation, and safety practices in food and beverage service. **Teamwork and Professionalism:** Foster teamwork, professional behaviour, and a positive attitude in a food and beverage service environment. **Practical Skills Development:** Provide hands-on experience in setting up service areas, serving food and beverages, and handling various service scenarios.

Course Outcomes –

CO1. Understanding **Industry Standards:** Demonstrate knowledge of the fundamental principles and practices of food and beverage service. **Proficiency in Service Techniques:** Exhibit proficiency in various service techniques, including setting up service areas, serving food and beverages, and using service equipment correctly.

- CO2. **Menu and Beverage Knowledge:** Display an understanding of different types of menus and beverages, along with the ability to describe and recommend items to customers. **Effective Customer Service Skills:** Provide high-quality customer service, including effective communication, problem-solving, and guest handling.
- CO3. **Application of Hygiene Practices:** Apply hygiene, sanitation, and safety practices in all aspects of food and beverage service to ensure a safe dining environment. **Team Collaboration:** Work effectively as part of a team, demonstrating teamwork, cooperation, and professional behaviour in a service setting.
- CO4. **Practical Skills Implementation:** Execute practical skills in real or simulated environments, such as setting up dining areas, serving meals, and managing different types of service scenarios. • **Understanding of Different Service Settings:** Identify and differentiate between various types of food and beverage service outlets and their specific service styles.

Module number	Topic	Sub-topics	Mapping with Industry and International Academia	Lecture Hours	Corresponding Lab Assignment
1	THE HOTEL & CATERING INDUSTRY Book: Food and Beverage Service 2nd edition (Oxford publication) Author: R. Singaravelan Part 1 Chapter: 1	A. Introduction to the Hotel Industry and Growth of the hotel Industry in India B. Role of Catering establishment in the travel/tourism industry C. Types of F&B operations D. Classification of Commercial, Residential/Non-residential E. Welfare Catering - Industrial/Institutional/Transport such as air, road, rail, sea, etc. F. Structure of the catering industry - a brief description of each	International Standards : N/A (NCHMCT MODEL SYLLABUS) https://ihmctanghy.org.in/wp-content/uploads/2020/12/SYLLABUS-FOR-1ST-SEMESTER.pdf Industry Mapping: Vocational training with partner hotels	4	Lab syllabus and assignments are mentioned below in BHM 192
2	DEPARTMENTAL ORGANISATION & STAFFING Book: Food and Beverage Service 2nd edition	A. Organization of F&B department of hotel B. Principal staff of various types of F&B operations C. French terms related to F&B staff D. Duties & responsibilities of	International Standards : N/A NCHMCT MODEL SYLLABUS - https://ihmctanghy.org.in/	4	Lab syllabus and assignments are mentioned below in BHM 192

	(Oxford publication) Author: R. Singaravelan Part 1 Chapter: 2	F&B staff E. Attributes of a waiter F. Inter-departmental relationships (Within F&B and other department)	wp-content/uploads/2020/12/SYLLABUS-FOR-1ST-SEMESTER.pdf Industry Mapping: Vocational training with partner hotels		
3	FOOD SERVICE AREAS Book: Food and Beverage Service 2nd edition (Oxford publication) Author: R. Singaravelan Part 1 Chapter: 1,4	I. F & B OUTLETS A. Specialty Restaurants B. Coffee Shop C. Cafeteria D. Fast Food (Quick Service Restaurants) E. Grill Room F. Banquets G. Bar H. Vending Machines I. Discotheque II. ANCILLIARY DEPARTMENTS A. Pantry B. Food pick-up area C. Store D. Linen room E. Kitchen stewarding	International Standards : N/A NCHMCT MODEL SYLLABUS - https://ihmctanghy.org.in/wp-content/uploads/2020/12/SYLLABUS-FOR-1ST-SEMESTER.pdf Industry Mapping: Vocational training with partner hotels	4	Lab syllabus and assignments are mentioned below in BHM 192

4	F & B SERVICE EQUIPMENT Book: Food and Beverage Service 2nd edition (Oxford publication) Author: R. Singaravelan Part 1 Chapter: 3	Familiarization & Selection factors of: - Cutlery - Crockery - Glassware - Flatware - Hollowware - All other equipment used in F&B Service French terms related to the above	International Standards : N/A NCHMCT MODEL SYLLABUS - https://ihmctanghy.org.in/wp-content/uploads/2020/12/SYLLABUS-FOR-1ST-SEMESTER.pdf Industry Mapping: Vocational training with partner hotels	4	Lab syllabus and assignments are mentioned below in BHM 192
5	NON-ALCOHOLIC BEVERAGES Book: Food and Beverage Service 2nd edition (Oxford publication) Author: R. Singaravelan Part 4 Chapter: 19	Classification (Nourishing, Stimulating and Refreshing beverages) A. Tea - Origin & Manufacture - Types & Brands B. Coffee - Origin & Manufacture - Types & Brands C. Juices and Soft Drinks D. Cocoa & Malted Beverage - Origin & Manufacture	International Standards : N/A NCHMCT MODEL SYLLABUS - https://ihmctanghy.org.in/wp-content/uploads/2020/12/SYLLABUS-FOR-1ST-SEMESTER.pdf Industry Mapping: Vocational training with partner hotels	4	Lab syllabus and assignments are mentioned below in BHM 192

TEXT BOOKS- Food and Beverage Service 2nd edition (Oxford publication) Author: R. Singaravelan

REFERENCE BOOK -

Submitted by Prof. Ujjwal Basu IEM, Kolkata, Newtown Campus



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Syllabus for BHHA

Subject Name: Foundation course in Food & Beverage Service – I Laboratory

Subject Code: BHHA192

Credit: 2 Lecture Hours: 24

Food Service areas – Induction & Profile of the areas
Ancillary F&B Service areas – Induction & Profile of the areas
Familiarization of F&B Service equipment
Care & Maintenance of F&B Service equipment
Cleaning / polishing of EPNS items by: - Plate Powder method,- Polivit method,- Silver Dip method,- Burnishing Machine
Basic Technical Skills
Task-01: Holding Service Spoon & Fork
Task-02: Carrying a Tray / Salver
Task-03: Laying a Table Cloth
Task-04: Changing a Table Cloth during service
Task-05: Placing meal plates & Clearing soiled plates
Task-06: Stocking Sideboard
Task-07: Service of Water
Task-08: Using Service Plate & Crumbing Down
Task-09: Napkin Folds
Task-10: Changing dirty ashtray
Task-11: Cleaning & polishing glassware
Tea – Preparation & Service
Coffee - Preparation & Service
Juices & Soft Drinks - Preparation & Service
Mocktails
Juices, Soft drinks, Mineral water, Tonic water
Cocoa & Malted Beverages – Preparation & Service



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Syllabus for BHHA

Subject Name: Foundation Course in Rooms Division Operation - I
Subject Code: BHHA103 **Credit: 2** **Lecture Hours: 24**

RELEVANT LINKS

[Study Material](#)

Course Objective-

1. **Introduction to Rooms Division:** Provide an overview of the rooms division, including its role and importance in the hospitality industry.
Front Office Operations: Familiarize students with the functions and responsibilities of the front office, including reservations, check-in/check-out procedures, guest services, and communication with other departments.
2. **Guest Services and Relations:** Emphasize the importance of guest services, guest satisfaction, and handling guest complaints effectively.
Hotel Terminology: Teach essential terminology used in the rooms division to ensure clear and effective communication within the team and with guests. **Technology in Rooms Division:** Introduce students to the various types of technology and property management systems (PMS) used in rooms division operations, such as reservation systems, front desk software, and housekeeping management tools.
3. **Safety and Security:** Highlight the importance of safety and security in the rooms division, including procedures for emergencies, key control, and guest privacy. **Customer Service Skills:** Develop essential customer service skills, such as communication, problem-solving, and empathy, to enhance guest experiences.
4. **Teamwork and Collaboration:** Emphasize the importance of teamwork and collaboration between the front office, housekeeping, and other departments to ensure smooth operations and high levels of guest satisfaction.

