



Karnataka State Open University

Syllabus

Master of Sciences

Hotel Management

Master of Sciences - Hotel Management (MSCHM)

YEAR-I		
Code	Subject	Credits
	Advanced Food and Beverage Production	4
	Food and Beverage Management	4
	House Keeping Management	4
	Front Office Management	4
	Accountancy	6
	Tourism	6
TOTAL CREDITS		28

YEAR-II		
Code	Subject	Credits
	Kitchen Operation and Bar Management	4
	Human Resource Management	4
	Hospitality Law and French	6
	MIS	6
	Project Report	8
TOTAL CREDITS		28

Detailed Syllabus

YEAR-I

SECTION 1: Advanced Food and Beverage Production

UNIT 1: Room Service/ In room dining service: Introduction.

UNIT 2: General principles Cycle of Service.

UNIT 3: Scheduling and staffing Forms and Formats.

UNIT 4: Order Taking, Suggestive Selling, breakfast cards.

UNIT 5: Time management- lead time from order taking to clearance.

UNIT 6: Banquets: Organization structure.

UNIT 7: Duties & Responsibilities of banquetting staff Administrative Procedures.

UNIT 8: Formats Maintained.

UNIT 9: Banquet Function Prospectus Types of Function (Formal and Informal) Menu Planning (Indian, Continental, Theme, conference, cocktail, others) Seating Arrangements.

UNIT 10: Buffets: Definition.

UNIT 11: Types of buffets Buffet equipment and table's set-up.

UNIT 12: Bar Operations.

UNIT 13: Types of bars Layout of American bar (parts of the bar),Bar equipments.

UNIT 14: Gueridon Service: Origin and definition.

UNIT 15: Types of Trolleys and layout Special equipment.

UNIT 16: Service Procedures, Service of important classical dishes.

Reference Books:

1. Food & Beverage Service- Lillicrap & Cousins
2. Modern Restaurant Service- John Fuller

SECTION 2: Food and Beverage Management

UNIT 1: Introduction of food and beverage management: Commercial sector, Welfare sector, ost and market orientation, sector.

UNIT 2: Responsibilities of food and beverage management.

UNIT 3: The meal experience: Eating out.

UNIT 5: Food and drink.

UNIT 6: Variety in menu choice.

UNIT 7: Level of service and value for money.

UNIT 8: Atmosphere and mood.

UNIT 9: expectation and identification.

UNIT 10: location and accessibility.

UNIT 11: Managing quality in food and beverage operations.

UNIT 12: What is quality: What are quality important approaches to quality management.

UNIT 13: Advertising and public relations: Advertising, Publications, merchandising, Sales promotions, Personal selling.

UNIT 14: Food menus and beverage lists: Basic menu criteria.

UNIT 15: Types of food menu.

UNIT 16: Content of food menu, Beverage menu/lists, menu merchandising .

Reference books:

1. Principles of food, beverage and labor cost control-Paul R . Dittma, Jerald G.Giffin
2. Profitable food and beverage management-Hodder and Stoughton

SECTION 3: House Keeping Management

UNIT 1: Overall structure and operation of hotel industry: Hotel organization chart and its reporting line.

UNIT 2: Knowledge of overall operation of each department.

UNIT 3: General relationship of each department and how it functions.

UNIT 4: Role of housekeeping and its relationship with other departments: Housekeeping department and its role and responsibility.

UNIT 5: Housekeeping organization chart.

UNIT 6: Positions and job descriptions in housekeeping department.

UNIT 7: Planning and organizing housekeeping department.

UNIT 8: Planning the work in housekeeping department.

UNIT 9: Area inventory, Frequency schedule, Performance standard, Productivity standard.

UNIT 10: Supply and equipment inventory level.

UNIT 11: Group presentations: Chemical usage.

UNIT 12: Laundry management.

UNIT 13: Managing inventories.

UNIT 14: Controlling expense.

UNIT 15: Safety and security: What safety and security, How safety and security play roles in housekeeping operation.

