

GURUKUL EDUCATIONAL AND RESEARCH INSTITUTE

DIPLOMA IN HOTEL MANAGEMENT

Subject and Syllabus



2022-23

Syllabus

DIPLOMA IN HOTEL MANAGEMENT (1ST YEAR)

DURATION:- 3 YEARS

705 FOOD SCIENCE

UNIT-I

Importance with relation to food handling preparation and service. Micro Organisms-Classification. Bacteria-Size, Shape, reproduction, beneficial and harmful effects Yeasts-size, shape, reproduction, beneficial effects.

UNIT-II

Food Preservation Methods and principles of food preservation. Food Poisoning –Staphylococci, botulism & clostridium perfringens, Symptoms, illness prevention

UNIT-III

Colloids Types and factors affecting colloidal solutions Emulsions Types and theory of emulsion Food emulsions

UNIT-IV

Changes taking place during cooking,

Carbohydrates

1. Gelatinization
2. Dextrinisation
3. Retro gradation

Proteins

1. Denaturation, Coagulation
2. Functional Properties

3. Commercial Uses

Fats and Oils

1. Rancidity

2. Flavour Reversion

3. Refining, hydrogenation, winterization

4. Commercial uses of fat

UNIT-V

Browning Types of Browning Prevention of browning

706 PRINCIPLES OF ACCOUNTING

UNIT-I

Definition of accounting-need for accounting-book keeping-objectives of book keeping Double entry system-meaning-advantages-concepts-classification of accounts

UNIT-II

Journal-meaning-advantages-problems-ledger-meaning-problems-subsidary books

UNIT-III

Trial balance-problems-cash book-single column -double column cash book

UNIT-IV

Final Accounts(Trading profit and loss A/C and balance sheet) with adjustments- closing stock, prepaid expenses, outstanding expenses and income, depreciation.

UNIT-V

Calculation of P/V ration, breakeven point, margin safety.

707 BASIC FOOD PRODUCTION, BAKERY AND CONFECTIONERY

UNIT I

Culinary History Origin of Modern Cookery Equipment Knowledge and development Hygiene in Kitchen Personal Hygiene

UNIT II

Kitchen Brigade and Staffing Co-operation with other departments Aims & Objectives of cooking Attitudes and behaviour inside a kitchen Levels and Skills Perishables and non-perishables Storage temperatures

UNIT III

Various fuels, advantages & disadvantages Energy conservations Textures

UNIT IV

Classification of raw materials

1. Salt, Liquid, Sweetening
2. Salts & oils
3. Thickening agents
4. Eggs
5. Herbs
6. Spices
7. Condiments
8. Various textures, stock, sauces, soups, derivatives of sauces



UNIT-V

Methods of Cooking (Radiation, Convection, Conduction) Moist method, dry heat, helps of fat.

708 BASIC FOOD AND BEVERAGE SERVICE

UNIT I

CLASSIFICATION OF F & B OPERATIONS

- Commercial-hotels , motels ,restaurant , private hospitals ,resorts, pubs, sank bars ,discotheques ,fast food restaurants ,parlours ,airlines, rail, sea catering ,mobile catering
- Welfare (industrial-factories, offshore, project site: Institutional- student, hostel, armed forces catering hospitals, noon meal scheme)
- Career opportunities

UNIT II

- Different f and b service outlets
- Stand alone restaurants, coffee shop, room service, banquets, bar, bar-b- que, discotheque, off premises catering, take away, home delivery, chain of restaurants and tea boutiques.

UNIT III

- Staff hierarchy of the various F&B service, their duties and responsibilities.
- Attributes of food and beverage service personnel
- Departmental relationship(within F&B and with other departments)
- Co-operation, co-ordination, communication
- Basic principles of psychology to understand Guests behaviour and immediate requirements
Management's expectations

UNIT IV

- Classification and enumerating of service equipment with brand names
- Furniture, Linen, Crockery, Flatware, Cutlery, Hollow ware, Glassware, Disposables, Chaffing dishes, Side board

Items of specialist equipments

- asparagus holder, butter knife, pastry slice, caviar knife, oyster fork, fruit knife, pastry fork
- nut cracker
- corn-on-the-cob-holder
- grape scissors
- lobster pick
- grape fruit spoon

- ice cream spoon
- snail fork
- sundae spoon
- silver showers
- cheese knife
- preserve spoon
- snail tong
- mustard spoon
- snail dish
- sugar tongs
- hors d'oeuvre trolley/tray
- sizzler
- parfait spoon
- pizza pan and cutter
- noodles tong



UNIT V

FOOD AND BEVERAGE SERVICE AREAS

Restaurant pantry or still room-layout and equipment & use Silver room or plate room-layout & equipment & use Hot section-layout & equipment & use

709 BASIC FRONT OFFICE OPERATIONS

UNIT I

Introduction to Hospitality & Hotel Industry Historical background of hospitality industry American Inns & English Inns International and Domestic hotel chains Introduction and growth of hotel industry in India

UNIT II

Classification of hotels

1. Size, Location
2. Length of Stay
3. Facilities offered
4. Types of Plan – European plan, American plan, modified American plan, continental plan & Bermuda plan

