

# BHM 1<sup>st</sup> Semester - Syllabus

## THS 161 Fundamentals of Tourism and Hospitality BHM, First Year, First Semester

### Course Objectives

The purpose of this course is to provide students with a basic and integrative knowledge of tourism and hospitality. They will learn about the scope of worldwide hospitality industry especially in hotel and catering industry.

### Course Description

This course presents a systematic coverage of introduction of tourism and hospitality industry. It focuses on meaning, definition and evolution of travel, tourism and hospitality industry, Natures of travel and tourism industry, components of tourism, Interrelationship within travel, tourism and hospitality industry, careers in hospitality services sectors, understanding the world of hotels, introduction to hotel management companies, hotel franchising companies, and ethic in the hospitality industry.

### Course Outcomes

By the end of this course, students will be able to:

- understand and explain the concept and evolution of travel, tourism and hospitality industry;
- understand and explain the meaning and definition of tourism and hospitality;
- explain the nature and components of travel and tourism;
- explain the careers in hospitality sectors;
- explain the history of hotel industry;
- discuss the nature of hotel management and franchising companies; and
- understand the business ethics of hospitality industry;

### Course Contents

#### **Unit I: Introduction and History of Travel and Tourism Industry** **14 hours**

**Introduction to Tourism:** Nature and concept, meaning and definition of tourism, evolution and growth of travel and tourism industry, features of travel and tourism industry, Typology – tourism and tourist, components of travel and tourism, Interrelationship within travel, tourism and hospitality industry, Tourism motivation and decision making process.

#### **Unit II: Careers in Hospitality Services** **8 hours**

**Introduction to Hospitality:** Accommodation service industry, food service industry, clubs, meeting industry, cruise lines, casino and gaming industry, airlines, institutional catering, industrial catering

#### **Unit III: Understanding the World of Hotels** **10 hours**

**Introduction to Hotel Industry:** Evolution and growth of hotel industry (ancient era, modern era), evolution and growth of industry in Nepal, Introduction of core areas of hotels, organization structure, Hotel categories, Interdepartmental coordination, Revenue center departments, Cost center departments, Control systems, Industry trends, hotel guests.

#### **Unit IV: Hotel Management Companies** **6 hours**

**Introduction:** the mission of management companies, evaluation of management companies, management contracts

**Unit V: Hotel Franchising Companies**

**6 hours**

**Introduction,** evolution of franchising, difference between management and franchise, owning a franchise, franchising issues

**Unit VI: Ethics in the Hospitality Industry**

**4 hours**

**Introduction** - social responsibility and business ethics, ethical issues in hospitality, code of ethics for hospitality

**Basic Texts**

1. Angelo, R. M., & Vladimir, A. N. *An introduction to hospitality industry*. New York: American Hotel and Lodging Association.
2. Roday, S, Biwal, A., & Joshi, V. *Tourism Operations and Management*. New Delhi: Oxford University Press.

**References**

1. Kunwar, R. R. *Tourist & Tourism*. Kathmandu: Modern Printing Press.
  2. Swain, S. K., & Mishra, J. M. *Tourism Principles and practices*. New Delhi: Oxford University Press.
  3. Tiwari, J. R. *Hotel Front Office*. New Delhi: Oxford University Press.
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## FNB 171 Food Production and Patisserie I (Theory)

BHM, First Year, First Semester

### Course Objectives

The purpose of this course is to provide students with comprehensive knowledge of professional cookery, patisserie specially the foundation of continental cuisine applicable to the catering industry. Students will also develop safe and hygienic work habits and right attitude towards the trade and gain basic handling and preparing food articles by using different methods of cooking.

### Course Description

This course presents a thorough and systematic coverage of theoretical and practical aspects of continental cuisine including its origin, organization structures of kitchen brigade, equipment selections, raw materials used in cooking, methods of cooking, foundations of culinary art, terms used in this discipline and the sectors where it is practiced.

