

SEMESTER V



**SEVA MANDAL EDUCATION SOCIETY'S
Dr BHANUBEN MAHENDRA NANAVATI COLLEGE OF HOME
SCIENCE**

(Autonomous)

NAAC Re-accredited 'A+' Grade with CGPA 3.69/4 (3rd Cycle)

UGC Status: College with Potential for Excellence

BEST COLLEGE AWARD 2016-17 adjudged BY S.N.D.T. Women's University

338, R.A Kidwai Road, Matunga, Mumbai 400019

STRUCTURE

| TYBSC- Department of Resource Management (Hospitality Management) | | | | | | |
|---|---|-----------|-----------|------------|------------|------------|
| SEMESTER 5 (Structure and Weightage) | | | | | | |
| Course Code | Total Credits | Th C | Pr C | Int | Ext | Total |
| BSCRM 501 | Tourism Management | 4 | 0 | 50 | 50 | 100 |
| BSCRM 502 | Front Office and Accommodations | 2 | 2 | 50 | 50 | 100 |
| BSC RM 503 | Housekeeping and Facility Management | 2 | 2 | 50 | 50 | 100 |
| BSC RM 504 | Human Resource Management | 4 | 0 | 50 | 50 | 100 |
| BSC RM 505 | Recent Advances in Hospitality Industry | 2 | 0 | 25 | 25 | 50 |
| BSC RM 505 | Women Studies | 2 | 0 | 25 | 25 | 50 |
| | Total | 16 | 04 | 250 | 250 | 500 |

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University**

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SYLLABUS UNDER AUTONOMY

PROGRAMME: B.Sc. in Resource Management

Department of Resource Management (Hospitality Management)

Semester V

TOURISM MANAGEMENT (B. Sc. RM

501)

(4 Credits Theory) Course Description:

This subject will prepare the students to identify different types and forms of tourism, plot tourist places on the world map which can be used for preparing both domestic as well as international itineraries for FIT/GIT. Routing sales operation product and development, costing and cost sheets and cancellation policy, and evaluation of circuit plotting will further help the students to do itinerary planning management.

Course Outcomes:

After completing this course, the student should be able:

1. To identify and understand different forms and types of tourism.
2. To locate different tourist places of interest.
3. To make domestic and international itineraries for FIT/GIT.
4. To understand the processes and formalities of costing and cost sheets & cancellation policies.

| Code No. | Subject | TC | Th C | Pr C | Int M | Ext M | Total |
|---------------|-----------------------------|----|------|------|-------|-------|-------|
| B. Sc. RM 501 | Tourism Management (Theory) | 4 | 4 | -- | 50 | 50 | 100 |

| Module no | Objective | Content | Evaluation |
|-----------|-----------|---------|------------|
|-----------|-----------|---------|------------|

| | | | |
|---|---|---|---|
| <p style="text-align: center;">1</p> <p>Introduction to Tourism</p> | <ul style="list-style-type: none"> • To make the students aware about the various types of tourism and tours • To give them a basic idea about Indian Tourism | <p>1.1 Classification of Tourism</p> <p>Types of Tourism</p> <p>Geography of Tourism - Continents, Countries and Seasons (MAP PLOTTING)</p> <p>Forms and Types of Tours - Rural, Eco, Adventure Wildlife, Pilgrim, Heritage, Medical, wellness and Health</p> <p>1.2 Indian Tourism</p> <p>The role of Ministry Of Tourism (MOT), ITDC, STATE ORGANIZATIONS</p> <p>India's Role in World Tourism India's statistical position in tourism</p> <p>1.3 Tourism in your state MTDC</p> <p>Various local regions, Places and Development Classification of Tourist Seasons, Range and Marketability</p> | <p>Make a scrap book on forms and types of tours and tourism (10 marks)</p> <p>Prepare a note on statistical position of India in tourism. (5 marks).</p> |
|---|---|---|---|

| Module no | Objective | Content | Evaluation |
|--|--|---|--|
| <p style="text-align: center;">2</p> <p>Developing Itineraries</p> | <p>To give the students a working knowledge of the method of preparing an itinerary both domestic as well as international</p> | <p>2.1 Developing a Domestic Itinerary</p> <p>Major Domestic Itineraries from the following:</p> <ul style="list-style-type: none"> • Jammu and Kashmir, Leh & Ladhak • Himachal Pradesh • Uttaranchal & Uttarakhand • North East India • Madhya Pradesh • Rajasthan • Sikkim & Darjeeling • Maharashtra • Kerala • Islands of South India <p>2.2 Developing an International Itinerary</p> | <p>Prepare domestic itinerary (10 marks)</p> |