UNIT III

Levels of service

1. world class service
2. mid-range service
3. Economy/limited service

Ownership and affiliation

1. independent hotels
2. chain hotels
3. franchise and referral groups

UNIT-IV

Types of room – single, double, twin, suites, penthouse, cabana, studio, duplex, cottage, interconnecting, adjacent, efficiency

UNIT V

Importance of front office

Layout of front office

Hierarchy of Front Office staff for medium and large size hotels

Duties and responsibilities of front office staff

Attributes of front office staff



DIPLOMA IN HOTEL MANAGEMENT (2ND YEAR)

710 BASIC HOUSE KEEPING OPERATIONS

UNIT-I

Introduction to Hospitality - Classification of Hotels - Hotel divisions & departments

UNIT-II

Role of Housekeeping in Hospitality - Housekeeping Organisational structure (small, medium & large) - Duties & responsibilities of housekeeping staff - Housekeeping personnel - Personal Qualities of Housekeeping staff - Layout of Housekeeping Department - Co-ordination of Housekeeping with other departments

UNIT-III

Rooms - Types of rooms - Knowledge of rooms - Types of Services offered - a) Morning service b) Evening or Turndown service - c) Second service d) Freshen-up-service - e) Baby sitting f) Valet Service - g) Supplies on request h) Minibar Service

UNIT-IV

Floor Pantry - Layout of Floor Pantry, Functions, Maid's cart

UNIT-V

- Guest Floor Operations'
- Rules on guest floor
- Entering the guest room
- Step-by-step room cleaning procedure 10
- Bed making procedure, Bed sizes
- Standard supplies in guestrooms & VIP rooms

FRENCH VIVA

UNIT-I

Introduction to the language, alphabets and pronunciation of the word

UNIT-II

Accents used in French, Greetings

UNIT-III

Numbers 1 to 50

UNIT-IV

Self introduction, presenting and introducing other person.

UNIT-V

Name of vegetables, fruits and meats, Name of the sea foods. Name of kitchen professionals, utensils, and Family members

711 ENGLISH AND COMMUNICATION

UNIT-I

Business Communication-Definition-Types-Barriers

UNIT-II Etiquette and manners-Table Manners

UNIT-III

Telephone Etiquette

UNIT-IV

Essay writing (topics can be given on current events, social issues or anything related to the hotel industry)

UNIT-V

Report Writing

712 NUTRITION

UNIT-I

Definition, Nutrients, Importance Functions of food to man Classification of food

UNIT-II

Carbohydrates, proteins, fats-classification, functions, sources, deficiency & excess

Water-importance, water balance, ORT

UNIT-III

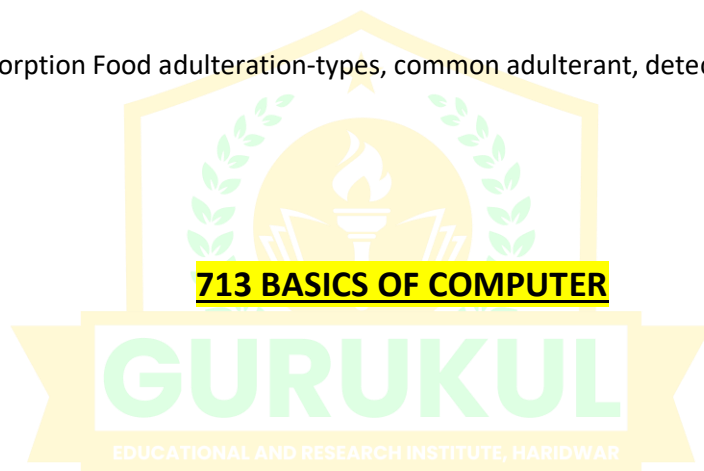
Vitamins-fat soluble vitamins and water soluble vitamins Functions, sources, deficiency

UNIT-IV

Calcium, Iron, iodine, potassium, fluorine & sodium Functions, sources, deficiency

UNIT-V

Digestion & Absorption Food adulteration-types, common adulterant, detection



UNIT I

Introduction to computers – Definition, Advantages & disadvantages, classification of computers; Hardware- defining hardware, components of computer, block diagram of computer; input devices- output devices- Software concepts – Application Software, System Software; Operating System - OS Classification – Language Classification - Language Processors.

UNIT II

MS DOS – Introduction - Loading of DOS into main memory (Booting) , Files and File Naming Conventions ; Types of DOS Commands – internal commands (dir, date, time copy, del) , external commands (format, label, disk copy, disk comp, tree) - wild cards.

UNIT III

Microsoft Word 2000 – Starting Word 2000 – Composing a simple document – Editing a document – Saving a document – Previewing and printing document – Closing document – Opening a document – Creating a new document – Closing the word application – selecting text (mouse, keyboard) – Deleting text – Finding and Replacing text – Copying and Moving Text – Changing Fonts and Point

Size – Margins, Tab Stops, Line Spacing, and Alignment – Headers and Footers – Page Breaks and Section Breaks – Previewing a Document – Printing a Document.

