

Course Details: BHM, Semester I

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



Pokhara University
Faculty of Management Studies

Course code.: THS 161

Course title: **Fundamental of Tourism and Hospitality**

Nature of the course: Theory

Year: First, Semester I

Level: Bachelor

Full marks: 100

Pass marks: 45

Time per period: 1 hr

Total periods: 48

Program: BHM

1. Course Description

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

2. General Objectives

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

3. Contents in Detail with Specific Objectives

Specific Objectives	Contents
<ul style="list-style-type: none"> • Explain the need of travel • Identify various factors that motivates visitors to travel • Determine factors of modern tourism • Identify the importance of Tourism • Distinguish the components of tourism and hospitality • Explain the feature of tourism and hospitality 	<p>Unit 1: Introduction to Tourism and Hospitality (6 Hours)</p> <p>1.1 Travel Need 1.2 Travel Motivation: Internal and External/ Push and Pull 1.3 Factors Determining Tourism in Modern World 1.4 Importance of Tourism 1.5 Basic Components of Tourism and Hospitality Industry 1.6 Feature of tourism and hospitality industry</p>
<ul style="list-style-type: none"> • Explain the concept of tourist and tourism • Identify various types of tourist and tourism • Determine various 	<p>Unit 2: Types of Tourist and Tourism (8 Hours)</p> <p>2.1 Introduction and Concept of Tourist and Tourism 2.2 Types/Forms/Typology of Tourist (Valen Smith, Gray, Dorden, Cohen, Plog) and Tourism. 2.3 Motivation to Travel and Tourist Decision Making</p>



motivational factors for travel	Process.
<ul style="list-style-type: none"> Explain the concept of travel in ancient time Distinguish the growth and development of modern tourism Identify the current trends in tourism and hospitality 	<p>Unit 3: Historical Growth and Development of Tourism (8 Hours)</p> <p>2.1 Travel in Early and Medieval Times 2.2 Modern Tourism- Growth and Development 2.3 Recent Trends in Tourism and Hospitality</p>
<ul style="list-style-type: none"> Explain the tourism and hospitality products and services Distinguish between tourism products and services Identify the level of tourism products Explain the concept of tourism products and its types Compute the knowledge pf tourism product distribution 	<p>Unit 4: Tourism Product and Services (8 Hours)</p> <p>3.1 Definition of Products and Services 3.2 Difference between Tourism Product and Services 3.3 Level of Tourism Products 3.4 Concept of Tourism Products and its Types 3.5 Major Tourism Activities in Nepal 3.6 Distribution of Tourism Product.</p>
<ul style="list-style-type: none"> Identify the concepts of various functions and types of travel agency Explain the present scenario of travel agency in prospect of growth and status Explain the function and types of tour operators Distinguish the meaning and significance of tour itinerary, types and elements Explain the concept, types and category of passport Explain concept and types of visas Distinguish the need of knowledge about health certificate, customs and currency 	<p>Unit 5: Introduction to Travel Agency and Tour Operator (8 Hours)</p> <p>4.1 Concept of Travel Agency its Functions and Types 4.2 Growth & Present Status of Travel Agency 4.2 Introduction to Tour Operator and its Types and Function 4.3 Meaning and Significance of Tour Itinerary/ Types/ Elements 4.5 Concept of Passport, its Types and Category 4.6 Concept of Visas and its Types 4.7 Health Certificate, Customs and Currency</p>
<ul style="list-style-type: none"> Distinguish the relation between travel, tourism and hospitality Explain hotel & its type in various basis. Identify the knowledge of various affiliations of hotels (franchise and management 	<p>Unit 6: Hospitality and Tourism Interrelation (6 Hours)</p> <p>5.1 Interrelation between Travel, Tourism and Hospitality 5.2 Definition of Hotel and its Types (on the basis of target market, level of service, affiliation, location) 5.3 Understanding to Franchise, Management</p>



<ul style="list-style-type: none"> contract) Explain the concept of ethical issues in tourism and hospitality Distinguish the career prospects in tourism and hospitality industry 	Contract 5.4 Ethical Issues in Hospitality and Tourism. 5.5Career in Tourism and Hospitality Industry
<ul style="list-style-type: none"> Describe the need and importance of tourism itinerary Formulate a travel related program itinerary and perform tourism destination field visit. 	Unit 7: Tourism Itinerary (4 Hours) 6.1 Design an Itinerary for 3 night and 4 days and a field trip to participate for practical analysis by students themselves with the guidance of tutor.

