

**PERIYAR UNIVERSITY
SALEM-636011**



PERIYAR INSTITUTE OF DISTANCE EDUCATION (PRIDE)

**DIPLOMA IN HOTEL MANAGEMENT AND
CATERING TECHNOLOGY**

REGULATION AND SYLLABUS
(Effective from the Academic year 2014-2015 and thereafter)

**DIPLOMA IN HOTEL MANAGEMENT AND CATERING
TECHNOLOGY
REGULATION AND SYLLABUS
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1. OBJECTIVE OF THE COURSE

The course familiarizes the students with Hotel management and operation. The Course is a blend of theory and practical to develop a professional attitude and skill for the trade.

To impart certain basic skills and aptitude this will be useful in taking up any particular activity in Hospitality Industry. It provide a global view of several multinational hotels and their functions which support hotel system.

2. ELIGIBILITY FOR ADMISSION

A Candidate who has passed Higher Secondary Examination conducted by the Govt of Tamilnadu or any other examination accepted by the syndicate of Periyar University.

3. DURATION OF THE COURSE

One year diploma Programme shall be of one Academic year.

4. COURSE OF STUDY AND SCHEME OF EXAMINATION

S.NO	PAPER CODE	TITLE	DURATION	MARKS
1	DHC01	Food Production and Patisserie	3Hours	100
2	DHC02	Food & Beverage Service	3Hours	100
3	DHC03	Accommodation Operation	3Hours	100
4	DHC04	Front office Operation	3Hours	100
5	DHC05	Business Etiquette	3Hours	100

6	DHC0P01 (practical 1)	Food Production Patisserie 1	5Hours	100
7	DHC0P02 (practical 02)	Food & Beverage Service	5Hours	100
8	DHC0P03 (practical 3)	Accommodation Operation	5Hours	100
9	DHC0P04 (practical 4)	Front Office Operation	5Hours	100
10	DHCTR	Training Report Viva-vice	-	100

5. EXAMINATION

Examination shall be three hours duration for each theory paper. Five hours duration for practicals. Examination will be given at the end of the academic year. The Candidate failing in any subject(S) may be permitted to appear in the subsequent examination.

6. a. QUESTION PAPER PATTERN (THEORY)

Time: 3Hours

Max Marks: 100

**PART-A (10*1=10)
(Answer All Questions)**

(Two Question from each unit)

**PART-B (5*6=30)
(Answer All Questions)**

(One question from each unit with internal choice)

**PART-C (5*12=60)
(Answer Any 5 Questions out of 8)**

6. b. QUESTION PAPER PATTERN (PRACTICAL)

TIME: 5Hours

MARKS: 100

Record	-	20Marks
Dress Code	-	10Marks
Written Procedure	-	20 Marks
Practical	-	50 Marks

7. OTHER REQUIREMENTS

- **Industrial Exposure training report**

- Industrial training is compulsory to the candidate who takes up this curriculum. The students are expected to have practical training in any reputed hotels of star category or Restaurant or any other catering establishments to enable them to acquaint himself/herself with procedure, practice and operation of hotels.
- Each Student should undergo industrial training for a period of 40days during the course of study.
- The candidate shall be required to produce a certificate of successful completion from the Hotel concerned and to submit a training report which will be evaluated at the end of Academic Year and marks will be awarded as detailed below
 - Training Report - 60Marks
 - Viva-Voce - 40Marks
- Industrial Training Report must contain the following profile of the business unit (Hotel)
 - Report about the work undertaken by them during the tenure of the training.
 - Observation about the concern.
 - Findings
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8. PASSING MINIMUM

The candidate shall be declared to have passed the examination, if they secure not less than 40 Marks in each examination both theory and practical inclusive of training report and Viva-vice

9. CLASSIFICATIONS OF SUCCESSFUL CANDIDATES

Successful candidates passing all the examinations securing the marks (i) 60% and above and (ii) 50% and above but below 60% in the aggregate of the marks prescribed for all subjects shall be declared to have passed the examination in **First Class and Second Class** respectively. All other successful candidates shall be declared to have passed in the examination in the **Third Class**.

10. COMMENCEMENT OF THE REGULATIONS

The above regulations shall take effect from the academic year 2014-2015.

