

**DR. A.P.J. ABDUL KALAM TECHNICAL
UNIVERSITY LUCKNOW**



**Evaluation Scheme & Syllabus
For
B.H.M.C.T Third Year
On
Choice Based Credit System**

(Effective from the Session: 2018-19)

5th Semester:

S.No	Subject Code	Subject Name	Periods per week			Evaluation Scheme			ESE	Subject Total	Credits
			L	T	P	CT	TA	Total			
		Theory									
1.	RHM-501	Food Production & Patisserie IV	3	1	-	20	10	30	70	100	4
2.	RHM-502	Food & Beverage Service IV	3	1	-	20	10	30	70	100	4
3.	RHM-503	Front Office Operations IV	3	-	-	20	10	30	70	100	3
4.	RHM-504	Housekeeping IV	3	1	-	20	10	30	70	100	4
5.	RHM-505	Computer Applications	3	-	-	20	10	30	70	100	3
6.	RHM-506	Food Science	3	-	-	20	10	30	70	100	3
		Practicals									
7.	RHM – 551	Food Production & Patisserie IV	-	-	4	-	30	30	70	100	2
8.	RHM – 552	Food & Beverage Service IV	-	-	2	-	30	30	70	100	1
9.	RHM – 553	Front Office Operations IV	-	-	2	-	30	30	70	100	1

10.	RHM - 554	Housekeeping IV	-	-	2	-	30	30	70	100	1
		Total	12	3	10					1000	26

6th Semester:

S.N o.	Subject Code	Subject Name	Periods per week			Evaluation Scheme			ESE	Subject Total	Credits
			L	T	P	Sessional					
						CT	TA	Total			
1.	RHM-601	Indian Culture & Heritage	3	1	--	30	20	50	100	150	4
2.	RHM-602	Cyber Security	3	1	--	30	20	50	100	150	4
3.	RHM-603	Hotel Accountancy	3	1	--	30	20	50	100	150	4
4.	RHM-604	Facility Planning	3	1	--	30	20	50	100	150	4
5.	RHM-605	Tourism & Hotel Economics	3	1	--	30	20	50	100	150	4
6.	RHM-606	Human Resources Management	3	1	--	30	20	50	100	150	4
7.	RHM – 651	Viva-voce – Indian Culture & Heritage	-	-	-	-	-	-	50	50	
8.	RHM – 652	Viva – voce – Cyber Security	-	-	-	-	-	-	50	50	
		TOTAL	18	2	--	-	-	-		1000	24

TA: Teacher's Assessment
CT – Class Test

ESE- End Semester Examination
L/T/P – **Lecture**/Tutorial/Practical

Duration of ESE shall be 3(three) hours.

RHM 501 FOOD PRODUCTION & PATISSERIE –I V

<u>FOOD PRODUCTION & PATISSERIE –I V</u>		3-1-0
Unit	Topic	Proposed Lecture
I	<u>Fundamentals of a Bakery</u> a) Bakery Kitchen Layout, b) Equipments used in bakery c) A brief introduction of commercial flour milling process. d) Flour Constituent in relation to baking.	08
II	<u>BRIEF INSIGHT of:</u> a) Emulsifier, Surfactants and enzymes used in bakery products. b) Bakery fats. c) Flavors used in bakery & Confectionary.	08
III	<u>Desserts</u> a) Basic custards, cream and puddings b) Different deserts sauces. c) Soufflés and Mousses , Bavarois d) Frozen Desserts – ice creams , Bombes, Sorbets and still frozen desserts e) Chocolate tampering and Various chocolate desserts f) Meringue	08

IV	<p>STUDY OF BREADS</p> <ul style="list-style-type: none"> a) Overview of Production b) Common Problems c) Preparation of White bread, Split-top, French & Italian breads. d) Rolls – hard & soft varieties. e) Indian Breads 	08
V	<p>VARIOUS TYPES OF BASIC PASTE</p> <ul style="list-style-type: none"> a) Choux Paste b) Short Crust Paste c) Puff Paste d) Flaky Paste e) Hot Water Paste f) Danish Paste <p>CAKES</p> <ul style="list-style-type: none"> a) Batter type b) Foam Type c) Pound d) Icings 	08