### Course Outcomes

By the end of this course, students should be able to;

- explain the evolution of culinary art;
- understand and explain the food production sectors;
- explain the organization of kitchen and bakery brigade and their staffs job responsibilities;
- explain the use of kitchen equipment and their selection criteria;
- describe the used of food commodities and their types found in the market;
- describe the principles and practices of cooking methods used in various catering sectors;
- explain the principles and practices of foundation of continental cuisine; and
- explain the basic culinary terms used in international cuisines.

### Course Contents:

#### Unit I: Introduction of Culinary Art

**8 hours**

*Culinary history:* (Egyptian, Greek, Roman, French classical, Noble, Fusion cuisine), Influencing factors of ethnic foods (continental and oriental cooking) and practices in caterings.

*History of Catering:* Development of the catering industry, Various sectors of catering industry Features of commercial, institutional, industrial and transport catering, Food chain industry

#### Unit II: Kitchen and Bakery Brigade

**6 hours**

*Introduction:* History Kitchen and Bakery brigade, partie system, classical kitchen brigade, and Modern kitchen organization charts for small, medium and large scale hotels.

*Job descriptions:* Duties and responsibilities of all categories of staffs, Knowledge of allocating of tasks and shift system, Uniform and protective clothing, Coordination of kitchen with other departments

#### Unit III: Kitchen Equipment, Utensils and Tools

**6 hours**

*Introduction:* Classification of kitchen equipment, utensils and tools, Uses of equipment, utensils and tools in kitchen and bakery brigade.

*Specific equipment and their constructions:* Larder equipment (Gravity slicers, Buffalo chopper, Meat mincer, Grinder, Bone saw, Sausage and Salami making equipment).

Hot Cooking ranges and Ovens (Gas ranges, Hot plates, Griddles, Salamander, Hot case, Deep fat fryer, Bain marie, Convection oven, Micro oven, Brat pan, Boiler, Induction cooking plate, Wok, Tandoor), Fridges and Tables (Refrigerators, Deep fridges, walking cooler, working tables) Bakery Equipment (Convection oven, Dough mixture, Roller, Mixture), Wash up Area (Dish washer, Drying rack), Operating procedures of kitchen equipment, Kitchen equipment materials Identification of knives, Fuels used in kitchens.

#### Unit IV: Food Commodities and Their Contribution in Recipes

**12 hours**

*Introduction* - Vegetable & Mushrooms, Fruits & Nuts, Herbs & Spices, Condiments, Fats & Oil, Sugar and Jaggery, Cereals and Flours, Raising agents, Milk and Milk products, Eggs, pastas Classification and uses, Selection and storage, Substitution of raw materials, Balance in recipes

**Unit V: Cooking****10 hours**

**Introduction:** Definition, Process of cooking, Objectives of cooking

**Methods of cooking:** Principle of cooking, Heat effect on foods, Eat transference, Dry heat methods, Moist heat methods, Heat applications and suitable ingredients

**Special Cooking Methods:** (Microwave cooking, Induction cooking, In packet (En Papilotte), Sous Vide, Solar cooking, Molecular cooking)

**Culinary Terms:** Understanding the culinary terms, French terms for ingredients, Writing and reading continental menus

**Unit VI: Foundation of Continental Cookery****6 hours**

**Stocks:** Introduction, types, recipes, methods, cares in preparations, glazes, and qualities **Soups:**

Introduction, types of soups, recipes with examples and making a good soup

**Sauces:** Introduction, importance, types of mother sauces, components, derivatives and uses, thickening agents of sauces, miscellaneous sauces, making a good sauce, modern trends of making sauce

**Accompaniments and Garnishes** – Introduction, their functions with example dishes

**Basic Texts**

1. Foskett, D., & Ceserani, V. *Theory of Catering*. London: Book Power.
2. Bali, P. V. *Food Production Operations*. New Delhi: Oxford Press Publication.

