

# **NIHM Chennai – 107**

**Affiliated by ALAGAPPA UNIVERSITY**

**(Accredited with A+ Grade by NAAC (CGPA : 3.64) in the Third Cycle)**

**DIRECTORATE OF COLLABORATIVE PROGRAMMES**



## **DIPLOMA IN CATERING AND HOTEL ADMINISTRATION**

**Regulations and Syllabus**

## GENERAL INSTRUCTIONS AND REGULATIONS

### 1. Eligibility:

A pass in the SSLC Examination conducted by the Government of Tamil Nadu, or an examination accepted as equivalent thereto by the Syndicate. Candidate for admission to **Diploma in Catering and Hotel Administration** shall be required to have passed qualifying examination.

### 2. Admission:

Admission is based on the marks in the qualifying examination.

### 3. Duration of the course:

The course shall extend over a period of **three years** under non-semester pattern

### 4. Standard of Passing and Award of Division:

- a. Students shall have a minimum of 40% of total marks of the University examinations in each subject. The overall passing minimum is 40% both in external and aggregate of Continuous Internal Assessment and external in each subject.
- b. The minimum marks for passing in each theory / Lab course shall be 40% of the marks prescribed for the paper / lab.
- c. A candidate who secures 40% or more marks but less than 50% of the aggregate marks prescribed for three years taken together, shall be awarded **THIRD CLASS**.
- d. A candidate who secures 40% or more marks but less than 60% of the aggregate marks prescribed for three years taken together, shall be awarded **SECOND CLASS**.
- e. A candidate who secures 60% or more of the aggregate marks prescribed for three years taken together, shall be awarded **FIRST CLASS**.
- f. The Practical / Project shall be assessed by the two examiners, by an internal examiner and an external examiner.

### 5. Continuous internal Assessment:

- a. Continuous Internal Assessment for each paper shall be by means of Written Tests, Assignments, Class tests and Seminars
- b. **25 marks** allotted for the Continuous Internal assessment is distributed for Written Test, Assignment, Class test and Seminars.
- c. Two Internal Tests of 2 hours duration may be conducted during the semester for each course / subject and the best marks may be considered and one Model Examination will be conducted at the end of the semester prior to University examination. Students may be asked to submit at least five assignments in each subject. They should also participate in Seminars conducted for each subject and marks allocated accordingly.
- d. Conduct of the continuous internal assessment shall be the responsibility of the concerned faculty.
- e. The continuous internal assessment marks are to be submitted to the University at the end of every year.

- f. The valued answer papers/assignments should be given to the students after the valuation is over and they should be asked to check up and satisfy themselves about the marks they have scored.
- g. All mark lists and other records connected with the continuous internal assessments should be in the safe custody of the institution for at least one year after the assessment.

#### 6. Attendance:

Students must have earned 75% of attendance in each course for appearing for the examination.

Students who have earned 74% to 70% of attendance to be applied for condonation in the prescribed form with the prescribed fee.

Students who have earned 69% to 60% of attendance to be applied for condonation in the prescribed form with the prescribed fee along with the medical certificate.

Students who have below 60% of attendance are not eligible to appear for the examination. They shall re-do the semester(s) after completion of the programme.

#### 7. Examination:

Candidate must complete course duration to appear for the university examination. Examination will be conducted with concurrence of Controller of Examinations as per the Alagappa University regulations. **University may send the representatives as the observer during examinations.** University Examination will be held at the end of the each semester for duration of 3 hours for each subject. Certificate will be issued as per the AU regulations. **Hall ticket will be issued to the 1<sup>st</sup> year candidates and upon submission of the list of enrolled students along with the prescribed course fee subsequent 2<sup>nd</sup> and 3<sup>rd</sup> year hall tickets will be issued.**

#### 8. Question Paper pattern:

Maximum: 75 Marks

Duration: 3Hours

Part A - Short answer questions with no choice : 10 x 02=20

Part B - Brief answer with either or type : 05 x 05=25

Part C- Essay - type questions of either / or type : 03 x 10=30

#### 9. Miscellaneous

- a. Each student possess the prescribed text books for the subject and the workshop tools as required for theory and practical classes.
- b. Each student is issued with an identity card by the University to identify his / her admission to the course
- c. Students are provided library and internet facilities for development of their studies.
- d. Students are to maintain the record of practicals conducted in the respective laboratory in a separate Practical Record Book and the same will have to be presented for review by the University examiner.
- e. Students who successfully complete the course within the stipulated period will be awarded the degree by the University.

**10. Other Regulations:**

Besides the above, the common regulation of the University shall also be applicable to this programme.

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**3 – YEAR  
DIPLOMA IN  
CATERING AND HOTEL ADMINISTRATION**

# **CURRICULUM**

**2016**

**FOR THE  
COLLABORATIVE PROGRAMME  
ALAGAPPA UNIVERSITY  
KARAIKUDI**

**SYLLABUS FOR  
1<sup>ST</sup>, 2<sup>ND</sup> & 3<sup>RD</sup> YEAR**

S.NO	Subject Code	NAME OF THE SUBJECT	INTERNAL	EXTERNAL	TOTAL
1	11	Communicative English Practical	25	75	100
2	12	Basic Food Production	25	75	100
3	13	Basic Food Service	25	75	100
4	14	Basic Front Office Operation	25	75	100
5	15	Basic Accommodation Operation	25	75	100
6	16	Basic System Operation Practical	25	75	100
7	17	Basic Food Production Practical	25	75	100
8	18	Basic Food Service Practical	25	75	100
9	19	Basic Room Division Operation Practical	25	75	100
		<b>TOTAL</b>	225	675	900

S.NO	Subject Code	NAME OF THE SUBJECT	INTERNAL	EXTERNAL	TOTAL
1	21	Advanced Food Production	25	75	100
2	22	Front Office Operations	25	75	100
3	23	Accommodation Operation	25	75	100
4	24	Advanced Food Production Practical	25	75	100
5	25	Rooms Division Operations Practical	25	75	100
6	26	Internship	25	75	100
		<b>TOTAL</b>	150	450	600

S.NO	Subject Code	NAME OF THE SUBJECT	INTERNAL	EXTERNAL	TOTAL
1	31	Food Production and Service Management	25	75	100
2	32	Rooms Division Management	25	75	100
3	33	Beverage Service	25	75	100
4	34	Classical Indian Cuisine Practical	25	75	100
5	35	Specialised Food Service Practical	25	75	100
6	36	Beverage Service Practical	25	75	100
		TOTAL	150	450	600

i – YEAR

CURRICULUM

FOR THE

3 YEAR

**DIPLOMA IN  
CATERING AND HOTEL ADMINISTRATION**

## **11 - 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

## 12 - BASIC FOOD PRODUCTION

### UNIT I

**Objective:** To understand about the kitchen and its staffing, various equipments, care and attitude in the kitchen with principles to be observed on hygiene and sanitation standards. Also to acquire knowledge on the layout of the food production and ancillary departments and the various equipment used there and their safe handling.

#### 1. Introduction to Food Production

##### 1.1. Hygiene

- 1.1.1 Personal food safety standards, grooming, controlling infectious diseases, uses of gloves.
- 1.1.2 Kitchen hygiene: Sanitation operation, use of color coding of knives, equipments and cleaning.
- 1.1.3 Details of HACCP – steps of the HACCP system – Explanation and application of HACCP Principles- temperature, standards, reheating and cooling.
- 1.1.4 Food Safety and Security Authority of India (FSSAI) – Food Standard and Safety Authority of India.

#### 1.2 Hierarchy & Kitchen staff

- 1.2.1 Classical brigade.
- 1.2.2 Staffing in various category hotels.
- 1.2.3 Role of executive chef.
- 1.2.4 Duties and responsibilities of Kitchen brigade.
- 1.2.5 Cooperation with other departments.

#### 1.3 Kitchen Layout

- 1.3.1 General layout of kitchen in small, medium, and large hotels.
- 1.3.2 Hot and cold kitchen.
- 1.3.3 Wash up area – pots & pans.

#### 1.4 Equipment and Fuel

- 1.4.1 Various fuels – ( Gas, Electricity, Solar, Coke, Charcoal, Wood)
- 1.4.2 Advantages and disadvantages of each, residual heat, energy saving devices.
- 1.4.3 Different equipments used in production – light, medium, heavy
- 1.4.4 Safety procedure in handling equipments.

### UNIT II

**Objective:** To understand the difference of raw materials, their preparation for cooking and the effect of cooking on them.

#### 2.

##### 2.1. Basic principles of culinary arts.

- 2.1.1 Aims and objectives of cooking food.

