

**Course Details: BHM, Semester III**

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



**Pokhara University**  
**Faculty of Management Studies**

Course code.: FNB 272

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

Nature of the course: Theory

Year: Second, Semester III

Level: Bachelor

Full marks: 100

Pass marks: 45

Time per period: 1 hr

Total periods: 48

Program: BHM

### 1. Course Description

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

### 2. General Objectives

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

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

### 3. Contents in Detail with Specific Objectives

Specific Objectives	Contents
<ul style="list-style-type: none"> <li>• To explain alcohol as beverage</li> <li>• To describe the history of alcohol</li> <li>• To distinguish the various types of alcohol</li> </ul>	<p><b>Unit 1: Introduction to Alcoholic Beverage (6 Hours)</b></p> <p>1.1 Introduction: Definition of alcohol,    1.2 History of Alcohol,    1.3 Classification of Alcoholic Beverage with examples,</p>



<ul style="list-style-type: none"> <li>• To explain making process of various alcohol</li> <li>• To identify modern tools of alcohol measurement</li> <li>• To explain the uses and abuse of alcohol</li> </ul>	<p>1.4 methods of preparation of alcohol (Fermentation, Distillation),      1.5 Various modern alcohol measurements methods,      1.6 Uses and abuse of alcohol.</p>
<ul style="list-style-type: none"> <li>• Identify wine as a beverage</li> <li>• Describe the importance of viticulture in wine making</li> <li>• Explain grapes plant growing process with various stages</li> <li>• Identify the various important grapes varieties used in wine making</li> <li>• Distinguish the various parts of grape fruits with its possible chemical compositions</li> <li>• Explain classification of wine</li> <li>• Describe wine making process</li> <li>• Explain the wine level and how the wine is named after</li> <li>• Identify various types of wine</li> <li>• Identify the various factors that affect the quality of wine</li> <li>• Distinguish various faults in wine before and after service</li> <li>• Explain the various steps undertaken in wine tasting &amp; judging of wine.</li> <li>• Explain the procedure of various types of wine service (Red, White, Rose’)</li> <li>• Identify the need of decanting of wine</li> <li>• Distinguish the necessity of storing wines its procedures</li> <li>• Identify the popular food and wine combination and rules followed globally while pairing wine with food</li> </ul>	<p><b>Unit 2: Introduction to Wines (12 Hours)</b></p> <p>2.1 Introduction of Wine      2.2 History and importance of Viticulture      2.2.1 Life Cycle of Grape Plants      2.2.2 Grape Varieties used in Manufacturing Wines      2.2.3 physical and chemical Compositions of grapes      2.3 Classification of Wines      2.4 Vinification Process      2.5 Naming of wines, Reading Wine Labels      2.6 Vintage and Non -vintage Wines, ice wines, organic wines      2.7 Factors Influencing the Quality of Wine      2.8 faults in wines      2.9 Wine service, storage and food pairing      2.10 Tasting of wines and steps involved in wine tasting,      2.11.1 Service of Wines (corked, tin capped, chilled),      2.11.2 Decanting of Wines,      2.12 Storing Procedures of Wines,      2.13 Wine and Food Harmony.</p> <p>*Practicum</p> <ul style="list-style-type: none"> <li>• Mise en place of wine service</li> <li>• Process of taking wine order from guest</li> <li>• Explaining about wine to the guest</li> <li>• Wine opening and service procedure of (wooden/rubber/plastic cork &amp; tin capped) Red, White, Rose’ wine</li> <li>• Wine tasting with appropriate accompaniments</li> <li>• Explain about the characteristics of wine through experiences</li> </ul>
<ul style="list-style-type: none"> <li>• Identify old wine countries of world.</li> <li>• Explain various regions of France &amp; Italy</li> <li>• Explain various wine laws of France and Italy.</li> <li>• Identify wines from Spain, Germany and Portugal</li> </ul>	<p><b>Unit 3: Major Wine Producing Countries and Their Wines (10 Hours)</b></p> <p><b>3.1 Old world country wines</b></p> <p>France: Wines from France, Wine laws of France, Wine Producing regions in France, Wines from Italy, wine laws of Italy, wine producing regions of Italy, Wines from (Spain, Germany, Portugal,</p>



