

SEMESTER-I
CORE – I
FRONT OFFICE OPERATION – I

Unit – I

- 1.1 Definition of Hotel,
- 1.2 Introduction to Hotel Industry,
- 1.3 Classification of Hotels,
- 1.4 Introduction to Front office
- 1.5 Layout of Front office,
- 1.6 Organization chart of Front office,
- 1.7 Duties and Responsibilities of Front office staff.

Unit – II

- 2.1 Qualities of Front Office Staff,
- 2.2 Essential attributes of Front office staff,
- 2.3 Interrelationship with other department – Co-ordination, Co-operation and Communication,
- 2.4 Bell desk Activities,
- 2.5 Organization structure of Bell Desk and their duties and responsibilities.

Unit – III

- 3.1 Front Office Equipment – Manual System, Semi automatic system, Automatic system,
- 3.2 Types of Rooms
- 3.3 Types of Food Plan
- 3.4 Tariff Structure.

Unit – IV

- 4.1 Reservation, Modes & Sources of Reservation,
- 4.2 Requirement of efficient Reservation system – Reservation diary, Room status Board, Whitney system, Instant Reservation, Reservation chart.
- 4.3 Reservation & Cancellation Procedure
- 4.4 Over booking policies, Group Reservation.

Unit – V

- 5.1 Registration Objectives,
- 5.2 Receiving and greeting the guest,
- 5.3 Selling Skills,
- 5.4 Basic Reception Procedure,
- 5.5 Types of Registers,
- 5.6 Flow of Registration Process and document generated in Registration Process,
- 5.7 Rooming Procedure for Walk-in and Reservation guest,
- 5.8 Group Arrival Procedure
- 5.9 Glossary of Front office terms.

REFERENCE BOOKS

- 1. Sudhir Andrews – Hotel Front Office Training Manual – TMH PUB**
- 2. Paul B white and Helen Beckley – Hotel Reception – Arnold Heinman Publication**
- 3. Dr. Jagmohan Negi – Grading and Classification of Hotel, Tourism and Restaurant, Principles and Practices – Kanishka publishers.**

ELECTIVE – I
ACCOMMODATION OPERATION – I

Unit – I

- 1.1 Introduction
- 1.2 The role of House keeping in hospitality operation service offered.
- 1.3 Organization chart for a large, Medium and Small hotel
- 1.4 Duties and responsibility of house keeping staff

Unit – II

Cleaning Equipments & Agents

- 2.1 Classification of cleaning equipments
- 2.2 Selection of cleaning equipments.
- 2.3 Storage, Distribution and Control of cleaning equipments.
- 2.4 Classification of cleaning agents.
- 2.5 Selection of cleaning agents.
- 2.6 Storage of cleaning agents.
- 2.7 Issuing of cleaning agents.

Unit – III

- 3.1 Maid service room.
- 3.2 Layout and essential features.
- 3.3 Organizing maid trolley.
- 3.4 Key & Key control.
- 3.5 Bed making procedure.
- 3.6 Preparing a Room report / Check list
- 3.7 Cleaning of different surfaces.

Unit – IV

- 4.1 Cleaning procedure for guest rooms (Vacant, Occupied, Check out, Evening service & second service)
- 4.2 Standard supplies – Guest rooms, Bath rooms for VIP.
- 4.3 Types of registers and file maintained.
- 4.4 Records kept in floor linen room.
- 4.5 Par stock
- 4.6 Public area cleaning procedure.

Unit – V

- 5.1 Lost & Found procedure.
- 5.2 Lost and found registers.
- 5.3 Role of control desk
- 5.4 Guest special request register.
- 5.5 Attendance records.
- 5.6 Duty Rota's
- 5.7 Inventory control.

REFERENCE BOOKS

- 1. Sudhir Andrews Hotel House Keeping Training manuel TMH
Publication**
- 2. Margarel Lennox Hotel, Hostel and Hospital House Keeping ELBS
Publication**

ALLIED – I
FOOD SCIENCE AND NUTRITION

Unit – I

Concepts of Food and Nutrition

Definition of Food, Nutrition and Nutrients, Food groups, Functions of food to man.

Balanced diet: Definition, meaning and importance

Meal planning: Factors affecting, Meal planning

Personal Hygiene, Kitchen hygiene and Food Hygiene

Unit – II

Water: Importance, Water balance, deficiency of oral dehydrations

Carbohydrates, Proteins and fat composition, classification, sources, functions and requirements, digestion and absorption, excess and deficiency.

Unit – III

Minerals: Calcium, Iron, sodium, Iodine-Functions, sources, daily requirements, excess and deficiency, digestion and absorption.

Vitamins: Classifications, function, sources, daily requirements, excess and deficiency of vitamins A, D, E, K, C & B vitamins.

Nutritional losses during cooking.

Unit – IV

Food Quality: Definition, quality attributes and its measurements.

Colours: Natural and Synthetic colours used in foods

Flavour: Types of flavour and synthetic flavour intensifier

Food adulteration and common food adulterants.

Unit – V

Role of Micro-organism in food industry and food spoilage, Beneficial and harmful effects of microbial activity – food poisoning and food inspections, Food standards in India.

Preservation methods: Low temperature, High temperature

REFERENCE BOOKS

1. Sri Lakshmi,B, Nutrition Science, New Age International Publishing Company Limited, 2002
2. Frezier, W.C, Food Microbiology, Mc Graw Hill Publications, New York, 4th Edition, 1998.
3. Mahindra, S.N, Food Safety a techno legal analysis, Tata McGraw Company Publications, 2000.
4. Swaminathan, M, Advanced Text Book of Food and Nutrition, Vol. I & II, Bappes Publishing Company, 1996

SEMESTER -I
PRACTICAL - I

FRONT OFFICE OPERATION - I

Students must be aware about the used of all the stationary in front office, taking reservation, cancellation and changes, processing reservation, telephone conversation, charts showing availability of room, practice on rooms management systems. Idea about reception, information, cash counters and activities, which take place in front office.

Front desk courtesy-guest service hospitality-identification of various racks-identification of various performa and use of them concerning the arrival of V.I.P. individual and group, receiving and greeting the guest.

PRACTICAL - II

ACCOMMODATION OPERATION - I

Identification of cleaning equipments, selection, use, mechanism and maintenance.

Identification of cleaning agent.

Bed making.

Room inspection.

Polishing(metals),

Cleaning and polishing(wood, plastic, leather)

Glass cleaning and polishing.

Methods of cleaning (mopping, wet mopping, vacuum, sweeping, slambing).

Visits:

Different types of hotels/accommodation sector to study-the various house keeping operation-room layout-system and procedures.

SEMESTER-II
CORE-II
FOOD PRODUCTION AND PATTISERIE-I

UNIT-I

- 1.1 Introduction to Cookery.
- 1.2 Attitude and Behaviors in the Kitchen.
- 1.3 Levels of Skill and experience.
- 1.4 Importance of Personal Hygiene.
- 1.5 Safety Procedure in handling of Equipments.
- 1.6 Kitchen Organization in various categories of Hotels.
- 1.7 Duties and Responsibilities of various Chefs.
- 1.8 Inter relationship with other Departments
- 1.9 Menu, Types of Menu and Menu Planning Principles
- 1.10 Kitchen equipments – classification and their uses
- 1.11 Various kinds of fuels used in food production
- 1.12 Advantage and Disadvantages of each fuels using in kitchen.

UNIT – II

- 2.1 Aims and object of cooking food.
- 2.2 Various techniques used in the preparation of ingredients.
- 2.3 Characteristics of raw materials – Salt, Liquid, Sweetening, Fats and Oils, Raising agent, Thickening agent, Flavoring and Seasoning.
- 2.4 Structure of Egg, Storage, Selection and their uses.
- 2.5 Texture and Various types.
- 2.6 Methods of cooking – Roasting, Grilling, Frying, Baking, Poaching, Boiling.
- 2.7 Principles of each methods of cooking.
- 2.8 Care and precautions to be taken with each methods.

UNIT – III

- 3.1 Introduction of vegetables and classification.
- 3.2 Various cuts of vegetables.
- 3.3 Classification of fruits and uses of fruits in cookery.
- 3.4 Salad, Types of salad and dressing types and uses.
- 3.5 Stock preparation and uses of stock.
- 3.6 Care and Precautions in stock making.
- 3.7 Classification of soups and accompaniments for soups.
- 3.8 Classification of sauces and recipes for mother sauces, derivatives.

