



**BHARATHIDASAN UNIVERSITY  
TIRUCHIRAPPALLI – 24**

**B.Sc. Hotel Management & Catering Science  
(Non Semester CDE)**

**(For the candidates to be admitted from the year 2014-2015 onwards through centre for Distance Education)**

Course Duration: 3 Years - Non- Semester System  
Eligibility: Higher Secondary (+2) pass in any stream

<b>Year</b>	<b>Title of the Paper</b>	<b>Exam Hours</b>	<b>Marks</b>
<b>I</b>	Part - I Language - I	3	100
	Part - II English -I	3	100
	Major I Food Production Theory	3	100
	Major II Food & Beverage Service Theory	3	100
	Practical - I Food Production Practical	5	50
	Practical II Food & Beverage Service Practical	3	50
<b>II</b>	Part - I Language –II	3	100
	Part - II English - II	3	100
	Major III Front Office Management Theory	3	100
	Major IV House Keeping Management Theory	3	100
	Practical III Front Office Management Practical	3	50
	Practical IV House Keeping Management	3	50
<b>III</b>	Major V Food & Beverage Management Theory	3	100
	Major VI Bakery & Confectionary Theory	3	100
	Major VII Tourism Management Theory	3	100
	Elective papers - Select any one paper from given Subjects Advanced Front Office Management Theory / Advanced House Keeping Management Theory / Advanced Food Production Theory / Advanced Food & Beverage Service Theory	3	100
	Practical – V Bakery & Confectionary Practical	5	50
	Industrial Training, Report & Viva Voce	90 Days	50
			1500

**Note 1:**

- 1. For all Theory Papers**
- 2. For all Practical's and Industrial Training Report**

**Passing Minimum**

**40 Marks**  
**20 Marks**

**Note 2:**

**Environmental studies UGC paper is compulsory to study in 1<sup>st</sup> year**

## **FIRST - YEAR**

### **Major - I FOOD PRODUCTION (THEORY)**

#### **UNIT-I**

The Catering Industry – Overview of the Catering Industry, Kitchen organization structure – Personal Hygiene – Aims and Objectives of Cooking – Culinary terms

#### **UNIT-II**

Classification of Raw Materials (Cereals, Pulses, spices & herbs, Milk & Milk Products, Vegetables, egg, Meat – Chicken, Mutton, Fish, Beef, pork, game) cuts of meats, functions, preparation of ingredients, Standard Purchase specifications of each Raw Material.

#### **UNIT-III**

Methods of Cooking – Boiling, Poaching, Steaming, Stewing, Braising, Roasting, Baking, Frying, Grilling, Broiling, Invalid cookery, reheating of food, texture of food.

#### **UNIT-IV**

Introduction to Stocks, Soups, Sauces, horsd'oeuvres, Salads, sandwiches – Types, classification, uses of Stocks, Soups, Sauces, horsd'oeuvres, Salads, sandwiches, food additives.

#### **UNIT-V**

Definition of menu, Types of menu, Examples of menu and menu compilation, Portion Control-Standard Portion Sizes necessity for control. Indenting -Principles of Indenting for volume feeding, Portion sizes of various items for different types of volume feeding, Modifying recipes for indenting for large scale catering, Practical difficulties while indenting for volume feeding

PLANNING- Principles of planning for quantity food production with regard to, Space allocation, Equipment selection, Staffing.

### **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.

## **Major II – Food & Beverage Service (Theory)**

- Unit I** : Classification of F & B Service Outlets, Ancillary Departments of F&B Service, Origin of Menu, Menu Planning, Basic Types of Menu, French Classical Menu, Types of Meal – Breakfast, Lunch, Supper, Dinner, High Tea.
- Unit II** : Mise-en-scene, Mise-en-place, Briefing, Laying covers for different Meals and Menu. Rules and Procedure for service of a meal, methods of service.
- Unit III** : Classification of Beverages – Non Alcoholic, (Refreshing, Stimulating, Nourishing) Alcoholic (Fermented, Distilled, Others) Introduction to Wine, Wine Production, Wines from France, Germany, Italy, Spain.
- Unit IV** : Beer – Types and Manufacturing Process – Spirits – Types and Manufacturing of Basic Spirits, Other Spirits, Cocktails – Definition, Methods of Mixing, and Equipments required. Recipes of at least 3 Cocktails of each base spirit.
- Unit V** : Control Checking systems, Control and the Bill – Cellar Control, Tobacco – Cigars & Cigarettes, KOT – Types of KOT's.

