

FOOD PRODUCTION – I

1 RATIONALE:-

This course will acquaint the students to prepare varieties of food stuff which are commonly found within the hotel industry to acceptable standards.

2 SCHEME OF TEACHING AND ASSESSMENT:-

Sr. No	Topic	Th.	Pra.	Total	% Weightage
1	History & Aim Of Cooking	2	0	2	2
2	Kitchen Hierarchy Chart	2	0	2	2
3	Methods Of Cooking Foods	4	4	8	10
4	Introduction To Vessel	4	4	8	5
5	Plan Of Work, Indenting, Menu Planning	4	4	8	2
6	Classification Of Raw Materials	4	0	4	8
7	Kitchen Terminology	2	0	2	8
8	Fats & Oil	4	0	4	7
9	Stocks.	4	4	8	10
10	Sauces And Derivatives	4	8	12	10
11	Soups & Classification	4	4	8	5
12	Egg Cookery	4	8	12	5
13	Introduction To- Meat, Fish , Poultry	6	4	10	12
14	Care Of Kitchen Equipment	3	0	3	2
15	Introduction To Bakery	9	40	49	12
16	Menu	0	160	160	0
TOTAL		60	240	300	100

3 OBJECTIVES:-

After completing this course, the student will be able to

- Understand the Basic of Cooking and Baking.
- Prepare Indian and Continental Dishes independently as per standard of industry.

4 TOPICS AND SUBTOPICS:-

TOPIC 1. HISTORY & AIM OF COOKING

- 1.1 Origin of cuisine and concept of Cooking
- 1.2 History and Evolution
- 1.3 Introduction to major cuisine

TOPIC 2. KITCHEN HIERARCHY CHART

2.1 Various Levels of Managements in Kitchen

TOPIC 3. METHODS OF COOKING FOODS

- 3.1 Boiling
- 3.2 Steaming
- 3.3 Roasting
- 3.4 Frying etc.

TOPIC 4. INTRODUCTION TO VESSEL

4.1 Different types of vessels used in Commercial Kitchen

TOPIC 5. PLAN OF WORK, INDENTING, MENU PLANNING

- 5.1 Importance of Plan of work
- 5.2 Indenting
- 5.3 Points to be taken care while planning a Menu

TOPIC 6. CLASSIFICATION OF RAW MATERIALS

- 6.1 Spices
- 6.2 Vegetables
- 6.3 Cereals & Pulses
- 6.4 Milk and Dairy Products

TOPIC 7. KITCHEN TERMINOLOGY

- 7.1 Culinary terms
 - 7.1 a – Vegetarian / Fruit
 - 7.1 b – Non Veg
 - 7.1 c – Herbs & Spices (Commonly used Kitchen Terminology in India)

TOPIC 8. FATS & OIL

- 8.1 Source
- 8.2 Type
- 8.3 Smoking point of different oils
- 8.4 Use
- 8.5 Storage
- 8.6 Rancidity and flavour reversion

