



**Course Structure under CBCS**

**(For the candidates admitted from the academic year 2016-2017 onwards)**

Semester	Part	Course	Title	Instru Hours/ Week	Credit	Exam Hours	Marks		Total	
							In.	Ext.		
I	I	Language Course – I (LC) – Tamil*/Other Languages ** #	Communication in French I	6	3	3	25	75	100	
	II	English Language Course - I (ELC)	Communicative English I	6	3	3	25	75	100	
	III		Core Course – I (CC)	Basics of Food Production I	6	6	3	25	75	100
			Core Practical – I (CP)	Indian Regional Cookery (P)	3					
			First Allied Course–I (AC)	Front Office and Accommodation Operations I	4	4	3	25	75	100
		First Allied Practical–II (AP)	Front Office and Accommodation Operations I (P)	3	***	***	***	***	***	
	IV	Value Education	Value Education	2	2	3	25	75	100	
<b>TOTAL</b>				<b>30</b>	<b>18</b>				<b>500</b>	
II	I	Language Course – II (LC) - Tamil*/Other Languages ** #	Communication in French II	6	3	3	25	75	100	
	II	English Language Course – II (ELC)	Communicative English II	6	3	3	25	75	100	
	III		Core Course – II (CC)	Food and Beverage Service	6	6	3	25	75	100
			Core Practical – I (CP)	Indian Regional Cookery (P)	3	3	5	40	60	100
			First Allied Practical–II (AP)	Front Office & Accommodation Operations I (P)	3	3	3	40	60	100
		First Allied Course–III (AC)	Front Office and Accommodation Operations II	4	2	3	25	75	100	
	IV	Environmental Studies	Environmental Studies	2	2	3	25	75	100	
<b>TOTAL</b>				<b>30</b>	<b>22</b>				<b>700</b>	
III	I	Language Course – III (LC) – Tamil*/Other Languages ** #	Communication in French III	6	3	3	25	75	100	
	II	English Language Course - III (ELC)	Communicative English III	6	3	3	25	75	100	
	III		Core Course – III (CC)	International Cookery	6	6	3	25	75	100
			Core Practical – II (CP)	Food & Beverage Service (P)	3	--	--	--	--	--
			Second Allied Course–I (AC)	Beverage Services	4	4	3	25	75	100
		Second Allied Practical – II (AP)	Western Culinary Practical (P)	3	***	***	***	***	***	
	IV	Non Major Elective I - for those who studied Tamil under Part I a) Basic Tamil for other language students b) Special Tamil for those who studied Tamil upto 10 <sup>th</sup> +2 but opt for other languages in degree programme	Basic Tamil <b>OR</b> Special Tamil	2	2	3	25	75	100	
<b>TOTAL</b>				<b>30</b>	<b>18</b>				<b>500</b>	

IV	I	Language Course –IV (LC) - Tamil*/Other Languages ** #	Communication in French IV	6	3	3	25	75	100
	II	English Language Course – IV (ELC)	Communicative English IV	6	3	3	25	75	100
	III	Core Course – IV (CC)	Nutrition and Food Science	5	5	3	25	75	100
		Core Practical – II (CP)	Food and Beverage Service (P)	3	2	3	40	60	100
		Second Allied Practical – II (AP)	Western Culinary Practical (P)	3	3	5	40	60	100
		Second Allied Course – III (AC)	Hotel Administration and Entrepreneurship	3	3	3	25	75	100
	IV	Non Major Elective II - for those who studied Tamil under Part I a) Basic Tamil for other language students b) Special Tamil for those who studied Tamil upto 10 <sup>th</sup> +2 but opt for other languages in degree programme	Basic Tamil <b>OR</b> Special Tamil	2	2	3	25	75	100
	Skill Based Elective - I	Skill Based Elective - I	2	2	3	25	75	100	
			<b>TOTAL</b>	<b>30</b>	<b>23</b>				<b>800</b>
V	III	Core Course – V (CC)	Bakery and Patisserie	5	5	3	25	75	100
		Core Course – VI (CC)	Tourism Management	5	5	3	25	75	100
		Core Course – VII (CC)	Advanced Front Office Management	5	5	3	25	75	100
		Core Practical – III (CP)	Bakery and Patisserie (P)	4	3	5	40	60	100
		Major Based Elective – I	Hospitality Services	5	5	3	25	75	100
	IV	Skill Based Elective - II	Skill Based Elective - II	2	2	3	25	75	100
		Skill Based Elective – Iii	Skill Based Elective - III	2	2	3	40	60	100
		Soft Skill Development	Soft Skill Development	2	2	3	25	75	100
			<b>TOTAL</b>	<b>30</b>	<b>29</b>				<b>800</b>
VI	III	Core Course – VIII (CC)	Advanced Accommodation Operations Management	6	6	3	25	75	100
		Core Course – IX (CC)	Food and Beverage Management & Cost Control	6	6	3	25	75	100
		Core Practical – IV (CP)	Chinese and Oriental Cuisine (P)	5	4	5	40	60	100
		Major Based Elective II	Food Safety and Hygiene	6	6	3	25	75	100
		Major Based Elective III	Advanced Food and Beverage Service (P)	6	6	3	40	60	100
	V	Extension activities	Extension activities	-	1	-	-	-	-
		Gender Studies	Gender Studies	1	1	3	25	75	100
			<b>TOTAL</b>	<b>30</b>	<b>30</b>	--	--	--	<b>600</b>
			<b>GRAND TOTAL</b>	<b>180</b>	<b>140</b>	--	--	--	<b>3900</b>

Language Part-I	- 4
English Part-II	- 4
Core Paper	- 9
Core Practical	- 4
Allied Paper	- 4
Allied Practical	- 2
Non-Major Elective	- 2
Skill Based Elective	- 3
Major Based Elective	- 3

Environmental Studies	- 1
Value Education	- 1
Soft skill Development	- 1
Gender Studies	- 1
Extension Activities	- 1 (Credit Only)

**Note:**

	<b>Internal Marks</b>	<b>External Marks</b>
1. Theory	25	75
2. Practical	40	60
3. Separate passing minimum is prescribed for Internal and External marks		

**FOR THEORY**

The passing minimum for CIA shall be 40% out of 25 marks [i.e. 10 marks]  
 The passing minimum for University Examinations shall be 40% out of 75 marks  
 [ i.e. 30 marks]

**FOR PRACTICAL**

The passing minimum for CIA shall be 40% out of 40 marks [i.e. 16 marks]  
 The passing minimum for University Examinations shall be 40% out of 60 marks  
 [ i.e. 24 marks]

\* for those who studied Tamil upto +2 (Regular Stream)

\*\* Syllabus for other Languages should be on par with Tamil at Degree level

# those who studied Tamil upto 10<sup>th</sup> or +2, but opt for other languages in degree level under Part I should study special Tamil in Part IV

\*\*\* Examination at the end of the next semester.

Extension activities shall be out side the instruction hours.

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**LANGUAGE COURSE I**  
**COMMUNICATION IN FRENCH I**

Acquisition of basic language skills in French – Practice of Comprehension, Translation, and Communication and Initiation to Grammar and Composition writing.

**Prescribed Text Book:** SYNCHRONIE 1  
Samhita Publications  
Authors: K.Madanagobalane, R.Kichenamourty, R.Venguattaramane,  
S.Pannirselvame, Varalakshmi Anandkumar, N.C.Mirakamal

**Publishers & Distributors:** GOYAL  
86, UB Jawahar Nagar, Delhi-7  
[Tel:23852986](tel:23852986), 9650597000 Fax: 23850961  
[www.goyalsaab.com](http://www.goyalsaab.com) goyal@goyalsaab.com

**This paper contains 5 units:** Unit 1: Lessons 1, 2  
Unit 2: Lessons 3, 4,  
Unit 3: Lesson 5  
Unit 4: Lesson 6  
Unit 5 : Lesson 7

**Reference Books**

1. Le Nouveau Sans Frontières 1- Philippe Dominique, Jacky Girardet, Michèle Verdelham, Michel Verdelham.
2. Panorama 1- Jacky Girardet, Jean-Marie Cridlig.
3. Campus 1- Jacky Girardet, Jacques Pécheur

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## **ENGLISH LANGUAGE COURSE I**

### **COMMUNICATIVE ENGLISH I**

#### **COURSE OBJECTIVES :**

1. To enable the students to understand and to communicate in English – Functional and situational.
2. To enable the students to understand the grammatical patterns and usage – in written and spoken contexts.
3. To familiarize the students with spoken forms needed specially in connection with Hotel Management Studies.

#### **Unit I           BASICS OF ENGLISH**

Parts of Speech – proper use of tense forms – subject verb agreement – the definite and indefinite articles – proper use of prepositions – conjunctions.

#### **Unit II           SENTENCE FORMATION :**

Basic sentence patterns – different kinds of transformations of sentences.