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

4. Methods of Instruction

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

5. Evaluation System and Students' Responsibilities

Internal Evaluation

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

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

Student Requirements:

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



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

6. Prescribed Books and References

Prescribed Text Book

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

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

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

Reference Books

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

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

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

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

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



Pokhara University
Faculty of Management Studies

Course code.: FNB 172

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

Nature of the course: Theory

Year: First, Semester I

Level: Bachelor

Full marks: 100

Pass marks: 45

Time per period: 1 hr

Total periods: 48

Program: BHM

1. Course Description

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

2. General Objectives

The general objectives of this course are:

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

3 Contents in Detail with Specific Objectives

Specific Objectives	Contents
<ul style="list-style-type: none"> • Recognize the various types of food service industry and their characteristics. • Differentiate between commercial and non-commercial food service 	<p>Unit I: The Food Service Industry (6 Hours)</p> <p>1.1 Introduction and Origin of Food Service Industry</p> <p>1.1.1 Types of Food Service Industry</p>



<p>operations.</p> <ul style="list-style-type: none"> Classify and explain the categories of commercial food service establishments. Comprehend the concepts of chain, franchise, and independent food service operations. Analyze the role of food service in sectors like health care, education, and leisure. Define and distinguish free standing eating and drinking places. Compare the operations of free-standing establishments with those in lodging facilities Identify the unique considerations of providing food service in lodging facilities. Recognize the diversity of food service contexts, including transportation companies. Evaluate the specific challenges and opportunities in providing food service in non-traditional settings. 	<p>1.1.2 Commercial and Non- Commercial Operations and</p> <p>1.2 Free Standing Eating and Drinking Places</p> <p>1.3 Lodging Food Service Facilities</p>
<ul style="list-style-type: none"> Introduce students to the structure and functioning of the Food and Beverage department within hospitality establishments. Analyze the organizational hierarchy of the F&B department and its significance in efficient operations. Outline the roles and responsibilities of key positions like F&B Manager, Outlet Manager, Supervisor, Captain, Waiter, and Host/Hostess. Assess the essential competencies required for effective performance in food service roles, emphasizing customer satisfaction and 	<p>Unit II: Food and Beverage Organization and Staffing (6 Hours)</p> <p>2.1 Introduction to Food and Beverage Department</p> <p>2.2 Organization Structure of F&B Department</p> <p>2.3 Job Descriptions in F&B Department</p> <p>2.3.1 F&B Manager, Outlet Manager, Supervisor, Captain, Server (GSA), Host/Hostess</p> <p>2.4 Competencies of Food Service Personnel</p> <p>2.4.1 Team Work, Attitude, Discipline, Courtesy, Grooming, Basic Etiquettes, Hygiene and Sanitation Practices</p> <p>2.5 Inter-departmental Relationships within F&B and Other Departments</p>



<p>teamwork.</p> <ul style="list-style-type: none"> Emphasize the importance of grooming, hygiene, and basic etiquettes for maintaining a professional appearance and conduct in F&B service. Instill thorough understanding of hygiene and sanitation practices, fostering a safe and clean environment within the F&B department. 	
<ul style="list-style-type: none"> Differentiate between formal, informal, and casual outlet types, understanding their distinctive characteristics and ambience for diverse dining experiences. Investigate and classify a variety of specific food and beverage outlets, including fine dining establishments, specialty restaurants, cafes, bars, and global restaurant concepts, fostering a comprehensive knowledge of the industry's diverse offerings. Analyze the significance and roles of ancillary sections within food and beverage outlets, including still rooms, hot plates, wash-up areas, kitchen stewarding, spare linen rooms, and dispense bars, enhancing comprehension of the operational framework and support systems in place. 	<p>Unit III: Food and Beverage Outlets and Areas (8 Hours)</p> <p>3.1 Understanding Outlet Types: Formal, Informal, Casual</p> <p>3.2 Exploring Specific Types of Outlets (Fine Dining Specialty restaurants, Coffee shop, Bar, Room service, Banquet, Cafeteria, Different restaurant concepts from differ parts of the world, Fast food restaurant, Café, Coffee shop, Bistro, Grill room, Disco-theque, Tratoria, Irish pub, Tavern, Smorgasbord, drive away, Drive in, Pubs, Salad bar, Sushi bar, Snack bar Sandwich bar, Automatic vending machine</p> <p>3.3 Ancillary Sections: Still room, Hot plate, wash up, Kitchen Stewarding, spare linen room, dispense bar</p>
<ul style="list-style-type: none"> Examine and identify various essential components of food and beverage service equipment, including restaurant furniture, linen, crockery, cutlery, glassware, hollowware, disposables, and personal equipment. Analyze the critical design and purchasing aspects of food and beverage service equipment, 	<p>Unit 4: Food and Beverage Service Equipment (4 Hours)</p> <p>4.1 Restaurant Furniture. Restaurant Linen, Crockery, Cutlery, Glassware, hollowware, Disposables, Personal equipment,</p> <p>4.2 Design and purchasing factors, Color and lighting consideration</p>



