



## Kavikulaguru Kalidas Sanskrit University, Ramtek

### Program Structure

**Name Of the Program:- Diploma in Catering and Hospitality**

Choice Based Credit System (CBCS Pattern)

Program Curriculum (Syllabus)

Approved by Academic Council Meeting No. 03/2020, Dt. 04-09-2020 , Item No. 29.

**(Onwards 2020-21)**

1	<b>Name of the Program</b>	Diploma in Catering and Hospitality
2	<b>Program Code</b>	DCH
3	<b>Program Abbreviation</b>	DCH
4	<b>Program Level (PG/ UG/ PG Diploma/ Diploma/ Certificate etc.</b>	DIPLOMA
5	<b>Subject</b>	Hospitality
6	<b>Name of the Faculty</b>	Faculty of Education and other branches of learning
7	<b>Name of the Board of Study</b>	Special committee
8	<b>Name of the Department</b>	
9	<b>Assessment Type</b>	University Assessment & Collage Assessment
10	<b>Examination Type &amp; Paper Pattern</b>	DC&HH 60:40
11	<b>Separate Passing</b>	Yes
12	<b>Program Type</b>	Professional
13	<b>Program Duration</b>	03 Years/06 Semesters
14	<b>Program Description</b>	
15	<b>Program Objectives</b>	1 To develop Hospitality skill in student 2. Management Education within the reach of common men 3. Job oriented program
16	<b>Program Outcome</b>	Education for Employment
17	<b>Total Credits (Minimum and Maximum Credits)</b>	120

18	<b>Intake Capacity (One Batch)</b>								100			
19	<b>Medium of Instruction</b>								English			
20	<b>Medium of Examination</b>								English			
21	<b>External Students Admission</b>											
22	<b>Age Limit (if required)</b>								No age limit			
23	<b>Eligibility</b>								SSC/10 <sup>th</sup> /Secondary Schooling			
24	<b>Total Marks</b>											
25	<b>Note</b>											
Course Code	Course Title	No. of Lecture (*L) hours per week	Tutorial (*T)/ Practical (*P) per week	Internal (Pr/ Desr / Viva/ Oral/ Test/ Sessional etc.)		Theory		Other		Subject Total		No. of Credits  (if Credit System is applicable)
				A		B		C		A + B + C		
				Max	Passing	Max	Passing	Max	Passing	Max	Passing	
<b>First Year - Semester I</b>												
1.1	Communicative English- Practical	3	2	40	14			60	21	100	35	4
1.2	Basic Food Production and Patisserie	6		40	14	60	21			100	35	5
1.3	Basic Food & Beverage (Non Alcoholic)	6		40	14	60	21			100	35	5
1.4	Basic Food Production <b>Practical</b>		6	40	14			60	21	100	35	5
1.5	Basic Food and Beverage Service <b>Practical-</b> (Non Alcoholic)		6	40	14			60	21	100	35	5
<b>First Year - Semester II</b>												
2.1	Basic Front Office Operations	6		40	14	60	21			100	35	5
2.2	Basic Accommodation Operation	6		40	14	60	21			100	35	5
2.3	Basic Front Office Operations <b>Practical</b>		6	40	14			60	21	100	35	5
2.4	Basic Accommodation Operation <b>Practical</b>		6	40	14			60	21	100	35	5
2.5	Entrepreneurship: <b>Theory &amp; Case Study and Project Report</b>		5	40	14			60	21	100	35	4
<b>First Year Total</b>		<b>27</b>	<b>31</b>	<b>400</b>	<b>140</b>	<b>240</b>	<b>84</b>	<b>300</b>	<b>126</b>	<b>1000</b>	<b>350</b>	<b>48</b>

<b>Second Year - Semester III</b>												
3.1	Advanced Food Production	7		40	14	60	21			100	35	6
3.2	Advanced Food & Beverage (Non Alcoholic)	7		40	14	60	21			100	35	6
3.3	Quantity Food Production <b>Practical</b>		5	40	14			60	21	100	35	4
3.4	Advanced Food and Beverage Service <b>Practical-</b> (Non Alcoholic)		5	40	14			60	21	100	35	4
3.5	Nutrition and Food Science	5		40	14	60	21			100	35	4
<b>Second Year - Semester IV</b>												
4.1	Advanced Accommodation Operation	6		40	14	60	21			100	35	5
4.2	Advanced Front Office Operation	6		40	14	60	21			100	35	5
4.3	Application of Computers- <b>Practical</b>		4	40	14			60	21	100	35	3
4.4	Hotel Engineering	5		40	14	60	21			100	35	4
4.5	<b>Entrepreneurship Theory Assignment</b>		4	40	14			60	21	100	35	3
<b>Second Year Total</b>		<b>36</b>	<b>18</b>	<b>400</b>	<b>140</b>	<b>360</b>	<b>126</b>	<b>180</b>	<b>84</b>	<b>1000</b>	<b>350</b>	<b>44</b>
<b>Third Year - Semester V</b>												
5.1	Food & Beverage Magt (Non Alcoholic)	6		40	14	60	21			100	35	5
5.2	Accommodation Management	6		40	14	60	21			100	35	5
5.3	Advanced Food Production <b>Practical</b>		5	40	14			60	21	100	35	4
5.4	Project Work- Food fest		5	40	14			60	21	100	35	4
<b>5.5 Elective Papers (any one of the following be offered)</b>												
5.5-1	Food Production and Patisserie		6	40	14	60	21			100	35	5
5.5-2	Food & Beverage (Non-Alcoholic)		6	40	14	60	21			100	35	5
5.5-3	Housekeeping		6	40	14	60	21			100	35	5
5.5-4	Front Office		6	40	14	60	21			100	35	5
<b>Third Year - Semester VI</b>												
6.1	<b>Internship/ Entrepreneurship Project(live/Group)</b>		6	40	14			60	21	100	35	5
<b>Third Year Total</b>		<b>12</b>	<b>22</b>	<b>240</b>	<b>84</b>	<b>180</b>	<b>63</b>	<b>180</b>	<b>63</b>	<b>600</b>	<b>210</b>	<b>120</b>

<b>Name of the Faculty- Programme – Diploma in Catering and Hospitality</b>		
<b>Eligibility</b> :- SSC/10 <sup>th</sup> Pass/Secondary School Certificate <b>Medium</b> :- English <b>Duration</b> :- 3 Years <b>Total Marks</b> :- 2600		
<b>Credit Points:- Total credits for 120 Programme. 4 Credits for per course. I Credit is construed as spending to approximately 30 to 40 learning hours.</b>		
<b>The performance of the learners shall be evaluated into two components. The learner's performance shall be assessed by Internal Assessment with 40% marks in the first component by conducting the Semester End Examinations with 60% marks in the second component. The allocation of marks for the Internal Assessment and Semester End Examinations are as shown below :-</b>		
<b>a) Internal Assessment - 40% for each course.</b>		
<b>Sr. No.</b>	<b>Particulars</b>	<b>Marks</b>
1	One periodical class test held in the given semester	10
2	Subject specific Term Work Module / Assessment modes - at least two - as decided by the department in the beginning of the Semester (like Extension / field / Experimental work, Short Quiz; Objective test, lab practical, open book test etc and written assignments, Case study, Projects, Posters and exhibits etc. for which the assessment is to be based on class presentations wherever applicable) to be selflessly assessed by the teacher/s concerned.	10
3	Active participation in routine instructional deliveries (and in practical work, tutorial, field work etc. as the case may be)	10
4	Overall conduct as a responsible learner, mannerism and articulation and exhibit of leadership qualities in organizing related academic activities.	10
<b>Course Detail</b>		
1	<b>Course Name</b>	<b>Diploma in Catering and Hotel Hospitality</b>
2	<b>Course Code</b>	<b>D111</b>
3	<b>Course Level- PG/ UG/ PG Diploma/ Diploma/ Certificate etc.</b>	<b>Diploma</b>
4	<b>Course Mode- Text Reading/ Practical/ Laboratory</b>	<b>Theory+ Practical +Industrial Training+ Food Event organising</b>
5	<b>Course Type- a) Elective Hard Core b) Elective Soft Core c) Foundation d) Compulsory</b>	<b>Elective Hard core</b>
5	<b>Course Credits</b>	<b>120</b>
6	<b>Course Objective</b>	<b>Providing Hospitality Industry Skill</b>
7	<b>Course Outcome</b>	<b>Education leads to Employment</b>

<b>8</b>	<b>Course Prerequisite</b>	<b>SSC and Ready to work for 10 to 12 hr</b>
<b>9</b>	<b>Focus Of the Course (For Teachers)</b>	<b>Improve student Grooming Standards and Hospitality Skill</b>

## **Name of the Program – Diploma in Catering and Hospitality**

**Internal Assessment 40 marks**

### **1. Seminar and Assignment 10+30**

<b>Paper Pattern</b>	<b>Question out of</b>	<b>Per Question Marks</b>
Q.1 Long Answer	2 Out of 4	2X 12 = 24 Marks
Q.2 Short Answer	2 Out of 4	2 X6 = 12 Marks
Q.3 Notes	6 Out of 12	6 X 4 = 24 Marks

## **Diploma in Catering and Hospitality**

### **First Year - Semester I**

#### **1.1 - COMMUNICATIVE ENGLISH PRACTICAL**

1. Practice of writing essays
2. Practice of letter writing
3. Speech improvement: Pronunciation, Stress, Accent, Common phonetic Difficulties
4. Self-introduction
5. Speaking to superiors
6. Speaking to celebrity
7. Speaking to subordinates
8. Long Sentence Formation & Dialogues
  - Dialogues In – Front Office – Food & Beverage Outlet – House Keeping – Bus Stand – Railway Station – Bank – Airport.
9. Preparing a speech
10. Public speaking
11. Etiquettes and manners
12. Group discussion.

