



Undergraduate Programme

Bachelor of Hotel
Management (BHM)
2018-22

Department of Tourism,
Hotel, Hospitality and
Heritage Studies

**Jamia Millia Islamia,
New Delhi**

This document outlines the details of the BHM programme offered by Department of Tourism, Hotel, Hospitality and Heritage Studies of Jamia Millia Islamia. This document is an effort to outline the process for the convenience of aspirants. However, in case of a doubt/dispute the relevant Ordinances and Regulations of the University shall prevail.

EXIT LEVEL OUTCOMES

- Bachelor of Hotel Management is a four-year intensive programme which exposes the student to the diversity of hospitality industry and enrich them with intellectual & leadership capabilities.
- The program is blended with value education inputs and emphasis on holistic development of the students.
- The course study enables the candidate to gain adequate managerial and hospitality skills to meet the ever-growing demands of the hotel and tourism industry.
- The course will train the students to move into diverse managerial roles in prestigious national & international hospitality organisations.
- The programme will provide students with an in depth understanding of the operational aspects and knowledge of the underlying principles of the hospitality industry.
- The course will prepare graduates for management careers in hospitality sectors such as Hotels, Resorts, Cruise Liners, Restaurant and Catering Organisations.
- The course offers adequate entrepreneurial flair and commercial insight in candidates to start up their own ventures.

There are innumerable openings in hotel management career. Some of the career options are found in the following areas:

- Hotel and Allied Industry
- Hospitality Executives
- Kitchen Management
- House and Institutional Catering Supervisors/Assistants
- Faculty in Hotel Management/Food Craft Institutes
- Cabin Crew in National and International Airlines
- Catering Officers in Cruise lines/Ships
- Marketing/Sales Executives in Hotel/Multinational Companies
- Customer Service Executives in Banking /Insurance and other Service Sectors
- Managers/Supervisors in Tourism Development Corporations
- Entrepreneurship opportunities

The programme therefore envisage delivering a set of knowledge, skill, attitudes, values. An illustrative list is as follows:

Knowledge	Knowledge of Basic Principles of cooking Knowledge of Food & Beverage Service styles Knowledge of Taking Room Reservations Knowledge of Interior Decoration & Aesthetic Knowledge of Property Management System Software Understanding the Significance of Food and Nutrients in the Food Knowledge of Guest retention and recovery Knowledge of Order Taking & In Room Dining Process Knowledge of Standard Operating Procedures Knowledge of Standard recipes of Indian and Foreign Cuisines
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Skills

Soft skills

Interpersonal skills
Handling Guests
Meet and greet
Handling groups
Handling grievances and complaints
Team working
Language skills- Writing Presentation skills

Technical skills

Cooking Skills
Office filing and documentation
Dinning & Food Service skills
Organizing events and conferences
Foreign language skills
Technical writing- reports
Basic accounting
Software Skills (Fidelio, Opera, Micros, GDS)
Bar Tending Skills
Flower arrangement & Aesthetic Skills

Attitudes

Customer Relationship Management
Service attitude
Entrepreneurial
Complaint Handling

Values

Integrity, Diplomacy, Empathy, Anticipation of Guest Need, Patience, Courteous.

Nomenclature	BACHELOR OF HOTEL MANAGEMENT
Department	Department of Tourism, Hotel, Hospitality and Heritage Studies
Faculty	Faculty of Humanities and Languages
Type	Undergraduate programme
Level	Level 5 to 8
Duration	Four-year, Eight semester programme
Evaluation	Semester end exams
Credits	160 credits
Intake	40
Background	Hospitality industry is growing at a fast pace. Industry is a varied industry ranging from 5-star hotels to service providers in the unorganized sector. Government has estimated a skill gap of 81 lakhs trained manpower. This course is a step towards training youth for skills that will allow them an opportunity to work for the hospitality sector in general and hotels and restaurants in particular.
Eligibility	At least 45% in XII class
Admission	Based on admission test (70%) and interview (30%)
Requirements	Desirable that the students seeking admission have good communication skills and some degree of comfort with using computers.