##### 2.2 Effect of cooking on different nutrients

- 2.2.1 Proteins.
- 2.2.2 Carbohydrates.

- 2.2.3 Fats.
- 2.2.4 Vitamins.
- 2.2.5 Minerals.

### **2.3 Classification of raw materials**

- 2.3.1 Cereals and pulses.
- 2.3.2 Vegetables.
- 2.3.3 Dry fruits and nuts.
- 2.3.4 Fish
- 2.3.5 Meat
- 2.3.6 Game and poultry
- 2.3.7 Egg
- 2.3.8 Milk and milk products
- 2.3.9 Fats and oils
- 2.3.10 Convenience food
- 2.3.11 Farinaceous products
- 2.3.12 Spices and condiments
- 2.3.13 Raising agents
- 2.3.14 Coloring and flavouring agents
- 2.3.15 Sugar
- 2.3.16 Tea / Coffee / Cocoa

### **2.4 Basics of Bakery**

- 2.4.1 Wheat
- 2.4.2 Basic pastries
  - Short crust
  - Puff / flaky pastry (laminated)
  - Choux pastry
- 2.4.3 Yeast products – Process in bread making, bread faults and remedies, different types of breads, different methods of bread making.

## **UNIT III**

**Objective:** To understand and select the right ingredient and to know the various cuts of vegetable, fish, meat and meat products, for the day to day culinary preparation in relation to their uses.

### **3.**

#### **3.1.Cuts & uses of ingredients**

- 3.1.1 Vegetable.
- 3.1.2 Fish
- 3.1.3 Meat (Lamb, Pork, Veal, Beef)
- 3.1.4 Poultry
- 3.1.5 Egg

#### **3.2 Mis-en-place**

- 3.2.1 Preparation of ingredients.
- 3.2.2 Mixture of ingredients
- 3.2.3 Texture

### **3.3 Various methods of cooking food**

- 3.3.1 Dry heat.
- 3.3.2 Moist heat
- 3.3.3 Oil as medium
- 3.3.4 Microwave

## **UNIT IV**

**Objective:** To understand the basic concepts of ingredients used in stocks, sauces, soups of continental cookery, Accompaniments & garnishes and masalas, gravies and staple food of Indian cookery.

### **4. Principles of foundation cooking**

#### **4.1. Stocks**

- 4.1.1 Definition of stock.
- 4.1.2 Types of stock
- 4.1.3 Preparation of stock
- 4.1.4 Recipes
- 4.1.5 Storage of stock
- 4.1.6 Uses of stock

#### **4.2 Thickening agents / continental and Indian cookery**

- 4.2.1 Roux
- 4.2.2 Cream
- 4.2.3 Blood
- 4.2.4 Egg yolk
- 4.2.5 Farinaceous products
- 4.2.6 Coconut
- 4.2.7 Khus khus
- 4.2.8 Cashew nuts
- 4.2.9 Melon seeds
- 4.2.10 Besan flour
- 4.2.11 Rice flour

#### **4.3 Soups**

- 4.3.1 Classification with examples
- 4.3.2 Recipes for mother sauces
- 4.3.3 Derivatives – 2 examples in each
- 4.3.4 Salads and salad dressings

## **UNIT V**

**Objective:** To learn the fundamentals of Indian cuisine.

## 5.

### 5.1.Fundamentals of Indian Food

- 5.1.1 Different spices and condiments used in Indian cookery
- 5.1.2 Blending of spices & condiments used in Indian cookery
- 5.1.3 Different gravies used in Indian cookery
  - Green
  - White
  - Brown / Red
  - Makhani
  - Yellow or Kadi
  - Kadaai gravy
- 5.1.4 Staple food of India
- 5.1.5 Rice – Variety rice / pulao / biriyani  
Indian bread 5 examples ( Poori / Paratha / Phulka/ Naan/ Roti)
- 5.1.6 Culinary terms
  - Ala – Appetiser – Au gratin – Bain-marie – Barbecue – Barding – Baste –
  - Batter – Bind – Blend – Bouillon – Bouquet garni – Caramelize – Clarify
  - Coagulation – Concassee – Croutons - Cuisine – Drippings – Emulsion
  - Farinaceous – Fritters – Galantine – Garnish – Mirepoix – Puree –
  - Searing – Skewer.

### **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.

## 13 - BASIC FOOD SERVICE

### UNIT I

**Objective: This unit helps the students to know more about the food and beverage operation, its outlets and their relation with other departments**

- 1.1 Classification of F & B Operations
  - 1.1.1 Commercial – Hotels, Motels, Restaurants, Hospitals, Resorts, Pubs, Snack bars, Fast food restaurants, Airlines, Rail, Sea Catering , Mobile, Theme parks and Food courts.
  - 1.1.2 Welfare ( Industrial-Factories, Offshore - Project site, Institutional – Student Hostel,  
  
Armed forces catering, Hospitals, Noon meal scheme)
- 1.2 Different F & B Service outlets.  
Stand alone Restaurants, Coffee Shop, Room Service, Banquets, Bar-be-que, Discotheque, Off premises Catering , Take away, Home delivery, Chain of Restaurants.  
Coffee bars & tea boutiques
- 1.3 Staff Hierarchy of the various F & B Service outlets in a star hotel
  - 1.3.1 Duties
  - 1.3.2 Responsibilities
  - 1.3.3 Attributes of Food and Beverage Service Personnel.
  - 1.3.4 Departmental relationship (Within F & B and with other Departments)
  - 1.3.5 Co-operation, Co-ordination, Communication.

### UNIT II

**Objective : The student will have a good knowledge about the different equipments used in Food& Beverage department.**

- 2.1. Classification of Restaurant equipments
  - 2.1.1. Furniture – table, chair , Boaster chairs , side board, and reception desk
  - 2.1.2. Linen – table cloth , napkin , waiter’s cloth, satin , slip cloth, frill,
  - 2.1.3. Crockery - plates, bowls , cups and saucers
  - 2.1.4. Cutlery - spoon , fork, knife and tong
  - 2.1.5. Glass ware – Tumbler. Footed ware and stemware
  - 2.1.6. Chaffing dishes – Round , square , Rectangle,
- 2.2. Special Equipments and their use  
(Pastry slice, Swizzel stick, Pastry fork, Corn-on-the cob holder, Lobster pick, cheese knife, Caviar knife, crab cracker, Nut Cracker, Grape Scissors, Preserve container, Ice cream scoop, grape fruit spoon, lobster pick, carving fork, carving knife, Sugar Sachet container (Low calorie sugar, Brown Sugar), Pizza Cutter, Asparagus holder)

### **UNIT III**

**Objective : After the completion of this unit, students will have a professional knowledge about the menu and meals of different times of a day.**

- 3.1. Origin of the Menu
- 3.2. Basic Types of Menu
  - 3.2.1. Table d'hote
  - 3.2.2. A la Carte
  - 3.2.3. Buffet menu
  - 3.2.4. Cyclic menu
  - 3.2.5. Diet menu
- 3.3. Menu Compiling – Purpose to compile a menu, Factors to be considered while compiling a menu
  - 3.3.1 Menu Sequence
  - 3.3.2 Compiling a South Indian vegetarian and Non-Vegetarian Lunch menu.
- 3.4. French Classical Menu – Compiling with Accompaniments and Garnishes (17 courses)
- 3.5. Types of Meals
  - 3.5.1. Breakfast – Indian, English, American, Continental and Health Breakfast.
  - 3.5.2. Brunch
  - 3.5.3 Lunch – Working Lunch, Diet Lunch, Buffet Lunch.
  - 3.5.4. High -Tea
  - 3.5.5. Dinner
  - 3.5.6. Supper or Late night meal.
- 3.6. Non-alcoholic Beverages
  - 3.6.1. Tea , coffee, milk, juices (Fresh & Canned), aerated drinks

### **UNIT IV**

**Objectives : The students will have an indepth study about service and its types**

- 4.1. Mis-en-scene & Mis-en-place (definition & procedure)
  - 4.1.1. Briefing
- 4.2. Method of Service
  - 4.2.1. French Service and American Service
  - 4.2.2. English Service and Russian Service
  - 4.2.3. Introduction to Gueridon service and flambe service
  - 4.2.4. Indian Thali Service and South Indian Leaf Service
- 4.3. Room Service
  - 4.3.1. Room service equipment

- 4.3.2. location
- 4.3.3 Room service order taking procedures
- 4.3.4 Tray setups for different services

## **UNIT V**

**Objectives : The students will acquire knowledge about Banquets, off- premises catering and Fast food service**

- 5. 1. Introduction to Banquets
  - 5.1.1. Types of Banquets
  - 5.1.2. Function Prospectus
  - 5.1.3. Compiling Banquet Menu
  - 5.1.4. Types Of Buffet (Sitting Buffet, Standing Buffet, Fork Buffet, Finger Buffet)
- 5.2. Off Premises Catering
- 5.3. Fast Food Service
- 5.4 K.O.T & B.O.T – Manual & Electronic

### **Reference Book:**

1. Basic Food and Beverage Service (BHA – 102), written by D. RAJESON PRAKASAM, Published by School of Management studies, Tamilnadu Open University, Chennai.
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.

