BANGALORE UNIVERSITY

BACHELOR OF HOTEL MANAGEMENT

5th & 6th Semester Syllabus for BHM 2021 Batch

DEPARTMENT OF COMMERCE

BANGALORE UNIVERSITY

Jnanabharathi Campus

Bangalore – 560056

REGULATIONS
BACHELOR OF HOTEL MANAGEMENT

PREFACE

Education is fundamental for achieving full human potential, developing an equitable and novel society, and promoting national development. Providing access to quality education is the key to India's continued ascent, and leadership on the global stage in terms of economic growth, social justice and equality, scientific advancement, national integration, and cultural preservation. Universal high-quality education is the best way forward for developing and maximizing our country's rich talents and resources for the good of the individual, the society, the country, and the world. India will have the highest population of young people in the world over the next decade, and our ability to provide high-quality educational opportunities to them will determine the future of our country.

The world is undergoing rapid changes in the knowledge landscape. With various dramatic scientific and technological advances, such as the rise of big data, machine learning, and artificial intelligence, many unskilled jobs worldwide may be taken over by machines, while the need for a skilled workforce, particularly involving multidisciplinary abilities across the sciences, social sciences, and humanities, will be increasingly in greater demand. With climate change, increasing population, and depleting natural resources, there will be a sizeable shift in how we meet the need for garment resulting in the need of new skilled labour. As India moves towards becoming a developed country as well as among the three largest economies in the world, we need to upskill our younger workforce with relevant skills to employ them to benefit societies.

With the quickly changing employment landscape and global ecosystem, it is becoming increasingly critical that children not only learn, but more importantly learn how to learn. Education thus, must move towards less content, and more towards learning about how to think critically and solve problems with sustainable principles in their respective domains.

Hospitality management is a career path that typically falls under the hotels, resorts, and lodging industry. It involves overseeing the daily administrative, operational and commercial tasks of businesses like hotels, resorts, restaurants, catering establishments, shops, casinos, amusement parks and many other related businesses. From the big hotel chains to the smallest dining establishments, they are all part of the hospitality industry.

Proposing and developing a curriculum for Hotel Management is unique in several ways. The designed curriculum in Hotel Management program attributes to change the age-old paradigms in learning and utilizing knowledge.The proposed curricular framework designed by the subject expert committee was headed by eminent academicians in the field of Hospitality Management.

The valuable support from the subject experts from various reputed universities and institutions has helped to draft and prepare theframework to implement the New Education Policy for the benefit of the students in the field of Hospitality.

We take this opportunity to thank the authorities of Bangalore University for giving us this opportunity to be a part of framing and implementation of the curriculum for Hotel Management under National Education Policy 2020on behalf of the University.

PREAMBLE

The Curriculum designed in trajectory with National Education Policy 2020 guidelines aims to provide a framework for understanding the hospitality industry by sensitizing students to the conceptual, visual, and perceptual process. The framed syllabus and the course policy are learner-centric with varying levels of skills in each academic year. Program structure and selected courses give diverse choices of subjects in tune with the changing trends in hospitality and tourism industries.

The Indian hospitality industry has emerged as one of the key drivers of growth among the services sector in India. Considering this growth in the coming years, the industry needs professionals with in-depth knowledge & skills having the ability to bring in significant changes. Therefore, the Hotel Management course curriculum is designed to create market-ready professionals with upgraded, updated, and creative operational and managerial capabilities. As envisioned in the National Education Policy 2020 the syllabus offers holistic education and all-round development in undergraduate studies under Choice Based System, the main objective of 'Hospitality Studies' is to articulate the students about the fundamentals of Hospitality services. Hospitality, as a profession, includes the entire process of guest service relevant to all the stages of a guest cycle. This course will provide an overview of Hospitality operations and management and elaborate on different aspects like culinary, guest service management, Food and beverage service, Housekeeping, Tourism, Guest behaviors, Sustainability, and allied subjects.

Subject experts teaching post-graduate and under-graduate courses from various universities and colleges were instrumental in framing this new curriculum and sustainable education with regional, national, and global competitive knowledge in addition to best employable skills. The course curriculum presented in the following pages conforms to the general guidelines of the NEP 2020 scheme, semester schedule, evaluation criteria and course credit structure of the Hotel Management Program.

REGULATIONS PERTAINING TO BACHELORS OF HOTEL MANAGEMENT
According to NEP 2020

I. PROGRAM OUTCOMES

Upon successful completion of Hotel Management Course, the student should be able to:

PO 1: Use knowledge and skills associated with problem solving, creative and critical thinking, reflection and decision making to function effectively in the classroom, community, and industry.
PO 2: Apply the concepts and skills necessary to achieve guest satisfaction.
PO 3: Demonstrate leadership and teamwork to achieve common goals.
PO 4: Conduct him/herself in a professional and ethical manner, and practice industry-defined work ethics.
PO 5: Communicate effectively and confidently in the classroom, community and industry.
PO 6: Demonstrate knowledge of multicultural perspectives to meet the needs of the guests and employees.
PO 7: Lead with the knowledge that the foundation of hospitality and tourism is based on the respect for the host culture with the responsibility to perpetuate the unique values, traditions, and practices of that place.
PO 8: Use knowledge of best practices to further sustainability (economic, environmental, and cultural/social) in the industry.
PO 9: Demonstrate ability to perform basic, supervisory and managerial level job functions in hotel, restaurant and tourism careers.
PO 10: Evaluate diversity and ethical considerations relevant to the hospitality industry.

II. GRADUATE ATTRIBUTES

The graduate attributes are the outline of the expected course learning outcomes mentioned in the beginning of each course. The characteristic attributes that a graduate will be able to demonstrate through learning various courses which are listed below:

✓ **Disciplinary Knowledge**

Capability of executing comprehensive knowledge and understanding of one or more disciplines thatform part of Hospitality and Tourism Management.

✓ **Communication Skills**

i. Ability to communicate long standing, unsolved problems related to Hospitality and Tourism. ii. Ability to show the importance of Hospitality and Tourism as precursor to various market
Developments.

✓ **Critical Thinking**

i. Ability to engage in reflective and independent thinking by understanding the concepts in every area of Hospitality and Tourism Business;
ii. Ability to examine the results and apply them to various problems appearing in different branches of Hospitality and Tourism Business.