UNIT – IV

- 4.1 Introduction of meat cookery, Selection and Cuts of Beef / Veal / Lamb / Mutton and their uses.
- 4.2 Pork selection cuts of pork and their uses / Ham, Bacon sausages.
- 4.3 Classification of Chicken, Selection and cuts of chicken, uses.
- 4.4 Classification of fish with examples, storage, cooking, selection of fish and shellfish and cuts of fish.
- 4.5 Introduction of Rice, Cereals and pulses and variety of rice and other cereals,
- 4.6 Introduction of milk, processing, pasteurization, homogenization and types of milk, skimmed and condensed.
- 4.7 Cream, uses and types of cream.
- 4.8 Classification of cheese, cooking, uses and processing.
- 4.9 Basic masalas used in food production and composition.

UNIT – V

- 5.1 Layout of Bakery.
- 5.2 Introduction to bakery.
- 5.3 Classification of bakery equipments.
- 5.4 Identification and handling of raw materials used in bakery.
- 5.5 Various techniques used in the preparation of ingredients.
- 5.5 General menu related Bakery.

REFERENCE BOOKS

1. Krishna Arora – Theory of Catering – Frank Bros and publications limited
2. Thangam E. Philip – Modern Cookery for Teaching and Trade Vol-I – Macmillan publication.
3. R. Kihon, Cesarani – Theory of Catering – ELBS Edition.

ELECTIVE-II

FOOD AND BEVERAGE SERVICE – I

UNIT – I

1.1 Types of F & B Operation.

- Commercial (Residential & Non – Residential)
- Non Commercial (Industrial, Institutional, Hospital & Armed Force canteen).
- Transport Catering (Air, Road, Rail and Sea)

1.2 Types of F & B Outlets

- Restaurant, Specialty Restaurant, Coffee Shop, Banquets, Room Service, Discotheque, Night Club, Bar, Out door catering, Fast food outlets, Take away, Drive in Restaurant etc.

UNIT – II

2.1 Organization chart of F&B Department (Restaurant, Banquet, Room Service & Bar)

2.2 Duties and Responsibilities of F&B staff.

2.3 Basic Etiquettes for Restaurant staff.

2.4 Attributes of Good Waiter.

2.5 Ancillary Departments (Pantry, Still Room, Stores Linen)

2.6 Kitchen Stewarding (Wash-up, Dish Washing Methods – Manual & Machine)

UNIT – III

3.1 Criteria for selection & requirement of equipments.

3.2 Tableware – Flatware, Cutlery, Hollowware (Silver & Stainless steel)

- 3.3. Sizes of Tableware.
- 3.4 Linen used in service and their sizes.
- 3.5 Furniture's used in service area and their sizes
- 3.6 Glassware and sizes.
- 3.7 Chinaware and sizes.
- 3.8 Silver cleaning methods.

UNIT – IV

- 4.1 Origin of menu, Menu planning consideration and constraints.
- 4.2 Types of Menu.
- 4.3 French classical menu. (Compiling with Accompaniments & Cover)
- 4.4 Types of Meals.
 - Indian, English, American & Continental Breakfast, Brunch, Lunch, High Tea, Dinner & Supper.
- 4.5 Types / Methods of Service
- 4.6 Table manners used in restaurant.

UNIT – V

- 5.1 Classification of Beverages (Alcoholic and Non alcoholic)
- 5.2 Non-alcoholic beverages – Tea, Types of Tea, Coffee, Types of Coffee, Juices, Soft drinks, Mineral & Tonic water.
- 5.3 Simple Control system – F&B Control cycle.
- 5.4 KOT Procedure. (Single Carbon, Duplicate and Triplicate system)

REFERENCE BOOKS

1. Dennis R. Lillicarp, John A Cousins - Food and Beverage Service – ELBS Edition
2. Sudhir Andrews – Food and Beverage Training Manual – TMH publication.

ALLIED-II
PRINCIPLES OF TOURISM

UNIT – I

Introduction to tourism.

Classification of travelers.

Factors influencing the growth of tourism

Types of tourism.

Basic components of tourism.

UNIT – 2

2.1 Elements of tourism.

2.2 Positive and Negative impacts of tourism.

2.3 Activities of Department of tourism.

2.4 Economic impact of tourism.

2.5 Geographical Components of Tourism.

UNIT – 3

3.1 Indian cultural Heritage – Religions, Belief and their Practices.

3.2 Music's in India.

3.3 Dances in India – Classical and Folk Dances.

3.4 Fairs and Festivals in India.

3.5 Population status and Regional Languages in India.

UNIT – 4

4.1 Tourism Planning & Importance in planning, Steps in planning.

4.2 Planning Process.

4.3 Management levels & skills.

4.4 The role of Manager.

4.5 Forms of Organization.

UNIT – 5

5.1 International Cooperation and Collaboration.

5.2 Job Design.

5.3 Job Analysis.

5.4 Job Description

5.5 Organization chart of the Department of tourism in India.

REFERENCE BOOKS

1. Akshay Kumar – Tourism Management.
2. P.N.Seth – Tourism Management.
3. Gun Clare – Tourism Planning.
4. Kishore – Dance of India.
5. Chitralkh Singh – Hindus Festival and Fairs and Fasts

SEMESTER-II

PRACTICALS - III

FOOD PRODUCTION AND PATISSERIE - I

INTRODUCTION TO COOKERY

Demonstration and simple application by students

1. Identification of vegetables-varieties of vegetables, classification, cuts of vegetables, methods of cooking vegetables.
2. Preparation of stock-white, brown, fish stock.
3. Preparation of sauces.
4. Preparation of soups.
5. Preparation of variety of egg dishes.
6. Identification and preparation of fish-preparation of simple fish dishes.
7. Identification and preparation of poultry-preparation of simple dishes.
8. Identification and preparation of meat-preparation of basic cuts.
9. Identification of varieties of rice cereals and pulses. Preparation of simple preparation such as boiled rice(drainage and absorption method). Pulao's-simple various dal preparation-indian breads.

Practical classes to incorporate simple menus both Indian and continentals comprising of following dishes.

Soups: cream-vegetable, spinach, tomato, green peas consommé with garnishes like royale, Carmen, madrilène, Celestine.

Fish: fisherly, Colbert, menuiniere, poached fish, grilled fish, baked fish such as Florentine, mornay, portugaise.

Entrees: lambstew, hamburger, shepherd's pie, roast chicken beef/leg of lamb, grilled steak, lamb, pork chops.

Potato: all basic preparations.

Vegetables:

Boiled vegetables: cabbage, cauliflower, beans.

Glazed vegetables: carrot, raddish, turnip

Friend vegetables: aubergine

Stewed vegetables: courge, provencale baked beans, ratatouille.

Brasised vegetables: onion, leeks, cabbage.

Salads: basic simple salads and dressings coleslaw, Russian salad, salad nicoise, potato salad, beetroot salad, fruit salad, carrot and celery, waldorf salad.

Indian rice: Dishes such as a jeera pulao, vegetable pulao, lime rice, alugobikitchadi, kitchidi.

Indian breads: chappathis, poories, paratha, missiroti, phulku.

Indian meet/chicken dishes: khorma, safedmas, baffat, shahjehani, jalfrazie, rogini chicken, tandoori chicken.

Vegetables preparation: salads, raitas, foogath, thoran, bhajee, bjujjia, cuchumber.

Bakery and patisserie: bread making preparation of simple enriched breads recipes. Bread loaf, bread rolls, French bread, brioche simple cakes preparation of simple cake recipes, sponge, genoise, fatless, swiss roll, fruit cake, rich cake, mederia.

Pastry: preparation of dishes using variety of pastry, shortcrust-jam tart. Turnover, laminated-palmiers, kharabiscuits, Danish, cream horns, choux paste, eclairs, profiteroles.

Simple cookies: preparation of simple cookies like nankhatai, golden goodies, melting moments, swisstart, chocolate chip cookies, chocolate fingers.

Cold sweets: preparations of cold sweet-honey comb, butterscotch sponge, coffe mousse, lemon sponage, chocolate mousse, lemon soufflé, trifle.