Reference Books:

1. Strategic questions in food and beverage management-Roy and wood
2. The management of food and beverage management-Jones and erricks

3. The food and beverage manager-Paul Culler

SECTION 4: Front Office Management

UNIT 1: Introduction to Hotel and Catering Industry: Evolution of Hotel Industry in India & Abroad.

UNIT 2: Growth and development of Hotels in India.

UNIT 3: Inter relationship between Travel.

UNIT 4: Tourism and Hospitality.

UNIT 9: Role of Travel Agents and Airlines, Types of Hotels, Lodging – Ownership, affiliation & management contracts.

UNIT 9: Classifying hotels and levels of service.

UNIT 10: Organizational chart of Hotels: Hotel Organizational chart of small, medium and large hotels, Hierarchy chart of front office department of small, medium and large hotel, Role & functions of front office, Guest Cycle.

UNIT 11: Classification of Hotels: Star classification.

UNIT 12: Classification based on size, Clientele and Location.

UNIT 13: Accommodation as a product: Types of rooms & guests.

UNIT 14: Product selling tools – Brochures.

UNIT 15: Tariff cards, Basis of charging – Fixed Time basis, 24hrs basis, night basis, food plans, Room Tariff, Rates, Discounts.

UNIT 16: Layout and equipment: Layout of the front office, F.O. Equipments.

Reference Books:

1. Principles of Front Office Operations – Sue Baker
2. Front Office Management – S.K. Bhatnagar
3. Front Office Procedures – Michael. L. Kasavana
4. Hotel Front Office Management – James. A. Bardi

SECTION 4: Accountancy

UNIT 1: Introduction of accountancy: The first general rule of accounting.

UNIT 2: Second general rule of accounting.

UNIT 3: Third general rule of accounting.

UNIT 4: Nature of account.

UNIT 5: Financial Accounting: Accounting as a financial information system.

UNIT 6: Impact of behavioral sciences.

UNIT 7: Accounting Standards e.g.

UNIT 8: Accounting for depreciation, inventories, gratuity.

UNIT 9: Research and development costs.

UNIT 10: long term construction contracts.

UNIT 11: Revenue recognition, fixed assets, contingencies.

UNIT 12: foreign exchange transactions.

UNIT 13: Investments and government grants.

UNIT 14: Cost Accounting: Nature and functions of cost accounting.

UNIT 15: Job Costing ,process costing.

UNIT 16: marginal costing.

UNIT 17: Profit and cost centers.

UNIT 18: Taxation: Definitions.

UNIT 19: Basis of charge.

UNIT 20: Incomes which do not form part of total income, property.

UNIT 21: Profits and gains of business or profession.

UNIT 22: Aggregation of income .

UNIT 20: Auditing: Audit of cash transactions.

UNIT 21: Sales.

UNIT 22: Purchase.

UNIT 23: Incomes.

UNIT 24: Expenses valuation and verification of assets and liabilities.

Reference Books:

1. Advanced Accountancy - R.L.Gupta and Radhaswamy
2. Management Accounting - Khan and Jain
3. Management Accounting - S.N.Maheswari
4. Prasanna Chandra, "Financial Management – Theory and Practice", Tata McGraw Hill, New Delhi (1994).
5. I.M.Pandey, "Financial Management", Vikas Publishing

SECTION 6: Tourism

UNIT 1: Introduction: What is Tourism.

UNIT 2: Definitions and Concepts.

UNIT 3: Tourist destination.

UNIT 4: Services and industry.

UNIT 5: Definition and historical development?

UNIT 6: Tourism Products & Attraction: Nature.

UNIT 7: Characteristics and Components of Tourism Industry.

UNIT 8: Why it is different from other types of consumer product?

UNIT 9: Elements and characteristics of tourism products.

UNIT 10: Tourism product production system.

UNIT 11: Tourism Product Life Cycle.

UNIT 12: Typology of tourism products.

UNIT 13: Types and Forms of Tourism: Inter–regional and intra–regional tourism.