✓ **Problem solving**

i. Capability to reduce a business problem and apply the classroom learning into practice to offersolution for the same;
ii. Capabilities to analyze and synthesize data and derive inferences for valid conclusion;
iii. Able to comprehend solutions to sustain problems originating in the diverse management are such as Finance, Marketing, Human Resource, Taxation within the Hospitality and Tourism Industry.

✓ **Research Related Skills**

i. Ability to search for. Locate, extract, organize, evaluate, and use or present information that is relevant to a

particular topic
ii. Ability to identify the developments in various branchesof Hospitality and Tourism Management and Business

- ✓ **Information and Communication Technology (ICT) digital literacy**

Capability to use various ICT tools (like spreadsheet) for exploring, analysis, and utilizing theinformation for business purposes.

- ✓ **Self-directed Learning**

Capability to work independently in diverse projects and ensure detailed study of various facets Hospitality and Tourism

- ✓ **Moral and Ethical Awareness/Reasoning**

i. Ability to ascertain unethical behaviour, falsification, and manipulation of information;
ii. Ability to manage self and various social systems.

- ✓ **Life-long learning**

Capability of self-paced and self-directed learning aimed at personal development and for improving knowledge/skill development and reskilling in all areas of Hospitality and Tourism Management.

III. ELIGIBILITY FOR ADMISSION:

A candidate who has passed two years Pre-University Examination conducted by the Pre-University Education Board in the State of Karnataka or any other examination considered as equivalent thereto shall be eligible for admission to these Programs.

IV. DURATION OF PROGRAMS, CREDITS REQIUREMENTS AND OPTIONS

The four-year multidisciplinary Hotel Management programme should provide the opportunity to experience the full range of holistic and multidisciplinary education, focusing on major and minor subjects as per the student's preference.

Thus, the undergraduate programmes shall extend over four academic years (Eight Semesters) The successful completion of Four Years undergraduate Programmes would lead to a degree of Bachelorsof Hotel Management

The credit requirements are as follows.

Exit with	Minimum Credit Requirement*	NSQF Level
Bachelor of Hotel Management at the Successful Completion of the Four Years (Eight Semesters) Multidisciplinary Hotel Management Program	180	8

V. MEDIUM OF INSTRUCTION

The medium of instructions shall be English only (Except for Language subjects)

VI. ATTENDANCE

A student shall be considered to have satisfied the requirement of attendance for semester, if he/she has attended not less than 75% in aggregate of the number of work periods in each of the courses compulsorily.
A student who fails to satisfy the above condition shall not be permitted to take the University examination.

VII. TEACHING AND EVALUATION

Graduates, Post Graduates with Hospitality or Culinary as their specialization from recognized university are only eligible to teach and to evaluate the Courses mentioned in this regulation. Languages and additional

courses shall be taught by subject experts as recognized by the respective Board of Studies.

VIII. RECORD MAINTENANCE AND SUBMISSION

- Every college is required to establish a laboratory for gaining practical aspects of all core hospitality subjects. In addition, an Innovative business lab / computer lab should be established to enable students to get practical knowledge of hospitality business activities and online learning.
- In every semester, the student should keep a record of the activities conducted in the laboratories and submit it to the concerned faculty.

IX. PRACTICAL TRAINING AND PROJECT REPORTS:

Industrial Training:

The course being a professional course, the students are required to undergo an Industrial Training in the 6th Semester if they wish to opt for a UG Degree in Hotel Management.

The objective of the training is to expose the students to the core areas of a star hotel (4 star and above) specially to gain operational and managerial skillsrequired to effectively manage a hotel. The minimum duration of the training is 22 Weeks.

X. GUIDELINES FOR CONTINUOUS INTERNAL EVALUATION (CIE) AND SEMESTER END EXAMINATION (SEE)

The CIE and SEE will carry 40% and 60% weightage each, to enable the course to be evaluated for a total of 100 marks irrespective of its credits. The evaluation system of the course is comprehensive & continuous during the entire period of the Semester. For a course, the CIE and SEE evaluation will be on the following parameters:

SL No	Parameters for Evaluation	Marks
	Continuous Internal Evaluation (CIE)	
A	Continuous & Comprehensive Evaluation (CCE)	20 Marks
B	Mid Semester Exam (MSE)	20 Marks
	Total of CIE	**40 Marks**
C	Semester End Examination (SEE)	**60 Marks**
	Total of CIE & SEE	**100 Marks**

A. Continuous & Comprehensive Evaluation (CCE):

The CCE will carry a maximum of 20% weightage (20 marks) of total marks of a course. The faculty member can select any four of the following assessment methods, Minimum of four of the following assessment methods of 5 marks each:

Individual Assignments	Practical activities/Problem Solving Exercises
Seminars/Classroom Presentations/Quizzes	Mini Projects/Capstone Projects
Group / Class Discussion/ Group Assignments	Participation in Research activities, etc.
Case studies/Case lets / Field visits	Any other academic activity.
Participatory & Industry-Integrated Learning	Practical activities/Problem Solving Exercises

B. Mid Semester Exam (MSE):

The MSE will carry a maximum of 20% weightage (20 Marks) of total marks of a course, under this component, a test will have to be conducted after 50% of the completion of the syllabus in each subject.

XI. PATTERN OF QUESTION PAPER
A. Mid Semester Exams

Sections	Question Type	Mid Semester Exam
SECTION A **1.** a, b, c, d, e, f	**(Factual Questions)** Answer any FOUR out of six Sub-questions	**4 X 1 = 04 Marks**
SECTION B 2, 3, 4	**(Application based Questions)** Answer any TWO out of three questions	**2 X 3 = 06 Marks**
SECTION C 5, 6	**(Analytical Questions)** Answer any ONE out of two questions	**1 X 10 = 10 Marks**
	TOTAL	**20 Marks**

B. Semester End Exams

Sections		Semester End Exam
SECTION A **1.** a, b, c, d, e, f, g	**(Factual Questions)** Answer any FIVE out of seven Sub-questions	**5 X 2 = 10 Marks**
SECTION B 2, 3, 4, 5, 6, 7	**(Application based Questions)** Answer any FOUR out of five questions	**4 X 5 = 20 Marks**
SECTION C 8, 9, 10, 11, 12	**(Analytical Questions)** Answer any THREE out of five questions	**3 X 10 = 30 Marks**
	TOTAL	**60 Marks**

XII. APPEARANCE FOR THE EXAMINATION

A Candidateshall be considered to have appeared for the examination only of he/she has submitted the prescribed application for the examination along with the required fees to the university.