<ul style="list-style-type: none"> <li>Identify New world country wines</li> <li>Distinguish the differences between world countries wine and new world countries wine.</li> <li>Identify the Nepalese wine making trends and popular grapes used to make wine and commercialization of Nepalese wine</li> </ul>	<p><b>3.2 New world country wine</b> Australia, United States of America, South Africa, Chile , Argentina, India and Nepal</p>
<ul style="list-style-type: none"> <li>Identify champagne as a special wine in the world</li> <li>Explain various grapes used and their contribution in champagne making</li> <li>Describe various sub-regions of Champagne region of France</li> <li>Distinguish the process of making champagne and other sparkling wine making process.</li> <li>Explain various types of champagne according to color, alcohol content, sugar content and aging</li> <li>Identify the service procedure of sparkling wine.</li> <li>Explain the storage process of sparkling wine</li> </ul>	<p><b>Unit 4: Champagne (6 Hours)</b></p> <p>4.1 Introduction: History of champagne, Areas of Champagne Region of France, Grapes Variety, 4.2 Champagne and sparkling wine making Methods (Champenoise, Charmat, Transfer and Impregnation methods), 4.3 Types of Champagne, Aging of Champagne, 5.4 Storage of champagne, 4.4 champagne Shippers, popular brands of champagne, 4.5 Service of Champagne</p> <p><b>*Practicum</b></p> <ul style="list-style-type: none"> <li>Mise en place of sparkling wine service</li> <li>Order taking and explaining sparkling wine to the guest</li> <li>Opening and service of sparkling wines</li> </ul>
<ul style="list-style-type: none"> <li>Explain fortification process</li> <li>Distinguish between aromatized and fortified wines</li> <li>Identify the making process of sherry and port wines.</li> <li>Explain the storage of fortifies wines</li> <li>Describe service procedures of fortified wines</li> </ul>	<p><b>Unit 5: Fortified Wines (6 Hours)</b></p> <p>5.1 Introduction: Aromatized and fortified wines, Types and examples, 5.2 Manufacturing Process and types of Sherry, Port, introduction to (Madeira, Marsala, Malaga), 5.3 Storage and Service of Aromatized and fortified wines, Shippers.</p> <p><b>*Practicum</b></p> <ul style="list-style-type: none"> <li>Mise en place of Fortified wines</li> <li>Order taking and explaining of fortified wines</li> <li>Opening and service of fortified wines</li> </ul>
<ul style="list-style-type: none"> <li>Explain Cider and Perry as an alcoholic beverage</li> <li>Service of Cider and Perry</li> </ul>	<p><b>Unit 6: Cider and Perry (3 Hours)</b></p> <p>3.2 Introduction: Cider, types, popular brands and its service, 3.3 Perry, popular brands and its service</p> <p><b>*Practicum</b></p> <ul style="list-style-type: none"> <li>Mise en place of cherry and perry</li> <li>Order taking and explaining about the beverage</li> <li>Opening and service of beverage</li> </ul>
<ul style="list-style-type: none"> <li>Explain beer and its key ingredients</li> </ul>	<p><b>Unit 7: Beer (5 Hours)</b></p>



<ul style="list-style-type: none"> <li>• Describe beer manufacturing process</li> <li>• Distinguish between top and bottom fermented beer</li> <li>• Identify the storage of beers</li> <li>• Explain service procedure of beer</li> <li>• Describe faults in beers</li> </ul>	<p>7.1 Introduction: Definition of Beer, History of Beer, Ingredients used in Manufacturing Beer, Beer Manufacturing Process, Characteristic and Types of Beer,      7.2 The art of Storage and Service of Beer, Faults in Beer,      7.3 Popular International and Domestic Brands.</p> <p><b>*Practicum</b></p> <ul style="list-style-type: none"> <li>• Mise en place of beer service</li> <li>• Order taking and explaining of beers</li> <li>• Opening and service of beers</li> <li>• Tasting various types of beers and sharing the experiences</li> </ul>
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*Note: The figures in the parentheses indicate the approximate periods for the respective units.*

#### 4. Methods of Instruction

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

#### 5. Evaluation System and Students' Responsibilities

##### Internal Evaluation

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

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

##### Student Requirements:

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



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

## 6. Prescribed Books and References

### Prescribed Text Book

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

### Reference Books

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

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

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



**Pokhara University**  
**Faculty of Management Studies**

Course code.: FNB 292

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

Nature of the course: Practical

Year: Second, Semester III

Level: Bachelor

Full marks: 100

Pass marks: 45

Time per period: 1 hr

Total periods: 24

Program: BHM

### **1. Course Description**

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

### **2. General Objectives**

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

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

### **3. Contents in Detail with Specific Objectives**

<b>Specific Objectives</b>	<b>Contents</b>
<ul style="list-style-type: none"> <li>• Identify the key information required about wines that is useful during wine service and paring the food</li> <li>• Identify all types of glassware used in alcoholic beverage service</li> </ul>	<p><b>Practical Contents (24 Hours)</b></p> <p>How to Read the Wine Label?        French        Australian        South American        German</p>



<ul style="list-style-type: none"> <li>Explain the process of taking orders of fermented alcoholic beverages and suggest the guest with selection of wine based on knowledge and experience.</li> <li>Distinguish the art of decanting wine</li> <li>Explain the champagne service procedure by identifying the appropriate glass.</li> <li>Describe the service of cider and perry</li> <li>Explain the use of ice bucket for chilled wines and wine caddie for red wines.</li> <li>Explain the service procedure of beer through bottle, can and service of draught beer</li> <li>Identify the nature of various beer prior to service.</li> </ul>	<p><b>Italian</b></p> <p>Wine glasses and Dimensions Red Wine White Wine Champagne Sherry Taking wine Order and Suggesting Wine Opening of Wine Bottle Wine Tray Handling</p> <p>The Service of Table Wine Using the Punt and free-Handed Pouring Use of serviette Direction and Protocol Refilling Decanting the wine and service from decanter</p> <p>Opening of Champagne The service of Champagne Sparkling and Champagne Using the Punt and free-Handed Pouring Use of Serviette and Ice Bucket Direction and Protocol Refilling</p> <p>Cheese and Wine Testing Varity of Cheese and Crackers Smell, Sight, Sip and Summarize Red Wine, White Wine &amp; Rose Wine</p> <p>Food and Wine Harmony examples</p> <p>Opening of Cider Service of Cider Opening of Perry Service of Perry Opening a Beer The Service of Beer Beer Storage and Draft Beer Understanding</p>
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*Note: The figures in the parentheses indicate the approximate periods for the respective units.*