**References**

1. Arora, K. *Theory of Cookery*. New Delhi: Franks Bros. & Co. Ltd.
2. Bali, P. S. *International Cuisine and Food Production Management*. New Delhi: Oxford Press Publication.
3. Bali, P. S. *Quantity Food Production Operations*. New Delhi: Oxford Press Publication.
4. Pauli, E. *Classical Cooking the modern way*. New York: Van NostrandReinhold.
5. Gringson, J. *The Book of Ingredients*. Spain: Michel Joshef Ltd.

## FNB 191 Food Production and Patisserie I (Practical)

BHM, First Year, First Semester

### Course Objectives

The purpose of this course is to provide students with comprehensive knowledge and skill of professional cookery, patisserie especially continental cuisine applicable to the catering industry. Students will also develop safe and hygienic work habits and right attitude towards the trade and gain basic handling, preparing and presentation food articles by using different methods of cooking.

### Course Description

This course presents a thorough and systematic coverage of principle and practices of continental cuisine and patisserie including appetizers, soups, breads, main courses, and desserts.

### Course Outcomes

By the end of this course, students should be able to;

- Prepare continental appetizers;
- Prepare continental soups;
- Prepare continental main courses;
- Prepare continental accompaniments ;
- Prepare sweets and desserts; and
- Prepare breads, rolls, pastries, cakes.

### Course Contents

#### Continental Cuisine and Pastry

24 hours

#### Three Courses Continental Menus - 4

#### Four Courses Continental Menus - 4

(Including appetizers (hot or cold), soups (hot or cold), consommé, broth, cream, veloute, puree, potage, etc. main course (meats, poultry, fish/seafood) roasting, grilling, stewing, poaching, braising, with accompaniments and garnishes.

#### Patisserie) Pastry/Bakery

Basic breads, rolls, sticks, buns, short paste, sweet paste, puff paste, choux paste products, Danish pastry products, mousse, soufflé, fruits salad etc.

### Basic Texts

1. Foskett, D. & Ceserani, V. *Practical Cookery*. London: Book Power.
2. Bali, P. V. *Food Production Operations*. New Delhi: Oxford Press Publication.

### References

1. Bali, P. S. *International Cuisine and Food Production Management*. New Delhi: Oxford Press Publication.
2. Pauli. E. *Classical Cooking the Modern Way*. New York: Van Nostrand Reinhold.
3. Ceserani & Kinton *Practical Cookery*. London: Hodder & Stoughton Publication.

## **FNB 172 Food and Beverage Service I (Theory)**

BHM, First Year, First Semester

### **Course Objectives**

The course will introduce students to get a comprehensive knowledge and understanding of basic operations of food and beverage department in the hotels. It also aims to enable the student to acquire professional competence with comprehensive knowledge and technical skill for the entry level job in the particular department of the hotel industry.

### **Course Description**

This course presents a thorough and systematic coverage of theoretical and practical aspects of food and beverage service operations. This course deals with the origin of food industry, organizing restaurant, purchase, care and maintenance of restaurant equipments, various food and beverage service areas, menu knowledge and accompaniment, various forms of service practiced in various restaurants, maintaining personal, food and workplace hygiene and safety.

### **Course Outcomes**

By the end of this course, students should be able to;

- understand the different types, sectors and personnel staff organization of food and service industry;
- identify various types of Restaurant and their characteristics, organization and duties and responsibilities of Food & beverage Personnel;
- Carry out the system of operating equipments and its maintenance;
- Put into practice of preparing types of menu and French classical Menu food and their accompaniments;
- Identify the auxiliary departments of the restaurant;
- Familiarize with the restaurant preparation procedure and social skills;
- Understand the concept of food, workplace hygiene, sanitation and safety;
- Serve the customers with food and beverage in sequence; and
- Serve the right accompaniment with the principle food.