## 14 - BASIC FRONT OFFICE OPERATION

### **Unit : 1**

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

1. Tourism – Definition
- 1.1 Factors that promotes Tourism **a)** Motivation **b)** Holiday **c)** Business **d)** Mode of Travel **e)** Education **f)** Health **g)** Religion **h)** Visitors, friends and relatives **i)** Recreational **j)** Leisure **k)** Cultural **l)** Sports **m)** Adventure **n)** Conventions **o)** Incentive **p)** Pilgrimage **q)** Wildlife **r)** Eco-tourism.
- 1.2 Definition of a tourist – International & Domestic, Excursionist.
- 1.3 Social benefits of tourism ( National Integration, International Understanding and World Peace, Protection of Arts and Folk Arts, Preservation of historic monuments, exchange of ideas, Preservation of local culture, Protection of Flora and Fauna, Improves educational values)
- 1.4 Economic benefits of tourism ( Foreign Exchange Earnings, Employment Generation, Contribution to the Government Revenue( Different taxes), Regional Development, Re- distribution of National Income, Infrastructural Development)
- 1.5 Cultural benefits of tourism. ( Handicrafts, Language, Traditional Arts, music, Architecture, Religion, Dress and leisure activities)
- 1.6 Adverse effects of tourism ( Water Pollution, Air Pollution, Noise Pollution, affects local residents, Ecological Disturbance, Environmental Hazards, Overcrowding and Congestion, Anti-social Activities (Smuggling of goods and weapons, Drug Trafficking, Prostitution)
- 1.7 Basic components ( Three A's – Attraction, Accessibility and accommodation) and infrastructure for the tourism industry ( Roads and Highways, Water, Electricity, Communication Facilities, Health Care, Information Centre, Police Station, Shopping centers)

### **Unit : II**

**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.

- 2.1 Historical Background of the Hospitality industry
- 2.2 Development and growth of hotel industry in India.
- 2.3 Classification of Hotels **a)** City centre hotels, Resort Hotels, Vacation ownership (Time share and condominium), Airport Hotels, Freeway Hotels & motels, Casino Hotels, Convention Hotels, Full services Hotels, Economy / Budget Hotels, Boutique Hotels, All suites Hotel, Star system (Eligibility & classification criteria)
- 2.4 Other types of accommodation: atrium concept, apart hotels, heritage hotels,

limited service and full service properties, service apartment, green hotels ( Ecotels,) Heritage Hotels, Floating Hotels, Boatels

- 2.5 Types of operation – owner operated, partnership, Company owned, Referral hotels, Franchise, management contracts, chain hotels.
- 2.5.1 Organizational structure of medium 50-200 rooms and large hotels (more than 200 rooms)

### **Unit: III**

**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.

- 3. Introduction to Front Office
  - 3.1. Importance of Front Office
  - 3.2. Layout of front office & different equipments in front office
  - 3.3. Hierarchy of front office staff for medium and large hotel – duties and responsibilities of front office personnel.
  - 3.4. Ideal qualities and attributes for a Receptionist with emphasis on personal grooming and rules of the House for the front office staff.
  - 3.5. Types of rooms – Single, double, Double-double, Triple, Quad, Twin, Suites, Pent house, Cabana, Studio, Cottage, Duplex cottage, Interconnected, Adjacent, Efficiency, Single suite, Junior suite, Luxurious suite.
  - 3.6. Tariff – definition
    - 3.6.1 Basis of charging – (Competition, customers profile, standards of services, price cuts for special business, locality, the surroundings, cost of land and building, various amenities, Room location)
    - 3.6.2 Tariff fixation – Check-in and Check-out basis, 24 hours basis, Night basis, Day rate.
    - 3.6.3 Tariff card – Group rate, Rack rate, Seasonal rate, Crib rate, Extra Bed rate, Crew rate, Weekend rates corporate rate, Government rate, Commercial rate.
  - 3.7 Types of plans – European, Continental, American, Modified American, Bermuda Plan
  - 3.8 Departments and Sections with which Front Office communicates and co-ordinates – a) Lobby b) Account and Cash (Front Office) c) Food and Beverage d) Telephone e) Maintenances f) Stores g) Marketing and Sales h) House Keeping.

### **Unit: IV**

**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.

- 4. Advance Room Reservations.
  - 4.1 Importance of reservation
  - 4.2 Sources of reservation – corporate clients, group travelers, Pleasure travelers / F.I.Ts, Current guests, Travel agents, State & Central Government departments.
    - 4.2.1 Modes of reservation Written – (Letters, Fax, E-mail) Verbal – (Telephone, in person)

- 4.2.2 Central reservation system, global distribution system, reservation network.
- 4.3 Types of reservation.
  - 4.3.1 Guaranteed reservation (prepayment, credit card, Travel agent vouchers)
  - 4.3.2 Non Guaranteed Reservation
- 4.4 Group reservation
- 4.5 Reservation records: Standard reservation forms, Booking Diary, Arrival & Departure list, computerized system, Guest history records.
- 4.6 Reservation confirmation, amendment and cancellation.
- 4.7 Overbooking
- 4.8 Potential reservation problems.
- 4.9 Glossary terms related to reservation (Affiliate Reservation, American Plan, Arrival and Departure list, Back to back booking, Block booking, Cancellation, Closed dates, Continental plan, Commission, Confirmed booking, Contract, Deadline, Deposit, European Plan, FIT, GIT, Group rate, Guaranteed booking, High season, Hotel Diary, Lead time, Low season, Modified American Plan, No-show, Non affiliate reservation system, Over booking, Open, Provisional booking, Release Time, Reservation Form, Stay-on, Wash factor)

**Unit: V**

**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.

- 5. Registration.
  - 5.1 Receiving, Welcoming and Greeting of Guest and Assigning of rooms.
    - 5.1.1 Upselling
  - 5.2 Pre – registration
  - 5.3 Registration of guest & (FIT’s Group, VIPs)
  - 5.4 Rooming a guest (With reservation and walk ins), Groups and crew arrival, VVIP Guest Arrival procedures
  - 5.5 Room Racks
  - 5.6 Knowledge of room locations, blocking of rooms, issuing the room keys.
  - 5.7 In room check – in, Self registration.
  - 5.8 Registration records: Registration cards, Arrival & departure register, key cards or Welcome cards, V.I.P and SPATT list, Amenities voucher, discrepancy report, Log book, expected departure list, “C” form.
  - 5.9 Glossary terms related to registration ( Arrival and departure lists, Black list, ‘C’ form, Chance guest, Check-in, Check-out, Front desk, G.R.C (Guest Registration Cards) Hospitality industry, Hotel register, Pre-registration, Room status, Room occupancy percentage, Shoulder period, Sleeper, Skipper)

**Reference Books:**

- |   |   |  |
|---|---|--|
| <b>1. Hotel Front Office Management</b> | - | <b>James A.Bardi</b>   |
| <b>2. Front Office Proceedings</b>      | - | <b>Michael L. Kasavana</b><br><b>Richard M.Brooks</b><br><b>Ahla</b> |
| <b>3. Front office management</b>       | - | <b>S.K. Bhatnagar</b>  |
| <b>4. Hospitality Management</b>        | - | <b>John R. Waler</b>   |

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## **15 - BASIC ACCOMMODATION OPERATION**

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

### **Unit - 1**

- 1.1 Role of house keeping in hospitality industry.
- 1.2 Lay out and organizational structure of house keeping department.
  - 1.2.1 Small hotel
  - 1.2.2 Medium hotel
  - 1.2.3 Large hotel
- 1.3 Job description of housekeeping personnel
  - 1.3.1 Executive housekeeper
  - 1.3.2 Deputy housekeeper
  - 1.3.3 Floor supervisor:- morning, late duty, night shift, routine duties, records maintained (i.e.) room inspection check list, housekeepers report, stores requisition, linen exchange book, record of special cleaning and major jobs done.
  - 1.3.4 House man
  - 1.3.5 Tailor/ Upholsterer
  - 1.3.6 Head gardener
  - 1.3.7 Gardeners
- 1.4 Inter Departmental relationship
  - 1.4.1 Front office
  - 1.4.2 F&B service
  - 1.4.3 Maintenance
  - 1.4.4 Security
  - 1.4.5 Store & Purchase
  - 1.4.6 Accounts
  - 1.4.7 H.R.D

### **UNIT II**

**OBJECTIVES:** After the completion of this unit, the students will be able to understand about the activities at the central desk, uses of maids cart and the types of rooms.

