



**BHARATHIDASAN UNIVERSITY, TIRUCHIRAPPALLI – 620 024.**

**TWO YEARS DIPLOMA IN HOTEL MANAGEMENT**

**(For the candidates admitted through center for distance education, Bharathidasan University, Tiruchirappalli from the academic year 2013-2014 onwards)**

## **TWO YEARS DIPLOMA IN HOTEL MANAGEMENT**

**NAME OF THE COURSE** : DIPLOMA IN HOTEL MANAGEMENT

**DURATION OF THE COURSE** : TWO YEARS – SEMESTER PATTERN

**ELIGIBILITY** : Pass in SSLC or Equivalent

**SCHEME OF EXAMINATION** : SEMESTER PATTERN

**TWO YEARS DIPLOMA IN HOTEL MANAGEMENT**

<b>Semester</b>	<b>Subject Code</b>	<b>Subject</b>	<b>Instr. Hours / Week</b>	<b>Max Marks</b>
<b>I</b>	<b>I.1</b>	<b>Communicative English-I</b>	<b>4</b>	<b>100</b>
	<b>I.2</b>	<b>Food production-I (Theory)</b>	<b>5</b>	<b>100</b>
	<b>I.3</b>	<b>Food &amp; Beverage Service – I (Theory)</b>	<b>5</b>	<b>100</b>
	<b>I.4</b>	<b>Front Office Operation - I (Theory)</b>	<b>5</b>	<b>100</b>
	<b>I.5</b>	<b>Food Production - I (Practical)</b>	<b>6</b>	<b>100</b>
	<b>I.6</b>	<b>Food &amp; Beverage Service- I (Practical)</b>	<b>5</b>	<b>100</b>
<b>II</b>	<b>II.1</b>	<b>Communicative English - II (Theory)</b>	<b>5</b>	<b>100</b>
	<b>II.2</b>	<b>Food Production - II (Theory)</b>	<b>5</b>	<b>100</b>
	<b>II.3</b>	<b>Food &amp; Beverage Service - II (Theory)</b>	<b>5</b>	<b>100</b>
	<b>II.4</b>	<b>Accommodation Operation - I (Theory)</b>	<b>5</b>	<b>100</b>
	<b>II.5</b>	<b>Nutrition &amp; Food Science (Theory)</b>	<b>4</b>	<b>100</b>
	<b>II.6</b>	<b>Accommodation Operation – I (Practical)</b>	<b>6</b>	<b>100</b>
<b>III</b>	<b>Industrial Exposure Training (IET) 22 Weeks Project Report has to be submitted based on their IET</b>			<b>100</b>

<b>IV</b>	<b>IV.1</b>	<b>Food Production - III (Theory)</b>	<b>4</b>	<b>100</b>
	<b>IV.2</b>	<b>Food &amp; Beverage Service - III (Theory)</b>	<b>4</b>	<b>100</b>
	<b>IV.3</b>	<b>Front Office Operation – II</b>	<b>4</b>	<b>100</b>
	<b>IV.4</b>	<b>Accommodation Operation – II</b>	<b>4</b>	<b>100</b>
	<b>IV.5</b>	<b>Food Production Practical – II</b>	<b>5</b>	<b>100</b>
	<b>IV.6</b>	<b>Food &amp; Beverage Service Practical - II</b>	<b>5</b>	<b>100</b>
	<b>IV.7</b>	<b>Front Office Operation Practical</b>	<b>4</b>	<b>100</b>

**Attendance** : **Students with 80% of attendance will be Eligible to appear for the examinations. Those who fall short of required attendance shall 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 practical also.**

**Award of Diploma** : **Students who successfully complete the Course within the stipulated period will be awarded diploma in Hotel Management.**

**Failed Candidates** : **A candidate who fails in any paper / papers may appear again in that paper / those papers as per university rules.**

**TWO YEARS DIPLOMA IN HOTEL MANAGEMENT**

**SEMESTER –I**

**PAPER-I.1**

**COMMUNICATIVE ENGLISH – I(THEORY)**

UNIT – I

**BUSINESS COMMUNICATION**

- 1.1 Communication – Definition
- 1.2 Kinds of Communication
- 1.3 Barriers to Communication
- 1.4 Methods of Communication
- 1.5 Verbal & Non-verbal communication.