Reference Books:

- Joseph Amendol – Understanding Baking
- SC Dubey – Basic Baking
- Vimla Patel – Festival Cook Book
- Culinaria Series on various country's cuisine

Web References:

- www.hospitalityinfocentre.co.uk/Bakery/Pastry.htm
- www.angrau.ac.in/media/10844/fdst216bakeryconfectioneryproducts.pdf
- www.textbooksonline.tn.nic.in/Books/12/Std12-Voc-FMCC-EM.pd
- www.bonappetit.com/recipes/.../salty-chocolate-chunk-cook.
- sallysbakingaddiction.com/category/sweet-salty-recipes/
- en.wikipedia.org/wiki/Category:Cooking_techniques

- wikieducator.org/Different_methods_of_cooking_
- https://en.wikipedia.org/wiki/Convenience_food
- www.thefreedictionary.com/convenience+food

RHM 551 – Food Production & Patisserie IV Practicals

Unit		0-0-4
		Proposed Lecture
I.	<u>BRIEF INSIGHT</u> of: a) Emulsifier, Surfactants and enzymes used in bakery products. b) Bakery fats. c) Flavors used in bakery & Confectionary.	4
II.	<u>Desserts</u> a) Basic custards, cream and puddings b) Different deserts sauces. c) Soufflés and Mousses , Bavarois d) Frozen Desserts – ice creams , Bombes, Sorbets and still frozen desserts e) Chocolate tampering and Various chocolate desserts f) Meringue	10
III.	<u>BREADS</u> a) Preparation of White bread, Split-top, French & Italian breads. b) Rolls – hard & soft varieties. c) Indian Breads	8
IV.	<u>VARIOUS TYPES OF BASIC PASTE</u> a) Choux Paste b) Short Crust Paste c) Puff Paste d) Flaky Paste e) Hot Water Paste f) Danish Paste <u>CAKES</u> a) Batter type b) Foam Type c) Pound d) Icings	12

RHM 502 FOOD & BEVERAGE SERVICE-IV

FOOD & BEVERAGE SERVICE-IV		3-1-0
Unit	Topic	Proposed Lecture
I	SPIRIT- <ul style="list-style-type: none">- Definition of spirits- Distillation process- Source, production process, varieties, brand name and service of rum, brandy, gin, whiskey, vodka. Other spirits – Tequila, Absinthe, Tiquira, ouzo, slivovitz	10
II	COCKTAILS <ul style="list-style-type: none">- Common cocktails, recipe, methods of preparations and presentation. Perquisites in preparing cocktails	10
III	LIQUEUR History, definition, manufacture, hot methods. Distillation, cold method, infusion, perforation aging, base spirits, sweetening.	10
IV	APERITIF <ul style="list-style-type: none">a) Classificationb) Knowledge of productionc) Varieties and service of aperitifs.	10

Reference Books

- Dennis Lillicrap – F & B Services
- Kostagris, Porter & Thomas – The Bar & Beverage Book

Web References

1. <https://en.wikipedia.org/wiki/Spirit>
2. www.thefreedictionary.com/spirit
3. en.wikipedia.org/wiki/Apéritif_and_digestif
4. www.thefreedictionary.com/aperitif
5. en.wikipedia.org/wiki/Liqueur
6. en.wikipedia.org/wiki/List_of_liqueurs

RHM 552 FOOD & BEVERAGE SERVICE-IV – Practicals

S.no.	Activity	Proposed Lecture
		0-0-2
I.	Revision of previous semester practical-table layout and services for various types of meals.	8
II.	Beverage order taking and preparation of BOT.	8
III.	Service of spirits	8
IV.	Demonstration / Preparation and presentation of one varieties of each stirred and shaken cocktails.	8

RHM 503 FRONT OFFICE OPERATIONS-IV

COURSE CONTENTS:

		3-0-0
Unit	Topic	Proposed Lecture
I	HEADLINING MODERN COMMUNICATION FACILITIES a) E.P.B.A.X. b) Fax c) Telex d) Internet (e-mail) e) Pagers 1. HANDLING SAFETY LOCKERS	08
II	HEADLINING SITUATIONS a) Demeaning with guest of different personalities:- Fussy guest, Irate guest, timid guest, Socializing guest etc. b) Overbooking. Any other situations pertaining to front office	08

III	<p>CUSTOMER CARE</p> <ul style="list-style-type: none"> a) Guest satisfaction and delight. b) Headlining complaints. c) Follow up procedures d) Guest history card. 	08
IV	<p>ACCESSING THE RESULT CUSTOMER CARE POLICY</p> <ul style="list-style-type: none"> a) Questionnaire b) Suggestion box c) Face to face interview d) Feed back 	08
V	<p>TRAVELING DOCUMENTS</p> <ul style="list-style-type: none"> a) Passport b) Visa c) Credit card d) Travellers check 	08
<p>Reference Books</p> <ul style="list-style-type: none"> • Dennis L, Foster: Back Office Operations & Administration • Sudhir Andrews: Hotel Front Office • Colin Dix & Chris Baird: Front Operations 		
<p>Web References</p>		

- www.iRHMctan.edu/PDF/notes/FO/SY/CO%20&%20Settlement.doc
- www.ehow.com › [Careers & Work](#)
- books.google.co.in/books?isbn=0060655607
- www.iRHMctan.edu/PDF/notes/FO/SY/CO%20&%20Settlement.doc
- www.iRHMctan.edu/PDF/notes/FO/SY/CO%20&%20Settlement.doc
- www.nab.com.au › [Personal](#) › [Planning tools](#) › [Travel](#)
- books.google.co.in/books?isbn=0060655607
- sbinfocanada.about.com › ... › [Marketing](#) › [Customer Service](#)
- customercare.hotels.com/
- www.rameehotels.com/customer-care.html

RHM 553 FRONT OFFICE OPERATIONS-IV - Practicals

S.no.	Activity	Proposed Lecture
I.	Handling various types of inquires.	4
II.	Message and mail handling and books filling up.	4
III.	Room key rack management.	4

IV.	Wake up calls.	4
V.	Paging systems.	4
VI.	Bell desk activities during check in and check out.	4
VII.	Handling area management.	4
VIII.	Handling modern communication activities.	4

RHM 504 HOUSEKEEPING-IV

COURSE CONTENT

<u>HOUSEKEEPING-IV</u>		3-1-0
Unit	Topic	Proposed Lecture
I	PERSONAL QUALITIES OF HOUSEKEEPER WITH EMPHASIS ON a) Emergency and demeaning with theme. b) Safety awareness and accident prevention. c) First aid box. Dealing with stick guest and sanitization	08
II	INTERIOR DECORATION a) Colour b) Light and lightening system c) Floor and wall covering d) Role of accessories e) Window & Window Treatment f) Furniture	08
III	HORTICULTURE a) Living with flower b) Types and colors	08

	c) Simple ways of gardening d) Equipment, care pesticides e) Techniques of cutting flowers f) In-house herb garden	
IV	FLOWER ARRANGEMENT a) Equipment and material required, knowledge of varieties of flowers and other decorative material used in flower arrangement. b) Purpose of flower arrangement, placement and level of placement with relevant examples. c) Styles and principals of flower arrangement.	08
REFERENCE BOOKS <ul style="list-style-type: none"> • Sudhir Andrews: Hotel Housekeeping • Joan C Branson: Hotel, Hostel & Hospital Housekeeping • Georgi Tucker: The Professional Housekeeper • Rose Mary & Heinemann: Housekeeping Management for Hotels • David Allen, Hutchinson: Accommodation & Cleaning Services • John Ambulan/Andrews: First Aid Manual 		
<u>Web References</u> <ul style="list-style-type: none"> • en.wikipedia.org/wiki/Hotel_design • www.hoteldesigns.net • www.wego.co.in › ... › Asia › India › Hotels in Kemmanagundi • www.bangaloremirror.com/article/.../5star-hotels'-green-way-of-life.html • www.laterooms.com/en/k17199508_royal-horticultural-halls-hotels.aspx • www.hotelierindia.com › PRODUCTS & SERVICES › Hospitality Trends 		