- a) Simple, Compound & Complex sentences
- b) Active & Passive Voices
- c) Degrees of Comparison
- d) Affirmative, Negative, Interrogative etc.
- e) Reported Speech

#### **Unit III**

Expressive Skills  
Proper use of idiomatic expressions  
Proper use of Phrasal verbs

#### **Unit IV**

Comprehension  
Answering the advertisement / Interpreting the chart  
Hints developing  
Precis writing

#### **Unit V**

Letter writing (Kinds of letters relating to business and hotel composition)  
Guided Composition  
Expanding the proverb  
Report Writing

#### **Reference Books :**

1. Form and Function, by V.Sasikumar, V.Syamala, Emerald, Chennai.
2. Leech, G., A Communicative Grammar of English, E.L.B.S.
3. Swan, M., Practical English Usage, E.L.B.S.
4. English for competitive exam by R.P.Bhatnagar, MacMillan India Ltd., Chennai
5. Developing Communicating Skills, by Krishna Mohan, MacMillan, Chennai.
6. English Grammar in Use, Raymond Marphy
7. Basic Grammar, Eastwood and Making, OUP, Oxford, 1982.

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## **CORE COURSE I**

### **BASICS OF FOOD PRODUCTION I**

#### **OBJECTIVE :**

1. To know the essentials of Basic Culinary knowledge.
2. To identify the various commodities used in food preparation.
3. To illustrate the methods of processing foods.
4. To differentiate the between selection and identification of raw materials.
5. To classify the cooking equipments used in food production.

#### **UNIT I PRINCIPLES OF COOKERY**

- 1.1 Art and science of cookery
- 1.2 Various factors affecting eating habits
- 1.3 Importance of fusion cuisine.
- 1.4 Kitchen organization chart.
- 1.5 Foundation, Raising, thickening agents in cookery.
- 1.6 Role of flavoring, seasoning and sweetening agents In cookery

#### **UNIT II IMPORTANCE OF RAW MATERIELS IN COOKERY**

- 2.1 Cereals-Varieties - Processing – Storage and uses in Cooking
- 2.2 Pulses-Varieties –Storage-and Uses in Cooking
- 2.3 Dairy products and their uses in cookery
- 2.4 Uses of soya milk and its by products in cookery
- 2.5 Fruits and nuts, Oil seeds. used in cookery

#### **UNIT III METHODS OF PROCESSING FOOD:**

- 3.1 Preparation of Ingredients Methods of cutting vegetables and meat and fish.
- 3.2 Methods of mixing, and Methods preparation of foods.
- 3.3 Indian cookery-Variious ingredients-utensils and their description.
- 3.4 Methods of preparation of Indian foods-Indian culinary terms
- 3.5 Religious and cultural influences of Indian cookery.

#### **UNIT IV SELECTION AND IDENTIFICATION:**

- 4.1 Selection of Fish, meat, Beef, Pork and Vegetables available in local market
- 4.2 Different cuts of meat, fish, pork and vegetables.
- 4.3 Selection procedure for processed meat and meat products (bacon, ham, fish, beef, mutton etc)
- 4.4 Meat tenderizers, marinating, Art of making sausages.
- 4.5 Selection of eggs. uses of eggs in cookery.

#### **UNIT V COOKING EQUIPMENTS AND MENU Planning**

- 5.1 Classification Knives and kitchen tools, Pre- preparation equipments, Refrigeration equipments Food holding equipments salamander

- 5.2 Safety Precautionary methods while handling equipments. Personal hygiene required for kitchen staff.
- 5.3 Examples of menu and menu compilation for Industrial, Institutional. Mobile catering units
- 5.4 Balancing of recipes ,standardization of recipes, maintaining recipe for Quality standards, Various check list for food preparation
- 5.5 Portion Control-Standard Portion Sizes necessity for control

**REFERENCE BOOKS:**

1. Modern Cookery for Teaching and Trade – Vol. I & II –Thangam E. Philip (Orient Longman Publications)
2. Practical Cookery – Kinton and Ceserani (ELBS Publications)
3. The Theory of Catering – Kinton and Ceserani (ELBS Publications)
4. Theory of Cookery – Krishna Arora (Frank Bros. & Co., New Delhi)
5. A Taste of India – Madhur Jeffrey.

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## CORE PRACTICAL I

### INDIAN REGIONAL COOKERY (P)

#### OBJECTIVE :

To understand the basic skills required for Indian cuisine

#### INDIAN DISHES (SOUTH)

1. Rice – 10 varieties
2. Dal and Sambar – 6 Varieties
3. Kootu, Foogath, Rasam – 5 varieties
4. Pachadi
5. South Indian breakfast
6. Sweet – Milk Sweet, halwai and Savouries and titbits.

#### INDIAN DISHES (NORTH)

1. Dal Shorba, muttonshorba, tomato Shorba etc.
2. Indian bread – Chappathi, Bhaturas, tandoori roti, Naan, Kulcha, Romali roti.
3. Pulao – 5 varieties.
4. Biryani – Chicken, Mutton, Vegetable
5. Khorma, curry and Moghlai gravy
6. Raithas, Cucumber – 5 varieties
7. Tandoori Chicken, Fish, Sheekh, Boti Kabab
8. Fish preparation – 6 varieties
9. Snacks – 10 varieties
10. North Indian Sweets – 10 varieties.

#### SPECIAL DISHES OF FESTIVALS – 5 FESTIVAL MENUS

Some Sample menus are as follows:

1	Plain Rice Drumstick and brinjal Sambar Tomato Rasam Beans /Carrot Foogath Vermicelli and sago payasam	9	Mutton Milagutwany soup Tandoori Roti/Naan/Kulcha Butter Chicken Masala Onion/Tomato Cucumber Jilabi
2	Veg- Pulao Aloo Mutter Masala Chicken Pepper Fry Gulab Jamun	10	Paneer Pulao Mutton Nilgiri Khorma Sukhi Gobi Shahi Tukra
3	Chicken Biryani Mutton/Potato Curry Pineapple Raitha Rasamalai	11	Bisi-bele Hulianna Prawn Jalfrezi Mint Raitha Mysore Pak
4	Coconut Rice Gobi & Peas Curry Curd Rice Channadal Payasam	12	Kissmiss Pulao Goan Fish Curry Boondi Raitha Moongdal Halwa
5	Jeera Pulao Chicken Moghlai Broccoli Aloo Methi Phirnee	13	Plain rice Crab Curry Paneer Pakoras Mock Basunti



6	Chappathi/Tomato Pulao Masala Dal Egg Curry Carrot Halwa	14	Tomato Shorba Kashmiri Pulao Navaratna Khorma Kesar badam Kheer
7	Mutton Biryani Dalcha/Aloo Raitha Amritsar Masala Fried Fish Badham Kheer	15	Milagutwany Soup Peas Pulao Chicken do-pyaz Kala Jamun
8	Plain Rice Avial Kerala fish curry Adaprathaman		

**N.B: - The above practical syllabus is common for Semester - I & II**

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## **FIRST ALLIED COURSE I**

### **FRONT OFFICE AND ACCOMMODATION OPERATIONS I**

#### **OBJECTIVES:**

On completion of study of this course, the student will be able to comprehend the concept, significance, organization and basic functions of Hotel's Front Office & Housekeeping. On completion of study of the units, the student will be able

1. To define classification of hotels - to explain Front office, its layout & sections - to identify the organisational structure, responsibilities of staff, qualities needed for staff and their job description
2. To list the reservation systems and procedures – to illustrate the registration formalities – to state the duties of F.O cashier.
3. To distinguish the types of rooms and tariff – to list the meal plans – to explain the types of reservations – to describe the mail and baggage handling.
4. To explain housekeeping, its organization and job description of staff – to describe the classification of cleaning agents and equipment – to list the cleaning sequences.
5. To enumerate the procedures of key handling, Wake-up call, Left luggage, safety locker facility and Lost and found – to list the registers maintained – to describe the emergency procedures.

#### **UNIT I FRONT OFFICE**

- 1.1 Classification of Hotels
- 1.2 Introduction to Front office- Definition - Lay-out of Front office Department
- 1.3 Sections of Front office (Reservation, Reception, Information, Cash and Telephones)
- 1.4 Organizational Structure of Front office Department
- 1.5 Duties and Responsibilities of Front office Personnel
- 1.6 Qualities Needed for Front office Staff
- 1.7 Job description of Front office Assistants

#### **UNIT II**

- 2.1 Reservation systems, types and procedures
- 2.2 Guest Registration Procedures
- 2.3 Various Registration Records
- 2.4 Check-in - Check out and Settlement of Accounts
- 2.5 Other front office activities
- 2.6 GRE - Lobby - Bell desk - Paging
- 2.7 Functions and equipment of Telephones section
- 2.8 Functions of information section
- 2.9 Front office Cashier- Duties and Responsibilities
- 2.10 Front office Terminologies

### **UNIT III**

- 3.1 Layout, Types of rooms & Configuration of rooms
- 3.2 Room tariffs and basis to construct the tariffs
- 3.3 Types of meal plan
- 3.4 Inter departmental relationship
- 3.5 Front office salesmanship
- 3.6 Baggage-handling – FIT, GIT
- 3.7 Message handling
- 3.8 Mail handling

### **UNIT IV HOUSE KEEPING**

- 4.1 Lay-out of Housekeeping Department
- 4.2 Organizational structure of Housekeeping department
- 4.3 Job description of Housekeeping personnel
- 4.4 Classification of cleaning equipments and agents
- 4.5 Operational areas of housekeeping department
- 4.6 Guest floor & Public area operation
- 4.7 Sequence of housekeeping functions

### **UNIT V KEY SYSTEM**

- 5.1 Key handling procedures
- 5.2 Wake-up call, Left luggage, Safety locker and lost & found procedures
- 5.3 Registers maintained in FO&HK departments
- 5.4 Valet Service
- 5.5 Safety and security
- 5.6 Key Controls and Security system
- 5.7 Emergency Procedures (Medical, Robbery, Fire, suicide, Death, Bomb Threat, Riot)

*Self Study Portions: Types of keys used in Hotel industry*

#### **Books for Reference:**

1. Malik, S. Profile of Hotel and Catering Industry, Heinemann, 1972.
2. Check in Check out – Jerome Vallen
3. Front Office Procedures – Peter Abbott & Sue Lewry
4. Basic Hotel Front Office Procedures – Peter Renner
5. Andrews Sudhir, Hotel Housekeeping Manual, Tata McGraw Hill.
6. Branson & Lennox, Hotel Housekeeping, Hodder & Stoughton.
7. A.C. David, Hotel and Institutional Housekeeping.
8. Wellek, Hotel Housekeeping.
9. Professional Management of Housekeeping Operations, Martin Jones, Wiley.
10. Accommodation and Cleaning Services, Vol.I & Vol.II, David.Allen, Hutchinson.