UNIT – II

**LETTER WRITING**

- 2.1 Basic letter writing (Formal & Informal)
- 2.2 Planning a letter
- 2.3 Body of the letter
- 2.4 Giving a right look to letters
- 2.5 Address to the envelope

UNIT – III

**ESSAY WRITING**

- 3.1 Title of the Essay
- 3.2 Concept of the Essay
- 3.3 Presentation of the Essay
- 3.4 Conclusion of the Essay
- 3.5 Moral Values ( if any other values )

UNIT – IV

**PRECISE WRITING & REPORT WRITING**

- 4.1 Requirements of a good precise & Kinds of Reports
- 4.2 Suitable Subjects & Ingredients of a good business report.

- 4.3 Analyzing the concept
- 4.4 Requirements of different kinds of passages related to the hotel industry.
- 4.5 Conclusion of Precise & Report

#### UNIT – V

#### **SPEECHES & PRESENTATION**

- 5.1 Public speaking
- 5.2 Preparing a speech
- 5.3 Good diction and clarity / Qualities of a good speaker
- 5.4 Presenting & Accepting an Award
- 5.5 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**

#### **FOOD PRODUCTION – I(THEORY)**

#### UNIT –I

#### **INTRODUCTION TO COOKERY**

- 1.1 Levels of skills and Experience
- 1.2 Personal Hygiene & Attitudes and Behavior in the Kitchen
- 1.3 Safety Procedure in Handling Equipment
- 1.4 Culinary History & Origin of Modern Cookery.

#### UNIT – II

#### **HIERARCHY & KITCHEN STAFFING**

- 2.1 Classical Brigade
- 2.2 Role of Executive Chef
- 2.3 Duties & Responsibilities of Various Chefs
- 2.4 Co-operation with other Department.

#### UNIT - III

#### **KITCHEN ORGANIZATION & LAYOUT**

- 3.1 General Layout of Kitchen in various organizations

- 3.2 Layout of Receiving Areas
- 3.3 Layout of Storage area
- 3.4 Layout of service and wash up.

#### UNIT – IV

##### **EQUIPMENT & FUEL**

- 4.1 Various Fuels Used
- 4.2 Advantage & Disadvantages of fuels
- 4.3 Different equipment used in Food Production.

#### UNIT – V

##### **METHODS OF COOKING FOOD**

- 5.1 Roasting, Grilling, Frying, Baking, Broiling, Steaming, Stewing, Braising.
- 5.2 Principles of each of the above
- 5.3 Care & Precautions to be taken with each method
- 5.4 Selection of food for each type of cooking

##### **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.3**

#### **FOOD & BEVERAGE SERVICE – I(THEORY)**

#### **UNIT-1**

##### **INTRODUCTION TO THE HOTEL INDUSTRY**

- 1.1 Origin of Hotel Industry
- 1.2 Attributes of Food & Beverage Service Staff.
- 1.3 Different types of F & B Operation
- 1.4 Different types of F & B Outlets

#### **UNIT – II**

##### **STAFF ORGANIZATION**

- 2.1 Organization of Food & Beverage Service Department
- 2.2 F & B outlets & organization of staffs.

- 2.3 Interrelationship between F & B Service staffs with other Dept staffs
- 2.4 Duties & Responsibilities of all Categories of F & B staff briefly.

### **UNIT – III**

#### **RESTAURANT EQUIPMENTS**

- 3.1 Crockery & Glassware,
- 3.2 Cutlery & Silverware
- 3.3 Mis-en-place & Mis-en-scène
- 3.4 Briefing & De - Briefing

### **UNIT – IV**

#### **ANCILLARY DEPARTMENT**

- 4.1 Pantry / Still Room
- 4.2 Plate room / Silver Room
- 4.3 Hot Section, Wash Up, Linen Store.

### **UNIT – V**

#### **RESTAURANT SERVICE**

- 5.1 Types of Services.
- 5.2 Arranging Sideboards and its uses
- 5.3 Basic Table Laying procedures
- 5.4 Basic etiquette in Restaurant Service.