Course Structure

5th Semester BHM

Sem. No.	Course Category	Course Code	Course Title	Credits Assigned	Instructional hours per week	Duration of Exam (Hrs.)	Exam/ Evaluation Pattern (Marks)		
					L+T+P		IA	Exam	Total
V	DSC	BHM-FBP 5T	Food & Beverage Production V Theory	3	4+0+0	2.5	40	60	100
		BHM-FBP 5P	Food & Beverage Production V Practical	2	0+0+4	4	25	25	50
		BHM-FBS 5T	Food & Beverage Service V Theory	3	4+0+0	2.5	40	60	100
		BHM-FBS 4P	Food & Beverage Service IV Practical	2	0+0+4	4	25	25	50
		BHM-AO 5T	Accommodation Operations V Theory	3	4+0+0	2.5	40	60	100
		BHM-AO 3P	Accommodation Operations III Practical	2	0+0+4	4	25	25	50
	DSE	BHM E1-T (Anyone to be chosen)	A. Hotel Interior Decorations B. Food and Nutrition	3	4+0+0	2.5	40	60	100
	Vocational	HM V1-T (Anyone to be chosen)	A. Culinary Arts B. Food & Wine Art	3	3+0+2	2.5	40	60	100
	SEC	SEC	Cyber Security or Employability Skills	3	2+0+2	1.5	40	60	100
Total				24			315	435	750

NOTE : Employability skills should be taught by commerce faculty and it has been approved by BOS.

6th Semester BHM

Sem. No.	Course Category	Course Code	Course Title	Credits Assigned	Duration	Exam/ Evaluation Pattern (Marks)		
						IA	Viva	Total
VI	DSC	BHM-IT	Industrial Training	22	22 Weeks (Report & Viva)	250	250	500

5th SEMESTER

Program Name	**BHM**			Semester	**V**
CourseTitle	**Food & Beverage Production V Theory**				
CourseCode:	**BHM-FBP 5T**		No.ofCredits		**3**
Contact hours	**40 Hours**		DurationofSEA/Exam		**2.5 Hours**
Formative Assessment Marks	**40**		SummativeAssessmentMarks		**60**

Course Pre-requisite(s): Basic Knowledge of Food & Beverage

Course Outcomes (COs): After the successful completion of the course, the student will be able to:
CO 1.Explain the fundamental concepts Kitchen Management
CO 2. Elaborate on the role of Food Preservation and Food Standards
CO 3. Elucidate on western plated food styles and concepts of health foods

Contents	Hrs.
MODULE-1: KITCHEN PLANNING AND LAYUOT 1.1 Kitchen layout, sections, and functions of each outlet. 1.2 Production workflow, planning of kitchen area 1.3 Layout of a large quantity kitchen and satellite kitchen 1.4 Purchasing, types, procedures, principles, requisition, ordering, receiving, storing, issuing, standard purchase specifications and forms and formats. 1.5 Layout of storage area, Storage of food material- Dry storage and Cold storage. Temperatures for storing perishables and non-perishables	**9**
MODULE- 2: FOOD NUTRITION AND PRESERVATION 2.1 Types of Nutrients 2.2 Balanced Diet and Nutritional Analysis 2.3 Method of Food Preservation 2.4 Physical and Chemical Agents in Food Preservation 2.5 Common Adulterants in Food	**8**
MODULE- 3: FOOD STANDARDS 3.1 Importance of WHO standards, Voluntary and Compulsory standards 3.2Relevance of HACCP in Food Production 3.3 Function and role of FSSAI 3.4 Classification of Food preservatives	**7**
MODULE- 4: CATERING MANAGEMENT & QUANTITY FOOD MANAGEMENT 4.1 Introduction to Catering Management 4.2 Types of Institutional and Industrial Catering 4.3 Problems Associated with Catering 4.4 The Concepts of Plate Presentation 4.5 Merging of Flavors, Shapes, and Textures on the Plate	**8**
MODULE- 5: QUANTITY FOOD MANAGEMENT 5.1Mass Cooking – Banquets, Hostels, Hospitals, Industrial units 5.2 Scope in Growth in Catering and Cloud Kitchen management 5.3 Characteristics of Railway, Roadway, Cruise, and Airline Catering Management 5.4 Principles of Planning for Quantity Food Production with Regards to Availability of Products 5.5 Emerging Trends in Food presentation	**8**

Pedagogy: Lecture / Presentation

FormativeAssessmentforTheory	
AssessmentOccasion/type	**Marks**
Assignment	20 marks
Quiz	20 marks
Total	**40Marks**
FormativeAssessmentasperNEPguidelinesarecompulsory	

References
a. International Cuisine & Food Production Management by Parvinder S. Bali b. Practical Professional Cookery by Cracknell and Kaufmann c. International Cuisine by Jeremy MacVeigh d. Hygiene and Sanitation by S. Roday e. Global Cuisine by Dr Chef Vinoth Kumar f. Food: A Culinary History by Jean-Louis Flandrin **Online Resources** a. Culinary Dictionary Index **Link:** https://whatscookingamerica.net/glossary/ b. The Cook's Thesaurus **Link:** http://www.foodsubs.com c. Real Food Encyclopedia **Link:** https://foodprint.org/eating-sustainably/real-food-encyclopedia/ **Note: Any other Latest Edition of reference/textbooks can be included.**

CourseTitle	**Food & Beverage Production V Practical**		PracticalCredits	**2**
CourseCode	**BHM-FBP 5P**		Contact hours	**48 Hours**
FormativeAssessment	**25Marks**		SummativeAssessment	**25Marks**

Practical Content
WEEK 1: Four course menu based on Lebanese Cuisine
WEEK 2: Four course menu based on French Cuisine
WEEK 3: Four course menu based on Japanese Cuisine
WEEK 4: Four course menu based on Chinese Cuisine
WEEK 5: Four course menu based on Sri Lankan Cuisine
WEEK 6: Four course menu based on Mediterranean Cuisine
WEEK 7: Four course menu based on Caribbean Cuisine
WEEK 8: Four course menu based on Moroccan Cuisine
WEEK 9: Four course menu based on Spanish Cuisine
WEEK 10: Four course menu based on Middle eastern Cuisine
WEEK 11: Four course menu based on Afghani Cuisine
WEEK 12: Four course menu based on Korean Cuisine