TOPIC 9. STOCKS

9.1 Types

9.2 Preparation

9.3 Uses

TOPIC 10. SAUCES AND DERIVATIVES

10.1 Six Mother Sauces

10.2 Procedure of preparation

10.3 Derivatives of basic sauces

10.4 Procedure of preparation

TOPIC 11. SOUPS & CLASSIFICATION

11.1 Aim

11.2 Preparation

11.3 Classification

11.4 Garnishes

TOPIC 12. EGG COOKERY

12.1 Types of egg

12.2 Various Egg Preparations

12.3 Quality of Eggs

TOPIC 13. INTRODUCTION TO- MEAT, FISH, POULTRY

13.1 Purchasing

13.2 Cuts

13.3 Uses

TOPIC 14. CARE OF KITCHEN EQUIPMENT

14.1 Handling

14.2 Using

14.3 Storing

14.4 Cleaning

TOPIC 15. INTRODUCTION TO BAKERY

15.1 Bakery Equipments and ingredients

15.2 Bakery terms and temperature

15.3 Bakery ingredients and functions (flour, milk, sugar, salt and yeast

15.4 Raising agents, flavoring agents and leavening agents

15.5 Precautions

TOPIC 16. MENU

5 LABORATORY EXPERIMENTS:-

1.	Use of Food Cooking Method Boiling, Steaming, Roasting Familiarization to Various Kitchen Vessels and Equipments Familiarization to Various Spices	--- 4 Hrs
2.	Peeling & Cutting of Vegetables	--- 4 Hrs
3.	Cuts of meat, chicken and fish	--- 4 Hrs
4.	Use of food cooking methods	--- 4 Hrs
5.	Different types of stocks, soups, sauces & gravies	--- 16 Hrs
6.	Indent and plan of work	--- 4 Hrs
7.	Egg cookery	--- 4 Hrs
8.	Bakery Products	
8.1.1	Dough and methods of making dough	--- 8 Hrs
8.1.2	Preparation of different types of dough	
8.1.3	Bread and types of bread	
8.2.1	Pastry and types of pastries	--- 8 Hrs
8.2.2	Short crust pastry	
8.2.3	Puff, flaky and choux	
8.3.1	Fatless and egg less sponge	--- 20 Hrs
8.3.2	Cakes – fruit cake, plum cake, pineapple upside down, Genoese, sponge cake, fatless sponge cake and egg less sponge cake, chocolate walnut brownie, Swiss roll, orange brownie, coconut brownie, nan khatai, khasta biscuit	
8.3.3	Icing – royal icing, marzipan	
8.4.1	Chocolate	--- 4 Hrs
8.4.2	Ice cream	
8.4.3	Trifle puddings	
9.	Indian ----- MENU – 1	--- 4 Hrs
10.	Continental ----- MENU – 2	--- 4 Hrs
11.	Indian ----- MENU – 3	--- 4 Hrs
12.	Continental ----- MENU – 4	--- 4 Hrs
13.	Indian ----- MENU – 5	--- 4 Hrs
14.	Indian ----- MENU – 6	--- 4 Hrs
15.	Indian ----- MENU – 7	--- 4 Hrs
16.	Continental ----- MENU – 8	--- 4Hrs
17.	Indian ----- MENU – 9	--- 4 Hrs
18.	Continental ----- MENU – 10	--- 4 Hrs
19.	Indian ----- MENU – 11	--- 4 Hrs
20.	Continental ----- MENU – 12	--- 4 Hrs
21.	Indian ----- MENU – 13	--- 4 Hrs
22.	Indian ----- MENU – 14	--- 4 Hrs
23.	Continental ----- MENU – 15	--- 4 Hrs
24.	Indian ----- MENU – 16	--- 4 Hrs
25.	Continental ----- MENU – 17	--- 4 Hrs

• LIST OF MENU

Menu 1. KASHMIR

- a. Gushtaba b. Dum Aloo c. Jarda pulao d. Parantha

Menu 2. PUNJAB

- a. Murg Makhani b. Sarso ka sag c. Da Makhani d. Makki ki Rot e. Jalebi

Menu 3. SOUTH INDIAN

- a. Rasam b. Appam with Veg Stew c. Milagu kozhi Chettinad d. Payssam

Menu 4. UTTER PRADESH

- a. Kalia korma b. Lauki Mussalam c. Sagwala goshi d. Sabzi Biryani e. Shahi Tukra

Menu 5. RAJASTHAN

- a. Rajashthani dal bati b. Gatthe ki sabji c. Mangodi ka Pulao d. Churma

Menu 6. BENGAL

- a. Macher jhaol b. Aloo Posto c. Lucchi d. Rasogulla

Menu 7. GUJARAT

- a. Undhio b. Bataka ni sukhi sabji c. Gujarati Dal d. Srikhand

Menu 8. MAHARASHTRA

- a. Bhareli Wangi b. Kohlapuri Mutton c. Puran ki poli d. Chapati

Menu 9. GOA

- a. Prawn Balchao b. Vegetable Xacutti c. Boiled Rice

Menu 10. ANDHRA PRADESH

- a. Baghara Baingan b. Patthar Ghost c. Kulcha d. Khubani ka Mitha

Menu 11.

- a. Potage Minestrone b. Pomfret Colbert c. Macroni Napolitan d. Bread & Butter Pudding

Menu 12.

- a. Cream of Veg b. Lamb Strognoff c. Butter Rice d. Chocolate Souffle

Menu 13.

- a. Cosomme Royale b. Poulet Saute Marengo c. Haricot vert d. Souffle au caramel

Menu 14.

- a. Cream of Mushroom b. Waldroff Salad c. Spaghetti Bolognese d. Coffee Mouse

Menu 15.

- a. Crème of tomato soup b. Poulet roti farci aux fine herbs c. Pommes croquette d. Trifle Alaska

Menu 16.

- a. Cabbage Chowder b. Poulet A'LA King c. Salad russe d. Cheese Cake

Menu 17.

- a. Cream de epinard b. Fried Fish c. Baked cauliflower d. Fresh Fruit Salad with Cream

Note:- Other menus can be decided according to the availability of the raw material in the market.

Popular cuisines and menus should be given more weightage.