#### **REFERENCE BOOKS:**

- Dennis R. Lillicrap and a John A. Cousiins – Food and Beverage Service – ELBS.
- John Fuller – Modern Restaurant Service
- A Manual for students and practitioners – Hitchinson.
- Sudnir Andrews – Food and Beverage Service Training Manual – Tata Mc Graw Hill.

## **PAPER-I.4**

### **FRONT OFFICE OPERATION – I(THEORY)**

#### **UNIT – I**

##### **INTRODUCTION TO THE HOTEL & CATERING INDUSTRY**

###### **General Introduction**

###### **1.1 Inn – Keeping**

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

###### **1.2 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.**

###### **1.3 Motels National (Domestic) and International Chains.**

Two Concepts that emerged in 80's

Motels

International chains domestic Hotels Chains.

#### **UNIT – II**

##### **LAYOUT**

###### **2.1 Department of Front Office**

###### **2.2 Layout – Reception, Back Office Bell desk and alike.**

###### **2.3 Hierarchy of Front Office Dept.**

#### **UNIT – III**

##### **FRONT OFFICE DEPARTMENT**

###### **3.1 Functions & Organization of Front Office**

###### **3.2 Duties and responsibilities of Front Office Personal.**

###### **3.3 Attributes of Front Office Personal.**

#### **UNIT – IV**

##### **CLASSIFICATION OF HOTEL**

###### **4.1 General classification of Hotels.**

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

###### **4.2 Resort – Difference between Resort and typical commercial hotel**

###### **4.3 Types of facilities provided in resort.**



## **UNIT-V**

### **TYPES OF ROOMS**

#### **5.1 Ordinary Room**

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

#### **5.2 Suites**

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

#### **5.3 Other types of Rooms**

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

### **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 – 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 etc)
  - Frying (aubergines, potatoes etc)
  - 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.  
                                   Consommé with garnishes.  
                                   Puree – lentils, peas, carrots  
                                   Veloutes, national soups, bisque.

\*Egg – Boiled, fried, poached, scrambled, omlettes.

\*Fish – Grilled fish, pomfret menieure, fish mornay, 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 – Nankhatai, Chocolate chip, Golden goodies, and muffins.

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

### **SAMPLE MENU FOR THE PRACTICAL**

#### **MENU-1**

Potage St. Germain – Poisson ala minuere – 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**

- 1.1 Meaning, Need and Importance of Commercial Correspondence
- 1.2 Kinds & Essentials of effective business letter
- 1.3 Notices
- 1.4 Letter of Inquiry and Reply

##### **UNIT – II**

###### **APPLICATION FOR A JOB**

- 2.1 Curriculum Vitae
- 2.2 Facing an Interview (Verbal & Body language)
- 2.3 Etiquette in Interview
- 2.4 Group Discussion

##### **UNIT – III**

###### **ETIQUETTE & MANNERS**

- 3.1 Important of Etiquette & Manners in the hotel industry
- 3.2 Speaking to superiors, Celebrity, Subordinates
- 3.3 Telephone procedures
- 3.4 Telephone Manner

##### **UNIT – IV**

###### **INTERVIEW**

- 4.1 Definition, Types of interview
- 4.2 Preparation for Interview
- 4.3 The Interview and Interviewee
- 4.4 Closing of Interview

## **UNIT – V**

5.1 Public Relation Communication.

5.2 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**

### **FOOD PRODUCTION – II(THEORY)**

#### **UNIT – I**

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

1.1 Introduction - Vegetable and Fruit Cookery

1.2 Classification of Vegetables

1.3 Pigment and colour changes

1.4 Effects of heat on vegetable

1.5 Classification of fruit , uses of fruit in cookery

#### **UNIT – II**

##### **2.1 STOCKS & SALADS**

Definition of stock

Types of stocks

Recipes storage of stocks

Uses of stocks

Care and Precautions in stock making.

##### **2.2 SALADS**

Salads, parts, dressing

## **2.3 SOUPS**

Classification with examples

Basic recipes

Garnishes and Accompaniments for soups.