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## **FIRST ALLIED PRACTICAL II**

### **FRONT OFFICE AND ACCOMMODATION OPERATIONS I (P)**

#### **OBJECTIVES:**

On completion of study of this course, the student will be able - to perform the basic functions and activities of Front Office & House keeping. On completion of study of the units, the student will be able

1. To receive bookings and handle baggage - to distinguish the front office cashiering - to handle guest's requests and maintain records.
2. To handle reservation activities – to receive the guest and assign their rooms.
3. To monitor the activities of bell desk – to handle the modes of payments to identify the currencies, capitals and airways of different countries.
4. To identify the classification of cleaning agents and equipment – to handle the cleaning of various surfaces.
5. To inspect the cleaning of rooms and public areas – to do first aid for emergencies – to prevent and diffuse fire.

#### **UNIT I FRONT OFFICE (PRACTICAL)**

- 1.1 Taking Bookings.
- 1.2 Receiving and registering the Guest.
- 1.3 Baggage handling procedures
- 1.4 Front office cashiering procedure.
- 1.5 Handling Guest Requests
- 1.6 Knowledge of the City and surrounds
- 1.7 Knowledge of Tariff
- 1.8 Maintain and Use of the Guest Information Directory. Using the guest History System, Taking Messages

#### **UNIT II**

- 2.1 Knowledge of Source, Modes and types of Reservation
- 2.2 Processing a reservation
- 2.3 Confirming a reservation
- 2.4 Cancellation and amendments.
- 2.5 Pre-registration activity.
- 2.6 Preparation of Arrival and Departure Lists
- 2.7 Receiving Guests & Guest registration Procedures (F.I.T, Groups. V.I.P, V.V.I.P)
- 2.8 Knowledge of Check in and Check out
- 2.9 Registration records and procedures

#### **UNIT III**

- 3.1 Responding to questions about service and events
- 3.2 Bell Desk - Errand cards - Handing Guests Baggage - Handling left luggage
- 3.3 Valet Service - Valet Parking (Procedure and Record maintaining)

- 3.4 Guest departure procedure
- 3.5 Encashing - foreign currency, Travelers Cheque, Handling debit and Credit Cards
- 3.6 Safety locker (Procedure and record maintained)
- 3.7 Study of countries, capitals, currencies & Airways.
- 3.8 Front office terminologies.

#### **UNIT IV HOUSEKEEPING (PRACTICAL)**

- 4.1 Identification of cleaning equipments & agents
- 4.2 Cleaning frequencies – Daily, Weekly and Periodic cleaning
- 4.3 Cleaning of various services
- 4.4 Metal – Brass, Stainless steel, chrome, ceramic, earthen ware, porcelain, glass, plastic, laminates, wooden furniture, upholstered surface, floor surfaces.
- 4.5 Guest room cleaning - Bed making – Bath room cleaning - Evening service

#### **UNIT V**

- 5.1 Room inspection
- 5.2 Public area cleaning - Lobby, Reception, Corridor, staircase, Dining hall
- 5.3 First Aid & Fire prevention procedure
- 5.4 Preparing Housekeeping register and reports
- 5.5 Housekeeping Terminologies

#### **Books for Reference :**

- 1. Malik, S. Profile of Hotel and Catering Industry, Heinemann, 1972.
- 2. Check in Check out – Jerome Vallen
- 3. Front Office Procedures – Peter Abbott & Sue Lewry
- 4. Basic Hotel Front Office Procedures – Peter Renner
- 5. Andrews Sudhir, Hotel Housekeeping Manual, Tata McGraw Hill.
- 6. Branson & Lennox, Hotel Housekeeping, Hodder & Stoughton.
- 7. A.C. David, Hotel and Institutional Housekeeping.
- 8. Wellek, Hotel Housekeeping.
- 9. Professional Management of Housekeeping Operations, Martin Jones, Wiley.
- 10. Accommodation and Cleaning Services, Vol.I & Vol.II, David.Allen, Hutchinson.

**N.B: - The above practical syllabus is common for Semester – I & II**

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## LANGUAGE COURSE II

### COMMUNICATION IN FRENCH II

Acquisition of language skills in French – Practice of Comprehension, Translation, and Communication and Initiation to Grammar and Composition writing.

Prescribed Text Book: SYNCHRONIE 1  
Samhita Publications  
Authors: K.Madanagobalane, R.Kichenamourty, R.Venguattaramane,  
S.Pannirselvame, Varalakshmi Anandkumar, N.C.Mirakamal

Publishers & Distributors: GOYAL  
86, UB Jawahar Nagar, Delhi-7  
[Tel:23852986](tel:23852986), 9650597000 Fax: 23850961  
[www.goyalsaab.com](http://www.goyalsaab.com) [goyal@goyalsaab.com](mailto:goyal@goyalsaab.com)

This paper contains 5 units: Unit 1: Lessons 8,9  
Unit 2: Lesson 10  
Unit 3: Lesson 11  
Unit 4: Lesson 12  
Unit 5 : Lesson 13

#### Reference Books :

1. Le Nouveau Sans Frontières 1- Philippe Dominique, Jacky Girardet, Michèle Verdelham, Michel Verdelham.
2. Panorama 1- Jacky Girardet, Jean-Marie Cridlig.
3. Campus 1- Jacky Girardet, Jacques Pécheur

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## **ENGLISH LANGUAGE COURSE II**

### **COMMUNICATIVE ENGLISH II**

#### **COURSE OBJECTIVES :**

1. To enable the students to understand the manner of communication in English proper pronunciation
2. To enable to students to understand the proper intonation and accentuation while speaking.
3. To enable the students to learn the verbal etiquette in hotel management

#### **Unit I**

Phonetics  
Transaction  
Stress  
Tunes in connected speech (word groups, speech rhythm)

#### **Unit II**

Dialogue writing  
Formation of Questions (using WH, How type questions) and answers (agreement / disagreement)  
Question Tags

#### **Unit III**

Verbal response to Situations  
Verbal etiquette / Face to Face and telephonic conversation with clients

#### **Unit IV**

Unraveling the captions in journals  
Word pictures  
Error Identification and correction

#### **Unit V**

Description : location, thing, hotel reservation food, place of picnic and sight seeing – preparing speech.

#### **Reference Books :**

1. English Course, Linguaphone Institute, London 1970.
2. Impact, Penguin to Functional English, Peter Watney Jones, Penguin
3. Middlesex, 1983. Collins Cobuild English Language Dictionary, ed., Gwyneth Fox, Rosamund Moon & Penny Stock.

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## **CORE COURSE II**

### **FOOD AND BEVERAGE SERVICE**

#### **OBJECTIVE**

To enable the student to understand and to demonstrate appropriate skill of the following.

1. To understand the evolution of the catering industry
2. To study about Restaurant operations, and service equipment.
3. To understand about kitchen stewarding and pantry functions.
4. To enable the student to understand the importance of menu and menu planning.
5. To acquire in-depth knowledge about non-alcoholic beverages and tobacco.

#### **UNIT I INTRODUCTION TO FOOD & BEVERAGE SERVICE :**

- 1) Introduction and Evolution Of Hotel Industry
- 2) Different Types of Catering Establishments
  - a) Commercial b) Non-commercial
- 3) Different Outlets Of F&B Service
  - a) Coffee shop, restaurant, bar, room service, discotheque, barbeque, night clubs, banquets, outdoor catering.
- 4) Staff Hierarchy Of F&B Outlets
  - a) Duties and responsibilities of each level of staff
  - b) Attributes of service personnel
- c) Safety, hygiene, and attitudes(positive &negative)
- 5) Inter Departmental Relation Ship
  - a) Co-operation and co-ordination

#### **UNIT II RESTAURANT OPERATIONS :**

##### **1) SERVICE EQUIPMENTS:**

- a) Cutlery, crockery and glass ware (dimensions and uses)
- b) Special table ware (asparagus tongs , corn on the cob holder, snail tongs, snail dish, lobster pick, caviar knife, nut cracker, grape scissors)
- c) Silver ware
- d) Silver cleaning methods
  - i) Burnishing ii) Polivit
  - iii) Silver dip iv) Plate powder

##### **2) COVER :**

- a) Definition and size
- b) Size of table clothes, baize, serviettes, napperons and their uses.
- c) Rules for laying a table

##### **3) MISE-EN-PLACE & MISE-EN-SCENE**

##### **4) TYPES OF SERVICE**

- a) English b) Silver c) Russian d) American & e) Others



## **FOOD SERVICE**

- a) Rules for waiting at a table (receiving, order taking, service & settlement)
- b) Operation of K.O.T.
- c) Significance of kitchen stewarding.