6 INSTRUCTIONAL STRATEGIES:-

Sr. No	Topic	Strategy	Key Resources Required
1	History & Aim Of Cooking	-	-
2	Kitchen Hierarchy Chart	Transparency	OHP
3	Methods Of Cooking Foods	Video	VCD + TV
4	Introduction To Vessel	Transparency	OHP
5	Plan Of Work, Indenting, Menu Planning	Transparency Charts-Assignments	OHP
6	Classification Of Raw Materials	Chart, Models	CHART, MODELS
7	Kitchen Terminology	-	-
8	Fats & Oil	Assignments	-
9	Stocks.	-	-
10	Sauces And Derivatives	-	-
11	Soups & Classification	-	-
12	Egg Cookery	Visual/Charts	OHP + TV + LCD
13	Introduction To- Meat, Fish , Poultry	Visual/Charts	OHP + TV + LCD
14	Care Of Kitchen Equipment	-	-
15	Introduction To Bakery	Chart	Chart
16	Menu	-	-

7 REFERENCES:-

- Modern cookery Vol. I & II -- Thangam Phillip
- Theory of cookery -- Krishna Arora (S Chand & Sons)
- Professional Cheff -- Arvind Saraswat

FOOD AND BEVERAGE SERVICE – I

1 RATIONALE:-

This course will acquaint the students with the importance of food and beverage service, covering basic technical skills, technical knowledge and social skills, that the Food and Beverage personal needs to achieve. This course will provide the student a proficient standard to work within the profession.

2 SCHEME OF TEACHING AND ASSESSMENT:-

Sr. No	Topic	Th.	Pra.	Total	% Weightage
1	Introduction To F & B Services	2	0	2	5
2	Organization Chart Of F & B, Restaurant Staff	4	08	12	10
3	Types Of Equipments	10	16	26	10
4	Attributes Of A Good Waiter, Including Food Handling, Hygiene.	4	0	4	5
5	Menu	10	0	10	15
6	Types Of Meal & Timing	6	0	6	15
7	Table Laying	12	36	48	15
8	Types Of Services,	4	44	48	10
9	Mise-En-Place	4	16	20	5
10	Glossary	4	0	4	10
TOTAL		60	120	180	100

3 OBJECTIVES:-

After completing this course, the student will be able to

- Understand and work in hotel and restaurant as per the required standard in Food & Beverages Services Department.

4 TOPICS AND SUBTOPICS:-

TOPIC 1. INTRODUCTION TO F & B SERVICES

- 1.1 Evaluation of hotel with brief history
- 1.2 Different type of Food and Beverage Outlets

TOPIC 2. ORGANIZATION CHART OF F & B, RESTAURANT STAFF

- 2.1 Duties and responsibilities
- 2.2 Co-operation & co-ordination with other departments

TOPIC 3. TYPES OF EQUIPMENTS

- 3.1 Classification and size
- 3.2 Different crockery, glassware, hollowware.
- 3.3 Restaurant equipment & cleaning process
- 3.4 service area, pantry, still room, plate room, linen room

TOPIC 4. ATTRIBUTES OF A GOOD WAITER, INCLUDING FOOD HANDLING, HYGIENE

- 4.1 Do's and Don'ts for waiting personnel

TOPIC 5. MENU

- 5.1 Types of menu
- 5.2 French Classical menu
- 5.3 Garnishes
- 5.4 Accompaniments

TOPIC 6. TYPES OF MEAL & TIMING

- 6.1 Breakfast, Lunch, Dinner, Buffet, Hi-Tea Afternoon Tea, Supper, Brunch

TOPIC 7. TABLE LAYING

- 7.1 Height and size of chair and table
- 7.2 Laying of table cloth and its sizes
- 7.3 Setting of sideboard
- 7.4 Table reservation, Registration, Table placing, Allocation
- 7.5 Rules to be observed while waiting a table
- 7.6 Taking order – meal, beverage, Non-alcoholic beverages
- 7.7 simple control and check system
- 7.8 K.O.T, B.O.T.

TOPIC 8. TYPES OF SERVICES

- 8.1 Pre Plated Service, Room Service, Buffet Service, Banquet Service

TOPIC 9. MISE-EN-PLACE

- 9.1 Restaurant, coffee shop, banquet, buffet
- 9.2 Mise - en - Seeme

TOPIC 10. GLOSSARY

5. LABORATORY EXPERIMENTS:-

- | | |
|---|-------------|
| 1. Identification of Outlet, Crockery, Linen and Restaurant Equipment | --- 16 Hrs. |
| 2. Table Laying | --- 16 Hrs. |
| 3. Napkin Folding | --- 16 Hrs. |
| 4. Visa MIS-EN-PLACE of Restaurant | --- 16 Hrs. |
| 5. Holding & Carrying of | --- 40 Hrs. |
| 6. Receiving the Guest, Seating the Guest, Presents the Menu, Taking the Order- | 8 Hrs. |
| 7. Placing the Order, Servicing the Food, Presenting the Bill | --- 8 Hrs. |

6 INSTRUCTIONAL STRATEGIES:-

Sr. No	Topic	Strategy	Key Resources Required
1	Introduction To F & B Services	-	-
2	Organization Chart Of F & B, Restaurant Staff	Transparency	OHP
3	Types Of Equipments	Video	PROJECTOR,VCD,TV .DVD.LCD
4	Attributes Of A Good Waiter, Including Food Handling, Hygiene.	Video	PROJECTOR,VCD,TV .DVD.LCD
5	Menu	Assignments, Samples	SAMPLES
6	Types Of Meal & Timing	-	-
7	Table Laying	Visual	PROJECTOR,VCD,TV .DVD.LCD
8	Types Of Services,	Visual	PROJECTOR,VCD,TV .DVD.LCD
9	Mise-En-Place	Visual	PROJECTOR,VCD,TV .DVD.LCD
10	Glossary	-	-