Course Outcomes-

CO1. **Understanding of Rooms Division Operations:** Students will have a comprehensive understanding of the structure, functions, and significance of the rooms division within a hospitality setting. **Proficiency in Front Office Procedures:** Students will demonstrate proficiency in front office operations, including reservations, check-in/check-out processes, and guest services.

CO2. **Guest Service Excellence:** Students will exhibit strong guest service skills, including effective communication, problem-solving, and handling guest complaints to ensure high levels of guest satisfaction. **Safety and Security Awareness:** Students will apply safety and security procedures to protect guests, staff, and property, and respond appropriately to emergencies.

CO3. **Teamwork and Collaboration:** Students will work effectively as part of a team, demonstrating collaboration between the front office, housekeeping, and other departments. **Professionalism and Work Ethics:** Students will exhibit professionalism, ethical behavior, and adherence to personal grooming and appearance standards expected in the hospitality industry.

CO4. **Cultural Sensitivity:** Students will show cultural sensitivity and awareness, providing personalized and respectful service to a diverse clientele. **Sustainability Practices:** Students will incorporate sustainable practices in rooms division operations, promoting eco-friendly housekeeping and resource conservation.

Module number	Topic	Sub-topics	Mapping with Industry and International Academia	Lecture Hours	Corresponding Lab Assignment
1	INTRODUCTION TO HOSPITALITY & HOTEL INDUSTRY	Origin & Evolution & Domestic & International hotel companies, Hotel organization- Full service/ limited service, Revenue & Non-revenue producing departments, Staff organization-Rooms division hierarchy (Including Engineering Department)	International Standards : N/A (NCHMCT MODEL SYLLABUS) https://ihmgoa.gov.in/uploads/content_files/0_143_1695699282.pdf Industry Mapping: Vocational training with partner hotels	4	Lab syllabus and assignments are mentioned below in BHM 193
2	CLASSIFICATION OF HOTELS	Size, Target market- (Location, clientele, facilities offered, facilities), Levels of Service, Star classification, HRACC guidelines), Ownership & affiliation. TYPES OF ROOMS- Room sizes (with reference to HRACC), SMART rooms & differently abled guest rooms, Basic of charging-Check-in-check out, 24 hours, Night/ Day, Day use, Types of Room rates (Special rates). Meal plans- (EP, BP, CP, AP, MAP etc.)	International Standards : N/A NCHMCT MODEL SYLLABUS – https://ihmgoa.gov.in/uploads/content_files/0_143_1695699282.pdf Industry Mapping:2 Vocational training with partner hotels	4	Lab syllabus and assignments are mentioned below in BHM 193

3	GUEST CYCLE & ROOM RESERVATION	Stages of Guest cycle, related front office function areas. Pre- arrival – Reservations -1 (Confirmed – Guaranteed / Non-guaranteed, Tentative/Waitlisted).Pre-arrival – reservations –II -Reservation procedure (FIT: DFIT & FFIT, group, VIP).Sources-Direct, CRS, GDS, Intersell agencies. Modes of reservations – Verbal & Written. Amendments &cancellations	International Standards : N/A NCHMCT MODEL SYLLABUS - https://ihmgoa.gov.in/uploads/content_files/0_143_1695699282.pdf Industry Mapping: Vocational training with partner hotels	4	Lab syllabus and assignments are mentioned below in BHM 193
4	REGISTRATION	-Bell desk & valet services, Functions, Procedures, Arrival –II – a) Creating registration record b) Assigning room& rate c) Establishing the method of payment d) Issuing room key e) Fulfilling special requests, DFIT, FFIT, Walk-in, VIP & Group, express check –In, self-registration, Room selling techniques-Upselling	International Standards : N/A NCHMCT MODEL SYLLABUS - https://ihmgoa.gov.in/uploads/content_files/0_143_1695699282.pdf Industry Mapping: Vocational training with partner hotels	4	Lab syllabus and assignments are mentioned below in BHM 193
5	GUEST SERVICE	-Concierge, Mail & message handling, Room change procedure, Special procedure, Wake-up call, Newspaper delivery & transport arrangements. Service recovery - Guest relations, Handling complaints, Follow-up procedures, Complaint handling Apps/ escalation Matrix & Root cause analysis	International Standards : N/A NCHMCT MODEL SYLLABUS – https://ihmgoa.gov.in/uploads/content_files/0_143_1695699282.pdf Industry Mapping: Vocational training with partner hotels	4	Lab syllabus and assignments are mentioned below in BHM 193

Submitted by Prof. Suman Barman IEM, Kolkata, Newtown Campus



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Syllabus for BHHA

Subject Name: Foundation Course in Rooms Division Operation – I Laboratory

Subject Code: BHHA193

Credit: 2 Lecture Hours: 24

Unit-1: GROOMING ETIQUETTE- Introduction to service culture, Service product, Guest Relationship-Business protocol & Professionalism. Moments of Truth, Creating a WOW factor (Guest delight) & Guest satisfaction

Unit-2: SKILL SET & ATTITUDE OF FRONT OFFICE PERSONNEL, Job description & Job specifications, Layout of Front Office- FO equipment

Unit-3: APPLICABLE TAXES & CHARGES- Special rate calculations, Design a package. Telephone, Email, Texting etiquette, Reservation records/ Formats. PMS

Unit-4: RESERVATION PROCEDURES-Amendments, Cancellations, PMS, Formats-Arrival procedure, Bell desk activities, Pre-registration, PMS, Escorting guest & room orientation-Check-in procedure, PMS, Formats

Unit-5: DURING THE STAY ACTIVITY PROCEDURES- Mail handling, Message handling, Paging, Special requests, Room change procedure & Complaint handling. Discrepancy report, Arrival Notification, Amenity vouchers, Meal coupons & Mini bar

Unit-6: GUEST ROOM CLEANING. A) Bed making as per industry standards including Turndown service. B) Daily cleaning of Guest room & bathroom. C) De-briefing & going off Duty- Formats filled by a Housekeeping attendant Room Status Report, Linen exchange slip, Room attendant work report, Key Register.