Pedagogy: Practical Demonstration

FormativeAssessmentforPractical	
AssessmentOccasion/type	**Marks**
Demonstration	15 Marks
Quiz	10 Marks
Total	**25Marks**
FormativeAssessmentasperNEPguidelinesarecompulsory	

References
a. International Cuisine & Food Production Management by Parvinder S. Bali b. Practical Professional Cookery by Cracknell and Kaufmann c. International Cuisine by Jeremy MacVeigh d. Global Cuisine by Dr Chef Vinoth Kumar **Online Resources** a. Culinary Dictionary Index **Link:** https://whatscookingamerica.net/glossary b. The Cook's Thesaurus **Link:** http://www.foodsubs.com **Note: Any other Latest Edition of reference/textbooks can be included.**

Program Name	**BHM**			Semester	**V**
CourseTitle	**Food & Beverage Service V Theory**				
CourseCode:	**BHM-FBS 5T**		No.ofCredits	**3**	
Contact hours	**40 Hours**		DurationofSEA/Exam	**2.5 Hours**	
Formative Assessment Marks		**40**	SummativeAssessmentMarks	**60**	

Course Pre-requisite(s): Basic Knowledge of Food & Beverage

Course Outcomes (COs): After the successful completion of the course, the student will be able to:
CO 1.Describe the specialized service technique procedures
CO 2. Elaborate on the relevance of F&B in events
CO 3. Elucidate on the basics of F&B Supervision
CO 4. Explain the financial aspects of F&B Business

Contents	Hrs.
MODULE- 1: ENHANCED SERVICE TECHNIQUES- I 1.1 Introduction to Carving, Jointing, and filleting 1.2 Flambe Lamps, Suzette pans and hot plates 1.3 Hors d'oeuvres and other starters 1.4 Salads and Dressings	**8**
MODULE- 2: ENHANCED SERVICE TECHNIQUES - II 2.1 Hot fish Dishes 2.2 Steaks and Meat dishes 2.3 Poultry & Game 2.4 Desserts and Fresh Fruits	**8**
MODULE3: F&B ASPECTS OF EVENT MANAGEMENT 3.1 Types of Hospitality Events 3.2 Event Service Staff Roles 3.3 Event Administration 3.4 Event Organization 3.5 Weddings 3.6 Outdoor Catering	**9**
MODULE4: SUPERVISORY ASPECTS OF FOOD & BEVERAGE SERVICE 4.1 Legal Considerations 4.2 Sales Promotion 4.3 Customer Relations 4.4 Staffing Levels, staff organizations and training 4.5 Performance analysis	**7**
MODULE5: FINANCIAL ASPECTS OF FOOD & BEVERAGE SERVICE 5.1 Food & Beverage Pricing 5.2 Food & Beverage Revenue Control 5.3 Beverage Control 5.4 F&B Business Financial Controls 5.5 F&B Forecasting 5.6 Safeguarding financial information	**8**

Pedagogy: Lecture / Presentation

FormativeAssessmentforTheory	
AssessmentOccasion/type	**Marks**
Assignment	20 marks
Quiz	20 marks
Total	**40Marks**
FormativeAssessmentasperNEPguidelinesarecompulsory	

References
a. Food & Beverage Service Training Manual by Sudhir Andrews b. Food & Beverage Service by R Singaravelan c. The Steward by Peter Diaz d. Food & Beverage Service by Anil Sagar e. The World Atlas of Coffee by James Hoffman f. Finance and accounting in F&B by Rob Van Ginneken a. 7 Steps for Quick and Easy Menu Planning **Link:**https://www.unlockfood.ca/en/Articles/Menu-Planning/7-Steps-for-Quick-and-Easy-Menu-Planning.aspx b. The role of a Butler **Link:**https://hoteltalk.app/the-role-of-a-butler/ c. Sustainability is Critical in Food and Beverage Manufacturing **Link:**https://foodsafetytech.com/column/8-reasons-sustainability-is-critical-in-food-and-beverage-manufacturing/ **Note: Any other Latest Edition of reference/textbooks can be included.**

CourseTitle	**Food & Beverage Service IVPractical**	PracticalCredits	**2**
CourseCode	**BHM-FBS 4P**	Contact hours	**48 Hours**
FormativeAssessment	**25Marks**	SummativeAssessment	**25Marks**

Practical Content
WEEK 1: Gueridon Service – Hors d'oeuvres and other starters
WEEK 2: Event Management – Theme Lunch / Dinner
WEEK 3: Gueridon Service – Salads and Dressings
WEEK 4: Gueridon Service – Hot fish Dishes
WEEK 5: Event Management – Theme Lunch / Dinner
WEEK 6: Gueridon Service – Steaks
WEEK 7: Gueridon Service –Meat Dishes
WEEK 8: Gueridon Service – Poultry and Game
WEEK 9: Gueridon Service –Sweet Dishes and Fresh Fruits
WEEK 10: Event Management – Theme Lunch / Dinner
WEEK 11: F&B Analytics – Sales Forecasting
WEEK 12: Event Management – Theme Lunch / Dinner

Pedagogy: Practical Demonstration

FormativeAssessmentforPractical	
AssessmentOccasion/type	**Marks**
Demonstration	15 Marks
Quiz	10 Marks
Total	**25Marks**
FormativeAssessmentasperNEPguidelinesarecompulsory	

References
a. Food & Beverage Service Training Manual- By Sudhir Andrews b. Food & Beverage Service   By R Singaravelan c. The Steward By Peter Diaz d. Food & Beverage Service By Anil Sagar e. The World Atlas of Coffee – James Hoffman **Online Resources** a. 7 Steps for Quick and Easy Menu Planning **Link:**https://www.unlockfood.ca/en/Articles/Menu-Planning/7-Steps-for-Quick-and-Easy-Menu-Planning.aspx b. The role of a Butler **Link:**https://hoteltalk.app/the-role-of-a-butler/ c. Sustainability is Critical in Food and Beverage Manufacturing **Link:**https://foodsafetytech.com/column/8-reasons-sustainability-is-critical-in-food-and-beverage-manufacturing/ **Note: Any other Latest Edition of reference/textbooks can be included.**

Program Name	**BHM**			Semester	**V**
CourseTitle	**Accommodation Operations V Theory**				
CourseCode:	**BHM-AO 5T**		No.ofCredits		**3**
Contact hours	**40 Hours**		DurationofSEA/Exam		**2.5 Hours**
Formative Assessment Marks		**40**	SummativeAssessmentMarks		**60**