### **Reference Books:**

1. Food & Beverage Service – Lillicrap & John Cousins – ELBS Publications, New Delhi.
2. Food & Beverage Service – Vijay Dhawan, Frank Brothers & Co., New Delhi.
3. Professional Food & Beverage Service Management – Brian Verghese – Mac Millan India Limited.
4. Food & Beverage Service - Singaravelavan - Oxford University Press
5. Food & Beverage Service Training Manual - Sudhir Andrews - Tata Mc graw hill Publications-New Delhi

**PRATICAL – I**  
**FOOD PRODUCTION (PRACTICAL)**

1. Identification of Ingredients, Kitchen Equipments, Groceries, Vegetables.
2. Cuts of Vegetables, Fish, Poultry, meat.
3. Preparation of Stocks, Mother Sauces and their derivatives.
4. Preparation of four continental menus – Compiled in such a way that different methods of cooking, sauces and soups are included.
5. Preparation of four South Indian and Indian Menu – Compiled in such away that dishes from various states are included.
6. Preparation of Indian Breads and snacks.

**Reference Books:**

1. Krishna Arora, Theory of Cookery, Frank Brothers Limited 4675A, Ansari Road, 21, Darya Ganj, New Delhi- 110 002, Edition 2002
2. Philip E. Thangam, Modern Cookery (Volume -I), Publisher: Orient Longman, 160, Anna Salai, Chennai-600 106
3. Kinton & Cessarani, Practical Cookery, Published by A division of Hodder and Head line PLC, 338, Euston Road, London, Ninth edition 2000
4. Kinton & Cessarani, Theory of Catering, Published by A division of Hodder and Head line PLC, 338, Euston Road, London, Ninth edition 2000
5. A Taste of India – Madhur Jeffrey.

**Practical-II**

**Food & Beverage Service (Practical)**

1. Familiarization and handling of Equipments.
2. Arrangement of Side Board.
3. Laying of table for various meals and menus.
4. Service at the table (Silver Service & Clearance Course by Course)
5. Service of Non-Alcoholic Beverages.
6. Service of Wine – Various types.

**Reference Books:**

1. Food and Beverage Service Training Manual, Sudhir Andrews,1980, Published by Tata Mc Graw Hill Publishing Limited, No-7, West Patel Nagar, New Delhi-110 020
2. Food and Beverage Service, Dennis Liicarp & John Cousins, 2002, Published by Hodder & Stroughton Education, 338, Euston Road, London
3. Modern Restaurant Service – John Fuller.
4. Food & Beverage Service – Vijay Dhawan.
5. Food & Beverage Service - Singaravelavan - Oxford University Press.

### **MAJOR III FRONT OFFICE MANAGEMENT – (THEORY)**

- Unit I : Introduction to Hotel Industry, Growth of Hotel Industry in abroad and India, Organization chart of large, medium and small hotels. Classification of Hotels according to the length of stay, clientele, number of rooms, locations.
- Unit II : Organization of Front Office Department, various Departments in Front Office and its importance, staff organization of Front Office Department, Job description of various staff in Front Office Department, Different types of Tariff and Plan.
- Unit III : Reception-Reservation, Check In, Check out – Pre-registration, Check-in of reserved guest, Walk-in guest, Registration Procedure, Knowledge of various registers and forms used in Reception, Check out procedure, Reservations – Types of reservations, Modes of reservations, Diaries and Charts used in reservation, Group reservation, Over Booking.
- Unit IV : Bell Desk – Staff Organisation and Job Description of Bell Desk Staff, Handling of Guest Luggage while check in & check out, Left Luggage Procedure, Mail Handling, Paging. Telephones, Board (PBX, PABX, EPABX), Qualities of Telephone Operator, Wake-up call procedure.
- Unit V : Cashier – Job Description of Front Office Cashier, Records & Ledgers maintained by the Cashier, Visitors Tabular ledger, Guest's weekly bill, Allowance Voucher, Visitors Paid out Voucher, Taxes, Foreign Currency Encashment, Credit Cards, Charge slips, Telephone Voucher, Petty Cash Voucher, Cashier report, Types of Guest Folio, Methods settling the Guest Bill – Night auditing – Functions of night auditing, preparing night audit reports – Front Office Terminologies.