7 REFERENCES:-

1. F & B Manual By Sudhir Andrews
2. F & B Service By Dennis Lillicrap
3. The Bar & Beverage Book By Costas Katsigris & Thomas
4. Food & Beverage Service operation By Vijay Dhavan

HOUSE KEEPING – I

1 RATIONALE:-

This course will acquaint the students for planning, implementation and system of housekeeping department, the correct method of cleaning equipment and material and enabling them to take up supervisory level assignment in house keeping operations & management.

2 SCHEME OF TEACHING AND ASSESSMENT:-

Sr. No	Topic	Th.	Pra.	Total	% Weightage
1	Introduction And Scope	15	-	15	10
2	Planning And Organizing The House Keeping Department	15	-	15	15
3	Cleaning And Polishing	15	38	53	25
4	Preparing Guestrooms	15	14	29	20
5	Beds Linen And Uniform & Issues	10	08	18	15
6	Transferring Guests	10	-	10	05
7	Dealing With Lost And Found Property & Theft	10	-	10	10
TOTAL		90	60	150	100

3 OBJECTIVES:-

After completing this course, the student will be able to

- Understand the Importance of House Keeping and his role in Housekeeping Department.
- Perform Housekeeping duties as per the standard of the Organization.

4 TOPICS AND SUBTOPICS:-

TOPIC 1 INTRODUCTION AND SCOPE

- 1.1 Brief History of lodging Industry.
- 1.2 Role of house keeping in various Hospitality Operations.
- 1.3 Hotel Divisions and Departments
- 1.4 Housekeeping and the Front office
- 1.5 Hierarchy

TOPIC 2 PLANNING AND ORGANISING THE HOUSE KEEPING DEPARTMENT

- 2.1 Identifying Housekeeping Responsibilities
- 2.2 Planning the work of Housekeeping Department
- 2.3 Skill Training
- 2.4 Scheduling
- 2.5 Chamber Made cart
- 2.6 Guest supply

TOPIC 3 CLEANING AND POLISHING

- 3.1 Vacuum Cleaning
- 3.2 Daily and weekly cleaning
- 3.3 Polishing Different equipment and Procedure

TOPIC 4 PREPARING GUESTROOMS

- 4.1 Preparing to Clean
- 4.2 Cleaning Guest Rooms
- 4.3 Inspection
- 4.4 Deep Cleaning
- 4.5 Turn down and special Request
- 4.6 Toilet cleaning and Procedure

TOPIC 5 BEDS LINEN AND UNIFORM & ISSUES

- 5.1 Beds – types of beds, Maintenance
- 5.2 Linen – types, size, linen core
- 5.3 Uniform – Identifying Uniform needs and selection

TOPIC 6 TRANSFERING GUESTS

- 6.1 Procedure
- 6.2 Co-ordination with Front office

TOPIC 7 DEALING WITH LOST AND FOUND PROERTY

- 7.1 Procedure for Lost and Found
- 7.2 Thefts – Bomb, Fire etc.
- 7.3 Employee theft.

5 LABORATORY EXPERIMENTS:-

- | | |
|--|-------------|
| 1. CLEANING | ---- 8 hrs. |
| a. Glass b. Floors c. Public areas d. Walls e. Fixtures f. Wooden g. Laminated surfaces. | |
| 2. POLISHING | ---- 8 hrs. |
| a. Metals b. Silver c. Brass d. Copper e. Raxin f. Leather g. Suede. | |
| 3. IDENTIFICATION OF EQUIPMENTS | ---- 4 hrs. |
| 4. CHAMBER MAIDS CART | ---- 4 hrs. |
| 5. VACCUM CLEANING OF CARPETS | ---- 2 hrs. |
| 6. CLEANING OF BATH ROOMS | ---- 2 hrs. |
| 7. BED MAKING | ---- 6 hrs. |
| 8. GUEST SUPPLY | ---- 2 hrs. |
| 9. MAKING GUEST ROOMS / MAKING V.I.P. ROOM | ---- 2 hrs. |
| 10. DAILY CLEANING / WEEKLY CLEANING | ---- 4 hrs. |
| 11. SPRING CLEANING | ---- 2 hrs. |
| 12. CLEANING BAQUETS HALLS | ---- 4 hrs. |
| 13. CLEANING PUBLIC AREAS | ---- 4 hrs. |
| 14. CLEANING OF OFFIES | ---- 4 hrs. |
| 15. ISSUING LINES/UNIFORMS | ---- 4 hrs. |

NOTE: Students will be required to maintain a journal.