#### **Reference:**

1. Business Communication - Rhoda Doctor & Aspi Doctor
2. Communication Media - Angela Wadia
3. Business English - Bal & Nagamia

#### **1.2 BASIC FOOD PRODUCTION AND PATISSERIE**

##### **UNIT - I PROFESSIONAL STANDARDS, ETHICS FOR FOOD HANDLERS AND COMMODITIES**

#### **Objectives:**

By the end of this unit the students will be able to practice personal hygiene, explain the importance of kitchen sanitation, elaborate the HACCP standards and understand the values of ethics in kitchen

- Personal hygiene
- General kitchen hygiene and sanitation
- HACCP (Hazard Analysis and Critical Control Points)
- Ethics in the kitchen
- Classification of Ingredients
- Characteristics of Ingredients

- Uses of Ingredients
- Food and its relation to health
- Definition of Basal Metabolism
- Major nutrients – functions, sources and deficiency of Carbohydrates, Proteins, Fat, Vitamins, Minerals, Water and Fibre

## **UNIT – II COOKING FUELS, KITCHEN EQUIPMENT AND PROCESSING OF COMMODITIES**

### **Objectives**

By the end of this unit the students will be able to identify different cooking fuels, identify various kitchen equipment's and explain the processing of commodities

- Types of cooking fuels
- Uses of cooking fuels
- Safety precautions
- Classification of Kitchen Equipment
- Uses of Kitchen Equipment
- Care and maintenance
- Cleaning and pre-preparation of food commodities
- Quality points & cuts of fruit ,vegetables, fish, lamb, beef, pork, poultry and game

## **UNIT - III METHODS OF COOKING AND ART OF COOKERY**

### **Objectives**

By the end of this unit the students will be able to understand the different methods of cooking and appreciate the art of cookery

- Classification, principles, equipment required, commodities that can be used,
- Menu examples for - Boiling, Steaming, Poaching, Blanching Sautéing, Grilling, Roasting, Baking Braising, Broiling, Microwaving, Frying. Stewing and En Papillote.
- Styles of Cookery-Oriental/Asian/European/Continental/Pan American
- History and Development of Modern Cuisine-Classical and Contemporary

## **UNIT – IV STOCKS, SAUCES AND SOUPS**

### **Objectives**

By the end of this unit the students will be able to explain the basic features and types of stocks, sauces, soups, cheeses. Also they will understand the need for food preservation.

- Types of Stocks, Mirepoix, Bouquet Garni, & its Uses
- Basic mother sauces, derivatives, Thickening agents used in sauces rectification of faulty sauces, miscellaneous sauces & Gravies, Jus roti and Jus lie
- Soups– Classification, principles, garnishing and accompaniments
- Popular international soups

## **UNIT – V BAKERY AND CONFECTIONERY**

### **Objectives**

By the end of this unit the students will be able to elaborate on the aspects of baking, breads and list out the bakery terms

- Role of ingredients in baking
- Types of Dough-Bread
- Types of batters-pancakes
- Types of Breads-Names and description of Breakfast, Lunch, Snack and International breads
- Glossary of Bakery Terms

### **REFERENCE BOOKS:**

1. Modern Cookery – Thangam E. Philip
2. Practical Cookery – Kinton & Ceserani
3. Cookery Year Book – Readers Digest
4. Theory of Catering – Mrs. K Arora
5. A Taste of India – Madhur Jeffrey
6. Eat Better Live Better – Readers Digest
7. World wide Cook Book – Marshall Cavendish The World Encyclopedia of Food – I – Partick Loyal J.M.



## **1.3 BASIC FOOD AND BEVERAGE SERVICE**

### **UNIT – I Food & Beverage Service Industry**

#### **Objectives**

By the end of this unit the students will be able to define the food and beverage service industry, chalk out the organization structure, and elaborate on the tasks performed by various personnel

- Introduction to Food and Beverage Service
- Types of catering operations– commercial, welfare, transport, others
- Attributes of Food& Beverage Service Personnel
- Food & Beverage Service organization
- Organization of the F & B Department
- Job Specifications for the F & B Department
- Job Descriptions (Directeur de Restaurant (Restaurant Manager), Maitred’hotel (Sr.Captain), Chef de Rang (Station waiter), Busboy, Hostess, Sommelier (Wine waiter),
- RSOT, Chef d’etage (Floor Waiter)

### **UNIT – II - Food & Beverage Service outlets and Equipments**

#### **Objectives**

By the end of this unit the students will be able to list out the outlets available in a hotel and enumerate the equipment's used in Food and Beverage service

- Restaurant, Coffee Shop, Room Service, Bar, Banquets
- Furniture
- Linen
- Crockery
- Silverware
- Glassware
- Disposables
- Special Equipment (Trolleys, Electrical equipment etc)

## **UNIT – III Types of service and Menu Planning**

### **Objectives**

By the end of this unit the students will be able to explain the types of food service and plan a menu

- Table Service- French, Russian, English, American, Silver
- Assisted service-carvery, Buffet
- Self-service, cafeteria
- Specialized service-gueridon, automated, tray, trolley etc.
- Introduction to Menu Planning
- Types of menus
- Rules to be observed while planning menus
- Classical French Menu - 13 courses
- Menu Terms
- Food and its accompaniments with cover
- Basics of Menu Design
- Types – Continental, English, Buffet, Indian and Cover set up and service

## **UNIT – IV Non Alcoholic Beverages**

### **Objectives**

By the end of this unit the students will be able to classify non alcoholic beverages and elaborate on in-room dining procedures

- Classification
- Hot Beverages – Tea, Coffee, Cocoa - production, types, brand names and service
- Cold Beverages – waters, juices, milk based, syrups, squashes, aerated – types, brands and service
- Layout and design
- Cycle of service

## **UNIT – V Function catering and Buffet**

### **Objectives**

By the end of this unit the students will be able to explain the concept of function catering and prepare a buffet set up

- Types of functions
- Banquet menu
- Table and seating plans
- Booking procedure with forms and formats- BFC, Booking Diary, Function of the Day
- Banquet seating calculation
- Introduction to Buffet
- Types of Buffet services– Finger, Fork, sit down
- Types of Buffet – Themes
- Equipment

**Reference Book:**

1. Basic Food and Beverage Service (BHA – 102), written by D. RAJESON PRAKASAM,
2. Food and Beverage Training Manual –by Sudhir Andrews
3. The Waiter – by Fuller and Cume
4. Food and Beverage Service – by D.R. Lillicrap
5. Modern Restaurant/Service –by John Fuller.

**1. 4 BASIC FOOD PRODUCTION PRACTICAL**

i) Equipments - Identification, Description, Uses & handling

ii) Hygiene - Kitchen etiquettes, Practices & knife handling

iii) Safety and security in kitchen

1 i) Vegetables - classification

ii) Cuts - julienne, jardinière, macedoines, brunoise, paysane, mignonnete, dices, cubes, shred, mirepoix

iii) Preparation of salad dressings

2 Identification and Selection of Ingredients - Qualitative and quantitative measures.

3 i) Basic Cooking methods and pre-preparations

ii) Blanching of Tomatoes and Capsicum

iii) Preparation of concusses

iv) Boiling (potatoes, Beans, Cauliflower, etc.)

v) Frying - (deep frying, shallow frying, sautéing)

Aborigines, Potatoes, etc.

vi) Braising - Onions, Leeks, Cabbage

vii) Starch cooking (Rice, Pasta, Potatoes)

i) Stocks - Types of stocks (White and Brown stock)

ii) Fish stock

iii) Emergency stock

iv) Fungi stock

Sauces - Basic mother sauces

- Béchamel
- Espagnole

- Veloute
- Hollandai
- Mayonnais
- Tomato

6 Egg cookery - Preparation of variety of egg dishes

- Boiled ( Soft & Hard)
- Fried ( Sunny side up, Single fried, Bull's Eye, Double fried)
- Poaches
- Scrambled
- Omelette (Plain, Stuffed, Spanish)
- En cocotte (eggs Benedict)

7 Demonstration & Preparation of simple menu

8 Simple Salads & Soups:

- Cole slaw,
- Potato salad,
- Beet root salad,
- Green salad,
- Fruit salad,

9 Meat – Identification of various cuts, Carcass demonstration

- Preparation of basic cuts-Lamb and Pork Chops , Tornado, Fillet, Steaks and Escalope
  - Fish-Identification & Classification
  - Cuts and Folds of fish Demonstrations & simple applications
- 2 • Identification, Selection and processing of Meat, Fish and poultry.
- Slaughtering and dressing