<p>emphasizing considerations such as color schemes and lighting, ensuring optimal functionality and aesthetics in the service environment.</p>	
<ul style="list-style-type: none"> Introduce menu types (À la Carte, Table d'hôte), explain differences and variations, explore French Classic menu structure, and highlight key factors in menu planning. Foster students' understanding of various meal types and their characteristics. Equip them with knowledge to plan and execute meal services effectively, considering timing, menus, and cultural factor 	<p>Unit 5: Menu and Menu Knowledge (8 Hours)</p> <p>5.1 Introduction to menu, types of Menu (A' la Carte & Table d' hote)</p> <p>5.5.1 Differences between A la carte and Table d' hote menu, Others menu (plat du jour, carte du jour, cyclic menu),</p> <p>5.2 French Classic menu sequence (11 Courses with examples), Menu planning,</p> <p>5.3 Factors to be considered while planning menu</p> <p>5.4 Introduction to Meal: EMT- Service, Breakfast- Brunch service, Lunch- Service, Afternoon/hi-tea, Dinner- Service and Supper</p> <p>5.5 types of breakfast (Continental, American, English, Indian, Nepali).</p>
<ul style="list-style-type: none"> Familiarize students with different types of food service, elucidating the distinctive features and protocols of each method. Equip students with essential knowledge regarding the preparatory aspects required for efficient and seamless food service, ensuring a well-organized and customer-centric dining experience. 	<p>Unit 6: Types of Service and Preparation for Service (6 Hours)</p> <p>6.1 Exploring Various Types of Service</p> <p>6.2 Understanding Preparation for Service</p>
<ul style="list-style-type: none"> Equip students with a comprehensive comprehension of diverse sale control systems, including KOT/BOT, manual bill control, checking systems, order sheets, quick service menus, and cash handling equipment. 	<p>Unit 7: Sale Control System (6 Hours)</p> <p>8.1 Introduction: KOT/BOT, Bill Control System (Manual), Triplicate Checking System, Duplicate Checking System, Single Order Sheet, Quick Service Menu & Customer Bill, Making bill, Cash handling equipment, Record keeping,</p>



<p>Additionally,</p> <ul style="list-style-type: none"> • Familiarize students with the various modes of payment applied in Food & Beverage areas, enhancing their capability to manage financial transactions effectively. 	<p>8.2 Modes of payment used in Food & Beverage areas.</p>
--	--

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

4. Methods of Instruction

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

5. Evaluation System and Students' Responsibilities

Internal Evaluation

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

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

Student Requirements:

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



6. Prescribed Books and References

Prescribed Text Books

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

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

Reference Books

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

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

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

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



Pokhara University
Faculty of Management Studies

Course code.: FNB 192

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

Nature of the course: Practical

Year: First, Semester I

Level: Bachelor

Full marks: 100

Pass marks: 45

Time per period: 1 hr

Total periods: 24

Program: BHM

1. Course Description

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

2. General Objectives

The general objectives of this course are

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

3. Contents in Detail with Specific Objectives

Specific objectives	Contents
<ul style="list-style-type: none"> • Demonstrate proficient restaurant etiquette skills, ensuring professional conduct and guest satisfaction. • Apply rigorous restaurant hygiene practices, maintaining cleanliness and adherence to health standards. • Execute Mis-En-Place and Mis-En-Scene techniques effectively, streamlining service operations. • Identify and handle various food service equipment, guaranteeing 	<p>Practical Contents (24 Hours)</p> <ol style="list-style-type: none"> 1. Restaurant Etiquettes 2. Restaurant Hygiene practices 3. Mis-En-Place & Mis-En-Scene 4. Identification of Equipment 5. Laying & Relaying of Table cloth 6. Napkin Folds 7. Rules for laying a table 8. Carrying a Salver / Tray 9. Service of Water 10. Handling the Service Gear 11. Carrying Plates, Glasses & other Equipment 12. Clearing an Ashtray 13. Situations like spillage



<ul style="list-style-type: none"> efficient and safe usage. Master the art of laying and relaying tablecloths with precision and attention to detail. Create various napkin folds to enhance table aesthetics and uphold service standards. Execute proper table-laying rules, ensuring a visually appealing and organized dining setup. Carry a salver or tray, effectively transporting items while minimizing spills. Demonstrate adeptness in water service, enhancing guest experiences with prompt and courteous service. Handle service gear, including plates, glasses, and other equipment, ensuring smooth and elegant service delivery. 	14. Setting of Table d'hôtel & A La Carte covers 15. Continental cuisine, Italian and French cuisine- Accompaniments & Service 16. Breakfast Table Lay – up & Service (American, English, Continental) 18. Receiving the guests 19. Sequence of Service 20. Silver Service (Horsd'uree- (Classical and Horsd'oeuvres) varies to Coffee) 21. Crumbing, Clearing, Presenting the bill 22. Side board Organization 23. Taking an Order –Food & Making a KOT/BOT 24. Writing a Menu in French & its Equivalent in English
--	--