## **2.4 SAUCES**

Classification of sauces

Recipes for mother sauces

Derivatives.

## **UNIT – III**

### **MEAT COOKERY**

3.1 Introduction to meat cookery

3.2 Cut of Lamb / mutton

3.3 Cuts of beef / veal

3.4 Cut of chicken

3.5 Variety of meats (offal's)

## **UNIT – IV**

### **FISH COOKERY**

4.1 Introduction to fish cookery

4.2 Classification of fish with examples

4.3 Cuts of fish

4.4 Selection of fish and shellfish

4.5 Cooking of fish (effects of heat)

## **UNIT – V**

### **5.1 SHORTENINGS (FATS AND OIL)**

Role of shortening

Varieties of shortenings

Advantages and disadvantages of using different shortenings, Fats and oil- Types, varieties.

### **5.2 RAISING AGENTS**

Classification of raising agents.

### **5.3 SUGAR**

Importance of sugar, Types of sugar, cooking of various sugar.

## **5.4 COCOA/CHOCOLATE**

Introduction, production of cocoa  
cocoa producing regions / countries  
Manufacture of chocolates  
Tempering of chocolates, white chocolates.

## **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.  
Chef Manual for kitchen management – John fuller.

## **PAPER – II.3** **FOOD AND BEVERAGE SERVICE – II(THEORY)**

### **UNIT – I** **BREAKFAST**

- 1.1 Types of Breakfast
- 1.2 Breakfast Menu
- 1.3 Terms used in breakfast service
- 1.4 Different Breakfast Cover laying

### **UNIT – II** **MENUS**

- 2.1 Origin of Menu
- 2.2 Types of Menu
- 2.3 Menu Planning
- 2.4 Menu Costing & Controlling

### **UNIT – III** **CLASSIFICATION OF F & B SERVICE**

- 3.1 Room Service
- 3.2 Banquets
- 3.3 Buffet
- 3.4 Afternoon Tea Service

## **UNIT – IV**

### **CLASSIFICATION OF NON-ALCOHOLIC BEVERAGES**

- 4.1 Tea & Coffee
- 4.2 Soft Drinks
- 4.3 Juices
- 4.4 Health Drinks

## **UNIT – V**

### **F & B OPERATIONS**

- 5.1 Abbreviations used in F & B Outlets
- 5.2 K.O.T, B.O.T & N.C.K.O.T Writing
- 5.3 Order Taking
- 5.4 Check list of F & B Service

### **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 – II.4**

### **ACCOMMODATION OPERATION – I(THEORY)**

## **UNIT – I**

### **ORGANIZATION OF THE HOUSE – KEEPING DEPARTMENT**

- 1.1 Introduction to Housekeeping department.
- 1.2 Layout of the Housekeeping department
- 1.3 Organization of the housekeeping department.
- 1.4 Co-ordination of Housekeeping department with other departments.
- 1.5 Qualities of the Housekeeping staff.

## **UNIT – II**

### **ROOMS AND FLOOR RULES**

- 2.1 Knowledge of rooms
- 2.2 Rules on guest Floor
- 2.3 How to enter a guestroom.
- 2.4 Room cleaning & Bed making procedures
- 2.5 Cleaning a bathroom & placing guest amenities



## **UNIT – III**

### **CLEANING AGENTS AND EQUIPMENT'S**

- 3.1 Identification of Cleaning Equipments & Agents
- 3.2 Selection of Cleaning Equipments & Agents
- 3.3 Care & Cleaning of Equipments
- 3.4 Water, synthetic detergents, knowledge of other cleaning agents
- 3.5 Brushes, Brooms, Mops, Containers, Cloths, Polish applicators

## **UNIT – IV**

### **FLOOR AND FLOOR COVERING**

- 4.1 Types of floor coverings
- 4.2 Carpets, carpet fibers, types of carpets, carpet sizes, carpet under lays.
- 4.3 Public area cleaning and various surfaces involved.
- 4.4 Periodical cleaning and special cleaning.
- 4.5 Tasks carried out, Schedules and records.