UNIT IV

Microsoft Windows I – Knowing Objects of Windows (The Desktop, Task Bar, Start Button, My Computer, Recycle Bin, Starting an Application, My Document, My Briefcase, Control Panel, Windows Explorer); Important Functions – To open a File or Folder, To open a File you have used recently, To copy a File or Folder 15 from one disk/folder to another, To change the name of a File or Folder, To delete a File or Folder, To find a File or Folder,

UNIT-V

To see what's on your Computer, To change the background of the Desktop, To set up a Screen Saver, To adjust the rate at which the Cursor Blinks, To send a File or Folder to a Disk, To move a File or Folder, Creating a Shortcut, To put a shortcut on the Desktop, To create a folder, To add a program to the Start or Programs Menu, To add a new Font to your computer, To adjust the playback volume. PROJECT WORK

714 HOTEL ENGINEERING AND MAINTENANCE

OBJECTIVE:

To understand the function of the Engineering department and its integration in the overall operation and management of the hotel.

UNIT-I

- Types of Maintenance—
- Preventive and Breakdown
- Comparisons
- Contract maintenance
- Advantages and disadvantages,
- Types of contract,
- Price rate,
- Jumpsum contract,
- Rate contract,
- Service contract.

UNIT-II

- Equipment Replacement Policies—
- Circumstances under which equipment are generally replaced—
- Inadequacy.
- Obsolescence.
- Excessive maintenance,
- Declining efficiency,

UNIT-III

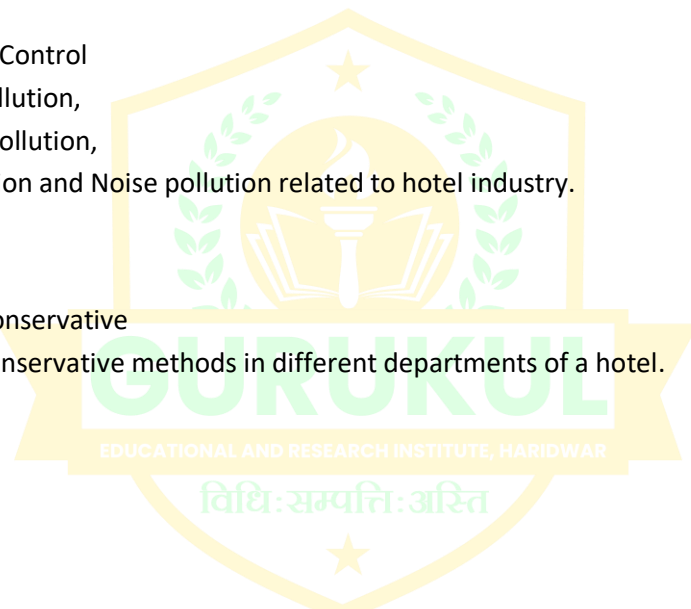
- Waste Disposal
- Disposal of waste various methods.
- Sewage treatment plant.

UNIT-IV

- Pollution Control
- Water Pollution,
- Sewage Pollution,
- Air Pollution and Noise pollution related to hotel industry.

UNIT-V

- Energy Conservative
- Energy conservative methods in different departments of a hotel.



PRACTICAL

DIPLOMA IN HOTEL MANAGEMENT (3RD YEAR)

715 FOOD PRODUCTION AND PATISSERIE

UNIT I

Cuts of Vegetables Classification of vegetables and fruits Salad & salad dressings Marinades & Marinades

UNIT II

Classification of meat, poultry, game, fish and seafood Cuts of fish, chicken, lamb, pork, beef and veal and their selections

UNIT III

Egg Cookery, diagram & uses Pulses & Cereals, diagram of wheat Milk & Milk products

UNIT IV

Milk and Milk Products Garnishes & accompaniments Culinary terms

UNIT-V

Indian Garnishes and pastes Indian thickening agents

FOOD AND BEVERAGE SERVICE - I

UNIT I

Origin of the menu and menu planning objectives Basis types of menu Table d'hôte A la carte Buffet Menu compiling-considerations and constraints Menu sequence and planning menus French classical menu-compiling with accompaniments and Garnishes Table d'hôte menu A la carte menu

UNIT II

Types of meals Indian, English, American, continental, healthy breakfast Brunch Lunch Brunch High tea Dinner Supper late night menu

UNIT III

Misc –en-ecene and misc-en-place Laying covers for different meals and menus (laying ,relaying table cloths and serviette folds) Rules and procedure for service of a meal Latest concepts of service

UNIT-IV

Methods of service French American English Russian Basics of room service Basics of banquets

UNIT IV

Classification of non-alcoholic beverages Stimulating-coffee, tea, cocoa Refreshing-aerated non-aerated Nourishing –milk and malt beverages Simple sales control system Necessary and function of a control system

FRONT OFFICE OPERATIONS - I

UNIT I

Tariff structure Tariff fixation Types of rates- standard rate, corporate rate, commercial rate, airline rate, children rate, crib rate, group rate, discounted rate, extra bed rate, family rate.