### **Course Contents**

#### **Unit I: The Food Service Industry**

**6 hours**

*Introduction and origin of food service industry:* Types of food service industry, Commercial operations, Free standing eating and drinking places, Lodging food service facilities, Other commercial facilities, Organization of commercial operations, Independents, Chain, Franchises, Non commercial operations, Business/Industry organizations, Health care, Educational Institutions, Leisure and recreation operations, Transportation companies, The future of food service industry

#### **Unit II: Food and Beverage Management and Organization**

**6 hours**

*Introduction to management and management functions:* Introduction to food and beverage management, Food and beverage management process, Responsibilities of food and beverage management, Structure of the organization, Corporate structures, Job descriptions, Competencies of food service personnel, Grooming and hygiene, Basic etiquettes, Hygiene and sanitation, Team Work, Attitude, Discipline, Courtesy

#### **Unit III: Food and Beverage Service Areas and Equipment**

**5 hours**

Speciality restaurants, Coffee shop, Bar, Room service, Banquet, Design and purchasing factors, Still room, Hot plate, Wash up, Kitchen Stewarding, Color and lighting consideration Furniture, Linen, Crockery, Table ware, Glassware, Disposables, Automatic vending, Bar equipments, Buffet equipments, Personal equipments

**Unit IV: Menu, Menu Knowledge and Accompaniments** **6 hours**

**Origin of the menu:** Classic menu sequence, Classes of menu, Influences on the menu

Menu and service knowledge, Hors d'oeuvre and other appetizers, Soups, Egg dishes, Pasta and rice dishes, Fish dishes, Meats, poultry and game, Potatoes, vegetables and salads, Cheese, Sweets, Savories, Types of meal, Early morning tea, Breakfast, Brunch, Lunch, Afternoon tea, Dinner, Supper

**Unit V: Understanding Guest Service and the Meal Experience** **5 hours**

**Introduction:** Difference between product and services, Understanding needs and wants of customers, Why do people dine out?, How do people choose a restaurant?, Providing a good guest experience, Variety in menu choice, Level of service, Price and value for money

Interior design, Atmosphere and mood, Expectation and identification, Location and accessibility, Food and beverage service employees, Trends in dining out

**Unit VI: Food and Beverage Service** **4 hours**

**Introduction:** Types of service, Table service, American service, English service, French service, Russian service, Specialized service, Service in Situ, Floor/Room service, Lounge service, Home delivery, Hospital tray service, Airline tray service, Rail service, Other forms of service, Self service, Assisted service, Single point service, Service sequence, Taking bookings, Preparation for service, The order of service, Taking customer food and beverage orders, Service of food, Service of non alcoholic beverage, Clearing during service, Clearing following service

**Unit VII: Enhanced Service Techniques** **4 hours**

Gueridon service, Introduction to carving, jointing and filleting, Flambe lamps, suzette pans and hot plates, Hors d'oeuvre and other starter, Salads and dressing, Soups, Hot fish dishes, Steaks and meat dishes, Meat joints, Poultry and game, Sweet dishes, Fresh fruits

**Unit VIII: Hygiene, Sanitation and Safety** **8 hours**

**Introduction:** Considerations for hygiene and sanitation, What is HACCP?, Critical control points, The HACCP process, HACCP terminology, Seven HACCP Principles, Conduct Hazard Analysis, Monitoring CCPs, Corrective action, Verification, Record keeping, Safety provisions during planning stage, Pre operation safety provisions, Safety provisions during operations, Safety provisions after operations

**Unit IX: Meal Management** **4 hours** **Introduction:**

EMT- Service, Breakfast- Different types and their service with menu planning, breakfast buffet, Brunch- Menu planning and service, Lunch- Service and menu planning, lunch buffet, Dinner- Service and menu planning

**Basic Texts**

1. Singaravelavan, R. *Food and Beverage Service*. New Delhi: Oxford University Press Publication.
2. Lillicrap, D. & Cousins, J. *Food & Beverage Service*. London: ELBS Publishers.