Demonstrations at the site in local Area/Slaughtering house/Market

3 Preparation of menu

**Salads & soups-**

waldrof salad, Fruit salad, Russian salad, salade nicoise, Cream (Spinach, Vegetable, Tomato),

Puree (Lentil, Peas Carrot), International soups

**Chicken, Mutton and Fish Preparations-**

Fish orly, a la anglaise, colbert, meuniere, poached,baked

Entrée-Lamb stew, hot pot, shepherd's pie, grilled steaks & lamb/Pork chops, Roast chicken, grilled chicken, Leg of Lamb, Beef

**Simple potato preparations-**

Basic potato dishes

**Vegetable preparations-**

Basic vegetable dishes

**Indian cookery-**

Rice dishes, Breads, Main course, Basic Vegetables,

Paneer Preparations Demonstration by instructor and applications by students

**BAKERY PRACTICAL**

## 1. Equipment's

- Identification
- Uses and handling

Ingredients – Qualitative and quantitative measures

## 2 BREAD MAKING

- Demonstration & Preparation of Simple and enriched bread recipes
- Bread Loaf (White and Brown)
- Bread Rolls (Various shapes)
- French Bread
- Brioche

## 3 SIMPLE CAKES

- Demonstration & Preparation of Simple and enriched Cakes, recipes
- Sponge, Genoise, Fatless, Swiss roll
- Fruit Cake
- Rich Cakes
- Dundee
- Madeira

## 4 SIMPLE COOKIES

- Demonstration and Preparation of simple cookies like
- Nan Khatai
- Golden Goodies
- Melting moments
- Swiss tart
- Tri colour biscuits
- Chocolate chip
- Cookies
- Chocolate Cream Fingers
- Bachelor Buttons.

## 5 **HOT / COLD DESSERTS**

- Caramel Custard,
- Bread and Butter Pudding
- Queen of Pudding
- Soufflé – Lemon / Pineapple
- Mousse (Chocolate Coffee)
- Bavaroise
- Diplomat Pudding
- Apricot Pudding
- Steamed Pudding - Albert Pudding, Cabinet Pudding.

## 1 **PASTRY:**

Demonstration and Preparation of dishes using varieties of Pastry

- Short Crust – Jam tarts, Turnovers
- Laminated – Palmiers, Khara Biscuits, Danish Pastry, Cream Horns
- Choux Paste – Eclairs, Profiteroles

## 2 **COLD SWEET**

- Honeycomb mould
- Butterscotch sponge
- Coffee mousse
- Lemon sponge
- Trifle

- Blancmange
- Chocolate mousse
- Lemon soufflé

### 3 **HOT SWEET**

- Bread & butter pudding
- Caramel custard
- Albert pudding
- Christmas pudding

### 4 **INDIAN SWEETS**

Simple ones such as chicoti, gajjar halwa, kheer

## **1.5 BASIC FOOD AND BEVERAGE SERVICE PRACTICAL**

<b>S.No</b>	<b>Practical's</b>
01	Food Service areas – Induction & Profile of the areas
02	Ancillary F&B Service areas – Induction & Profile of the areas
03	Familiarization of F&B Service equipment
04	Care & Maintenance of F&B Service equipment
05	Cleaning / polishing of EPNS items by: <ul style="list-style-type: none"> <li>- Plate Powder method</li> <li>- Polivit method</li> <li>- Silver Dip method</li> <li>- Burnishing Machine</li> </ul>
06	<p><b>Basic Technical Skills</b></p> <p>Task-01: Holding Service Spoon &amp; Fork</p> <p>Task-02: Carrying a Tray / Salver</p> <p>Task-03: Laying a Table Cloth</p> <p>Task-04: Changing a Table Cloth during service</p>

Task-05: Placing meal plates & Clearing soiled plates

Task-06: Stocking Sideboard

Task-07: Service of Water

Task-08: Using Service Plate & Crumbing Down

Task-09: Napkin Folds

Task-10: Changing dirty ashtray

Task-11: Cleaning & polishing glassware

07 Tea – Preparation & Service

08 Coffee - Preparation & Service

09 Juices & Soft Drinks - Preparation & Service

Mock tails

Juices, Soft drinks, Mineral water, Tonic water

### **TABLE LAY-UP & SERVICE**

Task-01: A La Carte Cover

Task-02: Table d' Hote Cover

Task-03: English Breakfast Cover

Task-04: American Breakfast Cover

Task-05: Continental Breakfast Cover

Task-06: Indian Breakfast Cover

Task-07: Afternoon Tea Cover

Task-08: High Tea Cover

### **TRAY/TROLLEY SET-UP & SERVICE**

Task-01: Room Service Tray Setup

Task-02: Room Service Trolley Setup

### **PREPARATION FOR SERVICE (RESTAURANT)**



A. Organizing Mise-en-scene

B. Organizing Mise-en-Place

C. Opening, Operating & Closing duties

### **PROCEDURE FOR SERVICE OF A MEAL**

Task-01: Taking Guest Reservations

Task-02: Receiving & Seating of Guests

Task-03: Order taking & Recording

Task-04: Order processing (passing orders to the kitchen)

Task-05: Sequence of service

Task-06: Presentation & Encashing the Bill

Task-07: Presenting & collecting Guest comment cards

Task-08: Seeing off the Guests

### **Social Skills**

Task-01: Handling Guest Complaints

Task-02: Telephone manners

Task-03: Dining & Service etiquettes

### **Special Food Service - (Cover, Accompaniments & Service)**

Task-01: Classical Hors d'oeuvre

- Oysters
- Caviar
- Smoked Salmon
- Pate de Foie Gras
- Snails
- Melon
- Grapefruit
- Asparagus

Task-02: Cheese

Task-03: Dessert (Fresh Fruit & Nuts)

### **Service of Tobacco**

- Cigarettes & Cigars

**Restaurant French:** To be taught by a professional French language teacher.

- Restaurant Vocabulary (English & French)
- French Classical Menu Planning
- French for Receiving, Greeting & Seating Guests
- French related to taking order & description of dishes

## **First Year - Semester II**

### **2.1 BASIC FRONT OFFICE OPERATION**

#### **Unit 1 INTRODUCTION TO TOURISM SECTOR**

##### **Objectives:**

The student will understand the meaning, different aspects of tourism industry and its advantages & disadvantages.

- Tourism – Definition
- Types of Tourism
- Various benefits of tourism
- Different components of Tourism
- Tourists places in India

#### **Unit – II HOTEL INDUSTRY – GROWTH AND PROGRESS**

##### **Objectives:**

After completion of this unit, the students will have in-depth knowledge of the lodging industry, with respect to its historical background, its growth in India, classification of hotels, the organization structure of different types of hotels.

- Historical Background of the Hospitality industry
- Development and growth of hotel industry in India.
- Classification of Hotels based on location, length of stay, star rating and size of the hotel
- Alternative accommodations
- Types of operation – owner operated, partnership, Company owned, Referral hotels, Franchise, management contracts, chain hotels.
- Organizational structure of medium 50 – 200rooms and large hotels (more than 200 rooms)

#### **Unit – III FACETS OF FRONT OFFICE DEPARTMENT**

##### **Objectives:**

The student will get an introduction to the hierarchy of Front Office department, their responsibilities, types of rooms, tariff and different plans in a hotel.

- Introduction and Importance of Front Office
- Layout of front office & different equipment in front office
- Hierarchy of front office staff for medium and large hotel – duties and responsibilities of front office personnel.
- Ideal qualities and attributes for a Receptionist with emphasis on personal grooming and rules of the House for the front office staff.
- Types of rooms
- Tariff – Definition, Basis of charging, Tariff fixation, Tariff card, Types of Rates
- Types of plans – European, Continental, American, Modified American, Bermuda Plan
- Departments and Sections with which Front Office communicates and co-ordinates

#### **Unit – IV ROOM RESERVATIONS AND FORMALITIES**

**Objectives:** After the completion of this unit, the student will be able to follow the guidelines and procedures to take a booking and to tackle problems regarding reservation.

- Importance of reservation
- Sources and Modes of reservation
- Central reservation system, global distribution system, reservation network.
- Types of reservation.
- Group reservation
- Reservation records
- Reservation confirmation, amendment and cancellation.
- Overbooking
- Potential reservation problems.

### **Unit – V GUEST REGISTRATION AND PROCEDURES**

**Objectives:** After completion of this unit, the students will be able to follow the guidelines and procedures to receive, register the guest and understand the terminology used in Front office.

- Receiving, Welcoming and Greeting of Guest and Assigning of rooms.
- Upselling
- Pre – registration
- Registration of guest & (FIT's Group, VIPs)
- Rooming a guest
- Knowledge of room locations, blocking of rooms, issuing the room keys.
- In room check – in, Self registration.
- Records and registers related to Registration

### **REFERENCE BOOKS**

- Robert Woods et al., *Professional Front Office Management*, 1<sup>st</sup>edn, (Pearson Publications: Essex, 2014)
- JatashankarTiwari, *Hotel Front Office: Operations and Management*, (Oxford: New Delhi, 2016)
- AnutoshBhakta, *Professional Hotel Front Office Management*, (Tata McGraw Hill: New Delhi, 2012)
- Misra&Sadual, *Basics of Tourism Management*, (Excel Books: New Delhi, 2008)

## **2. 2 BASIC ACCOMMODATION OPERATION**

### **Unit – 1 HOUSEKEEPING DEPARTMENT – SIGNIFICANCE, PEOPLE AND RELEVENCE OBJECTIVES:**

At the end of the unit, the students will have acquired knowledge about the organized structure of the housekeeping department.