| | | | |
|--|--|---|---|
| | | <p>Major International Itineraries from the following:-</p> <ul style="list-style-type: none"> • South East and Far East Asia, • Europe (Including UK and the Schengen (European union EU) Countries • Australia and New Zealand • USA • Argentina and Brazil • Dubai and The Middle East in combination with Mauritius • South Africa and Kenya | <p>Prepare international itinerary (10 marks)</p> |
|--|--|---|---|

| Module No. | Objectives | Content | Evaluation |
|---|--|--|---|
| <p>3 International Tourism and its Impact</p> | <ul style="list-style-type: none"> • To enlighten the students with the various International destinations of tourist interest. • To make them aware of the tourism environment and its impact | <p>3.1 Countries and Tourist Places Country profile and detailed project</p> <ul style="list-style-type: none"> • Countries of Asia • Countries of Europe • Countries of Africa • Countries of South America • Countries of North America • Countries of Australia | <p>Plot tourist places on the map. (10 marks)</p> |

| Module no | Objective | Content | Evaluation |
|---|---|--|--|
| <p>4 Itinerary Planning</p> | <p>To understand the working of outbound travel.</p> <p>To understand the product for sales</p> | <ul style="list-style-type: none"> • Itinerary planning management FIT/GIT • Routing sales operation product and development • Costing and cost sheets and cancellation policy. • Evaluation circuit plotting • Terminologies | <p>Make a booklet on terminologies used in Tourism Industry. (5 marks)</p> |

EVALUATION:

| Evaluation | Details | Marks |
|------------|---------|-------|
| | | |

| | | |
|-----------------|---|------------|
| Internal | Unit Test – 25 marks Quiz, Assignment, presentation – 25 marks | 50 |
| External | Final written Exam | 50 |
| | Total marks | 100 |

REFERENCES

- A.K. Bhatia (2011): *International Tourism Management*, Sterling Publishers Pvt Ltd, New Delhi.
- Drucker, P. (2012). *Management*. Routledge. <https://doi.org/10.4324/9780080939063>
- Gary, D. (2017). *Fundamentals of Human Resource Management* (4th ed.). Pearson Education India.
- Gunn, C. A., & Var, T. (2020). *Tourism Planning*. Routledge. <https://doi.org/10.4324/9781003061656>
- Jagmohan Negi (2018), *Travel Agency and Tour Operation- Concepts & Principles*. Kanishka Publishers.
- Jagmohan Negi, (2018): *Travel Agency and Tour Operator*. Kanishka Publishers, New Delhi.
- Jay Kandampully, Connice Mok (2015): *Service Quality Management in Hospitality and Tourism*. Jaico Publishing House, New Delhi.
- L.M, P. (2021). *Principles and Practice of Management* (10th Ed). New Delhi: Sultan Chand & Sons.
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- Philip Gibson (2006), *Cruise Operations Management: Hospitality Perspectives (The Management of Hospitality and Tourism Enterprises)*. Published by A Butterworth-Heinemann. ISBN-13: 9780750678353.
- Pillai, R. S. N., & Kala, S. (2011). *Principles and Practice of Management*. New Delhi: Sultan Chand & Sons.
- Pranath Seth and Sushma Bhat (2006): *An Introduction to Travel and Tourism*. Sterling Publishing Pvt. Ltd. New Delhi.
- Prem Nath Seth (1992), *Successful Tourism Management* Vol. 1 & 2, Sterling Publications, Delhi.
- Sinha, R. K. (1996). *Tourism—Strategies Planning and Development*. Neha Publishers & Distributors.
- Sudhir Andrews (2017), *Introduction to Tourism and Hospitality Industry*. Tata McGraw Hill.
- Surbhi Dixit and Srivastav (2008). *Travel Agency Management*. New Royal Book Co. Lucknow.

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SYLLABUS UNDER AUTONOMY

PROGRAMME: B.Sc. in Resource Management

Department of Resource Management (Hospitality Management)

Semester V

FRONT OFFICE AND

ACCOMMODATIONS (B. Sc. RM 502)

Course Description:

The overall objective of the course is to study the front office operations practices applicable to the hospitality industry, the concepts of various sections of front office and their duties and responsibilities and to enable the students to understand that front office is an integral part of guest contact cycle and services provided in the industry.