**References**

1. Andrews, S. *Food & Beverage Management*. New Delhi: Tata McGraw Hill.
2. Magris, M., & Mc Creery. *Introduction to Food & Beverage Services*. Cathy.
3. Cichy, R., & Philip Hickey. *Managing Service in Food and Beverage Operations*. New York: AH&LA.
4. Ninemeier, J. D. *Management of Food and Beverage Operations*. New York: AH&LA.

## **FNB 192 Food and Beverage Service I (Practical)**

BHM, First Year, First Semester

### **Course Objectives**

The course will introduce students to get a comprehensive knowledge and understanding of basic operations of food and beverage department in the hotels. It also aims to enable the student to acquire professional competence with comprehensive knowledge and technical skill for the entry level job in the particular department of the hotel industry.

### **Course Description**

This course presents a thorough and systematic coverage of theoretical and practical aspects of food and beverage service operations. This course deals with the origin of food industry, organizing restaurant, purchase, care and maintenance of restaurant equipments, various food and beverage service areas, menu knowledge and accompaniment, various forms of service practiced in various restaurants, maintaining personal, food and workplace hygiene and safety.

### **Course Outcomes**

By the end of this course, students should be able to:

- understand different types, Sectors and personnel staff organization of food and service industry;
- identify various types of Restaurant and their characteristics, organization and duties and responsibilities of Food & beverage Personnel;
- carry out the system of operating equipments and its maintenance;
- put into practice of preparing types of menu and French classical Menu food and their accompaniments;
- identify the auxiliary departments of the restaurant;
- be familiar with the restaurant preparation procedure and social skills;
- understand the concept of food, workplace hygiene, sanitation and safety;
- serve the customers with food and beverage in sequence; and
- serve the right accompaniment with the principle food.

### **Course Contents**

**24 hours**

1. Restaurant Etiquettes
2. Restaurant Hygiene practices
3. Mis-En-Place & Mis-En-Scene
4. Identification of Equipments
5. Laying & Relaying of Table cloth
6. Napkin Folds
7. Rules for laying a table
8. Carrying a Salver / Tray
9. Service of Water
10. Handling the Service Gear
11. Carrying Plates, Glasses & other Equipments
12. Clearing an Ashtray
13. Situations like spillage
14. Setting of Table d'hote & A La Carte covers
15. Continental cuisine, Italian and French cuisine- Accompaniments & Service
16. Breakfast Table Lay – up & Service ( American, English, Continental)
17. Table D'Hote & A la Carte Cover
18. Receiving the guests
19. Sequence of Service
20. Silver Service (Horsd'uree– (Classical and Horsdoeuvres) varies to Coffee)
21. Crumbing, Clearing, Presenting the bill



22. Side board Organization
23. Taking an Order –Food & Making a KOT
24. Writing a Menu in French & its Equivalent in English

**Basic Texts**

1. Singaravelavan, R. *Food and Beverage Service*. New Delhi: Oxford University Press Publication.
2. Lillicrap, D. & Cousins, J. *Food & Beverage Service*. London: ELBS Publishers.

**References**

1. Andrews, S. *Food & Beverage Management*. New Delhi: Tata McGraw Hill.
2. Magris, M., & McCreery. *Introduction to Food & Beverage Services*. Cathy.
3. Cichy, R., & Hickey, P. *Managing Service in Food and Beverage Operations*. New York: AH & LA.
4. Ninemeier, J. D. *Management of Food and Beverage Operations*. New York: AH & LA.

**RDM 181 Accommodation Operations I (Theory)**  
BHM, First Year, First Semester

**Course Objectives**

The purpose of this course is to impart knowledge and skill in the basic Housekeeping functions and systems and also to acquaint the students with general responsibilities of the Housekeeping department in a hotel. The students will be able to understand the importance of the aesthetic up keeping of the hotel guestrooms and the public areas as well as they will be able to know how to operate the basic areas of the hotel housekeeping department.

**Course Description**

This course presents a thorough and systematic coverage of theoretical and practical aspects of housekeeping operations, upkeep the hotel guestrooms, public areas, interior decoration, type of rooms, cleaning equipment, cleaning agents and control desk.