- 2.1 Qualities of housekeeping staff
- 2.2 Housekeeping activities at central desk (Briefing & scheduling of staff)
- 2.3 The maids cart ( Uses of maids cart and how to set it )
- 2.4 Configuration of rooms – Bed and Bath room – Furniture, Fixtures, Fittings and accessories for single, Double, Suite and luxury deluxe suite.

2.4.1. Types of configuration – Standard, Enhanced, Suite, Disabled access.

### **UNIT III**

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

- 3.1 Classification and types of equipment's with diagram
  - 3.1.1 Brushes/Brooms
  - 3.1.2 Mops, Dusters, Pushers
- 3.2 Mechanical
  - 3.2.1 Squeezes
  - 3.2.2 Vacuum cleaner
  - 3.2.3 Shampooing machine
  - 3.2.4 Floor burnishing machine
  - 3.2.5 Auto scrubbers
- 3.3 Care and use of the above equipments
- 3.4 Machine room
- 3.5 Floor pantry
- 3.6 Godowns
- 3.7 House Keeping Stores
- 3.8 Cleaning agents
  - 3.8.1 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.
  - 3.8.2 Use, care and storage of cleaning agents
  - 3.8.3 Distribution and storage

### **UNIT IV**

**OBJECTIVE:** Students to understand the operational areas of house keeping department, Cleaning services and knowledge of care and cleaning of various surfaces.

- 4.1 Operational areas of house keeping department

- 4.1.1 Guest rooms and floor pantry operations
- 4.1.1 Corridors
- 4.1.2 Public area: lobby, lounge, and rest rooms
- 4.1.3 Pool side and patio areas
- 4.2 Cleaning procedures and frequency
- 4.3 Daily cleaning –schedules and records
  - 4.3.1 Guest rooms
  - 4.3.2 Check out room
  - 4.3.3 Occupied room
  - 4.3.4 Vacant room
  - 4.3.5 Evening service
  - 4.3.6 Super Room Cleaning
- 4.4 Public areas – schedules and records
  - 4.4.1 Corridors
  - 4.4.2 Pool area
  - 4.4.3 Office area
  - 4.4.4 Lobby
  - 4.4.5 Lounge
  - 4.4.6 F&B outlets
  - 4.4.7 Shopping arcade
  - 4.4.8 Health club
  - 4.4.9 Elevators/Escalators
- 4.5 Weekly cleaning –schedules and records
- 4.6 Periodic cleaning –schedules and records
- 4.7 Special cleaning –schedules and records

## **UNIT V**

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

- 5.1 Floor Operations
  - 5.1.1 Rules on a Guest Floor
  - 5.1.2 Bed Making

- 5.2 Standard supplies provided in the guest rooms
  - 5.2.1 Normal
  - 5.2.2 VIP's
  - 5.2.3 Supplies on request
- 5.3 Special services
  - 5.3.1 Baby-sitting
  - 5.3.2 Second service
  - 5.3.3 Freshen up service
  - 5.3.4 Valet service
- 5.4 Preparing a red slip.
- 5.5 Key handling procedures
  - 5.5.1 Types of keys (grand master key, floor master, sub master or section key or Passkey, emergency key, room keys, office keys & store keys)
  - 5.5.2 Electronic room key
  - 5.5.3 Key control – issuing, return, changing of locks, key belts, unusual occurrence.
  - 5.5.4 Lost and found, missing & damaged procedures and records.
  - 5.5.5 Glossary terms – ( Grand master key, D.N. D, Maid's cart, OO, DL, Evening service, Red slip, Job order, House man check list, Crib, Bath robe, Discrepancy report, Housekeeper report, Wash and change, Valet, Dust, Dirt, Log book, Departure room, Vacant room, Blocked, Sewing kits, Floor pantry, Chute, Spring cleaning, Lost and found, Sauna bath, Guest amenities, On change, Lounge, Par stock, Crinkle sheet, Tent card)

**Reference Books:**

1. Hotel, Hostel and Hospital Housekeeping – JOAN C. BRANSON HARGARET LENNAX
2. Hotel Hospital Housekeeping – SUDHIR ANDREWS
3. Hospital Housekeeping Supervision Vol-1 Vol-2 – JANE FELLOWS
4. Accommodation and Cleaning services – DAVID M. ALLEN.

## 16 - BASIC SYSTEM OPERATION PRACTICAL

**OBJECTIVE:** To familiarize the students with basic system operations.

### **1. M.S – Office**

#### **1.1 M.S – Word**

**Objective:** Students must be able to Create, Edit, and Format and Print a Document and also working Mail Merge, Table in that with the use of Keyboard, Mouse and Function keys.

Microsoft word 2003/2007 – Introduction

- 1.1.1 Elements of the Microsoft window (Title bar, Menu bar, Tool bar, Formatting bar ...)
- 1.1.2 Creating, Saving and Opening a word document
- 1.1.3 Formatting a text(Font Style, Size, Color, Bold, Italic, Underline, Alignments)
- 1.1.4 Editing text(Cut, Copy, Paste)
- 1.1.5 Undo and Redo
- 1.1.6 Header and Footer
- 1.1.7 Find and Replace method
- 1.1.8 Columns, Bullets and Numbering
- 1.1.9 Page Setup, Printing options
- 1.1.10 Mail merge
- 1.1.11 Insert Page Number, Picture in your document
- 1.1.12 Auto correct, Thesaurus, Spelling and Grammar Check
- 1.1.13 Indenting Paragraphs (Increase Indent, Decrease Indent)
- 1.1.14 Using Table

#### **1.2 M.S – Excel**

**Objective:** Students will be able to work on Excel, which is used for Mark sheet, Charts, Report, Payroll preparation.

- 1.2.1 Introduction about MS-Excel 2003/2007.
- 1.2.2 Starting a New Work Sheet
- 1.2.3 Entering the data(Text, Numbers, Operators, Functions)
- 1.2.4 Editing the data(cut, copy, paste)
- 1.2.5 Sorting the data(Ascending , Descending )
- 1.2.6 Auto Fill(Numbers, Day, Month)
- 1.2.7 Using the Formulas (Sum, Average, Etc....)
- 1.2.8 Find and Replace Method
- 1.2.9 Inserting Chart
- 1.2.10 Inserting/Deleting Rows and Columns
- 1.2.11 Creating Table
- 1.2.12 Printing in Excel

### **1.3 M.S – Power Point**

**Objective:** Students must be able to creating a slide with presentation, Formatting the Text, Clip Art, Word Art and to create Charts and give Animations effects.

- 1.3.1 Introduction about MS-Power Point 2003/2007.
- 1.3.2 Creating a PowerPoint Presentation(Blank Presentation, Auto Content Wizard, Design Template)
- 1.3.3 Using Views(Normal View, Slide Show View, Slide Sorter View, Notes Page View)
- 1.3.4 Slide Layouts(Text, Contents, Text and Contents, Others Layouts)
- 1.3.5 Using Custom Animations
- 1.3.6 Using Slide Transitions
- 1.3.7 Changing Background color in your Slide
- 1.3.8 Inserting Picture, Chart, Table and Flowchart in your Slide.

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## **17 - BASIC FOOD PRODUCTION PRACTICAL**

**Week 1:** Identification of raw materials.

**Week 2:** Kitchen safety procedures and handling of equipments.

**Week 3:** Cuts of vegetables and handling knife

**Week 4:** South Indian menu 1 with sambar, rasam, and porial as base.

**Week 5:** South Indian menu 1 repetition to perfection.

**Week 6:** South Indian menu 2 with puli kolambu, kootu.

**Week 7:** South Indian menu 2 repetition to perfection.

**Week 8:** South Indian menu 3 with variety rice as base

**Week 9:** South Indian menu 3 repetition to perfection.

**Week 10:** North Indian menu 1 with white gravy as base.

**Week 11:** North Indian menu 1 repetition to perfection.

**Week 12:** North Indian menu 2 with brown gravy as base.

**Week 13:** North Indian menu 2 repetition to perfection.

**Week 14:** North Indian menu 3 with green gravy as base.

**Week 15:** North Indian menu 3 repetition to perfection.

**Week 16:** North Indian menu 4 with makhani gravy as base.

**Week 17:** North Indian menu 4 repetition to perfection.

**Week 18:** Mother sauce 1 and 2 with white sauce and veloute sauce as base.

**Week 19:** Mother sauce 1 and 2 repetition to perfection.

**Week 20:** Mother sauce 3 and 4 with Tomato sauce and brown sauce as base.

**Week 21:** Mother sauce 3 and 4 repetition to perfection.

**Week 22:** Mother sauce 5 and 6 with Hollandaise sauce and mayonnaise sauce as base.

**Week 23:** Mother sauce 5 and 6 repetition to perfection.

## **18 - BASIC FOOD SERVICE PRACTICAL**

**Objectives :** This practical will help the students to understand the various equipments used for Food and Beverage service and the students will also develop basic skills on how to serve various dishes and become familiar with the different methods of service.