Course Pre-requisite(s): Basic Knowledge of Food & Beverage

Course Outcomes (COs): After the successful completion of the course, the student will be able to:
CO 1. Elaborate the fundamental concepts of yield management and forecasting
CO 2. Demonstrate the basic computer application skills necessary for hotels
CO 3. Apply the principles of ergonomics in hotel operations
CO 4. Elucidate on the primary and secondary operations during the pre-launch stage of a hotel

Contents	Hrs.
MODULE-1: YIELD MANAGEMENT 1.1 Introduction and Benefits of Yield Management 1.2 Elements of Yield Management 1.3 Measuring Yield Management 1.4 Challenges in Yield Management	**8**
MODULE-2: FORECASTING 2.1 Importance of Demand Forecasting 2.2 Forecasting and its applications 2.3 Forecasting techniques and its benefits	**7**
MODULE- 3: COMPUTER APPLICATIONS IN HOTELS 3.1 Role of Digital Technology in Hotels – AI & ML 3.2 Selecting and Installing Computer Systems & Networks 3.3 MIS Design and Function 3.4 UI & UX of Property Management Systems 3.5 Food & Beverage Management Applications	**9**
MODULE- 4: HOTEL ERGONOMICS 4.1 Meaning and Introduction to ergonomics 4.2 Principles of Ergonomics 4.3 Significance and need of ergonomics in Housekeeping 4.4 New Scientific Techniques in Ergonomics	**8**
MODULE- 5: HOTEL ERGONOMICS 5.1 Analysis of risk Factors in Housekeeping 5.2 Mitigation of risks in Housekeeping 5.3 Housekeeping and Workplace Productivity 5.5 Housekeeping Hazards and Control Measures 5.6 Sustainable Housekeeping with Eco-practices	**8**

Pedagogy: Lecture / Presentation

FormativeAssessmentforTheory	
AssessmentOccasion/type	**Marks**
Assignment	20 marks
Quiz	20 marks
Total	**40Marks**
FormativeAssessmentasperNEPguidelinesarecompulsory	

References
a. Managing Front Office Operations – Michael L Kasavanna& Richard M.Brooks

a. Managing Front Office Operations – Michael L Kasavanna& Richard M.Brooks
b. Front Office Operations and Management - Jatashankar R. Tiwari
c. Principles of Hotel Front Office Operations- Su Baker, Pam Bradley
d. Hotels for Tourism Development – Dr. Jagmohan Negi
e. Housekeeping Operations, Design and Management by Malini Singh, Jaya B George
f. Hotel Housekeeping by Smriti Raghubalan
g. Housekeeping Management by Matt A. Casado

Online Resources
a. The Road Back: Ensuring Housekeeping Operations Meet Renewed Expectations
Link: https://lodgingmagazine.com/the-road-back-ensuring-housekeeping-operations-meet-renewed-expectations/\
b. Technology takes on a growing role in housekeeping departments
Link: https://www.hoteliermagazine.com/technology-takes-on-a-growing-role-in-housekeeping-departments/
c. 100 Hotel Trends You Need to Watch in 2023 & Beyond
Link: https://hoteltechreport.com/news/100-hotel-trends

Note: Any other relevant reference/textbooks can be included.

CourseTitle	**Accommodation Operations III Practical**		PracticalCredits	**2**
CourseCode	**BHM-AO 3P**		Contact hours	**48 Hours**
FormativeAssessment	**25Marks**		SummativeAssessment	**25Marks**
Practical Content				

WEEK 1: Yield Management Calculations - Potential Average Single Rate,Potential Average Double Rate, Multiple Occupancy Percentage

WEEK 2: Yield Management Calculations - Rate Spread, Potential Average Rate, Room Rate Achievement Factor

WEEK3: Yield Management Calculations –Yield Statistics, Identical Yield Occupancy, Equivalent Occupancy

WEEK 4: Demand Forecasting – Seasonal Forecasting Technique, Revenue Run Rate

WEEK 5: Demand Forecasting – Historical Growth Rate, Moving Average

WEEK 6: Reporting Yields and Forecasts – Graphical Representations

WEEK 7: UI / UX Designing – Designing a Hotel Website / Application

WEEK 8: Calculating Housekeeping Staff Strength

WEEK 9: Historical Budget Calculation in Housekeeping

WEEK 10: Planning Duty Rosters and Par Stocks

WEEK 11: Calculating Housekeeping Budgets

WEEK 12: Complaint Handling in Accommodation Sector

Pedagogy: Practical Demonstration

FormativeAssessmentforPractical	
AssessmentOccasion/type	**Marks**
Demonstration	15 Marks
Quiz	10 Marks
Total	**25Marks**
FormativeAssessmentasperNEPguidelinesarecompulsory	

References
a. Front Office Operations and Management - Jatashankar R. Tiwari b. Principles of Hotel Front Office Operations- Su Baker, Pam Bradley c. Hotels for Tourism Development – Dr. Jagmohan Negi d. Hotel Housekeeping by Smriti Raghubalan e. Housekeeping Management by Matt A. Casado **Online Resources** a. The Road Back: Ensuring Housekeeping Operations Meet Renewed Expectations Link: https://lodgingmagazine.com/the-road-back-ensuring-housekeeping-operations-meet-renewed-expectations/\ b. Technology takes on a growing role in housekeeping departments Link: https://www.hoteliermagazine.com/technology-takes-on-a-growing-role-in-housekeeping-departments/ **Note: Any other relevant reference/textbooks can be included.**

Program Name	**BHM**			Semester	**V**	
CourseTitle	**Hotel Interior Decorations**					
CourseCode:	**BHM E1-TA**			No.ofCredits	**3**	
Contact hours	**45 Hours**			DurationofSEA/Exam	**2.5 Hours**	
Formative Assessment Marks		**40**		SummativeAssessmentMarks	**60**	

Course Pre-requisite(s): Basic Knowledge of Hotel Housekeeping

Course Outcomes (COs): After the successful completion of the course, the student will be ableto:
CO 1. Explain the basic concepts of design
CO 2. Elaborate on the principles and elements of design
CO 3. Design layouts of Rooms, Restaurants, Lobby, and other guest areas of a hotel
CO 4. Illustrate on colour wheels and colour combinations
CO 5. Explain various types of lighting
CO 6. Elucidate on different types of walls, furnishes and furniture