## **UNIT III ANCILLARY DEPARTMENTS :**

- 1) Still Room
- 2) Plate Room
- 3) Pantry
- 4) Hot Section
- 5) Significance Of Kitchen Stewarding

## **UNIT IV MENU AND MENU PLANNING**

### **1) DEFINITION**

### **2) TYPES OF MENU**

- a) Ala carte
- b) Table d' hote
- c) Banquet menu

### **3) TYPES OF MEALS**

Break fast, brunch, lunch, hi-tea, dinner, supper.

### **4) FRENCH CLASSICAL MENU**

11 courses and its accompaniments, cover, service.

### **5) MENU PLANNING**

- a) Points to be considered while planning a menu
- b) Menu engineering

## **UNIT V NON-ALCOHOLIC BEVERAGES**

- a) Stimulating
- b) Refreshing
- c) Nourishing

## **TOBACCO**

- a) Cigar
- b) Cigarette
- c) Pipe tobacco
- d) Chewing tobacco

## **REFERENCE BOOKS :**

1. Modern Restaurant Service – John Fuller.
2. Food & Beverage Service – Lillicrap & John Cousins
3. Food & Beverage Service Training Manual – Sudhir Andrews (Tata Mc.Graw Hill Publications)
4. Food & Beverage Service – Vijay Dhawan.

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## **FIRST ALLIED COURSE III**

### **FRONT OFFICE AND ACCOMMODATION OPERATIONS II**

#### **OBJECTIVES:**

On completion of study of this course, the student will be able to understand the nature and significance of guest accounts and auditing in front office and ancillary services in housekeeping. On completion of study of the units, the student will be able

1. To define the guest accounts and records used.
2. To list the functions of night auditing and its importance.
3. To explain the types of linen and procedures of maintaining linen.
4. To brief the functions of laundry section and staff.
5. To distinguish the methods, procedures and processes of flower arrangements.

#### **UNIT I GUEST ACCOUNTING**

- 1.1 Job description of a front office cashier
- 1.2 Guest Accounts-Folios-Vouchers-Ledgers
- 1.3 Creation & Maintenance of Accounts
- 1.4 Record keeping system: Manual, Semi - Automated, dully automated
- 1.5 Credit monitoring - Floor limit, House limit, part settlement of in house guests
- 1.6 Account maintenance: Charge purchase, Account Correction, Accounts allowance, Account transfer, Cash advance.

#### **UNIT II NIGHT AUDITING**

- 2.1 Functions of the night auditor.
  - 2.1.1 The role of the night auditor
  - 2.1.2 Cross - referencing
  - 2.1.3 Guest credit monitoring
  - 2.1.4 Daily & supplementary transcripts
- 2.2 The night audit process

#### **UNIT III LINEN MANAGEMENT**

- 3.1 Hotel linen- Classification of linen - bed linen and bath linen; their sizes - table linen: their sizes - Selection criteria for the linen items
- 3.2 Linen room - Activities of a linen room.
- 3.3 Location, Equipment & Layout of a linen room
- 3.4. Purchase of linen/linen hire/ quality and quantity
- 3.5 Storage and inspection - Issuing of linen to floors and departments – procedures and records
- 3.6 Dispatch and delivery from laundry
- 3.7 Stocktaking – procedures and records
- 3.8 Marking and monogramming
- 3.9 Sewing room

## **UNIT IV LAUNDRY**

- 4.1 Duties and responsibilities of laundry staff
- 4.2 Importance and principles
- 4.3 Flow process of industrial laundering
- 4.4 Role of laundry agents
- 4.5 Dry-cleaning
- 4.6 Guest laundry
- 4.7 Services offered (dry-cleaning, washing, ironing: -express and normal)
- 4.8 Advantages and disadvantages of – off premises and on premises laundry

## **UNIT V FLOWER ARRANGEMENT**

- 5.1 Purpose of flower arrangement, placement and level of placement with relevant examples
- 5.2 Equipment and materials used
- 5.3 Styles of flower arrangement (western, Japanese, freestyle)
- 5.4 Principles of flower arrangement - design, scale, balance, focal point, rhythm, texture, repetition, unity and harmony)

### **Books for Reference:**

- 1 Basic Hotel Front Office Procedures – Peter Renner
- 2 Andrews Sudhir, Hotel Housekeeping Manual, Tata McGraw Hill.
- 3 Branson & Lennox, Hotel Housekeeping, Hodder & Stoughton.
- 4 A.C. David, Hotel and Institutional Housekeeping.
- 5 Wellek, Hotel Housekeeping.
- 6 Professional Management of Housekeeping Operations, Martin Jones, Wiley.
- 7 Accommodation and Cleaning Services, Vol.I & Vol.II, David.Allen, Hutchinson.

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## LANGUAGE COURSE III

### COMMUNICATION IN FRENCH III

Acquisition of language skills in French – Practice of Comprehension, Translation, and Communication and Initiation to Grammar and Composition writing.

Prescribed Text Book: SYNCHRONIE 2  
Samhita Publications  
Authors: K.Madanagobalane, R.Kichenamourty, R.Venguattaramane,  
S.Pannirselvame, Varalakshmi Anandkumar, N.C.Mirakamal

Publishers & Distributors: GOYAL  
86, UB Jawahar Nagar, Delhi-7  
[Tel:23852986](tel:23852986), 9650597000 Fax: 23850961  
[www.goyalsaab.com](http://www.goyalsaab.com) goyal@goyalsaab.com

This paper contains 5 units: Unit 1: Lessons 1,2  
Unit 2: Lessons 3,4  
Unit 3: Lesson 5  
Unit 4: Lesson 6  
Unit 5 : Lesson 7

#### Reference Books :

1. Le Nouveau Sans Frontières 1- Philippe Dominique, Jacky Girardet, Michèle Verdelham, Michel Verdelham.
2. Panorama 1- Jacky Girardet, Jean-Marie Cridlig.
3. Campus 1- Jacky Girardet, Jacques Pécheur

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## **ENGLISH LANGUAGE COURSE III**

### **COMMUNICATIVE ENGLISH III**

#### **Objective :**

#### **UNIT I Modes of Expressions**

- ❖ Affirmative
- ❖ Negative
- ❖ Interrogative
- ❖ Exclamatory

#### **UNIT II**

Thought fillers

Understanding and defining the usage of a, an, the, few, some.

Initiations of great thoughts / proverb in the same sentence pattern

Homophones

#### **UNIT III**

Dialogue practice

Reported speech

Conversion of dialogue into a passage

Conversion of tables into a passage

#### **UNIT 4**

##### **Process description**

Preparing Resumes/Bio-data/ Curriculum vitae

Preparing check-list

#### **UNIT 5**

Precise writing

E-mail message preparation

Minutes of the meeting- hints on staff meeting of a concern.

#### **REFERENCE BOOKS:**

1. John East Wood "Oxford practical Grammar", Oxford university press, 2000.
2. Kennedy Etal "The Bedford Guide for colleges", St martin press.
3. Shaik Moula "Communication skills" – a practical approach Frank & Brothers Co. Ltd, New Delhi.

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## **CORE COURSE III**

### **INTERNATIONAL COOKERY**

#### **OBJECTIVE :**

The Learner to Comprehend Nuances of International Cuisine.

1. To Define the Basics of in Continental Cuisine.
2. To Categorize the Meditran & contiental Cuisine.
3. To List out the types of Oriental Cuisine
4. To Bring out the Traces of South and North Americal Cuisine.
5. To Illustrate the Basics of Middle Eastern and East European Cookery.

#### **UNIT I BASICS OF CONTINENTAL COOKERY**

Description of various types of Horsd'oeuvre.

- 1.1 Horsd'oeuvre Froid and Horsd'oeuvre Chaud with examples
- 1.2 Basic stocks, soups, Hot sauces, cold sauces of continental.
- 1.3 Cold meat, types preparations, Aspic jelly. Compound butter
- 1.4 French culinary terms.
- 1.5 Main course of French cuisine with recipes.