#### **Reference Books:**

1. Hotel Front Office Training Manual – Sudhir Andrews – Tata Mc Graw Hill Publishers, New Delhi.
2. Front Office Management – S.K.Bhatnagar, Frank Brothers Co Ltd., Daryaganj, New Delhi.
3. The Hotel Receptionist – Grace Paige and Jane Paige ELBS Publications
4. Hotel Front Office management – S.K. Bhatnagar
5. Hotel Reception – Arnold Heinman

## **MAJOR IV– HOUSE KEEPING MANAGEMENT (THEORY)**

- Unit I : House Keeping in Hotels – Importance, Functions, Liaison with other departments, staff hierarchy, duties and responsibilities of house keeping staff, Introduction to various sections of House Keeping like House Keeping Desk, Laundry, Linen, Horticulture, Types of Cleaning Procedures.
- Unit II : Guest Supplies and Amenities, Bed Making, Evening Service, Types of Key and Key Control. Cleaning Equipments and Agents – Classification and types.
- Unit III : Stain Removal & Pest Control – Definition, Importance & Classification of Stains – General Rules of stain removal – Different types of stain removing agents with examples.
- Unit IV : Fibres & Fabrics  
Fibre-Introduction – Classification of Fibres – Origin & characteristics of Fibre – Methods of Construction, Knitting, Weaving (Plain, Twill, Satin, Figured, Pile, Cellular) Finishes given to Fabrics.  
Flower Arrangement – Purpose of Flower Arrangement, Equipments Materials used, styles and principles of flower arrangement.
- Unit V : Laundry- Types of Laundry- In house laundry, Out site Laundry, Contract Laundry.  
Flow process of Industrial Laundry, Laundry Equipments and layout of Industrial laundry – Dry cleaning & Guest laundry.  
Linen – Classification & sizes of various linen (Bed, Bath & Table Linen), layout of linen room / Uniform room, storage condition, inspection & issuing linen, stock taking, par stock, inventory records.

### **Reference Books:**

1. Hotel House Keeping Training Manual – Sudhir Andrews – Tata Mc Graw Hill Publishers, New Delhi.
2. Accommodation and Cleaning Services – David M. Allen, Stanley Thomas Publications.
3. Professional Management of House Keeping Operations – Robert’s Martin.
4. Hotel, Hostel and Hospital House Keeping – Joan C.Branson & Margaret Lenox – ELBS Publication.
5. House Keeping Supervision Volume 1 & 2- Jane Fellow.

**PRACTICAL III**  
**FRONT OFFICE MANAGEMENT PRACTICAL**

- |                    |   |
|--------------------|---|
| Reception          | - Wishing / Greeting the Guest<br>- Registration and Room Allotment<br>- Situation Handling<br>- Registers Maintained   |
| Reservation        | - Reservation form – Confirmation<br>- Reconfirmation<br>- Reservation Enquiries<br>- Diaries and Charts used in Reservation<br>- Whitney Rack – Handling.<br>- Knowledge of Reservation Terminology. |
| Information        | - Mail Handling<br>- Receiving / Passing Message to Guest<br>- Local Information<br>- Tour Arrangement details.   |
| Telephone Operator | - Handling of Telephone Exchange Boards<br><br>- Receiving / Connecting Calls to Guests/ Staff.<br>- Wake-up Calls.   |
| Bell Desk          | - Luggage handling procedure<br>- Errand Card<br>- Scanty Baggage   |