Contents	Hrs.
MODULE-1:INTRODUCTION TO INTERIOR DECORATION 1.1 Introduction 1.2 Definition & Meaning of Interior decoration 1.3 Types of Design 1.4 Elements of Interior Design 1.5 Principles of Interior Design 1.6 Colours, Colour wheel &Colour schemes 1.7 Application of Colour schemes (Drawing layout of room & giving colour schemes)	**10**
MODULE- 2: FURNITURE AND FURNISHING 2.1 Introduction 2.2 Types of Furniture 2.3 Types of furniture Joints 2.4 Principles of furniture arrangement 2.5 Introduction to Soft Furnishings 2.6 Types of furnishings 2.7 Care and use of Furnishings 2.8 Basics of Textiles (yarn, weaves and its classification)	**10**
MODULE- 3: WALL COVERINGS 3.1 Introduction to Wall coverings 3.2 Types – Paints, fabric, wood, plastic, tiles, wall paper 3.3 Selection of wall coverings 3.4 Care of wall coverings	**8**
MODULE- 4: WALL WINDOW DESIGNING 4.1 Types of Windows – (10 types in brief) 2 Window treatment Stiff - blinds, shutters, shades, screens Soft - curtains, swags, valances	**8**
MODULE- 5: FLOOR COVERINGS 5.1 Types of floor finishes: Hard – granite, marble, tile Semi hard – rubber linoleum, cork, wood, Soft-carpet and types of carpets, rugs, dhurries 5.2 Selection, advantages, disadvantages, care and cleaning of floor finishes	**9**

Pedagogy: Lecture / Presentation

FormativeAssessmentforTheory	
AssessmentOccasion/type	**Marks**
Assignment	20 marks
Quiz	20 marks
Total	**40Marks**
FormativeAssessmentasperNEPguidelinesarecompulsory	

References
Suggestive Readings: 1. Hotel Housekeeping – Operations and Management, G.Raghubalan and Smritee Raghubalan, 2. The Professional Housekeeper by Schneider, Tucker and Scoviak 3. Housekeeping Operations, Design and Management by Malini Singh and Jaya B George 4. Interior Design and Decoration by P. Seetharaman and ParveenPannu 5. Theory and Practices of Professional Housekeeping by Ms.SMODULEa Srinivasan **Note: Any other relevant reference/textbooks can be included.**

Program Name	BHM			Semester	V
Course Title	**Food & Nutrition**				
Course Code:	**HM E1-TB**		No.ofCredits		**3**
Contact hours	**45 Hours**		Duration of SEA/Exam		**2.5 Hours**
Formative Assessment Marks		**40**	Summative Assessment Marks		**60**

Course Pre-requisite(s): Fundamentals of Facilities management

Course Outcomes (COs): After the successful completion of the course, the student will be able to:
CO 1. To know the food and food acceptance
CO 2. To know about various micro and macro nutrients and their functions
CO 3. To analyze the food choice, preparation and preservation
CO 4. To study about the process of food selection and preparation
CO 5. To learn about the convenience foods

Contents	Hrs.
MODULE 1 – FOOD GROUPS, NUTRIENTS AND THEIR FUNCTIONS 1.1 Food and Food Acceptance 1.2 Functions of Food 1.3 Macronutrients and their functions 1.4 Micronutrients and their functions 1.5 Basic Food Groups	**10**
MODULE 2 - FOOD CHOICE, PREPARATION AND PRESERVATION 2.1 Let us choose the right food 2.2 How healthy are our Meal patterns 2.3 Let us ensure taste and nutrient retention 2.4 Let us make food safe to eat 2.5 Let us preserve food	**8**
MODULE 3 – PROCESS OF FOOD SELECTION AND PREPARATION – I 3.1 Selection , Preparation and Nutritive Value of Cereals and Millets 3.2 Selection of Fats and Oils and their Nutritive Value 3.3 Selection and Preparation of Sugar and Jaggery & their Nutritive Value 3.4 Selection and Preparation, Nutritive Value of Pulses, Nuts & Oil Seeds	**9**
MODULE 4 – PROCESS OF FOOD SELECTION AND PREPARATION – II 4.1 Selection and Preparation ,Nutritive Value of Milk and Milk Products 4.2 Selection, Preparation And Nutritive Value of Eggs and Flesh Foods 4.3 Selection , Preparation and Nutritive Value of Vegetables 4.4 Selection of Fruits and their Nutritive Value	**8**
MODULE 5 – PROCESS OF FOOD SELECTION AND PREPARATION – III 5.1 Spices, Condiments and Salt, Selection , Preparation and Nutritive Value of 5.2 Beverages. Convenience Foods	**10**

Pedagogy: Lecture / Presentation

FormativeAssessmentforTheory	
AssessmentOccasion/type	**Marks**
Assignment	20 marks
Quiz	20 marks
Total	**40Marks**
Formative Assessment as per NEP guidelines are compulsory	

References
Suggestive Readings: a.   Food Nutrition and Health by Clydesdale Fergus M b.   Encyclopaedia of Food Nutrition Dietetics & Health by Bhavana Sabarwal c.   Food, Nutrition and Health by Beena Mathur d.   Principles of food sanitation - Marriott hotels e.   Essentials of food safety and sanitation - David M S Swane, Nancy R Rue, Richard Linton **Note: Any other Latest Edition of reference/textbooks can be included.**

Program Name	**BHM**			Semester	**V**	
CourseTitle	**Culinary Arts**					
CourseCode:	**HM V1-TA**			No.ofCredits	**3**	
Contact hours	**45 Hours**			DurationofSEA/Exam	**2 Hours**	
Formative Assessment Marks		**40**		SummativeAssessmentMarks		**60**

Course Pre-requisite(s): Fundamentals of Food and Beverage

Course Outcomes (COs): After the successful completion of the course, the student will be able to:
CO 1. To summarize the students with the techniques and skills used for Quantitative production.
CO 2. To Gain insight knowledge on Culinary Arts.
CO 3. To Hone skills on Food plating techniques.