Course Outcomes:

After completing this course, the student should be able to:

1. Describe the basic functioning of Front Office of a hotel.
2. Apply the knowledge and understand the importance of reservations.
3. Justify different guest services
4. Analyse accounting done in Front Office.
5. Compose various formats used in Front Office.

| Code | Course | TC | Th C | Pr C | Int M | Ext M | Total |
|--------------------------|---|-----------|-----------------|-----------------|------------------|------------------|--------------|
| B. Sc. RM 502 | Front Office Operations & Accommodations | 4 | 2 | 2 | 50 | 50 | 100 |

| Module no | Objective | Content | Evaluation |
|----------------------|------------------|----------------|-------------------|
|----------------------|------------------|----------------|-------------------|

| | | | |
|--|--|--|--|
| <p style="text-align: center;">1</p> <p>Introduction to Front Office</p> | <p>The student should understand the classification of the lodging industry and different types of accommodation provided to guests.</p> <p>2. To study the organization structure of the front office, personnel and their duties and responsibilities.</p> <p>3. To understand and relate to the functioning of a Front Office Management.</p> | <p>1.1 Introduction to Hospitality Industry</p> <ul style="list-style-type: none"> • Introduction to hospitality industry- Origin, classification and types of hospitality industry. • Classification of hotels, hotel services, various departments, sub departments • Types of Guests <p>1.2 Hotel Management and Organization</p> <ul style="list-style-type: none"> • Organizational structure of the Front Office department • Importance of communication and co-ordination with the various other departments. <p>1.3 Front Office Management</p> <ul style="list-style-type: none"> • Basic Functions of Front Office • Job Descriptions of Front Office Personnel • Competencies of a Front Office Personnel | <p>To sketch out the classification of hotel industry (5 marks)</p> <p>To sketch out the organizational structure of the hotel industry with respect to small, medium and big (10 marks)</p> |
|--|--|--|--|

| Module no | Objective | Content | Evaluation |
|---|--|---|--|
| <p style="text-align: center;">2</p> <p>Front Office Operations and</p> | <p>1. To understand reservations as an important</p> | <p>2.1 Reservations</p> <ul style="list-style-type: none"> • Introduction, types of rooms, rates and plans and reservation terminologies • Sources, modes and types of reservations <p>2.2 Reception</p> <ul style="list-style-type: none"> • Introduction and reception terminologies | <p>Creating a document on different types of rooms a student</p> |

| | | | |
|-----------------------|---|--|--|
| Accommodations | <p>aspect of Front Office.</p> <p>2.To learn the functioning of a reception in a hotel industry</p> <p>3.To know the importance of a GRE in a hotel</p> <p>4.To understand to differentiate between a Night audit and cashier</p> | <ul style="list-style-type: none"> • Front Desk Counter • Guest cycle <p>2.3 Guest Relations Executive</p> <ul style="list-style-type: none"> • Introduction • Organization of GRE • Important departments of GRE • General duties and responsibilities <p>2.4 FRONT OFFICE CASHIER AND NIGHT AUDIT</p> <ul style="list-style-type: none"> • Introduction and duties of a Night Cashier · • Introduction and organization chart • Duties and Task of a night auditor. | <p>knows (10 marks)</p> <p>To sketch out the guest cycle of hotel industry (5 marks)</p> |
|-----------------------|---|--|--|

EVALUATION:

| Evaluation | Details | Marks |
|-------------------|---|--------------|
| Internal | Unit Test – 25 marks Quiz/Presentation – 10 marks Assignment – 15 marks | 50 |
| External | Final written Exam | 50 |
| | Total marks | 100 |

REFERENCES:

- Bhatnagar, S.K. (2011): Front Office Management, Frank Brothers, New Delhi, ISBN: 8171706525, 9788171706525

- Jagmohan Negi (2008): Grading and Classification of Hotels, Tourism Resorts and Restaurants – Principles and Practices; Jain Book Agency, New Delhi, India. ISBN: 8173916616.
- James A. Bardi (2011). Hotel Front Office Management, 5th Edition, John Wiley & Son, Inc., New Jersey, ISBN: 978-0-470-63752-4.
- Jatashankar R. Tiwari (2016). Hotel Front Office Operations and Management, Second Edition, Oxford University Press, India, ISBN –10 9780199464692, ISBN – 13 978-0199464692.
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SYLLABUS UNDER AUTONOMY

PROGRAMME: B.Sc. in Resource Management

Department of Resource Management (Hospitality Management)

Semester V

FRONT OFFICE AND ACCOMMODATIONS (B. Sc. RM 502)

Course Outcomes:

After completing this course, the student should be able:

1. To understand the origin of the hospitality industry
2. To apply the formulas for calculating room tariff
3. To categorize between uniformed services and concierge services
4. To design different types of specimens/sheets used in front office.