**Reference Books:**

1. Sudhir Andrews, Hotel Front Office Training Manual, Tata Mc Graw Hill Publishers, New Delhi, Edition 2, 2004
2. S.K.Bhatnagar, Front Office Management, Frank Brothers & Co. Ltd, New Delhi, Edition 2006
3. Hotel Reception – Arnold Heinman
4. Effective Front Office operation- M. Kesavan
5. Basic Hotel Front Office- Peter Franny Renner

**PRACTICAL IV**  
**HOUSE KEEPING MANAGEMENT (PRACTICAL)**

Cleaning Procedures – Rooms, Bathroom, Toilet, Washbasin, Bath tub, Sink,  
Table, Floor, Water Closet, Staircase, Corridor, Carpet.

Sequence of Cleaning - Cob Web Taking

Dusting, Sweeping, Scrubbi

Moping

Carpet Cleaning

Carpet Shampooing

Polishing

- Brassware

Tiles

Furniture

Registers Maintained in Housekeeping

Lost and Found

Cleaning (Weekly, Daily, Spring)

For Cleaning Equipments

For Cleaning Agents

Stain Removal

- Linen Items

Uniform Items

Floors

Bathrooms

Toilet

**Reference Book:**

1. Sudhir Andrews, Hotel House Keeping Training Manual, Tata Mc Graw Hill Publishers, New Delhi, Edition 2, 2005
2. Hotel ,Hostel & Hospital house keeping- Joan .C.Branson & Margaret Lennox
3. House keeping supervision volume 1 & 2 – Jane Fellows
4. The professional house keeper – Georgina tucker & Madeleri Schneider
5. Accommodation and cleaning services – David M. Allen.



## Major - V – Food & Beverage Management (Theory)

- Unit I** : Food cost Control: Definition of Cost, Objectives of Food Cost Control – Controlling Techniques, Reason for High Food cost, Calculating Actual, Daily, Weekly, Monthly Food cost.
- Unit II** : Elements of Cost: Cost Defined, Food Cost, Labour Cost, Overheads Cost. Cost Dynamics – Fixed, Variable, Semi-variable Cost, Break Even Analysis.
- Unit III** : Purchasing: Main duties of Purchase Manager, Purchasing Procedure, Selection of a Supplier, Standard Purchase Specification – Meaning & Objectives of Purchase Specification – Vegetables, Fish, Meat – Receiving – Objectives – Receiving Procedure – Types of Receiving.
- Unit IV** : Storing & Issuing – Procedure – Stock Taking, Stock Level, Par Stock, Bin Card - Food and Beverage Control – Objectives and Methods of Control.
- Unit V** : Measurement of Performance – Seat turnovers, Sales Per Waiter, Sales per Cover, Average Sales, Beverage Cost.

### **Reference Books:**

1. Food & Beverage Management – Bernard Davis, Andrew Lock Wood & Sallay Stone, Butter Worth Heinemann, Singapore.
2. Cost Control for the Hospitality Industry – Michael Coltman, Van, Nostrand Reinhold, New Delhi.
3. Catering Management - An Integrated approach - Mohini Sethi & Surjeet Malhan - Mc Millan Publishers
4. Food & Beverage Service - Singaravelavan - Oxford University Press
5. Food & Beverage Service Training Manual - Sudhir Andrews - Tata Mc Graw hill Publications-New Delhi

## **Major – VI BAKERY & CONFECTIONARY THEORY**

### **UNIT –I INTRODUCTION**

- 1.1 Aims and Objectives of Bakery.
- 1.2 Organizational Structure of Bakery (Both small and Large Scale).
- 1.3 Equipments used in the Bakery (Description and their uses).
- 1.4 Personal Hygiene maintained in the Bakery.