- Role of House Keeping in hospitality industry
- Lay out and organizational structure of housekeeping department

- Qualities of housekeeping staff
- Job description of housekeeping personnel
- Inter Departmental relationship

### **Unit - II CLEANING ORGANIZATION**

**OBJECTIVES:** After the completion of this unit, the students will understand the various cleaning materials and agents used.

- Classification and types of Manuel and Mechanical equipment's with diagram
- Mechanical
- Care and use of the equipment's
- Machine room
- Floor pantry
- God owns
- House Keeping Stores
- Cleaning agents (Importance of cleaning - The nature of soiling, Water, Chemical make up of cleaning agents, Detergents, Acid cleaners, Alkaline cleaners, Solvent cleaners, Disinfectants, Deodorant, Laundry aids, Polishers and Floor seals).
- Use, care and storage of cleaning agents
- Distribution and storage

### **UNIT III OPERATIONAL AREAS AND CLEANING PROCEDURES**

#### **OBJECTIVE:**

Students to understand the operational areas of housekeeping department, Cleaning services and knowledge of care and cleaning of various surfaces.

- Operational areas of housekeeping department
- Cleaning procedures and frequency
- Daily cleaning –schedules and records  
Guest rooms, Check out room, Occupied room, Vacant room, Evening service, Super Room Cleaning
- Public areas – schedules and records  
Corridors, Pool area, Office area, Lobby, Lounge, F&B outlets, Shopping arcade, Health club, Elevators/Escalators
- Weekly cleaning, Periodic cleaning, Special cleaning –schedules and records

## **UNIT IV OPERATIONAL PROCEDURES**

**OBJECTIVES:** The students to understand service/facilities offered by house keeping department at the end of this chapter.

Floor Operations - Rules on a Guest Floor and Bed Making Standard supplies provided in the guest rooms – Normal, VIPs - Supplies on request Special services Baby-sitting, Second service, Freshen up service, Valet service

- Preparing a red slip

## **Unit – V SPECIAL SERVICES**

### **Objectives:**

By the end of this unit, the students will be able to understand and apply the special services while at floors

- Key handling procedures
- Lost and found, missing
- damaged procedures and records

## **REFERENCE BOOKS**

- G. Raghubalan & Smriti Raghubalan, *Hotel Housekeeping: Operations and Management*, (Oxford: New Delhi, 2015)
- Malini Singh, *Hotel Housekeeping*, (Tata McGraw Hill: New Delhi, 2012)
- K.C.K RakeshKadam, *Housekeeping Operations and Management for Hospitality*, Bookman Publishing

## **2. 3 BASIC FRONT OFFICE OPERATION PRACTICAL**

By the end of the practical's, the students will earn hands-on experience in dealing with guests and other Front Office practical's

- Appraisal of Front Office equipment's
- Receiving the guests
- Ushering guests
- Handling guest queries
- Filling up of various proforma
- Telephone handling
- Role plays : Reservations, arrivals, luggage handling, paging
- Planning layout of front office for different hotels

- Designing Tariff cards
- Rooming a guest

## **2.4 BASIC ACCOMMODATION OPERATION PRACTICAL**

By the end of the practical's, the students will get a thorough knowledge on the practical aspects of hotel housekeeping.

- Drawing layouts of guest rooms
- Identifying guest room supplies
- Preparing models of guest rooms
- Practice using various cleaning equipment's
- Practice using various cleaning agents
- Public area cleaning  
Floor, Walls, Wood, Brass, Silver, Glass etc.
- Maid's trolley

## **2.5 Entrepreneurship: Theory & Case Study And Project Report.**

## Second Year - Semester III

### 3.1 ADVANCED FOOD PRODUCTION

#### UNIT – I FOOD STANDARDS AND PASTRIES

##### Objectives

By the end of this unit the students will be able to explain food standards, enumerate on menu planning and elaborate on the pastry works

- Importance of Food Standards
- WHO standards-voluntary and compulsory standards
- Common adulterants and their detection
- Classification of additives and their role
- Mislabeling
- Pastry – Puff pastry, flaky pastry, short crust pastry-(sweet and savoury), choux

##### Pastry

- Types of Sponge cakes
- Types of Gateaux
- Types of Icing- Fondant, fresh cream, butter cream, American frosting, royal, truffle, Ganache
- Types of desserts-hot and cold desserts
- Petits fours-Definition and examples

#### UNIT – II FRENCH AND ITALIAN CUISINE

##### Objectives

By the end of this unit the students will be able to explore the significance and cooking trends in French and Italian Cuisine

- Features, regional classification, ingredients, methods of cooking, courses of the menu.
- Glossary of French Culinary Terms
- Italian Cuisine - Features, regional classification, ingredients, methods of cooking, courses of the menu.



- Glossary of Italian Culinary Terms

### **UNIT – III ORIENTAL CUISINE**

**Objectives:** By the end of this unit the students will be able to explore the culinary delicacies of Oriental Cuisine

- Features, regional classification, ingredients, methods of cooking, courses of the menu.
- Glossary of Oriental Culinary Terms
- Chinese - Features, regional classification, ingredients, methods of cooking, courses of the Menu
- Thai-Features, regional classification, ingredients, methods of cooking, courses of the Menu
- Japanese-Features, regional classification, ingredients, methods of cooking, courses of the Menu

### **UNIT – IV KITCHEN ORGANIZATION, HUMAN RESOURCE AND GARDE**

#### **MANGER**

**Objectives:** By the end of this unit the students will be able to plan the kitchen organization, identify staffing requirements and explore the works carried out at Garde Manger

- The classical kitchen brigade-the partie system
- Job description and job specification of executive chef, chef de partie and commis
- Recruitment and selection
- Induction, training and development
- Salads-Classification, principles of salad making, ingredients used, parts of a salad, salad dressings, garnishes, types of salads, classical salads
- Hors d'oeuvres-Classification, examples and accompaniments
- Sandwiches- composition, types, principles of preparation, classic sandwiches, rules to be followed, and accompaniments.
- Specialty meats- Farcis, terrines, pates, galantines, ballotines, mousses.
- Cold sauces- dips, chaudfroids, aspics.
- Charcuterie-Sausages, bacon and ham
- 

### **UNIT – V ACCOMPANIMENTS, GARNISHES**

**Objectives:** By the end of this unit the students will be able to select appropriate accompaniments for food, choose apt garnishes and generate diet requirements

- Classical vegetable accompaniments
- Potato preparations
- Garnishes and accompaniments for popular dishes

#### **REFERENCE BOOK:**

- 
- 1. Theory of cookery by Krishna Arora
- 2. Professional Chef – The Art of Fine Cooking by Arvind Saraswat.

- 3. Practical Cookery by Victor Ceserani & Ronald Kinton (Eighth Edition)

### **3. 2 ADVANCED FOOD AND BEVERAGE SERVICE**

#### **UNIT – I ALCOHOLIC BEVERAGES AND WINES**

##### **Objectives**

By the end of this unit the students will be able to appreciate the use of alcoholic beverages, its classification and imbibe the art of wine and wine tasting

- Consumption – benefits, abuse, sensible drinking
- Introduction and classification of alcoholic beverages
  - Vine – family, grape composition, training and pruning, cycle of harvest, factors affecting quality – soil, climate, viticulture, vinification, vine diseases
- Classification of wines – still, sparkling, fortified, aromatized,
- Control of Quality – France, Italy, German,
- Grape varieties – 10 red and 10 white
- Wine manufacture – red, white, rose
- Wine producing countries and regions (handout provided) - France, Italy, Germany
- Wine names – France, Italy, Germany, California, Australia, India
- Champagne – Introduction, manufacture, types and shippers
- Fortified wines – Sherry, Port, Madeira - types, manufacture, service and brands
- Aromatised – Vermouth and other aromatized wines
- Wine service temperatures

#### **UNIT – II BEER AND OTHER FERMENTED BEVERAGES**

##### **Objectives**

By the end of this unit the students will be able to explain the history, production and classification of beer and other fermented beverages

- Introduction to Beer
- Ingredients for Beer Manufacture
- Production of Beer
- Beer classification and styles
- Service of Beer
- Beer brands with countries – 10 countries with 5 brands each
- Cider, Sake, Toddy

### **UNIT III – OTHER SPIRITS AND LIQUEURS**

#### **Objectives**

By the end of this unit the students will be able to identify the types, its manufacturing process and varieties of spirits and liqueurs

- Other spirits – Absinthe, Ouzo, Slivovitz, Akvavit, Feni, Arrack, Schnapps
- Liqueurs - Introduction, Manufacture, Brand names with base, color, flavor, countries

### **UNIT – IV BAR**

#### **Objectives**

By the end of this unit the students will be able to classify bars, identify the equipments, ingredients and enumerate the preparation methods