**Course Out Comes**

By the end of this course, students should be able to;

- understand and explain the role of housekeeping in hotels;
- understand and explain organization structure of hotel housekeeping;
- understand and explain the job responsibilities of housekeeping staffs;
- understand and explain the types of guest rooms;
- understand and explain the public areas of hotels;
- understand and explain the cleaning and its procedures of hotel premises;
- understand and explain the cleaning agents and equipment;
- understand and explain the handling of emergency situation;
- understand the role and functions of control desk; and
- understand the job safety and security.

**Course Contents**

**Unit I: Introduction to Accommodation Operations in Hospitality Industry    4 hours** Meaning of Housekeeping, Role and importance of housekeeping department, Function of housekeeping department.

**Unit II: Layout and Organization Structure of Housekeeping Department    8 hours**  
*Organization structure of housekeeping department:* Layout of housekeeping department, Organization chart of small, medium and large hotel  
*Job description of housekeeping personnel:* Duties and responsibilities of all categories of staffs, Attributes of housekeeping personnel, Interdepartmental relationship.

**Unit III: Guest Room    4 hours**  
*Introduction of Guest Room:* Layout of rooms, Types of beds and bedrooms, Guest room contents and supplies

**Unit IV Cleaning – Knowledge and Practice    6 hours**  
*Meaning of Cleaning:* Cleaning methods, Types of cleaning, Principles of cleaning.  
*Cleaning Equipment:* Classification of cleaning equipment, selection of cleaning equipment, care and maintenance.

**Unit V: Care and Cleaning of Different Surface    3 hours**  
Floors, Metal, Glass, Ceramic, Wood, Leather and Rubber

**Unit VI: Cleaning Agents    5 hours**  
Classification of cleaning agents, general consideration for selection, care and storage of cleaning agent.

**Unit VII: Other Housekeeping Knowledge****6 hours**

**Types of Registers and Files maintained:** Housekeeping room report, Lost and found slip, Maintenance form, work order form, key control sheet, Room checklist file, Baby sitter register, Log Book, Memo Book.

**Key system:** Types of keys, key control

**Others:** Code words used, lost and found, safety and security, Pest control, rules on a guest floor, handling guest complain.

**Unit VIII: Handling Emergency Situations****6 hours**

Fire prevention, Theft guest, Accident prevention, Dead guest, suspicious guest

**Unit IX: Housekeeping Control Desk****4 hours**

Role of control desk, Different files and records maintained by control desk, Forms and format used in housekeeping.

**Unit X: Job Safety and Security****2 hours**

Work environment safety, Job safety analysis

**Basic Texts**

1. Anderws, S. *Hotel Housekeeping Management and Operations*. New Delhi: Tata McGraw-Hill.
2. Raghubalan, G. & Raghubalan, S. *Hotel Housekeeping Operations and Management*, New Delhi: Oxford University Press.

**References**

1. Branson, J. C & Lennox, M. *Hotel Hostel and Hospital Housekeeping*. New Delhi: Book Power.
2. Kappa, M. M., Nitschke, A, & Schappert, P. B. *Housekeeping Management*. Educational Institute of the American Hotel and Lodging Association (AH&LA).

## RDM 191 Accommodation Operations I (Practical)

BHM, First Year, First Semester

### Course Objectives

The purpose of this course is to impart knowledge and skill in the basic Housekeeping functions and systems and also to acquaint the students with general responsibilities of the Housekeeping department in a hotel. The students will be able to understand the importance of the aesthetic up keeping of the hotel guestrooms and the public areas through the practical input.

### Course Description

This course presents a thorough and systematic coverage of principles and practices of cleaning and Importance of cleaning in the Guest Rooms Area and the Public Areas.

### Course Outcomes

By the end of this course, students should be able to;

- Identification of cleaning equipments and materials;
- Setting up maid cart;
- Clean departure, occupied, vacant rooms;
- Make the beds;
- Clean the different types of furniture;
- Mop, scrub the floors;
- Polish the metal;
- Replace the guest room supplies; and
- Understand the turn down service.