1. Familiarization and handling of Equipments
2. Drawing of various types of spoons, Forks, Sugar pot, Coffee pot, Tea pot and other small equipments.
3. Arrangements of side board ( Dummy Waiter)
4. Laying and relaying of table cloth
5. Menu card designing.
6. Setting up of covers for various meals and menus.
7. Different type of Napkin Folding (At least 15 types)
8. Receiving the guest (Procedure)
9. Taking guest orders in the Restaurant.
10. Silver service & Clearance for each course.
11. Service of Non-Alcoholic beverages
12. Presenting & Settling of bills ( Cash, Credit, Credit card, Debit cards)
13. Arrangement and Carrying of Room Service Trays
14. Frilling & Buffet counter decorations.
15. Thali meal service and South Indian Authentic Banana Leaf service.

## **19 - BASIC ROOM DIVISION OPERATION PRACTICAL**

**Objective :** To familiarize the students with the actual working procedures in front office and housekeeping.

### **BASIC FRONT OFFICE OPERATIONS**

1. Students must be aware of uses of all stationeries in front office.
2. Forecasting of room occupancy, calculation of occupancy ratios.
3. Taking reservation, cancellation, amendments, processing reservation
4. Receiving & registering of F.I.T, groups, crew and VIPs through role play
5. Extempore for polite speaking.
6. Improving the conversational skills and mannerism.
7. Etiquettes, body language, grooming and greeting.
8. Situations handling (over booking, room change, turn away)

### **BASIC ACCOMMODATION OPERATIONS**

- 1 Identification of cleaning tools and cleaning agents
- 2 Basic cleaning
  - 2.1 Dusting
  - 2.2 Sweeping
  - 2.3 Mopping
  - 2.4 Scrubbing
  - 2.5 Polishing (metal, floor, wood)
  - 2.6 Vacuuming
  - 2.7 Spot cleaning
- 3 Organizing cleaning
  - 3.1 Working individually
  - 3.2 Working in teams
- 4 Cleaning frequencies
  - 4.1 Daily cleaning
  - 4.2 Weekly cleaning
  - 4.3 Periodic cleaning
- 5 Cleaning of various surfaces
  - 5.1 Metal – brass, stainless steel, chrome, ceramic, earthen ware, porcelain, glass, plastic, laminates, wood, furniture and fixture, floor – cement, ceramic tiles, granite, carpet)
- 6 Guest room cleaning
  - 6.1 Bed making - Morning attention, Evening attention
  - 6.2 Room cleaning
  - 6.3 Bathroom cleaning
  - 6.4 Room inspection
  - 6.5 Preparing check list/ job orders
- 7 Public areas – Lobby, Corridors, Restaurants, Staircase, e.t.c.
- 8 Fire fighting training
- 9 First aid training

### **REFERENCE BOOKS:**

5. Hotel, Hostel and Hospital Housekeeping – JOAN C. BRANSON HARGARET LENNAX
6. Hotel Hospital Housekeeping – SUDHIR ANDREWS
7. Hospital Housekeeping Supervision Vol-1 Vol-2 – JANE FELLOWS
8. Accommodation and Cleaning services – DAVID M. ALLEN.

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## **21 - ADVANCED FOOD PRODUCTION**

### **UNIT I**

**Objective:** To understand and study on the South Indian Cuisine and North Indian cuisine of India.

#### **1. Introduction to South Indian Cuisine and North Indian cuisine**

##### **1.1. South Indian cuisines**

- 1.1.1. Based on their geographical location
- 1.1.2. Climatic conditions
- 1.1.3. Availability of ingredients and raw materials.

##### **1.2. North Indian cuisines**

- 1.2.1 Based on their geographical location
- 1.2.2 Climatic conditions
- 1.2.3 Availability of ingredients and raw materials

### **UNIT II**

**Objective:** To understand and study on the East Indian Cuisine and West Indian cuisine of India.

#### **2. Introduction to East Indian Cuisine and West Indian cuisine**

##### **2.1. East Indian cuisines**

- 2.1.1 Based on their geographical location
- 2.1.2 Climatic conditions
- 2.1.3 Availability of ingredients and raw materials.

##### **2.2. West Indian cuisines**

- 2.2.1 Based on their geographical location
- 2.2.2 Climatic conditions
- 2.2.3 Availability of ingredients and raw materials

### **UNIT III**

**Objective:** To understand the chettinad, Tandoor cuisines and to be familiar with the operation of equipments in the kitchen.

#### **3.**

- 3.1.1 Chettinad cuisine
- 3.1.2 Tandoor (pot seasoning), temperature and maintenance.
- 3.1.3 Steam generator and steam vessel operation.
- 3.1.4 Seasoning a griddle or dosa plate.
- 3.1.5 Vegetable cutting machine
- 3.1.6 Meat mincing machine.

## UNIT IV

**Objective:** To understand breakfast food of Tamilnadu, influence of other cuisines, menu engineering and food costing.

### 4.

#### 4.1. Study on breakfast dishes

- 4.1.1 Idly
- 4.1.2 Idiappam
- 4.1.3 Poori
- 4.1.4 Pongal
- 4.1.5 Kolukkattai
- 4.1.6 Aappam
- 4.1.7 Paniaram
- 4.1.8 Puttu
- 4.1.9 Adai
- 4.1.10 Dosa and varieties

#### 4.2 Small grains in Tamilnadu cuisine

- 4.2.1 Names of Small grains from regional language to English.(Tamil to English)
- 4.2.2 Popular foods of small grains.
- 4.2.3 Snacks from small grains

#### 4.3 Influence of other cuisines on Indian Cuisine

- 4.3.1 Mughal cuisine.
- 4.3.2 Portuguese cuisine

#### 4.4 Menu Engineering and food costing

- 4.4.1 Developing new recipes, balancing and testing of new recipes.
- 4.4.2 Standardization – Standard purchase specifications, standard recipe.
- 4.4.3 Portion size – portion control.
- 4.4.4 Maintaining Recipe file – Evaluation of recipes.
- 4.4.5 Food cost percentage and analysis of results and interpretation of the same.

## UNIT V

**Objective:** To understand the garde manger and its functions.

### 5.

#### 5.1.

- 5.1.1 Functions and importance of garde manger.
- 5.1.2 Equipments and tools connected to garde manger department.
- 5.1.3 Cold food preparations and presentation – horsd'oeuvres, aspic, chaud froid, salads and salad dressing.
- 5.1.4 Cold cuts – pates, terrines, mousse, galantine, ballantine, salami, sausages and force meat.
- 5.1.5 Buffet presentation - menu and types of food.

**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)

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## 22 - FRONT OFFICE OPERATIONS

### Unit I

**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**

- 1.1 Guest services, Equipment and supplies
  - 1.1.1 Handling mail
  - 1.1.2 Handling message
  - 1.1.3 Telephone services
  - 1.1.4 Business center
  - 1.1.5 Wake up calls
- 1.2 Guest relations
  - 1.2.1 Complaints ( Mechanical, Attitudinal, Service related, unusual)
  - 1.2.2 Identifying complaints
  - 1.2.3 Handling complaints
  - 1.2.4 Follow-up procedures
- 1.3 Front Office security functions
  - 1.3.1 Key Controls, Room key Security system
  - 1.3.2 Surveillance and Access Control
  - 1.3.3 Protection of Funds
  - 1.3.4 Safe deposit Boxes
  - 1.3.5 Lost & Found
  - 1.3.6 Emergency Procedures (Medical, Robbery, Fire, Suicide, Death, Bomb threat, Riot)
- 1.4 Log Book

### **Unit: II**

**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**

- 2.1 Job Description of concierge
- 2.2 Job Description of Bell captain and Bellboy
- 2.3 Providing information to groups
- 2.4 Errand Cards (Arrival, Departure, Other Errands)
- 2.5 Miscellaneous services-(Secretarial services, Massages, Ordering flowers, Baby sitting, Flight confirmation, Airline, Theater & Restaurant reservation, Arranging Transportation