PAPER 01 (DHC01)
FOOD PRODUCTION AND PATISSERIE

Unit – I: Introduction to Cookery

- Aims and objectives of cooking food
- Importance of personal hygiene
- Safety procedure in handling kitchen equipments
- Types of fuels used in Food production
- Kitchen equipment and classification

Unit – II: Kitchen Organization

- Main Kitchen – Satellite kitchen
- Duties and responsibilities of chef de cuisine, souschef,
- Chefdepartie and commis
- Inter relationship with other department
- Characteristics of raw materials salt liquid, sweetening agents, Raising agents, fats and oils, Thickening agent, Flavoring and seasoning

Unit – III: Preparation of Ingredients – Different styles of preparation

- Methods of cooking – Boiling, Steaming, Stewing, Roasting, Grilling, Frying, banking
- Principles of each methods of cooking
- Care and precaution to be taken in each methods.
- Texture – Definition and types

Unit – IV:

- Salads – Types of Salads
- Composition of salads
- Salad dressings – Types – preparation and uses
- Vegetable cookery – Classification of Vegetables – Cuts of vegetables
- Fruits– Classification of fruits selection and storage
- Pastas– Types of pastas –preparation of pastas

Dairy Products

- Milk – Types of milk – uses of milk
- Cheese– Classification – uses of cheese
- Cream– types – uses of cream

Unit – V:

Egg Cookery

- Selection of Egg – Structure of Egg.
- Uses and storage

Poultry

- Meaning
- Classification of chicken
- Selection and cuts of chicken

Meat cookery

- Selection and cuts of veal Beef-Lamb-Mutton-Pork
- Cooking of meat

Fish Cookery

- Classification of fish with examples
- Selection of Fish
- Fish cuts and brief explanation of each

Reference Books

1. Krishna Arora – Theory of catering – Frank bros and publication limited
2. Thangam E.Philip – Modern cookery for teaching and trade VoltI – Familiars public
3. R.Kilton Cesarani Theory of catering – ELBS Publication
4. Parvinder.S.Bali – Oxford Publication

PAPER 02 (DHC02)
FOOD AND BEVERAGE SERVICE

Unit I:

Introduction to the food service industry Sectors of food service industry with examples Types of Restaurants and their characteristics Bistro, Brasserie, coffee shop, Specialty restaurant, fine dining restaurant, popular restaurant, Fast food, Rotisserie, food court, cafeteria, and kiosk.

Restaurant Organization

- Duties and responsibilities of restaurant staff
- Designations in French, British, and American System
- Qualities required for a wait staff

Unit II: Food Service Equipment

- Introduction
- Furniture: Tables, chairs, booster chairs, sideboards, reception desk
- Linen: description and uses of Table cloth, Napkins, slip cloth, waiter's cloth, tray cloth, and buffet Cloth
- Crockery: Meaning, uses and dimensions of crockery used, selection criteria
- Glassware: Various types of glasses used and their dimensions, selection criteria
- Tableware: Cutlery and flatware, examples for cutleries, and their uses
- Special equipment used in the restaurant and their uses
- Disposables
- Purchase considerations for food service equipment
- Storage of service equipments

Unit III Ancillary Sections

- Introduction
- Still room: still room functions, still room equipment, and still room control
- Silver room/plate room: Function, silver cleaning methods
- Wash-up: sections of wash-up area and their functions, manual wash, dish washing machine
- Hot plate
- Pantry
- Linen store
- Dispense bar

Unit IV: Styles of food service

- Introduction
- Waiter Service: English, American, French, Russian, Guéridon, tray service explanation of each with advantages and limitations
- Self-service: cafeteria service, Counter service, and vending-explanation with advantages and limitations
- Assisted service: Buffet, car very-explanation with advantages and limitations

Unit V: Nonalcoholic Beverages

- Introduction
- Categories of nonalcoholic-beverages

Coffee: Various methods of making coffee-Instant, Sauce pan, la cafetiere, percolator, cona, Filter, Espresso, and Turkish method

- Faults in coffee and the reasons for the faults
- Service of coffee

Tea: Method of making tea, service of tea, tisanes meaning

Milk based drinks: Hot chocolate, malted drinks, Milkshakes preparation and service Aerated drinks, squashes, juices, Mineral water, and syrups meaning and their service

Text

Food and Beverage Service: R.Singaravelavan Oxford University Press

Reference

Food and beverage Service: Dennis R. Lillicrap, John A Cousins Modern Restaurant Service-A manual for students & Practitioners –John Fuller-Hutchinson.Food & Beverage Service Training Manual-Sudhir Andrews- Tat McGraw-Hill. The waiter-John Fuller Hutchinson

PAPER 03 (DHC03)
ACCOMMODATION OPERATION

Unit –1:

The House keeping Department

- Importance of house keeping department
- Responsibilities
- Organizational- structure
- Housekeeping personnel – duties & Responsibilities
- Personal attributes of HK staff
- Layout of Department

Unit II:

House keeping inventories

- Cleaning equipment – types – selection – Storage
- Cleaning agents – types – selection storage
- Guest supplies
- Linen
- Uniforms

Hotel Guest Rooms

- Importance of guest room to guest
- Types of guest rooms
- Guest room status
- Guest floor rules

House keeping control desk

- Role of control desk
- Forms and records used in control desk
- Coordination with other department
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Unit III:

Standard contents of Guest Room

- Guestroom furniture
- Guest Room fixture and fittings
- Beds, Mattresses and Bedding
- Soft Furnishing
- Guest Room accessories
- Placement of guest supplies

Cleaning guest rooms

- Type of soil
- Standard of cleaning
- Cleaning procedure – Manual and Mechanized

- Frequency of cleaning
- The cleaning process
- Bed making
- Daily cleaning of guest room – occupied room – VIP room – Check out room blocked for arrival – Checkout room – occupied room with “Please make up my room” sign hang-up
- Turn down service

Unit IV:

Linen and linen Room operation

- Classification of Linen
- Items classified as Bed, Bath Linen and their sizes
- Selection criteria for Linen items (Bed sheet, pillow slip, towels, bathmats, table cloth, serviette)

Linen Room

- Activities of Linen Room
- Layout and equipment used in Linen room
- Linen room staffs
- Linen exchange
- Making and monogramming
- Recycling of linen
- Guest room Amenities for VIP’s

Unit V:

Cleaning of public areas

- Entrance – doors –Lobbies – Front desk
- Elevators-staircase– Guest Corridor
- Public Rest Room – Banquet hall
- Dinning Room Leisure areas – (Health club)
- Saunas, Solarium, Swimming pool and spas

Maids Service Room: Layout & Essential Features

- Floor pantry – Uses
- Organizing maids trolley
- Keys – types – key Control

House Keeping Control Desk

- Role of control desk
- Forms-Records and register used in Control Desk
- Co-ordinations with other department

Reference Books

1. Sudhir Andrews – Hotel House keeping Training Manual – TMH publications
2. Margaret Lennox hotel, Hostel and Hospital House Keeping – ELBS Publications
3. G.Raghubalan and Smritee Raghubalan – Hotel Keeping operation and Management – Oxford Publication.

PAPER 04 (DHC04)

FRONT OFFICE OPERATIONS

Unit I

Introduction to Hotel Industry Hospitality and its Original History Defining Hotel Hotels evolution and growth Classification of Hotels Size, Star, Location / Clientele, Ownership basis, Length of stay, Level of service **Management and Affiliation** Types of Rooms and Room Rates Single, Double, twin, suites, etc Basis of changing room tariff. Tariff structure / calculating room tariff. Types of room tariff Rack rate, discounted rates.

- Types of meal plan used in the hotel industry.
- Types of guests: FIT, GIT, SIT, Business travelers, Domestic, Foreigners, etc
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Unit II

Front Office Organization Organizational / Hierarchy Chart. Front office functional area, Duties and Responsibilities of, F.O Personnel's. F.O layout and Equipment. F.O Coordination with other Departments Front Office Operations Guest cycle Front Office Systems: Non Automated / Semi Automated / Fully Automated.

Unit III

Information and Bell desk operation Introduction of Bell desk Equipments used in Bell desk Functions of Bell desk / Scanty / Left Luggage procedure. Luggage handling, Paging, Mail and Message handling, Change of room etc Forms and Format Function of information department.

Unit IV

RESERVATIONS [Automatic, semi, fully automatic] **CANCELLATIONS AND AMENDMENTS** Importance & Functions of Reservation sections, Rules for cancellation

- **MODES OF RESERVATIONS** Channels & sources of reservations [Direct, Travel Agent, C.R.S etc]
- **Types of reservation** [confirmed, Guaranteed, etc] System of reservations [non Processing Individual & Group reservations.] Computer Based reservation System Global Distribution System
- **CRS**
- Reservation through the Internet

Unit – V

Registration Introduction to the Registration section Steps of registration with or without reservation, Pre-registration activities. Registration [non automatic, semi, automatic] Processing VIP, Foreigners & group registration.

Reference books:

1. Sudhir Andrews – Hotel Front Office Training Manual – TMH PUB
2. Paul.B.White and Helan Beckley – Hotel reception – Arnold Heinman Publication
3. Dr.Jagmohan NEGI – Grading and classification of Hotel, tourism and restaurant principles and practices – Kanishka publications.