6 INSTRUCTIONAL STRATEGIES:-

Sr. No	Topic	Strategy	Key Resources Required
1	Introduction And Scope	-	-
2	Planning And Organizing The House Keeping Department	Transparency	OHP
3	Cleaning And Polishing	Video	TV,LVD,VCD
4	Preparing Guestrooms	Video	TV,LVD,VCD
5	Beds Linen And Uniform & Issues	Assignments Samples	-
6	Transferring Guests	-	-
7	Dealing With Lost And Found Property & Theft	Visual	TV,VCD

7 REFERENCES:-

1. Hotel, Hostel & Hospital House Keeping By Joan C Branson & Margaret Lennox
2. Housekeeping Management By M O A Casado
3. Professional Management of Housekeeping Operation By Robert J Martin
4. Training Manual (Housekeeping) By Sudhir Andrew

FRONT OFFICE OPERATION – I

1 RATIONALE:-

This course will provide the students with an understanding of the role of front office and reception in a Hotel. They will understand customer care policies, communication with other department and role front office plays in selling the hotel and all its facilities.

2 SCHEME OF TEACHING AND ASSESSMENT:-

Sr. No	Topic	Th.	Pra.	Total	% Weightage
1	Introduction	10	0	10	15
2	Concept Of Front Office	14	24	38	15
3	Telephone Handling	10	10	20	10
4	Reservation	20	11	31	15
5	Registration	20	15	35	20
6	Importance Of Attitude	4	0	04	05
7	Motivation	4	0	04	05
8	Goal Setting	4	0	04	05
9	Glossary	4	0	04	10
TOTAL		90	60	150	100

3 OBJECTIVES:-

After completing this course, the student will be able to

- Understand the Hotel Front office operation
- Perform Front office related operation as per the required standard.

4 TOPICS AND SUBTOPICS:-

TOPIC 1. INTRODUCTION

- 1.1 Introduction to Lodging Industry
- 1.2 Types of Hotels
- 1.3 Classification
- 1.4 Types of Rooms: Single, Double Suite

TOPIC 2. CONCEPT OF FRONT OFFICE

- 2.1 Concept of Front Office
- 2.2 Front Office Set-Up
- 2.3 Qualities of F.O. Staff
- 2.4 Roles & Responsibilities of F.O. Staff
- 2.5 General Knowledge – Local Information
- 2.6 Check In- Rooming List, Informing All Dept, Reconfirming Times of Wake – Up
- 2.7 Calls, Breakfast, Lunch & Dinner.
- 2.8 Bell Desk – Greeting Guests, Escorting & Handling Luggage, Mail & Message
- 2.9 Delivery, Lift Luggage, Errands for Guests.
- 2.10 Paging
- 2.11 Guest Index

TOPIC 3. TELEPHONE HANDLING

- 3.1 Importance
- 3.2 Type Of Calls
- 3.3 Telephone Manners Do's & Don't
- 3.4 Phonetic Alphabets
- 3.5 Telephonic Message Distribution
- 3.6 Effective Telephone Usages And Etiquettes
- 3.7 Phonetics and Pronunciation

TOPIC 4. RESERVATIONS

- 4.1 Reservations & Reservation & Sales
- 4.2 Tentative Reservation Forms
- 4.3 Cut-Off Date
- 4.4 Room Rates
- 4.5 Confirmed Reservations
- 4.6 Mode of Payment and Billing
- 4.7 Arrival & Departure Time
- 4.8 Number of Rooms
- 4.9 Updating Availability Status
- 4.10 Intimation to All Dept.
- 4.11 Types of Reservations
- 4.12 Reservation Enquiry
- 4.13 Reservation Availability
- 4.14 Reservation Record
- 4.15 Reservation Confirmation
- 4.16 Reservation Maintenance
- 4.17 Reservation Reports
- 4.18 Reservation Considerations
- 4.19 VIP Intimation * Special Requests
- 4.20 Tariff Plan

TOPIC 5. REGISTRATION

- 5.1 Registration Activity
- 5.2 Method of Registration
- 5.3 Guest Registration card
- 5.4 Pre Registration Activity
- 5.5 Room & Rate Assignment
- 5.6 Issuing Room Key
- 5.7 Post Registration Activity

TOPIC 6. IMPORTANCE OF ATTITUDE

- 6.1 How to Build Positive Attitude?
- 6.2 Different Methods
- 6.3 Balanced Attitude
- 6.4 Stiff
- 6.5 Jiggles / Standing with less support, Crossed legs
- 6.6 Success
- 6.7 What Is Body Language
- 6.8 Eye contact
- 6.9 Gestures
- 6.10 Attitude – Body convey
- 6.11 Tone
- 6.12 Mood (face)
- 6.13 Smile
- 6.14 Body Signals
- 6.15 What is in a loop
- 6.16 The Key To Everyday Body Language
- 6.17 Taking With Your Hands
- 6.18 Likes And Dislikes
- 6.19 What Arms And Hand Tell You
- 6.20 What Is Holing Us Back

