



BHARATHIDASAN UNIVERSITY, TIRUCHIRAPPALLI – 620 024.
THREE YEARS DIPLOMA IN HOTEL MANAGEMENT & CATERING SCIENCE
(For the candidates admitted through center for distance education,
Bharathidasan University, Tiruchirappalli-620024 from the academic year 2013-
2014 onwards)

THREE YEARS DIPLOMA IN HOTEL MANAGEMENT
& CATERING SCIENCE

NAME OF THE COURSE : DIPLOMA IN HOTEL MANAGEMENT & CATERING SCIENCE

DURATION OF THE COURSE : THREE YEARS – SEMESTER PATTERN

ELIGIBILITY : Pass in SSLC or Equivalent

SCHEME OF EXAMINATION : Semester pattern

THREE YEARS DIPLOMA IN HOTEL MANAGEMENT

Semester	Subject Code	Subject	Instr. Hours / Week	Max Marks
I	I.1	Communicative English – I (Theory)	3	100
	I.2	Hotel French (Theory)	3	100
	I.3	Food Production – I (Theory)	6	100
	I.4	Food & Beverage Service – I (Theory)	6	100
	I.5	Food Production – I (Practical)	6	100
	I.6	Food & Beverage Service – I (Practical)	6	100
II	II.1	Communicative English - II (Theory)	4	100
	II.2	Accommodation Operation - I (Theory)	6	100
	II.3	Front Office Operation– I (Theory)	6	100
	II.4	Nutrition & Food Science (Theory)	4	100
	II.5	Accommodation Operation – I (Practical)	6	100
	II.6	Front Office Operation – I (Practical)	4	100
III	III.1	Food Production - II (Theory)	6	100
	III.2	Food & Beverage Service - II (Theory)	6	100
	III.3	Allied Hospitality Services (Theory)	3	100

	III.4	Application of Computer (Theory)	3	100
	III.5	Food Production - II (Practical)	6	100
	III.6	Food & Beverage Service - II (Practical)	6	100
IV	Industrial Exposure Training (IET) 22 Weeks Project Report has to be submitted based on their IET			100
V	V.1	Bakery & Confectionary (Theory)	4	100
	V.2	Food Production - III (Theory)	4	100
	V.3	Food & Beverage Service - III (Theory)	4	100
	V.4	Bakery & confectionary (Practical)	6	100
	V.5	Food Production – III (Practical)	6	100
	V.6	Food & Beverage Service - III (Practical)	6	100
VI	VI.1	Front Office Operation –II (Theory)	4	100
	VI.2	Accommodation Operation – II (Theory)	4	100
	VI.3	Tourism Management (Theory)	4	100
	VI.4	Front Office Operation – II (Practical)	6	100
	VI.5	Accommodation Operation – II (Practical)	6	100
	VI.6	Application of Computers (Practical)	6	100

- Attendance** : **Students with 80% of attendance will be Eligible to appear for the examinations. Those who fall short of required attendance shall be repeat the same year or course during the subsequent academic year.**
- University Examinations** : **The university examinations will be conducted during the months of November and April with duration of 3 hours for each subject.**
- Passing Minimum** : **The passing minimum for the university examinations is 40% of the total marks in each subject. The same pattern applies to practicals also.**
- Award of Diploma** : **Students who successfully complete the Course with in the stipulated period will be awarded diploma in Hotel Management & Catering Science.**

SEMESTER – I

PAPER – I.1

COMMUNICATIVE ENGLISH – I

UNIT – I

BUSINESS COMMUNICATION

Communication – Definition

Kinds of Communication

Barriers to Communication

Methods of Communication

Verbal & Non-verbal communication.

UNIT – II

LETTER WRITING

Basic letter writing (Formal & Informal)

Planning a letter

Body of the letter

Giving a right look to letters

Address to the envelope

UNIT – III

ESSAY WRITING

Title of the Essay

Concept of the Essay

Presentation of the Essay

Conclusion of the Essay

Moral Values (if any other values)

UNIT – IV

PRECISE WRITING & REPORT WRITING

Requirements of a good precise & Kinds of Reports

Suitable Subjects & Ingredients of a good business report.

Analyzing the concept

Requirements of different kinds of passages related to the hotel industry.

Conclusion of Precise & Report

UNIT – V

SPEECHES & PRESENTATION

Public speaking

Preparing a speech

Good diction and clarity / Qualities of a good speaker

Presenting & Accepting an Award

Debates / Group discussion

REFERENCES:

Business Communication – M.S. Ramesh, C.C. Pattanshetti.

Cross Cultural Communication – Helen FitzGerald – Hospitality press Melbourne

Executives – Do you Communicate? – N.Ramasamy – T.R. Publications.

PAPER – I.2
HOTEL FRENCH

UNIT – I

Introduction to Language

Letters of the alphabet and their pronunciation

UNIT - II

Self – Introduction

Presenting and introducing another person

Greetings – how to greet and reply to a greeting

UNIT – III

At the reception desk of a hotel and in the restaurant dialogue

UNIT – IV

Culinary French

a. Compiling and reading French menus

b. Culinary terms

UNIT - V

Fruits and Vegetables

Numeric from 1 to 50

Compilation of six course menu

Reference Books:

Le Fracals de L ‘hotellerie et de La Restoration – CLE – International.

French for Hoteliers – Batacharya

Beginers French – Catrine carpenter

Errata in beginers French – Dondo Mathuri. M.