RHM 554 HOUSEKEEPING-IV - Practicals

S.no.	Activity	Proposed Lecture
1	DEALING WITH EMERGENCY (a) Event of fire. (b) Event of fumes. (c) Event of gas leakage.	8
2	First Aid a) Treatment for Minor and Scalds Unconsciousness, Drunkenness, Sun burn Minor wounds, Choking, Fainting shock, Nose bleeding Marine stings. b) Dressings for minor wounds and cuts.	10
3		

	<p style="text-align: center;">INTERIOR DECORATION</p> <p>a) Making and display of different miniature of wall covering and floor covering, light arrangements using flip charts.</p> <p>b) Sitting of interiors and placements of accessories.</p>	8
4	HORTICULTURE	6

RHM 505 COMPUTER APPLICATIONS

COURSE CONTENT:

<u>COMPUTER APPLICATIONS</u>		3-0-0
Unit	Topic	Proposed Lecture
I	<p>INTRODUCTION TO COMPUTERS</p> <p>a. Historical evaluation of computers.</p> <p>b. Generation, classification, characteristics & limitation of computers.</p> <p>c. Overview of computer architecture and organization.</p>	08
II	<p>AN OVERVIEW OF MS-DOS</p> <p>a. Introduction to operating system.</p> <p>b. Booting components, internal & external commands and Directory Commands.</p> <p>c. File Management Commands.</p> <p>d. Disc Management Commands.</p> <p>e. Batch Files & Configuring</p>	08
III	<p>OVERVIEW OF WINDOWS 2007</p> <p>a. The user interface.</p>	08

	<ul style="list-style-type: none"> b. The Control Panel. c. Various Windows Features. d. E-mail, Net Meeting, Web Browsing. <p>Communication & Internet Explorer</p>	
IV	<p>MS WORD 2007</p> <ul style="list-style-type: none"> a. Basics of Word Processing. b. Viewing, Editing, Finding & Replacing Text. c. Proofing Documents: Correcting Spell Check, Grammar Command, Auto Commands. d. Mail Merge. e. Working with Tables & Charts. f. Creating Basic HTML Documents. 	08
V	<p>NETWORKING</p> <ul style="list-style-type: none"> a. Netwok – BUS, STAR & RING b. Networking concepts; LAN, WAN, MAN. c. Network Configuration Hardware – Server & Nodes d. Channels – Fibre Optic, Twisted & Co-axial e. Hubs f. Network Interface Card – Arcnet & Ethernet g. Network Software – Novel & Windows NT <p>INTERNET</p> <ul style="list-style-type: none"> a. Introduction to Internet b. Developing website c. Messaging d. Mailing 	08
<p>REFERENCE BOOK</p> <ul style="list-style-type: none"> • Fundamentals of Computers: V. Rajaraman 		

- Mastering Microsoft Office: Lonnie E Moseley & David M Boobey

Assignments & Self-practice:

1. MS-DOS
2. Windows 2007
3. MS-WORD
4. Internet
5. E-mail

RHM 506 FOOD SCIENCE

<u>FOOD SCIENCE</u>		3-0-0
Unit	Topic	Proposed Lecture
I	EFFECT OF HEAT ON FOOD AND NUTRIENTS Proteins, Carbohydrates, Fats, Minerals and Vitamins	08
II	FOOD PRESERVATION a) Principles of Food Preservation, Asepsis, Removal, Anaerobic Conditions. b) Preservation methods and Processes(Drying, Freezing, Heat & Radition) c) Changes in food during preservation. d) Changes during storage. Preservation by Food Additives, Chemicals, Salt, Sugars, Alcohol, Wood Smoke, Spices & other condiments	08
III	MICRO-ORGANISMS a) Micro-organisms used in food production b) Structure, types, functions and characteristics of mold, yeast and bacteria.	08