| Module No. | Objective | Content | Evaluation |
|-------------------------------------|---|---|--|
| 3 Front Office Operations | 1. The students will understand the classification. 2. To know the difference between uniformed services and concierge services. | 3.1 Introduction and Classification of Hotels <ul style="list-style-type: none">• History of Hotel Industry• Classification – types of rooms, star rating and hotels 3.2 Front Office Management <ul style="list-style-type: none">• Forecasting room availability• Forecast formula• Front Office Budgeting 3.3 Uniformed Services <ul style="list-style-type: none">• Lobby Terminologies | Documenting the kind of hotels in their own vicinity 5 hotels (5marks) Documenting Case studies on the procedures of |
| | | <ul style="list-style-type: none">• Bell desk procedures• Left luggage procedure• Other duties of bell desk 3.4 CONCIERGE SERVICES <ul style="list-style-type: none">• Role of a Concierge• Handling mail• Handling messages• Paging | Uniformed and Concierge Services (10 marks) |

| Module No. | Objective | Content | Evaluation |
|---|--|---|---|
| 4 Human Resource Management in Front Office | 1. To relate to interpersonal communication required 2. To learn the different exchanges used in Front Office | 4.1 Managing Front Office Human Resources <ul style="list-style-type: none"> Recruitment and Selection Internal and External sources Basic Interviewing skills 4.2 Interpersonal Communication <ul style="list-style-type: none"> Key terms 4.3 Telecommunications <ul style="list-style-type: none"> Types of Exchanges Job Description of Telecommunication department Skills and Competencies of a Telecommunicator 4.4 Yield Management <ul style="list-style-type: none"> Introduction Yield statistics | Drafting the HR requirements for different positions of a 3/4/5 star hotel (15 marks) |

EVALUATION:

| Evaluation | Details | Marks |
|-----------------|--|-----------|
| Internal | Continuous assessment of different topics recorded in the journal. | 50 |
| | Total marks | 50 |

REFERENCES:

- Bhatnagar, S.K. (2011): Front Office Management, Frank Brothers, New Delhi, ISBN: 8171706525, 9788171706525
- Jagmohan Negi (2008): Grading and Classification of Hotels, Tourism Resorts and Restaurants – Principles and Practices; Jain Book Agency, New Delhi, India. ISBN: 8173916616.
- James A. Bardi (2011). Hotel Front Office Management, 5th Edition, John Wiley & Son, Inc. , New Jersey, ISBN: 978-0-470-63752-4.
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PROGRAMME: B.Sc. in Resource Management

Department of Resource Management (Hospitality Management)

Semester V

**HOUSEKEEPING & FACILITY
MANAGEMENT (B Sc. RM 503)**

(4 Credits)

Theory) Course Description:

Housekeeping is the crux of a hotel and it makes a guest feel home away from home. This subject will give both theoretical and practical aspect which will prepare the students to identify different equipment required for different purposes (different areas, linen, furniture), pest controlling, stain removal and flower arrangement.

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Course Outcomes:

After completing this course, the student should be able:

1. To understand importance of housekeeping and its role in the hospitality industry.
2. To acquire the basic housekeeping skills, equipment, procedures followed in various cleaning, linen and laundry management in the hospitality industry.
3. To recognize the responsibilities of housekeeping personnel.
4. To take any housekeeping jobs.

| Code No. | Subject | TC | Th C | Pr C | Int M | Ext M | Total |
|--------------------------|---|-----------|-----------------|-----------------|------------------|------------------|--------------|
| B. Sc. RM 503 | Housekeeping and Facility Management (Th+Pr) | 4 | 2 | 2 | 50 | 50 | 100 |

| Module no 1 | Objective | Content | Evaluation |
|--------------------|------------------|----------------|-------------------|
|--------------------|------------------|----------------|-------------------|

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|-----------------------------------|---|---|--|
| <p>Housekeeping Basics</p> | <p>The student learns basic meaning, importance & responsibilities, skills and procedures of housekeeping department in the hospitality industry.</p> <p>The student learns the concept of basic layout & organizational structure of housekeeping department.</p> <p>The student understands the concept of linen room and its management.</p> <p>The student studies the laundry process and management of guest laundry.</p> | <p>1.1 Introduction to Housekeeping operations</p> <ul style="list-style-type: none"> • Introduction- Meaning and Definition, Importance and functions of housekeeping. • Layout of housekeeping department- Sections of housekeeping department their functions, and layout. • Organization of housekeeping department (Large, medium, Small) • Attributes & qualities of Housekeeping staff. <p>1.2 Housekeeping Control Desk</p> <ul style="list-style-type: none"> • Its Importance and Functions • Forms, Formats, Records & Registers • Co-ordination with other departments • Handling telephone calls • Methods of handling difficult situations • Handling Room Transfers <p>1.3 Linen and Laundry Operations</p> <ul style="list-style-type: none"> • Linen and Uniform Room • Types of linen - Bed, bath, restaurant, kitchen linen • Selection, care and maintenances, • Storage and Exchange • Linen Control - Linen inventory (par stock, linen coverage) & Stock taking, Discard management • Uniform Room- Types of uniform, Uniform exchange process, Storage Control • Reports and records maintained. <p>1.4 Laundry Management</p> <ul style="list-style-type: none"> • Organization of laundry department • Types of Laundry - (In house and contract), Laundry process flow, Guest laundry, Valet Services • Laundry equipment • Dry cleaning and Stain removals - Identification of stains, Type of stains & treatment of the stain • Report and records maintained. | <p>Reviewing case studies based on coordination of HK department with other departments in the hotel. (5 marks)</p> <p>Role Plays (5 marks)</p> <p>Making charts for washing instructions (5 marks)</p> <p>Preparing Par stock chart for different types of hotels. (5 marks).</p> <p>Identify different laundry equipment (5 marks)</p> |
| <p>Module no</p> | <p>Objective</p> | <p>Content</p> | <p>Evaluation</p> |