PAPER – I.3
FOOD PRODUCTION – I(THEORY)

UNIT – I

INTRODUCTION TO COOKERY

Levels of skills and Experience

Attitudes, Behavior and Personal hygiene in the Kitchen

Safety Procedure in Handling Equipment

Culinary History – Origin of Modern Cookery, Aims & Objectives of cooking

Characteristic of Raw materials, Foundation Ingredients

UNIT – II

HIERARCHY & KITCHEN STAFFING

Classical Brigade

Modern Staffing in various Category Hotel

Role of Executive Chef

Duties & Responsibilities of Various Chefs and other kitchen staffs

Co-ordination with other Department

UNIT - III

KITCHEN ORGANIZATION & LAYOUT

General Layout of Kitchen in various organization

Layout of Receiving Areas

Layout of Storage area

Layout of service and wash – up area

UNIT – IV

METHOD OF COOKING FOOD

Roasting, Grilling, Frying, Baking, Broiling, Steaming, Stewing, Braising.

Invalid cookery

Care & Precautions to be taken with each method

Reheating of food

Texture of food

UNIT – V

Basics of Food Production

Introduction - Vegetable and Fruit Cookery

Classification of Vegetables

Pigment and colour changes & Effects of heat on vegetable cuts of vegetables

Classification of fruit uses of fruit in cookery

Salads and salad dressings.

Stocks

Definition of stock

Types of stocks

Recipes storage of stocks

Uses of stocks

Care and Precautions in stock making.

Soups

Classification with examples

Basic recipes

Garnishes and Accompaniments for soups.

Sauces

Classification of sauces

Recipes for mother sauces

Derivatives.

REFERENCE BOOKS:

Theory of Catering - Kinton and Cessarani.

Practical Cookery – Kinton and Cessarani.

Modern Cookery for Teaching and Trade – Vol. 1 and Vol. 2 – Thangam Philip.

Theory of Cookery – Krishna Arora.

PAPER – I.4

FOOD & BEVERAGE SERVICE – I(THEORY)

UNIT-1

INTRODUCTION TO THE HOTEL INDUSTRY

Origin and Growth of Hotel Industry

Attributes of Food & Beverage Service Staff

Different types of F & B Operation – commercial, Welfare Catering & Transport Catering

Overview and key characteristics of Specialty restaurant

Coffee Shop, Banquets/Function, Room Service, Cafeteria

Grill Room, Discotheques, Bar, Night Clubs Outdoor Catering, Garden Café/Pool Side

UNIT – II

STAFF ORGANIZATION

Organization of Food & Beverage Service Department

Staff of various F & B outlets

Coffee shop

Restaurant

Room Service

Banquet, Bar

Interrelationship between F & B Service Dept. with other Dept

Duties & Responsibilities of all Categories of F & B staff

UNIT – III

RESTAURANT EQUIPMENTS

Crockery & Glassware

Tableware-Cutlery & Flatware

Silver & Stainless Steel Linen Furnishing & Fitting

Cleaning & Up keeping of silver

Method of Silver Cleaning.

UNIT – IV

ANCILLARY DEPARTMENT

Pantry / Still Room

Plate room / Silver Room

Hot Section, Wash Up, Linen Store.

UNIT – V

RESTAURANT SERVICE

Mis-en-place

Mis-en-scene

Arranging Sideboards

Basic Table Laying procedures

Cover – Definition & Size

Basic etiquette in Restaurant Service

REFERENCE BOOKS:

Dennis R. Lillicrap and a John A. Cousins – Food and Beverage Service – ELBS.

John Fuller – Modern Restaurant Service

A Manual for students and practitioners – Hitchinson.

Sudhir Andrews – Food and Beverage Service Training Manual – Tata Mc Graw Hill.

SEMESTER – I PRACTICALS

PAPER – I.5

FOOD PRODUCTION – I (PRACTICAL)

1. Demonstration of identification of vegetables, processing and its preparation

IDENTIFICATION OF VEGETABLES

- Varieties of vegetables
 - Classification
 - Cuts of Vegetables
 - Blanching of tomato
 - Methods of cooking vegetable
 - Boiling (Potatoes, beans, cauliflower)
 - Frying (aubergines, potatoes)
 - Steaming – Cabbage.
 - Baking – onion, leeks, cabbage.
2. Demonstration of stocks – White, Brown, Fish stock.
 3. Demonstration and preparation of Mother sauces and 2 – 3 derivatives of each.
 4. Identification of fish such as flat, round, shell fish, cephalopods.
 5. Identification of poultry and demonstration of cuts and jointing.
 6. Identification of various cuts of meat.
 7. Identification of Various spices.

Practical classes to incorporate simple continental and Indian menu comprising of the following dishes and also perform preparation of bread, simple cakes, pastry and simple cookies.

*Soup - Cream – Vegetable, spinach, tomato, green peas.
Conosomme with garnishes.
Puree – lentils, peas, carrots
Veloutes, national soups, bisque.

*Egg – Boiled, fried, poached, scrambled, omelettes.

*Fish – Grilled fish, pomfret meumere, fish momay, fish only, fish Colbert, al anglaise and alike.

*Entrees – Lamb stew, shepherd’s pie, grilled steaks, chicken ala king and alike.

*Potatoes – All basic preparation such as boiled, baked, lyonnaise and alike.