UNIT 14: Inbound and outbound tourism.

UNIT 15: Domestic, international tourism, Forms of Tourism: religious, historical, social, adventure, health, business, conferences, conventions, incentives.

UNIT 16: Sports and adventure.

UNIT 17: Senior tourism.

UNIT 18: Special interest.

UNIT 19: Tourist Transportation: Air transportation.

UNIT 20: The airline industry present policies, practices.

UNIT 21: Functioning of Indian carriers.

UNIT 22: Air Corporation Act, Air charters.

UNIT 23: A study of International Tourism Organizations: Origin.

UNIT 24: location and functions of WTO, IATA, PATA, ASTA, UFTAA, and ICAO.

Reference Books:

1. Mill and Morrison, (1992), the Tourism System: An Introductory Text, Prentice Hall.
2. Cooper, Fletcher et al, (1993), Tourism Principles and Practices, Pitman.
3. Burkart and Medlik, (1981), Tourism: Past, Present and Future, Heinemann, ELBS.
4. Mill, R.C., (1990), Tourism: The International Business, Prentice Hall, New Jersey.
5. Bhatia, A.K., - International Tourism

YEAR-II

SECTION 1: Kitchen Operation and Bar Management

UNIT 1: Management roles and duties: Management Roles & Duties Introduction.

UNIT 2: Student's Role in Program Management Roles.

UNIT 3: Management Duties.

UNIT 4: Types of Management & Establishments.

UNIT 5: Owner/Management Relations.

UNIT 6: Introduction to Policy.

UNIT 7: Pricing and Policies: Calculating Gross Profit Margins.

UNIT 8: Calculating Portion Costs.

UNIT 9: Establishing Prices, Menu Development, Glassware & Equipment, Portion Controls, Cash Controls, Signature Drinks & Food.

UNIT 10: Operation: Inventory Systems, POS Systems.

UNIT 11: Human Resources & Labor Costs.

UNIT 12: Theft Detection & Control, Purchasing & Vendor Relations, Auditing, Health Codes & Standards, Liability & Law.

UNIT 13: Marketing and Advertising: Finding Your Market, In House Promotions, Developing a Local.

UNIT 14: Customer Base , Developing New Business.

UNIT 15: Live Entertainment & DJ's, Drink & Food Specialties. Theme Development & Promotion .

UNIT 16: Support Services: Online Library, Industry Links, Chat Room, Networking Services, Direct Instructor Support.

Reference Books:

1. The Food Service Professionals Guide to Bar & Beverage Operation: Ensuring Maximum Success - Kindle Edition - Kindle Book (Sept. 1, 2002) by Chris Parry
2. The Home Chef Kitchen Management Guide - Kindle Edition - Kindle Book (Sept. 29, 2009) by C. Kellogg

SECTION 2: Human Resource Management

UNIT 1: Introduction: Personnel Department and role of Personnel Manager.

UNIT 2: Definition and role of HRD.

UNIT 3: Organizational Structure - Hierarchies - Types - Vertical/Horizontal.

UNIT 4: Design of organization: Job analysis, Job description, Job enlargement, Job rotation, Job enrichment.

UNIT 5: Job Specification Definition and formats.

UNIT 6: Job Evaluation - Meaning, type and uses Recruitment - Sources of recruitment, Selection - Application.

UNIT 7: Interviews - Types, Test - Types.

UNIT 8: Group selection procedures Manpower planning.

UNIT 9: Right sizing, Manpower Ratio, General methods.

UNIT 10: Training Process: Meaning and advantages.

UNIT 11: Purpose of training, Types and methods of training, Aids used while training, Performance Appraisal, Definition and importance, Types of performance.

UNIT 12: Industrial Relations: Trade Unionism ... definition Role of trade union in the Indian Scenario.

UNIT 13: Collective bargaining - Industrial Relations Machinery ID Act.

UNIT 14: Wage Settlements - Bi-partite, Tripartite, Arbitration, Barriers of collective bargaining, Grievance handling ... procedure.