#### **4. Methods of Instruction**

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

#### **5. Evaluation System and Students' Responsibilities**

##### **Internal Evaluation**

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



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

### Student Requirements:

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

## 6. Prescribed Books and References

### Prescribed Text Book

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### Reference Books

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

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

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



**Pokhara University**  
**Faculty of Management Studies**

Course code.: FNB271

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

Nature of the course: Practical

Year: Second, Semester III

Level: Bachelor

Full marks: 100

Pass marks: 45

Time per period: 1 hr

Total periods: 48

Program: BHM

### **1. Course Description**

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

### **2. General Objectives**

The general objectives of this course are,

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

### **3. Contents in Detail with Specific Objectives**

Specific Objectives	Contents
<ul style="list-style-type: none"> <li>• Describe the concept of Bulk Food Catering and provide a comprehensive overview of the foundational concepts of Bulk Food Catering.</li> <li>• Explain the concept and objectives of Bulk Food</li> </ul>	<p><b>Unit 1: Bulk Food Production (4 Hours)</b></p> <p>1.1 Overview of Bulk Food Catering</p> <p>1.2 Meaning, Concept, Objective of Bulk</p>



<p>Production and elaborate on the meaning, concept, and objectives of Bulk Food Production, providing a clear understanding for students.</p> <ul style="list-style-type: none"> <li>Explain the continuity of unique features in Bulk Food Production and explore and elucidate the unique features of Bulk Food Production, ensuring a continuous understanding of these aspects.</li> <li>Identify the points of examination in production systems and point out key elements in the examination of production systems related to Bulk Food Catering.</li> <li>Distinguish the significance of holding in Bulk Food Production and highlight and differentiate the importance of holding in the context of Bulk Food Production.</li> <li>Use different rules to analyze storage challenges and apply various rules and methods to analyze storage challenges associated with Bulk Food Production.</li> <li>Interpret the result of effective solutions to storage challenges and provide an interpretation of the outcomes derived from implementing effective solutions to storage challenges in Bulk Food Production.</li> <li>Compute higher-order derivatives to address invalid cooking practices Consider forced analysis, analogous to computing higher-order derivatives, to identify and address issues related to invalid cooking practices in the Bulk Food Production process.</li> </ul>	<p>Food Production</p> <p>1.3 Features of Bulk Food Production 1.4 Production System 1.5 Holding 1.6 Storage Problems and Solutions 1.7 Invalid Cooking</p>
<ul style="list-style-type: none"> <li>Examine Cream, covering its introduction, processing, and types.</li> <li>Explore Cheese, including manufacturing steps, types, and global variations.</li> <li>Study Butter, addressing its introduction, processing, and different types.</li> </ul>	<p><b>Unit 2: Cream, Cheese &amp; Butter (10 Hours)</b></p> <p><b>2.1 Cream</b></p> <p><b>2.1.1</b> Introduction <b>2.1.2</b> Processing of Cream <b>2.1.3</b> Types of Cream</p> <p><b>2.2 Cheese</b></p> <p><b>2.2.1</b> Introduction <b>2.2.2</b> Steps for manufacturing cheese <b>2.2.3</b> Types of Cheese <b>2.2.4</b> Bleu Cheese <b>2.2.5</b> Storing Cheese <b>2.2.6</b> Serving Cheese <b>2.2.7</b> Cooking with Cheese <b>2.2.8</b> Uses of Cheese <b>2.2.9</b> Cheeses from around the world (French, Italian, British, Swiss, German, Austrian, Dutch)</p>