#### **UNIT II COOKING METHODS OF CONTINENTAL CUISINE**

- 2.1 Commissary, butchery. Pantry kitchen activities
- 2.2 Continental vegetables herbs, classification and its uses
- 2.3 Cooking methods of Vegetables.
- 2.4 Preserving nutrients in vegetables.
- 2.5 Steak types, methods of preparation.
- 2.6 Continental potato preparation.
- 2.7 Cuts of fish and different preparations
- 2.8 Garnishes, and its importance in continental cookery
- 2.9 Plating techniques. Presentation of foods
- 2.10 Sandwiches, types, recipes.
- 2.11 Popular dishes of Mediterranean cuisine.
- 2.12 Italian pastas and types of preparations
- 2.13 Popular types of Pizzas and Burger preparations

#### **UNIT III ORIENTAL CUISINE**

- 3.1 Chinese cuisine characteristics – ingredients used regional delicacies Preparation methods.
- 3.2 Japanese cuisine characteristics ingredients used, Popular Japanese Rice preparations
- 3.3 Singaporean and Thai food preparations characteristics ingredients used Popular recipes
- 3.4 SriLankan cookery, influences of ingredients in sriLankan foods, Similarity with Indian foods

#### **Unit IV SOUTH AND NORTH AMERICAL CUISINE**

- 4.1 Mexican cuisine- characteristics- spices used in Mexican cuisine  
Popular Mexican foods and preparations methods
- 4.2 Caribbean cuisines- types- ingredients used in west indies cuisine  
Cooking methods
- 4.3 American cuisine- flavouring and spices aromatic ingredients used in  
American cuisine-popular American street foods

#### **Unit V MIDDLE EAST & EAST EUROPEAN CUISINE**

- 5.1 Arabic cuisine- Aromatic herbs and spices used in Arabian cookery  
Popular Arabian breads and main course-influences of turkey, Greece  
and Egypt in Arabian cookery-
- 5.2 Traces of East European cookery (Russia, Hungary, Czechoslovakia)  
Popular stews of East European countries. Scandinavian cookery-  
popular foods

#### **Reference Books:**

- 1. Modern Cookery for Teaching and Trade – Vol. I & II –Thangam E. Philip  
(Orient Longman Publications)
- 2. Practical Cookery – Kinton and Ceserani (ELBS Publications)
- 3. The Theory of Catering – Kinton and Ceserani (ELBS Publications)
- 4. Theory of Cookery – Krishna Arora (Frank Bros. & Co., New Delhi)
- 5. A Taste of India – Madhur Jeffrey.

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**CORE PRACTICAL II**  
**FOOD & BEVERAGE SERVICE (P)**

**Objectives**

To enable the student to understand and to demonstrate appropriate skill of the following.

1. To understand How to identify the glassware's.
2. To complete study of the service and practice of alcoholic beverages cigars.
3. To understand about Gueridon trolley service and compilations of menu.

**PRACTICALS :**

- 1) Identification of Cutlery, Crockery, And Glass Ware.
- 2) Laying And Relaying of Table Cloth.
- 3) Laying Of Cover(Breakfast, Ala Carte And Table D' hote)
- 4) Service of Food, Tea And Coffee.
  - a) Receiving the guest
  - b) Presenting the menu card
  - c) Taking order
  - d) Service of food course by course and clearance
  - e) Raising K.O.T.
  - f) Presentation of bill

**N.B: - The above practical syllabus is common for Semester – III & IV**

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## **SECOND ALLIED COURSE I**

### **BEVERAGE SERVICES**

#### **OBJECTIVE:**

To enable the student to understand and to demonstrate appropriate skill of the following.

1. To understand of beverages and its classification-Role and important and functions of wine.
2. To study the definition of spirits and its classification.
3. To explore about beer and its types- Service techniques-production.
4. Understanding of cocktail and wine harmony.
5. To study about control measure of the beverage and practices.

#### **UNIT I**

##### **INTRODUCTION TO BEVERAGES :**

- ❖ Definition
- ❖ Classification
- ❖ Significance
- ❖

##### **WINES**

- ❖ Definition
- ❖ Classification
- ❖ Grape varieties
- ❖ Production of table wine
- ❖ Service and storage
- ❖ Wines of France
- ❖ Wines of Italy
- ❖ Wines of Germany
- ❖ Wines of U.S.A
- ❖ Wines of Australia
- ❖ Other wine producing countries

##### **SPARKLING WINES**

- ❖ Methods of producing sparkling wines
- ❖ Champagne - production and its significance
- ❖ Service and storage

##### **FORTIFIED WINES**

- ❖ Sherry
- ❖ Port
- ❖ Madeira
- ❖ Marsala

## **UNIT II**

### **SPIRITS**

- ❖ Definition
- ❖ Distillation - Pot still & Patent still
- ❖ Different spirits
  - a) Brandy b) Whisky c) Gin d) Vodka e) Rum (Production, Types, Service and Storage)
- ❖ Other Spirits
- ❖ Aperitifs And Liqueurs
  - a) Definition b) Production c) Service and storage

## **UNIT III**

### **❖ BEER**

- a) Definition b) Production c) Types of beer d) Service and storage

## **UNIT IV**

### **COCKTAILS, FOOD AND WINE HARMONY**

#### **❖ COCKTAILS**

- a) Definition b) History c) Methods of mixing cocktails d) World famous cocktails

#### **❖ FOOD AND WINE HARMONY**

Food and matching drink

## **UNIT V**

### **BEVERAGE CONTROL**

#### **❖ BAR**

- a) Lay out b) Types of bar c) Proof system

#### **❖ BEVERAGE CONTROL MEASURES**

- a. Allocation
- b. Bar ledger
- c. Indent, receipt, and issue of liquors
- d. Cellar maintenance
- e. Different measures (ounces)
- f. Legal points

### **REFERENCE BOOKS**

1. Food & Beverage service – Lillicrap & John cousins
2. Food & Beverage Service training manual- Sudhir Andrews
3. Food & Beverage service – Vijay Dhawan
4. Professional guide to alcoholic beverages- Lipinski
5. Beer- Michael Jackson
6. Public house & Beverage management – Michael Flynn
7. Key issues & principles- Carolineritchie , Andrew Roberts
8. The world encyclopedia of wine- Stuart Walton
9. Beer Basics- Peter Cafrance

**SECOND ALLIED PRACTICAL II**  
**WESTERN CULINARY PRACTICAL (P)**

**OBJECTIVE:**

To Understand the learner on various continental preparations

**Stock**

Vegetable Stock, Brown Stock, Chicken Stock & Fish Stock, Bouquet Garni

**Sauce**

Béchamel Sauce, Brown Sauce, Mayonnaise Sauce, Hollandaise sauce, Veloute Sauce with 2 Derivatives of each, Tomato concasse.

**Soup**

Cream	-	5 Varieties
Consommé	-	5 Varieties
Broths	-	2 Varieties
Bisques	-	1 Variety
Purees	-	2 Varieties
Cold Soup	-	2 Varieties

**Salads:**

Vegetable based	-	5 Varieties
Fruit based	-	2 Varieties
Meat based	-	2 Varieties
Fish based	-	1 Variety
Pasta based	-	3 Varieties

**Sea foods**

**Fish**

Poached fish	-	2 Variety
Grilled fish	-	1 Variety
Shallow fried fish	-	2 Varieties
Deep fried fish	-	2 Varieties
Baked fish	-	2 Variety
Steamed Fish	-	2 Varieties

**Shell fish**

Prawns, lobster and crab, squid, mussels - each 2 Varieties

**White meat and Red meat**

Roasts	-	3 Varieties
Grilled	-	3 Varieties
Fried	-	3 Varieties
Stews	-	3 Varieties

## **Vegetables**

Preparation and cooking of vegetables in season and the accompaniments –  
5 Varieties

Potatoes - 10 Varieties

## **COLD CUTS**

Various types of force meat - 3 varieties  
Cold sauces - 3 varieties.  
Cold cuts on mirror plates - 5 varieties.

## **Pastas**

Pastas - 5 Varieties

## **Egg**

Boiled, poached, fried, Scrambled varieties of omelets

## **Desserts**

Cold sweet - 4 Varieties  
Steamed sweet - 2 Varieties  
Ice cream based - 3 Varieties  
Fruit based - 2 Varieties

**N.B: - The above practical syllabus is common for Semester – III & IV**

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## LANGUAGE COURSE IV

### COMMUNICATION IN FRENCH IV

Acquisition of language skills in French – Practice of Comprehension, Translation, and Communication and Initiation to Grammar and Composition writing.

Prescribed Text Book: SYNCHRONIE 2  
Samhita Publications  
Authors: K.Madanagobalane, R.Kichenamourty, R.Venguattaramane,  
S.Pannirselvame, Varalakshmi Anandkumar, N.C.Mirakamal

Publishers & Distributors: GOYAL  
86, UB Jawahar Nagar, Delhi-7  
[Tel:23852986](tel:23852986), 9650597000 Fax: 23850961  
[www.goyalsaab.com](http://www.goyalsaab.com) goyal@goyalsaab.com

This paper contains 5 units: Unit 1: Lessons 8,9  
Unit 2: Lesson 10  
Unit 3: Lesson 11  
Unit 4: Lesson 12  
Unit 5 : Lesson 13

#### Reference Books

1. Le Nouveau Sans Frontières 1- Philippe Dominique, Jacky Girardet, Michèle Verdelham, Michel Verdelham.
2. Panorama 1- Jacky Girardet, Jean-Marie Cridlig.
3. Campus 1- Jacky Girardet, Jacques Pécheur

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## **ENGLISH LANGUAGE COURSE IV**

### **COMMUNICATIVE ENGLISH IV**

#### **Objective :**

#### **UNIT I**

- Basics of English
- Errors in sub verb agreement
- Spot the error
- Sentence completion
- Role of auxiliary verbs in conversation

#### **UNIT II**

- Restructuring the jumbled sentences
- Match the synonyms
- Match the antonyms
- Word order in a sentence
- Develop the hints with suitable title

#### **UNIT III**

- Vocabulary skills
- Spell check
- Mis spelt words
- Fill up the context with appropriate words
- One word substitutions
- Tense/voice forms

#### **UNIT IV**

- Report writing
- Expansion of proverb/maxims
- General essay
- Paragraph writing
- Letter writing

#### **UNIT V**

- Passage comprehension (understanding skills)
- Guidelines – to attend an interview
- Preparing for an interview
- Colloquial expression at the work spot
- Possible dialogues at the work spot/Restaurant/Front Office with the clients

#### **REFERENCE BOOKS:**

1. English for competitive exams- R.Bhatnagar, Macmillan Publishing Company.
2. Heaton J.B & Turton N.D Longman “ Dictionary of common errors”

Note: Faculty members of English department can teach the situational dialogue related to hotel industry.