UNIT II

Equipments used in front office – manual, semi automated, fully automated Sections in front office, Lobby and Front Office Cooperation of front office with other departments

UNIT III

Reservations Importance of reservations Sources of reservation – corporate clients, tour operators, property direct, F.I.T's, Travel agents.

UNIT IV

Modes of reservation Types of reservation – guaranteed and non guaranteed reservation Group reservation, Central reservations system Reservation confirmation, amendment & cancellation Forecasting, Overbooking

UNIT V

Registration, receiving the guest Salesman ship Pre-registration Registration of guest – (F.I.T's Groups crew, VIP's VVIP's) Rooming a guest

ACCOMMODATION OPERATIONS - I

UNIT-I

Lost & Found Procedure Keys-Types & Key Control Files & Registers maintained in HK dept

UNIT-II

CLEANING AGENTS Basic classification of cleaning Agents Ph Scale Hardness of water-hard, soft, temporary & permanent hardness of water


UNIT-III

CLEANING EQUIPMENTS

Basic classification of cleaning equipments Types of manual & mechanical equipments Types of vacuum cleaners Use care & storage of cleaning equipments

UNIT-IV

CLEANING & MAINTAINING PUBLIC AREAS

- 
- a) Entrance
 - b) Guest Corridors
 - c) Lobbies
 - d) Public Restrooms
 - e) Front Desk
 - f) Banquet Halls
 - g) Elevators
 - h) Dining Rooms
 - i) Staircases
 - j) Leisure Areas

UNIT-V

CLEANING PROCEDURES -

- ❖ Types of cleaning
- ❖ -Routine cleaning
- ❖ -Weakly cleaning
- ❖ -Periodic Cleaning
- ❖ -Spring Cleaning
- ❖ -Special Cleaning

FOOD PRODUCTION AND PATISSERIE LAB – I

Cuts of vegetables Basic stock (Brown, white, fish, vegetable)

Sauces – Basic Sauces

Cream soup – 3 Varieties

Thin soups – 3 Varieties

Thick varieties – 3 varieties

Fish – orly, Colbert, fried in batter, fish cakes, fish Florentine

Entrees – stews, ragout, croquettes, goulash, cutlets, casseroles, scotch eggs, Shepherds pie, Hamburgers.

Egg cookery - in sheel, in frying pan,

in oven Potato cookery – Boiled, Baked, Fried, Roasted.

Vegetables – Boiled & Sautéed, creamed, fried, Baked, Salads – at least 3 types of salad dressings.

Sandwiches – 6 varieties

Sweets – cold & hot, Honeycomb mould, Butter scotch,

coffee – mousse, Blancmange, lemon sponge, trifle, bread pudding, cabinet pudding, caramel custard, baked coconut pudding, college pudding. Indian TM

Indian rice – 10 varieties TM

Indian breads – 10 varieties TM

Dal – 6 varieties

TM Vegetables – 10 varieties TM

Paneer varieties – 2 varieties – preparation of paneer TM

Meat – 10 varieties

Fish – 3 varieties TM

Egg – 3 varieties TM

Snacks – 10 varieties TM

Sweets – 10 varieties

Patisserie

™Pastry – 4 varieties ™

Yeast goods – 4 varieties

Cookies & biscuits – 4 varieties ™

Small cakes – 4 varieties ™

Fruit cakes – 3 varieties ™

Glaze & butter icing

BASIC FOOD AND BEVERAGE LAB - I

1. Familiarisation and handling of equipments
2. Drawing of various types of spoons, forks, sugar pot, coffee pot, tea pot and other small equipments
3. Methods of cleaning and upkeep of silver polishing methods
- 4 .Arrangements of sideboard
5. Laying and relaying of table cloth
6. Laying up of table for various meals and menus
7. Different type of napkin folding
8. Receiving the guest
9. Talking orders
10. Silver service and clearance
11. Service of non - alcoholic beverages
12. Presenting and settling of bills
13. Arrangement and carry of room service trays
14. Frilling

FRONT OFFICE OPERATIONS LAB - I

- Students must be aware of uses of all stationeries in front office
- Forecasting of rooms
- Taking reservation, Receiving and registering guests
- Basic Etiquettes, Body language, Communication

ACCOMMODATION OPERATIONS LAB – I

- Daily cleaning procedure of the guestroom
- Identification of cleaning equipments and cleaning agents
- Bed making – evening service
- Room Inspection, Linen inventory
- Through cleaning of various surfaces

BASICS OF COMPUTER - LAB

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program to the Start or Programs Menu, To add a new Font to your computer, To adjust the playback volume. PROJECT WORK

ECONOMICS

UNIT-I

Introduction- Wealth and welfare definition- Basic problems in economics. Economic systems-capitalism-socialism-mixed economy

UNIT-II

Micro0 and macro Economics Difference between micro and macro economics

UNIT-III

Factors of production-characteristics of land- Labour -division of labour capital- Characteristics of capital- organization -functions of entrepreneur

UNIT-IV

Meaning of demand-factors influencing demand-demand schedule-elasticity of demand-types of elasticity of demand UNIT-V Functions of central Bank and commercial Bank-Role of MNC in Hotel

