



PSG College of Arts & Science
An Epitome of Quality Learning

B.Sc.
CATERING SCIENCE AND
HOTEL MANAGEMENT

2017 - 2020

**BSc CATERING SCIENCE and HOTEL MANAGEMENT
SCHEME OF EXAMINATIONS**

(For students admitted from June 2014- 15 and onwards)

CODE NO.	SUBJECT	EXAM DURATION (Hrs)	Max. Marks			Credit points
			CA	CE	Total	
First Semester						
	Part-I					
14LAF01	Hotel French-I	3	25	75	100	3
	Part-II					
14EU01	Communicative English-I Interpersonal Communication	3	25	75	100	3
	Part-III					
14HMU01	Culinary and Patisserie –I	3	25	75	100	4
14HMU02	Food Service Theory	3	25	75	100	4
14HMU03	Food Safety and Nutrition (Allied)	3	25	75	100	5
	Food Production and Patisserie Practical-I *	-	-	-	-	-
	Food and Beverage Service Practical-I*	-	-	-	-	-
Second Semester						
	Part –I					
14LAF02	Hotel French-II	3	25	75	100	3
	Part –II					
14EU02	Communicative English II– Academic Communication	3	25	75	100	3
	Part –III					
14HMU04	Culinary and Patisserie –II	3	25	75	100	4
14HMU05	Food Service and Function Catering	3	25	75	100	4
14HMU06	Computers for Hospitality Industry (Allied-CM)	---	100	--	100	3
14HMU07	Computers for Hospitality Industry - Practical (Allied-CM)	--	100	--	100	2
14HMU08	Food Production and Patisserie Practical-I	4	40	60	100	3
14HMU09	Food and Beverage Service Practical-I	4	40	60	100	3
	Part –IV					
14VEU01	Value Education	--	100	--	100	2

Cont ...

CODE NO.	SUBJECT	EXAM DURATION (Hrs)	Max. Marks			Credit points
			CA	CE	Total	
Third Semester						
	Part-III					
14HMU10	Indian and Global Cuisine	3	25	75	100	4
14HMU11	Oenology and Global wines	3	25	75	100	4
14HMU12	Front office Management	3	25	75	100	4
14HMU13	Accounting for Hospitality Industry (Allied-CO)	3	25	75	100	5
14HMU14	Front office operation Practical	3	40	60	100	3
-	Food Production and Patisserie Practical-II*	-	--	--	--	--
-	Food and Beverage Service Practical-II*	-	--	--	--	--
	Part -IV					
14ESU01	Environmental Studies	--	100	--	100	2
Fourth Semester						
	Part-III					
14HMU15	Advanced Culinary and Patisserie	3	25	75	100	4
14HMU16	Brewed and Distilled Beverages	3	25	75	100	4
14HMU17	Accommodation Operation	3	25	75	100	4
14HMU18	Marketing Management (Allied-CO)	3	25	75	100	5
14HMU19A	<u>Core Elective: I</u> : Hospitality Entrepreneurship OR	--	100	--	100	5
14HMU19B	Personality Development					
14HMU20	Accommodation operation Practical	3	40	60	100	3
14HMU21	Food Production and Patisserie Practical-II	4	40	60	100	3
14HMU22	Food and Beverage Service Practical-II	4	40	60	100	3
	Part -IV					
14SBU01	<u>Skill Based Subject</u> : Internet Security	--	100	--	100	2

Cont ...

CODE NO.	SUBJECT	EXAM DURATION (Hrs)	Max. Marks			Credit points
			CA	CE	Total	
Fifth Semester						
Part-III						
14HMU23	Food and Beverage Management	3	25	75	100	4
14HMU24	Hospitality Law	3	25	75	100	4
14HMU25	Travel and Tourism Management	3	25	75	100	4
14HMU26	Principles of Management	3	25	75	100	4
14HMU27A	Core Elective: II : Food Carving and Plate presentation	--	100	--	100	5
14HMU27B	OR Bar Tending and Bar Flair					
14HMU28	Food Production and Patisserie Practical-III	4	40	60	100	3
14HMU29	Food and Beverage Service Practical-III	4	40	60	100	2
Part -IV						
14NME01	Non-Major Elective (1) : EDC	--	100	--	100	2
14NME02	Non-Major Elective (2) : General Awareness (On-line Test)	1½	--	100	100	2
Sixth Semester						
Part-III						
14HMU30	Industrial Exposure Training (4 Months, 1 st December to 31 st March)	--	40	60	100	5
Total						136

PART-V			Credits
1.	Extension Activity : NSS / NCC / Sports / Department Activity	I – VI semesters	2
2.	Competence Enhancement : Add-on Course / Women's Studies / Extra paper	I – VI semesters	2
Grand Total			140

EDC Offered by the Department

EDC :14EDCHMU Basic Hotel Operation (Cluster – V)

CULINARY AND PATISSERIE -I**OBJECTIVE:**

To impart to the students the Basic of culinary Arts, commodities, and principles of stocks, soups and sauces in Cookery.