| | | | |
|--|--|--|--|
| <p style="text-align: center;">2</p> <p style="text-align: center;">Ancillary functions of housekeeping services and facilities</p> | <p>To learn basics of interior decoration and various types of surfaces and their cleaning processes</p> <p>To understand safety and security procedures followed for employee and guest.</p> <p>To have an up to date knowledge about the new trends in housekeeping practices.</p> | <p style="text-align: center;">2.1 Interior design ·</p> <p>Elements and Principles of Design</p> <ul style="list-style-type: none"> • Types and Maintenance of: <ul style="list-style-type: none"> ➤ Floors ➤ Carpets ➤ Ceiling ➤ Wall coverings • Flower arrangement • Horticulture and landscaping. <p style="text-align: center;">2.2 Safety and security</p> <ul style="list-style-type: none"> • Work Environment Safety and Job Safety Analysis • Potential Hazards in Housekeeping • Safety Awareness and Accident Prevention • Fire Prevention and Fire Fighting <ul style="list-style-type: none"> • Dealing with Emergencies • Key Controls- Computerized keys, Manual keys, Key control procedures <ul style="list-style-type: none"> • Scanty Baggage • Lost and found articles. <p style="text-align: center;">2.3 Changing trends in Housekeeping.</p> <ol style="list-style-type: none"> 1. Ecotels- waste disposal, environmentally friendly housekeeping. 2. Eco-friendly amenities, products and processes. 3. New scientific techniques. | <p>Survey on types of floors, carpets, ceiling and wall coverings used in a hotel. (5 marks)</p> <p>Collect different types of flower arrangements suitable for different areas and occasions for hotel. (5 marks)</p> <p>Organize a first Aid box for the institute/your own house. (5 marks)</p> <p>Make a list of different features of ecotel hotels (5 marks)</p> <p>Collect information on latest innovations and trends in housekeeping department from various websites or magazines. (5 marks).</p> |
|--|--|--|--|

REFERENCES:

- Banerjee Prottyush (2017): *Hospitality, Travel & Tourism Management*. Sage Publication Inc. DOI:<http://dx.doi.org/10.4135/9781526435606.n18>

- Joan C.Branson & Margaret Lennox. (2019): *Hotel, Hostel & Hospital Housekeeping*.
- Marina Brinkman-Staneva (2013): *Hospitality, Travel & Tourism Management*. Sage Publication Inc. DOI: <http://dx.doi.org/10.4135/9781526435606.n19>
- Raghubalan, G. and Raghubalan, S. (2013): *Hotel Housekeeping Operations and Management*. 2nd Ed. Oxford University Press
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- Wood, Roy (2017): *Key Concepts in Hospitality Management*. Sage Publication Inc. DOI: <http://dx.doi.org/10.4135/9781526435606>

Housekeeping and Facilities Management (Pr)

Course Outcomes:

After completing this course, the students should be able:

1. To learn the basic housekeeping skills, equipment, procedures followed in various cleaning, linen and laundry management in the hospitality industry.
2. To make the room ready for sale.
3. To understand the responsibilities and imbibe the etiquettes required by the housekeeping personnel.
4. To understand and perform the ancillary functions of housekeeping department.
5. To prepare for housekeeping jobs.

| Code No. | Subject | TC | Th C | Pr C | Int M | Ext M | Total |
|-----------------------|---|----------|----------|----------|-----------|-----------|------------|
| BSc RM 503 | Housekeeping and Facilities Management | 4 | 2 | 2 | 50 | 50 | 100 |

| Module no 1 | Objective | Content | Evaluation |
|-------------|-----------|---------|------------|
|-------------|-----------|---------|------------|