TOURISM

UNIT-I

- Scope of Tourism development
- Composition of Tourism industry
- Growth of Tourism

UNIT-II

- Element of tourism
- Characterisation of tourism
- Basis of tourism
- Tourism promotion, Concepts of tourism

UNIT-III

Types & forms of tourism

UNIT-IV

- Tourism Marketing policy
- Marketing & tourism policy

- Advertising & sales promotion
- The marketing policy
- Tourism product
- Factors obstructing travel trade
- Demand for travel
- Tourist transport travel trade
- Hotel marketing

UNIT-V

- Tourism promotion, Price of product
- Tourist market
- Characterisation of travel market
- Classification of travelers

FOOD AND BEVERAGE MANAGEMENT

UNIT-I

Fundamentals of marketing Overview of service sector and hospitality –the hotel and catering industry- definition of marketing –the marketing concept –methods of marketing research- sources of information-key concepts and models of consumer behavior-market segmentation potential and target markets, value and life style.

UNIT-II

Planning marketing strategy Objectives-forecasting-determining constraints-formulation of policies and plans development of strategies-differentiation and segmentation

UNIT-III

Introduction to the marketing mix Product Definition of product and service –the hotel product and its components of physical aspects, service and image –new product development-brand names – overview of a marketing plan-product life cycle-product differentiation in hotel and catering industry

UNIT-IV

Price Principles of prices-influences upon prices decision making-prices techniques- initiating price changes-cost oriented pricing strategies

UNIT-V

Distribution Scope of distribution –channel functions and flow organization patterns in hospitality marketing channels-location of services-current trends in hotel and catering industry Promotional

activities The role of promotion-promotion mix in terms of advertising/selling/sales
promotion/direct mails/sponsorship/merchandising/public relations/publicity- communication
problems-budgeting and promotion mix

FOOD PRODUCTION AND PATISSERIE - II

UNIT-I

- Classical Indian National Cookery & Modern Development
- Study of Main Regions
- North
- South
- East
- West

UNIT-II

Indian Staple foods and Indian Spices

UNIT-III

Main dishes used in breakfast cookery

UNIT-IV

Main meals and snacks

UNIT-V

Specific Equipment used in Quantity food Production Indenting Factors involved in indenting
Difficulties involved in indenting

FOOD AND BEVERAGE SERVICE - II

UNIT-I

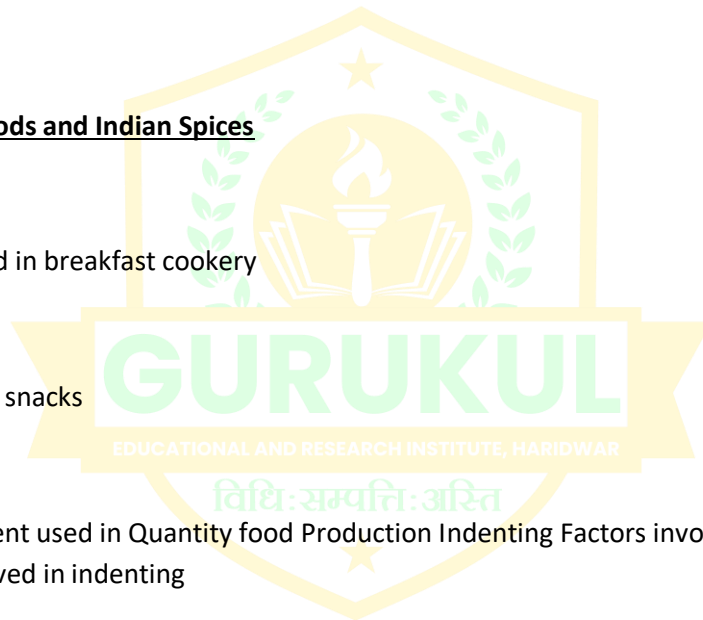
Introduction to beverages –definition, classification of beverages-

UNIT-II

Introduction to wines definition of wines, classification of wines-table, fortified and sparkling,
process of manufacture on red wine and white wine.

UNIT-III

Wine maker's calendar- vinification,harvesting,destalking,crushing,pressing,fermentation-
racking,fining,ageing,and bottling.



UNIT-IV

Wine growing regions, countries-France, Italy, Germany, Spain, America, Portugal, Australia with examples of wines from each country alcoholic percentage

UNIT-V

Beer-ingredients used in the manufacture of beer-brewing process, fermentation- top and bottom fermentation, classification, types of beer with examples and alcoholic percentage.