*Vegetable – Boiled, glazed, fries, stewed, braised – cabbage, beans etc.

*Cold sweets, Hot sweets, Simple Indian Sweets

- Bread and butter pudding, caramel custard, Albert pudding, Christmas pudding, honey comb mould, coffee mousse, trifle, soufflé, gulab jamun, sheera and alike.

Bakery – Bread, bread rolls, French bread, few specialty breads – Cookies – Nonkhatai, Chocolate chip, Golden goodies, muffins.

To formulate 20 sets of menu based on the above specifications for the first year practical’s apart from identification and demonstration.

SAMPLE MENU FOR PRACTICALS

MENU-1

Potage St. Germain – Poisson ala miennerie – Pommes persiles – Haricot Vert an buerrue
Bread roll – Bread and butter pudding.

MENU-2

Potage minestrone – Chicken ala king – Pommes de tetre croquettes – Vichy carrots –
Sponge cake

MENU-3

Coleslaw – Spaghatti napolitine – Pommes ducheese – Bouquet de legumes – Queen of
pudding.

MENU-4

Consomme brunoise – Poisson bonne femme – Pommes pontneuf – Muffins.

MENU-5

Scoth broth – poulet roti – pommes alumett – Petit pois ala fransaise – mango soufflé.

PAPER – I.6

FOOD AND BEVERAGE SERVICE - I (PRACTICAL)

1. Familiarization of Equipments.
Drawing various types of knives, fork, spoon etc.,
Special Equipments used in Restaurants.
2. Cleaning and Polishing \ Wiping of Cutlery, Crockery & Glassware.
3. Handling of Cutlery & Crockery.
4. Manipulating service spoon and fork for various foods.
5. Arrangement of side board – Dummy waiter and its uses.
6. Laying a Tablecloth & Relaying a Tablecloth.
7. Napkin in Folds – Lunch Folds, Dinner Folds, Breakfast Folds.
8. Laying of cover.
9. Practicing simple menu compilation and cover laying.
10. Receiving Guest – Procedures
Taking F & B Orders.
11. Service of meals – Silver service of all courses
12. Continental breakfast cover and tray.
13. English breakfast cover and tray & American Breakfast.
14. Service of non-alcoholic beverages.
 - Tea
 - Coffee
 - Milk based drinks
 - Aerated water
 - Juices
 - Mineral Water
 - Tonic water
 - Non-alcoholic mixed drinks

SEMESTER – II

PAPER – II.1

COMMUNICATIVE ENGLISH – II(THEORY)

UNIT – I

COMMERCIAL CORRESPONDENCE

Meaning, Need and Importance of Commercial Correspondence

Kinds & Essentials of effective business letter

Notices

Letter of Inquiry and Reply

UNIT – II

APPLICATION FOR A JOB

Curriculum Vitae

Facing an Interview (Verbal & Body language)

Etiquette in Interview

Group Discussion

UNIT – III

ETIQUETTE & MANNERS

Important of Etiquette & Manners in the hotel industry

Speaking to superiors, Celebrity, Subordinates

Telephone procedures

Telephone Manner

UNIT – IV

INTERVIEW

Definition, Types of interview

Preparation for Interview

The Interview and Interviewee

Closing of Interview

UNIT – V

Public Relation Communication
Cross Cultural Communication
Japanese
Americans
Chinese
Germans
Indians

REFERENCES

Business Communication – M.S. Ramesh
Business communication for personality development – Biswajit Das, Itseetasatpathy
A Book of Idioms & Phrases – Peter James
Good English in Business – Grenvillekleiser

PAPER – II.2

ACCOMMODATION OPERATION – I (THEORY)

UNIT – I

ORGANIZATION OF THE HOUSE – KEEPING DEPARTMENT

Introduction
Layout of the Housekeeping department
Organization of the housekeeping department
Co-ordination of Housekeeping department with other departments
Qualities of the Housekeeping staff

UNIT – II

ROOMS AND FLOOR RULES

Knowledge of rooms
Rules on guest Floor
How to enter a guestroom
Room cleaning procedures and guests amenities
Making a bed
Cleaning a bathroom
Evening or turndown service
Second service
Baby sitting

UNIT – III

CLEANING AGENTS AND EQUIPMENT'S

Water, soap, synthetic detergents, other cleaning agents, using cleaning agents
Cleaning cloth, Mop sweepers, Wet mops, brushes, carpet sweepers
Cleaning trolleys, suction cleaners, rotary floor maintenance machines, shampooing machines

UNIT – IV

FLOOR AND FLOOR COVERING

Types of floor coverings
Carpets, carpet fibers, types of carpets, carpet sizes, carpet under lays
Public area cleaning and various surfaces involved
Periodical cleaning and special cleaning
Tasks carried out, Schedules and records

UNIT – V

LINEN AND ITS CARE

Linen room layout and staffing
Classification of linen par stock
Linen item and their selection
Type and fabric, Size of linen stocks
Linen control, Tips for control and storage, Linen discarding
Record Maintained
Linen Hire
Keys and keys control
Lost and found procedure

REFERENCES

House Craft (Accommodation operations) by Valerie Paul and Christine Jones.
Hotel housekeeping Training manual by Sudhir Andrews.
Hotel, Hostel and Hospital Housekeeping by John C. Bronson and Margaret Lennox.