	<p><b>2.3 Butter</b></p> <p><b>2.3.1</b> Introduction  <b>2.3.2</b> Processing of Butter  <b>2.3.3</b> Types of Butter</p>
<ul style="list-style-type: none"> <li>• Trace the history of Garde Manger and explore the historical evolution and development of Garde Manger.</li> <li>• Explain the Garde Manger Tradition in Europe and understand the cultural and traditional aspects of Garde Manger in European culinary practices.</li> <li>• Identify the functions of the Garde Manger station and enumerate the essential roles and responsibilities of the Garde Manger in a professional kitchen.</li> <li>• Distinguish the techniques of charcuterie and forced meat preparation and Differentiate between methods used in preparing bacon, ham, gammon, sausage, pate, terrine, galantine, and Ballantine.</li> <li>• Describe brines, cures, and marinades and their differences and provide definitions and distinctions between these preservation and flavoring techniques.</li> <li>• Interpret the meaning, making, types, and uses of Chaud Froid and understand the concept and applications of Chaud Froid in culinary practices.</li> <li>• Classify Hors d'oeuvre and provide examples and categorize and illustrate various types of appetizers.</li> <li>• Explain the introduction and classification of salads with examples and provide an overview of salad types and compositions.</li> <li>• Explore the guidelines for making salads, including classical varieties, and provide instructions on crafting salads with an emphasis on classical styles.</li> <li>• Introduce salad dressings, their types, functions, and examples, and familiarize students with the different dressings and their applications in culinary preparations.</li> <li>• Familiarize with the concepts of sandwiches and canapés and provide an introduction to the basics of sandwich and canapé preparation.</li> <li>• Classify sandwiches and canapés, and offer guidelines for preparation categorize and provide instructions on preparing sandwiches and canapés.</li> </ul>	<p><b>Unit 3: Garde Manger (12 Hours)</b></p> <p>3.1 History</p> <p>3.1.1 Garde Manger Tradition in Europe</p> <p>3.2 Functions</p> <p>3.3 Charcuterie and Forced meat</p> <p>3.3.1 Bacon, Ham, Gammon, Sausage, Pate, terrine, Galantine, Ballantine.</p> <p>3.3.2 Brines, Cures, Marinades (Definition, Differences)</p> <p>3.3.3 Chaud Froid (Meaning, Making, Types, Uses)</p> <p>3.4 Hors d'oeuvre:</p> <p>3.4.1 Introduction, and classification with examples</p> <p>3.5 Salad</p> <p>3.5.1 Introduction</p> <p>3.5.2 Classification with examples</p> <p>3.5.3 Compositions</p> <p>3.5.4 Classical Salads</p> <p>3.5.5 Guidelines of making salads</p> <p>3.6 Dressings</p> <p>3.6.1 Introduction</p> <p>3.6.2 Types</p> <p>3.6.3 Functions</p> <p>3.6.4 Thousand Island, French, American, Honey Mustard, Ranch, Balsamic</p> <p>3.7 Sandwiches and canapés</p> <p>3.7.1 Introduction</p> <p>3.7.2 Classification</p> <p>3.7.3 Guidelines while preparing, base, spreads, fillings, toppings, garnishes, accompaniments</p>
<ul style="list-style-type: none"> <li>• Describe the introduction to egg cookery and Provide an overview of the role of eggs in culinary practices.</li> <li>• Explain the structure of an egg with a diagram and</li> </ul>	<p><b>Unit 4: Egg Cookery (6 Hours)</b></p> <p>4.1 Introduction</p> <p>4.2 Structure of an egg with Diagram</p> <p>4.3 Selection of egg</p>



<ul style="list-style-type: none"> <li>illustrate the anatomy of an egg through a comprehensive diagram.</li> <li>Identify points for egg selection and provide guidelines for choosing eggs based on quality and freshness.</li> <li>Distinguish the functions and uses of eggs in preparation and enumerate the diverse applications of eggs in cooking.</li> <li>Explain the nutritive value of eggs and outline the nutritional aspects and significance of eggs in a balanced diet.</li> </ul>	<p>4.4 Function (Preparation/ Uses) of Egg 4.5 Nutritive Value</p>
<ul style="list-style-type: none"> <li>Investigate Nepalese Cuisine, including history, regional dishes, herbs, spices, equipment, and culinary term.</li> <li>Explore the history and features of Indian Cuisine.</li> <li>Study regional Indian Cuisine with special dishes, herbs, spices, and equipment used.</li> <li>Examine basic Indian gravies, Indian sweets, and culinary terms.</li> </ul>	<p><b>Unit 5: Nepalese and Indian Cuisine (8 Hours)</b></p> <p>5.1 History and Features of Nepalese Cuisine 5.2 Regional Nepalese Cuisine with Ethnic Dishes 5.3 Herbs and Spices used in Nepalese Cuisine 5.4 Equipment Used in Nepalese Cuisine 5.5 Culinary Terms used in Nepalese Cuisine 5.6 History and Features of Indian Cuisine 5.7 Regional Indian Cuisine with Ethnic Dishes 5.8 Herbs and Spices used in Indian Cuisine 5.9 Equipment Used in Indian Cuisine 5.10 Basic Indian Gravies 5.11 Indian Sweets 5.12 Culinary Terms used in Indian Cuisine</p>
<ul style="list-style-type: none"> <li>Analyze the characteristics of Fast Food and the role of convenience food in operations.</li> <li>Evaluate the advantages and disadvantages of convenience food</li> <li>Explore considerations specific to the fast-food industry.</li> </ul>	<p><b>Unit 6: Fast Food and Convenience Food (4 Hours)</b></p> <p>6.1 Characteristics 6.2 Role of convenience food in fast food operations 6.3 Advantages and disadvantages of convenience food 6.4 Fast food considerations</p>
<ul style="list-style-type: none"> <li>Provide an introduction to Cookies and Biscuits.</li> <li>Instruct on the preparation of simple cookies, types, uses, and common faults.</li> </ul>	<p><b>Unit 7: Cookies and Biscuits (4 Hours)</b></p> <p>7.1 Introduction 7.2 Preparation of Simple Cookies 7.3 Types of Cookies 7.4 Uses of Cookies 7.5 Common Faults in Cookies</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	Attendance	5%	50
		Hygiene and Grooming	10%	
		Task evaluation	50%	
		Hospitality Etiquette	10%	
		Team Work	10%	
		Quizzes (Debriefing)	15%	
Total external	50	Total Internal	100%	50
Full Marks $50+50 = 100$				

##### Student Requirements:

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

#### 6. Prescribed Text Books and References

##### Prescribed Text Books

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

##### Reference Books

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



**Pokhara University**  
**Faculty of Management Studies**

Course code.: FNB 191

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

Nature of the course: Practical

Year: Second, Semester III

Level: 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 western and Mediterranean cuisine and basic understanding of bakery commodities.