| | | | |
|----------------------------|--|--|--|
| Housekeeping Basics | <p>To learn the basic techniques of preparing the rooms and cleaning. To prepare the maid trolley.</p> <p>To acquire proficiency in bed making.</p> <p>To maintain records and journals.</p> <p>To use different</p> | 1.1 Composition, Care and Cleaning <ul style="list-style-type: none"> • Introduction – standard contents in a guest room, meaning of dust, Dirt, General principles of cleaning, cleaning procedure • Cleaning Agents- Introduction, General principles and selection of cleaning agents, Types of agents, Selection and purchase of cleaning Agents • Cleaning equipment-Selection of equipment, Types of equipment • Pest control-Types of pesticide, Uses of pesticide • Cleaning of different areas, Types of room cleaning (daily, weekly, periodical), Cleaning of guestroom, Cleaning of public area • Reports and Records maintained. | <p>Cleaning practical</p> <p>Stain Removal Practical</p> <p>Continuous assessment</p> <p>Making Journals</p> |
|----------------------------|--|--|--|

| | | | |
|--|--|--|--|
| | <p>equipment used for cleaning.</p> <p>To classify equipment and cleaning agents used in the laundry</p> <p>To identify stains and remove the stains.</p> <p>To maintain all the records and registers in the housekeeping department.</p> | <p>1.2 Equipment and process of cleaning.</p> <ul style="list-style-type: none"> • Equipment used for cleaning. • cleaning -Type of room cleaning (daily, weekly, yearly) • Cleaning of guest room (departure, occupied, vacant) • Cleaning of public areas(lobby, lounge, banquet, halls, staircase -any one) • Cleaning of different floor finishes • Maid trolley set up • Set up the maid trolley with different types of linens, supplies, amenities • Bed making - Day / night • Bed making techniques & process for different sizes of bed. • Etiquettes towards guest. <p>1.3 Laundry</p> <ul style="list-style-type: none"> • Types of Laundry • Guest laundry • Laundry equipment & agents used for laundering clothes • Stain removal - Identification of stain & treatment of the stain - Tea, coffee, oil, lipstick, nail polish, ink, blood, fruit etc. <p>1.4 Housekeeping records & registers.</p> <ul style="list-style-type: none"> • Inspection • Inspection records--checklists • Inspection of guest room & public areas with the help of checklists • Maintenance of records & registers • Linen inventory – stock taking • Lost & found process & record for guest articles. • Control desk records. | |
|--|--|--|--|

| Module | Objective | Content | Evaluation |
|--------|-----------|---------|------------|
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| <p>2</p> <p>Ancillary functions of housekeeping services and facilities</p> | <p>To learn about various flower arrangement types and styles.</p> <p>To learn the maintenance of floors and carpets.</p> <p>3. To learn first aid procedures.</p> | <p>2.1 Flower arrangement.</p> <ul style="list-style-type: none"> • Types of Flower arrangement • For various occasion • For special occasion • Use of artificial flowers & plants <p>2.2 Carpet and floor maintenance - Cleaning of different surfaces</p> <ul style="list-style-type: none"> • Cleaning of carpets. <p>2.3 First Aid</p> <ul style="list-style-type: none"> • Treatment for shock, faint, fits, burns etc. | <p>Making flower arrangements</p> <p>Survey on types of carpets used in hotels</p> <p>Demonstrating different first aid treatments.</p> <p>Making a journal</p> |
|--|--|---|---|

EVALUATION:

| Evaluation | Details | Marks |
|-----------------|--|------------|
| Internal | Unit Test – 25 marks Practical – 25 marks | 50 |
| External | Final written Exam | 50 |
| | Total marks | 100 |

REFERENCES:

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SEVA MANDAL EDUCATION SOCIETY’S

DR. BHANUBEN MAHENDRA NANAVATI COLLEGE OF HOME SCIENCE

(AUTONOMOUS)

NAAC Re-accredited ‘A+’ Grade with CGPA 3.69 / 4 (3rd Cycle)

UGC Status: College with Potential for Excellence

BEST COLLEGE AWARD 2016-17: Adjudged by S.N.D.T. Women's University

338, R.A. Kidwai Road, Matunga, Mumbai – 400019

SYLLABUS UNDER AUTONOMY

PROGRAMME: B.Sc. in Resource Management

Department of Resource Management (Hospitality Management)

Semester V

HUMAN RESOURCE MANAGEMENT (BSc RM 504)

Course Description:

This course will give the students' knowledge and skills together by learning human resource, planning, development and management. It will promote the application of HRM concepts into practice and make the students better equipped with problem solving capabilities and stress management which will proactively bring about readiness to accept changes.