### Course Contents

24 hours

1. Identification of cleaning equipments and materials.
2. Maid cart and setting up of a maid cart
3. Room cleaning (Departure/Occupied/Vacant Room Cleaning, Bed Making, Dusting and bathroom cleaning)
4. Care and cleaning of different floor and furniture (Types of floor and types of furniture)
5. Mopping and Scrubbing
6. Metal polishing (Different types of metals and cleaning process)
7. Telephone cleaning, Window and door cleaning
8. Replenishing guest supplies, Evening or turn down service
9. Fire fighting

### Basic Texts

1. Andrews, S. *Hotel Housekeeping Management and Operations*. New Delhi: Tata McGraw-Hill.
2. Raghubalan, G. & Raghubalan, S. *Hotel Housekeeping Operations and Management*, New Delhi: Oxford University Press.

### References

1. Branson, J. C & Lennox, M. *Hotel Hostel and Hospital Housekeeping*. New Delhi: Book Power.
2. Kappa, M. M., Nitschke, A, & Schappert, P. B. *Housekeeping Management*. Educational Institute of the American Hotel and Lodging Association (AH&LA).

**ENG 101 English I**  
BHM, First Year, First Semester

### **Course Description**

This course comprises all aspects of the English language including speaking, pronunciation, listening, reading and writing. The focus is on improving the students to communicate clearly and effectively. The syllabus for the lessons is based on the course books, but the teacher will also use lots of other materials, including suggestions from students so the content of the class can be more useful and interesting. Students are expected to participate as much as possible, but they will work individually, in pairs and groups as well as the whole class. The teacher will correct their spoken and written errors so that they become more accurate and they will progress quickly.

### **General Course Objectives**

The general objectives of the course will be to enable students to

- extend their vocabulary
- increase their fluency
- become more accurate
- communicate in English more easily
- understand more of the world around them

### **Specific Course Objectives**

The specific objectives of the course will be to enable students to

- understand and use basic everyday phrases;
- introduce themselves and ask and answer questions about personal details;
- interact with a co-operative partner;
- acquire a basic repertoire of words and phrases;
- demonstrate limited grammatical control;
- manage short utterances;
- understand sentences and frequently used expressions related to immediately relevant areas;
- communicate in simple and routine tasks;
- describe in simple terms aspects of their background, immediate environment and matters of personal interest;
- use basic sentence patterns;
- use simple structures correctly; and
- read and write on general topics on different themes.

### **Course Content Areas**

The content will include a selection of rich interdisciplinary texts of general academic interest and business texts of various genres. The key areas are as follows: personal identification; house and home, environment; daily life; free time, entertainment; weather; travel; relations with other people; health and body care; education; shopping; food and drink; services; places; cultures science; environment; language; ancient tales, animals, television, cross-cultural bridges, anthropology, and literature.

### **Teaching Methods**

The suggested teaching method is an eclectic mix of lectures, demonstrations, presentations, activities, and seminars. The specific methods for specific units are as suggested for teachers in the course books. Question models will be developed during the teacher orientation program and made available to the campuses.

### **Basic Texts**

1. Grant, D., Hughes, J., & Turner, R. *Business Result: Elementary Student's Book*. Oxford: OUP. (including Elementary Interactive Workbook with video)
2. Nisani, M., & Lohani, S. *Adventures in English Vol I* (3<sup>rd</sup> ed.). Kathmandu: Ekta. (including Sounds of English and Stories and Poems cassettes)

### **References**

1. Hughes, J. *Business Result: Elementary. Teacher's Book*. Oxford: OUP (including Elementary Class DVD and Elementary Teacher Training DVD).
2. *Oxford Advanced Learner's Dictionary of Current English*. Eighth Edition. Oxford: OUP.
3. Carter, R., & McCarthy, M. *Cambridge Grammar of English*. Cambridge: CUP.