**2. General Objectives**

The general objectives of this course are

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

**3. Contents in Detail with Specific Objectives**

Specific Objectives	Contents
<ul style="list-style-type: none"> <li>• Create a traditional Indian appetizer featuring paneer and mint chutney, followed by innovating a tandoori main course with diverse spices and marination techniques.</li> <li>• Blend classic Indian sweets with a modern twist to craft a fusion dessert, while designing a refreshing beverage using authentic Indian ingredients to showcase regional flavors.</li> <li>• Enhance the visual appeal of each course through immersive presentation techniques, incorporating traditional Nepalese plating methods to elevate the overall aesthetic of the menu.</li> <li>• Formulate an authentic Nepalese soup with local herbs and spices, construct momo variations for the main course, and devise a unique side dish emphasizing regional culinary elements.</li> </ul>	<p><b>Practical Contents (24 Hours)</b></p> <p><b>Four-Course Indian Menu – 5</b></p> <p><b>Four-Course Nepalese Menu - 3</b></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
Practical Examination and viva	50	Attendance	5%	50
		Hygiene and Grooming	10%	
		Task evaluation	50%	
		Hospitality Etiquette	10%	
		Team Work	10%	
		Quizzes (Debriefing)	15%	
Total external	50	Total Internal	100%	50
Full Marks 50+50 = 100				

### Student Requirements:

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

## 6. Prescribed Texts and Reference Books

### Basic Texts Books

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

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

Ceserani, V. & Kinton, R. (2000). *Practical cookery*. London: Hodder & Stoughton Publication.

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

### Reference

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



**Pokhara University**  
**Faculty of Management Studies**

Course code.: MIS 201

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

Nature of the course: Theory

Year: Second, Semester III

Level: Bachelor

Full marks: 100

Pass marks: 45

Time per period: 1 hr

Total periods: 48

Program: BHM

### **1. Course Description**

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

### **2. General Objectives**

The general objectives of this course are:

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

### **3. Contents in Detail with Specific Objectives**

Specific Objectives	Contents
<ul style="list-style-type: none"> <li>• Familiarize the students with the concept of computer and technology.</li> <li>• Identify the basic components of a computer.</li> <li>• Familiarize students with Microsoft word and its features</li> </ul>	<p><b>Unit 1: Computer System (5 Hours)</b></p> <p>1.1 Introduction to computer technology,    1.2 Types of Computer Systems, Computer System Concepts,    1.3 Memory (Primary Storage, Secondary Storage),    1.4 Hardware (Input Devices, Output Devices), Software and its Classification</p>



	<p><b>Practical: Microsoft Word</b></p> <ul style="list-style-type: none"> <li>○ Opening/editing documents</li> <li>○ Basic tools used in Microsoft Word.</li> <li>○ Bulleting</li> <li>○ Layout design and document formatting</li> </ul>
<ul style="list-style-type: none"> <li>● Develop a clear understanding of the foundational concepts, including data, data processing, information, and the role they play in forming the basis of information systems.</li> <li>● Comprehend the concept, characteristics, and necessity of information systems.</li> <li>● Familiarize students with Microsoft excel and its features</li> </ul>	<p><b>Unit 2: Foundation of Information System (6 Hours)</b></p> <p><b>3.1 Data, Data processing,</b>  <b>3.2 Information, Information System: concept,</b>  <b>3.3 characteristics and need;</b>  <b>Fundamental Resources of Information System,</b>  <b>3.4 Potential Risks of Information System,</b>  <b>3.5 Mitigating the risks of Information System</b></p> <p><b>Practical: Microsoft Excel</b></p> <ul style="list-style-type: none"> <li>○ Working with workbooks and worksheet</li> <li>○ Concept on cells</li> <li>○ Functions (IF, Date and time, Count, Statistical)</li> </ul>
<ul style="list-style-type: none"> <li>● Differentiate between various types of information systems (TPS, MIS, DSS, ESS), grasping their distinct functions, characteristics, uses and limitations.</li> <li>● Explore the objectives, attributes, applications, benefits, and limitations of Management Information Systems (MIS).</li> </ul>	<p><b>Unit 3: Information System Types (8 Hours)</b></p> <p>3.1 Types of Information System (TPS, MIS, DSS, ESS)</p> <p>3.2 objectives, characteristics features, applications, benefits and limitations; Approaches, development, and implementations of MIS,</p> <p>3.3 Success and Failure of MIS.</p> <p><b>Practical: Microsoft PowerPoint</b></p> <ul style="list-style-type: none"> <li>○ Introduction to PowerPoint</li> <li>○ Creating Slides</li> <li>○ Formatting slides and layout design</li> </ul>
<ul style="list-style-type: none"> <li>● Understand the fundamentals of telecommunication networks and their relevance in the hospitality sector.</li> <li>● Explore the various components and technologies that comprise telecommunication networks.</li> <li>● Recognize the impact of telecommunication networks on guest services, operational</li> </ul>	<p><b>Unit 4: Telecommunication Networks (6 Hours)</b></p> <p>4.1 Introduction to Telecommunication Networks; Network Topologies; Telecommunication Networks in Hospitality Operations</p> <p>4.2 Application, Challenges and</p>