PAPER 05 (DHC05)
BUSINESS ETIQUETTES

Unit – 1

Communication: Introduction, Definition, process of communication, elements, importance, functions,

Unit – 2

Barriers to communication and overcoming barriers

Types of Communication: Verbal and Non-Verbal

Role of good communication skills in F&B Services

Unit – 3

Verbal Communication

Introduction, definition, importance, features, advantages and disadvantages.

Unit – 4

Nonverbal-Communication

Introduction, definition, importance, features, advantages and disadvantages.

Unit -5

Introduction to Computers: Introduction-Types of Computers-Characteristics of Computer

Generation of Computers-Classification of digital Computers-Programming Languages Machine

Languages-Assembly level languages and high level languages

Unit-6

Introduction to Internet

Internet Concepts-E-Mail- WWW Concepts-Web Browser-Search Engine-

Finding websites for Recipes -How to applying for job using job web sites.

Text & References

- Business Communication, Lesikar, Pettit (AITBS)
- Theory & Application
- Business Communication, K.K. Sinha Galgotia Publishing House
- Communication for Business, Shirley Taylor, Pearson Education Asia
- Effective Business Communication, Asha Kaul, Prentice Hall of India
- Business Communication, Rajinder Pal, Himalayan Publishing House

PRACTICAL (DHC0P01)
FOOD PRODUCTION & P ARTISSERIE

1. Proper usage of a Kitchen Knife and Hand Tools.
2. Understanding the usage of small equipment.
3. Basic Hygiene practices to be observed in the Kitchen.
4. Safety practices to be observed in the kitchen: First Aid for cuts and burns.
5. Identification of Raw Materials.

A-Basic Indian Cuisine

Individual practical for students-10 sets of menu. i) Rice, cereals & pulses (minimum of 10 varieties) ii) Various simple dal preparations (minimum of 10 varieties) iii) Wheat products like, chapattis, parathas, phulkas, pooris.

B-Indian Masala-Composition of basic Indian masalas

- a) Green. White. Masala. Kadhai
- b) Preparation of these and incorporation in simple dishes such as Vindaloo, korma, tikka, safed mas, navrattan korma. (Minimum of 10 varieties)
- c) Thickening, coloring and souring agents.

C-Indian sweets (minimum of 10 varieties)

1. Individual practical for students-10 sets of menu
2. Demonstration classes & simple application by students Basic
3. Western Cuisine

I. Vegetables

A. Varieties of Vegetables

B. Classification

C. Cuts of Vegetables: Julienne Jardinière Mignonette Dices Cubes Macedoine Paysanne Shred Concasse Mirepoix

D. Blanching of Tomatoes & Capsicum

E. Methods of Cooking Vegetables

Boiling (Potatoes, Beans, Cauliflower) Frying (Aubergine, Potatoes) Steaming (cabbage)

Baking (potatoes, turnip) Braising (onion, leeks, cabbage) 26

II. Stocks Demonstration and preparation of: White stock .Brown stock .Fish stock

III. Sauces Demonstration & preparation of basic mother sauces and 23 Derivatives of each Béchamel (+ cheese sauce, Mornay, mustard sauce, parsley sauce). Espagnole (+ lyonnaise Madeira, charcutiere) Tomato(+ Creole, Italienne, piquante). Veloute (+supreme, allemande, normande). Hollandaise (+ paloise,beamaise). Mayonnaise (tartare, cocktail).

IV. Soups. Classification of soupsPreparationof basicsoups Consommé, (royale, Carmen, Clermont, ambassador, julienne) Cream (tomato, spinach, vegetables) Puree (lentil, peas, carrot) Cut vegetables (Scotch Broth, Minestrone) Veloute (creme de volaille princess, Veloute dame Blanche / marieLouise) National soup (mulligatawny, French onion, ox tail) Bisque (Prawn, Shrimp)

V. Egg Cookery

Preparation of varieties of egg dishes Boiled (soft & hard) Fried (sunny side up, double fried) Poaches Scrambled Omelets (plain, stuffed) En cocotte (eggs benedict) Starch (rice, pasta, potato) vi.

Fish Cookery Identification & classification of fish e.g. flat fish (Pomfret, Black Pomfret and Sole) Round fish (Surmai, Rawas, Mackerel)

Shellfish (Clams, Mussels, Shrimps, Crabs, Lobsters) Cephalopods (Squid, Cuttle, Fish) Cuts of Fish e.g., Fillet, Dame, Troncon, Paupiette, Goujons Preparation of simple fish Dishes such as Saumon grille Pomfret Meuniere Sole Mornay Fish Orly Fish Colbert Fish a l' anglaise

vii. Poultry A. Types of poultry or classification of poultry B. Cuts of Poultry C. Preparation and jointing of Chicken D.