Hot sweets: preparation of hot sweets, bread and butter pudding, caramel custard, albert pudding Christmas pudding.

Indian sweets: preparation of simple dishes_kheer, gajjar halwa, sheera, gulab jamun, Indian snacks- dhoka, uppuma, vada, samosa, pattice, pakhoras.

PRACTICAL - IV

FOOD AND BEVERAGE SERVICE - I

1. Familiarization of equipments having various types of knives, forks, spoons etc.
2. Methods of cleaning, silver ware-arrangements of side boards.
3. Laying a table cloth-relaying a table cloth.
4. Mis-en-scence-Mis-en-place
5. laying up of various meals and menus-compiling simple menus.
6. Different types of napkin folds (lunch dinners, breakfast)
7. Laying cover-service of different types of foods-cleaning & holding plates and cutleries-changing ash try.
- 8.Receiving guest procedure-taking F&B orders.
- 9.Service of non-alcoholic beverages-tea-coffee-milk based drinks-aerated water-juices-mineral water-non-alcoholic mixed drinks.

SEMESTER –III
CORE –III
HOTEL FRENCH

Unit – I

Introduction to the languages

The letter of alphabet and their pronunciation

Different accents used in written French

Self-introduction

Name, Age, Nationality, Profession, etc – Presenting and introducing another person – Greeting – How to reply to greetings.

Unit – II

Countries and their nationalities – Fruits, Vegetables, Meat, Egg, Fish, Etc.-

Utensils used in Kitchen and Restaurant – Personnel's in Hotel, Restaurant and Kitchen (Specialisation from English to French term).

Unit – III

Members of the family – Numerical from 1 to 100 – The time of the day

Unit – IV

Conversation related to Restaurant, front desk – Dialogue between Receptionist and guest – Dialogue between waiter and guest.

Unit – V

Menu items in French term for Breakfast, Lunch and Dinner - Compilation of French menu for Breakfast, Lunch and Dinner culinary terms in French – French to English – English to French.

(N:B) The prescribed pattern should be followed in setting up the question paper for “Hotel French” (Refer Question Paper Pattern)

REFERENCE BOOKS

1. Rajeswari Chandrasekar, Rekha Hangal, Chitra Krishnan – A Votre Service
1- General Book Depot, 1691, Delhi

2. S. Bhattacharaya – French for Hotel Management and Tourism – Frank Bros and Co. publishers limited.

SKILLED BASED ELECTIVE-I
ACCOMMODATION OPERATION – II

Unit – I Hotel Linen

- 1.1 Classification of Linen
- 1.2 Items classified as bed and bath linen, their sizes
- 1.3 Items classified as table linen, their sizes
- 1.4 Selection criteria for the linen items (bed sheets, pillow cases, towels and bathmats, table cloth serviettes.)
- 1.5 Selection criteria and calculating materials required for soft furnishing (Curtains, bed spreads, upholstery and cushions).

Unit – II Linen Room

- 2.1 Activities of Linen Room
- 2.2 Layout and equipment used in Linen Room
- 2.3 Linen Room Staff
- 2.4 Recycling of Linen
- 2.5 Marking and Monogramming

Unit – III Uniforms, Sewing Room, Laundry

- 3.1 Uniform – Advantages to management and employees
- 3.2 Uniform items
- 3.3 No. of sets given to Employees
- 3.4 Issuing – Storage and Laundering – procedure & Records
- 3.5 Selection and designing
- 3.6 Layout of uniform room and duties of uniform room staff

- 3.7 Sewing room –Activities and area provided
- 3.8 Sewing room – equipment used
- 3.9 Laundry – Commercial and On-site laundry
- 3.10 Duties and responsibilities of laundry staff
- 3.11 Flow process of Industrial Laundering
- 3.12 Role of laundry agents
- 3.13 Equipment, layout and planning and laundry
- 3.14 Guest laundry/valet services
- 3.15 Dry cleaning.

Unit –IV

- 4.1 Classification of fibres
- 4.2 Common fabrics made from fibres
- 4.3 Point to be considered during selection of fabrics
- 4.4 Stain removal-general rules to be allowed
- 4.5 Classification of stains
- 4.6 General rules- specific agents used for removal of above stains.

Unit V Flower Arrangement / Pest Control

Flower arrangement – purpose

Equipment and material required

Conditioning of plant material

Style of flower arrangement

Principles of flower arrangement

Special decoration –occasions for special decoration

Material used and cost incurred

Theme decorations (Suspended, Floor ,Wall ,Centerpieces)

Definition of pests and controls

5.10 Areas of infestation

5.11. Prevention and control of Pests

5.12. Responsibility of house keeping in Pest Control.

REFERENCE BOOKS

1. Margarat Lennox & Joan C Branson – Hotel, Hostel and Hospital Housekeeping – ELBS
2. Medelin Schnelder & Georgenta – The Professional House Keeper

ALLIED-III

FINANCIAL AND MANAGEMENT ACCOUNTING

Unit – I

Accounting – Definition of Accounting and Book keeping – Concept and conventions – Preparation of trading, profit and loss account and balance sheet (simple problems only)

Unit – II

Costing – Types of cost – Break –Even – Point (B.E.P) – P.V. Ratio – Margins of safety and decision makings.

Unit – III

Financial statement analysis – Fund flow and cash flow statement (problems)

Unit – IV

Budget and Budgetary control principles – methods types of budget (problems)

Unit – V

Food and Beverage Accounts cost concept – Nature of food and beverage business – recipe costing – Menu costing and cost sheet. Classification of department based on revenue sales, records and control of revenue producing department. Uniform system of accounting operation ratios.

Room occupancy percentage – Bed occupancy percentage – Double occupancy percentage – Percentage of food & beverage sales – Room sales percentage of other income to room sales seat turnover and average spending power average rate/per guest.

REFERENCE BOOKS

1. R.L. Gupta – Advance Accounting
2. R.K. Sharma – Management Accounting – Sultan and Sons publication
3. Ramachandran and Srinivasan – Management Accounting

NON MAJOR ELECTIVE- I PRINCIPLES OF BAKERY

UNIT- I

Baking principle, role of ingredient in baking, major ingredient – wheat flour – types of wheat, principle of flour milling. Flour – types of flour. Function and behaviour of flour component in dough, gluten, flour and dough.

UNIT- II

Other ingredients and their function in baking. Sugar- sources, types, function of sugar and role in baking. Shortening agent - nature of fat, types, functions and characteristics. Shortening value, plasticity, leaving agent – definition, physical, chemical and eggs – structure, egg foams and their role in bakery.

UNIT- III

Baking process – basic concepts, batch/continuous dough mixing, dividing, moulding, panning, proofing, baking, qualitative changes during different unit operations.

UNIT- IV

Major and minor equipment used in bakery, plan for a bakery unit – maintenance of sanitation and hygiene in bakery unit.

UNIT- V

Method of preparing variety of baked products – bread and bread rolls, biscuit, cake, cookies, pastries.

Variety of icings, soufflé and meringue.

REFERENCE:

1. Matz, S.A (1989), Technology for the materials of baking, Elsevier science publishers, England.
2. Helen charley (1982), Food science, New York, John Wiley & Sons.
3. Debey's bakery, wheat associates of India, 1979
4. Varghese, Theory of cookery, New age international, New Delhi, 2001.

SEMESTER –III

PRACTICAL-V

ACCOMMODATION OPERATION –II

01. Identification of Table linen, Room linen and Bath linen Selection use, care and maintenance.
02. Procedure for exchange of linen from linen store – Floor pantry – Laundry.
- 03 Laundry – Basic Principles
In – house Laundry service procedure
04. Stain removal – identification of stains

Cleaning agents used for removal of stains – practice on removal of stains selection of cleaning agent-General –principles.

05 Flower arrangement-Basic principles.

- Conditioning of plant materials
- Styles of flower arrangement
- Theme decorations

06 Pest control – Identification of various pests

Areas of infestation

Prevention and control procedure.

PRACTICAL –VI

HOTEL ENGINEERING

To get student acquainted with:

Tools: Plier, Screw Driver, Spanner, Fixed ring box and adjustable spanner

Cutters: Nose piler, Punch, Hammer Tester, Pipe Wrench die set, Chiseler, saw

Accessories:

Electricals: Electrical Switches (Different type) socket, two pins, three pin plugs, 5 amp & 15 amp multiple plugs.

