

MAULANA ABUL KALAM AZAD UNIVERSITY OF TECHNOLOGY, WEST BENGAL
(Formerly West Bengal University of Technology)
Syllabus of B.Sc. In Hospitality & Hotel Administration
(Effective from 2023-24 Academic Sessions)

Semester – VI
Curriculum Structure

Sl.	Subject Type	Code	Subject Name	Credits			Total Credits
				L	T	P	
1.	Major	BHHAM601	Food & Beverage Operations (Industry Exposure)	5	0	0	5
2.		BHHAM602	Accommodation Operations (Industry Exposure)	5	0	0	5
3.		BHHAM603	Allied Area of hotels Operations (Industry Exposure)	3	1	0	4
4.	Minor		Any one from Minor Basket	4	0	0	4
5.			Any one from Minor Basket	4	0	0	4
Total Credit							22

Proposed Weekly Schedule

Day of Week	Student Engagement	Hours/Week	Total Hours
Day 1	Classroom Teaching in College (BHHAM 601)	2 Hours	40
	Classroom Teaching in College (BHHAM602)	2 Hours	40
	Classroom Teaching in College (BHHAM603)	2 Hours	40
Day 2	Classroom Teaching in College (BHHAM 601)	2 Hours	40
	Classroom Teaching in College (BHHAM602)	2 Hours	40
	Classroom Teaching in College (BHHAM603)	1 Hours	20
Day 3	Classroom Teaching in College (MIM601)	3 hours	60
	Classroom Teaching in College (MIM602A/B)	3 Hours	60
Day 4	Industrial Exposure Training (BHHAM601)	8 Hours	128
Day 5	Industrial Exposure Training (BHHAM602)	8 Hours	128
Day 6	Industrial Exposure Training (BHHAM603)	8 Hours	128
Day 7	Weekly Off		

● For details refer to syllabus annexure

Theory Contact Hours:

Classroom teaching of 20 weeks (5 months) of (4 hours per week for 20 weeks) equivalent to 80 hours of teaching per semester for BHHAM601 and BHHA602)

Classroom teaching of 20 weeks (5 months) of (3 hours per week for 20 weeks) equivalent to 60 hours of teaching per semester for BHHAM603)

Classroom teaching of 20 weeks (5 months) of (3 hours per week for 20 weeks) equivalent to 60 hours of teaching per semester for MIM601 and MIM602A/B)

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Semester – VI

Subject Name: Food & Beverage Operations (Industry Exposure)

Subject Code: BHHAM601

Total Credit: 5

Course Objective: The course is designed to equip students with comprehensive knowledge and practical skills in managing banquet operations, supervising food and beverage service and production functions, and implementing quality assurance practices to ensure efficient, customer-focused, and high-standard hospitality operations.

Sl.	Course Outcome (CO)
1	Demonstrate comprehensive knowledge of banquet operations, food production systems, and quality management principles applied in hospitality and food service establishments.
2	Apply standard operating procedures in banquet setup, food service, and production areas to ensure efficiency, hygiene, and customer satisfaction.
3	Exhibit supervisory and managerial skills in staff scheduling, stock control, briefing, and complaint handling within food and beverage operations.
4	Design and plan menus and banquet functions based on client requirements, available resources, and operational feasibility.
5	Evaluate food and beverage operations using quality assurance tools and gap analysis techniques to enhance service standards and guest experience.
6	Demonstrate professionalism, teamwork, and ethical conduct while managing hospitality operations and interacting with guests and colleagues.

Modules to be Covered

Module 1 – Banquet Operations: Introduction, Types of Banquets, Banquet Setup and Layout, Function Sheet (Function Prospectus), Banquet Booking Procedure, Menu Planning for Banquets (Introduction to Banquet Menu Planning, Role of menu planning in guest satisfaction and event success, Factors Influencing Banquet Menu Planning).

Module 2 – Supervisory functions in F&B Service Operations: Briefing, Handling of Tips, Stock Taking (Requisitions), Handling Complaints (Nature of Complaints, Importance of Effective Complaint Handling, Complaint Handling Process). Staff Scheduling (Scheduling staff and allocating duties).

Module 3 – Functions of Food Production Department: Layout of Food Production Areas (Main Kitchen, Ancillary Kitchen, Banquet Kitchen, Butchery, Bakery & Confectionary), Utensils, Equipment and Machines used in Food Production area (Care & Handling of Tools and Small Utensils), Operational & Managerial role of Food Production Personnel.