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

4. Methods of Instruction

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

5. Evaluation System and Students' Responsibilities

Internal Evaluation

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

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



Student Requirements:

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

6. Prescribed Books and References

Prescribed Text Books

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

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

Reference Books

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

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

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



Pokhara University
Faculty of Management Studies

Course Code.: RDM 181

Course title: **Accommodation Operations I**

Nature of the course: Theory

Year: First, Semester I

Level: Bachelor

Full marks: 100

Pass marks: 45

Time per period: 1 hour

Total periods: 45

Program: BHM

1. Course Description

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

2. General Objectives

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

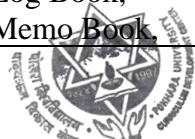
- familiarize the students with accommodation department of hotel
- provide the students with brief knowledge about various layout of housekeeping department
- make student aware about the organizational structure of accommodation department.
- make the students cognizant of various type of rooms and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

3. Contents in Detail with Specific Objectives

Specific Objectives	Contents
<ul style="list-style-type: none"> • Explain student about accommodation operation • Analyze the role of various positions in housekeeping department and explain the necessity of hierarchy • Explain the function of various departments in housekeeping department • Explain and design the layout of housekeeping department • Identify the various job positions of small, medium and large 	<p>Unit 1: Introduction to Accommodation Operations in Hospitality Industry (12 Hours)</p> <p>1.1.1 Meaning of Housekeeping, 1.1.2 Role and Importance of Housekeeping Department, 1.1.3 Function of Housekeeping Department.</p> <p>Layout and Organization Structure of Housekeeping Department</p> <p>1.2.1 Layout of housekeeping department, 1.2.2 Organization chart of small, Medium and large hotel 1.2.3 Duties and responsibilities of all categories of Staffs,</p>



<ul style="list-style-type: none"> hotels Explain the duties and responsibilities of various housekeeping staffs Distinguish the relationship between all sections of housekeeping department 	<p>1.2.4 Attributes of housekeeping personnel, 1.2.5 Interdepartmental relationship.</p>
<ul style="list-style-type: none"> Explain the layout of hotel rooms Identify types of room and explain various bed rooms Identify the content and supplies required in guest rooms Distinguish various keys used by guest and staffs and interpret the importance of control of various room keys 	<p>Unit 2: Guest Room (5 Hours)</p> <p>2.1 Layout of rooms, 2.2 Types of beds and bedrooms, 2.2 Guest room, 2.2.1 Contents and supplies 2.5 Types of keys, 2.5.1 Guest room key control</p>
<ul style="list-style-type: none"> Explain cleaning methods used in hotels, distinguish various cleaning methods and principles of cleaning Identify various categories of cleaning equipment and their selection before cleaning and distinguish the care and maintenance of those equipment. 	<p>Unit 3: Cleaning – Knowledge and Practice (6 Hours)</p> <p>3.1 Cleaning methods, 3.1.1 Types of cleaning, 3.1.2 Principles of cleaning. 3.2 Classification of cleaning equipment, 3.2.1 Selection of cleaning equipment, 4.2.2 care and maintenance.</p>
<ul style="list-style-type: none"> Describe various floors in hotels and identify the nature and characteristics Distinguish various cleaning agents used in hotel with proper classification. Use of right cleaning agent Identify the need of caring and proper storage of cleaning agents 	<p>Unit 4: Care and Cleaning of Different Surface and Various Cleaning Agents (7 Hours)</p> <p>4.1 Floors, 4.1.1 Carpet, 4.1.2 Metal, 4.1.3 Glass, 4.1.4 Ceramic, 4.1.4 Wood, 4.1.6 Leather 4.2 Classification of cleaning agents, 4.2.1 General consideration for selection, 5.2.2 Care and storage of cleaning agent.</p>
<ul style="list-style-type: none"> Identify various forms and formats used in housekeeping departments. Explain the concept of various reports Interpret all useful information in the forms and format Explain the need and uses of 	<p>Unit 5: Housekeeping Control Desk (8 Hours)</p> <p>5.1 Housekeeping room report, 5.2 Lost and found slip, 5.3 Maintenance form, 5.4 Work order form, 5.5 Key control sheet, 5.5 Room checklist file, 5.7 Baby sitter register, 5.8 Log Book, 5.9 Memo Book,</p>