Fuses: Re wireable, HRC cartridge type. Miniature circuit type breaker, bulb holder, adaptor, connector, ceiling rose, rose round block thermostat, wires, earthing wire.

Plumbing System: GI Pipes, Coupling elbow, nipple, reducer, union Plug, bottle traps, PVC valves, connector, stopcock, bib cock tap, pillar tap, waste tap, sink, wash basin, flush valves, flushing cisterns (Plunger type, bell type) float valve.

Materials: Galvanised Iron, aluminum stainless steel, mild steel, cast iron, porcelain fiber glass, PVC, granite, Kadappa stone, Kota Stone, As-bestos, Marble, rubber, bakelite, laminated sheets, viner, sun control films, mosaic glazed tiles, brass and copper plates, black and white cement.

SEMESTER-IV

CORE– IV

FOOD PRODUCTION AND PATISSERIE – II

Unit – I Regional Cooking

- 1.1 Introduction to Regional cooking
- 1.2 Factors affecting eating habits
- 1.3 Heritage of Indian Cuisine
- 1.4 Differentiation of Regional Cuisine

Unit – II Cooking From Different states Under

- 2.1 Geographic location
- 2.2 Historical background
- 2.3 Availability of raw material
- 2.4 Equipment and Fuel
- 2.5 Staple diet
- 2.6 Specially Cuisine
- 2.7 Food prepared for festival and occasions
- 2.8 Indian breads, Indian Snacks and Indian Sweets

States to be covered

- | | |
|------------------|-------------------|
| a) Kashmir | g) Maharastra |
| b) Punjab | h) Goa |
| c) Uttar Pradesh | i) Kerala |
| d) Rajastan | j) Tamil Nadu |
| e) Gujarat | k) Karnataka |
| f) Madhyapradesh | l) Andhra Pradesh |

Unit – III Quantity Food Production

3.1 Equipment used Classification, List of manufacturers – Care and maintenance – Modern development in equipment manufacture.

3.2 Menu Planning – Basic principles – Special emphasis of quantity food preparation – Planning of menu's for various categories such as School/College students Industrial workers, Hospitals, Canteens out-door parties, Theme dinners, Transport mobile catering.

Unit – IV Identing – Costing – Purchasing

4.1 Principles of Indenting

4.2 Quantities and portions for bulk production

4.3 Food costing

4.4 Food cost control

4.5 Importance and relevance of food costing

4.6 Purchasing system

4.7 Purchasing specification

4.8 Storage

Unit – V Quantity Food Production – Volume Feeding

5.1 Types of institutional catering – Menu planning for institutional catering – Scope of growth

5.2 Industrial catering – types – purchasing techniques

5.3 Hospital catering – Diet menus – Importance of hygiene

5.4 Off-premises catering – Hiring of equipment menu planning – Theme parties – concept of central production unit

REFERENCE BOOKS

1. V.C. Crusius – Quantitative Food Management – Surjeet publications
2. Indersingh Kolra & Pradeep Das Gupta - Cooking with Indian Masters – Allied publishers.
3. Vimala Patel – Festival Cook Book - India Book House Mumbai

SKILLED BASED ELECTIVE-II
FOOD AND BEVERAGE SERVICE – II

Unit – I Alcoholic Beverages

- 1.1 Alcoholic Beverages – Introduction
- 1.2 Classification
- 1.3 Production

Unit – II Wines

- 2.1 Introduction and Definition
- 2.2 Classification of wines
- 2.3 Definition and production of each category
- 2.4 Wine producing countries of the world including India
- 2.5 Principle wine region of France, Germany, Italy, Spain etc.
- 2.6 Food and wine combination
- 2.7 Storage of wine
- 2.8 Service of wine

Unit – III Beer

- 3.1 Introduction and Definition
- 3.2 Types of Beer
- 3.3 Definition and production of Each type
- 3.4 Storage
- 3.5 Services of Beer
 - 3.5.1 Bottled and canned beer
 - 3.5.2 Draught beer

Unit – IV Sprits

- 4.1.0 Introduction and definition
- 4.1.1 Production of spirit
- 4.1.2 Pot still method

- 4.1.3 Patent skill method
- 4.2 Production of Whisky
- 4.3 Production of Rum
- 4.4 Production of Gin
- 4.5 Production of Brandy
- 4.6 Production of Vodka
- 4.7 Production of Tequila
- 4.8 Production of Other spirits
- 4.9 Services

Unit – V Liqueurs

- 5.1 Definition, history in brief
- 5.2 Production
- 5.3 Categories
- 5.4.0 Cocktails
- 5.4.1 Classification
- 5.4.2 Cocktail bar equipment
- 5.4.3. Preparation and services of cocktail
- 5.4.4 Mock tails
- 5.4.5 Specialty Coffees

Glossary of Terms

- 5.5.1 Terms related to Alcoholic Beverages
- 5.5.2 Menu Terminology

REFERENCE BOOKS

1. Andrew Durkan & John cousins – The Beverage Book – Hodder & Stoughton

2. Sylvia Meyer, Eddy Schmid – Professional Table service – Van nostrad Reinhold (a division of International Thomson publishing INC)
3. Sudhir Andrews – Food and Beverage Service Training Manual – TMH

ALLIED - IV

APPLICATION OF COMPUTER-I

UNIT-I

Introduction to computers: Introduction –Types of Computers
Characteristics of computers –Generation of Computers – Classification of digital Computers – Programming Languages: Machine Languages, Assembly level Languages and high level Languages.

UNIT –II

Elements of computers Block diagram of computer –components of computer – central processing unit –Input and output Device – Storage devices and memory device.

UNIT –III

Introduction to windows – log on / off to windows –start menu / program / taskbar/toolbar/Elements of Desktop/windows explorer – Directory: creation/ Moving /deleting /rename –Auto start.

UNIT –IV

M S Word : Introduction to word – Formatting text and documents – working with leaders ,footers and foot notes – tabs, tables and sorting – menus-mail merge.

UNIT –V

M S Excel: Introduction to Excel –Rearranging worksheets – formatting work sheets –functions –Excels chart features – working with Graphics.

REFERENCE BOOKS

1. Stephen L. Nelson – Office 2000 complete reference – BPB
2. Jeyce Cox, pullin Urban – Quick course in Micro Soft Office

NON MAJOR ELECTIVE -II

RESTAURANT MANAGEMENT

UNIT – I

- 1.1 Introduction to hotel industry.
- 1.2 Types of catering establishment.
- 1.3 Layout of Restaurant.
- 1.4 Organization chart of restaurant.
- 1.5 Duties and Responsibilities of Restaurant staff.

UNIT – II

- 2.1 Classification of restaurant equipment – Linen, Furniture, Chinaware & Glassware.
- 2.2 Selection criteria for restaurant of restaurant equipment.
- 2.3 Identification of cutleries, crockery's, and glassware's.
- 2.4 Types of meals.
- 2.5 Types of menu.

UNIT – III

- 3.1 Types of F&B Outlets – Restaurant, coffee shop, Banquet, Bar, Out Door catering, Night club, Discotheque, Cafeteria, Grill Room and Room service.
- 3.2 Ancillary Department – Food pick up areas, Stores linen room and Kitchen stewarding.
- 3.3 Table manners used in restaurant.

UNIT – IV

- 4.1 Origin of menu.
- 4.2 General points for menu planning.

- 4.3 Factors affecting menu planning.
- 4.4 French classical menu - cover and accompaniment.
- 4.5 Compiling 3 course and 4 course menu.

UNIT – V

- 5.1 Bar definition, Area and bar layout.
- 5.2 Types of Bar.
- 5.3 Organization chart of Bar.
- 5.4 Duties and Responsibilities of Bar staff.
- 5.5 Classification of Beverages.

REFERENCE BOOKS

- 2. Dennis R. Lillicarp, John A Cousins - Food and Beverage Service – ELBS Edition
- 2. Sudhir Andrews – Food and Beverage Training Manual – TMH publication.

SEMESTER-IV
PRACTICAL – VII
FOOD PRODUCTION AND PATISSERIE – II

Objective:

The objective is to train the student in producing food in large quantities in a set time and adapting recipes to quantity food production. Dishes should represent all parts of India with emphasis on dishes of Regions / State.