PEDAGOGY

Looking to the long-standing demand of the corporate for industry-ready human power, the Jamia's BHM programme is envisaged to use Activity Based Learning (ABL) with a large industrial exposure and training component. The pedagogy prefers active learning (rather than passive learning) through projects, case discussions, role-plays, student-led events, and extensive co-curricular events. Department will try to create as many as possible opportunities to allow learners an exposure to real-time events. Invited lectures by practitioners and entrepreneurs will be organized regularly.

COURSES

The University as per the guidelines of UGC proposes a 4-year BHM programme under CBCS. The programme structure envisages 5 types of courses to be offered- 11-Discipline Specific Core Courses (DSC), 1 Ability Enhancement Compulsory Courses (AECC), 1-Skill Enhancement Courses (SEC), 5-Choice Based Courses Elective(CBCE),14 Discipline Specific Elective Courses (DSE)and two papers (1-Compulsory and 1- Qualifying). UGC also allows universities to include more options to choose from for students in DSC and DSE. Given the four job roles as Exit Level Outcome for the BHM Programme will be achieved through the following courses.

Discipline Specific Core (DSC) Courses

There will be 11 DSC courses distributed over first four semesters. Each course is worth 4 credits. The DSC courses will comprise of basic courses in hospitality, foundation courses and functional courses.

<i>Code</i>	<i>Type</i>	<i>Nomenclature</i>
BHM 101	DSC(S)	Food Production Foundation – I
BHM 102	DSC	Food & Beverage Service Foundation – I
BHM 103	DSC	Front Office Foundation –I
BHM 201	DSC	Food Production Foundation – II
BHM 202	DSC(S)	Food & Beverage Service Foundation – II
BHM 203	DSC	Accommodation Foundation –II
BHM 301	DSC	Food Production Operations Industry Exposure-I Food &Beverage Service Operations Industry exposure-I Accommodation Operation Industry Exposure-I Front Office Operations Industry Exposure-I Personality Skills for Hospitality- Learning from Industry-I
BHM 401	DSC	Food Production Operation
BHM 402	DSC	Food & Beverage Service Operation
BHM 403	DSC(S)	Accommodation Operation
BHM 404	DSC	Accounting Skills for Hospitality



A Student of BHM programme at Jamia Millia Islamia will have the option to choose 13 Discipline Specific Elective (DSE) courses. Each course is 4 credits. Students will have further choices to make in courses 503, 603 and 703. However, the Department reserves the right not to offer an elective, given its resource constraints.

<i>Code</i>	<i>Type</i>	<i>Nomenclature</i>
BHM 501	DSE	Regional Cuisines of India – I
BHM 502	DSE(S)	Front Office Operation
BHM 503A	DSE	Environmental Science
BHM 503B	DSE	Nutrition and Food Science
BHM 504	DSE	Foreign Language –I
BHM 601	DSE(S)	Regional Cuisines of India – II
BHM 602	DSE	Accommodation Management
BHM 603A	DSE	Human Resource Management
BHM 603B	DSE	Hospitality Laws
BHM 604	DSE	Foreign Language-II
BHM 701	DSE(S)	Foreign Cuisine
BHM 702	DSE	Front Office Management
BHM 703A	DSE	Hotel Engineering and Operation
BHM 703B	DSE	Bakery Management
BHM 704	DSE	Food & Beverage Service Management
BHM 801	DSE	On the Job Training (Industry Exposure) Human Resource Practices (Industry Exposure) Safety, Security and Travel Documentation Facilitation Management Practices (Industry Exposure) Practices in Bakery Management (Industry Exposure) Practices in Laundry Management (Industry Exposure) Writing Skills for Hospitality (writing of Industrial reports)

The students admitted to the programme shall further have choice to select one (1) course in each semester from a wide range of courses offered by various departments of the University as per their interest and as guided by Student Advisor under CBCS programme followed by the University. The coding and the name of the courses will be as per selection. However following pattern has to be followed under CBCS programme:

Semester I, II, V, VI	Choice Based Courses Elective (CBCE)
Semester IV	Ability Enhancement Compulsory Course (AECC)
Semester VII	Skill Enhancement Courses (SEC)

The students enrolled under the BHM programme have to study one (1) Qualifying Paper (General Urdu and Islamiat /IRC/HRC) which is not to be counted in merit/credit in Semester -I and Semester – II.