<ul style="list-style-type: none"> all reports Identify the code words used in housekeeping department Describe the function of lost and found section Identify the need of pest control Explain the rules in guest floor Distinguish the procedure of handling guest complain Identify the need of effective communication in control desk 	<ul style="list-style-type: none"> 5.10 Room Assignment Sheet, 5.11 Housekeeping task/ Worksheet, 5.12 Room Occupancy Report. 5.13 Code words used, 5.14 Lost and found, 5.15 Pest control, 5.15 Rules on a guest floor, 5.17 Handling guest complain, 5.18 communication in control desk
<ul style="list-style-type: none"> Use the knowledge provided for fire prevention Identify the right procedure to deal with theft guest Identify the various ways to prevent accident at workplace Explain the procedure to handle the dead guest in hotel Explain the rules to follow while having suspicious guest in hotel 	<p>Unit 6: Handling Emergency Situations (5 Hours)</p> <ul style="list-style-type: none"> 6.1 Fire prevention, 6.1.2 Theft guest, 6.1.3 Accident prevention, 6.1.4 Dead guest, 6.1.5 Suspicious guest.
<ul style="list-style-type: none"> Describe the importance and things to be considered while working safely Distinguish the importance of job safety analysis 	<p>Unit 7: Job Safety and Security (2 Hours)</p> <ul style="list-style-type: none"> 7.1 Work environment safety 7.2 Job safety analysis

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

4. Evaluation System and Students' Responsibilities

Internal Evaluation

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



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

Student Requirements:

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

4. Methods of Instruction

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

5. Prescribed Books and References

Prescribed Text Book

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

Reference Books

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



Pokhara University
Faculty of Management Studies

Course code.: RDM 191

Course title: **Accommodation Operations I**

Nature of the course: Practical

Year: First, Semester I

Level: Bachelor

Full marks: 100

Pass marks: 45

Time per period: 1 hr

Total periods: 24

Program: BHM

1. Course Description

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

2. General Objectives

The general objectives of this course are

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

3 Contents in Detail with Specific Objectives

Specific Objectives	Contents
<ul style="list-style-type: none"> • Demonstrate cleaning procedure and handle and use cleaning equipment and cleaning agents on right floors • Apply rules of cleaning guest rooms and demonstrate bed making of various status of rooms • Execute evening turn down service on demonstration 	<p>Practical Contents (24 Hours)</p> <ul style="list-style-type: none"> • Identification of cleaning equipment and materials; • Setting up maid cart; • Clean departure, occupied, vacant rooms; • Make the beds; • Clean the different types of furniture; • Mop, scrub the floors; • Polish the metal; • Replace the guest room supplies; • Understand the turn down service.



<ul style="list-style-type: none"> • Replenish maid cards and practice stacking it • Demonstrate carpet shampooing and its maintenance • Perform various safety drills and apply its knowledge during practical and take it for future reference. 	<ul style="list-style-type: none"> • Identification of Cleaning Equipment and Materials. • Maid Cart and Setting Up of a Maid Cart • Room Cleaning (Departure/Occupied/Vacant Room Cleaning, Bed Making, Dusting and Bathroom Cleaning) • Care and Cleaning of Different Floor and Furniture (Types of Floor and Furniture) • Mopping and Scrubbing • Metal Polishing (Different Types of Metals and Cleaning Process) • Window and Door Cleaning • Replenishing Guest Supplies, Evening or Turn Down Service • Carpet Shampooing • Fire Fighting
--	---

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

4. Methods of Instruction

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

4. Evaluation System and Students' Responsibilities

Internal Evaluation

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

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

Student Requirements:

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



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

5. Prescribed Books and References

Prescribed Text Books

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

Reference Books

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



Pokhara University
Faculty of Management Studies

Course code.: FNB 171

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

Nature of the course: Theory

Year: First, Semester I

Level: Bachelor

Full marks: 100

Pass marks: 45

Time per period: 1 hr

Total periods: 48

Program: BHM

1. Course Description

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

2. General Objectives

The general objectives of this course are,

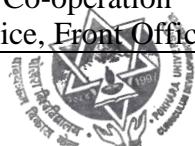
- To familiarize the students with the evolution and global impact of culinary traditions, exploring diverse cuisines and their historical significance.
- To make students familiar with influential chefs who have shaped the culinary world while gaining knowledge of personal hygiene and kitchen sanitation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