### **UNIT-II RAW MATERIALS 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 Flavoring 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 Functions of Bakery kitchen

### **UNIT-IV PASTRIES AND CAKES**

- 4.1 Types of Pastry Preparation.
- 4.2 Reasons for common problems in Pastry making.
- 4.3 Different cake making methods, Faults & Remedies.
- 4.4 Types of cake (Rich, Lean, and High Ratio & Low Ratio Cakes).
- 4.5 Types of Sponge cake
- 4.6 Oven at different temperatures (Top, Middle and Bottom)

### **UNIT-V CONFECTIONARY PRODUCTS**

- 5.1 Icing-Introduction
- 5.2 Types of Icing (Butter icing, Royal Icing, Marzipan, Fudge, Glaze Icing, Chocolate Icing, Marshmallow, Gum paste).
- 5.3 Types of cake Pastries and Gateau.
- 5.4 Chocolates and Candies
- 5.5 Desserts

**REFERENCE BOOKS:**

- 1) Basic Baking Science & Craft by S.C. Dubey (S.C. Dubey F-10/5, Malaviya Nagar, New Delhi – 110 017).
- 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.
- 6) Baking made simple – M.K. Gaur & Manish Gaur. (Bakers Machinery & Consultancy Company, Bangalore).
- 7) International Confectionary-Wilfred J.Fantu.Inst-Virtue &Company, London.



## **Major – VII Tourism Management (Theory)**

- Unit I** : Definition of Tourism, Tourist, Foreign Tourist, Domestic Tourism – Components of Tourism (Attraction, Accessibility and Amenities) – Motivations for Tourism.
- Unit II** : Growth of Tourism – Tourism Development (Sea, Road, Rail, Air)- An Account of Famous Travelers – Role of Industrial Revolution – Concept of Holiday and Paid Holiday – Modern Era of Tourism after World War – II.
- Unit III** : Functions and Types of Travel Agency – Tour Operators – Accommodation and Attractions.
- Unit IV** : Planning in Tourism – Need, Process (Micro & Macro Level Planning) – Impact of Tourism (Culture, Society, Economy and Ecology – Both Positive and Negative).
- Unit V** : Government Organisations and their functions in Tourism – ITDC, TTDC, IATA, TAAI – Role of United Nations Organisation in Tourism.

### **Reference Books:**

1. Tourism Department, Principles and Practices, A.K.Bhatia, Sterling Publishing Private Ltd.
2. International Tourism Management, A.K.Bhatia, Sterling Publishing Private Ltd.
3. Agarwal V.S., The Heritage of Indian Art, Publications division, Govt. of India, New Delhi.2003
4. Basham, A.L., The Wonder That Was India, 3rd edition, London.,2002
5. Basham, A.l., (ed.), A Cultural History of India, Oxford University Press, New Delhi,2002

**ELECTIVE**  
**ADVANCED FRONT OFFICE MANAGEMENT**

**UNIT – I**

**SECURITY DEPARTMENT AND ITS IMPORTANCE IN RELATION WITH FRONT OFFICE**

1.1 Importance of security department to effective front office management

1.2 Organisation of a security department.

1.3 In house security department versus contract security services.

**1.4 Key controls and Surveillance**

1.4.1 Room key security system

1.4.2 Surveillance and access control

**1.5 Emergency communications and procedures related**

**1.6 Employee safety programs**

1.6.1 Employee safety committee

1.6.2 Departmental supervisors responsibilities

1.6.3 Safety training programs

**UNIT – II**

**ONGOING RESPONSIBILITIES OF FRONT OFFICE DEPARTMENT**

**2.1 Communication between front office and guest**

2.1.1 Log Book

2.1.2 Information Directory

2.1.3 Handling Mail

2.1.4 Handling Messages

2.1.5 Telephone services

2.1.6 Facsimile messages

2.1.7 Wake up calls

2.1.8 E mail

2.1.9 Internet / Short messaging service (SMS)

**2.2 Inter departmental Communications**

2.2.1 Housekeeping

2.2.2 Engineering and Maintenance

2.2.3 Revenue centres

2.2.4 Accounts and Credits Department

2.2.5 Sales and Marketing

## **2.3 Guest Services**

2.3.1 Equipments and Supplies (Rollaway beds and cribs, Additional linens/pillows, Irons and Ironing boards, Additional cloth hangers, Audiovisual equipment, High speed internet connectors (Extension cables, Wi-Fi )