TOPIC 7. MOTIVATION

- 7.1 Self Esteem
- 7.2 Steps To Building A Positive Personality
- 7.3 Subconscious Mind And Habits

TOPIC 8. GOAL SETTING

- 8.1 Values and Vision

TOPIC 9. GLOSSARY

5 LABORATORY EXPERIMENTS:-

- | | |
|---|-------------|
| 1. Types of Room | ---- 5 Hrs. |
| 2. Key Terms | ---- 3 Hrs. |
| 3. Phonetic Alphabetic Reservation Course | ---- 4 Hrs. |
| 4. Country/Capital/Currency And Language | ---- 3 Hrs. |
| 5. Uniform Service | ---- 3 Hrs. |
| 6. Message Slips | ---- 2 Hrs. |
| 7. Reservation Form / Procedure | ---- 7 Hrs. |
| 8. Walk In / Check In Check Out Procedure | ---- 4 Hrs. |
| 9. Registration | ---- 7 Hrs. |
| 10. Showing Guest Their Room. | ---- 2 Hrs. |
| 11. Using Telephone | ---- 6 Hrs. |
| 12. Handling Messages | ---- 4 Hrs. |
| 13. Guest History Card | ---- 2 Hrs. |
| 14. Flow Chart Front Office | ---- 6 Hrs. |
| 15. Telephone Operating Console | ---- 4 Hrs. |

Note :- Students have to approach different Hotels and get the samples and procedure of above Practical.

6 INSTRUCTIONAL STRATEGIES:-

Sr. No	Topic	Strategy	Key Resources Required
1	Introduction	Charts & Transparency	OHP
2	Concept Of Front Office	Visit	VEHICLE
3	Telephone Handling	Video, Role play	TV, VCD
4	Reservation	Assignment, Transparency, Role play	OHP
5	Registration	Assignment, Transparency, Role play	OHP
6	Importance Of Attitude	-	-
7	Motivation	-	-
8	Goal Setting	-	-
9	Glossary	-	-

7 REFERENCES:-

1. Front Office Manual ---- Sudhir Andrew
2. Principals of Hotel Front office Operations ---- Baker,Bradely & Huyton
3. Front Office Procedure & yield Management ---- Peter Abboff & Sue Lenry

ENGLISH & BUSINESS COMMUNICATION – I

1 RATIONALE:-

This course will provide students some uniform essential skills such as general management skills, communication skills, presentation skills, group discussion skills and interpersonal skills. This course will also make them confident and capable of using the knowledge gained while at work.

2 SCHEME OF TEACHING AND ASSESMENT:-

Sr. No	Topic	Th.	Pra.	Total	% Weightage
1	Introduction To English Grammar And Composition	20	04	24	10
2	Concept Of Communication	12	-	12	10
3	Business Communication	18	10	28	20
4	Approach To Communication	10	06	16	10
5	Listening	10	25	35	20
6	Personal Grooming	20	15	35	30
TOTAL		90	60	150	100

3 OBJECTIVES:-

After completing this course, the student will be able to.

- Understand the importance of English & Business Communication in Hotel Industries

4 TOPICS AND SUBTOPICS:-

TOPIC 1 INTRODUCTION TO ENGLISH GRAMMER AND COMPOSITION

- 1.1. Tenses
- 1.2. Subject, Predicate
- 1.3. Active And Passive Voice
- 1.4. Homophones / Common Errors
- 1.5. Comprehension
- 1.6. Précis
- 1.7. Memos And Circulars
- 1.8. Common Mis-Spelt Words
- 1.9. Punctuation
- 1.10. Paraphrasing
- 1.11. Letter Writing – Formal, Informal

TOPIC 2 CONCEPT OF COMMUNICATION

- 2.1. Definition And Meaning
- 2.2. Purpose Of Communication
- 2.3. Elements Of Communication
- 2.4. Source, Message, Channel, Receiver, Effects and Feed Back.
- 2.5. Barriers Of Communication

TOPIC 3 BUSINESS COMMUNICATION

- 3.1. Memos And Circulars
- 3.2. Letter Writing – Formal, Informal

TOPIC 4 APPROACH TO COMMUNICATION

- 4.1. Direct Indirect
- 4.2. Verbal Non Verbal
- 4.3. Clarity
- 4.4. Techniques
- 4.5. Sensitivity And Observation
- 4.6. Empathy / Courtesy

TOPIC 5 LISTENING

- 5.1. Types Of Listening
- 5.2. How To Listen
- 5.3. Poor Listening Habits
- 5.4. Skill Building To Improve Listening Habits
- 5.5. Tips For Effective Listening

TOPIC 6 PERSONAL GROOMING

- 6.1. Posture
- 6.2. Etiquettes And Mannerism
- 6.3. Body Language
- 6.4. Gestures
- 6.5. Personal Hygiene