PAPER –II.3

FRONT OFFICE OPERATION – I (THEORY)

UNIT – I

INTRODUCTION TO THE HOTEL & CATERING INDUSTRY

General Introduction

Inn – Keeping

Development of Inns as result of the establishment of money lending people to travel.

Progress made during the revolution in English, Compare the American Inns with the English Inns. The reason for American leadership in the development of Hotels.

Motels National (Domestic) and International Chains.

Two Concepts that emerged in 80's

Motels

International chains domestic Hotels Chains.

UNIT – II

CLASSIFICATION OF HOTEL

General classification of Hotels.

Size, Location, Length of Stay, Facilities available, Clientele and their difference.

Resort – Difference between Resort and typical commercial hotel

Types of facilities provided in resort

UNIT – III

FRONT OFFICE DEPARTMENT & LAYOUT

Functions & Organization of Front Office

Hierarchy of Front Office Dept

Duties and responsibilities of Front Office Personal

Attributes of Front Office Personal

Layout – Reception, Back Office Bell desk and alike

UNIT-IV

TYPES OF ROOMS

Ordinary Room

Different between the types of rooms i.e., Single, Double, Twin, Twin Doubled, Hollywood twin bedded Room.

Suites

Parlors, Studio room, Suites, facilities and décor provided in suite types of Suite junior and duplex.

Other types of Rooms

Efficiency Room's Hospitality rooms, inter connecting rooms, penthouse and Cabanas.

UNIT – V

RESERVATION

Function of Reservation System

Types of Reservation

Sources of Reservation – Corporate, Travel agents, Pleasure Travelers etc.,

Centralized Reservation System – Concept in detail, Reservation process, Reservation maintenance.

REFERENCE BOOKS:

Hotel Receptionist – Paige and Faige

Authors – I. Joseph D. Fridgen

A.V. Seaton and Philip Alford

Managing Front Office Operations – Michal L. Kasavana

Basic Hotel Front Office Procedures – Peter rener – Van Nostard, Reighold

PAPER – II.4

NUTRITION & FOOD SCIENCE (THEORY)

UNIT – 1

INTRODUCTION TO FOOD SCIENCE

1.1 Introduction – Definition of Nutrition

1.2 Functions of Food

1.3 Classification of Nutrients & Food Pyramid

1.4 Energy – Definition

1.5 Energy requirements for various age groups

UNIT – II

NUTRIENTS – CARBOHYDRATES, LIPIDS

2.1 Carbohydrates – Definition

2.2 Carbohydrates – Functions

2.3 Carbohydrates – Food Sources

2.4 Daily requirements and deficiency.

2.5 Lipids – Classification – Functions – Food Sources – Daily requirements and deficiency.

UNIT-III

WATER

3.1 Water – Importance

3.2 Water – Imbalance

3.3 Water – Deficiency and oral dehydration & diseases.

3.4 Water – Functions

UNIT – IV

NUTRIENTS - PROTEINS

4.1 Proteins – Classification

4.2 Proteins – Functions

4.3 Proteins – Food Sources

4.4 Proteins – Daily requirements & deficiency

UNIT-V

SUPPLEMENTS – VITAMINS & MINERALS

5.1 Vitamins & Minerals – Classification

5.2 Vitamins & Minerals – Functions

5.3 Vitamins & Minerals – Food Sources

5.4 Vitamins & Minerals – Daily requirements and deficiency.

REFERENCE BOOKS:

Davidson C.H. Normal and therapeutic Nutrition, Oxford IBH Publishing, Calcutta 1986.

Kranse, MV. Horsch, M.A. and Mahan.F. – Food Nutrition and Diet therapy

W.R. Saunders company, Philadelphia 1986.

Srilakshmi.B. Dietetics, Wiley Eastern Limited Madras, 1993.

M. Swaminathan – essentials of Food & Nutrition.

SEMESTER – II PRACTICALS
PAPER – II.5
ACCOMMODATION OPERATION - I (PRACTICAL)

1. Identification of cleaning equipments
2. Practicing usage of different manual and mechanical cleaning equipment's
3. Cleaning surfaces
 - Different types of floors
 - Ceilings
 - Walls
 - Windows
 - Wall covering
4. Bed making

PAPER – II.6
FRONT OFFICE OPERATION - I (PRACTICAL)

Students should know in detail how to operate computer systems in Front office, knowledge of Check in, Check out, Group Arrivals, Reservation, Registration, Block Rooms, Vacant rooms, Out of order Room, Occupancy Report through the computer.

Handling of guest mails, Pre arrival of guests, during the stay of the guest, after the departure of the guest.

Practice on providing information about important tourist places, airline offices, railway timing, travel agent office, Hostels, eating places, Church, cinema, temples, Mosques, Wild life, post office, air timings, dealing with various types of guests including sick guests.

- Identification of Various racks.
- Identification of various performers and use of them.
- Concerning the arrivals of VIP, individuals and group.
- Practice on preparation departure procedure.
- Practical work on computerized room management.
- General knowledge about tourist places.
- Front office reports like errand card, bell captain movement list, reservation, discrepancy, room status report, SB Register, registration card, amenities Voucher.
 - Telephone manners of DO's and Don'ts
 - Situation handling of guest complaints.
 - Viva-voce
 - Group discussion.