- Types of Bar
- Equipment and ingredient
- Cocktails – introduction, parts (base, modifier etc), methods (stir, shaken etc) families (cobblers, crustas, daisies, nogs, fixes, flips, puffs, sangarees, slings, smashes, bucks, coladas, Collins, coolers, fizzes, highballs, juleps, shooters, punches, rickeys, sours, toddies), terms (dash, zest, on the rocks, naked etc) popular cocktails (classic, modern, variations)

## UNIT – V Alcoholic Beverages

### Objectives

By the end of this unit, the students will be able to understand the varieties of alcoholic beverages available and its manufacturing procedures

- Introduction to Alcoholic Beverages
- Pot still distillation
- Patents still distillation
- Proof systems
- Whisky
- Scotch - manufacturing, types, regions, brands
- Irish – history, manufacture, brands
- American – history, manufacture, types, brands
- Brand names – Canadian, Indian
- Brandy – History
- Cognac - Manufacturing, region, types, brands
- Other brandies – Armagnac, Marc/Grappa, Calvados – basic knowledge
- Rum - History, Manufacture, Styles, Brand names with countries
- Gin - History, Manufacture, Types, Brand names with countries
- Vodka - History, Manufacture, Brand names with countries, flavoured vodkas
- Tequila - History, Manufacture, Styles, Brand names

### REFERENCE BOOKS:

1. Food and Beverage Service – Dennis Lillicrap
2. The Beverage Book – Andrew Durkan and John Cousins
3. Wine Appreciation – Richard P Vine
4. The complete guide to cocktails and drinks – Stuart Walton
5. The Hospitality Managers Guide to Wines Beers and Spirits – Albert W.A.Schmid

## 3.3 QUANTITY FOOD PRODUCTION PRACTICAL

Institute to formulate 36 set of menus from the following cuisines.

- Awadh
- Bengal
- Goa
- Gujarat
- Hyderabad
- Kashmiri
- Maharastra

- Punjabi
- Rajasthan
- South India (Tamilnadu, Karnataka, Kerala)

## **SUGGESTED MENUS**

### **MAHARASTRIAN**

#### **MENU 01**

Masala Bhat  
Kolhapuri Mutton  
Batata Bhajee  
Masala Poori  
Koshimbir  
Coconut Poli

#### **MENU 02**

Moong Dal Khichdee  
Patrani Macchi  
Tomato Saar  
Tilgul Chapatti  
Amti  
Basundi

### **AWADH**

#### **MENU 01**

Yakhni Pulao  
Mughlai Paratha  
Gosht Do Piazza  
Badin Jaan  
Kulfi with Falooda

#### **MENU 02**

Galouti Kebab  
Bakarkhani  
Gosht Korma  
Paneer Pasanda  
Muzzafar

**BENGALI**

## MENU 01

Ghee Bhat  
Macher Jhol  
Aloo Posto

Misti Doi

## MENU 02

Doi Mach  
Tikoni Pratha  
Baigun Bhaja  
Payesh

## MENU 03

Mach Bhape  
Luchi  
Sukto

Kala Jamun

## MENU 04

Prawan Pulao  
Mutton Vidalloo  
Beans Foogath  
Dodol

**GOAN**

## MENU 01

Arroz  
Galina Xacutti  
Toor Dal Sorak  
Alle Belle

## MENU 02

Coconut Pulao  
Fish Caldeen  
Cabbage Foogath  
Bibinca

**PUNJABI**

## MENU 01

Rada Meat  
Matar Pulao  
Kadhi

Punjabi Gobhi  
Kheer

## MENU 02

Amritsari Macchi  
Rajmah Masala  
Pindi Chana  
Bhaturas

Row Di Kheer

## MENU 03

Sarson Da Saag  
Makki Di Roti  
Peshawari Chole

Motia Pulao  
Sooji Da Halwa  
MENU 04  
Tandoori Roti  
Tandoori Murg  
Dal Makhani  
Pudinia Chutny  
Baingan Bhartha  
Savian

### **SOUTH INDIAN**

MENU 01  
Meen Poriyal  
Curd Rice  
Thoran  
Rasam  
Pal Payasam  
MENU 02  
Line Rice  
Meen Moilee  
Olan  
Malabari Pratha  
Parappu Payasam  
MENU 03  
Tamarind Rice  
Kori Gashi  
Kalan  
Sambhar  
Savian Payasam  
MENU 04  
Coconut Rice  
Chicken Chettinad  
Avial  
Huli  
Mysore Pak

### **RAJASTHANI**

MENU 01  
Gatte Ka Pulao  
Lal Maas  
Makki Ka Soweta  
Chutny (Garlic)  
Dal Halwa  
MENU 02 Dal  
Batti  
Churma  
Besan Ke Gatte  
Ratalu Ki Subzi  
Safed Mass

### **GUJRATI**

MENU 01

Sarki  
 Brown Rice  
 Salli Murg  
 Gujrati Dal  
 Methi Thepla  
 Shrikhand  
 MENU 02  
 Gujrati Khichadi  
 Oondhiyu  
 Batata Nu Tomato  
 Osaman  
 Jeera Poori  
 Mohanthal

### **HYDERABADI**

MENU 01  
 Sofyani Biryani  
 Methi Murg  
 Tomato Kut  
 Hare Piaz ka Raita  
 MENU 02  
 Kachi Biryani  
 Dalcha  
 Mirchi Ka Salan  
 Mix Veg. Raita

### **KASHMIRI**

Two menus may be formed out of the Dishes given as under:

**Rice and Bread Preparations:** Mutaegen, Pulao (Kashmiri), Plain Rice, Girdeh, Lawas

**Meat Preparations:** Gushtaba ,Rista ,Marchevangan korma, Macch Kofta, Yakhean Kaliya,  
 Tabak Maaz, Rogon Josh

**Vegetables and Potato:** Ruwangan chaman, Choek wangan, Chaman Qaliyan Alleh Yakhean,  
 Dum Aloo Kashmiri ,Nader Palak, Razma Gogji

**Sweet Dishes:** Kongeh Phirin (Sooji phirni with Saffron), Aae't phirin (Wheat Flour Phirni),  
 Halwa **Chutneys:** Mujeh cheten, Ganda Cheten, Duen cheten, Aleh cheten (pumpkin  
 chutney)



### **3. 4 ADVANCED FOOD AND BEVERAGE SERVICE PRACTICAL**

#### **Dispense Bar – Organizing Mise-en-place**

- Task-01 Wine service equipment
- Task-02 Beer service equipment
- Task-03 Cocktail bar equipment
- Task-04 Liqueur / Wine Trolley
- Task-05 Bar stock - alcoholic & non-alcoholic beverages
- Task-06 Bar accompaniments & garnishes
- Task-07 Bar accessories & disposables

#### **02 Service of Wines**

- Task-01 Service of Red Wine
- Task-02 Service of White/Rose Wine
- Task-03 Service of Sparkling Wines
- Task-04 Service of Fortified Wines
- Task-05 Service of Aromatized Wines
- Task-06 Service of Cider, Perry & Sake

#### **03 Service of Aperitifs**

- Task-01 Service of Bitters
- Task-02 Service of Vermouths

#### **04 Service of Beer**

- Task-01 Service of Bottled & canned Beers
- Task-02 Service of Draught Beers

#### **05 Service of Spirits**

- Task-01 Service styles – neat/on-the-rocks/with appropriate mixers
- Task-02 Service of Whisky
- Task-03 Service of Vodka
- Task-04 Service of Rum
- Task-05 Service of Gin
- Task-06 Service of Brandy
- Task-07 Service of Tequila

- 06     **Service of Liqueurs**  
Task-01 Service styles – neat/on-the-rocks/with  
cream/en frappe  
Task-02 Service from the Bar  
Task-03 Service from Liqueur Trolley
- 07     **Wine & Drinks List**  
Task-01 Wine Bar  
Task-02 Beer Bar  
Task-03 Cocktail Bar
- 08     **Matching Wines with Food**  
Task-01 Menu Planning with accompanying  
Wines  
 Continental Cuisine  
 Indian Regional Cuisine

### **3.5 NUTRITION AND FOOD SCIENCE**

#### **UNIT – I BASIC ASPECTS**

##### **Objectives**

By the end of this unit the students will be able to define nutrition and explain the aspects of nutrition and food

Definition of the terms Health, Nutrition and Nutrients

Importance of Food – (Physiological, Psychological and Social function of food) in maintaining good health.

Classification of nutrients

#### **UNIT – II**

##### **Objectives**

By the end of this unit the students will be able to explain the components of energy, its concept, dietary sources of energy and concept of energy balance

**ENERGY**

Definition of Energy and Units of its measurement (Kcal)

Energy contribution from macronutrients (Carbohydrates, Proteins and Fat)

Factors affecting energy requirements

Concept of BMR, SDA, Thermodynamic action of food

Dietary sources of energy

Concept of energy balance and the health hazards associated with Underweight,

Overweight

**UNIT – MACRO NUTRIENTS****III Objectives**

By the end of this unit the students will be able to understand the importance of carbohydrates, lipids, proteins and its role in health

**Carbohydrates**

Definition

Classification ( mono, di and polysaccharides)

Dietary Sources

Functions

Significance of dietary fibre (Prevention/treatment of diseases)

**Lipids**

Definition

Classification : Saturated and unsaturated fats

Dietary Sources

Functions

Significance of Fatty acids (PUFAs, MUFAs, SFAs, EFA) in maintaining health

Cholesterol – Dietary sources and the Concept of dietary and blood cholesterol

### **Proteins**

Definition

Classification based upon amino acid composition

Dietary sources

Functions

Methods of improving quality of protein in food (special emphasis on Soya proteins and whey proteins)

## **UNIT – IV - MACRO NUTRIENTS**

### **Objectives**

By the end of this unit the students will be able to explain the role of vitamins, minerals, water in developing health.