IV	<p>FOOD ADDITIVES AND LEAVENING AGENTS Functions of food additives, preservation, antioxidants, surface agents, stabilisers and thickening agents, bleaching and maturing agents, buffers, acids and alkalis, food colours, special and non-nutritive dietary sweeteners, nutrient supplements and fortifying agents, flavouring agents, anti-caking agents.</p>	08
V	<p>ADULTERATION Common food adulterants in different food groups, toxic effects of chemical adulterants, detection of adulterants(physical and chemical). FSSAI and it's functioning</p>	08
<p>REFERENCE BOOKS</p> <ul style="list-style-type: none"> • Food Science – B Srilakshmi • Food & Nutrition(Vol I & II) – Dr. M Swaminathan • Nutrition & Dietics – Shubhangim A Joshi 		
<p><u>Web References</u></p> <ul style="list-style-type: none"> • www.fssai.gov.in • www.fao.org • www.niftem.ac.in 		

RHM 601 INDIAN CULTURE & HERITAGE

Course Content

<u>INDIAN CULTURE & HERITAGE</u>		3-1-0
Unit	Topic	Proposed Lecture
I	Historical perspective - Indian History - Scope and objective - Evolution of culture – Ancient, Medieval and modern.	08
II	Great scriptures – Upanishads – Sankya – Darshans – Ramayana – Mahabharata – Bhagavad-Gita – Buddhism – Tripitakas - Jainism – Puranas.	08

III	Indian performing arts – Bharatanatyam - Kuchupudi – Kathak – Odissi – Kath kali – Mohiniattam – Folk theatre and performances and its role in promoting Indian tourism.	08
IV	Indian Painting – Evolution of Indian painting – Ajanta – Ellora – Mysore paintings – M. F. Hussein: A portrait.	08
V	Art Sculpture & Craft – Indians Sculptures – Scope – Famous temples & monuments – Handicrafts – Puppetry – jewelleryes – textiles.	08
Reference Books		
<ul style="list-style-type: none"> • Ram Acharya – Tourism and cultural heritage of India. • S. Radha Krishnan – Indian philosophy • Ananda k. Kumara swami – Indian and south east Asian architecture • R. Shamashastry – History of the Dharma sastras 		
Web References		
<ul style="list-style-type: none"> • www.upsc4all.com/upsc-blog/cultural-heritage-of-india-syllabus • http://www.india-in-your-home.com/india-today.html • http://www.indiaheritage.org/ • http://www.indiaheritage.org/ • http://www.suchitraarts.com • www.native-languages.org/genealogy.htm#descendent • www.Indiarefer.com 		

RHM – 651 – Viva-voce – Indian Heritage

The student should be able to understand that knowledge of our culture and heritage and it's rendition to hotel guests and tourists is very important

RHM 602 – CYBER SECURITY

<u>CYBER SECURITY</u>		3-1-0
Unit	Topic	Proposed Lecture
I	Introduction to information systems , Types of information Systems, Development of Information Systems, Introduction to information security, Need for Information security, Threats to Information Systems, Information Assurance, Cyber Security, and Security Risk Analysis.	10
II	Application security (Database, E-mail and Internet), Data Security Considerations- Backups, Archival Storage and Disposal of Data, Security Technology-Firewall and VPNs, Intrusion Detection, Access Control. Security Threats -Viruses, Worms, Trojan Horse, Bombs, Trapdoors, Spoofs, E-mail viruses, Macro viruses, Malicious Software, Network and Denial of Services Attack,	10

	Security Threats to E-Commerce- Electronic Payment System, e-Cash, Credit/Debit Cards. Digital Signature, public Key Cryptography.	
III	Developing Secure Information Systems , Application Development Security, Information Security Governance & Risk Management, Security Architecture & Design Security Issues in Hardware, Data Storage & Downloadable Devices, Physical Security of IT Assets, Access Control, CCTV and intrusion Detection Systems, Backup Security Measures.	10
IV	Security Policies , Why Policies should be developed, WWW policies, Email Security policies, Policy Review Process-Corporate policies-Sample Security Policies, Publishing and Notification Requirement of the Policies. Information Security Standards-ISO, IT Act, Copyright Act, Patent Law, IPR. Cyber Laws in India; IT Act 2000 Provisions, Intellectual Property Law: Copy Right Law, Software License, Semiconductor Law and Patent Law.	10