## **UNIT – V**

### **LINEN AND ITS CARE**

- 5.1 Linen room layout and types
- 5.2 Linen Control and Par stock
- 5.3 Selection & Storage of Linen
- 5.4 Linen discarding & Record Maintained.
- 5.5 Linen Hire & Exchange of Linen

### **REFERENCES**

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

## **PAPER –II.5**

### **NUTRITION & FOOD SCIENCE (THEORY)**

#### **UNIT – 1**

- 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**

- 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**

- 3.1 Water – Importance
- 3.2 Water – Imbalance
- 3.3 Water – Deficiency and oral dehydration & diseases.
- 3.4 Water – Functions

#### **UNIT – IV**

- 4.1 Proteins – Classification
- 4.2 Proteins – Functions
- 4.3 Proteins – Food Sources
- 4.4 Proteins – Daily requirements & deficiency.

#### **UNIT-V**

- 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.

## **PAPER – II.6**

### **ACCOMMODATION OPERATION (PRACTICAL)**

1. Identification of cleaning equipment's
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.
5. Exercising linen room function.
6. Care and storage of linen, discarded linen.
7. Records and registers maintained in the linen room and their formats.
8. Desk control – Functions, role – play.

## **SEMESTER-III**

### **Industrial Exposure Training (IET) 22 Weeks**

**Project report has to be submitted based on their IET**

## **SEMESTER-IV**

### **PAPER – IV.1**

#### **FOOD PRODUCTION – III(THEORY)**

##### **UNIT – I**

###### **INDIAN COOKERY**

- 1.1 Introduction to Indian cookery
- 1.2 Spices used in Indian cookery
- 1.3 Role of spices in Indian cookery
- 1.4 Indian equivalent of spices (names)

##### **UNIT – II**

###### **BASIC MASALAS**

- 2.1 Blending of spices and concept of masala
- 2.2 Different masalas used in Indian cookery
- 2.3 Composition of different masalas
- 2.4 Varieties of masalas available in regional areas.

##### **UNIT – III**

###### **REGIONAL COOKING**

- 3.1 Introduction to Regional cooking, historical background
- 3.2 Factors affecting eating habits
- 3.3 Availability of raw material
- 3.4 Thickening Agents – Types & Roles

##### **UNIT – IV**

###### **QUANTITY FOOD PRODUCTION**

- 4.1 Introduction
- 4.2 Equipments
- 4.3 Menu Planning
- 4.4 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**

- 5.1 Principles of indenting.
- 5.2 Quantities/Portions for bulk production.
- 5.3 Practical difficulties involved in indenting.
- 5.4 Standard recipe

### **REFERENCE BOOKS:**

- 1. Prashad Cooking with Indian Masters by J.Inder Singh Kalra and Pradeep Das Gupta.
- 2. A Taste of Indian 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 – IV.2**

### **FOOD AND BEVERAGE SERVICE – III(THEORY)**

## **UNIT –I**

### **BEVERAGES**

- 1.1 Introduction to Alcoholic Beverages
- 1.2 Definition and classification of Alcoholic Beverages
- 1.3 Fermentation – Define
- 1.4 Types of Fermentation

## **UNIT – II**

### **WINES**

- 2.1 Introduction to wines
- 2.2 Need of wines, seasons, soil & areas of growth
- 2.3 Composition of grapes
- 2.4 Vinification – Harvesting – Destalking – Crushing – Pressing – Fermentation

## **UNIT – III**

### **CARE OF WINES**

- 3.1 Racking & Fining
- 3.2 Filtering & Ageing
- 3.3 Bottling & Corking
- 3.4 Producing Countries

## **UNIT – IV**

### **BEER**

- 4.1 History
- 4.2 Ingredients for production of beer
- 4.3 Brewing Process, Storage of beer
- 4.4 Classification of beers

## **UNIT – V**

### **LIQUEURS & SPIRITS**

- 5.1 Definition with Examples
- 5.2 Aperitifs and Bitters
- 5.3 Spirits
- 5.4 Cocktails

### **REFERENCE BOOKS**

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

**PAPER – IV.3**  
**FRONT OFFICE OPERATION –II(THEORY)**

**UNIT – I**

**FRONT OFFICE SALESMANSHIP**

- 1.1 Selling techniques
- 1.2 Front office reception as a Sales department
- 1.3 Guidelines to selling – by telephone, face to face, selling to the business person conference and group business