#### **A. Vitamins**

Definition and Classification (water and fats soluble vitamins)

Food Sources, function and significance of:

1. Fat soluble vitamins (Vitamin A, D, E, K)
2. Water soluble vitamins (Vitamin C, Thiamine, Riboflavin, Niacin, Cyanocobalamin Folic acid)

#### **B. Minerals**

Definition and Classification (major and minor)

Food Sources, functions and significance of :

Calcium, Iron, Sodium, Iodine & Flourine

## **WATER**

Definition

Dietary Sources (visible, invisible)

Functions of water

Role of water in maintaining health (water balance)

## **UNIT – V BALANCED DIET AND MENU PLANNING**

### **Objectives**

By the end of this unit the students will be able to understand the meaning of balanced diet, meal planning, and newer trends in food service industry

Definition of balanced diet

Importance of balanced diet

RDA for various nutrients – age, gender, physiological state

Planning of nutritionally balanced meals based upon the three food group system

Factors affecting meal planning

Critical of meal planning.

Calculation of nutritive value of dishes/meals.

### **References:**

Nutrition for the Food Service Professional by Karen Eich Drummond. Principles of Nutrition & Dietetics by Dr. M Swaminathan

Nutritive Value of Indian Foods by CP Gopalan, BV Rama Sastri, SC Balasubramanian Food: Facts and Principles by Sadaksharaswamy and ShakuntalaManay

Perspectives in Nutrition by Gordon M. Wardlaw : WCD / McGraw Hill Publication. Understanding Nutrition by Whitney & Rolfes

Dietetics by B. Srilakshmi

## Second Year - Semester IV

### 4.1 ADVANCED ACCOMMODATION OPERATION

#### Unit I FABRICS AND FIBER

##### OBJECTIVE:

At the end of this unit, the student will understand the different types of fabrics and fibers used for hospitality industry, its manufacturing and quality judging.

- Fabrics and fibers
- Definition of a fiber
- Classification of fiber
- The origin, characteristics and use of each item in the hotel to be explained
- Spinning
- Yarns
- Fabrics commonly used (flannelette, calico, corduroy, damask, drill, Seer sucker, Brocade, denim, glass fiber, rayon, satin, sheer- tapestry, populin, terry – toweling cloth, tweeds, velvet, gabardines). Identification of these fabrics and their uses in the industry.

#### Unit II HOTEL LINEN

##### OBJECTIVE:

The students will be able to identify/classify the hotel linen.

- Kinds of linen used in accommodation section  
Items classified as bed linen and bath linen; their sizes  
Items classified as table linen: their sizes  
Purchase specification for the linen items (bed sheets, pillow slips, towels & bathmats, table cloths, serviettes)
- Purchase specification and calculating material required for soft furnishings (curtains, bed spreads, upholstery and cushions)

#### Unit: III LINEN ROOM ACTIVITIES

##### Objective:

Students will have knowledge about the various activities of linen room

- Activities of a linen room.
- Location, Equipment & Layout of a linen room (basic rules)
- Purchase of linen/linen hire/ quality and quantity
- Storage standards and inspection  
Issuing of linen to floors and departments – procedure and records

- Dispatch and delivery from laundry – procedure and records
- Stocktaking – procedures and records
- Condemned linen and cut down – procedures and records
- Marking and monogramming
- Sewing room - Activities and area provided - Equipment required
- Duties and responsibilities of linen room staff
- Linen keeper – routine duties and records maintained
- Linen room attendant – routine records maintained
- Tailors and seamstress – task performed
- Uniforms and uniform room.

#### **Unit: IV LAUNDRY**

##### **Objective:**

The students will gain knowledge about the duties & responsibilities of laundry staff, Flow process, Chemicals used in laundry and guest laundry.

- Laundry – Location, layout, Various types of laundry machines (washer, drycleaner, hydro extractor, calendar machine, Buffer, Steam press)
- Duties and responsibilities of laundry staff
- Flow process of industrial laundering
- Stages in wash cycle
- Role of laundry agents.
- Classification of laundry agents
- Dry-cleaning
- Collection and delivering laundry

#### **Unit - V FLOWER ARRANGEMENT**

##### **OBJECTIVE:**

The students will acquire a comprehensive knowledge about the various styles of flower arrangements and pest control.

- Purpose of flower arrangement, placement and level of placement with relevant Examples
- Equipment and materials used
- Conditioning of plant material
- Styles of flower arrangement (western, Japanese, freestyle)
- Principles of flower arrangement, design, scale, balance, focal point, rhythm, texture, repetition, unity and harmony)
- Decorations during various occasions.

#### **REFERENCE BOOKS**

- G. Raghubalan&SmritiRaghubalan, *Hotel Housekeeping: Operations and Management*, (Oxford: New Delhi, 2015)
- Malini Singh, *Hotel Housekeeping*, (Tata McGraw Hill: New Delhi, 2012)
- K.C.K RakeshKadam, *Housekeeping Operations and Management for Hospitality*, Bookman Publishing

## 4.2 ADVANCED FRONT OFFICE OPERATIONS

### Unit I FRONT OFFICE SERVICES

**Objectives:** After the completion of this chapter, the student will know about the services provided by the front office, the guest complaints that arises and how to handle them. He / She will have acquired the knowledge about the security functions of the front office department.

#### Front Office Services

Guest services, Equipment and supplies

- Handling mail
- Handling message
- Telephone services
- Business center
- Wake up calls
- Guest relations
- Identifying and Handling Complaints ( Mechanical, Attitudinal, Service related, unusual)
- Follow-up procedures

### Unit: II BELL ASSISTANCE AND BAGGAGE SERVICES

#### Objective:

The student will be able to gain a thorough knowledge about the various information to be provided to the guest. He / She will be thorough with the various procedures involved regarding baggage handling, left baggage handling and paging the guest.

#### Concierge and Bell Desk

- Job Description of concierge
- Job Description of Bell captain and Bellboy
- Providing information to groups
- Errand Cards (Arrival, Departure, Other Errands)
- Miscellaneous services-(Secretarial services, Massages, Ordering flowers, Baby sitting, Flight confirmation, Airline, Theater & Restaurant reservation, Arranging Transportation)
- Baggage Handling - F.I.T's, G.I.T's, V.I.P's
- Escorting guests to their rooms



## **Unit - III FRONT OFFICE ACCOUNTING SYSTEMS AND PROCEDURES**

### **Objectives:**

At the end of this unit the student will have an in-depth knowledge of the Front Office accounting systems & procedures.

### **Front Office Accounting**

- Job description of a front office cashier
- Accounts - Guest Accounts, Non-guest Accounts
- Folios – (Guest folio, Master folios, Split folio, Non-guest folio, Employee folio)
- Vouchers
- Ledgers (Guest ledger, City ledger)
- Computer Billing & Maintenance of Accounts  
(Benefits of computer billing, opening a bill, posting charges, Adjustments / Corrections, closing account, Balancing)
- Credit monitoring – Floor limit, house limit, part settlement of in house guests
- Account maintenance: Charge purchase, Account Correction, Accounts allowance, Account transfer, Cash advance, Visitors paid out ( V.P.O), Encashment of Foreign Exchange, processing of credit cards, luxury tax, expenditure tax and service tax.
- Internal Control - Front Office Cash sheet, Cash Banks

## **Unit: IV Front Office security functions**

### **Objectives**

By the end of this unit the students will be able to understand the security systems followed in hotels

- Key Controls, Room key Security system
- Surveillance and Access Control
- Protection of Funds
- Safe deposit Boxes
- Lost & Found
- Emergency Procedures (Medical, Robbery, Fire, Suicide, Death, Bomb threat, Riot)
- Log Book

## **Unit: V CHECK- OUT AND SETTLEMENT**

### **Objectives:**

At the end of the unit, the students would have acquired a thorough knowledge about check - out and methods of settlement

- Function of check-out settlement
- Departure procedures

- Methods of settlement
- Check-out options – In room folio review and check-out, self check-out, express check-out
- Unpaid Account balance
- Collection of Accounts – (Late charges, Credit card bills, Travel agency account, Bad cheque account, Skipper accounts, Disputed bill account, guaranteed, Reservation accounts)
- Potential Check-out problems (Refuse to accept a particular charge, Posting to wrong account, charging of extra beds for kids, Telephone calls, Late check-out, Late charges)

## REFERENCE BOOKS

- Robert Woods et al., *Professional Front Office Management*, 1<sup>st</sup>edn, (Pearson Publications: Essex, 2014)
- JatashankarTiwari, *Hotel Front Office: Operations and Management*, (Oxford: New Delhi, 2016)
- AnutoshBhakta, *Professional Hotel Front Office Management*, (Tata McGraw Hill: New Delhi, 2012)