2.3.2 Secretarial services

## **2.4 Guest Relations**

2.4.1 Moment of Truth – Meaning – concept and Image building

2.4.2 Complaints – Attitudinal, Mechanical, Service related, un- Usual (Identifying Complaints, Handling Complaints, Follow up Procedures)

## **UNIT – III**

### **FRONT OFFICE ACCOUNTING / ADVANCED FRONT OFFICE CASHIERING**

#### **3.1 Accounts**

3.1.1 Guest Accounts

3.1.2 Folios

3.1.3 Vouchers

3.1.4 Ledgers

#### **3.2 Creation and Maintenance of Accounts**

3.2.1 Credit Monitoring Procedures

3.2.1.1 House Limit

3.2.1.2 Floor Limit

3.2.1.3 Part Settlement of In-house guests

3.2.1.4 Account Maintenance :

3.2.1.5 Charge Purchase

3.2.1.6 Account Corrections

3.2.1.7 Allowances

3.2.1.8 Account Transfers

3.2.1.9 Cash Advances

3.2.1.10 Foreign Encashment procedures

3.2.1.11 Processing Travelers Cheques

3.2.1.12 Processing Travel Agent Vouchers

#### **3.3 Internal Control**

3.3.1 Front Office Cash sheet, Overages, Shortages, Due Back

#### **3.4 Innovations in Technology [ Handling Procedures]**

3.4.1 Credit cards

3.4.2 Debit Cards

3.4.3 E – Banking (mobile banking, Net Banking, National Electronic Fund Transfers –NEFT)

## **UNIT – IV**

### **NIGHT AUDIT**

#### **4.1 Functions of Night Audit**

- 4.1.1 The role of Night Auditor
  - 4.1.1.1 Cross Referencing
  - 4.1.1.2 Guest Credit Monitoring
  - 4.1.1.3 Daily and Supplementary Transcripts

#### **4.2 Operating modes of Night Audit - Fully Automated / Automated system update**

#### **4.3 The Night Audit Process**

- 4.3.1 Complete Outstanding Postings
- 4.3.2 Reconcile Room Status discrepancies
- 4.3.3 Balance all departments
- 4.3.4 Verify Room rates
- 4.3.5 Verify No-shows
- 4.3.6 Post Room rates and taxes
- 4.3.7 Prepare reports
- 4.3.8 Deposit Cash
- 4.3.9 Distribute reports

#### **4.4 Finding errors in the Night Audit**

- 4.4.1 Pick up Errors
- 4.4.2 Transposition Errors

## **UNIT – V**

### **CHECK OUT AND SETTLEMENT**

#### **5.1 Functions of checkout and settlement**

#### **5.2 Departure Procedures**

- 5.2.1 Systematic way of checkout and settlement
- 5.2.2 Methods of settlement
- 5.2.3 Late checkout

### **5.3 Checkout options**

5.3.1 Express checkout

5.3.2 Self checkout

5.3.3 Video checkout

5.4 Unpaid Account Balances (Skippers, Bad debts)

5.5 Account ageing

### **Reference Books:**

1. FRONT OFFICE OPERATIONS by Michael Kasavana, A H & LA Publications
2. FRONT OFFICE MANAGEMENT by Bhatnagar A K.
3. Sudhir Andrews, Hotel Front Office Training Manual, Tata Mc Graw Hill Publishers, New Delhi, Edition 2, 2004
4. Hotel Reception – Arnold Heinman
5. Effective Front Office operation- M. Kesavan
6. Basic Hotel Front Office- Peter Franny Renner



**ELECTIVE**  
**ADVANCED HOUSE KEEPING MANAGEMENT**

**UNIT - 1**

House Keeping Control Desk: Forms, Formats, Records, and Registers; Coordination with Other Departments, Handling Telephone Calls, Paging Systems and Methods, Handling Difficult Situations, Handling Room Transfer.