FRONT OFFICE OPERATIONS - II

UNIT I

Registration Process Systems of Registration Register and Files maintaining

UNIT-II

Group Arrival Guest History Card Express Check In C Form

UNIT III

Information Service Mail Messages Room Key Control Local Information

UNIT IV

Bell Service Bell Captain Area Layout and Staff Luggage Handling

UNIT-V

Paging Files Maintaining Door and Car Parking Service

ACCOMMODATION OPERATIONS - II

UNIT-I

COMPOSITION, CARE & CLEANING OF DIFFERENT SURFACES:

-Floors & floor coverings –basic classification

-Wall & wall coverings

-Carpets

–types & construction & selection points

UNIT-II

SAFETY AND SECURITY

-Fire prevention and control

-Accident prevention

-Security measures

- Health

-Emergency procedures

UNIT-III

PEST CONTROL

-Definition of Pest control

-Common Pests in hospitality industry

-Prevention & Control of Pests

-Responsibility of housekeeping in Pest Control

UNIT-IV

LIGHTINGS & LIGHTNING SYSTEMS

-Types of lighting

-Lighting Intensity in different area, Types of lights

UNIT-V

SPECIAL DECORATIONS

-Occasions for special decorations

-Materials Used, Theme decorations

ENGLISH VIVA VOCE - I

UNIT-I

Phonetics-Pronunciation

UNIT-II

Self introduction-Introducing others

UNIT-III

Reading skills-Rapid reading techniques

UNIT-IV

Conversation

UNIT-V

Extempore speech

FRENCH VIVA VOCE - II

UNIT-I Presentation-conversation in hotel etiquette, reservation.

UNIT-II Name of the kitchen utensils, French dishes, Hotel & Kitchen Professionals

UNIT-III List of Names Professions, Countries and their Nationalities.

UNIT-IV Name of vegetables, fruits and meats – Used in Hotel Industry.

UNIT-V Name of the sea foods – Used in Chain Restaurants.

716 PRINCIPLES OF ACCOUNTING

EDUCATIONAL AND RESEARCH INSTITUTE, HARIDWAR

विधि:सम्पत्ति:अस्ति

UNIT-I

Depreciation Meaning and definition of depreciation-causes of depreciation-methods of depreciation-straight line method-written down value method

UNIT-II

Inventory valuation Introduction-Need-Nature-Purpose of inventory valuation-Inventory costing methods-FIFO-LIFO

UNIT-III

Departmental accounting Meaning and definition of departmental accounting-Objectives-allocation and apportionment of expenses-Inter departmental transfer-working out problems

UNIT-IV

Analysis of financial statement Meaning of ratios-Types of ratios-how to calculate it-meaning and uses of fund flow statement –Preparation of Problems in fund flow statement

UNIT-V

Auditing-meaning and definition of auditing-types of auditing-advantages & limitations of auditing

717 HOTEL LAW

UNIT-1

INTRODUCTION Law and society Need for the knowledge of law Sources of Indian law Classifications of law List of licenses and permits required for operating a Hotel/Restaurant and other catering Establishments under various local, state and union laws Procedure for Procurement, Renewal, Suspension and Termination of licenses

UNIT-II

Evaluation of Mercantile law The Partnership ACT 1932 The Indian companies Act, 1956 The Sale of goods Act 1930 The Negotiable instruments Act 1881 The Insurance Act 1939 The law of Agency

UNIT –III

The Indian contract Act, 1872 Meaning and definition of Contract Essential elements of contract Classification of contract Time and place of performance Discharge of contract Contract of Bailment and pledge

UNIT-IV

Evaluation of Industrial law 42 The Factories Act, 1948 The Industrial Dispute ACT, 1947 The Employment (standing order act) 1976 The Employees State Insurance Act, 1953 The provident fund Ac, 1952 The Payment of Gratuity Act, 1972 The Bonus Act, 1965

UNIT –V

Manager of Hotel and Owner of lodging house Paying guest-Premises-Tenant-Tenement Lien of Inn keeper The Central committee for food standards Central food laboratory Food Inspector and their Powers and duties Procedure followed by the food inspector

FOOD PRODUCTION AND PATISSERIE - III

UNIT I

Quantity Food Production Introduction to Industrial and Institutional Catering

UNIT-II

Staff Organization Kitchen Layout Preparation Cooking Techniques

UNIT -III

Principles of Menu Planning

UNIT-IV

Study of Menus for various types of quality food outlets

UNIT-V

(Industrial, Institutional & Fast food Services) using continental and Indian Dishes in Pallet with Nutrition

FOOD AND BEVERAGE SERVICE - III

UNIT-I

Spirits-definition of alcohol, whisky, brandy, rum, gin-distillation process

UNIT-II

Whisky-history, types. How whisky made-brandy-how the wood came-what is cognac-grapes used for producing cognac with examples-Armagnac-with examples.

UNIT-III

Rum-manufacture, slow and quick fermentation, history of rum with examples. Gin-ingredients used in the manufacturing of well known brands. Vodka-well known brands and area of production and other spirits.

UNIT –IV

Liquors –types with flavours, definition.

UNIT-V

Cocktails-history-aperitif, definition of cocktail, names of cocktail with different spirit base.