## 4.3 APPLICATION OF COMPUTERS

### UNIT - I

#### WINDOWS OPERATIONS

##### Objectives

By the end of this unit the students will be able to work on Windows Operations

Creating Folders  
 Creating Shortcuts  
 Copying Files/Folders  
 Renaming Files/Folders  
 Deleting Files

### UNIT – II

#### MS-OFFICE 2007 MS WORD

##### Objectives

##### CREATING A DOCUMENT

Entering Text  
 Saving the Document  
 Editing a Document already saved to Disk  
 Getting around the Document  
 Find and Replace Operations  
 Printing the Document

##### SPECIAL EFFECTS

Print Special Effects e.g. Bold, Underline, Superscripts, Subscript  
 Changing Fonts  
 Changing Case

## **UNIT – III FORMATTING A DOCUMENT**

### **Objectives**

By the end of this unit the students will be able to format a document

Justifying Paragraphs

- Changing Paragraph Indents
- Margins
- Formatting Pages and Documents
- Using Bullets and Numbering
- Headers/Footers

## **UNIT – IV CUT, COPY AND PASTE OPERATION**

### **Objectives**

By the end of this unit the students will be able to cut, copy and paste a document

- Marking Blocks
- Copying and Pasting a Block
- Cutting and Pasting a Block
- Deleting a Block
- Formatting a Block
- Using Find and Replace in a Block

## **UNIT – V USING MS-WORD TOOLS**

### **Objectives**

By the end of this unit the students will be able to apply the internal modules in interfaces of the Service system

- Spelling and Grammar
- Mail Merge
- Printing Envelops and Labels

### **References:**

1. Hospitality industry computer systems third edition by Michael L. Kasavna.
2. Data analysis in hotel and catering management by Stephen Cunningham.
3. The internet by Douglas E. Comer.
4. Internet investigations in hospitality, travel and tourism by Cynthia Leshin.
5. " A First Course in Computers" -Sanjay Saxena, Vikas Publications.

## **4.4 HOTEL ENGINEERING**

### **UNIT – I MAINTENANCE:**

#### **Objectives**

By the end of this unit the students will be able to understand the preventive maintenance, role of maintenance in hotels, organization chart of the department Preventive and reackdown maintenance, comparisons Role & Importance of maintenance department in the hotel industry with emphasis on its relation with other departments of the hotel.

Organization chart of maintenance department, duties and responsibilities of maintenance department

### **UNIT - II. Objectives**

By the end of this unit the students will be able to classify the fuels used and its usage calculation

#### **Fuels used in catering industry:**

Types of fuel used in catering industry; calorific value; comparative study of different fuels

Calculation of amount of fuel required and cost.

### **UNIT - III Objectives**

By the end of this unit the students will be able to define Gas, principles of burners, maintenance, gas bank and types

#### **Gas:**

Heat terms and units; method of transfer

LPG and its properties; principles of Bunsen and burner, precautions to be taken while handling gas; low and high-pressure burners, corresponding heat output.

Gas bank, location, different types of manifolds

**UNIT – IV Objectives**

By the end of this unit the students will be able to understand the fundamentals of electricity, electric wires, calculation of electric energy, types of wiring etc

**Electricity:**

Fundamentals of electricity, insulators, conductors, current, potential difference resistance, power, energy concepts; definitions, their units and relationships, AC and DC; single phase and three phase and its importance on equipment specifications

Electric circuits, open circuits and close circuits, symbols of circuit elements, series and parallel connections, short circuit, fuses; MCB, earthing, reason for placing switches on live wire side.

Electric wires and types of wiring

Calculation of electric energy consumption of equipment, safety precaution to be observed while using electric appliances

**UNIT - V LIGHTING****Objectives**

By the end of this unit the students will be able to understand the various types of lighting options available in hotels

Types of lighting, different lighting devices, incandescent lamps, fluorescent lamps, other gas discharged lamps, illumination, and units of illumination.

External lighting

Safety in handling electrical equipment.

**REFERENCE BOOKS**

- Hotel Engineering by Tarun Bansal (Author)
- Hotel Engineering (Oxford Higher Education) by [Sujit Ghosal](#)

**4.5 Entrepreneurship: Theory Assignment**

## **Third Year – Semester V**

### **5.1 FOOD AND BEVERAGE MANAGEMENT**

#### **UNIT - I KITCHEN PLANNING AND PURCHASING**

##### **Objectives**

By the end of this unit the students will be able to understand the planning aspects of a kitchen and elaborate the purchasing procedures

- Sections of the kitchen with layout and functions
- Production workflow
- Planning of Kitchen Spaces
- Layout of a large quantity kitchen and satellite kitchen
- Planning of Storage Spaces
- Principles of material management
- Standard purchase specifications,
- Purchasing procedure-Principles of purchasing, methods of purchasing, requisition, ordering, receiving

#### **UNIT – II STORAGE OF FOOD MATERIAL, MENU PLANNING AND FOOD PRESENTATION**

##### **Objectives**

By the end of this unit the students will be able to understand the storage of food materials, plan menu and apply food presentation techniques

- Principles of Storage - dry storage and cold storage
- Methods of issuing
- Layout of storage areas
- Temperature for storing perishables & non-perishable foods
- Menu designing for
- Restaurants-Specialty and fast food

- Buffets
- Banquets
- Presentation of food for Restaurants-Plate presentation
- Buffets
- Banquets

## **UNIT – III FOOD PRODUCTION SYSTEMS AND FINANCIAL MANAGEMENT**

### **Objectives**

By the end of this unit the students will be able to understand the food production systems and financial management related to Kitchen management

- Principles of large scale commercial cooking
- Rechauffe – effective use of leftovers.
- Catering systems
- Cook Chill Systems-definition, procedure, advantages and disadvantages
- Cook Freeze System –definition, procedure, advantages and disadvantages
- Sous Vide- definition, procedure, advantages and disadvantages
- Concepts of cost
- Food Cost- Formulas and calculation
- Cost Control-Portion control, yield management and standard recipe
- Pricing

## **UNIT – IV AN OVERVIEW OF BEVERAGE**

### **Objectives**

By the end of this unit the students will be able to explain the concept of beverage, bar management and also the menu engineering techniques

- Introduction to beverage management

- The hospitality industry and its products
- Compiling various wine and drink lists
- Inventory, Storage, Bar stock taking and inventory, Determining stock levels

## **UNIT – V BAR MANAGEMENT AND MENU ENGINEERING**

### **Objectives**

By the end of this unit the students will be able to understand bar management and menu engineering concepts

- Bar frauds and best practices
- Books and records in bar
- Definition and objective of menu engineering
- Analysis and action

### **REFERENCE BOOKS:**

6. Food and Beverage Service – Dennis Lillicrap
7. The Beverage Book – Andrew Durkan and John Cousins
8. Wine Appreciation – Richard P Vine
9. The complete guide to cocktails and drinks – Stuart Walton
10. The Hospitality Managers Guide to Wines Beers and Spirits – Albert W.A.Schmid

## **5.2 ACCOMMODATION MANAGEMENT**

### **UNIT I PLANNING AND EVALUATING FRONT OFFICE OPERATIONS**

#### **Objectives:**

By the end of the unit, the students will be able to understand the different tools used to evaluate Front Office Operation.

- Setting Room Rates – Hubbart Formula, Rule-of-thumb approach, Market condition approach
- Forecasting Room Availability
- Useful forecasting data
- Forecast Formula
- Types of forecast
- Forecast forms
- Factors for evaluating Front Office Operations



## **UNIT – II BUDGETING**

### **Objectives:**

By the end of this unit, the students will be able to define budget, explain the types and apply it for a profitable business.

- Types of budget and budget cycle
- Making Front Office budget
- Factors affecting budget planning
- Capitol and operations budget for front office
- Advantages and disadvantages of budgeting

## **UNIT – III YIELD MANAGEMENT**

### **Objectives:**

By the end of this unit, the students will be able to explain the significance of yield, calculate yield and generate various statistics based on revenue management.

- Concept and importance of yield management
- Applications of yield management in Hotel Industry
- Capacity Management
- Discount allocation
- Duration control
- Measuring yield
- Potential high and low demand tactics
- Yield management software
- Yield management team

## **UNIT – IV MANAGERIAL INSIGHTS IN HOUSEKEEPING**

### **Objectives:**

By the end of this unit, students will develop managerial skills and administrative acumen in housekeeping.

- Time and motion study in housekeeping
- Preparation of duty chart for housekeeping staff

- Team spirit in Housekeeping
- Budgeting
- Standard operating Procedures
- Security from Theft in housekeeping department
- Managerial styles in Housekeeping

## **UNIT – V TRENDS IN HOUSEKEEPING**

### **Objectives**

By the end of this unit, the students will be able to infer some of the trends followed in housekeeping.