TEXT BOOKS- Front Office Management by S.K. Bhatnagar, the Hospitality Press

REFERENCE BOOK - Hotel Front Office: Operations and Management 2Nd Edition by Jatashankar R. Tewari, Oxford University Press



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Syllabus for BHHA

Subject Name: Foundation Course in Travel & Tourism Management

Subject Code: BHHA104

Credit: 2 Lecture Hours: 24

Relevant Links:

[Study Material](#)

COURSE OBJECTIVES:

This course shall introduce the learners to the various fundamental concepts of travel trade. After doing this course, the students would be able to appreciate the significance of tourism industry in the economy vis a vis other industries. They would also be to establish the importance of linkages of various components in tourism industry. This course shall also provide the students with insights on the socio-economic and ecological impacts of tourism.

COURSE OUTCOMES:

- CO1. Industry Insight:** Understand the structure and functioning of the travel and tourism industry, including key sectors such as hospitality, transportation, attractions, and travel services.
- CO2. Historical and Cultural Awareness:** Gain an understanding of the historical, cultural, and geographical contexts that influence tourism destinations and experiences.
- CO3. Customer Service Excellence:** Develop advanced customer service skills to meet and exceed the expectations of tourists and travelers.
- CO4. Marketing and Promotion:** Learn effective marketing strategies and promotional techniques specific to the travel and tourism sector.

Module number	Topic	Sub-topics	Mapping with Industry and International Academia	Lecture Hours	Corresponding Lab Assignment
1	Basic concepts & development of tourism	• Tourism, excursion, leisure and recreation; • tourist, visitor, traveler; • History and evolution of tourism, • Roman Empire and early travel, • trade routes, • concept of annual holiday, • social(paid)Tourism; • Grand Tour, • dark age, • renaissance in Tourism; • Thomas cook & early organized travel; • Modern day Mass Tourism.	International Academia: n/a AICTE prescribed syllabus: (IITTM MODEL SYLLABUS) https://www.iittm.ac.in/BBA.html Industry Mapping: Vocational training with partner companies	4	Creating a Travel Itinerary • Choose a destination and research key attractions, accommodations, and transportation options. • Create a detailed 7-day travel itinerary, including activities, accommodation, transportation, and budget. • Present the itinerary in a professional format.
2	Typology and forms of tourism	• International Tourism, Inbound, • Outbound, inter regional, intra-regional, domestic, internal, • National Tourism; Types of Tourism, contemporary trends in Indian Tourism.	International Academia: n/a AICTE prescribed syllabus: (IITTM MODEL SYLLABUS) https://www.iittm.ac.in/BBA.html Industry Mapping: Vocational training with partner companies	4	Destination Marketing Plan • Select a tourism destination and conduct a SWOT analysis (Strengths, Weaknesses, Opportunities, Threats). • Develop a marketing plan to attract tourists to the destination, including target markets, marketing strategies, and promotional activities. • Create marketing materials such as brochures, social media posts, and a website mock-up.
3	Tourism system & Environment	• Components of tourism, • Distribution, Inter-relation between	International Academia: n/a AICTE prescribed syllabus:	4	Managing a Travel Agency • Set up a virtual travel agency and manage daily operations.

		- various segments, travel industry network, - Elements of tourism, Tourism - Environment, Manila Declaration.	(IITTM MODEL SYLLABUS) https://www.iittm.ac.in/BBA.html Industry Mapping: Vocational training with partner companies		- Handle client inquiries, bookings, and cancellations. - Create travel packages and offer customer service. - Analyze financial performance and create reports.
4	Tourism Demand & Travel Motivators	- basics of Tourism demand, - Net travel propensity, - Gross travel propensity, - Case study-pattern of movement of tourists to India; - Travel Motivators, - Physical Motivators, - Inter personal Motivators, - Status & Prestige.	International Academia: n/a AICTE prescribed syllabus: (IITTM MODEL SYLLABUS) https://www.iittm.ac.in/BBA.html Industry Mapping: Vocational training with partner companies	4	Sustainable Tourism Assessment - Select a tourism destination and research its sustainability practices. - Assess the destination using a sustainability framework (e.g., Global Sustainable Tourism Council Criteria). - Identify areas for improvement and provide recommendations for enhancing sustainability.
5	Future growth and development of Indian tourism	5 T's of Brand India; Major Tourism schemes of Govt. of India, - Visa on Arrival (VoA), PRASAD Scheme, HRIDAY Scheme, - Travel Circuits; Incredible India.	International Academia: n/a AICTE prescribed syllabus: (IITTM MODEL SYLLABUS) https://www.iittm.ac.in/BBA.html Industry Mapping: Vocational training with partner companies	4	Research Articles and Case Studies: "Tourism Planning and Development: Key Concepts and Approaches" – Journal of Travel Research. "Case Study: Sustainable Tourism Practices in Costa Rica" – Journal of Sustainable Tourism

TEXT BOOK:

- Holloway, J. C. (Latest edition). The Business of Tourism, Pitman Publishing, London.
- Swain, S. K., & Mishra, J. M. (2011). Tourism Principles and Practices, Oxford Higher Education.

REFERENCE BOOKS:

- Medlik, S. (Latest edition). Understanding Tourism, Butterworth Hinemann, Oxford.
- Hayward, P. (2000). Leisure and Tourism, Hiennemann GNVQ Intermediate, Hiennemann Educational Publishers



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Syllabus for BHHA

Subject Name: Marketing Management -I

Subject Code: BHHA105

Credit: 2 Lecture Hours: 24

Relevant Links:

[Study Material](#)

COURSE OBJECTIVES:

1. Define marketing and explain its role in the business environment.
2. Identify and explain key marketing concepts such as the marketing mix (4Ps), market segmentation, targeting, and positioning.
3. Conduct a SWOT analysis to evaluate internal and external factors affecting marketing decisions.
4. Analyze competitive environments using tools like Porter's Five Forces.

COURSE OUTCOMES:

1. Demonstrate a thorough understanding of core marketing concepts, including the marketing mix, market segmentation, targeting, positioning, and branding.
2. Conduct comprehensive market analysis using tools such as SWOT analysis and Porter's Five Forces to evaluate internal and external business environments.
3. Analyze and interpret consumer behavior and decision-making processes to inform marketing strategies and tactics.
4. Design and implement market research projects, utilizing both qualitative and quantitative methods to gather and analyse data for informed decision-making.

Module number	Topic	Sub-topics	Mapping with Industry and International Academia	Lecture Hours	Corresponding Lab Assignment
1	Marketing: Introduction to marketing [Principles of management by Philip Kotler, Gary Armstrong and P. Agnihotri, 17th Edition. Pearson Publication. Part 1 Chapter no. 1- Marketing: Creating customer value and engagement]	- Definition; nature & scope of marketing; process growth of marketing. - Understanding the needs, want, demands, value and satisfaction, evolution of marketing	International Standards : N/A (NCHMCT MODEL SYLLABUS) https://ihmctanghy.org.in/wp-content/uploads/2020/12/SYLLABUS-FOR-5th-SEMESTER.pdf Industry Mapping: Vocational training with partner hotels	4	Case Studies
2	Market targeting [Principles of management by Philip Kotler, Gary Armstrong and P. Agnihotri, 17th Edition. Pearson Publication. Part 1 Chapter no.2 – Company and Marketing strategy.]	- Concept of market segmentation; targeting and positioning. - Types of segmentation; Marketing mix	International Standards : N/A NCHMCT MODEL SYLLABUS - https://ihmctanghy.org.in/wp-content/uploads/2020/12/SYLLABUS-FOR-5th-SEMESTER.pdf Industry Mapping: Vocational training with partner hotels	4	Case Studies