SEMESTER – III

PAPER – III.1

FOOD PRODUCTION – II(THEORY)

UNIT – I

INDIAN COOKERY

Introduction to Indian cookery
Spices used in Indian cookery
Role of spices in Indian cookery
Indian equivalent of spices (names)

UNIT – II

BASIC MASALAS

Blending of spices and concept of masala
Different masalas used in Indian cookery
Wet masalas
Dry masalas

Composition of different masalas
Varieties of masalas available in regional areas.
Special masala blends.

THICKENING AGENTS

Types & Role of thickening agents in Indian cuisine

UNIT – III

INDIAN COOKING

Introduction to Regional cooking
Factors affecting eating habits
Heritage of Indian cuisine

REGIONAL COOKING

Cooking from the different states under Geographical location
Differentiation of regional cuisine
Historical background
Availability of raw material (seasonal)
Equipment and fuel (special)

Staple diet
Specialty cuisine
Food prepared for festivals & occasions.

States to be covered

Tamil Nadu, Andhra, Pradesh, Goa, Karnataka,
Kashmir, Kerala, Maharashtra, Punjab.

Also Communities / styles such as
Chettinad, Avadh, Malabari, Indian breads, Indian sweets, Indian sauces.

UNIT – IV

QUANTITY FOOD PRODUCTION

Introduction

Equipments

Menu Planning

Planning menu for various categories such as

School / College Students Industrial works, Hospitals, Canteens, out door parties.

Theme dinners, Transport / Mobile catering, parameters for quantity food menu planning.

UNIT – V

INDENTING

Principles of indenting.

quantities/Portions for bulk production.

Practical difficulties involved in indenting.

REFERENCE BOOKS:

1. Prashad Cooking with Indian Masters by J.Inder Singh Kalra and Pradeep Das Gupta.
2. A Taste of India by Madhur Jaffery.
3. Flavours of India by Madhur Jaffery.
4. Cooking Delights of Maharajas by Digvijay Singh.
5. Rotis and Naans of Indian by Purobi Babbar.
6. The Indian Menu Planner (Luster) by Welcome Group Chefs.

PAPER – III.2

FOOD AND BEVERAGE SERVICE – II (THEORY)

UNIT – I

Breakfast

Types

Menu for each types

Terms used in breakfast service

Cover laying for English, Continental breakfast, American and Indian

UNIT – II

Menus

Origin of Menu

Types

Table de hote menu

A la carte menu

French Classical Menu

Menu Terminology

Planning Menus/Menu compiling

UNIT – III

Accompaniments cover and service – of all courses in the classical menu sequences.

UNIT – IV

Types of Service

Restaurant

Room Service

Banquets

Buffet

Afternoon Tea Service

Advantage & Disadvantages of Service

UNIT – V

Classification of Non-Alcoholic Beverages

-Tea

-Types of Teas

-Manufacturing

-Brands

Coffee

Types of Coffee

-Manufacturing

- Brands
- Milk based drinks
- Juices
- Soft Drinks
- Brands, Mineral and Tonic water.

REFERENCE BOOKS

Dennis R Lillicarp and John A. Cousins – Food and Beverage Service – ELBS.
John Fuller – Modern Restaurant Service – A Manual for students and practitioners-
Hutchinson.
Sudhir Andrews – Food and Beverage Service Training Manual – Tata Mc Graw Hill.

PAPER – III.3

ALLIED HOSPITALITY SERVICES (THEORY)

UNIT – I

Transport Catering

Classification
Air Catering
Planning of Menus
Organization of Service
Importance of Flight Units

UNIT – II

Rail Catering

Planning of Menus
Refreshment Stalls in Railway stations
Pantry Car service
Role of Indian Railway Catering
Tourism Corporation

UNIT – III

Ship Catering

Catering service in Passenger Ships
Cruise Lines Catering
Catering Luxury coaches
Services of Snacks & Beverages

UNIT – IV

Hospital & Industrial Catering

Planning of menu for invalids
Importance of Diet kitchen
Planning of kitchen and food services area
Role of Cyclic menus
Institutional Catering

UNIT – V

Out Door Catering

Types of Functions
Contracted and Speculative Functions
Problems in Outdoor Catering
Organization of Food Production & Food Service areas

REFERENCE BOOKS

Hotel Management Theory – Dr. B.K. Chakravarthi
Food and Beverage Service – Dennis Lillicrap & John Cousins
Catering Management – An Integrated Approach – Mohini Sethi & Surjeet Malhan

PAPER – III.4

APPLICATION OF COMPUTER (THEORY)

UNIT – I

Introduction to Computer

Computer systems

Advantages & Disadvantages

Origin , history and types

Network (LAN / MAN/ WAN)

UNIT – II

Linking

Kinds and Components of a Computer

Hardware

Software

Operating Application (High level Languages / Utility)

Compiler & Interpreter components of a Computer

UNIT – III

Elements of a Computer System

Central Processing Unit

Input & Output devices

Storage devices

Manipulating data, Binary terms

Control cards, Real time clock, CGA Card

UNIT – IV

Keyboard & Operating Systems

Special symbols, Special keys

Monitor (Color / Monochrome)

Fundamentals of Operating systems

Uses of Operating systems

UNIT – V

MS – WORD & MS – EXCEL

Capabilities of Word Processing

Creating & Usages of Excel

Exercise: 1

Creating a worksheet, entering a label, Value, Copy demand Simple mathematical operations, Save and Exit.