References book :

Charles P. Pfleeger, Shari Lawerance Pfleeger, "Analysing Computer Security ", Pearson Education India
V.K. Pachghare, "Cryptography and information Security", PHI Learning Private Limited, Delhi India.
Dr. Surya Prakash Tripathi, Ritendra Goyal, Praveen kumar Shukla , "Introduction to Information Security and Cyber Law" Willey Dreamtech Press.
Schou, Shoemaker, " Information Assurance for the Enterprise", Tata McGraw Hill.
CHANDER, HARISH, " Cyber Laws And It Protection " , PHI Learning Private Limited ,Delhi ,India

RHM – 652 – Viva voce for Cyber Security

To check student's general awareness on the subject and it's use in daily personal and professional life.

RHM 603 – HOTEL ACCOUNTANCY

COURSE CONTENT

<u>HOTEL ACCOUNTANCY</u>		3-1-0
Unit	Topic	Proposed Lecture
I	UNIFORM SYSTEM OF ACCOUNTS FOR HOTELS A. Introduction to Uniform system of accounts B. Contents of the Income Statement C. Practical Problems D. Contents of the Balance Sheet (under uniform system) E. Practical problems F. Departmental Income Statements and Expense statements (Schedules 1 to 16) G. Practical problems	10

<p style="text-align: center;">II</p>	<p style="text-align: center;">INTERNAL CONTROL</p> <p>A. Definition and objectives of Internal Control B. Characteristics of Internal Control C. Implementation and Review of Internal Control</p>	10
<p style="text-align: center;">III</p>	<p style="text-align: center;">INTERNAL AUDIT AND STATUTORY AUDIT</p> <p>A. An introduction to Internal and Statutory Audit B. Distinction between Internal Audit and Statutory Audit C. Implementation and Review of internal audit</p>	10
<p style="text-align: center;">IV</p>	<p style="text-align: center;">DEPARTMENTAL ACCOUNTING</p> <p>A. An introduction to departmental accounting B. Allocation and apportionment of expenses C. Advantages of allocation D. Draw-backs of allocation E. Basis of allocation F. Practical problems</p>	10
<p>Reference Books</p> <ul style="list-style-type: none"> • Elements of Hotel Accounting – Neeraj K Gupta • Hotel Accounting – Anil Kathuria • Hospitality Management Accounting – Martin G Jagels • Accounting Essentials for Hospitality Managers – Chris Guilding 		

RHM 604 FACILITY PLANNING

COURSE CONTENT

FACILITY PLANNING		3-1-0
Unit	Topic	Proposed Lecture
I	HOTEL DESIGN Design Consideration: A. <ul style="list-style-type: none">• Attractive Appearance• Efficient Plan• Good Location• Suitable Material	08

	<ul style="list-style-type: none"> • Suitable Workmanship • Sound Financing • Competent Management <p>B. Evaluation of accommodation needs thumb rules.</p> <p>C. Ensuring that the hotel must combine the integrated function of housing feeding, entertainment, rentals, services, maintenance and light manufacturers</p>	
II	<p>FACILITIES PLANNING</p> <p>A. The systematic layout planning pattern (SLP); planning consideration.</p> <p>B. Flow process and flow diagram.</p> <p>C. Procedure for determining space, ways of determining space requirements space relationship.</p> <p>D. Architectural consideration.</p> <p>E. Difference between carpet area and plinth area.</p> <p>F. Approximate cost of construction estimation.</p> <p>G. Approximate operating areas in budget type/5 star type hotel. Approximate other operating areas per guest room.</p> <p>Approximate water/electrical load requirement-estimation</p>	08
III	<p>STAR CLASSIFICATION OF HOTEL</p> <p>Architectural feature, facilities and service in star category Hotel, Heritage and Apartment</p> <p>Hotel</p> <p>a. Criteria for star classification of Hotel.</p> <p>b. Criteria for classification of Heritage Hotel.</p> <p>c. Criteria for classification of apartment Hotel.</p>	08