- 2.6 Baggage Handling
  - 2.6.1 F.I.T's
  - 2.6.2 G.I.T's
  - 2.6.3 V.I.P's
- 2.7 Escorting guests to their rooms
- 2.8 Delivering messages within the city
- 2.9 Paging the guest

### **Unit: III**

**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**

- 3.1 Job description of a front office cashier
- 3.2 Accounts
  - 3.2.1 Guest Accounts
  - 3.2.2 Non-guest Accounts,
  - 3.2.3 Folios – (Guest folio, Master folios, Split folio, Non-guest folio, Employ folio)
  - 3.2.3 Vouchers
  - 3.2.4 Ledgers (Guest ledger, City ledger)
- 3.3 Computer Billing & Maintenance of Accounts
  - 3.3.1 Benefits of computer billing, opening a bill, posting charges, Adjustments / Corrections, closing account, Balancing
  - 3.3.2 Credit monitoring – Floor limit, house limit, part settlement of in house guests
  - 3.3.3 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.
- 3.4 Internal Control
  - 3.4.1 Front Office Cash sheet
  - 3.4.2 Cash Banks

### **Unit: IV**

**Objectives:** After the completion of this unit, the students will be able to audit the days Transaction.

#### **NIGHT AUDIT**

- 4.1 Functions of the night auditor
  - 4.1.1 The role of the night auditor
  - 4.1.2 Cross – referencing
  - 4.1.3 Guest credit monitoring
  - 4.1.4 Daily & supplementary transcripts
- 4.2 The night audit process
  - 4.2.1 Complete outstanding postings

- 4.2.2 Reconcile room status discrepancies
- 4.2.3 Balance all departments
- 4.2.4 Verify room rates
- 4.2.5 Verify No Shows
- 4.2.6 Post room rates & Taxes
- 4.2.7 Prepare Reports – (Departmental summary report, the daily operations report, High balance report)

**Unit: V**

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

**CHECK- OUT AND SETTLEMENT**

- 5.1 Function of check out settlement
- 5.2 Departure procedures
  - 5.2.1 Systematic way of check-out and settlement
  - 5.2.2 Methods of settlement (Cash (Indian and Foreign), credit card, Debit card, Bill to account, Cheque, Travellers cheque, Travel agency voucher, Foreign currency encashment)
- 5.3 Check-out options – In room folio review and check-out, self check-out, express check-out
- 5.4 Unpaid Account balance
- 5.5 Collection of Accounts – (Late charges, Credit card bills, Travel agency account, Bad cheque account, Skipper accounts, Disputed bill account, guaranteed, Reservation accounts)
- 5.6 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:**

1. Hotel Front Office Management – James A Bardi
2. Front Office Proceedings – Michael L Kasavana, Richard M. Brocks, Ahla.

## **23 - ACCOMMODATION OPERATION**

### **Unit I**

**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.

- 1.1 Fabrics and fibers
- 1.2 Definition of a fiber
- 1.3 Classification of fiber
- 1.4 The origin, characteristics and use of each item in the hotel to be explained
- 1.5 Spinning
- 1.6 Yarns
- 1.7 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**

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

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

### **Unit: III**

**Objective:** Students will have knowledge about the various activities of linen room

3. Linen room
  - 3.1 Activities of a linen room.
  - 3.2 Location, Equipment & Layout of a linen room (basic rules)
  - 3.3 Purchase of linen/linen hire/ quality and quantity
  - 3.4 Storage standards and inspection
  - 3.5 Issuing of linen to floors and departments – procedure and records
  - 3.6 Dispatch and delivery from laundry – procedure and records
  - 3.7 Stocktaking – procedures and records
  - 3.8 Condemned linen and cut down – procedures and records (How condemned linen are used)
    - 3.8.1 Marking and monogramming
    - 3.8.2 Sewing room
    - 3.8.3 Activities and area provided
    - 3.8.4 Equipment required

- 3.9 Duties and responsibilities of linen room staff
- 3.10 Linen keeper – routine duties and records maintained
- 3.11 Linen room attendant – routine records maintained
- 3.12 Tailors and seamstress – task performed
- 3.13 Uniforms and uniform room.

#### **Unit: IV**

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

- 4.1 Laundry – Location, layout, Various types of laundry machines (washer, drycleaner, hydro extractor, calendar machine, Buffer, Steam press)
  - 4.1.1 Duties and responsibilities of laundry staff (laundry manger, shift-in-leader, dry cleaning supervisor, spotter, spotter cum presser, laundry clerk, valet runner, laundry attendants).
  - 4.1.2 Flow process of industrial laundering (collection, transportation, arrival, sorting, weighing, loading washing, rinsing, starching, hydro-extraction, unloading, tumbling, finishing. [Calendar/steam press] folding, airing & storing, transfer and use).
  - 4.1.3 Stages in wash cycle (Flush-suds-bleach, rinse and sour & soft-extract, break and soaking)
  - 4.1.4 Role of laundry agents.
  - 4.1.5 Classification of laundry agents (synthetic detergent, built soap detergents, enzyme action detergents- explain briefly)
  - 4.1.6 Dry-cleaning
  - 4.1.7 Collection and delivering laundry

#### **Unit: V**

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

- 5.1 Flower arrangement
- 5.2 Purpose of flower arrangement, placement and level of placement with relevant Examples
- 5.3 Equipment and materials used
- 5.4 Conditioning of plant material
- 5.5 Styles of flower arrangement (western, Japanese, freestyle)
- 5.6 Principles of flower arrangement, design, scale, balance, focal point, rhythm, texture, repetition, unity and harmony)
- 5.7 Decorations during various occasions.
- 5.8 Different kinds of pests, Prevention and their control.
- 5.9 Area of infection

**REFERENCE BOOKS:**

1. Hotel, Hostel and Hospital Housekeeping – JOAN C. BRANSON HARGARET LENNAX
2. Hotel Hospital Housekeeping – SUDHIR ANDREWS
3. Hospital Housekeeping Supervision Vol-1 Vol-2 – JANE FELLOWS
4. Accommodation and Cleaning services – DAVID M. ALLEN.

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## **24 - ADVANCED FOOD PRODUCTION PRACTICAL**

**Objective:** At the end of the Practicals, the students will develop the skills in the preparation of International Cuisines.

### **CHINESE MENU**

#### **Menu-1**

Vegetable spring roll  
Prawns in hot garlic sauce  
Beans curd with mushroom soya sauce  
Chili garlic noodles  
Toffee banana

#### **Menu-2**

Chicken wanton soup  
Shredded lamb in sweet bean sauce  
Eggplant in chilli soya sauce  
Singapore fried rice noodles

### **FRENCH MENU**

#### **Menu-1**

Bisque de crevettes  
Poulet sauté Marengo  
Pomme de terre Robert  
Champignon a la crème

#### **Menu-2**

Veloute de volaille  
Salad verte  
Petites pois a la flamande  
French bread  
Poulet Maryland  
Baba au rum

#### **Menu-3**

Bouillabaisse  
Baguettes  
Beef stroganoff  
Pomme de terre hachée

Aubergine provencal  
Savarin des fruits

## **THAI**

### **Menu – 1**

Fried golden bags  
Thai prawn curry  
Fried rice with pork  
Sticky rice in coconut milk

### **Menu – 2**

Shrimp soup  
Thai chicken curry  
Crispy rice vermicelli with vegetable  
Fried coconut cakes

## **MEXICAN**

### **Menu – 1**

Corn Soup  
Tortilla flutes  
Mushrooms with chipotle chillies  
Red snapper Veracruz style  
Churros

## **SPAIN**

### **Menu – 2**

Gazpacho  
Pollo en pepitoria  
Paella  
Frittata patata  
Pastel de mazaana

## **ITALLIAN**

### **Menu – 3**

Minestrone soup  
Ravioli arrabiata

Fettucini Carbonara  
Pollo fritto  
Grissine  
Zabionic

### **BAKERY AND PATISSERIE PRACTICAL**

-By Demonstration

Decorate cake using butter icing  
Gateaux (Two types)  
International breads (Two types)  
Hard rolls and soft rolls (Two types)  
Frozen desserts (Two types)

### **LARDER**

-By Demonstration

Galantine  
Pate  
Terrine  
Mousse  
Chaud froid sauce  
Aspic jelly  
Jelly logo  
Butter sculptor  
Vegetable carving  
Salads – meat base, fruit base, vegetable base  
Dressings  
Sandwiches – open and closed varieties

## **25 - ROOMS DIVISION OPERATIONS PRACTICAL**

1. Writing down the log book.
2. Taking down messages in the message slip for the guest.
3. Handling of telephone and telephone mannerism
4. Paging
5. Handling of left baggage.
6. Filling of Errand cards.
7. Practice in creation and maintenance of guest Accounts, Folios, Vouchers and ledgers  
(Manual and automated)
8. Preparation of night audit reports.
9. Processing of credit cards, encashment of foreign exchange.
10. Handling guest complaints (case studies)
11. Identification of different fabrics
12. Classification of linen used in hotel industry
13. Identification of stains – Stain removal methods
14. Pest control – Precautions and prevention
15. Flower arrangements and their different styles.
16. Laundry and dry cleaning operation.