FRONT OFFICE OPERATIONS - III

UNIT I

Telephone Operating Telephone Procedures Telephone Manners

UNIT II

Check out Departure Procedure Methods of settling accounts

UNIT III

Cashier Report Express Checkout

UNIT IV

Operating Modes – Manual, Semi automated, Fully Automated

UNIT V

Types of Accounts Safety Deposit

ACCOMMODATION OPERATIONS - III

UNIT-I

LINEN & LINEN ROOM

Classification of linen -Linen sizes -layout of Linen Room -Linen Room activities Linen selection points
Linen storage conditions -Par stock

UNIT-II

Linen Control, Linen exchange Linen Register, stock taking procedure, Linen Discard Linen
Heir-advantages and disadvantages

UNIT-III

LAUNDRY

-Layout of Laundry -On Premises Laundry (OPL) -Laundry Flow Process-stages on washing -Commercial
Laundry-advantages & disadvantages -Guest Laundry Procedure (Valet service) -STAINS & STAIN
REMOVAL

UNIT-IV

FIBRES -Definition of Fiber -Classification of Fiber -The origin, characteristics & use of each in the hotel
-Fibers, Filaments , Yarns & Ply

UNIT-V

FABRICS 47 -Construction of fabrics-woven ,knitted ,bonded -Types of weaves-plain, twill, satin, sateen ,velvet, velveteen ,figured(damaste) hering bone weaves.

ENGLISH VIVA VOCE - II

- Public speaking
- Debate
- Group discussion
- Interview skills
- Paper presentation

FOOD AND BEVERAGE SERVICE LAB - II

Planning a 4 course menu in French with wine accompaniments

Food and wine accompaniments

Laying the table with appropriate cutleries and wine glasses

How to prepare a wine list/ opening a wine bottle

Reading a wine bottle label

Presenting and serving wine to guest

FRONT OFFICE OPERATIONS LAB - II

Identification of various racks Identification of various pro formas and use of them Concerning the arrivals of VIP individuals and group Receiving and greeting a guest Practice on preparation departure procedure Practice on bills compilation, presentation and settlement procedures Handling of credit cards procedures Practical work on computerized room management

- Filling of various pro formas
- Receiving and greeting of guest
- Practice and preparation of departure procedure
- Settlement Procedure
- Taking order for spirit and service of different types of spirits

718 MARKETING AND SALES MANAGEMENT

UNIT-I

Fundamentals of marketing Definition of markets, marketing and selling-The marketing concept – methods and scope of marketing market segmentations-basis of market segmentations- Types-market information research (MIS)-Difference between MIS and Marketing research

UNIT-II

Introduction to market mix Product-New product development-product life cycle-branding Price- factors influencing pricing decisions-types of pricing. Place - distribution-channels of distribution. Promotion-Promotional mix-types of media

UNIT-III

Introduction to promotional activities-advertising-aims of advertising-advantages and disadvantages of advertising-pre-testing and post testing methods UNIT-IV Sales promotion-Introduction –Types of sales persons-role of sales person

UNIT-V

International marketing-International marketing-emergence of global marketing- significance of international marketing for developing countries-liberalization-role of foreign MNC.

719 PRINCIPLES OF MANAGEMENT

UNIT-I

INTRODUCTION

- Evolution
- Development
- Management thinkers and their contribution
- Schools of management

ROLE OF MANAGER

- o Tasks of a professional manager
- o Responsibilities of a professional manager

o Management systems

o Managerial skills.

UNIT-II

MANAGEMENT PROCESSES

- Planning
- Organizing
- Leading
- Controlling
- Communication and decision making
- PLANNING
- Definition
- Mission, objectives, goals
- Levels, type, nature of planning
- Step by step planning
- Perception of opportunities
- Establishment of goals
- Appraisals of planning premise
- Exploring of action path and selection of a course of action

UNIT-III

ORGANISING

- Definition
- Step by step process
- Organization structure
- Common features
- Division of labour
- Co-ordination
- Accomplishments of goals
- Authority –responsibility structure
- Principles of organization
- Scalar principle
- Departmentation
- Unity of command
- Span of Command
- Balance between centralization and decentralization

UNIT-IV

LEADING

- Motivating
- Needs, rewards
- Theories
- Hierarchy of needs (Maslow)
- Hygiene (Herzberg)
- Leadership
- Definition, Types of Leadership
- Theories (Blake Mouton) Situational leadership

UNIT-V

CONTROLLING COMMUNICATIONS

- Definition
- Step by step process
- o types Formal / informal Verbal / nonverbal
- Barriers

DECISION MAKING PROBLEM SOLVING

- Definition
- Phase development /selection

FOOD PRODUCTION AND PATISSERIE - IV

UNIT-I

Kitchen Organizing: Review of the classical kitchen Brigade, Work planning in the kitchen, Kitchen supervision – supervisory functions; Technical, administrative, functional & Social Functions; Elements of supervision; forecasting, planning, organizing, commanding, co-coordinating, controlling; responsibilities of the supervisor; Delegating, motivating, welfare, understanding, communicating.

UNIT-II

Layout of a larder, Cold food preparations – sandwiches, conventional, pinwheel, open, book makers, hot sandwiches, club sandwiches, canapé,

UNIT-III

Cold Starters – Vegetable fruit, fish, meat, poultry hors d'oeuvres, Cold sauces, Dressings, compound butters, Aspic, Choud froid,

UNIT-IV

Carving- vegetables, ice carvings, Charcuteries- Terrines, pate, Galantines, cured meat.