Course Outcomes:

After completing this course, the student should be able:

1. To relate to the functioning of a Human Resource department of an organization.
2. To compare between HRD, HRM and HRP.
3. To apply the knowledge of different internal as well as external sources of recruitment and selection.
4. To justify the role of a trainer in HR
5. To outline the emergent practices in HRM

| Code No. | Subject | TC | Th | Pr | Int | Ext | Total |
|------------|---------------------------|----|----|----|-----|-----|-------|
| BSc RM 504 | Human Resource Management | 4 | 4 | 0 | 50 | 50 | 100 |

| Module | Objective | Content | Evaluation |
|--------|-----------|---------|------------|
|--------|-----------|---------|------------|

| <p>1</p> <p>Concepts and Growth of HRD</p> | <p>1. To understand the history and growth of HRD.</p> <p>2. To get familiar with the concept and nature of HRD.</p> <p>3. To know the features of both HRD and HRM.</p> | <p>1.1 Introduction and Definition</p> <ul style="list-style-type: none"> • History and growth of HRD. • Importance and scope of HRD. <p>1.2 Concept of HRD and HRM</p> <ul style="list-style-type: none"> • Features of HRD • Features of HRM <p>1.3 Factors Contributing to HRD</p> <ul style="list-style-type: none"> • Desirable managerial skills. • Personality development | <p>Students need to document the desirable skills a HR manager should possess (15 marks)</p> |
|---|--|---|--|
| Module | Objective | Content | Evaluation |
| <p>2</p> <p>Human Resource Management Process</p> | <p>1. To provide knowledge regarding human resource planning.</p> <p>2. To learn about recruitment process.</p> <p>3. To gain understanding about training and development in HRM.</p> | <p>2.1 Human Resource Planning</p> <ul style="list-style-type: none"> • Introduction and meaning • Steps in Human Resource Planning • Features of Human Resource Planning. <p>2.2 Recruitment and Selection Process</p> <ul style="list-style-type: none"> • Concept and Process of recruitment • Concept and process of selection • Promotion and transfer <p>2.3 Training And Development In HRM</p> <ul style="list-style-type: none"> • Role of a trainer • Identification of training needs Methodology | <p>To document the internal and external sources of recruitment in detail. (15 marks)</p> |

| Module | Objective | Content | Evaluation |
|---|---|--|--|
| <p>3</p> <p>Job and Performance Appraisal</p> | <p>1.To familiarize the students with job description, job satisfaction, job analysis and job</p> | <p>3.1 JOB APPRAISAL</p> <ul style="list-style-type: none"> • Job description and specification • Features of Job analysis • Techniques of Job evaluation. | <p>To record the different types of methods of Performance</p> |

| | | | |
|--|--|--|----------------------------------|
| | <p>evaluation for better performance.</p> <p>2.To help students understand the methods of performance appraisal for improvement.</p> | <p>3.2 PERFORMANCE APPRAISAL</p> <ul style="list-style-type: none"> • Performance Counselling • Features of Performance Appraisal • Methods of Performance Appraisal | <p>Appraisal. (15 marks)</p> |
|--|--|--|----------------------------------|

| Module | Objective | Content | Evaluation |
|---|--|--|---|
| <p>4</p> <p>Quality Management And Human Resource Practices</p> | <p>1. To make the learners aware about the importance of total Quality Mgt. (TQM).</p> <p>2. To prepare the students for the future challenges in HRM.</p> <p>3. To inform the students regarding the emergent problems in HRM and their solutions.</p> <p>4. To make the students understand about recent techniques in HRM and good HRM practices.</p> | <p>4.1 Quality Management</p> <ul style="list-style-type: none"> • TQM - Total Quality Management and introduction • Features of TQM • Elements of TQM <p>4.2 Managing Change in Future</p> <ul style="list-style-type: none"> • Challenges before the HR manager in future. • Need for improvement in HRM in future. • Techniques for improvement in HRM <p>4.3 Emergent HR Practices</p> <ul style="list-style-type: none"> • Problems in HRM • Conflict Management • Solutions for problems through good HR practices such as compensation structure, knowledge management • Important Principles in HRM, <p>4.4 Recent Techniques In HRM</p> <ul style="list-style-type: none"> • Flexibility in time and work • On the job training • Collaborative management - Multi dimensional approach. | <p>To document the solutions of conflicts arising in an organization (15 marks)</p> |

EVALUATION:

| Evaluation | Details | Marks |
|------------|---------|-------|
|------------|---------|-------|

| | | |
|-----------------|---|------------|
| Internal | Unit Test – 25 marks Quiz/Presentation – 10 marks Assignment – 15 marks | 50 |
| External | Final written Exam | 50 |
| | Total marks | 100 |

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- Arun Monappa (2014): Managing Human Resources, Trinity Press, ISBN: 9351380629, 9789351380627.
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SYLLABUS UNDER AUTONOMY

PROGRAMME: B.Sc. in Resource Management

Department of Resource Management (Hospitality Management)

Semester V

RECENT ADVANCES IN HOSPITALITY MANAGEMENT (BSc RM 505)

Course Description:

This course will give the students' knowledge about research and help to think analytically which will help them when pursuing higher studies and inculcate more research within them.