Further there is one (1) Compulsory paper (English) of 4 credits (4 hours) in Semester -I and Semester – II. However, those students who have secured >75% in English in the qualifying exam can opt one language other than English.

BHM PROGRAMME STRUCTURE

Code	Type	Nomenclature	Credits	Hrs/ Wk
Semester I				
BHM 101	DSC(S)	Food Production Foundation – I	4	6
BHM 102	DSC	Food & Beverage Service Foundation – I	4	6
BHM 103	DSC	Front Office Foundation – I	4	6
		Total (Offered by the Department)	12	18
	CC	<i>English/ Other Language</i>	4	4
	CBCE	<i>(To be offered by other departments)</i>	4	4
	QC	<i>General Urdu and Islamiat/IRC/HRC</i>	-	-
		Total	20	26
Semester II				
BHM 201	DSC	Food Production Foundation – II	4	6
BHM 202	DSC(S)	Food & Beverage Service Foundation – II	4	6
BHM 203	DSC	Accommodation Foundation – II	4	6
		Total (Offered by the Department)	12	18
	CC	<i>English/ Other Language</i>	4	4
	CBCE	<i>(To be offered by other departments)</i>	4	4
	QC	<i>General Urdu and Islamiat/IRC/HRC</i>	-	-
		Total	20	26
Semester III				
BTM 301	DSC	Food Production Operations Industry Exposure-I	4	5 Weeks
		Food & Beverage Service Operations Industry	4	5 Weeks

		exposure-I		
		Accommodation Operation Industry Exposure-I	4	5 Weeks
		Front Office Operations Industry Exposure-I	4	5 Weeks
		Personality Skills for Hospitality- Learning from Industry-I	4	2 weeks
		Total	20	22Weeks

Semester IV				
BHM 401	DSC	Food Production Operations	4	6
BHM 402	DSC	Food & Beverage Service Operations	4	6
BHM 403	DSC(S)	Accommodation Operations	4	6
BHM 404	DSC	Accounting Skills for Hospitality	4	4
		Total (Offered by the Department)	16	22
	CBCE	<i>(To be offered by other departments)</i>	4	4
		Total	20	26
Semester V				
BHM 501	DSE	Regional Cuisine of India – I	4	6
BHM 502	DSE(S)	Front Office Operations	4	6
BHM 503A	DSE	Environmental Science	4	4
BHM 503B	DSE	Nutrition and Food Science	4	4
BHM 504	DSE	Foreign Language -I	4	4
		Total (Offered by the Department)	16	20
	CBCE	<i>(To be offered by other departments)</i>	4	4
		Total	20	24
Semester VI				
BHM 601	DSE(S)	Regional Cuisines of India – II	4	6
BHM 602	DSE	Accommodation Management	4	6
BHM 603A	DSE	Human Resource Management	4	4
BHM 603B	DSE	Hospitality Laws	4	4
BHM 604	DSE	Foreign Language-II	4	4

		Total (Offered by the Department)	16	20
	CBCE	<i>(To be offered by other departments)</i>	4	4
		Total	20	24
Semester VII				
BHM 701	DSE(S)	Foreign Cuisine	4	6
BHM 702	DSE	Front Office Management & CRS	4	6
BHM 703A	DSE	Hotel Engineering and Operation	4	4
BHM 703B	DSE	Bakery Management	4	6
BHM 704	DSE	Food & Beverage Service Management	4	6
		Total (Offered by the Department)	16	22-24
		<i>CBCE (To be offered by other departments)</i>	4	4
		Total	20	26-28
Semester VIII				
BHM 801	DSE	Human Resource Practices (Industry Exposure)	6	6 Weeks
		Safety, Security and Travel Documentation Facilitation Management Practices(Industry Exposure)	6	6 Weeks
		Practices in Bakery Management (Industry Exposure)	3	4 Weeks
		Practices in Laundry Management (Industry Exposure)	3	4 Weeks
		Writing Skills for Hospitality(writing of Industrial reports)	2	2 Weeks
		Total	20	22 Weeks
		Grand Total	160	

Bachelor of Hotel Management

BHM 101/ Sem I FOOD PRODUCTION FOUNDATION -I