3	Product issues [Principles of management by Philip Kotler, Gary Armstrong and P. Agnihotri, 17th Edition. Pearson Publication. Part 3 Chapter no 8 and 9.	• Types of products; • product mix dimensions; • product strategies, • Product life cycle.	International Standards : N/A NCHMCT MODEL SYLLABUS - https://ihmctanghy.org.in/wp-content/uploads/2020/12/SYLLABUS-FOR-5th-SEMESTER.pdf Industry Mapping: Vocational training with partner hotels	4	Case Studies
4	Pricing [Principles of management by Philip Kotler, Gary Armstrong and P. Agnihotri, 17th Edition. Pearson Publication. Part 3, chapter 10, 11,12,13.]	• Concept of price, • factor influencing pricing, method of price fixation; • pricing strategies. Distribution channels- Nature importance distribution system. • Marketing intermediaries	International Standards : N/A NCHMCT MODEL SYLLABUS - https://ihmctanghy.org.in/wp-content/uploads/2020/12/SYLLABUS-FOR-5th-SEMESTER.pdf Industry Mapping: Vocational training with partner hotels	4	Case Studies

5	Promotion [Principles of management by Philip Kotler, Gary Armstrong and P. Agnihotri, 17th Edition. Pearson Publication. Part 3, chapter 14,15,16, 17.]	• Concept of Promotion and Communication; • objectives and importance of marketing promotion and communication; • promotion mix	International Standards : N/A NCHMCT MODEL SYLLABUS - https://ihmctanghy.org.in/wp-content/uploads/2020/12/SYLLABUS-FOR-5th-SEMESTER.pdf Industry Mapping: Vocational training with partner hotels	4	Case Studies
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TEXT BOOK: 1. "Marketing Management" by Philip Kotler and Kevin Lane Keller

2."Marketing: An Introduction" by Gary Armstrong and Philip Kotler

REFERENCE BOOKS: 1. "Marketing Management" by Russ Winer and Ravi Dhar

2."Principles of Marketing" by Philip Kotler and Gary Armstrong



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Syllabus for BHHA

Subject Name: Grooming & Personality Development – I Laboratory
Subject Code: BHHA181 **Credit: 1** **Lecture Hours: 12**

Course Objective-

1. **Understanding Personal Grooming:** Learn the importance of personal grooming, including hygiene, attire, and overall appearance, and how it impacts personal and professional success. **Developing Communication Skills:** Improve verbal and non-verbal communication skills, including listening, speaking, body language, and presentation techniques. **Building Self-Confidence:** Enhance self-confidence and self-esteem through various exercises, self-assessment, and positive reinforcement techniques. **Professional Etiquette:** Understand and practice professional etiquette in different settings, including business meetings, social gatherings, and online interactions.
2. **Time Management:** Learn effective time management skills to prioritize tasks, set goals, and manage time efficiently. **Interpersonal Skills:** Develop strong interpersonal skills to build and maintain positive relationships in personal and professional environments. **Stress Management:** Understand stress management techniques to handle pressure and maintain a balanced and healthy lifestyle. **Problem-Solving and Decision-Making:** Enhance problem-solving and decision-making skills to tackle challenges and make informed choices.
3. **Goal Setting:** Learn the importance of setting short-term and long-term goals and developing strategies to achieve them. **Personality Traits:** Identify and develop key personality traits such as resilience, adaptability, empathy, and assertiveness. **Professional Image:** Create a professional image that aligns with career aspirations and organizational expectations. **Public Speaking:** Improve public speaking skills to communicate ideas effectively and confidently in front of an audience.
4. **Leadership Skills:** Develop leadership qualities and learn how to inspire and motivate others. **Conflict Resolution:** Learn techniques to resolve conflicts and handle difficult situations diplomatically. **Continuous Improvement:** Foster a mind-set of continuous personal and professional development through self-reflection and lifelong learning.

Course Outcomes-

CO1. **Improved Personal Grooming:** Demonstrate an understanding of personal grooming practices, including hygiene, attire, and overall appearance, and apply these practices in daily life. **Enhanced Communication Skills:** Exhibit effective verbal and non-verbal communication skills, including clear articulation, active listening, and appropriate body language. **Increased Self-Confidence:** Display increased self-confidence and self-esteem in personal and professional interactions.

CO2. **Professional Etiquette:** Apply professional etiquette in various settings, including business meetings, social gatherings, and digital communications. **Effective Time Management:** Utilize effective time management strategies to prioritize tasks, set achievable goals, and manage time efficiently. **Stronger Interpersonal Skills:** Demonstrate improved interpersonal skills, including the ability to build and maintain positive relationships.

CO3. **Professional Image:** Present a professional image that aligns with career aspirations and meets organizational standards.

CO4. **Effective Public Speaking:** Communicate ideas confidently and effectively in front of an audience, demonstrating improved public speaking skills

Module number	Topic	Sub-topics	Mapping with Industry and International Academia	Lecture Hours	Corresponding Lab Assignment
Unit 1	Image and Reputation Building	Ice-Breaking: Interactive Session with each student Power of First Impressions	International Academia: N.A NCHMCT Model Syllabus Industry Mapping:	1	
	Personality Development and Confidence Building	Self-awareness, power of positive thoughts and negative thoughts. Working on improvement areas. Figuring out personality traits of individual students through contests and story building activities.	International Academia: N.A NCHMCT Model Syllabus Industry Mapping:	1	Personality Development Workshop Task: Participate in a workshop focused on personality development topics such as confidence building, stress management, and positive thinking. Confidence Building Activities Task: Participate in activities designed to build confidence, such as assertiveness training, positive affirmations, and visualization techniques.
	Self-Introduction	Practice to perfect the art of Self-Introduction	International Academia: N.A NCHMCT Model Syllabus	2	

			Industry Mapping: .		
Unit 2	Art of Dressing. Developing Dress Sense. Dressing to occasion. Minimum Requirement of Wardrobe. Self-Grooming + Accessories - includes personal hygiene	Practical based on Dress Sense Discussion in previous Class. Each student involvement. Overall Practice Class based on dressing, accessories and grooming necessities How to create the right impressions	International Academia: N.A NCHMCT Model Syllabus Industry Mapping:	4	Personal Grooming Assessment Task: Conduct a self-assessment of your current grooming standards, including hair, skin, nails, hygiene, and clothing. Grooming Kit Preparation Task: Prepare a personal grooming kit that includes essential items for maintaining professional appearance.
Unit 3	Etiquette Training - Introduction to Social Etiquette	Practical Sessions - Handshake, Email, Meeting, Telephone, Business Card, Social Media Contest	International Academia: N.A NCHMCT Model Syllabus Industry Mapping:	4	Etiquette Training Task: Attend a session on business and dining etiquette. Practice scenarios such as introductions, handshakes, and table manners.
Unit 4	Public Speaking	Public Speaking - Finer Nuances and Practice in Class Contest	International Academia: N.A NCHMCT Model Syllabus Industry Mapping:	4	Public Speaking Exercise Task: Prepare and deliver a short speech (3-5 minutes) on a topic of your choice to the class.
Unit 5	Interview Preparation	Group Discussion + Practice Sessions	International Academia: N.A NCHMCT Model Syllabus Industry Mapping:	4	Mock Interviews Task: Engage in mock interviews with peers and instructors to practice interview skills.