Contents	Hrs.
MODULE – I FOOD PLATING AND PRESENTATION 1.1 Introduction 1.2 Types of Food Plating 1.3 Techniques used in Food Plating 1.4 Components of Food Plating 1.5 Uses and importance of Food Plating	**7**
MODULE – 2 CARVING 2.1 Introduction 2.2 Types 2.3 Components 2.4 Importance & Uses	**9**
MODULE – 3 SUGAR 3.1 Introduction 3.2 Types of Sugar 3.3 Sugar Craft 3.4 Techniques in Sugar 3.5 Uses and Importance	**9**
MODULE – 4 FOOD COSTING 4.1 Introduction 4.2 Factor affecting food cost 4.3 Calculation of Food cost 4.4 Formula 4.5 Food Cost Percentage	**9**
MODULE – 5 FOOD TRAILS 5.1 Menu Planning & Compiling 5.2 Components of Trade test 5.3 Time Management 5.4 Culinary Terminology 5.5 Accompaniments & Garnishes	**11**

Pedagogy: Lecture / Presentation

FormativeAssessmentforTheory	
AssessmentOccasion/type	**Marks**
Assignment	20 marks
Quiz	20 marks
Total	**40Marks**
FormativeAssessmentasperNEPguidelinesarecompulsory	

References
Suggestive Readings: a. International Cuisine & Food Production Management by Parvinder S. Bali b. International Cuisine by Jeremy MacVeigh c. Global Cuisine by Dr Chef Vinoth Kumar   **Note: Any other relevant reference/textbooks can be included.**

Program Name	BHM			Semester	V	
CourseTitle	**Food and Wine Art**					
CourseCode:	**HM V1-TB**			No.ofCredits	**3**	
Contact hours	**45 Hours**			DurationofSEA/Exam	**2 Hours**	
Formative Assessment Marks		**40**	SummativeAssessmentMarks		**60**	

Course Pre-requisite(s): Fundamentals of Food and Wine

Course Outcomes (COs): After the successful completion of the course, the student will be able to:
CO 1. Analyze the role of food and wines in the modern culinary world
CO 2. Evaluate the global importance of Wines
CO 3. Explain the food presentation and styling techniques
CO 4. Elaborate on the major food and wine trends

Contents	Hrs.
MODULE 1 – INTRODUCTION TO CULINARY ARTS 1.1 Introduction to Culinary & Wine 1.2 Culinary skills and art 1.3 Understanding food commodities 1.4 Indian cuisine – understanding different culture of food (Taste, Flavour, texture)	**7**
MODULE 2 – WORLD OF WINES – PART 1 2.1 Manufacturing trend in wine 2.2 Indian wine manufacturer 2.3 Wine recognition skills 2.4 Wine serving skills 2.5 Wine serving trends	**9**
MODULE 3 – WORLD OF WINES – PART 2 3.1 Wine storing methods 3.2 Food & wine costing 3.3 Food & wine safety 3.4 Food and wine menu design	**8**
MODULE 4 – FOOD PRESENTATION AND STYLING 4.1 Techniques and rules of food presentation/ plating 4.2 Visual effect and analysis of plating 4.3 Techniques and rules of wine presentation 4.4 Visual effect and analysis of wine serving	**8**
MODULE 5 – FOOD AND WINE TRENDS 5.1 Food and wine parings skills 5.2 Baking skills and art 5.3 Menu engineering 5.4 Gastronomy trend in the world	**8**

Pedagogy: Lecture / Presentation

FormativeAssessmentforTheory	
AssessmentOccasion/type	**Marks**
Assignment	20 marks
Quiz	20 marks
Total	**40Marks**
FormativeAssessmentasperNEPguidelinesarecompulsory	

References
Suggestive Readings:
1. Global Cuisine by Dr Chef Vinoth Kumar
2. Food: A Culinary History by Jean-Louis Flandrin
3. Food and Wine Pairing by Robert J. Harrington
4. The Ultimate Guide to Food Styling by Julia Konovalova
Note: Any other relevant reference/textbooks can be included.

Name of the Program: Bachelor of Hotel Management			
Course Code: SEC			
SKILL ENHANCEMENT COURSE			
Course Title	**Cyber Security (Theory) Formative Assessment=40 Summative =60**		
Course Code:	**SEC**	No. of Credits	**03**

Course Outcomes (COs): After the successful completion of the course, the student will be able to:
- CO1: After completion of this course, students would be able to understand the concept of Cyber security and issues and challenges associated with it.
- CO2: Students, at the end of this course, should be able to understand the cybercrimes, their nature, legal remedies and as to how report the crimes through available platforms and procedures.
- CO3: On completion of this course, students should be able to appreciate various privacy and security concerns on online social media and understand the reporting procedure of inappropriate content, underlying legal aspects and best practices for the use of Social media platforms.

Contents	45 Hrs
Module-I. Introduction to Cyber security: Defining Cyberspace and Overview of Computer and Web-technology, Architecture of cyberspace, Communication and web technology, Internet, World wide web, Advent of internet, Internet infrastructure for data transfer and governance, Internet society, Regulation of cyberspace, Concept of cyber security, Issues and challenges of cyber security.	15
Module-II . Cyber crime and Cyber law: Classification of cyber crimes, Common cyber crimes- cyber crime targeting computers and mobiles, cyber crime against women and children, financial frauds, social engineering attacks, malware and ransomware attacks, zero day and zero click attacks, Cybercriminals modus-operandi, Reporting of cyber crimes, Remedial and mitigation measures, Legal perspective of cyber crime, IT Act 2000 and its amendments, Cybercrime and offences, Organizations dealing with Cybercrime and Cyber security in India, Case studies.	15
Module III. Social Media Overview and Security: Introduction to Social networks. Types of Social media, Social media platforms, Social media monitoring, Hashtag, Viral content, Social media marketing, Social media privacy, Challenges, opportunities and pitfalls in online social network, Security issues related to social media, Flagging and reporting of inappropriate content, Laws regarding posting of inappropriate content, Best practices for the use of Social media, Case studies.	15

Pedagogy: Problem Solving

Formative Assessment for Theory	
Assessment Occasion/type	Marks
Internal Test 2Nos	(30%40) 2=24
Assignment/Surprise Test=2 Nos	(20%40) 2=16
Total	40 Marks
Formative Assessment as per guidelines.	

Text/References
1 Cyber Crime Impact in the New Millennium, by R. C Mishra , Auther Press. Edition 2010
2 Cyber Security Understanding Cyber Crimes, Computer Forensics and Legal Perspectives by Sumit Belapure and Nina Godbole, Wiley India Pvt. Ltd. (First Edition, 2011)
3 Security in the Digital Age: Social Media Security Threats and Vulnerabilities by Henry A. Oliver, Create Space Independent Publishing Platform. (Pearson , 13th November, 2001)
4 Cyber Laws: Intellectual Property & E-Commerce Security by Kumar K, Dominant Publishers.
5 Fundamentals of Network Security by E. Maiwald, McGraw Hill.