To formulate 20 sets of menu from the following dishes and to include more dishes from the respective regions.

RAJASTHAN & LUCKNOW				
Rice	Indian Bread	Main Course	Accompaniment	Sweet
Aluki Tehari	Sheermal Dhakai Paratha	Mooli Ka Saag Murg Ka Soola Achar Gosht, Mas Ke Sule, Safed Maas, Lal Mass	Makkai Ka Soweta	
GUJARAT				
Bhat, Brown, Rice, Vangharelo Bhat	Methi Thepla, Poories, Bhakri	Makai Mu Shaak, Patrani, Macchi, Fish, Patia, Salli Murg, Oondhiya, Dhansak	Sarki, Dhokia, Gujurati Dal, Osaman, Lasunki-Chutney	Doodhpak Shriknand Mohanthal Jallebi
SOUTH INDIA (TAMIL NADU, KARNATAKA, KERALA)				
Boiled Rice, Lime Rice, Tamarind Rice, Coconut Rice	Dosa, Appam, Malabari, Paratha, Chappathy, Poori	Meen Poriyal, Earchi, Poriyal Meen Moilee, Chicken Chettinad, Kozhi Varutha kari, Mulugutwawnny Curry	Sambar, Thoran, Kottu, Ingi Curry, Olan, Kalan, Rasa,m, Avial, Pumpki, Erussery	Palpayasam, Parupu Payasam, Pradhaman, Jangiri

GOA				
Prawn Pulao Boiled Rice	Sanna Pav	Prawn/Chicken / Mutton Vindaloo, Zacounti, Prawn Balchao, Fish Caldeen, Pork, Sorpotel, Goan, Fish Curry	Beans Foogath, Turdal Sorak, Cashew Potato Curry	Bibinca, Dodol, Dos
HYDERABAD				
Sofyani Biryani, Nawabi Tarkari, Hydrabad Biryani Yakni Pulaso	Naan Moghlai Paratha	Mutton Biryani, Methi Murg Jala Ghost, Do Piyaza, Dalcha Dalcha, Haleem Nihari, Shikampur	Tomato Kut, Mirchi Ka Salan, Bagara Baigan	Double Ke meeta Gille Firdose.
MAHARASTRA				
Masala Bhat, Moongdal Kitchedi, Tomato Bhat, Kheema Pulao	Poories	Kolhpuri Mutton Masalyachi Vangi	Koshimbir, Amit Tomato Saar, Usal, Batat achi Bhajee, Khaman Kakadi, Pakoda Kadhi.	Coconut Poli, Besan Ladoo, Basundi, Karanjia
BENGAL				
Bhat, Brown Rice, Vangharelo Bhat	Methi Thelpa Poories, Bhakri	Makai Mu Shaakm Patrani Macchi, Fish Patia, Salli Murg, Oondhiya Chansak	Sakri Dhokia Khandri Osaman Lasun ni Chutney	Doodhpak Shrikhand Mohanthal Jallebi
PUNJAB / KASHMIR				
Yakni Pulao	Nan Tandoori Roti Tandoori Makkai Ki Roti, Bhatura Kheema, Paratha Laccha	Baigan Ka Burta Machli Armritsari, Tandoori, Murg, Murg Tikka, Shammi Kabab, Moghlai Saag, Rogan Josh, Dhaniwal Khorma	Aloo Gobi, Masaledari, Karele, Punjratni Dal, Peshawari Chole, Pudina Chutney, Dal Amristar, Panir Chaat; Punjabi Lobia, Aam Ka Panna, Sarson Ka	Rabdi, Phirnee Gajjar Ka halwa, Shahi Tukre, Kesari Kheer.

			Saag	
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PRACTICAL – VIII
FOOD AND BEVERAGE SERVICE – II

1. Writing Menu in French with wines
2. Laying the table (Recapitulation first year – linking backwards)
3. Taking order of wine
4. Wine List
5. Writing Orders
6. Services of wine White and Rose
7. Redwine and Redwine in Basket
8. Decanting Wines
9. Sparkling Wines – Champagne
10. Taking Order of Spirits
11. Taking Order for alcoholic beverages
12. Services of Spirit
 - Whisky neat-on the Rocks, Long drink
 - Brandy neat-on the Rocks, Long drink
 - Vodka neat – Long drink
 - Gin neat – Long drink
 - Cocktails and mixed drink
 - Taking order for Cocktails
 - Preparation of Cocktails
13. Service of Aperitif
 Service of Liqueurs
 Service of Beer
14. Service of Regional dishes
15. Service of Alcoholic beverages in Rooms

PRACTICAL –IX

APPLICATION OF COMPUTER -I

Windows

Introduction – Start menu / Programs / Control Panel – Types of files – Opening and closing of windows – Shut down / Reboot/ Logoff – usage of task bar / tool Bar / Windows Explorer / My computer / Calculator / word pad – run / search / paint – Cut / Copy / Paste / Move – formation of Floppy

Directory Folder : Creation / Deleting/ Rename / Move

Disc utilities – Internet Explorer – Printer installation – printing and scanning of document – writing and rewriting to compact disc – usage of various kinds of memory device.

M.S. Word

Introduction to work – formatting text and Documents – Working with Headers, Footers and footnotes – Tabs, Tables and Sorting – Working with Graphics, Templates, Wingers and Sample documents – Writer's tools Macros, Custom toolbars, Keyboards, Shortcuts and Menus –Mail merge.

M.S. Excel

Introduction to excel – Rearranging worksheets – Formatting worksheets – Functions – Excel's chart features – working with Graphics in Excel. Excel's command Macros – using worksheets as Databases – Automating “What is Projects”.

SEMESTER-V
CORE – V
FRONT OFFICE MANAGEMENT

Unit – I

Advance Front Office Operation

Lobby: Stages of guest contract with the hotel (pre arrival, during their stay departure. Procedure for left luggage, scanty baggage and safe deposit facilities.

Guest mail handling

Handling of complaints

Paging

Bell Desk: Layout – Job description of bell captain, bellboy functions of bell desk. Errand card – Wake up call Procedure

Telephone: Importance of telephone service – Qualities of good telephone operator – Equipment in use (PBX, PABX, EPABX) – Various Registers in use – Type of calls Telephone manner, Fax procedure – E-mail.

Information: Mail handling – Message handling – Handling enquiries – Local information, Information about tourist places, Information about hotel.

Unit – II

Guest Accounting

Guest Accounting System – Types of guest accounting – Flow of guest accounting process – Document generated. Various operating modes – nonautomated, semi automated, fully automated guest accounting.

Job description of front office cashier, Records and Ledgers maintained by cashier – Visitors tabular ledger, guest weekly bill, allowance voucher, visitor's paid out, taxes, Foreign currency encashment, Credit card, Charge slip, Telephone Voucher,

Cashier report, Petty cash Voucher – Float – Cashier's summary sheet. Way of settling bills.

Unit – III

Night auditing:

Functions of Night auditing – Job description of night auditor – Cross checking, Credit monitoring & verify no show & Cancellation. Night audit process – preparing night auditing report.

Unit – IV

Planning Front Office Operation

Forecasting room availability useful forecasting data's – Percentage of walk –ins, Percentage of over stay, Percentage of under stay, Formula for forecasting, Budgeting for operation, Forecasting Room revenue, Estimating expenses, Refining budget plans.

Unit – V

Evaluating Front Office Operation.

Daily operation Report – Occupancy Rate, Occupancy Percentage, Average Daily rate, Average rate per guest.

Yield Management

Concept of yield management – Measuring Yield – Using yield management – Potential average for single & Double room rate. Multiple occupancy percentage – Rate spread – Potential average rate – Room rate achievement factor – Equivalent occupancy.

REFERENCE BOOKS

1. Bhatnagar – Front management – Franc Bros & Co., Ltd.,

2. Michael. L. Kasavana – Managing Front Office operation – AHMA
3. Peter Abbott and Sue Lawrey – Front Office procedure, social skills, yield and Management – Butterworth Heinman
4. Dr. Jegmohan Negi – Grading and classecification of Hotel, Tourism, Resort & Restaurant, principles & practices – Kanishka publishers

CORE – VI

ACCOMMODATION MANAGEMENT

Unit – I

Planning and Organizing the H.K.D

Area, inventory list – Frequency schedule – Performance and productivity standards – Time and motion study – Standard operating manual – Job procedure – Job allocation and work schedule – Calculating staff strength and planning duty rosters – Training in the H.K.D. – Performance appraisal – Selection of cleaning equipment and Agents – Inventory level for non recycled items.