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Syllabus for BHHA

Subject Name: Introduction to Aviation Industry

Subject Code: BHHA182

Credit: 1 Lecture Hours: 12

Relevant Links:

[Study Material](#)

COURSE OBJECTIVES:

1. Understand the history and evolution of aviation.
2. Identify the key sectors within the aviation industry (commercial, general, and military aviation).
3. Study the structure and functions of airlines.
4. Understand the processes involved in airline operations, including scheduling, ticketing, and customer service.

COURSE OUTCOMES:

1. Demonstrate an understanding of the historical milestones and evolutionary trends in the aviation industry.
2. Identify and describe different types of aircraft, their design characteristics, and their specific uses within various sectors of aviation.
3. Explain the fundamental processes and operations involved in airline and airport management.
4. Recognize the importance of safety and security in aviation and describe the measures and protocols in place to maintain high standards.

Module number	Topic	Sub-topics	Mapping with Industry and International Academia	Lecture Hours	Corresponding Lab Assignment
1	Introduction:	Airline Industry – Scope – Types – Scheduled and Non Scheduled Flights – Air Cargo Transport – Economic and Social impact – Regulatory Bodies – Key Performance indicators	<i>International Academia:</i> N.A <i>Industry Mapping:</i> 7 Days Induction Programme on Airport Operations and Management at KNI Airport Durgapur.	4	Flight Scheduling Exercise Task: Participate in a flight scheduling exercise where you must create a flight schedule for an airline, considering factors such as aircraft availability, crew scheduling, and airport slots.
2	Characteristics:	Airline Profitability – Main Industry - Characteristics of Passenger airlines – Service Industry – Characteristics	<i>International Academia:</i> N.A <i>Industry Mapping:</i> 7 Days Induction Programme on Airport Operations and Management at KNI Airport Durgapur.	2	Aircraft Familiarization Task: Participate in a workshop or virtual session on aircraft types and their specifications. Learn about the major components of an aircraft, including the cockpit, cabin, engines, and landing gear.
3	Organizational Structure::	Airline Alliances – Development of commercial airlines – Deregulation – Impact of Deregulated Airline industry – Organizational Structure – Types of Airline Personnel – Flight crew and	<i>International Academia:</i> N.A <i>Industry Mapping:</i> 7 Days Induction Programme on Airport Operations and Management at KNI Airport Durgapur.	4	Airline Management Simulation Task: Engage in an airline management simulation game where you must make decisions on routes, pricing, fleet management, and customer service.

		Cabin Crew – Training – Organizational Culture			
4	Airports and its services	Airports – Personnel – Processing Passengers and Freight – Airport Security – Air Navigation Services – Air Traffic Control – Airplanes – Manufacturers – Types of Aircraft	International Academia: N.A Industry Mapping: 7 Days Induction Programme on Airport Operations and Management at KNI Airport Durgapur.	6	Airport Tour and Observation Task: Visit a local airport and observe its operations. Focus on areas such as the check-in counters, security screening, boarding gates, baggage handling, and the control tower.
5	Safety and security	Air Safety and Security – Role of Regulatory Agencies – Airside Safety – Culture of Safety – Issues in Air safety – Accident and Incident Investigation – Future of Airline Industry	International Academia: N.A Industry Mapping: 7 Days Induction Programme on Airport Operations and Management at KNI Airport Durgapur.	4	Safety and Security Protocols Task: Participate in a session on aviation safety and security protocols. Learn about the measures taken to ensure passenger and aircraft safety, including emergency procedures and security checks.

TEXT BOOK: "Introduction to the Aviation Industry" Authors: **Kathy Abbott, Marsha J. Bowen**

REFERENCE BOOKS: "The Global Airline Industry" Editors: **Peter Belobaba, Amedeo Odoni, Cynthia Barnhart**



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Syllabus for BHHA

Subject Name: Introduction to AI-ML & IOT

Subject Code: BHHA183

Credit: 1 Lecture Hours: 12

Relevant Links:

[Study Material](#)

COURSE OBJECTIVES:

1. Define artificial intelligence (AI) and machine learning (ML). Differentiate between AI, ML, and data science.
2. Review the history and evolution of AI and ML. Identify key milestones and breakthroughs in the field.
3. Understand key terms such as algorithms, models, training, and validation. Introduce basic AI and ML techniques like supervised learning, unsupervised learning, and reinforcement learning.
4. Define the Internet of Things (IoT). Describe the basic architecture and components of IoT systems.

COURSE OUTCOMES:

1. Demonstrate a solid understanding of the fundamental concepts of AI, ML, and IoT. Distinguish between different AI paradigms and IoT architectures.
2. Implement basic ML algorithms and understand their applications. Develop simple IoT projects using microcontrollers and sensors.
3. Assess the performance of ML models using appropriate metrics. Apply cross-validation techniques to ensure model robustness.
4. Understand and implement the integration of AI and ML with IoT systems to create intelligent applications. Analyze case studies where AI and IoT integration has been successfully applied.

Module number	Topic	Sub-topics	Mapping with Industry and International Academia	Lecture Hours	Corresponding Lab Assignment
1	Basic Concepts of AI	Introduction to Arduino Kit Rasberry Pi & application Projects on Arduino	<i>International Standards :</i> N/A (UEM MODEL SYLLABUS) https://uem.edu.in/uem-kolkata/syllabus/ <i>Industry Mapping:</i> Project work	5	AI Basics: Building a Simple Chatbot Task: Use a platform like Google's Dialogflow or Microsoft's Bot Framework to create a simple chatbot that can answer basic questions.
2	Introduction to IOT	- Introduction to IOT - Basic concept of IOT & cloud application - Smart Application introduction	<i>International Standards :</i> N/A (UEM MODEL SYLLABUS) https://uem.edu.in/uem-kolkata/syllabus/ <i>Industry Mapping:</i> Project work	4	IoT Basics: Sensor Data Collection Task: Set up a simple IoT device using a microcontroller like Arduino or Raspberry Pi to collect data from a sensor (e.g., temperature, humidity).
3	Cloud Computing	- Introduction to Cloud Computing, types, services, applications, Security & research scope. - Internet of Things: - Introduction to IOT and WSN, Introduction to Arduino & Raspberry Pi,	<i>International Standards :</i> N/A (UEM MODEL SYLLABUS) https://uem.edu.in/uem-kolkata/syllabus/ <i>Industry Mapping:</i> Project work	5	IoT Cloud Integration Task: Connect your IoT device to a cloud platform (e.g., AWS IoT, Azure IoT Hub) to store and analyze data.
4	Basic concepts of Machine Learning	- Introduction to ML, Supervised Learning, Unsupervised Learning, Semi-Supervised Learning, Classification, Regression, Clustering, Time series. - Case Study & Real Life Applications in Modern Life using Mat lab, Rapid Miner	<i>International Standards :</i> N/A (UEM MODEL SYLLABUS) https://uem.edu.in/uem-kolkata/syllabus/ <i>Industry Mapping:</i> Project work	6	Machine Learning: Classification Task Task: Implement a basic classification algorithm using a dataset of your choice (e.g., iris dataset, digit recognition).