Exercise: 2

Creating Graphs & Printing Graphs

REFERENCE BOOKS

MS-OFFICE – Microsoft Corporation

Understanding Dbase – Alan Simpson

Dbase made simple – R.K. Taxali

SEMESTER – III PRACTICALS

PAPER – III.5

FOOD PRODUCTION – II (PRACTICAL)

Preparation and Composition of various Indian masalas – Green, white, brown, tandoori

Preparation and incorporation of simple dishes from various regions and dishes like vindaloo, khorma, makhani and alike demonstration and preparation of Tandoor dishes such as naan, roti, kulchas, parathas, tikkas, kebabs.

To formulate 10 – 12 sets of menu based on the respective regions for Practicals apart from demonstration.

SAMPLE MENUS

1. Plain rice, Sambar, Rasam, Kootu, Mix veg poriyal.
2. Jeera pulao, Aloo gobi masala, Fish fry, Vermicelli kheer.
3. Chicken biriyani, Brinjal masala, Onion raitha, Coconut boli.
4. Chappathi, Dhall tadka, chicken fry, Beetroot halwa.
5. Tomato shorba, Veg pulao, Mutton rogan josh, Mix Veg curry, Carrot kheer.

PAPER – III.6

FOOD AND BEVERAGE SERVICE – II (PRACTICAL)

1. Carving at the table
Roast Chicken, Roast leg of lamb
2. Cooking flambé dishes
Crepe suzette, Banana flambé, Steak Diane, Caesar salad, Smoked salmon, Caviar Sole Grille, poached Sole, Double Fillet Steak, Steak Tartar, Roast Chicken, Flambé Chicken Breast, Pear Flambe.
3. Preparing Special Dishes – Irish Coffee
4. Banquets – Planning, Layout, mock service, actual lunch service supervision.
5. Bar Operation – Mock bar, bar service, taking orders Mock service.

SEMESTER-IV

Industrial Exposure Training (IET) 22 Weeks

Project report has to be submitted based on their IET

SEMESTER – V

PAPER – V.1

BAKERY & CONFECTIONARY (THEORY)

UNIT – I

INTRODUCTION

Aims and Objectives of Bakery

Organizational structure of Bakery

Equipments used (description and their uses)

Oven (Types and their advantages / disadvantages)

Personal Hygiene maintained in the Bakery

UNIT – II

RAW MATERIALS USED IN BAKERY

Flour

Yeast

Eggs

Sugar

Salt

Fats

Cream

UNIT – III

YEAST DOUGH

Methods of preparing Bread doughs

Quality of Ingredients in making Breads

Faults and remedies in Bread making

Bread improvers
Bread diseases and rectification
Leavening action of Yeast on Bread dough

UNIT – IV

CONFECTIONERY PRODUCTS

Types of Pastry Preparation
Reasons for common problems in Pastry making
Different cake making methods
The quality of cake making ingredients and the types of cakes
Leavening action of Baking powder on cakes
Faults & Remedies in cake making

UNIT – V

ICINGS AND OVEN TEMPERATURE

Icing – Introduction
Types of Icing
Gum paste
Oven at different temperatures
The oven temperatures for baking and lean cakes

REFERENCE BOOKS

Basic Baking Science & Craft – S.C. Dubey
Practical Baking – Sultan
Baking made simple – M.K. Gaur & Mainsh Gaur
New Complete books of Breads – Bernard Clayton

PAPER – V.2

FOOD PRODUCTION – III(THEORY)

UNIT – I

LARDER & LADER CONTROL

Layout

Introduction to Larder

Equipment found in larder

Layout of typical larder with equipment and various sections

Importance of Larder Control

Duties and responsibilities of Larder Chef

Functions of Larder

UNIT – II

Meat cookery

Introduction to meat cookery

Cut of Lamb / mutton

Cuts of beef / veal

Cut of chicken

Variety of meats (offal's)

Fish cookery

Introduction to fish cookery

Classification of fish with examples

Cuts of fish

Selection of fish and shellfish

Egg-cookery

Introduction of egg cookery

Structure of an egg

Selection of egg

Uses of egg in cookery

UNIT – III

CHARACUTIERE

Introduction to characutiere
Sausages – Types, Varieties
Cassings – Types & Varieties
Fillings – Types & Varieties
Additives & Preservatives

Forcemeats
Types of Forcemeats
Uses of forcemeats

Marinades, Cures, Brines
Types of Brines
Methods of curing
Types of Marinades
Uses of Marinades
Differences between Brines
Cures & Marinades
Bacon, Ham, Gammon

UNIT – IV

APPETIZERS AND GARNISHES

Classification of Appetizers
Examples of Appetizers
Historic Importance of Culinary Garnishes

UNIT – V

SANDWICHES

Parts of Sandwiches
Types of Bread
Types of filling – Classification
Spreads
Types of Sandwiches

REFERENCE BOOKS:

1. Practical Cookery – Kinton & Ceserani – Hodder & Strouhton Educational, London.
2. The complete cookery manual – Anthony D Reilly – Longman Group Ltd., UK
3. The theory of Catering – Kinton & Ceserant – Hoddel & Strnal.
4. Food Preparation – Clive Finch
5. Time Life – Good Cook Series
6. Practical Professional Catering – Cracknessl
7. Time Life – Good Finch
8. Daniel R Steven Son – Stani Thrones Ltd.,
9. The complete cookery manual – Anthony of Reilly Longman UK.