	d. Hotel evaluation sheet for awarding category.	
IV	<p>PLANNING FOR FOOD AND BEVERAGE OUTLETS</p> <p>A. Equipment requirement for commercial kitchen and restaurant.</p> <p>B. Specification of different equipments.</p> <p>C. Layout of commercial kitchen and F&B outlets.</p> <p>Planning of various supporting services</p>	08
V	<p>PROJECT MANAGEMENT</p> <p>A. Network analysis.</p> <p>B. Basic rules and procedure for network analysis.</p> <p>C. C.P.M.</p> <p>D. P.E.R.T.</p> <p>E. Comparison of CPM and PERT</p> <p>F. Network crashing, determining crash cost, normal cost.</p> <p>G. Classroom experiences.</p>	08
<p>Reference Books</p> <ul style="list-style-type: none"> • Tarun Bansal – Hotel Facility Planning • Stipanuk & Roffmann – Facilities Management 		

RHM 605 TOURISM AND HOTEL ECONOMICS

Course Content

		3-1-0
Unit	Topic	Proposed Lecture
I	<p><u>DEMAND ANALYSIS</u> Meaning of Demand and demand distinctions, autonomous and derived demand short run and long run demand. Demand for perishable goods and durable goods. Law of demand-demand schedule and demand curves, assumptions and reason behind law, exception to the law Elasticity of demand-Types of elasticity Factor's determining price, elasticity of demand</p> <p><u>SUPPLY</u> Meaning of supply, law of supply, determinants of supply, exceptions, elasticity of</p>	08

	supply	
II	<p><u>COST OUTPUT ANALYSIS</u> Cost concepts-fixed and variable cost, average and Marginal cost, opportunity cost, past and future costs Economics in large scale production.</p> <p><u>REVENUE CONCEPTS</u> Total Revenue, Average Revenue, Marginal revenue and their relationships</p> <p><u>PRICE ANALYSIS</u> Basic concepts-Equilibrium of firm, marginal revenue and Marginal cost analysis, Normal Profits, excess profit loss, Accounting profit and economic profit, Theories of Profit Kinds of Markets Perfect & Pure competition, Simple monopoly and Monopolistic Competition, Oligopoly</p> <p><u>PRICING</u> Pricing under perfect competition, Equilibrium price, Pricing under monopoly and perfect competition Short run and Long run</p>	08
III	<p><u>TOURISM AND BALANCE OF PAYMENT</u> <u>INDIAN ECONOMY AND HOTEL INDUSTRY</u> Characteristics of Indian Economy, Major issues of development, growth & development of hotel Industry in India, Relevance of hotel industry in national economy, income generation, employment generation, foreign exchange earning, Factors Influencing growth of Hotel Industry, Tourism & Economic</p>	08

	development, New Industrial Policy-Features & Importance's.	
IV	<p><u>IMPACT OF TOURISM ON HOTEL INDUSTRY</u> Economic impact, travel and Hotel effect on tourism on hotel, threats & obstacles to tourism</p> <p><u>TOURISM PLANNING AND HOTEL INDUSTRY</u> Tourism infrastructure development, Local Bodies, tourism department and ministry, different tourism policies</p>	08
V	<p><u>TYPES OF TOURISM ECONOMICS</u> Abstraction, Economic Theory & Tourism, Demand & Supply Analysis, Cost/Benefit Analysis, Economic Impact Analysis</p> <p><u>NATIONAL INCOME CONCEPTS AND IMPORTANCE</u> Definition & Concepts, Gross National Product (GNP)& Net National Product (NNP), Measurement of National Income.</p>	08
<p>Reference Books</p> <ul style="list-style-type: none"> • H L Ahuja Principle of Economics • Kote Syanis Micro Economics • D M Mithai Managerial Economics • R Dutt & Sundaram Indian Economy 		
<p>Web References</p> <ul style="list-style-type: none"> • http://www.studymode.com/essays/Fundamental-Of-Economic-Concept-573731.html • http://www.ciilogistics.com/knowledge/project_materials_management/Unit-3.pdf 		