5 LABORATORY EXPERISMENTS:-

- 1. Punctuation, common errors, comprehensions ---- 4 Hrs
- 2. Assignments – role play ---- 6 Hrs
- 3. Write internal memos / circulars ---- 4 Hrs
- 4. Format, letters ---- 6 Hrs
- 5. Techniques, clarity, sensitivity, observation ---- 10 Hrs
- 6. G.D ---- 15 Hrs
- 7. Mannerism & etiquettes, Body Language Gesture ---- -15 Hrs

6 INSTRUCTIONAL STRATEGIES:-

Sr. No	Topic	Strategy	Key Resources Required
1	Introduction To English Grammar And Composition	-	-
2	Concept Of Communication	Transparency	OHP
3	Business Communication	Transparency	OHP
4	Approach To Communication	Demonstration	-
5	Listening	-	-
6	Personal Grooming	Video	VCD,TV

7 REFERENCES:-

English Grammar --- Wren & Martin

BASIC ACCOUNTING

1 RATIONALE:-

This course will provide the students an understanding of the financial and accounting records used in the hospitality industry, and knowledge required to manage this resource effectively.

2 SCHEME OF TEACHING AND ASSESSMENT:-

Sr. No	Topic	Th.	Pra.	Total	% Weightage
1	Introduction To Basic Concept In Hotel Accounting	15	-	15	30
2	Analysis And Interpretation In Financial Statement In Hotel Management	20	-	20	30
3	Cost Concepts And Cost Control In Hotel Industry	25	-	25	40
TOTAL		60	-	60	100

3 OBJECTIVES:-

After completing this course, the student will be able to.

- Understand Basic Accounting Method
- Interpret Financial Statement

4 TOPICS AND SUBTOPICS:-

TOPIC 1 INTRODUCTION TO BASIC CONCEPT IN HOTEL ACCOUNTING

- 1.1 Basic Concepts of Accounts
- 1.2 Definition of Account
- 1.3 Rules of Account Writing
- 1.4 Terminology used in account
- 1.5 Basic Accounting Journal Entries
- 1.6 Basic Accounting Ledger Accounts
- 1.7 Classification of Account
- 1.8 Important point for writing Accounts

TOPIC 2 ANALYSIS AND INTERPRETATION IN FINANCIAL STATEMENT IN HOTEL MANAGEMENT

- 2.1 Ratio Analysis
- 2.2 Profitability Ratios
- 2.3 Liquidity Ratios

- 2.4 Turnover Ratios
- 2.5 Working Capital

TOPIC 3 COST CONCEPTS AND COST CONTROL IN HOTEL INDUSTRY

- 3.1 Basic Cost Concept
- 3.2 Inventory Levels
- 3.3 Preparing the Basic Cost sheet
- 3.4 Data Collection for costing purpose

5 INSTRUCTIONAL STRATEGIES:-

Sr. No	Topic	Strategy	Key Resources Required
1	Introduction To Basic Concept In Hotel Accounting	Assignment	Books, Periodicals, Magazines
2	Analysis And Interpretation In Financial Statement In Hotel Management	Samples & Statement	Samples
3	Cost Concepts And Cost Control In Hotel Industry	Assignment	Books, Periodicals, Magazines

6 REFERENCES:-

- 1 Book keeping & Accountancy –Rawst
- 2 Book keeping & Accountancy- himlu Publications

COMPUTER APPLICATION

1 RATIONALE:-

Computers are now-a-days necessary in human routine life. At each and every stage, we find its importance. In technical side, engineers are using computers extensively to solve their design problems, to create and to generate optimum designs, to prepare the design drawings, and preparations of project reports and routine correspondence, including site reports, critical decision support tables and summarizing the facts in feedback.

An attempt is made to generate different skills like report writing through M.S. word and to generate worksheets, data manipulation, graphs, for decision support system through EXCEL, to prepare presentation through Power Point and to gather information through Internet practice.

2 SCHEME OF TEACHING AND ASSESSMENT:-

Sr. No	Topic	Th.	Pra.	Total
1.	Introduction to Computer system and OS	-	04	04
2.	Use of Mouse	-	02	02
3.	Report Writing using MS WORD	-	14	14
4.	Worksheet, Preparation of Graphs using EXCEL	-	14	14
5.	Presentation through Power point	-	14	14
6.	Internet	-	12	12
TOTAL		-	60	60

3 OBJECTIVES:-

After completing this course, the student will be able to.

- Understand computer applications and its software requirements.
- Know operating system and its use.
- Use operating system commands.
- Identify the main Menu and other Menu options of Window, Word, Excel, Power point
- Edit stored report
- Print report, letter.
- Operate computer system.
- Apply parameter passing techniques using dialogue boxes.
- Understand the economy factor.
- Handle multiple reports.
- Relate different data
- Select the software according to use requirement.