PAPER – V.3

FOOD AND BEVERAGE SERVICE – III(THEORY)

UNIT –I

Beverages

Introduction to Alcoholic Beverages

Definition and classification of Alcoholic Beverages

Fermentation – define, types of fermentation

Bar- Introduction,Types

UNIT – II

Wines

Introduction to wines categories of wines, colour and characteristics of wines

History of viticulture – Wines

Need of vines, seasons, soil & areas of growth

Composition of grapes

Wine makers Calendar

Vinification – Harvesting – Destalking – Crushing – Pressing – Fermentation

Care of Wines

Racking – Fining – Filtering – Ageing – Bottles & Bottling - Crocking

Principle Wine Producing Countries

France, Italy, Germany, Spain, Portugal, America (California)

UNIT – III

Beer

History (A brief description of how Beer came into being)

Ingredients for production of beer

Brewing Process, Storage of beer, Classification of beer (ales, lagers, Stout beers)

Characteristics, Alcoholic percentages.

UNIT – IV

SPIRITS

Definition of spirits & alcohol

Factors on which distillation depends

Proof of spirits

Whisky – History

Main types of Whiskies

Major Whisky – Producing countries

Scotch whisky, Irish Whisky, American Whisky

Canadian Whisky, brand names

Gin – history – flavouring agents, production, types of gin, brand names

Brandy – How the word brandy came about.

Cognac (areas of production: grapes used, ages of cognac, storage & attributes)

Armagnac, brand names

Rum – Areas of production (mention about – Demerera Rum) Manufacture.

Slow Fermentation, Quick Fermentation, Distillation, Maturation, Types of Rum & brand names

Vodka – Meaning of the term. Area of Production, Manufacture, Well known brands

Other Spirits – Arrack, absinthe, tiquira, tequila, quzo, grappa, fenny, toddy and alike

UNIT – V

Liqueurs

History – Definition – Other names – types

Manufacture

Hot method – Distillation, Cold method – Infusion, Percolation

Aging, Base spirits, Sweetening, Classification Uses

Cocktails & Mixed Drinks

A brief history of cocktails and mixed drinks, Definition of cocktails

Definition of mixed drinks

Developing a drink recipe, Bar Measures, Mixed drinks and mixed drink families

REFERENCE BOOKS

- food & Beverage Service – Dennis Lillicarp
- Atlas of Wines – Hamlyn Publications
- Table and Bar – Clark
- International Guide to Drinks

SEMESTER – V PRACTICAL

PAPER – V.4

BAKERY AND CONFECTIONERY (PRACTICAL)

Bread

Bread rolls

Bread Stick

Burger

Breakfast rolls

Sponge cake

Different varieties of sponge cakes

Muffins

Pastries

Short crust pastries

Pie

Tart

Cookies

Puffs

Cold desserts

PAPER – V.5

FOOD PRODUCTION –III (PRACTICAL)

DEMONSTRATION

Decorated Cake, Gateaux, International Breads, Parfaits,
Hot / Cold specially Deserts

DEMONSTRATION OF CHARCUTERIE

Galantines, Pate, terrines, Mousse lines

PREPARATION OF BASIC SIMPLE SALADS, COMPOUND SALADS AND DRESSINGS

Cole slaw, salade nioise, Russian salad, Beetroot salad, Potato salad Fruit salad, Carrot & celery, Waldorf salad

To formulate 12 sets of menu based on the various international cuisines for the III year Practical's apart from demonstration.

PAPER – V.6

FOOD AND BEVERAGE SERVICE – III (PRACTICALS)

Students should have knowledge of Billing, making KOTs, etc. using computer.

Writing a menu in French with wines.

Laying the table (Recapitulation first year – Linking Backwards)

Taking orders of wine, posture, wine list wiring orders.

Service of wine – White and Rose

Red wine and Red wine in Basket, Decanting wines, sparkling wines champagnes

Reading of wine labels.

Taking orders of spirits

Taking order for other alcoholic beverages.

Service of spirits – Whisky – neat, on the rocks, long drink.

Rum – Long drink
Vodka – Neat, Long drink.
Gin – Neat, Long drink.
Brandy – do –
Cocktails and mixed drinks
Taking order for cocktails
Preparation of cocktails.

1. Service of Aperitifs
Service of Liqueurs, Service of Beer
2. Service of Regional Dishes
three regional festival means (as a practical assignment) by students.
3. room Service
Incorporate alcoholic beverages being served in room. Recapitulate or Link Backwards with First year.

SEMESTER – VI

PAPER – VI.1

FRONT OFFICE OPERATION – II(THEORY)

UNIT – I

Front office Salesmanship

Selling techniques

Upgrading

Front office reception as a Sales department

Guidelines to selling – by telephone, face to face, selling to the business person, conference and group business

How to compete in the market

UNIT – II

Guest relation and social skills

The role of Guest Relations Officer

Types of guest problems

Skills necessary for dealing with problems, solving problems, handling complaints, course of action to be taken when handling problems

Telephone handling skills

Flow of guest information between sections of front office and other departments

Importance of log books, reservations, reception, mail and information, bell desk, front office cashier, telephones, housekeeping department, sales department, engineering department, accounts department.

UNIT – III

Arrival, Departure Procedures & Role of Bell desk

Issuing key and escorting the guest

Role of bell desk – bell captain, bellboy – arrival, errand card, key card

Completing the forms – arrival & departure register, ‘c’ form, alphabetical guest register, and guest folio arrival information notice.

Turning away a guest, handling overbooking at the reception counter.