**UNIT – II**

**GUEST RELATION AND SOCIAL SKILLS**

- 2.1 The role of Guest Relations Officer
- 2.2 Types of guest
- 2.3 Social skills & its importance

**UNIT-III**

**PROBLEM AND COMPLIANT HANDLING**

- 3.1 Skills necessary for dealing with problems, solving problems
- 3.2 Handling complaints, course of action to be taken when handling problems
- 3.3 Follow up action

**UNIT-IV**

**CO-ORDINATION OF FRONT OFFICE DEPARTMENT**

- 4.1 Flow of guest information between section of front office and other departments
- 4.2 Importance of log books
- 4.3 Importance of Reservations, reception, mail and information

**UNIT – V**

**FORECASTING**

- 5.1 Importance of Forecast
- 5.2 How to Forecast
- 5.3 Forecasting Data

## **REFERENCE BOOKS**

Principles of hotel front office operations by Sue Becker, Pam Bradley and Feremy Hyton.

Managing front office operations by Michael & Kasavana

Hotel and Motel front desk personnel by Grace Paige, Fane Parga

## **PAPER – IV.4**

### **ACCOMMODATION OPERATION – II(THEORY)**

#### **UNIT – I**

##### **FABRICS AND FIBRES**

- 1.1 Definition of fibre
- 1.2 Classification of fibres
- 1.3 Fabric construction
- 1.4 Types of weaves
- 1.5 Textile finishes

#### **UNIT – II**

##### **LAUNDRY**

- 2.1 Types of Laundry – On Premises laundry, Commercial laundry
- 2.2 Layout of a fully mechanized laundry
- 2.3 Equipments used in laundry
- 2.4 Flow process of industrial laundering. (Transport to laundry, arrival, marking, sorting, stain removal, weighing, loading, washing, drying, ironing, folding, checking and repairing, distribution.)
- 2.5 Advantages & Disadvantages of Commercial & On premises laundry

#### **UNIT-III**

##### **WASH CYCLE AND DRY-CLEANING.**

- 3.1 Washing procedure
- 3.2 Dry cleaning techniques
- 3.3 Stain Removal (Rules of stain removal, treating an unknown stain).
- 3.4 Principles of Stain Removal & Equipments
- 3.5 Common Stain Removal methods & agents



## **UNIT-IV**

### **GUEST LAUNDRY PROCEDURES**

- 4.1 Handling guest laundry.
- 4.2 Do's and Don'ts
- 4.3 Guests laundry register.
- 4.4 Uniform Selection & Design
- 4.5 Advantages of Providing Staff Uniforms

## **UNIT – V**

### **MANAGING HOUSEKEEPING PERSONNEL**

- 5.1 Recruiting, Selecting, Hiring, Orienting & Training
- 5.2 Motivating Employees
- 5.3 Performance Appraisal
- 5.4 Team work & Leadership
- 5.5 Employee welfare & Discipline

### **REFERENCE BOOKS**

House craft (Accommodation operations) by Valerie Paul and Christine Jones.  
Commercial House Keeping 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 – IV.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 the 2nd year 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 – IV.6**

### **FOOD AND BEVERAGE SERVICE – II (PRACTICAL)**

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.

Brandy – do –

Rum – Long drink

Vodka – Neat, Long drink.

Gin – Neat, Long drink.

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.

## **PAPER – IV.7**

### **FRONT OFFICE OPERATION (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. Dealing with various types of guests including sick guests.

1. General knowledge about tourist places.
2. Telephone manners of DO's and Don'ts
3. Situation handling of guest complaints.
4. Viva-voce
5. Group discussion
  
6. Familiarizing with computerized billing, Room assigning procedure.
7. Checkout settlement procedures, Foreign exchange voucher.
8. Safety deposit voucher/record maintenance, Log book for maintenance dept, report.
9. Left luggage handling, Receiving procedure of the guest.
10. Lost and found articles dealings, Message handling with past, present and future guest.