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**CORE COURSE IV**  
**NUTRITION AND FOOD SCIENCE**

**OBJECTIVES:**

The Main concept of this paper to make the students understand the value & importance of Nutrition & Health in food.

1. To give a good knowledge of Health & Nutrition and its under disciplinary
2. To assess the Nutritional Status in food
3. The measures to overcome malnutrition deficiency
4. To understand the various food Standards
5. To know the Nutrition Education and its Methods

**UNIT I        CONCEPTS OF NUTRITION:**

Definition of nutrition and health and their inter relationship. Balanced diet, basic principles of meal planning, ICMR Recommended Dietary Allowances for all age groups.

**UNIT II        ASSESSMENT OF NUTRITIONAL STATUS**

Anthropometric, Clinical, Biochemical and Dietary methods.

**UNIT III        NUTRITIONAL PROBLEMS IN THE COMMUNITY**

Importance of good nutrition, prevalence, etiology and measures to overcome malnutrition deficiency disorders-PEM, micro nutrient deficiencies (Vitamin A, Nutritional Anemia, IDD) over nutrition (obesity)- Prevalence, Causes, Complications and dietary guidelines. Food Adulteration-Definition, Adulterants in Different Foods, their ill effects and detection (house hold level techniques) Foods standards – BIS, Agmark and food laws.

**UNIT IV        NUTRITION PROGRAMMES**

National nutrition policy, intervention programmes to combat malnutrition, ICDS programmes, Mid day meal programme. Role of International Organizations – UNICEF, FAO,WHO.

**UNIT V        PAMPLETS ON NUTRITION PREPARATION**

Pamphlets on Nutrition Education Definition, need, principles and methods of nutrition education.

**REFERENCES:**

1. Infant feeding difficulties, 4<sup>th</sup> Edition, 1977
2. Venkatachalam P.S. and Rebellow, L.W., Nutrition for the mother and child, ICMR, Special Report , 1971
3. Symposia of the Swedish Nutrition Foundation, III Cunnar Blix 1969
4. Davidson, Sir Stanley, Passmore R. and Brock J.F. Human Nutrition and Dietetics, E. and S. Livingston Ltd., Edinburgh and London, 1973
5. Jellifee, D.B. infant in the subtropics and tropics, Who Geneve, 1968
6. Marting E.A. Roberts, Nutrition in Tamilnadu Sangam Publishers, 1972

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## **SECOND ALLIED COURSE III**

### **HOTEL ADMINISTRATION AND ENTREPRENEURSHIP**

#### **OBJECTIVES:**

1. To ensure the student to have Broad knowledge about the hotel administration and to become a successful entrepreneur.
2. To exhibit the paths of success in Hotel Industry.
3. To develop the Leadership Qualities.
4. To know the service , Demand Management and Revenue Management.
5. To Built the Student to become a good and successful entrepreneur.
6. To gain the knowledge of Business Enterprise and Finance.

#### **Unit I INTRODUCTION TO HOTEL ADMINISTRATION**

- 1.1 Four Paths to Success in the Hospitality Industry
- 1.2 The Essential of Hospitality and Service
- 1.3 Preparing for a Successful Career in the Hospitality Industry
- 1.4 The Listening Fast Track
- 1.5 Developing and Managing Your Multinational Career

#### **Unit II SUCCESS THROUGH OPERATION AND SERVICE EXCELLENCE**

- 2.1 Becoming a Leader in the Hospitality Industry
- 2.2 Understanding and Predicting Customer Choices
- 2.3 Guiding the Guest Experience
- 2.4 Harnessing the Power of Your Culture for Outstanding Service
- 2.5 A Scientific Approach to Managing Hospitality Operations

#### **Unit III OUTSTANDING SERVICES, DEMAND MANAGEMENT & REVENUE MANAGEMENT**

- 3.1 Motivating Your Staff to Provide Outstanding Service
- 3.2 How to Build Service Quality into Your Operation
- 3.3 Demand Management
- 3.4 Revenue Management for Enhanced Profitability: An Introduction for Hotel Owners and Asset Managers
- 3.5 Competing Successfully with Other Hotels: The Role of Strategy

#### **Unit IV INTRODUCTION TO ENTREPNEURSHIP**

- 4.1 The power of entrepreneurship
- 4.2.The entrepreneurial process
- 4.3 Opportunity recognition, shaping, and reshaping
- 4.4 Understanding your business model and developing your strategy
- 4.5 Entrepreneurial marketing
- 4.6 Building the founding team
- 4.7 The business planning process



## **Unit V      BUSINESS ENTERPRISE AND FINANCE**

- 5.1 Building your pro-forma financial statements
- 5.2 Financing entrepreneurial ventures worldwide
- 5.3 Raising money for starting and growing businesses
- 5.4 Debt and other forms of financing
- 5.5 Legal and tax issues
- 5.6 Intellectual property
- 5.7 Entrepreneurial growth.

### **REFERENCES:**

1. The Cornell School of Hotel Administration on Hospitality: Cutting Edge Thinking and Practice Michael C. Sturman, Jack B. Corgel, Rohit Verma John Wiley & Sons, 31-Mar-2011
2. Hotel Management & Hospitality Administration Entrances 2015– 30 Jul 2014 by [Arihant Experts](#) (Author)
3. Hotel Management & Hospitality Administration Entrances 2016– by [Experts Compilation](#) (Author)
4. Entrepreneurship BY William Bygrave, Andrew Zacharakis - Hoboken, NJ: John Wiley & Sons, c2008.
5. Entrepreneurship Robert D. Hisrich, Michael P. Peters, Dean A. Shepherd. Published: Boston : McGraw-Hill/Irwin, c2008.

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## **CORE COURSE V**

### **BAKERY AND PATISSERIE**

#### **OBJECTIVES:**

#### **The Learner to Comprehend the Nuances of Bakery and Confectionary**

1. To Define the aims Organisational Structure equipments Raw
2. Materials used in Bakery and Confectionary
3. To Give Examples and Methods of Preparing Yeast Dough Products.
4. To Find out the Methods of Preparing Pastries,Cakes and Cookies.
5. To Identify the kinds of Icings and Preparatory Methods.

#### **UNIT I INTRODUCTION**

- 1.1 Traces of Baking in Ancient times
- 1.2 Organisational structure of Bakery (Both small and Large Scale)
- 1.3 Equipments used (description and their uses)
- 1.4 Oven (Types and their advantages/disadvantages)
- 1.5 Personal Hygiene & Bakery hygiene required for Bakery personnel.

#### **UNIT II RAWMATERIALS USED IN BAKERY**

- 2.1 Flour (Composition, Types, Gluten, WAP of flour, pH value, Flour Test)
- 2.2 Yeast (Elementary knowledge, activity, function & its uses, effect of over & under fermentation)
- 2.3 Eggs (Function & its uses in Bakery)
- 2.4 Sugar (Function & its uses in Bakery)
- 2.5 Salt (Function & its uses in Bakery)
- 2.6 Fats (Function & its uses in Bakery)
- 2.7 Cream (Function & its uses in Bakery)
- 2.8 Milk (Function & its uses in Bakery)
- 2.9 Leavening agents (Function & its uses in Bakery)
- 2.10 Flavouring and fruits (Function & its uses in Bakery)

#### **UNIT III YEAST DOUGH PRODUCTS**

- 3.1 Methods of preparing Bread dough
- 3.2 Quality of Ingredients in making Breads
- 3.3 Faults and remedies in Bread making
- 3.4 Bread improvers
- 3.5 Bread diseases and rectification
- 3.6 Leavening action of Yeast on Bread dough

#### **UNIT IV PASTRY, CAKE AND COOKIES PREPARATIONS**

- 4.1 Types of Pastry Preparation
- 4.2 Reasons for common problems in Pastry making
- 4.3 Different cake making methods
- 4.4 The Quality of cake making ingredients and the types of cakes (Rich, Lean, and High Ratio & Low Ratio Cakes)

- 4.5 Leavening action of Baking Powder on cakes
- 4.6 Faults & Remedies in cake making
- 4.7 Different cookies and biscuits – process – methods – faults.

#### **UNIT V ICINGS AND OVEN TEMPERATURE**

- 5.1 Preparations of syrups, gateau, wedding birthday cakes
- 5.2 Types of Icing (Butter icing, Royal Icing, Marzipan, Fudge, Glaze Icing, Chocolate Icing, Marshmallow)
- 5.3 Gum paste, casting moulds. Monogram liquor chocolates, toffees.
- 5.4 Oven at different temperatures (hot, very hot, medium etc)
- 5.5 The oven temperatures for baking rich and lean cakes

#### **REFERENCES:**

- 1 Basic Baking Science & Craft by S.C. Dubey (S.C. Dubey F-10/5v, Malaviya Nagar New Delhi -110017)
- 2 Beautiful Baking – Consultant Editor – Carole Clements Richard Blady Publishing (Anness Publishers Ltd.)
- 3 Perfect Baking at Home – Kritika A.Mathew (Vasan Book Depot, Bangalore)
- 4 Practical Baking – Sultan
- 5 New Complete Book of Breads – Bernard Clayton (Fireside Rockefeller Centre, New York)

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**CORE COURSE VI**  
**TOURISM MANAGEMENT**

**OBJECTIVES:**

The Student understand the promotion of Tourism Industry and to provide information, accommodation, Transportation and other services to Tourists.