UNIT-V

Nouvelle Cuisine Introduction to Nouvelle cuisine and its Founder, Salient features- i.e. health foods/natural flavours / free from starch etc, Overview of common dishes and preparations time/service, Garnishes & sauce/natural food accompaniments.

FOOD AND BEVERAGE SERVICE - IV

UNIT-I

Restaurant-physical layout-introduction, objectives of a good layout-planning a restaurant-decision prior to planning-location, space allocation, staffing requirements, furniture, land linen, cutlery and crockery requirements-space- dining area, type of seating, table arrangements

UNIT-II

Restaurant costing-performance measure: sales mix elements of cost, cover, sales per square meter. UNIT-III Introduction –types of bar-dispense, cocktail, floating bar, bar parts-front, back, under: bar equipments, furniture staffing, linen location-bar stock and bar inventory-bar control-bar control system, stock taking, goods received book, off- sale book, cellar stock ledger, bin cards overage and shortage, cellar control.

UNIT-IV

Banquets-history of banquets-type-formal, informal, organization of banquet departments: duties and responsibilities for banquet staff-seating arrangements,

UNIT-V

Menu planning, facilities available for banquet function-booking procedures, misc-en-place, types of services-toasting and sequence of events.

FRONT OFFICE OPERATIONS - IV

UNIT I

Introduction to Front Office Classification of Hotels – Importance of Front Office Coordination with Other Departments Types of Rooms – Tariff Structure - Glossary of terms used Front Office Organization Organization Structure – Job Specifications – Scheduling of staff – Duties and responsibilities of front office personnel

UNIT II

Reservations Modes of reservation – Sources of reservation – systems and procedures of recording reservations – over booking

UNIT III

Registration Check in procedure – safety deposit boxes – Registration formalities – ‘C’ Form for Foreigners – Currency regulations – handling guests mails and messages. Key Control.

UNIT IV

Telephones / Information / Bell desk Mail & Message handling – Telephone manners and Etiquettes, Telephone systems (PBX, PABX, EPABX), Facsimile, Guest Baggage Handling – Left Luggage Room- Scanty Baggage – Paging. UNIT V Dealing with Guests / Safety and Security Handling of Guest Complaints – Personalization – Situation Handling

ACCOMMODATION OPERATIONS - IV

UNIT-I

PLANNING AND ORGANISING THE HOUSEKEEPING DEPARTMENT IN A FIVE STAR HOTEL

- Housekeeping responsibilities
- Area Inventory List
- Frequency schedules
- Performance standards & productivity standards
- Recycled and non-recycled inventories
- Job lists, Job description & Job breakdown
- The operating budget
- Management functions of a executive Housekeeper

UNIT-II

RECRUITING, SELECTING, HIRING & ORIENTING

- Non-traditional labour market
- Employee benefits -Costs & causes of employee turnover
- Job specification

- The selection process -Interviewing objectives
- Hiring period
- The executive housekeeper's & trainer's role in Orientation

UNIT-III

TRAINING, SCHEDULING, MOTIVATING & DISCIPLINING

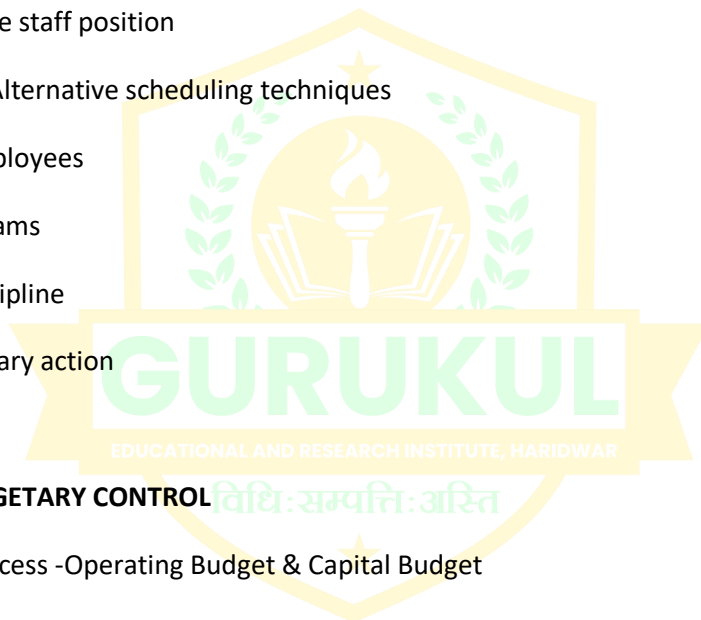
- Developing Job Breakdowns
- Developing training Lesson Plans
- The four step training method
- Fixed & valuable staff position
- Staffing guide, Alternative scheduling techniques
- Motivation employees
- Inventive programs
- Progressive discipline
- Formal disciplinary action

UNIT-IV

BUDGET & BUDGETARY CONTROL

- The Budget Process -Operating Budget & Capital Budget
- Cost per occupied room
- The operating Budget as a control tool
- Operating Budget & income statement
- Housekeeping expenses
- Budget report variances
- Estimating housekeeping expenses
- Methods of controlling Expenses

UNIT-V



Special Consideration In Rooms And Public Areas For Physically Handicapped Guests