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

3. Contents in Detail with Specific Objectives

Specific Objectives	Contents
<ul style="list-style-type: none"> • Explain the culinary history and its significance. • Identify the origin and evolution of cookery, the culinary history • Describe the role of different civilizations in culinary • Identify various modern styles of cooking • Distinguish various emerged, and the influential chefs who have shaped the culinary world. 	<p>Unit1: Culinary History (5 Hours)</p> <p>1.1 Origin of Cookery 1.1.2 Culinary History of World 1.2 Roles of different civilizations in culinary 1.3 Cuisine- Grande, Haute/ Classic, Nouvelle 1.4 Names of Great Chefs of World</p>
<ul style="list-style-type: none"> • Identify the need of personal hygiene and grooming • Identify the need of hygiene, sanitation, and safety practices in kitchen • Explain HACCP and identify its importance in workplace • Distinguish the danger zone while preparing food and compute the required temperature of various foods while storage. • Explain the significance of wearing uniforms and protective clothing to ensure food safety and prevent contamination. 	<p>Unit 2: Hygiene, Sanitation and Safety (6 Hours)</p> <p>2.1 Personal Hygiene and Grooming 2.1.2 Kitchen Hygiene and Sanitation 2.2 HACCP 2.2.2 History, Concept, Principles 2.3 Danger Zone, Storing Temperatures 2.4 Uniforms and Protective Clothing</p>
<ul style="list-style-type: none"> • Describe kitchen organization and identify the various key positions inside kitchen • Identify modern ways of staffing kitchen in present days. • Explain duties and responsibilities of all positions in kitchen department • Identify the need and requirements of basic kitchen 	<p>Unit 3: Kitchen and Bakery Brigade (12 Hours)</p> <p>3.1 Classical Brigade 3.1.1 Modern staffing in various category hotels 3.1.2 Duties and responsibilities of various chefs</p> <p>3.2 Basic Etiquettes of Kitchen Staff 3.3 Uniforms and Protective Clothing</p> <p>3.4 Co-operation with internal departments (F&B Service, Front Office, Sales Marketing, Engineering)</p>



<ul style="list-style-type: none"> etiquettes Describe the interrelation between kitchen and other operational and functional departments of hotel. Describe kitchen stewarding Identify the key positions in stewarding department Explain the job descriptions of various stewarding positions Distinguish various types of dish washing machine used in hotels Identify the various process required to operate dish washing machine. 	<ul style="list-style-type: none"> 3.5 Kitchen Stewarding 3.5.1 Introduction 3.5.2 Organization Chart of Kitchen Stewarding 3.5.3 Job responsibility of Stewarding Staffs 3.5.4 Types of Dish Washers 3.5.5 Process of Dish Washing / 3 Bucket System
<ul style="list-style-type: none"> Identify various equipment and utensils used in kitchen department. Distinguish the various criteria required while selecting kitchen equipment and utensils Identify the various fuel used in food production Explain the advantage and disadvantages of fuel used in food production 	<p>Unit 4: Equipment and Fuel (3 Hours)</p> <ul style="list-style-type: none"> 4.1 Different equipment & Utensils used in Food Production 4.2 Selection Criteria of Equipment 4.3 Various fuels used 4.3.1 Advantages and Disadvantages of each
<ul style="list-style-type: none"> Explain the knife skills, its holding, care, maintenance, cleaning and storage Identify various types of cuts and explain its name and specifications Distinguish the importance of Bouquet Garni and Sachet d' Epices. Explain the uses of various thickening agents 	<p>Unit 5: Basic Mise-En-Place (6 Hours)</p> <ul style="list-style-type: none"> 5.1 Knife Skills (Holding, Care, Maintenance, Cleaning & Storing) 5.2 Basic Cuts of Vegetables 5.3 Bouquet Garni, Sachet d' Épices 5.4 Mirepoix & its Applications 5.5 Roux, Buerre Manié, Slurry, Liaison
<ul style="list-style-type: none"> Explain cooking Identify the aim and objectives of cooking Distinguish the knowledge about heat transfer in various cooking methods Explain various cooking methods such as understanding characteristics and applications 	<p>Unit 6: Methods of Cooking and Introduction to Breakfast Cookery (8 Hours)</p> <ul style="list-style-type: none"> 6.1 Definition of Cooking 6.2 Aims and Objectives of Cooking 6.3 Heat Transfer 6.3.1 Dry, Fat, Moist Medium 6.4 Saute, Searing, Larding, Barding, Dripping & Basting, Poeling



<ul style="list-style-type: none"> of dry, fat, and moist heat cooking methods. Explain the benefits of breakfast cookery and the various breakfast traditions and dishes from different cultures. Identify various food and beverage items used in various breakfasts 	6.5 Benefits of Breakfast <ul style="list-style-type: none"> 6.5.1 English 6.5.2 Continental 6.5.3 American 6.5.4 Indian 6.5.5 Nepalese
<ul style="list-style-type: none"> Explain the foundations of continental cookery such as stock, its type, preparation, storage, uses, care and precautions and quality requirements of good stock. Describe soups and its classification, Identify the basic recipes of soups Distinguish between garnish and accompaniments Identify the classification and recipe of all mother sauces used in continental cuisine, recipes for mother sauces and their derivatives 	<p>Unit 7: Foundations of Continental Cookery (8 Hours)</p> <p>7.1 Stocks</p> <ul style="list-style-type: none"> 7.1.1 Definition of Stock 7.1.2 Types of Stock 7.1.3 Preparation of Stock 7.1.4 Storage of Stock 7.1.5 Uses of Stock 7.1.6 Care and Precautions 7.1.7 Quality of a Good Stock <p>7.2 Soups</p> <ul style="list-style-type: none"> 7.2.1 Definition 7.2.2 Classification with Examples 7.2.3 Basic recipes 7.2.4 Garnishes and Accompaniments <p>7.3 Sauces</p> <ul style="list-style-type: none"> 7.3.1 Classification of Sauces 7.3.2 Recipes for mother Sauces 7.3.3 Derivatives 7.3.4 Thickening Agents