- Print the table/report/drawing
- Transfer the document to other computers using floppy and other media
- Identify the menu/toolbar/dialog box/settings
- Identify different hardware of the computers
- Modify reports as per requirements

4 LABORATORY EXPERIMENTS:-

Sr. No.	Laboratory Experiences	Treatment
1.	Introduction to the computer system and computer software	Demonstration and use
2.	Introduction to the operating system, file identification, extension, bytes, directory.	“
3.	Introduction to GUI concepts, control panel file manager, programme manager, clipboard, icons, dialog boxes.	Demonstration and use
4.	Use of all menu options	“
5.	Visit a computer centre for LAN/DTP/ Visit & Demo.& Report WORK STATION/PROCESS HOUSE writing	
6.	Introduction to word processor, data entry, save, quit, retrieve	Demonstration and use
7.	Basic settings such as left & Right margin, footnotes, headers, justification, tabulation	“
8.	Editing text using detailing character, word, line, search and replace, dictionary	“
9.	Cut, paste, move, copy, sort, file read, file write	“
10.	Mail merge, print, index, book mark, tables of content	“
11.	Introduction to worksheet, workbook, cell, row, column, data entry, open, save, quit, help	“
12.	Editing data, clean, insert, delete cell, row, column	“
13.	Formula and function for data entry	“
14.	Worksheet settings, width of column, Colour, heading, hide & display, align data, bold, italics, orientation	“
15.	Freeze rows, columns, spilt, sort, filter, sub total	“
16.	Chart sheet, save, Colour types, legend	"
17.	Multiple worksheets, Copy, move, linking data between worksheets.	“
18.	Prepare a worksheet to print, page break	“
19.	Print a worksheet, work book	“
20.	Power point sample template selection	Demonstration
21.	Power point sample presentation	Demonstration
22.	Power point slide layout selection	Demonstration and Use
23.	Prepare a slide, insert new slide	"
24.	Use of animation styles, sound effect for presentation	"
26.	Internet awareness "	"
27.	Different types of internet browsers	"
28.	Connecting different WWW sites	"

5 REFERENCES:-

1. MS Office Instant Reference
2. Windows Inside Peter Norton
3. Teach Yourself WINDOWS Al Stevens

HYGIENE AND NUTRITION

1 RATIONALE:-

This course is designed for providing students basic knowledge of Food Science Hygiene and nutrition.

2 SCHEME OF TEACHING AND ASSESSMENT:-

Sr. No	Topic	Th.	Pra.	Total	% Weightage
1	Basic Bacteriology	5	-	5	20
2	Food Adulteration	5	-	5	20
3	Hygiene And Sanitation	9	-	9	25
4	Basic Food Chemistry	6	-	6	20
5	Nutrition	5	-	5	15
TOTAL		30	-	30	100

3 OBJECTIVES:-

After completing this course, the student will be able to.

- Understand the basics of food Science, Hygiene and Nutrition
- Utilize scientific principles in Food Preparation

4 TOPICS AND SUBTOPICS:-

TOPIC 1 BASIC BACTERIOLOGY

- 1.1 Factors effecting Microbiological Growth
- 1.2 Economic Importance of microbes
- 1.3 Bacterial food poisoning
- 1.4 Food Preservation

TOPIC 2 FOOD ADULTERATION

- 2.1 Most harmful adulterants
- 2.2 other common adulterants
- 2.3 Test to detect adulterants
- 2.4 Food Standards

TOPIC 3 HYGIENE AND SANITATION

- 3.1 Personal Hygiene
- 3.2 Food Hygiene
- 3.3 Kitchen Hygiene

3.4 Disinfection

3.5 Pest control

TOPIC 4 BASIC FOOD CHEMISTRY

4.1 Colloidal systems

4.2 Effect of cooking on carbohydrates

4.3 Effect of cooking on proteins

4.4 Foaming function of egg proteins

4.5 Gelatin & gelatin gels

4.6 Rancidity and flavor Reversion in fats & oils

TOPIC 5 NUTRITION

5.1 Basic Knowledge about nutrition

5.2 Planning Balanced diets

5.3 New concepts about Nutrition

5 INSTRUCTIONAL STRATEGIES:-

Sr. No	Topic	Strategy	Key Resources Required
1	Basic Bacteriology	Chart, Transparency	CHART,OHP
2	Food Adulteration	Transparency	OHP
3	Hygiene And Sanitation	Video	VCD,TV
4	Basic Food Chemistry	-	-
5	Nutrition	Charts	CHARTS

6 REFERENCES:-

1. Handbook of Food & Nutrition M. Swaminathan Bappco publications, Bangalore
2. Food Science, Nutrition & Health Fax & Cameron, Edward Arnold: A member of holder headline group, London, Sydney, Auckland.
3. Nutrition & Dietetics Joshi Tata Mcgraw hill, N.D.

INDUSTRIAL TRAINING

- A student will be placed in Hotel/ Catering industry for 3 months every year.
- Student has to prepare industrial training report on basis of training guide line format.
- Report has to be certified by institute and industry separately. Institute will have to set and activate mechanism for smooth and effective execution of industrial training being in touch with the industry.
- Term work shall be presented by student in the form of seminar