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Syllabus for BHHA

Subject Name: Computer Application in Hospitality Industry Laboratory

Subject Code: BHHA194

Credit: 1 Lecture Hours: 12

Relevant Links:

Study Material

COURSE OBJECTIVES:

- 1. Understand Software Applications:** Gain proficiency in using various software applications relevant to the hospitality industry, including property management systems (PMS), point-of-sale (POS) systems, and reservation systems.
- 2. Develop Technical Skills:** Learn to operate and troubleshoot hardware and software used in hospitality settings, such as booking systems, customer relationship management (CRM) tools, and online booking engines.
- 3. Implement Technology Solutions:** Apply technology to solve real-world problems in the hospitality industry, such as optimizing booking processes, managing guest experiences, and enhancing operational efficiency.
- 4. Analyze Data:** Use data analytics tools to interpret data generated by hospitality systems, enabling informed decision-making and strategic planning.

COURSE OUTCOMES:

- 1. Proficiency in Software Tools:** Students will demonstrate competence in using key software applications relevant to the hospitality industry, such as property management systems (PMS), point-of-sale (POS) systems, and online booking engines.
- 2. Technical Troubleshooting Skills:** Students will be able to effectively troubleshoot and resolve common technical issues related to hardware and software used in hospitality settings.
- 3. Application of Technology Solutions:** Students will be capable of implementing technology solutions to address real-world challenges in the hospitality industry, including optimizing booking systems and improving guest management.
- 4. Data Analysis Competency:** Students will be able to analyze and interpret data from hospitality systems to make informed decisions and

support strategic planning efforts.

Module number	Topic	Sub-topics	Mapping with Industry and International Academia	Lecture Hours	Corresponding Lab Assignment
Unit 1	COMPUTING	Concept of computing, Data and information; Computing Interfaces: Graphical User Interface (GUI), Command Line Interface (CLI), Touch Interface, Natural Language Interface (NLI); data processing; applications of computers in business	International Academia: N.A http://ihmpusa.net/wp-content/uploads/2023/11/B.Sc_.1stYear.Syllabus.JNU_.pdf Industry Mapping:	1	Follow class assignments.
	COMPUTER NETWORKS:	Meaning of computer network; objectives/ needs for networking; Applications of networking; Basic Network Terminology; Types of Networks; Network Topologies; Distributed Computing; Client Server Computing, Peer-to-peer Computing; Wireless Networking; Securing Networks: firewall	International Academia: N.A http://ihmpusa.net/wp-content/uploads/2023/11/B.Sc_.1stYear.Syllabus.JNU_.pdf Industry Mapping:	1	Follow class assignments.
	BASIC INTERNET TERMINOLOGY	I.P. Address, Modem, Bandwidth, Routers, Gateways, Internet Service Provider (ISP), World Wide Web (www), Browsers, Search Engines, Proxy Server, Intranet and Extranet; Basic Internet Services; Internet Protocols: TCP/IP, FTP, HTTP(s), Uses of the Internet to Society; Cyber Security: Cryptography, digital signature	International Academia: N.A http://ihmpusa.net/wp-content/uploads/2023/11/B.Sc_.1stYear.Syllabus.JNU_.pdf Industry Mapping: .	2	Follow class assignments.

Unit 2	WORD PROCESSING	-Introduction to word Processing, Word processing concepts, Use of Templates and styles, Working with word documents: Editing text, Find and replace text, Formatting, spell check, Autocorrect, Autotext; Bullets and numbering, Tabs, Paragraph Formatting, Indent, Page Formatting, Header and footer, page break, Page table of contents, Tables: Inserting, filling and formatting a table; Inserting Pictures and Video; Mail Merge (including linking with spreadsheet files as data source); Printing documents; Citations, references and Footnotes	International Academia: N.A http://ihmpusa.net/wp-content/uploads/2023/11/B.Sc_.1stYear.Syllabus.JNU_.pdf Industry Mapping:	4	Follow class assignments.
Unit 3	PREPARING PRESENTATIONS	-Basics of presentations: Slides, Fonts, Drawing, Editing; Inserting: Tables, Images, texts, Symbols, hyperlinking, Media; Design; Transition; Animation; and Slideshow, exporting presentations as pdf handouts and videos. Canva software- Using design tool, Making logo/poster/certificate and banners etc, Making Presentation	International Academia: N.A http://ihmpusa.net/wp-content/uploads/2023/11/B.Sc_.1stYear.Syllabus.JNU_.pdf Industry Mapping:	4	Follow class assignments.
Unit 4	SPREADSHEET BASICS	Spreadsheet concepts, managing worksheets; formatting, conditional formatting, Entering data, Editing, and Printing and Protecting worksheets; Handling operators in the formula, Projects involving multiple spreadsheets, Organizing Charts and graphs;	International Academia: N.A http://ihmpusa.net/wp-content/uploads/2023/11/B.Sc_.1stYear.Syllabus.JNU_.pdf	4	Follow class assignments.

		Flash-fill; Working with Multiple worksheets; controlling worksheet views, naming cells and cell ranges. Spreadsheet functions: Mathematical, Statistical, Financial, Logical, Date and Time, Lookup and reference, Text functions and Error functions. Working with Data: Sort and filter; Consolidate; Tables; Pivot tables; What-if-analysis: Goal seek, Data tables and Scenario manager	Industry Mapping:		
Unit 5	SPREADSHEET PROJECTS	Creating business spreadsheet: Loan repayment scheduling; forecasting: stock prices, costs & revenues; Payroll statements; handling annuities and unequal cash flows; Frequency distribution and its statistical parameters and break-even analysis. New Trends- Introduction to Artificial Intelligence, Data Mining, ChatGPT, Bard AI	International Academia: N.A http://ihmpusa.net/wp-content/uploads/2023/11/B.Sc_.1stYear.Syllabus.JNU_.pdf Industry Mapping:	4	Follow class assignments.



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Syllabus for BHHA
Subject Name: French-I

Subject Code: BHHA196

Credit: 0 Lecture Hours: 10

Learning goals	Learn basic vocabulary
Alphabet and Numbers Greetings in French Understand days of the week and months of the year, seasons, Articles, colours.	Auxiliary verbs (to be/to have) Regular verbs at present tense (-er verbs) Important verbs Savoir and Connaître verbs
Count (numbers) Spell words,	Genders (masculine/feminine)
Introduce yourself (give your age, your job, talk about your family, say where you are from, where you live, say the languages you speak)	Definite and indefinite article
Food names	Possessive adjectives (my, your, his/her...)
	Negative Vocabulary