Module 4 – Supervisory Roles in Food Production Department: Staff Hierarchy in Food Production Department, Roles & Responsibilities of Staff in Food Production Department, Inspiring teamwork and positive morale (Role of a Supervisor or Leader in Team Building).

Module 5 – Managing Quality in Food & Beverage operations: Quality – Definition and Meaning, Quality Dimension, Quality Assessment, Quality Assurance Program, Five Gap Analysis (Introduction to the Gap Model of Service Quality, Application of the Five Gap Model in Hospitality and F&B Operations).

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Theory Evaluation:

Evaluation through CA and End Semester Examination.

Industry Exposure Training Schedule for BHHAM601

Commencement at the beginning of 6th semester, **with 1 day in a week dedicated to training in F&B Departments in the Industry, as mentioned in the weekly schedule above** (Minimum of 8 Hours per day over 16 weeks (4 months), equivalent to 128 hours of exposure).

It may please be noted that the training process should be monitored by a designated teacher from the college.

Training Evaluation:

Log books and attendance – 30 %, Training Report – 30%, PPT Presentation – 20% Internal Written Assessment – 20 % as applicable.

All trainees must ensure that the log books are signed by the departmental/ sectional heads of the hotel as soon as training in a particular department or section is completed.

Trainees are also directed to prepare a training report about the department, on completion of training.

A PowerPoint presentation (based on the report) should be made. Same will be presented in front of a select panel from the Institute and the Industry.

The written test will be based on the student's learning and observations in the department.

Assessment of training report, PPT presentation and written test should be matched with the Course Outcomes.

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Subject Name: Accommodation Operations (Industry Exposure)

Subject Code: BHHAM602

Total Credit: 5

Course Objective: The objective of this internship is to familiarize students with the roles, responsibilities, and standard operating procedures of the Front Office and Housekeeping departments. It provides hands-on training in reservations, check-in/check-out, room cleaning, and public area maintenance. The course also develops guest service skills, communication abilities, and professional etiquette for effective hospitality management.

Sl.	Course Outcome (CO)
1	Explain the structure, roles, and responsibilities of the Front Office and Housekeeping departments in hotel operations.
2	Demonstrate the procedures of reservations, check-in, check-out, billing, and guest handling at the Front Office.
3	Perform standard housekeeping operations including room cleaning, bed-making, turndown service, and public area maintenance.
4	Analyze the coordination between Front Office and Housekeeping in ensuring guest satisfaction (room status updates, VIP handling, lost & found).
5	Develop professional skills in guest relations, communication, and service excellence to enhance overall hospitality experience.

Modules to be Covered

Module 1 – Orientation – Introduction to hotel organization (purpose of organizational structure in hotels, Importance of organization for efficiency and guest satisfaction), Departments (Organization Chart of a Hotel, Layout and hierarchy of hotel departments, Coordination and Communication Between Departments).

Module 2 – Familiarization with Front Office operations – Reservations (Objectives of the reservation system, Types of Hotel Reservations, Reservation Process and Procedure), Check-in/check-out (Introduction to Check-In and Check-Out Procedures, Guest Registration Process, Room Assignment and Key Handling, Types of Check-Out Procedures & Settlement), Guest cycle (Introduction, Stages of the Guest Cycle, Role of the Front Office in the Guest Cycle, Documentation and Record Keeping).

Module 3 – Practical training in Front Office software PMS (Purpose of PMS in hotel operations, Functions and Features of PMS- (Core functions: reservations, front desk, billing, guest history and reporting). Role of PMS in the Guest Cycle.

Module 4 – Exposure to Housekeeping operations – Guestroom (Role of guestrooms in guest satisfaction and revenue generation, Classification of guestrooms in hotels) cleaning (Objectives of hotel cleaning and hygiene maintenance, Cleaning Equipment and Tools, Cleaning Agents and Chemicals) Public area maintenance (Scope of housekeeping responsibilities in public spaces, Classification of Public Areas in a Hotel, Roles and Responsibilities of Public Area Staff), Laundry (Laundry Systems, Laundry Process and Flow of Work), Inventory and Operations of Linen and Uniform Room.

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Module 5 – Coordination between Front Office & Housekeeping – Importance of teamwork between Front Office and Housekeeping, Communication and Information Exchange (Methods of communication: logbooks, telephone, e-mail, verbal briefings, room status updates), Lost and Found Procedures.