1. To understand the industry of Tourism of exhibiting its different types and its components.
2. To know the Growth of Tourism and its Developments
3. To execute the functions of Travel Agencies
4. To know the different organization involved in the Industry of Tour promote
5. To improve the student knowledge for the promotion

**Unit I Principles of Tourism**

- 1.1 Definitions : Tourism, Tourist, Foreign Tourist, Domestic Tourist
- 1.2 Components of Toursim:Attractions , Accessibility and Amenities.
- 1.3 Motivations for Tourism
- 1.4 Types of Tourism

**Unit II Growth of Tourism**

- 2.1 Tourism Development : Sea,Road,Rail and Air.
- 2.2 An Account of famous Travellers
- 2.3 Role of Industrial Revolution
- 2.4 Concept of Holidays, paid Holiday
- 2.5 Modern Era of Tourism after World War II

**Unit III Operationsa of Tourism**

- 3.1 Travel Agency – Departments and Functions.
- 3.2 Tour Operations – Itinerary Preparation and Organising
- 3.3 Accommodations – Types of Accommodation, Departments of a Star Category Hotel and their functions.
- 3.4 Attractions –Government Organised, Private Organised and their functions

**Unit IV Planning in Tourism:**

- 4.1 Need for Planning in Tourism
- 4.2 Process of Planning – Master Plan
- 4.3 Micro Level or State Level Planning.
- 4.4 Macro Level or National Level Planning.

## **Unit V      Impact and Organisations of Tourism**

- 5.1 Impacts – Cultural, Social, Economical and Ecological aspects (Both Positive and Negative)
- 5.2 Government Organisations
- 5.3 India Tourism Development Corporation (ITDC). Tamilnadu Tourism Development Corporation (TTDC)
- 5.4 Private Organisations.
- 5.5 International Air Transport Association (IATA)
- 5.6 Travel Agents Associations of India (TAAI)
- 5.7 Role of United Nations Organisation in Tourism

### **REFERENCES**

1. Bhatia A.K. – Tourism Development : Principles and Practices , Sterling Publishers, New Delhi , India
2. Bhatia A.K. – International Tourism, Sterling Publishers, New Delhi India
3. Kaul R.N – Dynamics of Tourism Past, Sterling Publishers, New Delhi India
4. Christopher Hooloway J – The Business of Tourism Bitman Publsiheres Pvt. Ltd London
5. Burkhart A. and Medlik S.- Tourism Past, Present and Future, ELBS Publishers , London

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**CORE COURSE VII**  
**ADVANCED FRONT OFFICE MANAGEMENT**

**OBJECTIVES:**

On completion of study of this course, the student will be able to know the budget and yield management activities of front office and health and safety measures handled. On completion of study of the units, the student will be able

1. To state the budget operations to be held in front office
2. To measure the concept of yield management system and procedures
3. To illustrate the usage of MIS in front office
4. To brief the health and safety precautions for staff and guests.
5. To identify the fire and its diffusing methods.

**UNIT I        Budget & Budgetary Control**

- 1.1 The Budget Process - Operating Budget & Capital Budget
- 1.2 Cost per occupied room
- 1.3 The operating Budget as a control tool
- 1.4 Operating Budget & income statement - Expenses and Budget report variances
- 1.5 Estimating expenses - Methods of controlling Expenses

**UNIT II        Yield Management & HR Practices**

- 2.1 Concept ARR & Rev PAR
- 2.2 Definition & importance of Yield Management Forecasting
- 2.3 HR Practices in Rooms Division
- 2.4 Motivation - Performance Appraisal - Promotion - Disciplinary action - Dismissal Procedure

**UNIT III       MIS – Management Information System**

- 3.1 Software used in Hotels
- 3.2 Reports generated at Front Desk and Housekeeping
- 3.3 Rooms Status Report
- 3.4 Sales Mix Report
- 3.5 Revenue Report

**UNIT IV        Health and Safety**

- 4.1 Accidents & Personal injuries
- 4.2 Prevention of accidents
- 4.3 Safety measures
- 4.4 First aid –Definition- Importance
- 4.5 Contents of First aid box
- 4.6 First –aid remedies given at critical situations – Heart attack, shock, fainting, stroke, poisoning, etc

**UNIT V        Fire Prevention**

- 5.1 Classification of fire
- 5.2 Types of extinguishers
- 5.3 Suggested procedures
- 5.4 Fire fighting procedures
- 5.5 Fire protection check-list

**Books for Reference:**

1. Basic Hotel Front Office Procedures – Peter Renner

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**CORE PRACTICAL III**  
**BAKERY AND PATISSERIE (P)**

**Cold Sweets :**

Butter Scotch Sponge, Honey Comb Mould, Chocolate Mousse.

**Hot Sweets:**

Caramel Custard, Christmas pudding, Bread & Butter pudding Albert pudding

**Simple cakes**

Demonstration & Preparation of Sponge (Genoise, Fatless) Fruit Cakes , Rich Cakes , Madeira Butter Icing.

**Bread Making**

Demonstration & Preparation of simple and enriched bread variations. White & Brown, Rolls, Brioche, Hard roll sticks, French bread, Croissant, and Danish pastry. Demonstration & Preparation of various pastes, short crust, Laminated, Choux

**Simple Cookies and Ice-creams**

Demonstration & Preparation of Nankhatai, Golden Cookies, Melting Moments. Swiss Tarts, Tri Colour Biscuits, Chocolate Chip Cookies, Chocolate Cream Fingers. More Variety products of yeast goods- Danish and its varieties – Bab a, Savarin. Various methods of cake making and bread making with examples – Different types of icing – Royal icing , American frosting, fondant, marzipan, gum paste and almond paste – Sugar – types of Sugar – Ice-Cream – Basic preparation, different flavor.

**REFERENCES**

1. Basic Baking Science & Craft by S.C.Dubey (S.C.Dubey F-10/5v, Malaviya Nagar New Delhi -110017)
2. Beautiful Baking – Consultant Editor – Carole Clements Richard Blady Publishing (Anness Publishers Ltd.)
3. Perfect Baking at Home – Kritika A.Mathew (Vasan Book Depot, Bangalore)
4. Practical Baking – Sultan
5. New Complete Book of Breads – Bernard Clayton (Fireside Rockefeller Centre, New York)

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## **MAJOR BASED ELECTIVE I**

### **HOSPITALITY SERVICES**

#### **OBJECTIVE:**

1. To enable the student to understand and to demonstrate appropriate skill of the following.
2. To understand of various modes of transport and its catering services.
3. Exploration of ship caterings cruise and its study.
4. To study about hospital catering and its menu planning-hospital tray service technique.
5. To study about industrial and institutional catering food service-Benefits of subsidy offered by management.
6. To study about outdoor catering and its functions-Miscellaneous forms of catering.

#### **Unit I**

Transport Catering – Classification – Air, Rail, Ship and Luxury Coaches.  
Air Catering – Planning of Menus – Organisation of Service – Airline Tray Service – Importance of Flight Kitchen Units – Limitations of Air Catering.

Rail Catering – Planning of Menus – Organisation of Service – Refreshment Stalls in Railway Stations – Pantry Car Service – Role of Indian Railway Catering & Tourism Corporation – Palace on Wheels.

#### **Unit II**

Ship Catering – Catering Service in Passenger Ships - Cruise Lines Catering – Compiling of Food and Wine Lists for Cruise Liner Catering.

Catering in Luxury Coaches – Service of Snacks and Beverages.

#### **Unit III**

Hospital Catering – Planning of Menu For Invalids – Importance of Diet Kitchen – Hospital Tray Service.

#### **Unit IV**

Industrial Catering – Planning of Kitchen and Food Service Areas – Role of Cyclic Menus – Benefits of Subsidy Offered by the Management.

Institutional Catering – Food Service Units in Research Institutions such as I.C.A.R., C.S.I.R. and I.C.M.R. – Planning of Menus.

Schools, Colleges and Universities – Planning of Menus – School Meal Services and Canteens – Importance of Nutritive value.



## **Unit V**

Out-Door Catering – Types of Functions - contracted and Speculative Functions–Organisation of Food Production and Food Service Areas – Problems in Outdoor Catering.

Miscellaneous forms of Catering such as Club Catering, Prison Catering and Catering in Armed forces.

### **Reference Books :**

1. Hotel Management Theory Volume I & II – Dr. B.K. Chakravarthi (APH Publishing Corporation, New Delhi)
2. Food and Beverage Service – Dennis Lillicrap & John Cousins (ELBS Publications)
3. Catering Management – An Integrated Approach – Mohini Sethi & Surjeet Malhan (Wiley Eastern Ltd.)