Unit – II

Budget and Budgetary control

The budget process – planning capital budget, planning operating budget.

Operating budget – controlling expenses – Income statement

Purchasing system – methods of buying, stock records – Issuing and control.

Unit – III

Contract Services

Types of contract services – guidelines for hiring contract services – Advantages and disadvantages of contract services.

Safety and Security

Safety awareness and Accident prevention – Fire safety and fire fighting equipment – First Aid key and key control – Crime prevention, Dealing with emergency situation.

Unit – IV

Interior Decoration

Element of Design – Colour and its role in Décor-Lighting and Lighting fixtures – Floor finishes – Carpets – Furniture and Fittings – Accessories.

Unit – V

Layout of Guest Rooms

Refurbishing and Redecoration

Size of room, Sizes of furniture, Furniture arrangement – Principles of design, colour harmony and colour schemes.

REFERENCE BOOKS

1. David M. Allen – Accommodation & Cleaning Service Vol-I & Vol-II
2. Robert Christymill – “Managing Lodging – Operation – School of Hotel Restaurant Management, University of Denver.

CORE – VII

FOOD AND BEVERAGE MANAGEMENT

Unit – I

Introduction to cost Control: - Objective and advantage of cost control – Purchasing control – Purchasing control – Aims of purchasing policy – Job description of purchase manager and personnel – Food quality factors for different

commodities – Definition of field – Test to arrive at standard field – Definition of standard purchase specification – Advantages of standard field and standard purchasing specification – Advantages of standard field and standard purchasing specification p purchasing procedure – Different methods of purchasing – Purchasing by contact – periodical purchasing – open market purchasing – standing order purchasing – Centralized purchasing – methods of Purchasing in hotels – Purchase order forms – Ordering Cost – Carrying cost – Economic – Purchasing problems – Sources of supply.

Unit – II

Aims of receiving – Job description of receiving clerk / personnel – Equipment required for receiving.

Document by the supplier – Delivery notes including format – Bills / Invoices – Credit notes – Statement.

Records maintained in the Receiving Department – Goods received book – Daily receiving report – meat tags.

Receiving procedure – Blind receiving

Storing control – Aim of store control

Job description of food store room clerk

Conditions of facilities and equipment

Location of storage facilities – Security

Stock control – Two types of food received – Direct stores (Perishables/Non Perishables) – Stock records maintained – Bin card – Stock record cards/ books.

Issuing control – Requisition – Transfer notes – Perpetual inventory – Stock taking – pricing of Commodities.

Stock taking and comparison of actual physical inventory and book value.

Unit – III

Production control and Beverage Control

Aim of Production control – Forecasting

Fixing of Standard – Definition of Standard quantity – Standard purchase specification – Definition and objectives – Standard portion Size – Various equipment used. Menu Merchandising – Menu control – Menu structure – Menu Planning – Pricing of menus – Types of menu – Menu as marketing level – Menu layout – Constraints of menu planning.

Duties of chef de cuisine – Records maintained by chef – Issue analysis sheet – Hygiene and cleanliness – Sanitary requirement – Garbage disposal.

Beverage Control – Purchasing – Receiving – Storing – Issuing – Production control.

Standard recipe – Standard portion size – Bar frauds – Books maintained. Beverage control.

Unit – IV

Sales control Budgetary control and Labour cost control

Sales control – Determining sales price – Calculation of selling price – Factors to be considered while fixing selling price – Matching the cost with sales – Billing procedure – Cash and credit sales – Cashier's sales summary sheet – Budgetary control – definition of budget and budgetary control – Objectives – Frame work – Key factors – Types of budgets – Master budget – Budgetary control – Labour cost control – Staffing – payroll – overtime.

Unit – V

Advertising, Promoting, Merchandising Food and Beverage

Guest handling – special occasion – Advertising – promoting- merchandising food and beverage – overview identifying the media – Layout and design of advertisement – highlighting the message – Target audience – food and wine display – promoting room service – Telephone selling – Persuasive and suggestive selling. Guest handling – Identifying guest needs – Maintaining guest history card

and records – Effective public relationship – Effective social skills – personalization.

Special occasions – Type of special occasions – Creativity and Innovation – Special menu – Planning – Co-ordinating the activities.

REFERENCE BOOKS

1. Costas Katsigris, Mary Porter, Chris Thomson – The Bar & The Beverage Book – Johnwiley & Sons INC
2. Dr. Jagmohan Negi – Professional Food & Beverage Management
3. Bernad Daris and Sally Stone – Food & Beverage Management – ELBS
4. Brian Verghese – Professional Food & Beverage Management – Franc Bros & Co. Ltd

SKILLED BASED ELECTIVE - III TRAVEL MANAGEMENT

UNIT – I

- 1:1 INTRODUCTION OF OBJECTIVES
- 1:2 GUIDELINES TO SET TRAVEL AGENCY
- 1:3 SOURCE OF INCOME
- 1:4 FUNCTION OF TRAVEL AGENCY
- 1:5 TRAVEL ORGANIZATIONS

UNIT – II

- 2:1 TICKETING INFORMATION
- 2:2 TRAVEL DOCUMENT & FORMALITIES

- 2:3 IATA – FUNCTIONS ROLE
- 2:4 UFTAA – FUNCTIONS ROLE
- 2:5 MODE OF TRANSPORTS

UNIT – III

TOUR OPERATOR

- 3:1 ITINERARY PREPARATION
- 3:2 PRODUCING / SELLING INCLUSIVE TOURS POLICIES & PRACTICES
- 3:3 PUBLIC SELECTION OFFICER ROLE & QUALITIES
- 3:4 BASIC TOOLS FOR WRITING TOURISM
- 3:5 TECHNIQUES OF PRO IN TOURISM

UNIT –IV

PERSONALITY DEVELOPMENT

- 4:1 PSYCHOLOGICAL APPROACH
- 4:2 BODY LANGUAGE
- 4:3 PHYSICAL ASPECTS
- 4:4 MANNERS AND BEHAVIOUR
- 4:5 APTITUDE & ETHICS

UNIT V

TOURISM ORGANIZATION

- 5:1 MODE OF PAYMENT TO VARIOUS AIRLINES

5:2 TRAI FUNCTION

5:3 FHRAI FUNCTION

5:4 WATA FUNCTION

5:5 UFTAA FUNCTION

REFERENCE:

1. Tourism Development Principles & Practices –A.K Bhatia, Sterling Publishers pvt ltd, New Delhi.
2. Tourism Marketing – S M Jha, Himalaya Publishing House, New Delhi
3. Travel Management – U Bala ,New Delhi

SKILLED BASED ELECTIVE – IV
HUMAN RESOURCE MANAGEMENT

Unit – I

Evolution of personnel Management – Role – Organisational set up of personnel Department – Difference between personnel management and Human Resources Management – Importance of H.R.M. in Indian Organisation.

Unit – II

Manpower planning – Job Analysis – Man power forecasting – Recruitment, Selection, Training and development – Induction – Placement.

Unit – III

Wages and Salary Administration – factors of wages and salary job Evaluation and its techniques.

Unit – IV

Industrial Relation

Collective bargaining – Workers participation in Management

Unit – V

Labour Welfare Measures

Voluntary and Statutory Measures – Accidents and Safety – Voluntary Retrenchment Scheme (V.R.S) – Retention Strategy.