## **26 - INTERNSHIP**

### **Note:**

- Internship for 20 weeks at a stretch is compulsory.
- After the internship, practical examination for internship will be conducted during the II year examinations.

### **Mark Allocation:**

#### **Internal Marks:**

Log Book	15	
Attendance	10	25

#### **External Marks :**

Training Report	25	
Presentation	30	
Viva	20	75

**Total Marks** **100**

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**DIPLOMA IN  
CATERING AND HOTEL ADMINISTRATION**

## **31 - FOOD PRODUCTION AND SERVICE MANAGEMENT**

### **UNIT – I**

**Objective:** To study and understand the kitchen organizational hierarchy, preparing duty rosters for staffs and management related functions.

#### **1. FOOD PRODUCTION MANAGEMENT**

- 1.1. Kitchen organization
- 1.2. Allocation of Work-job description
- 1.3. Duty Rosters
- 1.4. Production Planning
- 1.5. Production scheduling
- 1.6. Production Quality & Quantity Control
- 1.7. Forecasting Budgeting
- 1.8. Yield Management
- 1.9. Kitchen safety

### **UNIT – II**

**Objective:** Study of different kitchens with respect to – layout, structure, ventilation, lighting, equipments (large and small), drainage, energy saving devices (electrical & fuel), fire extinguishers used for oil, electrical fire and general fires.

- 2.1. Main kitchen
- 2.2. Banquet kitchen
- 2.3. Coffee shop
- 2.4. Standalone restaurant kitchen
- 2.5. Specialty restaurant kitchen
- 2.6. Centralized kitchen
- 2.7. Satellite kitchen.

### **Unit – III**

**Objective:** After the completion of this unit, the student will have a thorough knowledge on larder, Spa and Nouvelle cuisine.

#### **3. LARDER, SPA and NOUVELLE CUISINE**

##### **3.1. CHARCUTIERE AND SAUSAGES,**

- a) Introduction to charcutiere
- b) Sausages
  - . Sausage – types and varieties.
- c) Forcemeats
  - . Definition
  - . Types of forcemeats
- d) Brine, Cures & Marinades
  - . Types of Brines
  - . Preparation of Brines
  - .Methods of curing

.Types of Marinades

- e) Ham, Bacon & Gammon
  - . Cuts of Ham, Bacon & Gammon.
  - . Difference between Ham, Bacon & Gammon
  
- f) GALANTINES, PATES, MOUSSE & MOUSSELINE, CHAUD FROID, ASPIC & JELLY.
  - . Making of galantines
  - .Types of galantine
  - . Ballotines
  - . Types of pate
  - . Pate de foie gras
  - . Meaning of mousse and mousseline
  - . Meaning of chaud froid
  - . Definition of Aspic and jellies
  - . Making of Aspic and jellies
  - . Uses of aspic and jellies

#### **Unit – IV**

**Objective :** To have a through knowledge in planning a restaurant outlet on their own.

#### 4. Planning of F&B Service OUTLET

- 4.1. Layout of functional and ancillary areas
  - a) Objective of a good layout - Calculating space requirement - Various set-ups for seating
  - b) Planning staff requirement
  - c) Menu planning
  - d) History - Constraints of menu planning - Equipment
  - e) Selecting and planning - Requirement of quantities of equipment required like crockery - Suppliers & manufacturers - Approximate cost
  
- 4.2. Planning Decor
  - Theme – Colour – Music – Furniture – Fixture - Flooring

#### **Unit – V**

**Objective :** The student would gain advanced knowledge of managing a F&B outlet with all the operationnel procedures.

#### 5.1. MANAGING F&B OUTLET

- a) Supervisory skills
- b) Developing efficiency

- c) Standard Operating Procedure
- d) Duty Roaster
- e) Guest Satisfaction Measurement (GSM)

5.2. Appraising Performance and Making Strategic Decisions

- a) Approaches to appraisal
- b) Appraising Revenue
- c) Appraising Costs
- d) Appraising Profits
- e) Appraising the Product
- f) Appraising the whole operation
- g) Making strategic decisions

5.3. Menu Engineering

- a) Importance of Menu Engineering
- b) Important Terms
  - Plowhorses
  - Puzzles
  - Stars
  - Dogs
- c) Contributional Margin
  - Advantage – Disadvantage

**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)
4. Managing Food & Beverage operations – S.K.Bhatnagar.
5. Planning and Control for Food and Beverage operations – Jack D. Ninemeier.

## 32 - ROOMS DIVISION MANAGEMENT

### Unit : I

Objective: After completion of this unit, the student will be able to:

- Apply yield in the hospitality industry
- Use different ways that are followed by the hotels to maximize room occupancy and revenue.

### REVENUE MANAGEMENT

- 1.1 Concept of Yield management
- 1.2 Hospitality Industry applications
- 1.3 Measuring Yield
- 1.4 Potential average single rate
- 1.5 Potential average double rate
- 1.6 Multiple occupancy percentage
- 1.7 Rate spread
- 1.8 Potential average rate
- 1.9 Room rate achievement factor
- 1.10 Yield
- 1.11 Identical Yields
- 1.12 Equivalent occupancies
- 1.13 Elements in yield management
- 1.14 Group rooms sales
  - a) Group booking data.
  - b) Group booking pace
  - c) Anticipated group Business
  - d) Group booking lead time
  - e) Displacement of Transient business
- 1.15 Transient room sales
- 1.16 Food and beverage Activity
- 1.17 Local and area wide conventions
- 1.18 Special events
- 1.19 Using Yield Management - Potential High and low demand tactics
- 1.20 Implementing revenue strategies - Hurdle rate
- 1.21 Availability strategies
  - a . Minimum length of stay
  - b. Close to arrival
  - c. Sell through

### Unit – II

**Objective :** After the completion of this unit, the student will be able to

- Explain the role of front office in a hotels marketing programmes
- Plan a point of sales front office

- Discuss the perishable nature of the room as a product
- Explain the different pricing techniques available.

### **Front Office selling techniques.**

- 2.1 The role of the Front office in Marketing and Sales
- 2.2 Need for sales
- 2.3 Identifying the market
- 2.4 Purpose of selling ( Maximum revenue, Achieving customer satisfaction )
- 2.5 Selling
  - 2.5.1 Personal Selling – U.S.P. ( Unique Sales Proposition )
  - 2.5.2 ABC of selling - a) Automatic selling b) Bettered selling c) Creative selling
- 2.6 Planning a point -of - sale front office.
  - 2.6.1 Set objectives
  - 2.6.2 Brain storm areas for promotions
  - 2.6.3 Evaluate alternative
  - 2.6.4 Incentive programmes
  - 2.6.5 Training Programme for a point of sale front office
  - 2.6.6 Budgeting for point of sale of front office
  - 2.6.7 Feedback
  - 2.6.8 Guest test
  - 2.6.9 Financial results
- 2.7 The hotel Product – Accommodation, Food, Drink and services.
- 2.8 Guest choice – Reasons for a guest to choose a particular product.(need, security, comfort, desire, pride, pleasure, fear, fashion, habit, location, facilities, value for money)

### **Unit: III**

#### **Objective:**

- To gain knowledge of contracts, pricing methods and purchase policies
- To have a basic knowledge about budgeting

- 3.1 Contract cleaning (outsourcing)
  - 3.1.1 Types
  - 3.1.2 Methods of pricing contract
- 3.2 Leasing – merits & demerits
- 3.3 Purchasing procedures – formal & informal
- 3.4 Stores and stock control
- 3.5 Budgets & budgetary control
- 3.6 Importance of interior design
  - 3.6.1 Basic elements of art and principles of Interior design.
- 3.7 Factors affecting Interior design
- 3.8 Role of color in interior design (qualities of color classification and standard color harmonies. Factors affecting color schemes)

### **Unit: IV**

#### Aspects of interior decoration

#### **Objective:**

- To know about various aspects of interior decoration

- To understand the role of wall and window treatment, furniture's and fixtures, accessories and decorations for special occasions.