<ul style="list-style-type: none"> <li>efficiency, and overall hotel management.</li> <li>Gain insight into emerging trends and innovations in telecommunication networks that are shaping the future of the hospitality industry.</li> </ul>	<p>Considerations of Telecommunication Network in Hospitality Industry;</p> <p>4.3 Current Trends in Hospitality Industry</p> <p><b>Unit 5: E-Commerce in Hospitality (7 Hours)</b></p> <p>5.1 Introduction to E-Commerce in Hospitality; E-Commerce Models (B2B, B2C and C2C)</p> <p>5.2 Digital Marketing Strategies for Hospitality E-Commerce, Online Booking and Reservation Systems; Mobile E-commerce and App-based Services; Challenges and Considerations in E-Commerce Implementation in Hospitality</p> <p><b>Practical:</b> Analysis Report of Online Food Delivery Platforms in Nepal</p>
<ul style="list-style-type: none"> <li>Understand the principles of Customer Relationship Management (CRM) and its significance in hospitality.</li> <li>Grasp the concept of Enterprise Resource Planning (ERP) systems, including their benefits and challenges in hotel management.</li> <li>Gain insight into Supply Chain Management (SCM) and its pivotal role in the hospitality industry. Explore the concept, roles, benefits, and challenges of SCM, and how effective SCM strategies enhance operational efficiency within hotel management.</li> <li>Recognize the evolving landscape of CRM, ERP, and SCM in the context of hospitality.</li> </ul>	<p><b>Unit 6: Business Applications (10 Hours)</b></p> <p>6.1 Customer Relationship Management (CRM); Three Phases of CRM,</p> <p>6.2 Benefits and Challenges of CRM, Trends in CRM;</p> <p>6.3 Enterprise Resource Planning (ERP): concept, benefits and challenges, Trends in ERP;</p> <p>6.4 Supply Chain Management (SCM): concept, roles, benefits, challenges;</p>
<ul style="list-style-type: none"> <li>Gain a comprehensive understanding of Functional Information Systems, focusing on key applications like CRS, GDS, PMS, POS, and HIS.</li> <li>Develop proficiency in recognizing how each Functional Information System contributes to different aspects of hospitality operations, ranging from guest services to inventory management.</li> <li>Analyze the characteristics, strengths, and limitations of these Functional Information Systems, understanding how they align with hospitality industry requirements and what challenges they may pose.</li> </ul>	<p><b>Unit 7: Functional Applications of Information System (6 Hours)</b></p> <p>7.1 Functional Information Systems: Computer Reservation System (CRS), Global Distribution System (GDS), Property Management Systems (PMS), Point of Sales Systems (POS) Hotel Information system (HIS);</p> <p>7.2 Characteristics, Application and Limitations</p> <p><b>Practical: Pos System</b></p> <ul style="list-style-type: none"> <li>Familiarization with Pos system</li> <li>Data recording in Pos</li> <li>Reporting in Pos systems</li> </ul>



*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.

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

##### **Student Requirements:**

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

#### **6. Prescribed Books and References**

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

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

##### **Reference Books**

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

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

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



**Pokhara University**  
**Faculty of Management Studies**

Course code.: RDM 281

Course title: **Room Division Management I**

Nature of the course: Theory

Year: Second, Semester III

Level: Bachelor

Full marks: 100

Pass marks: 45

Time per period: 1 hr

Total periods: 48

Program: BHM

### **1. Course Description**

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

### **2. General Objectives**

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

### **3. Contents in Detail with Specific Objectives**

<b>Specific Objectives</b>	<b>Contents</b>
<ul style="list-style-type: none"> <li>● Develop a comprehensive understanding of the hospitality industry;</li> <li>● Explore the scope, significance, and various sectors of the hospitality industry.</li> <li>● Explain the various nature of hospitality.</li> <li>● Explain the various core areas of the hotel.</li> <li>● List &amp; explain the various needs &amp; benefits of classification.</li> <li>● Describe the various types of hotel classifications.</li> </ul>	<p><b>Unit 1: Introduction to Hospitality Industry (10 Hours)</b></p> <p>1.1 Introduction: Origin, growth and development of Hospitality Industry</p> <p>1.2 Nature of Hospitality</p> <p>    1.2.1 Introduction: Core Areas, The need for classification of hotel,</p> <p>    1.2.2 Classification according to Standard, Heritage, Size, Location, Clientele, Duration of Guest Stay, Level of Service, Ownership.</p>
<ul style="list-style-type: none"> <li>● Briefly explain the need of organization.</li> <li>● Illustrate the differences between vision &amp; mission.</li> <li>● Define organization chart.</li> <li>● Organizational chart of small, medium &amp; large hotels.</li> <li>● Describe the job responsibilities of various</li> </ul>	<p><b>Unit 2: Hotel organization (8 Hours)</b></p> <p>2.1 The Need of Organization, Vision and Mission,</p> <p>2.2 Organizational structure of Hotel Big, Medium and Small</p> <p>2.3 Organization Chart of Front Office,</p> <p>2.4 Job Responsibilities of Front Office</p>