Name of the Program: Bachelor of Hotel Management			
Course Code: BHM- SEC			
SKILL ENHANCEMENT COURSE			
Course Title	EMPLOYABILITY SKILLS		
Course Code	SEC 5	No of Credits	3
Formative Assessment Marks	40	Summative Assessment marks	60

Learning Objective: This course is designed to suit the need of the outgoing students to face various competitive examinations and campus interviews by acquaint them with quantitative aptitude, logical reasoning and analytical reasoning.

Course Outcomes: On successful completion of the course, the students' will be able to: **a)** Understand the basic concepts of quantitative ability

  b) Understand the basic concepts of logical reasoning skill
  c) Understand the basic concept of analytical ability
  d) Acquire satisfactory competency in the use of reasoning.
  e) Able to solve placement and competitive examination papers covering Quantitative Ability, Logical Reasoning and Analytical Reasoning Ability.

Contents	45 Hrs
UNIT-1: Quantitative Ability 1.1 Number System, 1.2 LCM and HCF, 1.3 Decimal fraction 1.4 Square roots & Cubroots, 1.5 Surds,andIndices, 1.6 Averages 1.7 Percentages 1.8 Problems on Ages 1.9 Profit and Loss, 1.10 Simple and Compound Interest 1.11 Ratio and Proportion 1.12 Probability 1.13 Time and Work, 1.14 Time, Speed and Distance, 1.15 Permutation and Combination	20
UNIT-2: Logical Reasoning (Deductive Reasoning) 2.1 Analogy 2.2 Coding and Decoding, 2.3 Blood Relations, 2.4 Directional Sense 2.5 Number and Letter Series 2.6 calendars 2.7 clocks 2.8 Venn Diagram 2.9 Seating Arrangements 2.10 Mathematical operations	12
UNIT-3: Analytical Reasoning 3.1 Statement and Arguments 3.2 Statements and Assumptions 3.3 Statements and Conclusion 3.4 Passage and conclusion 3.5 Assertion and Reason 3.6 Cause and Effects 3.7 Simple and Coded inequality 3.8 Conditions and Grouping 3.9 Critical Reasoning, 3.10 Syllogism,	13
Reference books 1. A Modern Approach To Verbal and Non Verbal Reasoning by R S Agarwal 2. Analytical and Logical reasoning By Sijiwali B S 3. Quantitative aptitude for Competitive examination by R S Agarwal 4. Analytical and Logical reasoning for CAT and other management entrance test by Sijiwal B S 5. Quantitative aptitude for competitive examinations by Abhijit Guha 4th edition 6. https://prepinsta.com 7. https://www.indiabix.com 8. https://www.javatpoint.com 9. Handbook on"Employability Skills"by Karnataka State Higher Education Council and Karnataka Skill Development Corporation (Download from Bangalore university website)	

6th SEMESTER

Industrial Training

Credits: 22   Semester: VI   Duration: 22 Weeks

OBJECTIVES:

CO 1. Explain the day-to-day operations in the core and non-core departments of a star hotel.

CO 2. Identify the factors considered for business decision making

CO 3. Analyze the business environment using SWOT Analysis

CO 3. Evaluate the organizational effectiveness using McKinsey 7S model

CO 4. Examine the factors affecting the market environment using PESTLE Analysis

TYPE OF REPORT

The report should be based on the compulsory 4 months of training to be completed in the 6th semester in a hotel of repute (preferable of a 4-star or a 5-star property). A log book should be maintained by every student during the training period in which they should record the daily task performed / observed, and assessed daily by the supervisor / manager. Using the Information contained in the log book and under the guidance of faculty member of college in which the student is studying, the student should cover the entire operation of the hotel along with other necessary analysis (SWOT analysis and McKinsey 7S analysis)

FORMULATION

No of Pages: 150 to 160 (Single Side print in bond paper)

Page Size: A 4 - 21 cm x 29.7 cm (excluding appendices and exhibits)

Font Size: 16 for Headings, 14 for Sub headings, 12 for other texts

Font Color: Black

Line Spacing: Double Spaced

Paragraph Spacing: Single space after paragraph

LIST OF CONTENT OF THE REPORT

	Contents
	A copy of the training certificate attested by Principal of the college
	Acknowledgement
	Project preface
Chapter 1	Introduction
Chapter 2	Scope, Objectives, Methodology & Limitations
Chapter 3	Profile of the Place and the Hotel
Chapter 4	Departmental Classification
Chapter 5	Detailed Operation of Core and Non-core departments
Chapter 6	SWOT Analysis, PESTLE Analysis and, McKinsey 7S analysis
Chapter 7	Conclusion
	Bibliography
	List of Annexures / Exhibits

SUBMISSION OF REPORT

One typed (duly singed by faculty guide and principle of the college) copy of the report is to be submitted in person, by the student, to the examiner prior to the seminar. Project submitted later than that will not be accepted.

DURING THE SEMINAR (Mandatory)

1. Original Industrial training certificate
2. University copy & student 's copy of project report (duly singed by the faculty guide and principle of the college)
3. Students log book (duly singed by Training Manager / HR Manager / equivalent)
4. Examination Hall ticket and College identity card
5. Dress code: College uniform
6. Grooming as per Hospitality Standards

STUDENTS WHO DO NOT CONFORM TO THE ABOVE WILL NOT BE ELIGIBLE TO PARTICIPATE IN THE SEMINAR

PROJECT EVALUATION

Project report will be valued by the Examiner appointed by the University.

MODE OF EVALUATION

Paper Title		Scheme of Examination Evaluation			
		IA	Exam	TOTAL	Credits
Industrial Training	Logbook + Viva	100	100	200	6+4
	Industrial Training Report	150	150	300	12
TOTAL		**250**	**250**	**500**	**22**

NOTE

✓ Marks for the log book should be awarded by the Project guide appointed by the College.
✓ A Seminar must be conducted for the evaluation.
✓ Panel of evaluation should consist of two members. One for evaluating the Project and the other for the evaluating the Presentation.
✓ The project viva voce will be conducted by both members of the Panel.
✓ Total time allotted for the above should not exceed 10 minutes.
✓ The report should be presented using a MS PowerPoint / Prezi / Google Slides / Canva.