- Interior designing
- Green Housekeeping
- Outsourcing Housekeeping
- Training in Housekeeping department – Objectives of training, benefits and types

### **REFERENCE BOOKS**

- Thomas JA Jones, *Professional Management of Housekeeping Operations*, 5<sup>th</sup>edn, (John Wiley & Sons, New Jersey, 2008)
- Matt A Casado, *Housekeeping Management*, (Wiley & Sones, 2011)
- Malini Singh, Jaya B George, *Housekeeping: Operations, Design and Management*, Jaico Publishing House, 2008
- Dr. Jagmohan Negi, *Hospitality Reception and Front Office*, (S Chand and Company, 2013)

## **5.3 ADVANCED FOOD PRODUCTION PRACTICAL**

### **MENU 01**

- Consommé Carmen
- Poulet Sauté Chasseur
- Pommes Loretta
- Haricots Verts

**MENU 02**

- Bisque D'écrevisse
- Escalope De Veau viennoise
- Pommes Batailles
- Epinards au Gratin

**MENU 03**

- Crème Du Barry
- Darne De Saumon Grille
- Sauce paloise
- Pommes Fondant
- Petits Pois A La Flamande

**MENU 04**

- Veloute Dame Blanche
- Cote De Porc Charcuterie
- Pommes De Terre A La Crème
- Carottes Glace Au Gingembre

**MENU 05**

- Cabbage Chowder
- Poulet A La Rex
- Pommes Marguises
- Ratatouille

**MENU 06**

- Barquettes Assortis
- Stroganoff De Boeuf
- Pommes Persilles
- Riz Pilaf

**MENU 07**

- Duchesse Nantua
- Poulet Maryland

- Croquette Potatoes
- Banana fritters
- Corn gallets

## **5.4 Project Work-Food Fest**

### **5.5 ELECTIVES**

#### **5.5-1:- Food Production and Patisserie**

##### **UNIT – I INTERNATIONAL CUISINE**

###### **Objectives**

By the end of this unit, the students will be able to appreciate the importance of

International Cuisine

Geographic location

Historical background

Staple food with regional Influences

Specialities

Recipes

Equipment in relation to:

- Great Britain
- France
- Italy
- Spain & Portugal
- Scandinavia
- Germany
- Middle East
- Oriental
- Mexican
- Arabic

##### **UNIT – II CHINESE CUISINE**

###### **Objectives**

By the end of this unit the students will be able to explain the significance of Chinese

Cuisine

Introduction to Chinese foods

Historical background

Regional cooking styles

Methods of cooking

Equipment & utensils

## **BAKERY & CONFECTIONERY**

### **UNIT – III ICINGS & TOPPINGS**

#### **Objectives**

By the end of this unit the students will be able to apply the skills involved in Icings and toppings

Varieties of icings

Using of Icings

Difference between icings & Toppings

Recipes

### **UNIT – IV FROZEN DESSERTS**

#### **Objectives**

By the end of this unit the students will be able to classify frozen desserts, methods of preparation and ingredients used in ice cream production

Types and classification of Frozen desserts

Ice-creams – Definitions

Methods of preparation

Additives and preservatives used in Ice-cream manufacture

### **UNIT – V MERINGUES**

#### **Objectives**

By the end of this unit the students will be able to explain the procedure involved in preparation of meringues

Making of Meringues

## **5.5-2:- Food and Beverage Service**

### **UNIT – I FOOD & BEVERAGE STAFF ORGANISATION**

#### **Objectives**

By the end of this unit the students will be able to explain the staff organization of Food and Beverage Service department

Categories of staff

Hierarchy

Job description and specification

Duty roster

### **UNIT – II MANAGING FOOD & BEVERAGE OUTLET**

#### **Objectives**

By the end of this unit the students will be able to apply supervisory skills and develop efficiency and understand standard operating procedures

Supervisory skills

Developing efficiency

Standard Operating Procedure

### **UNIT – III BAR OPERATIONS**

#### **Objectives**

By the end of this unit the students will be able to classify bar and understand the bar operations

Types of Bar

Cocktail

Dispense

Area of Bar

Front Bar

Back Bar

Under Bar (Speed Rack, Garnish Container, Ice well etc.)

Bar Stock

Bar Control

Bar Staffing

Opening and closing duties

## **UNIT – IV COCKTAILS & MIXED DRINKS**

### **Objectives**

By the end of this unit the students will be able to classify cocktails and prepare world famous cocktails

Definition and History

Classification

Recipe, Preparation and Service of Popular Cocktails

- Martini – Dry & Sweet
- Manhattan – Dry & Sweet
- Dubonnet
- Roy-Roy
- Bronx

## **UNIT – V MIXED DRINKS**

- White Lady
- Pink Lady
- Side Car
- Bacardi
- Alexandra
- John Collins
- Tom Collins
- Gin FIZZ
- Pimm's Cup – no. 1,2,3,4,5
- Flips
- Noggs
- Champagne Cocktail

## **5.5-3:- HOUSEKEEPING**

### **UNIT – I SAFETY AND SECURITY**

#### **Objectives**

By the end of this unit the students will be able to understand the significance of safety and security

Safety awareness and accident prevention

Fire safety and fire fighting

Crime prevention and dealing with emergency situation

## **UNIT – II INTERIOR DECORATION**

### **Objectives**

By the end of this unit the students will be able to apply the techniques involved in Interior Decoration

Elements of design

Colour and its role in décor –types of colour schemes

Windows and window treatment

Lighting and lighting fixtures

Floor finishes

Carpets

Furniture and fittings

Accessories

## **UNIT – III LAYOUT OF GUEST ROOMS**

### **Objectives**

By the end of this unit the students will be able to plan a layout of guest room and apply principles of design while configuring a guest room

Sizes of rooms, sizes of furniture, furniture arrangement

Principles of design

Refurbishing and redecoration

## **UNIT – IV NEW PROPERTY COUNTDOWN**

### **Objectives**

By the end of this unit the students will be able to understand the operations involved in pre-opening aspects of a property

Identifying land for construction

Identifying builders

Flow of work

## **UNIT – V**

Materials and supplies

The projects team

Staffing

Branding the property



## **5.5-4:- FRONT OFFICE**

### **UNIT – I YIELD MANAGEMENT**

#### **Objectives**

By the end of this unit the students will be able to understand and apply the techniques of yield management in optimizing revenue for the hotel

Concept and importance

Applicability to rooms division

Capacity management

Discount allocation

Duration control

Measurement yield

Potential high and low demand tactics

Yield management software

Yield management team

### **UNIT – II TIMESHARE & VACATION OWNERSHIP**

#### **Objectives**

By the end of this unit the students will be able to understand the timeshare and vacation ownership business as compared to hotel business

Definition and types of timeshare options

Difficulties faced in marketing timeshare business

Advantages & disadvantages of timeshare business

Exchange companies -Resort Condominium International, Intervals International

How to improve the timeshare / referral/condominium concept in India- Government's role/industry role

### **UNIT – III SECURITY AND LODGING INDUSTRY**

#### **Objectives**

By the end of this unit the students will be able to explain the need for security and safety in lodging industry

- Developing the security program.
- Management role in security.

- Setting up the security program.
- Security and law

## **UNIT – IV ACCOMMODATION FACILITY PLANNING**

### **Objectives**

By the end of this unit the students will be able to apply the skills involved in facility planning of various operational areas of a hotel

- Planning the Front Office Layout
- Ergonomics
- Lobby layout
- Front Desk layout
- Bell Desk layout
- Back Office layout
- Planning and design.
- Room dimensions (length, width, height, space management)
- Facilities and services for disabled guest room.
- Balconies and terraces
- Eva floor
- Work ergonomics
- Bathroom layout
- Fitting and fixtures
- Disabled guest bathroom features

## **UNIT 5 RELATED SITUATION HANDLING IN FRONT OFFICE**

### **Objectives**

The faculty may discuss relevant situations connected with Front Office and help students develop decision making skills and problem solving skills

## **5.5 PROJECT WORK**

### **Objectives:**

The objective of research is to seek answers to problems through application of scientific methodology which guarantees that information collected is reliable and unbiased. This information is utilised to make conclusions and recommend solutions. The elements that are to be kept in mind while undertaking research is deciding a relevant topic, feasibility, coverage, accuracy and research, objectivity and ethics.

Students will work closely with their supervisor and develop mutually working relationship to initiate the research which would involve preparing an outline and preliminary collection of data. The supervisor will guide the student in framing and planning the research project and the methodology to be adopted in collection of data, through interviews, telephones, mailers etc. while the student on their part will expose themselves to research of the topic through meetings, interviews, internet search, library etc. The student should generally produce all material in word processed or typed format so that the presentation is neat and legible. Student must inform their supervisor or other people with whom their work is being discussed. The research should be planned to minimise time wastage and a clear time scale should be put in place. The research should really spell out the objective, its findings, the methodology adopted, its conclusions and recommendations. The student and supervisor will work together to prepare synopsis of the research.

One hour per week has been allocated for the purpose and students along with the supervisor must regularly interact during this period. The final preparation and presentation would be done before a panel of internal and external examiners through a report and viva voce.

**MODE OF EVALUATION**

Pre-preparation of the project / Attendance 25 marks

Viva 25 marks

Project report 50 marks

**TOTAL MARKS 100 MARKS**

**SEMESTER – VI****6. 1 Internship (Industrial Practicum)**