<p>front office personnel.</p> <ul style="list-style-type: none"> <li>● Explain the various types of rooms</li> <li>● List out the various room symbols &amp; abbreviations</li> <li>● Define room tariff &amp; various types of room rates.</li> <li>● Explain the various types of meal plans</li> </ul>	<p>Staffs</p> <p>2.5 Hotel Rooms</p> <p>2.5.1 Introduction: Type of Rooms, Rooms Symbol and abbreviations,</p> <p>2.5.2 Room Tariff,</p> <p>2.5.3 Meal Plans,</p> <p>2.5.4 Room Rate Designation</p>
<ul style="list-style-type: none"> <li>● Explain the front office &amp; list out the various functions of the front office.</li> <li>● Explain the different sections of the front office.</li> <li>● List &amp; explain the various telephone etiquettes.</li> <li>● Understand the various equipment in the front office.</li> </ul>	<p><b>Unit 3: Front Office (4 Hours)</b></p> <p><b>3.1 Introduction</b> to Front office,</p> <p>3.2 Function of front office,</p> <p>3.3 Different sections of Front Office,</p> <p>3.4 Equipment in Front Office,</p> <p>3.5 Telephone etiquette</p>
<ul style="list-style-type: none"> <li>● Explain the various stages of the guest cycle process.</li> <li>● Describe the pre- arrival stage.</li> <li>● Explain the types &amp; sources of reservation.</li> <li>● List out the reservation procedure</li> <li>● Understand upselling, reservation cancellation, regrets etc</li> </ul>	<p><b>Unit 4: The Guest Cycle &amp; Pre-Arrival Stage (8 Hours)</b></p> <p>4.1 The Guest Cycle Process (Pre-arrival, Arrival, Stay, Departure, Post Departure)</p> <p><b>4.2 Pre-Arrival Stage</b></p> <p>4.2.1 Types of Reservation, Sources of Reservations</p> <p>4.2.2 Mode of Reservation,</p> <p>4.2.3 system of Reservation,</p> <p>4.2.4 Reservation procedure,</p> <p>4.2.5 Upselling,</p> <p>4.2.6 Reservation chart,</p> <p>4.2.7 Reservation cancellation,</p> <p>4.2.8 Amendments,</p> <p>4.2.9 Confirmation,</p> <p>4.2.10 Regrets,</p> <p>4.2.11 Overbooking</p>
<ul style="list-style-type: none"> <li>● Describe the Arrival stage</li> <li>● Explain the registration procedure, group arrival procedure.</li> <li>● Define luggage handling &amp; explain its procedure</li> </ul>	<p><b>Unit 5: Arrival Stage (4 Hours)</b></p> <p><b>5.1 Introduction:</b> Receiving,</p> <p>5.2 Registration records,</p> <p>5.3 Registration Procedures,</p> <p>5.4 Group arrival procedure,</p> <p>5.5 Luggage Handling</p>
<ul style="list-style-type: none"> <li>● Describe the occupancy stage.</li> <li>● Explain how to handle VIPs, guest complaints, guest mails &amp; messages.</li> <li>● Procedure for handling wake up call &amp; guest room change.</li> <li>● Gain knowledge about concierge service &amp; business center service.</li> </ul>	<p><b>Unit 6: Occupancy Stage (4 Hours)</b></p> <p><b>6.1 Introduction:</b> The Occupancy Stage</p> <p>6.2 Handling VIP,</p> <p>6.3 Handling complaint,</p> <p>6.4 Handling guest mail,</p> <p>6.5 Handling message,</p> <p>6.6 Handling Safe deposit locker,</p> <p>6.7 Handling wake up call,</p> <p>6.8 Handling guest room change,</p> <p>6.9 Concierge service,</p> <p>6.10 Business Center service</p>



<ul style="list-style-type: none"> <li>• Describe the Departure &amp; post departure stage.</li> <li>• List &amp; explain the departure procedures.</li> <li>• Explain the various methods of settlement.</li> <li>• Gain knowledge about various foreign exchange rules.</li> <li>• Understand the front office communication.</li> <li>• Identify the importance of interdepartmental relationships between front office &amp; other departments.</li> <li>• List &amp; explain the various front office terminologies.</li> </ul>	<p><b>Unit 7: Departure Stage &amp; Post Departure Stage (10 Hours)</b></p> <p><b>7.1 Introduction:</b> Departure Procedures, 7.2 Methods of Settlement, 7.3 Foreign Exchange Rules, 7.4 Social media and online reputation, 7.5 Guest satisfaction survey 7.6. Other Front Office Responsibilities 7.6.1 Front Office Communication 7.6.2 Interdepartmental Relationships, 7.6.3 Front Office Terminology</p>
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*Note: The figures in the parentheses indicate the approximate periods for the respective units.*

#### 4. Methods of Instruction

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

#### 5. Evaluation System and Students' Responsibilities

##### Internal Evaluation

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

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

##### Student Requirements:

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



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

## 6. Prescribed Books and References

### Prescribed Text Books

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

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

### Reference Books

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

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

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



**Pokhara University**  
**Faculty of Management Studies**

Course code.: RDM 291

Course title: **Room Division Management I**

Nature of the course: Practical

Year: Second, Semester III

Level: 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 use of front office equipment, guest reservation procedures, guest receiving, registering and record keeping techniques, procedures of guests' departure as well as telephone handling.