Theory Evaluation:

Evaluation through CA and End Semester Examination.

Industry Exposure Training Schedule for BHHAM602

Commencement at the beginning of 6th semester, **with 1 day in a week dedicated to training in Accommodation Departments, as mentioned in the weekly schedule above** (Minimum of 8 Hours per day over 16 weeks (4 months), equivalent to 128 hours of exposure).

It may please be noted that the training process should be monitored by a designated teacher from the college.

Training Evaluation:

Log books and attendance – 30 %, Training Report – 30%, PPT Presentation – 20% Internal Written Assessment – 20 % as applicable.

All trainees must ensure that the log books are signed by the departmental/ sectional heads of the hotel as soon as training in a particular department or section is completed.

Trainees are also directed to prepare a training report about the department, on completion of training.

A PowerPoint presentation (based on the report) should be made. Same will be presented in front of a select panel from the Institute and the Industry.

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Subject Name: Allied Area of Hotels Operations (Industry Exposure)

Subject Code: BHHAM603

Total Credit: 4

Course Objective: The course is designed to enable students to understand the operational functions and interdepartmental coordination within hotels—specifically focusing on kitchen stewarding, stores management, salesmanship, technology applications (PMS & POS), and security & maintenance—so they can apply this knowledge to ensure efficiency, safety, and quality service in hospitality operations.

Sl.	Course Outcome (CO)
1	Explain the importance, layout, and functions of the Kitchen Stewarding Department in maintaining hygiene and operational efficiency in food production areas.
2	Illustrate and design effective store layouts (dry, cold, and bar) with emphasis on planning, equipment usage, and workflow management for smooth operations.
3	Demonstrate the principles of salesmanship and apply effective room-selling techniques such as up-selling and discount strategies to enhance revenue.
4	Describe and analyze the functions and benefits of Property Management Systems (PMS) and Point of Sale Systems (POS) in hotel operations.
5	Discuss and evaluate the roles and functions of the Security and Maintenance Departments in ensuring guest safety, asset protection, and smooth facility operations.
6	Integrate the knowledge of various operational departments to improve coordination, efficiency, and service quality within hotel management systems.

Modules to be Covered

Module 1 – Kitchen Stewarding: Importance of kitchen stewarding, Kitchen stewarding department layout and design, Equipment found in kitchen stewarding department, Duties & Responsibilities of Kitchen Stewarding Staff.

Module 2 – Stores (Layout and Design): Stores layout and planning (dry, cold and bar), Various equipment of the stores, Work flow in stores (Introduction, Principles of an Efficient Work Flow, Flow of Materials in the Stores Department), Storage and Stock Arrangement (FIFO and FEFO principles), Record Keeping and Inventory Control (Bin cards, stock registers, and perpetual inventory systems).

Module 3 – Salesmanship: Meaning, Importance of Salesmanship in the hospitality and service industry, Difference between selling and salesmanship, Room Selling Techniques (Techniques of Effective Selling, Up-selling & Discounts),

Module 4 – PMS & POS in Hotel Operations: Introduction, Importance of automation in modern hotel operations, Benefits of PMS & POS, Functions of a Property Management System, Functions of a Point of Sale (POS) System. Commonly Used PMS and POS Software in the Industry.

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Module 5 – Security & Maintenance Department: Introduction, Role of the Security Department, Types of Security in Hotels (Physical security, Electronic security systems), Security Measures (Security Procedures and Practices, Fire Safety and Emergency Preparedness), Areas of Maintenance in a Hotel, Major Functions of Maintenance department, Role of the Maintenance Department.

Theory Evaluation:

Evaluation through CA and End Semester Examination.

Industry Exposure Training Schedule for BHHAM603

Commencement at the beginning of 6th semester, **with 1 day in a week dedicated to training in Allied areas in the Industry** (Minimum of 8 Hours per day over 16 weeks (**4 months**), equivalent to 128 hours of exposure).

It may please be noted that the training process should be monitored by a designated teacher from the college.

Training Evaluation:

Log books and attendance – 30 %, Training Report – 30%, PPT Presentation – 20% Internal Written Assessment – 20 % as applicable.

All trainees must ensure that the log books are signed by the departmental/ sectional heads of the hotel as soon as training in a particular department or section is completed.

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