Syllabus for BHHA

Subject Name: Environmental Sustainability

Subject Code: BHHA197

Credit: 0 Lecture Hours: 12

Module number	Topic	Sub-topics	Mapping with Industry and International Academia	Lecture Hours	Corresponding Lab Assignment
Unit 1	Man, Environment and Sustainability	Introduction □ Dimensions of Environment-Physical, Biological & Social □ Human Being as a Rational and Social Partner in Environmental Actions, Green Revolution: Population and Environment □ Impact of Human Activities on the Environment □ Concept of Sustainability □ Conclusion	International Academia: N.A NCHMCT Model Syllabus Industry Mapping:	1	N.A
	Environment and Development	Changing Pattern of Land □ Use, Land Reclamation, Deforestation, Resource Depletion, Pollution and Environmental Degradation.	International Academia: N.A NCHMCT Model Syllabus Industry Mapping:	1	NA
	Sustainable development and agriculture	Introduction □ Concept of Environment and Sustainable Development, Concept of Sustainable Agriculture: Element, Need, Action Plan □ Importance of Soil for Crops □ Irrigation Systems: Old and Modern System □ Use of Manure and Fertilizers:	International Academia: N.A NCHMCT Model Syllabus Industry Mapping:	2	NA

		Chemical and bio fertilizers ☐ Crop Protection –Type of Pests and Pesticides, Control- Measures, Agrochemicals, and their impact on the environment	.		
Unit 2	Biodiversity	Concept of Biodiversity ☐ Value of Biodiversity ☐ Types of Biodiversity ☐ Loss of Biodiversity ☐ Balance in Nature ☐ Our Common Plants ☐ Our Common Animals ☐ Strategies of Conservation	International Academia: N.A NCHMCT Model Syllabus Industry Mapping:	4	NA
Unit 3	Environmental pollution and pollution control	Air Pollution: Source, impact, control measures; Ozone Layer Depletion and its Effects Green House Effects and Global Warming; Ambient Air Quality Standards ☐ Water Pollution: Source, impact, control measures; Water Quality Parameters and Standards ☐ Soil Pollution: Source, impact, control measures; Soil quality indicators ☐ Noise Pollution: Source, impact, control measures; Noise level parameters ☐ Radiation Pollution ☐ Carbon trading, Carbon footprint ☐ Pollution-Related Diseases ☐ Disaster – Natural & Man-Made ☐ Strategies for Pollution Abatement and Environmental Quality Improvement ☐ Clean Development Mechanism (CDM) ☐ Regulatory framework for pollution monitoring and control; case study: Ganga Action Plan; Yamuna Action Plan	International Academia: N.A NCHMCT Model Syllabus Industry Mapping:	4	NA
Unit 4	Principles of ecology	Basic concepts and definitions: ecology, landscape, habitat, Eco zones, biosphere, ecosystems, ecosystem stability ☐ Autecology; synecology; major terrestrial	International Academia: N.A NCHMCT Model Syllabus	4	NA

		biomes. □ Types of ecosystems: forest, grassland, lentic, lotic, estuarine, marine, desert, wetlands □ Ecosystem structure and function; abiotic and biotic components of ecosystem. □ Ecosystem connections: food chain, food web; detritus pathway of energy flow, The 10 Percent Energy Law by Lindeman, characteristics and decomposition processes; ecological efficiencies; ecological pyramids: pyramids of number, biomass, and energy.	<i>Industry Mapping:</i>		
Unit 5	Energy	Introduction □ Changing Global Pattern of Energy Consumption □ Energy Consumption as a Measure of Quality of Lifestyle □ Energy Sources □ Fossil fuel Harnessing and Environmental Consequences □ Energy Conservation- Efficient Production and Efficient Uses □ Planning & Management of Energy	<i>International Academia:</i> N.A NCHMCT Model Syllabus <i>Industry Mapping:</i>	4	NA

Syllabus for BHHA

Subject Name: General Studies and Current Affairs-I

Subject Code: BHHGS101

Credit: 2 Lecture Hours: 48

Module number	Topic	Sub-topics	Mapping with International/National/ State Level Exams	Lecture Hours	Corresponding Assignment
1	Constitution of India	Textbook: IGNOU-Block 1 BPSC-102 Egyankosh URL for subject matter: - Making of Constitution (Unit 1) https://egyankosh.ac.in/handle/123456789/57865 - Preamble (Unit 3) https://egyankosh.ac.in/handle/123456789/57869 - Fundamental Rights (Unit 4) https://egyankosh.ac.in/handle/123456789/57872 - Fundamental Duties. (Unit 6) https://egyankosh.ac.in/handle/123456789/57885.	National Exams: - UPSC Civil Services Exam (https://upsc.gov.in/sites/default/files/Notif-CSP-23-engl-010223.pdf), pg 25-26 - UPSC Combined Defence Services (https://upsc.gov.in/sites/default/files/Notif-CDS-I-Exam-2023-Engl-211222.pdf), pg 20-21 - Combined Graduate Level conducted by SSC (https://ssc.nic.in/SSCFileServer/PortalManagement/UploadedFiles/notice_CGLE_0304_2023.pdf) pg. 20-22 - Intelligence Bureau ACIO (https://www.pw.live/exams/wp-content/uploads/2023/11/IB-	10	<u>Making of the Indian Constitution:</u> Classroom Discussion: “Students to propose and defend their own Constitutional Amendments, fostering critical thinking about societal needs” <u>Preamble:</u> Classroom Debate: “To debate on the principles outlined in the Preamble exploring their relevance in contemporary society” <u>Fundamental Rights:</u> Case Study: “Focus on real-life situations involving Fundamental Rights violations or protections” <u>Fundamental Duties:</u>

		(In brief and Capsule Form)	<u>ACIO-Recruitment-2023-Notification-Emp-News.pdf</u>) State Level Exams: 1.Civil Services Executive Exam (WBCS) (https://wbpsc.gov.in/Download?param1=20230225142430_Syllabus.pdf&param2=advertisment), pg 1 2. Miscellaneous Services Recruitment Examination (https://adda247jobs-wp-assets-prod.adda247.com/jobs/wp-content/uploads/sites/7/2022/11/21142422/2707970_2019.pdf)) pg 1		Assignment: "Analyze the historical background and evolution of Fundamental Duties, along with their relevance in today's societal context." ** All the assignments are in line of GS Paper I of UPSC CSE Mains Examination
2	History	Textbook: IGNOU - BHIC-131 (History of India from the Earliest Times upto 300 C.E.) eGyankosh URL for subject matter: 1. Sources of Indian History (Unit 1) https://egyankosh.ac.in/handle/123456789/53138 2. The Harappan Civilization (Unit 5 & 6) https://egyankosh.ac.in/handle/123456789/53138 3. Vedic Civilization (Unit 8 & 9) https://egyankosh.ac.in/handle/123456789/53138	National Exams: 1.UPSC Civil Services Exam (https://upsc.gov.in/sites/default/files/Notif-CSP-23-engl-010223.pdf), pg 25-26 2. UPSC Combined Defence Services (https://upsc.gov.in/sites/default/files/Notif-CDS-I-Exam-2023-Engl-211222.pdf), pg 20-21) 3. Combined Graduate Level conducted by SSC (https://ssc.nic.in/SSCFileServer/PortalManagement/UploadedFiles/notice_CGLE_0304_2023.pdf) pg. 20-22 4. Intelligence Bureau ACIO (https://www.pw.live/exams/wp-content/uploads/2023/04/IB-Recruitment-2023-Notification.pdf)	12	1. <u>Indus Valley Civilization:</u> Class discussion on "Advanced Urban Planning in the Indus Valley: Comparisons with Modern City Planning." 2. <u>Vedic Civilization:</u> • Assignment: Write a short note "Evolution of the Vedic Caste System: Origins, Functions, and Changes Over Time." • Debate: "Status and Roles of Women in the Vedic Civilization: Progressive or Conservative?"