### **2. General Objectives**

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

### **3. Contents in Detail with Specific Objectives**

<b>Specific Objectives</b>	<b>Contents</b>
<ul style="list-style-type: none"> <li>• Develop proficiency in handling front office equipment:</li> <li>• Master guest reservation techniques:</li> <li>• Develop record-keeping skills:</li> <li>• Understand the process of guests' departure:</li> <li>• Develop effective telephone handling techniques:</li> </ul>	<p><b>Practical Contents</b>  <b>(24)</b></p> <p>Use of Front Office Equipment.  Practice in Preparing for Guest Arrivals: Individuals, Groups, VIPs, Crews etc. Practice in Receiving, Assigning, Registering, Escorting, and Departure of the Guests Practice in Filling up Records and Registers. Handling Telephone Inquiries.</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
Practical Exam & Viva	50	Attendance	5%	50
		Hygiene and grooming	10%	
		Team Work	10%	
		Hospitality etiquette	10%	
		Task Evaluation	50%	
		Quizzes (De-briefing)	15%	
Total external	50	Total Internal	100%	50
Full Marks $50+50 = 100$				

### Student Requirements:

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

## 6. Prescribed Books and References

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

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



**Pokhara University**  
**Faculty of Management Studies**

Course code.: STT 101  
 Course title: **Hospitality Statistics**  
 Nature of the course: Theory  
 Year: Second, Semester III  
 Level: 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 student with basic statistical concepts and techniques that are used in hotel industry. It covers the application of statistics on hospitality and tourism data analysis and interpretation using different software. It highlights the basic concepts of statistics, classification and presentation, descriptive statistics, measure of dispersion, basic probability and sampling technique, tourism, index numbers and time series analysis of tourism statistics.

### **2. General Objectives**

The general objective of this course is:

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

### **3. Contents in Detail with Specific Objectives**

<b>Specific Objectives</b>	<b>Contents</b>
<ul style="list-style-type: none"> <li>• Define the basic concepts of statistics:</li> <li>• Identify the terminologies</li> <li>• Distinguish the various source of data</li> <li>• Identify the application of statistics in hotel management</li> </ul>	<p><b>Unit 1: Introduction to Statistics (5 Hours)</b></p> <p>1.1 Basic concepts of statistics    1.2 Terminologies associated with statistics such as population and sample, variables    1.3 Types of sources of data, descriptive and inferential statistics,    1.4 Data processing, application of statistics in hotel management</p>
<ul style="list-style-type: none"> <li>• Compute quantitative data and frequency data</li> <li>• Identify the various diagrammatic and graphical presentation</li> </ul>	<p><b>Unit 2: Data Classification and Presentation (8 Hours)</b></p> <p>2.1 Summarizing the categorical and quantitative data, frequency distribution, relative and percentage frequency distribution, cumulative frequency distribution    2.2 Diagrammatic and graphic presentation, bar charts, pie charts, histogram, scatter plots, ogive, cross tabulation, stem and leaf display.</p>
<ul style="list-style-type: none"> <li>• Identify the various measures of central tendency.</li> <li>• Compute the various measure of</li> </ul>	<p><b>Unit 3: Concept of Measure of Central Tendency and Measures of Dispersion (9 Hours)</b></p> <p>3.1 Measures of Location:</p>



dispersion	3.1.1 Mean, 3.1.2 Median 3.1.3 Mode 3.1.4 Partition values and quartiles 3.2 Measures of Dispersion: 3.2.1 Range and their respective coefficients. 3.2.2 Inter-quartile range and their respective coefficients. 3.2.3 Quartile deviation and their respective coefficients. 3.2.4 Standard deviation, variance and their respective coefficients.
<ul style="list-style-type: none"> <li>Explain the meaning of Index number</li> <li>Identify the features of index number</li> <li>Distinguish the various types of index number</li> <li>Identify the limitation of index number</li> </ul>	<b>Unit 4: Index Number and its Application (6 Hours)</b> 4.1 Meaning of Index Numbers 4.1.1 Features of index number 4.2 Types of index number (simple index number and types and weighted index number and types), Laspeyre's formulae, Paasche's formulae, Fisher's Ideal formulae 4.3 Limitations of index number.
<ul style="list-style-type: none"> <li>Explain time series methodology</li> <li>Identify the components of time series</li> <li>Compute various measurement of trend</li> </ul>	<b>Unit 5: Time Series (7 Hours)</b> 5.1 Introduction 5.1.1 Components of the time series 5.2 Measurement of trend 5.2.1 Graphical curve fitting method 5.2.2 Method of moving average 5.2.3 Method of least square seasonal variation method of simple average.
<ul style="list-style-type: none"> <li>Explain the various types of tourists.</li> <li>Identify the data in tourism objective.</li> <li>Compute tourism data using index numbers and time series analysis:</li> <li>Identify the various indicator of tourism.</li> </ul>	<b>Unit 6: Tourism Statistics (6 Hours)</b> 6.1 Definition of international and domestic tourist movement 6.2 Collection of data in tourism arrival, departure and tourism expenditure 6.3 Presentation and tabulation of travel statistics 6.4 Tourism indicator measure in Nepal.
<ul style="list-style-type: none"> <li>Identify the correlation via scatter diagram               <ul style="list-style-type: none"> <li>Compute Karl Pearson's correlation coefficients</li> <li>Compute simple regression analysis</li> </ul> </li> </ul>	<b>Unit 7: Simple Correlation and Regression (7 Hours)</b> 7.1 Scatter diagram 7.2 Karl Pearson's correlation coefficients 7.3 Simple regression analysis

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

#### 4. Methods of Instruction

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



## 5. Evaluation System and Students' Responsibilities

### Internal Evaluation

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

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

### Student Requirements:

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

## 6. Prescribed Books and References

### Prescribed Text Books

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

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

### Reference Books

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

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