- http://www.ciilogistics.com/knowledge/project_materials_management/Unit-3.pdf
- www.managementparadise.com
- www.economicconcepts.com
- https://www.commcor.com.br/en/tipos_de_mercado.php
- www.investopedia.com/terms/b/bop.asp
- www.humber.ca/.../tourism-and-hospitality-management-event-planning
- <http://www.crctourism.com.au>

RHM 606 HUMAN RESOURCE MANAGEMENT

COURSE CONTENT

<u>HUMAN RESOURCE MANAGEMENT</u>		3-1-0
Unit	Topic	Proposed Lecture
I	<p><u>INTRODUCTION</u> <u>Nature and scope human resource management:</u> -</p> <p>a. Concept and Nature, Human Resource Management as a profession, Objectives and importance, Functions and scope of Human Resource management.</p> <p>b. Organization of personnel Department, Qualities of Personnel Manager, role of Personnel manger, Status of Personnel manager.</p> <p>c. Characteristics of Hospitality Industry for a Human Resource manager, HRD as responsibility of all mangers.</p>	08
II		08

	<p><u>PROCUREMENT OF HUMAN RESOURCES</u></p> <p>a. Human Resource Planning-Concept and objectives, importance, Process of Human Resource Planning, Problems and Guidelines for Human Resource Planning</p> <p>b. Job Analysis and Job Design-Concept of job analysis, Process of job analysis, Job Description and Job Specification, Concept of Job Design, approaches and methods of Job Design.</p> <p>c. Recruitment and Selection- Meaning and process of Recruitment, Recruitment Policy and Organization, Sources and techniques of Recruitment, Meaning and process of selection</p>	
III	<p><u>TRAINING AND DEVELOPMENT</u></p> <p>Concept and need of training, Importance and objectives of training, Identifying training needs, Designing a training programmes, Methods of training, Evaluating training effectiveness, Retraining.</p> <p>Concept and objectives of Executive development, Importance and process, methods and techniques, principles of Executive Development.</p>	08
IV	<p><u>JOB EVALUATION</u></p> <p>Concept, process and objectives of Job Evaluation, Advantages and Limitations, Essentials of successful Job Evaluation, Methods of Job Evaluation.</p> <p>Wage and Salary Administration.</p> <p>Objectives and principles, Essentials of Sound wage structure, Factors affecting wages, methods of wage payment, and Wage policy in India, Executive</p>	08

	compensation	
V	<p><u>PERFORMANCE APPRAISAL</u> Concept and objectives, Uses and process, Problems in performance appraisal, Essentials of effective appraisal system, Methods and techniques of appraisal, Appraisal of managers, Appraisal, Interview, Appraisal of potential.</p> <p><u>JOB CHANGES</u> a. Transfers, Promotions and Separations. b. Purpose of job changes, Concept and objectives of transfers. Types of transfer, Transfer policy, concept and basis of promotion, Promotion policy, Demotion, Types of Separations</p>	08
<p>Reference Books</p> <ul style="list-style-type: none"> • David A Decenzo - Personnel/Human Resource Management • H L Kumar - Personnel Management in Hotel and Catering Industry • Chapman&Hall - Behavioural Studies in Hospitality Management • Dr. C.B.Gupta - Human Resource Management • Mirza S Saiyadain - Human Resource Management • William B Wether - Human Resource and Personnel management 		
<p>Web References</p> <ul style="list-style-type: none"> • H L Kumar - Personnel Management in Hotel and Catering Industry • Chapman&Hall - Behavioural Studies in Hospitality Management • Dr. C.B.Gupta - Human Resource Management • Mirza S Saiyadain - Human Resource Management • William B Wether - Human Resource and Personnel management • David A Decenzo - Personnel/Human Resource Management 		