**Unit – 2**

Contracts and Outsourcing: Defining Outsourcing and Contracts, When are Outsourced Service Considered, Contract Services in Housekeeping, Hiring Contract providers, Pricing of Contracts, Advantages and Disadvantages of Outsourcing;

**Unit – 3**

Budget-Types, Housekeeping Expenses, Budget Planning Process, Income statement of the Rooms Division, Controlling Expenses, inventory Control and Stock-taking, Purchasing.

**Unit – 4**

Interior Designing and Decoration: Objectives of Interior Design, Basic types of Interior design, Elements of Design, Principle of Design, Units of Design, Designing for the Disabled, Planning Trends in hotels.; Decoration-Colour, Lighting, Floor coverings and Finishes, Types, Characteristics and Cleaning of Floor Coverings, carpets, Importance of Floor Maintenance, Ceilings and their Maintenance, Wall Coverings, Windows and Window Treatments.

**Unit – 5**

Hotel Renovation, Changing trends in House Keeping and Ecohotels: Reasons to Renovate, Types and Processes in Renovation; Hygiene, Training and Motivation, Eco-friendly Amenities, Products and Processes, New scientific Techniques, IT.

**Reference:**

- **Hotel House Keeping Training Manual** – Sudhir Andrews, Tata Mc Graw Hill Publishers, New Delhi.
- **Accommodation and Cleaning Services** – David M. Allen, Stanley Thrones Publications.
- **Hotel Housekeeping Operations and Management** – G.Raghubalan & Smritee Raghubalan, Oxford University Press, New Delhi.
- **Hotel, Hostel & Hospital Housekeeping** – Joan C.Branson & Margaret Lennox, Elbs Publishers.
- **Professional Management Of Housekeeping Operations** – Robert J.Marti

**ELECTIVE**  
**ADVANCED FOOD PRODUCTION (THEORY)**

**UNIT-I**

Traditional of foods of the different states – Kashmir, Punjab, Rajasthan, Gujarat, Goa, Maharashtra, Andhra Pradesh, Karnataka, Kerala, Tamil Nadu, Bengal.

Speciality Indian Cuisine – Moghalai, Hyderabadi, Dum Pukth, chettinad.

**UNIT-II**

International Cooking: Different nations and their popular dishes – study on the following cuisine with importance given to choice of ingredients, Menu, Specific method of cooking and Accompaniments-Italian, Spanish, Mexican, Chinese, German & French.

**UNIT-III**

Farinaceous Dishes-Classification of farinaceous Products, History of pasta and rice, Preparation of pasta, Popular types of pasta with structures, Cooking of pasta, Methods of cooking rice, Terms associated with farinaceous Dishes, Pasta dishes ( Recipes ), Rice dishes ( Recipes ).

**UNIT-IV**

Meat preservation- Salting, Smoking ,Freezing of meat : Bacon, Ham, Gammon, Cold section Butchery section ,Carving section ,Definition of accompaniment ,Food & their usual accompaniment, Definition of Garnish, Types of Garnish, Constituents of Garnish ,Suggested Garnishes, Decorating procedure & its uses, Importance with 10 Examples.

**UNIT-V**

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, south Indian and north Indian sweets, Indian sauces.

**REFERENCE BOOKS :**

1. Modern Cookery for Teaching and Trade – Vol. I & II –Thangam E. Philip (Orient Longman Publications)
2. Food Heritage of India by Vimala Patil...
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.

**ELECTIVE**  
**ADVANCED FOOD & BEVERAGE SERVICE THEORY**

**UNIT - 1**

Basics of menu engineering - Guéridon Service - Special Equipment's used - Care & Maintenance of equipment - Taking order for Guéridon Service - General points to be remembered while serving from a Guéridon - Sequence of service - The Guéridon (lay out diagram) – An introduction to carving - Explanation of a few dishes involving work on the Guéridon (Crepe suzette. Steak Diane)

**UNIT - 2**

Types of Bar - Planning of Bar - Allocation of Area - Designing of Bar - Furniture and Furnishings - Atmosphere - Interior decoration etc. - Selection and Purchase of Equipment - Cutlery, Crockery and Glassware's - Linen ware - Bar Equipments - Still Room Equipments.