REFERENCE BOOKS

1. J. Jayasankar – Human Resource Management – Margham publication
2. G.K. Basotia & Kaushal Kumar - Human Resource Management – ABD publications

SEMESTER-V

PRACTICAL – X

FRONT OFFICE OPERATION – II

1. Front Desk Courtesy
2. Guest Service Hospitality
3. Identification of Various Racks
4. Identification of various performs and use of them concerning the arrival of V.I.P. Individual and Group, Receiving and greeting the guest.
5. Practice on preparation and departure procedure
6. Practice on bill compilation, presentation and settlement procedure
7. Handling of credit card procedure
8. Handling of mails and messages
9. Practical work on computerised room management

10. Telephone skills – Hospitality on the line
11. Practice on providing professional bell service.
12. Handling of Foreign currency procedure
13. Handling of guest complaints

PRACTICAL –XI

ACCOMMODATION OPERATION – III

1. Identification of Table Linen, Room Linen and Bath Linen Selection
use, care and maintenance
2. Procedure for exchange of Linen from Linen Store – Floor pantry –
Laundry
3. Laundry – Basic Principles
In-House Laundry Service Procedure
4. Stain removal – identification of stains
Cleaning agents used for removal of stains – practice on removal of
stains selection of cleaning agent – General – principles
5. Flower arrangement – Basic Principles
 - Conditioning of plant materials
 - Styles of flower arrangement
 - Theme decorations
6. Pest control – Identification of various pests
Areas of infestation
Prevention and control procedure

SEMESTER -VI

CORE – VIII

FOOD PRODUCTION AND PATISSERIE – III

Unit – I Larder – Layout

Introducing to Larder work – Equipment found in larder – Layout of typical – Larder and Various sections.

Larder Control

Essentials of Larder Control – Importance of Larder control – Devising Larder control – Leasing with other department – yield – Testing – Larder Terms.

Larder Organization

Functions of Larder – Hierarchy of Larder chef – Sections of Larder – Duties and Responsibilities of Larder Chef.

Appertizer and Garnishes

Classification of Appetizer – Importance of garnish – Explanation of different garnishes.

Sandwiches

Parts of Sandwiches – Types of Bread – Types of filling – Classification spreads and garnishes – Types of sandwiches – Making of Sandwiches – Storing of sandwiches.

Unit – II Charcuterie – Sausages

Introduction to Charcuterie – Sausages types and varieties – Filling – types & varieties.

Charcuterie – Force meat

Types of force meat – preparation of force meat – uses of force meat – methods of curing.

Charcuterie – Ham, Bacon & Gammon

Cuts of Ham, Bacon, Gammon – Difference between Ham, Bacon, Gammon. Processing of Ham and Bacon – Green Bacon.

Charcuterie – Galantine, pate, Mousse, Mousse line

Making of Galantine – Ballontine – Types of pate – Making of pate – commercial pate and pate maison – Truffles – Types of mousse – Preparation of mousseline – Difference between mousse and mousseline.

Charcuterie – Aspic, Gele, Chaud froid, Non-edible display

Meaning of Chaud froid – Making of Chaud – froid and precaution – Types of chaud-froid – Uses of chaud-froid – definition of Aspic and Gelec – Differentiation between Aspic and gelle – Preparation of Aspic and gelle Uses of Aspic and gelle.

Non edible display – Ice carving – Tallow structure – Fruit and Vegetable display – Salt dough – Pastillage – jelly logo – Thermocol work – uses of wine and herbs in cooking.

Unit – III Bakery and Confectionary

Layout and Equipment of Five Star Kitchen bakery

Yeast dough product – Different Methods

Rich dough – Staright dough – Modified Staright dough – Sponge method – Rolled in yeast product.

Kind of yeast dough product

Crisp crusted bread – White pan bread, White bread

Soft roll – English muffins, Sour dough, white bread, pumpernickel,

Sweet-Rich dough – Bab Savarine, Brioche

Rolled in dough – Danish pastry, Croissant – Fault in break making – Poor volume, Too much Volume, Poorshape, Burstcrust too dense, Crumbly, Streaked Crumbs, crumbly, Too dark crust, too pale crust, too thick crust, Blister on Crust, Poor flavour – Rectification and prevention.

Cakes: Different methods – Creaming method, flour batter method, Sponge method, Chiffon method – Faults in Cake making – rectification – Prevention.

Icing: Varieties of Icing-Uses of Icing-Difference between Icing and topping – Receipts

Frozen – Desserts: Types and classification – Ice Creams – Definition – Method of preparation – Additives and preservatives used in Ice Cream manufacture.

Meringue: Making of meringue – Cooking meringue – Types of meringue – uses of meringue.

Chocolate work: Types of Chocolate – Tempering of Chocolate – Decorative work and display pieces – Marzipan, Sheets, Cut out models Pastillage, Shavings.

Unit – IV Kitchen Management

Layout of kitchen – factors that affect Kitchen – design, principles of Kitchen Lay out and design – placement of equipment – Flow of work – Space allocation – Kitchen equipment (manufacture and Selection) Budgeting of Kitchen equipment.

Production Management

Kitchen Organisation – Allocation of work (Job description) – Production planning – Production Scheduling – Production quality and quantity control – Forecasting and budgeting.

Unit – V International Cuisine

Characteristics – Feature of different cuisine, Chinese, France, Italy, Spain, German, Middle east, Mexicaine, Greece, U.K. Nouvelle cuisine.

REFERENCE BOOKS

1. Cesarami and Kinton – practical Cookery – Hodder & Stoughton, Lenkdon
2. William J. Sultan – practical baking – van nostrand Rein hold, New york 1992
3. Antony D. Reilly – The complete cookery manual - Longman group Ltd. U.K.
4. Dantel R. Stephenson – professional cookery, The process and Approach – Stanly Thorn publishers Ltd.

CORE – IX

FOOD AND BEVERAGE SERVICE – III

Unit – I Restaurant Planning

Physical layout - Introduction – Objective of good layout – Planning a Restaurant – Decision prior to planning – Steps in planning – Location - Space allocation – Staffing – Equipment and Erection, Furniture, Land, Linen, Cutlery and Crockery requirement – Space – Dining Area – Type of seating – Table arrangement Restaurant costing – performance measure Sales mix – elements of cost – Cover turnover – Average check – Stock turnover – Sales per cover.

Unit - II Function Catering Banquets

History - Types – organisation of Banquet dept – Duties and responsibilities – sales – Booking procedure – Banquet menus – Protocol – Space area requirement – Table plans / Arrangement – Mise-en-place-service – Toasting.

Informal Banquet – Reception – Cocktail parties – Convention – Seminar – Exhibition – Fashion shows – Trade Fair – wedding – outdoor Catering.

Unit – III Buffet

Introduction – Factors of plan buffets – Area requirements – No of persons – Planning and Organizing sequence of food – Types of buffet – Display – Kind of meal – Types of buffet – sitting, standing, finger buffet Danish buffet – cold buffet – Equipment required – Breakfast Buffets.

Unit – V Bar Operation and Service of Special dishes Kitchen stewarding

Types of Bar – Dispense, cocktail, Floating bar

Bar pars – Front, back, under

Bar equipments- furniture – Staffing – Linen – Bar Layout – bar stock and bar inventory – Bar control – Bar control system – Stock taking – Goods received book – Off sale book – Cellar stock ledger, Bin card, Overage and shortage –

Cellar control. Service of special dishes – service, cover and accompaniment of Grape fruit, Oyster, snail, Smoked salmon, caviar, melon, Asparagas, Corn-on the cob, Globe artichoke, Pate foie gras Avocado, Pasta, cheese, Bouillabise – Kitchen stewarding – Importance – Opportunities in K.S. Records maintained – Function's Machines Used – Inventory.