UNIT 15: Employee participation in management in relation to good industrial.

UNIT 16: Personnel Management: Definitions, Systems, Personal record- HRIS (Human Resource Info Syst.) brief, Employee productivity, Manpower audit, Other forms like ESI, Medical, leave, gratuity, PF etc.

Reference Books:

1. Human Resource Management-C.B.Gupta
2. Personnel Management- P.C. Tripathi
3. Gary Dessler, "Human Resource Management", Seventh edition
4. David A. DeCenzo & Stephen P. Robbins, Personnel/Human Resource Management,

SECTION 3: Hospitality Law and French

UNIT 1: Concept of hospitals: Planning and design of hospital(building and physical layout) – Space required for separate function – different types of hospitals.

UNIT 2: Problems and constraints in different type of hospitals .

UNIT 3: History of hospital development.

UNIT 4: Department and organization.

UNIT 5: Concept of project management: Concept of project.

UNIT 6: Categories of projects.

UNIT 7: Projects life cycle phase.

UNIT 8: Project management concepts.

- UNIT 9: Tools and techniques for project management.
- UNIT 10: Project formulation: Stages, bottlenecks.
- UNIT 11: feasibility report, financing arrangements.
- UNIT 12: finalization of projects.
- UNIT 13: Implementation of schedule.
- UNIT 14: Organizing human resources and contracting.
- UNIT 15: Project manager, project manager's authority.
- UNIT 16: The project manager.
- UNIT 17: Roles and responsibilities of project manager project organization.
- UNIT 18: Accountability in project execution.
- UNIT 19: Organizing system and procedures: Working of system.
- UNIT 20: Design of system, project work system design.
- UNIT 21: Work break down structure.
- UNIT 22: Project execution plan.
- UNIT 23: Project procedure manual, project control system.
- UNIT 24: Planning scheduling and monitoring.

Reference Books:

1. Planning Health facilities for patient and visitors - Janet Reinstein Carpmqan
2. Deborah A.Simmons
3. Hospital waste management - John Blackman
4. Hospital Electrical Standards - Mary Ann.Kelly
5. Hospital facilities planning and Design - G.D.Kuders

SECTION 4: MIS

UNIT 1: Organisation and Information Systems: Changing Environment and its impact on Business.

UNIT 2: The IT/IS and its influence.

UNIT 3: The Organisation: Structure, Managers and activities , Data,information and its attributes.

UNIT 4: The level of people and their information,needs.

UNIT 5: Types of Decisions and information.

UNIT 6: Information System.

UNIT 7: Kinds of Information systems: Transaction Processing System (TPS).

UNIT 8: Office Automation System (OAS).

UNIT 9: Management Information System (MIS).

UNIT 10: Decision Support System (DSS) and Group Decision Support System (GDSS) - Expert System (ES),Executive Support System (EIS or ESS).

UNIT 11: Computer Fundamentals: Telecommunication and Networks.

UNIT 12: Computer System.

UNIT 13: Introduction Classification.

UNIT 14: Computers, Input and output devices - Software, System s/w and application s/w - O/S, Functions and Features, communication, Media, Modems & Channels .

UNIT 15: LAN, MAN & WAN -Network Topologies.

UNIT 16: Internet, Intranet and Extranet.

UNIT 17: System Analysis and Development and Models: Need for System Analysis.

UNIT 18: Stages in System Analysis - Structured SAD and tools like DFD.

UNIT 19: Context Diagram Decision Table and Structured Diagram.

UNIT 20: System Development Models: Water Flow, Prototype, Spiral, RAD, Roles and Responsibilities of system analyst.

UNIT 21: Manufacturing and Service Systems: Information systems for Accounting.

UNIT 22: Finance.

UNIT 23: Production and Manufacturing.

UNIT 24: Marketing and HRM functions - IS in hospital, hotel, bank.

Reference Books:

1. Introduction to Information System”, James A. O’ Brien, Tata McGraw Hill, 12th Edition.