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

4. Methods of Instruction

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

5. Evaluation System and Students' Responsibilities

Internal Evaluation

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



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

Student Requirements:

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

6. Prescribed Books and References

Prescribed Text Books

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

Reference Books

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



Pokhara University
Faculty of Management Studies

Course code.: FNB 191

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

Nature of the course: Practical

Year: First, Semester I

Level: Bachelor

Full marks: 100

Pass marks: 45

Time per period: 1 hr

Total periods: 24

Program: BHM

1. Course Description

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

2. General Objectives

The general objectives of this course are

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

3 Contents in Detail with Specific Objectives

Specific Objectives	Contents
<ul style="list-style-type: none"> • Demonstrate the preparation of continental items (appetizers, soups, main courses and desserts) • Demonstrate various accompaniments and garnishes used in all courses of continental menus. • Master the art of making pastry and bakery items, such as breads, 	<p>Practical Contents (24 Hours)</p> <p>1. Continental Menus (18 Hours/ 6 Days)</p> <p>1.1 Three Course Continental Menu 1.2 Three Course Continental Menu 1.3 Three Course Continental Menu 1.4 Three Course Continental Menu 1.5 Four Course Continental Menu 1.6 Four Course Continental Menu</p> <p>2. Breakfast Menu (6 Hours/ 2 Days)</p>



<p>rolls, pastes, puff pastry, Danish pastries, mousses, soufflés, and fruit salads.</p> <ul style="list-style-type: none"> Apply various cooking techniques used in Continental cuisine, such as roasting, grilling, stewing, poaching, braising, and baking, to achieve desired flavors, textures, and presentations. Apply standard recipe to create different types of dough, pastes, and pastry products. Identify need for planning and executing menus for Continental meals and pastry selections. Master the principles of menu composition, including balancing flavors, textures, and nutritional considerations. <p>Demonstrate of various breakfast from western world (American, English, continental) including Indian, and Nepali breakfasts.</p>	<p>2.1 English/ American/ Continental Breakfast 2.2 Indian Breakfast 2.3 Nepali Breakfast</p> <ul style="list-style-type: none"> Breakfast should cover Breads/Toast, Pancakes, Cereals, Paratha, Eggs Preparations with accompaniments Hot Beverages. (Including appetizers (hot or cold), soups (hot or cold), consommé, broth, cream, veloute, puree, potage, etc. Main course (meats,poultry,fish/seafood) roasting, grilling, stewing, poaching, braising, with accompaniments and garnishes. Patisserie) Pastry/Bakery: Basicbreads, rolls, sticks, buns, shortpaste, sweetpaste, puffpaste, choux paste products, Danish pastry products, mousse, soufflé, fruits salad etc.
--	---

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

4. Evaluation System and Students' Responsibilities

Internal Evaluation

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



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

Student Requirements:

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

5. Methods of Instruction

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

6. Prescribed Books and References

Prescribed Text Books

Foskett, D., Paskins, P., Rippington, N., & Thorpe, S. (2019). *Practical cookery*. Hodder Education.
 Bali, P. S. (2014). *Food production operations*. Oxford University Press.
 Majumder, S. (2011). *Basic training kitchen*. Aman Publication.

Reference Books

Bali, P. S. (2012a). *International cuisine & food production management*. Oxford University Press.
 Pauli, E. (1989a). *Classical cooking the modern way*. Van Nostrand Reinhold.
 Foskett, D., Ceserani, V., & Kinton, R. (2004). *Practical cookery*. Hodder & Stoughton.