		ndle/123456789/53138 (In brief and Capsule Form)	-content/uploads/2023/11/IB-ACIO-Recruitment-2023-Notification-Emp-News.pdf State Level Exams: 1.Civil Services Executive Exam (WBCS) (https://wbpsc.gov.in/Download?param1=20230225142430_Syllabus.pdf&param2=advertisement , pg 1 2. Miscellaneous Services Recruitment Examination (https://adda247jobs-wp-assets-prod.adda247.com/jobs/wp-content/uploads/sites/7/2022/11/21142422/2707970_2019.pdf), pg 1		** All the assignments are in line of GS Paper I of UPSC CSE Mains Examination.
3	Geography	Textbook: IGNOU-Block 1 BGGET- 141 eGyankosh URL for subject matter: 1. Political Division of India (Unit 1) http://egyankosh.ac.in/handle/123456789/80893 2. Physiographic Division of India in Brief (Unit 2) http://egyankosh.ac.in/handle/123456789/80895 (In brief and Capsule Form)	National Exams: 1.UPSC Civil Services Exam (https://upsc.gov.in/sites/default/files/Notif-CSP-23-engl-010223.pdf), pg 25-26 2. UPSC Combined Defence Services (https://upsc.gov.in/sites/default/files/Notif-CDS-I-Exam-2023-Engl-211222.pdf), pg 20-21 3. Combined Graduate Level conducted by SSC (https://ssc.nic.in/SSCFileServer/PortalManagement/UploadedFiles/notice_CGLE_0304	12	1. <u>Political Division of India</u> Comparative Analysis Essay on “Comparative analysis of the political divisions in India and another country of their choice” bringing out how historical, cultural, and geographical factors have influenced the political boundaries in both nations and discuss the implications of these divisions on governance and socio-economic development. 2. <u>Physiography Divisions</u> Brain-storming session on “Climate Change Impact Analysis to research

			2023.pdf) pg. 20-22 4. Intelligence Bureau ACIO (https://www.pw.live/exams/wp-content/uploads/2023/11/IB-ACIO-Recruitment-2023-Notification-Emp-News.pdf) State Level Exams: 1.Civil Services Executive Exam (WBCS) (https://wbpsc.gov.in/Download?param1=20230225142430_Syllabus.pdf&param2=advertisement, pg 1 2. Miscellaneous Services Recruitment Examination (https://adda247jobs-wp-assets-prod.adda247.com/jobs/wp-content/uploads/sites/7/2022/11/21142422/2707970_2019.pdf) pg 1		and analyze the impact of climate change on the Himalayan region.” Class Discussion on “Island Sustainability plan with the impetus on balancing development with environmental preservation.” ** All the assignments are in line of GS Paper I of UPSC CSE Mains Examination
4	Economics	Textbook: IGNOU eGyankosh URL for subject matter: 1. Basic Concept of Economics (BECC-101, Block-1,Unit-1,Unit-2, Unit-3) http://egyankosh.ac.in/handle/123456789/67479	National Exams: 1.UPSC Civil Services Exam (https://upsc.gov.in/sites/default/files/Notif-CSP-23-engl-010223.pdf), pg 25-26 2. UPSC Combined Defence Services (https://upsc.gov.in/sites/default/files/Notif-CDS-I-Exam-2023-Engl-211222.pdf), pg 20-21 3. Combined Graduate Level conducted by SSC	09	1. <u>Basic Concept of Economics</u> Compose an essay on “Consumer Behavior Shifts: Navigating the Dynamics of Changing Demand Patterns in India” 2. <u>National Income</u> Class discussion on “Per Capita Income in India: Challenges and Pathways to Growth” 3. <u>Unemployment and Poverty</u>

		2. National Income(BECC-103, Unit-1,Unit-2,Unit-3) http://egyankosh.ac.in/handle/123456789/67653 3. Unemployment and Poverty (BECC-106, Block-2, Unit-6) http://egyankosh.ac.in/handle/123456789/75067 (In brief and Capsule Form)	(https://ssc.nic.in/SSCFileServer/PortalManagement/UploadedFiles/notice_CGLE_0304_2023.pdf) pg. 20-22 4. Intelligence Bureau ACIO (https://www.pw.live/exams/wp-content/uploads/2023/11/IB-ACIO-Recruitment-2023-Notification-Emp-News.pdf) 5. RBI Grade B (https://rbidocs.rbi.org.in/rdocs/Content/PDFs/DADVTGRB09052023FA65E4FB1C2CF473396B4FD7E5F69CDDE.PDF), pg 22-23 State Level Exams: 1.Civil Services Executive Exam (WBCS) (https://wbpsc.gov.in/Download?param1=20230225142430_Syllabus.pdf&param2=advertisement), pg 1 2. Miscellaneous Services Recruitment Examination (https://adda247jobs-wp-assets-prod.adda247.com/jobs/wp-content/uploads/sites/7/2022/11/21142422/2707970_2019.pdf) pg 1	Critically evaluating on “Navigating Unemployment and Economic Recession: Policy Responses for Sustainable Recovery”. ** All the assignments are in line of GS Paper I of UPSC CSE Mains Examination.
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5	Current Affairs and Static GK:	National News, International News, MOU's and agreements, Summits and Conclaves, Obituaries, Awards and Events, Sports, Important Days, Banking and Economic Awareness	National Exams: 1. UPSC Civil Services Exam (https://upsc.gov.in/sites/default/files/Notif-CSP-23-engl-010223.pdf), pg 25-26 2. UPSC Combined Defence Services (https://upsc.gov.in/sites/default/files/Notif-CDS-I-Exam-2023-Engl-211222.pdf), pg 20-21 3. RBI Grade B (https://rbidocs.rbi.org.in/rdocs/Content/PDFs/DADVTGRB09052023FA65E4FB1C2CF473396B4FD7E5F69CDDE.PDF), pg 22-23 4. IBPS Probationary officer(https://www.ibps.in/wp-content/uploads/Detailed-Advt.-CRP-PO-XII.pdf) , Pg 7. 5. Combined Graduate Level conducted by SSC (https://ssc.nic.in/SSCFileServer/PortalManagement/UploadedFiles/notice_CGLE_0304_2023.pdf) pg. 20-22 6. Intelligence Bureau ACIO (https://www.pw.live/exams/wp-content/uploads/2023/11/IB-ACIO-Recruitment-2023-Notification-Emp-News.pdf) State Level Exams:	05	1. Discussion on National and International affairs 2. Discussion on MOU's and agreements, Summits and Conclaves 3. Discussion on recent Awards and Events, Sports. 4. Discussion on Economic Awareness
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			1.Civil Services Executive Exam (WBCS) https://wbpsc.gov.in/Download?param1=20230225142430_Syllabus.pdf&param2=advertisement, pg 1 2. Miscellaneous Services Recruitment Examination (https://adda247jobs-wp-assets-prod.adda247.com/jobs/wp-content/uploads/sites/7/2022/11/21142422/2707970_2019.pdf), pg 1		
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Learning Resources:

Reference Books:

1. Current Affairs Magazine of IEM-UEM
2. Lucent GK