- 4.1 Lighting and lighting systems in hotels.
- 4.2 Floors and floor coverings / carpets.
- 4.3 Wall and window treatments.
- 4.4 Furniture, fixtures & upholsteries.
- 4.5 Roles of accessories in interior decoration.
- 4.6 Redecoration and refurbishing of guest rooms/decorating for special occasion and snagging list.

## **Unit – V**

**Objective:** After the completion of this unit, the student will be able to

- To understand the security function, Surveillance and Access control
- How to handle the emergency situations.
- Supervise guest room and public area
- Manage the laundry

- 5.1 Importance of a security Department.
- 5.2 In-house Security department versus contracted security services.
- 5.3 The role of the Front office.
- 5.4 Surveillance and Access control.
- 5.5 Protection of funds.
- 5.6 Fire safety. (Fire code general requirements, Guests expectations, Fire safety plan, Employee training in fire safety, Fire communication procedure, Responsibilities of the Front office.)
- 5.7 Guest room supervision
- 5.8 Public area supervision
- 5.9 Laundry Management
  - 5.9.1 Linen room management
  - 5.9.2 Linen hire-quality and quantity, Advantages and Disadvantages
  - 5.9.3 Pitt scale and its relevance in laundering.
- 5.10 laundry.
  - 5.10.1 Guest Laundry – Precautions to be taken, care off premises and on premises
  - 5.10.2 Advantages and Disadvantages.

## **Reference**

1. Hotel Front Office Management \_ James A. Bardi
2. Managing Front office operation - Ahama
3. Professional Management of Housekeeping Management – Robert J. Martin and Thomas J.A Jones.
4. Hotel hospital and Housekeeping – John c. Branson Margaret Lennon
5. Housekeeping Management – Matt. A. Casado.

## 33 - BEVERAGE SERVICE

### **UNIT – I**

**Objective – After this unit the students will know about wine, its types, how it is produced and stored**

- 1.1 Introduction to the Beverages and classification of Beverages
- 1.2 Introduction to wine
- 1.3 Classification of wines
  - 1.3.1. Table wine
  - 1.3.2. Sparkling wine
  - 1.3.3. Fortified wine
  - 1.3.4. Aromatized wine
- 1.4. Grape
  - 1.4.1. Constituents of grape
  - 1.4.2. Types - Red, White
- 1.5. Production of Wine  
Destemming & Crushing - Fermentation – Pressing - Ageing - Malalactic fermentation – Filtration & Fining – Blending – Bottling -
- 1.6. Storage and of wines

### **UNIT – II**

**Objective - The students will acquire knowledge about the wines from different countries.**

- 2.1. Old World Wines
- 2.2. France - History ,Grape Varieties and famous Brand Names
- 2.3. Germany - History ,Grape Varieties and famous Brand Names
- 2.4. Italy- History ,Grape Varieties and famous Brand Names
- 2.5. Wines of other countries - Spain, Portugal, Australia , India.

### **UNIT – III**

**Objectives – This unit will help the students to acquire knowledge on food and wine harmony, wine terminology and Beer**

- 3.1. Food and Wine Harmony
- 3.2. Wine Terminology  
(Ageing, Acidity, Bouquet, Corked, Tanin, Must, Remuage, agraffe, Solera, Decanting, Racking, Sediment, Sekt, Vattin, Ullage, Vinsity, Vintage, Viticulture, Vat and oak)
- 3.3. BEER
  - 3.3.1. Introduction
  - 3.3.2. Types and Production
  - 3.3.3. Storage
  - 3.3.4. Micro Brewery

## **UNIT - IV**

**Objective - After the completion of this unit, the students would acquire knowledge about the production of spirits, their types and their origin.**

- 4.1 Introduction to Spirits
- 4.2 Method of Production
  - 4.2.1 Pot Still Method
  - 4.2.2 Patent Still Method
- 4.3 Introduction to the following spirits - their production in brief, types and their origin.
  - 1.3.1. Brandy , Whisky, Gin , Rum ,Vodka and Tequila

## **Unit – V**

**Objective – The students will acquire knowledge about cocktail, Mocktail , Aperitif and Liqueurs**

- 5.1 Different Proof for Spirits
  - 5.1.1 American Proof
  - 5.1.2 British Proof
  - 5.1.3 Gay Lussac
- 5.2 Aperitif
  - 5.2.1. Vermouth and Bitter
- 5.3 Liqueurs
  - 5.3.1. Production
  - 5.3.2 Categories and Popular Liqueurs
- 5.4 MOCKTAILS & COCKTAILS
  - 5.4.1. Components of Cocktail and Mocktail
  - 5.4.2. Equipments used
  - 5.4.3. Methods of making cocktails and mocktails.
  - 5.4.4. Points to note while making cocktail and mocktail

## **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

## **34 - CLASSICAL INDIAN CUISINE PRACTICAL**

**Objective:** At the end of the practicals the students will acquire the skills in the preparation of regional Indian cuisine.

### **DEMONSTRATION OF BASIC INDIAN GRAVIES**

WHITE  
BROWN  
RED  
MAKHANI  
GREEN

#### **Menu-1**

Gosth briyani  
Baghara baingan  
Boondi raita  
Panner pasanda  
Double ka meeta

#### **Menu-2**

Kashmiri pulao  
Gostaba  
Rasawalee aloo  
Gulab jamun

#### **Menu-3**

Pudhina pulao  
Aloo paratha  
Dal makhani  
Macchli amritsari  
Gajar ka halwa

#### **Menu-4**

Coconut pulao  
Ganja de galinha  
Mutton vindaloo  
Feijoida  
Bibinca

**Menu-5**

Tomato ka saar  
Amli  
Mutton kolapuri  
Vangi bath  
Shirikhand

**Menu-6**

Ghee bath  
Aloo jhinge posto  
Cholar dal with coconut  
Patishapta

**Menu-7**

Parsi dal  
Gujarathi kadi  
Sali boti jardaloo  
Lagan-nu-custard

**Menu-8**

Kerala Rice  
Kalan  
Pumpkin erussery  
Meen moilee  
Adapradhaman

**Menu-9**

Roti  
Tandoori chicken  
Aloo Palak  
Phrinee

**Menu -10**

Besan ke gatte  
Boiled Rice  
Laal Maas  
Mawa Misiri

**Demonstration of:**

**Regional Breakfast Dishes (South Indian):**

**Any Three tandoori non-veg kebabs.** (murgh malai , fish tikka, mutton boti kebab, reshmi kebab, sheek kebad)

**Any Three tandoori Veg kebabs** (paneer tikka, tandoori aloo, subzi sheek, tandoorigobi, kamal kakadi kebab)

**Any Five Indian snacks from different regions (including chats):** samosa, bonda, dhokla, aloo tikki, katthiroll, dahiwada, pawbhaji, pakodas, bhelpoori, aloo papadi chat, raj kachori chat.

**Any Three Indian special breads:** naan, roti, roomal roti, khastaroti, paneer kulcha, lucknowi Kulcha, makkai ki roti, laccha paratha, malabari paratha, gilafi Kulcha, radhaballivi, sheermal.

## **35 - SPECIALIZED FOOD SERVICE PRACTICAL**

### 1. Preparing items on Gueridon trolley

1. Crêpe Suzette
2. Banana au Rhum
3. Peach Flambé
4. Rum Omlette
5. Steak Diane
6. Pepper Steak
7. Setting of various types of Buffet and banquets
8. Seven course menu with wine accompaniments

### **Reference Books:**

The Hospitality Managers Guide to Wines Beers and Spirits – Albert W. A. Schmid

## **36 - BEVERAGE SERVICE PRACTICAL**

**Objective:** students will have the knowledge of service of wines, beer and spirits, Bartending and Barflairing.

1. Identification of bar equipments and glassware used in service of alcoholic and non-alcoholic beverages.
2. Service of Wines – White/Rose Wine, Red Wine, Sparkling Wine
  - 1.1. Taking Order
  - 1.2. Presentation Posture
  - 1.3. Wine Label Reading
  - 1.4. Opening of Bottle
  - 1.5. Decanting
  - 1.6. Serving
2. Taking order for Alcoholic Beverages
  - 2.1. Knowledge of popular brands of Brandy , Whisky, Gin , Rum ,Vodka and Tequila
3. Service of Spirits
  - 3.1. Serving Neat
  - 3.2. On the Rocks
  - 3.3. Long Drinks
4. Service of Aperitif, Liqueur, Beer
5. Mocktail demo
6. Different Liquor Based Cocktails Demo – Vodka, Whisky, Brandy, Rum, Gin, Beer, Wine &Tequila
7. Barflairing

### **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