UNIT – IV

Credit Control

The meaning of credit control, objectives of credit control measures.

Credit control measures at check in, credit control measures at check out.

F.O. Security Functions

The role of F.O in key control

Handling electronic keycard

The master key

Safe deposit boxes (lockers)

How to deal with lost and found

Emergency procedures, medical, robbery / theft, fire, death

UNIT – V

Forecasting

Importance of forecast

How to forecast, useful forecast data, format of reservation forecasts

REFERENCE BOOKS:

- 1) Principles of hotel front office operations by Sue Becker, Pam Bradley and Feremy Hyton. Published by castle 1994.
- 2) Managing front office operations by Michael & Kasavana, 3rd Edition, Published by van Nostr and Reinhold.
- 3) Hotel and Motel front desk personnel by Grace paige, Fane Parga, Published by van Nostrand and Reinhold.
- 4) F.O. Procedures, social skills & management by Petrabbol & Sue Lewry, Publishers Butter Worth Huneman.

PAPER – VI.2

ACCOMMODATION OPERATION – II (THEORY)

UNIT – I

Fabrics and fibres.

Definition of a fibre

Classification of fibres

Fabric construction

Types of Weaves

UNIT – II

Laundry

Layout of a fully mechanized laundry

Flow process of industrial laundrying

Transport to laundry, arrival, marking, sorting, stain removal, weighing, loading, washing, drying, ironing, folding, checking and repairing, distribution

Wash cycle and Dry-cleaning

Guests Laundry procedure and care

Stain removal, (Rules of stain removal, treating an unknown stain)

UNIT – III

Stock taking

Procedure and record maintained

Planning and Organizing the house keeping department of five star Hotel

Recruiting, selecting, hiring and orienting housekeeping supervisors and room maids

Motivating the operational staff, (House maids and Housemen.)

Job specification and job description of Executive Housekeeper, Assistant Housekeeper and other staff

UNIT – IV

Importance of interior design, factors affecting interior design of guest rooms and public area.

Role of color in interior design, qualities of color, classification and standard colour harmonies factors affecting color schemes.

Layout of rooms and rules and how the physical layout affects system

Special consideration for the rooms for physically handicapped and disabled

UNIT – V

Redecoration and refurnishing of the guestrooms

Snagging list

Budget and Budgetary Controls of the Housekeeping Department

Types and Principles of Flower arrangement

REFERENCE BOOKS

House craft (Accommodation operations) by Valerie Paul and Christine Jones.
Commercial Housekeeping and Maintenance by – Stanley Thornes.
Hotel, Hostel and Hospital Housekeeping by John C. Bronson and Margaret Lennox.
Hotel and catering studies by – Ursula Jones.
Housekeeping and Front Office – by Jones.

PAPER – VI.3

TOURISM MANAGEMENT (THEORY)

UNIT – I

Principles of Tourism

Definitions : Tourism, Tourist, Foreign Tourist, Domestic Tourist
Components of Tourism : Attractions, Accessibility and Amenities
Motivations for Tourism
Types of Tourism

UNIT – II

Growth of Tourism

Tourism Development : Sea, Road, Rail and Air
An Account of famous Travellers
Role of Industrial Revolution
Concept of Holiday, Paid Holiday
Modern Era of Tourism after World War II

UNIT – III

Operations of Tourism

Travel Agency : Departments and Functions
Tour Operation : Itinerary Preparation and Organizing
Accommodations : Types of Accommodation, Departments of a Star Category
Hotel and their functions
Attractions : Government Organized, Private Organized and their functions

UNIT – IV

Planning in Tourism

Need for Planning in Tourism
Process of Planning – Master Plan
Micro level or State level Planning
Macro level or National level Planning

UNIT – V

Impact and Organizations of Tourism

Impacts	:	Cultural, Social, Economical and Ecological aspects
Government Organizations	:	Ministry of Tourism and Culture, Government of India ITDC TTDC
Private Organizations	:	IATA TAAI Role of United Nations Organization in Tourism.

REFERENCE BOOKS

International Tourism – Bhatia A.K
Tourism Development – Bhatia A.K
Tourism past, present and future – Burkhart A and Medlik S
Dynamics of Tourism – Kaul R.N

SEMESTER – V PRACTICAL

PAPER – VI.4

FRONT OFFICE OPERATION – II (PRACTICAL)

Familiarizing with computerized billing
Room assigning procedure
Checkout settlement procedures
Foreign exchange voucher
Safety deposit voucher/record maintenance
Log book for maintenance department report
Left luggage handling procedure
Receiving procedure of the guest

Lost and found articles dealings
Message handling with past, present and future guest
Situation handling of guest complaints, Viva – voce, Group discussion

PAPER – VI.5

ACCOMMODATION OPERATION – II (PRACTICAL)

Exercising linen room function
Care and storage of linen, discarded linen
Records and registers maintained in the linen room and their formats
Desk control – Functions, role – play
Flowers arrangements

PAPER – VI.6

APPLICATION OF COMPUTER (PRACTICAL)

MS-WORD

Text manipulation : Changing the font size, font type, font style, aligning the text,
cut, copy, paste.
Table manipulating : Creating tables, inserting & deleting rows & columns,

MS-EXCEL

Entering the data, changing the fonts, changing row heights & column width.

INTERNET

Creating a E-mail ID
Sending & Receiving mails
Accessing websites related to Hotel Industry