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## **CORE COURSE VIII**

### **ADVANCED ACCOMMODATION OPERATIONS MANAGEMENT**

#### **OBJECTIVES:**

On completion of study of this course, the student will be able to comprehend the speciality functional areas of housekeeping and their operations. On completion of study of the units, the student will be able

1. To identify the fibers, their types and their usage in hotel industry
2. To controlling methods of pests
3. To identify the interiors needed for various areas and occasions
4. To brief the nature, types and performance of lightings.
5. To explain the environmental practices needed for housekeeping.

#### **UNIT I       Fibres and fabrics**

- 1.1 Definition of Fiber - Classification of Fiber
- 1.2 The origin, characteristics & use of each in the hotel
- 1.3 Fibers, Filaments , Yarns & Ply
- 1.4 Construction of fabrics - woven ,knitted ,bonded
- 1.5 Types of weaves - plain, twill, satin, sateen ,velvet, velveteen ,figured( damaste) hering bone weaves.

#### **UNIT II       Pest control**

- 2.1 Role of housekeeping in pest control
- 2.2 Prevention and control of pests
- 2.3 Rodent and indent control techniques
- 2.4 Controlling rat and cockroaches
- 2.5 Decorations during various occasions

#### **UNIT III       Interior design**

- 3.1 Importance of Interior design
- 3.2 Factors affecting interior design
- 3.3 Basic elements of art
- 3.4 Principles of design
- 3.5 Colour and colour schemes,shades,tints

#### **UNIT IV       Lightings & Lighting systems**

- 4.1 Types of lighting
- 4.2 Lighting Intensity in different areas
- 4.3 Types of lights
- 4.4 Special decorations - Occasions for special decorations - Materials Used Theme decorations

#### **UNIT V       Environmental Practices in Housekeeping**

- 5.1 Eco friendly cleaning supplies
- 5.2 Waste reductions programme
- 5.3 Recycling of materials

#### **Books for Reference:**

1. Professionals Housekeeper – Georgina Tucker Schneider, Mary Scoviak
2. Professional Management of H.K. Operations – Matt. A. Casado (Wiley)
3. Wellek, Hotel Housekeeping.
4. Professional Management of Housekeeping Operations, Martin Jones, Wiley.
5. Accommodation and Cleaning Services, Vol.I & Vol.II, David.Allen, Hutchinson.

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## **CORE COURSE IX**

### **FOOD AND BEVERAGE MANAGEMENT & COST CONTROL**

#### **OBJECTIVES:**

The main concept of this paper is to distinguish the fundamental uses of food and beverage management.

1. To gain knowledge about the selection and procurement.
2. The principles to be adopted for the purchase and its procedure for procurement
3. To know the items and its security in the purchasing system.
4. The Techniques of cost control in the products.

#### **UNIT I GAINING A PERSPECTIVE ON SELECTION AND PROCUREMENT**

- 1.1 The concept of selection and procurement
- 1.2 Distribution systems
- 1.3 Forces affecting the distribution systems
- 1.4 An overview of purchasing function
- 1.5 The organization and the administration
- 1.6 Buyers relationship with purchasing other company personnel

#### **UNIT II PRINCIPLES OF SELECTION & PROCUREMENT**

- 2.1 The purchase specification
- 2.2 The optimal amount
- 2.3 The optimal prices
- 2.4 The optimal suppliers
- 2.5 The optimal payment policy
- 2.6 Typical ordering procedure

#### **UNIT III SELECTION AND PROCUREMENT OF THE ITEMS:**

- 3.1 Typical receiving procedure
- 3.2 Typical storage procedure
- 3.3 Security in the purchasing system
- 3.4 Purchase procedure
- 3.5 Convenience foods
- 3.6 Processed produce and other grocery items

#### **UNIT IV COST CONTROL TECHNIQUES:**

- 4.1 Dairy product/egg/meat/poultry/fish etc.,
- 4.2 Alcoholic and non alcoholic beverages
- 4.3 Non food expenses items
- 4.4 Services & Bar Control
- 4.5 Furniture, Fixtures and Equipments
- 4.6 Yield Management
- 4.7 Non moving and slow moving items

## **UNIT V      FOOD COSTING TECHNIQUES:**

- 5.1 Par stock
- 5.2 ABC/XYZ analysis
- 5.3 Beverage costing
- 5.4 Records in food cost control
- 5.5 Records in beverage cost control
- 5.6 Food cost reconciliation
- 5.7 Beverage cost reconciliation
- 5.8 Tobacco cost reconciliation

### **REFERENCES:**

- 1. Hotel Management & Costing D.Antony Ashok kumar
- 2. Purchasing & Selection & Procurement for the Hospitality Industry - Willies Smith
- 3. Hotel/Motel Operations – Suzanne Stewart Weissinger-2000
- 4. Franchising Hospitality Services- Conrad Lashley Alison Morrison Year - 2003
- 5. Food & Beverage Service –Vijay Dhawan – year 2007

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## CORE PRACTICAL IV

### CHINESE AND ORIENTAL CUISINE (P)

#### Preparation of the following:

Satay	- 4 Varieties
Tofu preparations	- 4 Varieties
Thai salads	- 2 Varieties
Chinese salads	- 2 Varieties
Chow mien	- 2 Varieties
Dumplings	- 3 Varieties
Chop suey	- 3 varieties

#### Preparation of the following:

Soup	- 8 Varieties
Fried rice	- 8 Varieties
Noodles	- 5 Varieties
Spring rolls	- 3 Varieties
Vegetable	- 4 Varieties
Meat	- 5 Varieties
Chinese desserts	- 5 Varieties

#### Preparation of the following recipes :

Shangai	- 5 varieties
Cantonese	- 4 Varieties
Peking	- 3 Varieties
Sichuan	- 3 varieties
Thai	- 3 varieties

#### Demonstrations and preparations of the following:

Sandwiches	- 5 varieties
Pizza preparations	- 3 varieties
Burger preparations	- 4 varieties

#### Demonstration and preparation of the following:

Pan cake	- 3 varieties
Dips and spreads	-3 varieties
Jellied fruit preparation	-3 varieties

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**MAJOR BASED ELECTIVE II**  
**FOOD SAFETY AND HYGIENE**

**OBJECTIVES:**

To enhance the Students about the food safety and its importance in preparing Food.

1. To enquiry the Students knowledge about the agents of Food Spoilage.
2. To take Precautious Steps or to prevent the Food Spoil.
3. To know about the Nutrition and its Classifications.
4. To make the Students gain knowledge about Healthy Nutrition and its value.
5. To Know about Health Beneficiaries and the measures to have a hygiene Food and its improvement.

**Unit I            Micro Organism**

Moulds, Yeasts, Bacteria – Types, Growth, Temperature conditions, Moisture, Time, Growth pattern and Control. Role of Microbes in food preparation. Beneficial effect – Economic importance. Harmful effects – Food poisoning. Food infections and food infestation.

**Unit II            Food Adulteration and Food Preservation**

Types of common food adulterants test to detect food adulteration. Laws to prevent. Food Adulteration, Food Standards, Food Additives.

Principles of food preservation use of low and high temperature, chemical preservatives, Irradiation deep freezing, canning and sterilization. Use of preservatives and their standards.

**Unit III           Nutrition**

Definition of Nutrition – Nutrition classification – Macro and Micro nutrients – Carbohydrates, proteins, fats, minerals, and vitamins, water and fibre. Sources, Deficiency diseases, excessive intake, RDA. Digestion and absorption of food

**Unit IV           Nutrition and Food**

Nutrition and healthy eating, Five food groups, Balanced diet, Food for patients – like Diabetic, Blood Pressure etc. Food for Children, Working Women, Hard working men, Sports persons, Fat free and high fibre.

Factors affecting the nutritive value of food, product development, water, proteins, carbohydrates, lipid, emulsions.

**Unit V            Health and Hygiene**

COSHH – Control Of Substances Hazardous to Health – Legislation – 1990/91 Amendments

Safety regulation, Accidents, Prevention and First Aid

Hygiene: HACCP, provision of safe food, Colour coding, Hygiene storage of food, personal hygiene, food hygiene, general health and fitness.

**REFERENCE:**

1. Tara Paster, **The Haccp Food Safety Training Manual**, John Wiley & Sons, 2006
2. Carol Wallace, William Sperber, Sara E. Mortimore, **Food Safety for the 21st Century: Managing Haccp and Food Safety Throughout the Global Supply Chain**, John Wiley & Sons, 2006
3. Curricula on food safety. **Directorate general of health services**. Ministry of health and family welfare. Government of India. Nirman Bhavan, New Delhi.
4. **Food Safety Fundamentals**, Prentice Hall, April 2002

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## **MAJOR BASED ELECTIVE III**

### **ADVANCED FOOD AND BEVERAGE SERVICE (P)**

#### **Objective:**

To enable the student to understand and to demonstrate appropriate skill of the following.

- To understand How to identify the glassware's.
- To complete study of the service and practice of alcoholic beverages cigars.
- To understand about Gueridon trolley service and compilations of menu.

1. Identification of Glassware
2. Service of Wine
3. Service of Spirits
4. Service of Beer
5. Service of Cocktails
6. Compiling Five Course Menu Along With Matching Drinks
7. Service of Cigars and Cigarette
8. Gueridon service
9. Banquet planning (layout, menu compiling)
10. Service sequences (basics and advanced)

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