# **MGT 111 Principles of Management**

## BHM, First Year, First Semester

### **Course Objectives**

The purpose of this course is to provide students with a broad and integrative introduction to the theories and practice of management. In particular, this course focuses on the major areas of the management process: planning, organizing, leadership and control from an organizational viewpoint. The course also attempts to enable students to understand the role, challenges, and opportunities of management in contributing to the successful operations and performance of organizations.

### **Course Description**

This course presents a thorough and systematic coverage of management theory and practice, and focuses on the basic roles, skills and functions of management, with special attention to managerial responsibility for effective and efficient achievement of goals. Special attention is given to communication, motivation, leadership, team management, quality management, conflict management, and organizational change and development.

### **Course Outcomes**

By the end of this course, students should be able to:

- understand fundamental concepts and principles of management, including the basic roles, skills, and functions of management;
- demonstrate knowledge about the historical development, theoretical aspects, and emerging trends and developments in management;
- conceptualize how internal and external environment shape organizations and their responses;
- analyze organizational goals, planning systems, organizational structures, staffing practices, and conflict management strategies of an organization;
- examine the interpersonal talents a manager must develop to be effective as a leader and change agent; and
- discuss various concepts and approaches to decision making, leadership, employee motivation, management control, work group behavior, and quality management.

### **Course Contents**

#### **Unit I: The Nature of Management**

**10 hours**

**Introduction to Management:** Definition; Characteristics of management; Principles of management; Process and functions of management; Managerial hierarchy and levels; Managerial Skills and roles; Emerging issues and challenges for management.

**Management Theories:** The classical, behavioral, management science, systems, contingency, and contemporary perspectives on management.

**The Environmental Context of Management:** Concept; Organization-environment interface; Types and components of organizational environment; Emerging business environment in Nepal.

#### **Unit II: Planning and Decision Making**

**7 hours**

**Organizational Goal Setting and Planning:** Organizational goals – purpose and functions; The planning function – planning system, methods, types, and steps in the planning process; Concept of strategic planning - situational analysis; Tools to aid strategic planning.

**Managerial Decision Making:** Concept; The decision making process; Types and conditions of decision making; Group decision making; Techniques to aid decision making.

#### **Unit III: Organizational Structure and Staffing**

**10 hours**

**Organizational Structure and Design:** Principles, process, and approaches to organizing; Organizational design – major types; Departmentation; Authority, power and responsibility; Delegation and decentralization of authority; Informal organization; Emerging concepts in organizing and design.

**Staffing:** Concept, objectives, importance and components of staffing; Human resource management system.

**Unit IV: Mobilizing Individuals and Groups**

**11 hours**

**Leadership:** Concept and functions; Leadership versus management; Qualities of good leadership; Leadership traits and styles; Approaches to leadership.

**Managing Work Teams:** Concept, importance, types, and formation of work groups; Team management – concept, types and strategy for effective team management; Organizational conflicts – concept, types, and sources; Conflict management strategies and techniques.

**Employee Motivation:** Concept and types; Theories of Maslow and Herzberg; Techniques of employee motivation.

**Interpersonal and Organizational Communications:** Concept and purpose; Communication network and process; Communication flows; Types of communication; Barriers to effective communication; Enhancing organizational communication.

**Unit V: Management Control System**

**5 hours**

**Control System:** Concept, types and process; Features of effective control; Managing information for effective control; Techniques of control.

**Quality Management:** Concept and principles; Quality control – concept and methods; Total Quality Management – concept and techniques; Factors affecting control; Deming management; Emerging quality management issues and challenges.

**Unit VI: Organizational Change and Development**

**5 hours**

**Organizational Change:** Concept; Forces for change – internal and external; Need for planned change; Process of planned change; Resistance to change; Causes of resistance; Overcoming resistance to change; Implementing and monitoring the change process.

**Organizational Development:** Concept, objectives, key benefits, OD activities and process.

**Basic Texts**

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