Course Outcomes:

After completing this course, the student should be able to:

1. Understand the ethics of doing research
2. Apply research knowledge suiting the area of work
3. Categorize between different types of research
4. Design a good research proposal

| Code No. | Subject | TC | Th C | Pr C | Int M | Ext M | Total |
|---------------------------|--|-----------|-----------------|-----------------|------------------|------------------|--------------|
| BSc RM 505 | Recent Advances in Hospitality Management (Seminar) | 2 | 0 | 2 | 25 | 25 | 50 |

| Module | Objective | Content | Evaluation |
|---------------|------------------|----------------|-------------------|
|---------------|------------------|----------------|-------------------|

| | | | |
|---|---|---|-------------------------------------|
| <p>1</p> <p>Unit I</p> <p>Selection of the Subject</p> | <p>1 To learn about the different trends, requirements of the hospitality industry</p> <p>2.To gain insight through group discussions</p> <p>3.To share and learn about the new development and technology which will benefit the existing set of knowledge</p> | <p>1.1 Identifying the Topic</p> <p>a. Planning the topic for the seminar identification in relation to Hospitality Industry</p> <ul style="list-style-type: none"> • Tourism Industry • Hotel Industry • Human Resources • Ergonomics • Event Management • Consumer Studies • Marketing Management <p>1.2 Providing the Scholarly Framework</p> <p>a. Instructing the students on completing the seminar</p> <p>b. To help participants to learn, encourage and get an exposure to the industry</p> <p>c. Having brain storming sessions within the group</p> <p>1.3 Understanding Linking and Framework</p> <p>a. Working out the project into various phases with time bound deadlines to achieve the set targets</p> <p>b. Making the students aware about the linking of every stage and its importance</p> <p>c. Explaining the use different tools like questionnaires, surveys, interviews which would help the students to collect good data</p> | <p>Selection of topic - 5 marks</p> |
|---|---|---|-------------------------------------|

| Module | Objective | Content | Evaluation |
|---------------------------------------|--|---|---------------------------------------|
| <p>1</p> <p>Unit II</p> | <p>1.To implement and critique one's own work from time to time</p> <p>2.To encourage and guide students</p> | <p>2.1 Preparation</p> <p>a. Attending workshops and seminars</p> <p>b. Collecting data from other libraries</p> <p>2.2 Presentation</p> <p>a. The collected data should be structured properly under the following headings:</p> <ul style="list-style-type: none"> • Introduction | <p>Data and methodology (5 marks)</p> |
| <p>Implementation of Work</p> | <p>to collect data for the project</p> | <ul style="list-style-type: none"> • Concept • Review (Main body) • Conclusion <p>2.3 Assessing and Evaluation</p> <p>a. Submitting rough drafts to the concerned faculty from time to time and modifying the corrections</p> <p>b. Assessing the written data, verifying and editing the data in prescribed format</p> | |

| Module | Objective | Content | Evaluation |
|---|---|---|------------------------|
| 2 Unit I Preparation for the Presentation | 1. To prepare students to improve their selfconfidence. 2.To teach the students different AV aids to make better presentations | 3.1 Mock Presentations a. Practice sessions on how to present b. Teaching them Voice Modulation 3.2 Preparing A Standard Format For File a. The file should be typed in Times New Roman font with the heading in font size 16, sub heading 14, and the main text in 12. The headings and sub headings should be bold and in Upper case. b. The spacing between the lines should be 1.15 cm 3.3 Exposure to on-going Research a. Reference to current research project shall be studied to identify the facts and to cater the new points which are not been covered in any theory and practical parts b. Internet mediums can be helpful to students in understanding the various ways of presentation 3.4 Exposure to Research Conducted Outside a. Library research can help students in understanding the traditional way of manufacturing while b. Referring to you tube videos related to topic which can give them the clear idea about the manufacturing processes of the products in today's market. | Presentation (5 marks) |

| Module | Objective | Content | Evaluation |
|--|-----------------------------------|--|--|
| 2 Unit II Presentation | 1. To do presentation effectively | 4.1 Presentations should be graded on following basis a) Project grades are the result of three areas of evaluation: Professionalism, Process & Realization. b) Your grade in the area of professionalism will focus on issues of attendance, preparation, deadlines, critique participation, personal attitude & articulation – the ability to speak & write clearly about ideas/concepts presented in class. c) Everyone must take part in a group project. All members of a group will receive the same score; that is, the project is assessed & everyone receives this score. | Presentation / files submission (10 marks) |

EVALUATION:

| Evaluation | Details | Marks |
|-------------------|-----------------------|--------------|
| Internal | On-going project work | 25 |
| External | Final Presentations | 25 |
| | Total marks | 50 |