Pokhara University
Faculty of Management Studies

Course code.: ENG 204

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

Nature of the course: Theory

Year: First, Semester I

Level: Bachelor

Full marks: 100

Pass marks: 45

Time per period: 1 hr

Total periods: 48

Program: BHM

1. Course Description

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

2. General Objectives

The general objectives of the course are

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

3. Contents in Detail with Specific Objectives

Specific Objectives	Contents
<ul style="list-style-type: none"> • Welcome the guests with appealing communication skills • Generate oral and written dialogues • Brief the guests about the services available in the hotel • Use 'can' and 'could' in appropriate sentences • Use of place prepositions 	<p>Unit 1: Hospitality Guest Experience (8 Hours)</p> <ul style="list-style-type: none"> 1.1 The check-in 1.2 The hotel bedroom 1.3 Bathroom and porter 1.4 Services in the hotel
<ul style="list-style-type: none"> • Express orally about location of facilities • Draft written dialogues on problems and 	<p>Unit 2: Hospitality situation Handling (8 Hours)</p>



<p>solutions</p> <ul style="list-style-type: none"> • Generate sentences which are used for taking bar orders • Give directions appropriate way • Apologize and give reasons 	<p>2.1 Location of facilities 2.2 Room services 2.3 Problems and solutions 2.4 Taking bar orders</p>
<ul style="list-style-type: none"> • Greet the guests in the restaurant • Talk about starter and menu • Deal with enquiries from the guests about places to visit in the region • Use 'must', 'could' 'should' appropriate way • Deal with telephone and written enquiries • Handle different methods of paying the hotel bill • Explain a series of items on the hotel bill • Use present perfect and simple past structure 	<p>Unit 3: Hospitality Mobile Service Communication (8 Hours)</p> <p>3.1 In the restaurant 3.2 Places to visit 3.3 Enquiries 3.4 Using the phone 3.5 The check-out</p>
<ul style="list-style-type: none"> • Comprehend basic structure of a business letter • Express ideas clearly and concisely • Adapt their writing style to reflect formality, politeness and respect • Recognize various purposes of business letters, such as inquiry, complaint, request, response or appreciation and tailor the content and tone to match the specific purpose of the letter • Identify and consider the intended audience for the business letters • Familiarize with appropriate vocabulary and language conventions for business writing • Use polite language and phrases to convey respect and courtesy • Develop the skill of proofreading and editing their business letters • Adhere to the specific formatting guidelines • Create and format business letters using word processing software 	<p>Unit 4: Business Correspondence (8 Hours)</p> <p>4.1 Informal letters 4.2 Formal letters 4.3 Business letters and Memos</p>
<ul style="list-style-type: none"> • Identify and analyze the target audience • Organize information in a logical and user-friendly manner • Craft compelling headlines and sub headlines • Familiarize with the use of visuals such as images, graphics and infographics • Write concise and persuasive content • Incorporate clear and effective calls to action • Get introduced students to basic design principles • Be familiar to effective research techniques • Write informative, relevant, and well-researched content that provides value to the reader and 	<p>Unit 5: Navigating Hospitality Communication (8 Hours)</p> <p>5.1 Brochures and guides 5.2 Articles 5.3 Instructions</p>



<p>answer their questions</p> <ul style="list-style-type: none"> • Introduce students to proper citation practices • Write clear and step-by-step instructions that are easy for readers to follow • Be familiar to formatting technique 	
<ul style="list-style-type: none"> • Identify and understand the key elements of a narrative including characters, setting, plot, conflict and resolution • Encourage students to generate imaginative and original story ideas • Create well-rounded characters with distinct personalities • Develop dialogue that feels natural and contributes to character development • Encourage students to explore underlying themes or messages in their stories and convey them effectively to the reader • Define the purpose and scope of a report • Collect and analyze the data • Organize the report's content logically • Write in a clear, concise and objective manner suitable for a report avoiding unnecessary jargon or overly complex language • Understand proper citation methods • Be familiar with using appropriate visual aids and graphics • Provide actionable recommendations • Write concise executive summaries 	<p>Unit 6: Mastering the Art of Narrative (8 Hours)</p> <p>6.1 Writing a story 6.2 Writing Reports</p>

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

4. Methods of Instruction

3. Methods of Instruction

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

5. Evaluation System and Students' Responsibilities

Internal Evaluation

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



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

Student Requirements:

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

6. Prescribed Books and References

Prescribed Text Books

Francis, O. H. (2002). *Be my guest: English for the hotel industry*. Student's Book. Cambridge University Press. (Audio CD Set/Cassette set to go along with the Student's Book)

Coe, N., Rycroft, R., & Ernest, P. (1983). *Writing skills: A problem-solving approach*. Student's Book. Cambridge University Press.

Reference Books

Francis, O. H. (2002). *Be my guest: English for the hotel industry*. Teacher's Book. Cambridge University Press.

Coe, N., Rycroft, R., & Ernest, P. (1983). *Writing skills: A problem-solving approach*. Teacher's Book. Cambridge University Press.

Hornby, A. S., & Cowie, A. P. (2010). *Oxford advanced learner's dictionary of current english*. Eight Edition. Oxford: OUP, 2010.