Preparation of Simple Dishes such as Poulet roti a l' Anglaise Poulet grille diable Poulet saute chasseur Poulet saute Maryland

viii. Meat A. Identification of various cuts

B. Preparation of Basic Cuts such as Lamb Roast leg of Lamb Stew Bread making Demonstration + Preparation of Simple and enriched bread, recipes Bread Loaf (White and Brown) Bread Rolls (Various shapes) French Bread Brioche

ix. Hot/Cold Desserts Caramel Custard, Bread and Butter Pudding, Queen of Pudding, Soufflé (Lemon / Pineapple, Mousse Chocolate Coffee,) Bavaroise,

Diplomat Pudding, Apricot Pudding. Steamed Pudding Albert Pudding, Cabinet Pudding.

Reference books:

1. Practical cookery Ronald Kinton & Victor Ceserani Hodder Starghton.
2. Theory of Catering Ronald Kinton & Victor Cese rani Hodder Starghton.
3. Modem cookery voll & II for teaching and trade Thangam E.Philip – Orient Longman.
4. Theory of Catering, Mrs. K.Arora, Frank Brothers
5. Herrings Dictionary of Classical & Modem Cookery, Walter Bickel
6. Chef Manual of Kitchen Management, Fuller, John
7. The Professional Chef (4th edition), Le Rol A.Polsom
8. The Book of Ingredients, Jane Grigson

PRACTICAL (DHC0P02)
FOOD AND BEVERAGE SERVICE

Enumeration of food service equipment (cutlery, crockery, miscellaneous equipment)

1. Napkin folding
2. Carrying light and heavy tray
3. Cleaning of glassware, cutlery and crockery
4. Setting up the side board
5. Laying the table cloth and relaying the table cloth
6. Carrying glassware
7. Carrying Bowls and cups and saucers
8. Carrying fresh plates
9. Placing of plates on table
10. Clearance of Soiled plates
11. Manipulating of service spoon and fork for various foods
12. Service of water
13. Service of Coffee and Tea
14. Continental and English breakfast Menu planning
15. Laying the continental breakfast cover
16. Laying the English breakfast Cover
17. Order taking for Breakfast in the restaurant
18. Service procedure for Continental and English breakfast in the Restaurant
19. Continental Breakfast tray set up
20. English breakfast Tray set up
21. Luncheon and Dinner table d'hote menu planning
22. A la carte menu planning
23. A la carte Cover Laying
24. Table d'hote Cover Laying
25. Presenting the A la carte menu and taking order
26. Service of appetizers
27. Service of soups
28. Service of Fish
29. Service of main course

TEXT

Food and Beverage Service: R.Singaravelavan Oxford
University Press

REFERENCE

1. Food and beverage service: Dennis R. Lillicrap, John a cousins.
2. Modern restaurant service, a manual for students & practitioners john
Fuller Hutchinson.
3. Food & beverage service training manual Sudhir Andrews Tata McGraw-
Hill

PRACTICAL (DHC0P03)
ACCOMMODATION OPERATION

1. Identification of cleaning equipment – selection, use, mechanism, care and maintenance.
2. Identification of cleaning agents – classification, use and care
3. Through cleaning of various surfaces / finishes.
4. Polishing (metal, leather, wood, plastics etc.)
5. Bed making – Evening service.
6. Laundry – Basic Principles of laundry, stain removal.
7. Room and Public area inspection
8. Flower arrangement.
9. Guest room layout drawing.
10. Duty Rota preparation for house keeping department.

PRACTICAL (DHC0P04)
FRONT OFFICE OPERATION

1. Check-in and checkout procedures
2. Telephone handling skills, social skills,
3. Reservation procedure, identification of rooms through the use of - conventional and destiny charts.
4. Role-play of the following staffs Doorman, Bellboy, Receptionist, Information assistant, Cashier.
5. Dealing with guest mail and messages, hotel mail, staff mail.
6. Modes of bill settlement.
7. Handling guest complaints and solving problems.
8. Places of interest in and around Tamilnadu. General awareness about the places of interest in India.
9. General awareness of capitals, currencies and airlines of countries.
10. Calculation of Statistical information: house count, room position, percentage of room occupancy, percentage of single occupancy, percentage of foreign occupancy, percentage of local occupancy, percentage of walk-ins. Percentage of early departures, percentage of late departures, percentage of early arrivals, percentage of no-show, average room rate, average room rate per person.
11. Front office procedures scanty baggage, wake up call procedures, left luggage procedures

REFERENCE: Front Office training Manual Sudhir Andrews