**UNIT - 3**

Introduction to Beverage costing - Objectives of Beverage control - Difference between Food costs and Beverage costs - Control tools -Measuring devices –Corkage -Liquor Control Methods - Standard cost control methods - Bar procedure - Purchasing of liquor - Malpractice in Bar - Purchasing – receiving and issuing procedures - Beverage sales control - Legal requirements - Maintaining stock register (Books of accounts) Both from cellar and dispense bar

**UNIT - 4**

General points of Planning a Restaurant - - Needs and demands of customer - - Policy of the firm - The Menu - Planning Team - Planning and Designing of Restaurant - fast food-its concept & history and functioning of fast food units

**UNIT - 5**

Organisation structure & Layout of a Banquet Department – Duties and responsibilities of each staff – Types of Functions - seating arrangements, layout, Calculating space for set up of tables, Allotting stations, Addressing & preparing toast and order of service -Banquet function prospectus - format and purpose - Compiling & making special Banquet menus, conference menus and state banquets.

**Reference:**

- **Restaurant Management** – Robert Christin Mill, Pearson Education, Noida.
- **Food & Beverage Service**, Lillicrap & John Cousins, Elbs Publication, New Delhi.
- **Food and Beverage Service** – Vijay Dhawan, Frank Brothers & Company, New Delhi.
- **Modern Restaurant Service** – John Fuller, Stanley Thomes (Publishers) Ltd.
- **Food and Beverage Management** – John Cousins, David Foskett, Caillein Gillespie, Pearson Education, Noida.

**PRACTICAL –V**  
**BAKERY & CONFECTIONARY PRACTICAL**

**Bread Making:** Demonstration & Preparation of simple and enriched bread variations. More variety products of yeast goods.(bread varieties, hotdogs, pizza, buns, etc.)

**Pastry:** Demonstration & preparation of various of pastries, Short Crust, Choux pastry, puff pastry, strudel pastry, flaky pastry, hot water crust pastry

**Cakes:** Demonstration & Preparation (Rich cake, Lean cake).

**Icings:** Butter icing, Glace icing, Royal icing, Almond Paste, Marshmallow icing, American Frosting, Trifle icing, Fresh Cream icing and pastry cream

**Cake pastry:** Demonstration & Preparation of different types of cake, pastries (vanilla, pineapple, black forest, chocolate pastry, Trifle etc.)

**Chocolate and Candy:** homemade chocolate, brownies, walnut Toffee, fudge, etc.

**Desserts:**

**Cold:** Butter Scotch sponge, Honey comb mould, Chocolate Mousse, Lemon sponge, Trifle, Coffee Mousse, Blancmange, lemon Soufflé.

**Hot:** Caramel custard, Christmas pudding, Bread & Butter pudding, Albert pudding.

1) Basic Baking Science & Craft by S.C. Dubey (S.C. Dubey F-10/5, Malaviya Nagar, New Delhi – 110 017).

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.

6) Baking made simple – M.K. Gaur & Manish Gaur. (Bakers Machinery & Consultancy Company, Bangalore).

7) International Confectionary-Wilfred J.Fantu.Inst-Virtue &Company,London.



## **INDUSTRIAL TRAINING REPORT & VIVA VOCE (90 DAYS)**

### **Industrial Training:**

Being a professional course, Industrial Training is also included as a part of the curriculum. A minimum of ninety days industrial training in a Reputed Hotel has to be undergone by every student before the completion of third year. The training has to be given under the supervision and guidance of the Hotel Training Manager. Each student will have to maintain a daily logbook and enter the observations and get it countersigned by the Hotel Training Manager. At the end of the Training, the student will have to submit a comprehensive Training Report undergone by him/her at the hotel and appear for Viva-voce examination.

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