REFERENCE BOOKS

1. Dennis R. Lillcarp – Food & Beverage service – Hodder & Stoughton London 1988
2. Nancy Scalton – Restaurant Management
3. Sylvia Meyer, Edy Schmid – professional table service

ELECTIVE-III TOURISM MARKETING

UNIT-I

- 1:1 INTRODUCTION DEFINITION OF MARKETING
- 1:2 STAGES IN MARKETING
- 1:3 TOURISM MARKETING
- 1:4 MARKET SEGMENTATION
- 1:5 CONCEPT OF MARKETING

UNIT –II

- 2:1 ADVERTISING OF ADVERTISEMENT
- 2:2 FEATURES OF OBJECTIVES OF ADVERTISING
- 2:3 TOURISM ADVERTISING, PLANNING FOR ADVERTISING
- 2:4 COST OF ADVERTISEMENT
- 2:5 MEDIA OF CLASSIFICATION

UNIT – III

- 3:1 MEANING OF IMPORTANCE
- 3:2 ELEMENT OF PERIOD
- 3:3 FACTOR INFLUENCING
- 3:4 METHODS
- 3:5 TECNICIANS

UNIT – IV

- 4:1 INTRODUCTION AND DEFINITION IN PLANNING
- 4:2 TOURISM PLANNING PROCESS
- 4:3 DISADVANTAGES IN TOURISM DEVELOPMENT
- 4:4 SAFETY OF SECURITY PROBLEMS & RECOMMENDATION
- 4:5 KEYS USED IN POLICY FORMULATION

UNIT – V

- 5:1 T.T.D.C OF FUNCTIONS
- 5:2 T.N TOURISM POLICY
- 5:3 IMPORTANT TOURIST PLACES IN TAMILNADU
- 5:4 I.T.D.C & ITS FUNCTION
- 5:5 INCENTIVE OF SUBSIDIES GIVEN BY STATE OF CENTRAL GOVT. IN INDIA

REFERENCE:

1. Rajan Nair - Marketing – Sultan Chand & Sons, New Delhi.
2. Francis Battle – Hotel and Food Service Marketing A Management Approach – ELBS

3. Tourism Planning-C M Gunn
4. Successful Tourism Management- Pran Nath Seth, Sterling Publishers pvt ltd, New Delhi.

SKILLED BASED ELECTIVE - V

HOTEL & BUSINESS LAW

Unit – I Legislation of Catering Industry

Introduction – Salient features of catering establishment Act, 1958 – Interval for rest – payment of wages act applicable to catering establishment – notice of discharge or dismissal – penalties – grant of registration certificates – procedures of death of a holder of the registration certificate changes of the festival specified display of statement by the catering establishment maintenance of registers and records – medical examination of persons prior to employment – medical examination of employees – scale of dress to be supplied to the employees, servers, cleaners, kitchen staff. Fire extinguishers and first aid boxes – Lien of Inn keeper – Features of Tamil Nadu Tax on Luxury Act, 1981.

Unit – II Law Relating to Hotel Guest Relationship

Hotel and Lodging rate control

Definition – Fair rates – Hotel and Lodging house – manager of a Hotel – Owner of a lodging house – Paying guest – premises – tenant - tenement – appointment of controller – fixation of fair rate – refusal of accommodation – eviction of guest from hotel room – duties, rights and responsibilities of Inn keeper towards guest – Inn keeper lien.

Hotel and Restaurant Licenses

Licenses – Permits – procedure for obtaining – Renewing licenses – Suspension and termination – licenses required to open and operate Hotel and Restaurant.

Unit – III Food-Legislation The Prevention of Food Adulteration Act, 1954

Definition – Adulterant – Adulterated food – public analyst – Central food laboratory – The central committee for Food Laboratory – The central committee for food standards – Food Inspector – their powers and duties – procedure to be followed by food inspector – Report to public analyst Notification of food poisoning.

Consumer Protection Act, 1986.

Consumer Protection Council – Consumer dispute Redressal agencies – Appeal and Jurisdiction of state and National commission.

Unit – IV Factories Act, 1948

Definition – Factory – Manufacturing process Adult, Adolescent, Child, young person Calendar Year, Week, Provisions regarding health, Safety and Welfare – Non – Fringe benefits – Pension P.F.

Unit – V Contract of Insurance

Nature of Contract of Insurance – Principles of contract of insurance – Reinsurance. Double insurance – subrogation and contribution General insurance practices.

REFERENCE BOOKS

1. E. Dharmaraj – Food and Hotel Legislation and policies – New Age International publishers
2. P.L. Malik – The Industrial Law - Eastern Book & Co, Lacknow
3. B.K. Chakraborti – Labour Laws of India - International Law book center, Calcutta

4. Dr. A.N. Sharma – Aspect of Labour Welfare and Social Security –
Himalaya publishing house Mumbai

SKILLED BASED ELECTIVE-VI
COMPUTER APPLICATION – II

UNIT – I

MS POWER POINT:

Introduction to power point – creating presentation – working with
tent in power point – working with graphics in power point.

UNIT – II

DATABASE:

Introduction to database – purpose of database system – database
language – record - field – tables – types of data – keys – primary key –
sorting.

UNIT – III

MS ACCESS:

Introduction to internet – internet concepts – e- mail – www concepts
– web browser.

UNIT – IV

INTERNET:

Introduction to internet – internet concepts – e – mail – www concepts
– web browser.

UNIT –V

HTML:

Introduction to HTNL – formatting tent and pages – creating HTML
documents: <HTML>, <HEAD>, <TITLE>, <BODY>, <P>, <h1.....h6>,

, Link using <A> tag – inserting image using tag, list tag.

REFERENCE BOOKS:

Ron Mansfield – working in Microsoft office – TMH publications.

HTML complete – 2 nd edition – BPB publications.

SEMESTER-VI PRACTICAL – XII FOOD PRODUCTION AND PATISSERIE – III

FRENCH MENU

Menu – I

Consomme Brunoise
Poulet Saut’e Chasseur
Pommes Allumette’s
Haricot Vert
Salade Nicoise
Brioche
Baba aurhum

Menu – II

Cre’e Debarry
Pomfret ala menuie’re
Pommes bataille
Courge provencale
Bouguetier de legumes
Croissants
Gateau de peches

Menu – III

Cabbage chowder
Poulet Roti Aujus
Pommes Parisienne
Ratatouille
Petits pois a’ la flamande

Salad waldorf

Menu – IV

Crème d' asperges
Blanquette de volaille
Pomme parmentier
Chou-fleur au gratin
French bread
Soufflé ala Orange

Menu – V

Potage a' la Bonnefemme
Sauté de boeuf stroganoff
Pomme de terre ala crème
Carottes Vichy
Assiette de crudités
Garlic Rolls
Crepe Suzette

CHINESE MENU

Menu-I

Hot and sour Vegetable Soup
Chilly chicken Schezwan
Vegetable Fried Rice
Banana Toffee

Menu – II

Sweet corn Chicken Soup
Shredded Lamb with Capsicum
Chinese Fried Rice
Vegetable Manchurian
Dates Pancake

Menu – III

Chicken Noodle Soup
Sweet and Sour Fish
Chinese Noodles
American Chopsuey
Apple Toffee

Menu – IV

Wonton Soup
Stir Fried Beef Celery

Chow-mien
Bean sprout in garlic sauce

Menu-V

Prawn Ball Soup
Sweet and Sour Pork
Yang Chow fried Rice
Hot and Sour Cabbage

INTERNATIONAL MENUS

Spain

Gazpacho
Pollo En Pepitoria
Paella a'la Valenciana
Chocolate Creams

Italy

Minestrone
Chicken Risotto
Potato Croquette
Spaghetti with meat balls
Amaretti

BAKERY AND PATISSERIE PRACTICALS

MUST INCLUDE

- Decorated Cakes
- Gateaux
- International Breads
- Sorbet, Parfait
- Hot / Cold Desserts

DEMONSTRATION

Charcuterie	-	Galantine
	-	Pate
	-	Terrin'es
	-	Mousselines
	-	Mousse

PRACTICALS – XIII

FOOD AND BEVERAGE SERVICE – III

Recollection and revision of First and Second Year portion

Gueridon Service

- Arrangement of Gueridon trolley

Carving at the table

- Roast Chicken
- Roast Leg of Lamb

Cooking Flambe Dishes

- Crepe Suzette
- Banana Flambe
- Steak Diana
- Smoked eel
- Smoked Salmon
- Flambé Chicken breast
- Steak Tartare
- Pear Flambe

Banquets

- Drawing Table plan for Banquets
- Compilation of Banquet menus & special function menu
- Banqueting service procedure
- Mock Service
- Lunch supervision

Bar Operation

- Mock bar, Bar service, setting up a floating bar
- Taking order – Mock Service
- Cocktail (demo) at least 20 cocktails

- Wine Service – Champagne Service

PRACTICAL –XIV

APPLICATION OF COMPUTER – II

1. creating a presentation using content wizards
2. views in power point presentation – setting animation effects / grouping / ungrouping
3. creating an organization chart
4. creating a database and tables using MS- Access.
 - deleting fields
 - renaming fields
 - inserting data to fields
 - adding fields
 - deleting data
5. creating a web page
 - using fonts tags
 - using heading tag
 - using formatting tag
6. create a web page to display the food menu in a hotel using
 - tag
 - <A> tag
 - tag