UNIT – I**Introduction to Culinary Art**

Culinary History, Origin of modern cookery. Kitchen Organization– types of Kitchen – Layout of Kitchen and Bakery. Equipments used in professional kitchen, and in Bakery .Handling of equipments - Large Equipments, Small Equipments, Types of Knives, Hand tools, Specialty Equipments, South east Asian cooking equipments- Care and Maintenance . Classical Kitchen Brigade, Modern staffing in various category hotels, different Section in the Kitchen and Duties of Kitchen Staff, co operation with other departments (7 Hrs)

UNIT – II**Commodities Fundamentals - I**

Vegetables and fruits: classification, varieties used in culinary, Descriptions. Exotic Fruits and vegetables- Names and Descriptions and culinary use: Mushrooms – Types, description and culinary use: Dairy Products - Milk, and Milk Products, types, use in culinary: Cheese- Preparations, Classification with examples- International Cheese, Eggs- Composition, types, storage, functions and its uses in culinary and bakery. (12Hrs)

UNIT-III**Commodities Fundamentals - II**

Non Perishable Goods – Grains, Meals, Flours, Dried Legumes. Herbs, Spices and Condiments (Western and Indian cuisine) –Types and culinary use: Extracts and Other Flavors, Fats and Oils, Sugar, Sweeteners, Dry Fruits, Chocolates – Production, Molding: (Types and functions of each): Yeast – structure, production, types and composition, function of yeast in bakery products. Salt – functions, Leavening Agents, Moistening Agents, Improvers and emulsifiers- Types and Functions (12Hrs)

UNIT – IV**Basic Principles of Culinary Art**

Aims and Objectives of Cooking: Methods of Cooking – Moist Heat Method, Dry Heat Method, Cooking with Oil: Mise-en-place: – knife skills – Basic Cuts of vegetables – Special cuts: Preparing and mixing methods. Basic aromatics and Flavoring, Textures and Consistencies Ingredients combinations – Mire poix, Matignon, Bouquet Garni, Sachet d' Epices, Onion Pique, Onion Brule, Marinades, Duxelles, Persillade (7 Hrs)

UNIT- V**Stocks, Sauces and Soups**

Stock – Definition , Types , rules for making stocks, recipes of all stocks, glazes and aspic , uses of stocks and storage : Sauces – Definition, classification and uses of sauce, Basic Mother Sauces – Recipe – Derivative of mother sauces – dessert sauces - Recipe – Compound/ flavored butters Soup – Definition, Classification of soups, with example, description, soup Garnishes, Consommé Garnishes, International Soups- name , country of origin and recipe. (10 Hrs)

- Students has to do poster presentation of commodities in Unit III and Unit IV

TEXT BOOKS:

1. Parvinder .S.Bali – Food Production Operations, OUP Indian 2012.
2. Christine Ingram, The world encyclopedia of Cooking Ingredients , Anness Publishing, 2008
3. Krishna Arora- Theory of Cookery, Frank Brothers, 2008

FOOD SERVICE THEORY**OBJECTIVE:**

- To gain an insight in to the basics of F & B service
- To understand the different components of the catering industry
- Identify the F & B outlets and Equipments.
- To learn about different non-alcoholic beverages and Tobacco

UNIT-I**THE HOTEL AND CATERING INDUSTRY**

Introduction to the Food service industry in India –Sectors of Food service industry, Types of restaurants and their characteristics- Sectors of the Food Service Industry—Commercial, Welfare Catering: structure of Catering Industry- Description. Styles of food service: Career opportunities in food service Industry

(8 Hrs)

UNIT-II**DEPARTMENTAL ORGANIZATION AND STAFFING**

Organization of Food and Beverage service department- Staff Hierarchy, Duties and Responsibilities-Related French terms- Attributes of a waiter- Inter-departmental relationship(with in Food and Beverage and other departments)

(8 Hrs)

UNIT-III**FOOD SERVICE AREAS (F AND B OUTLETS) AND ANCILLARY DEPARTMENTS**

Specialty Restaurants- Coffee shop-Cafeteria- Grill room-Banquets-Bar –Vending machines-Discotheques-Room service:

Ancillary Departments- Still room, Silver room, Wash up, Hotplate , Pantry ,Linen room, Kitchen stewarding and Dispense bar

(10 Hrs)

UNIT-IV**FOOD AND BEVERAGE SERVICE EQUIPMENTS**

Furniture- Linen-Glassware-Tableware-Special and Miscellaneous equipments and their uses-Disposables:

MENU- History and origin-Types of menu-Points to be considered when planning menus-French classical menu with examples and Planning of menus

(10 Hrs)

UNIT-V**NON ALCOHOLIC BEVERAGES**

Classification-(Stimulating, Nourishing and Refreshing) Coffee- Origin, Manufacture and types of coffee. Tea-Origin, Manufacture and types of tea: Milk based drinks-Aerated drinks-Squashes-Juices-Natural mineral water and Syrups.

TOBACCO

Introduction-Production-Cigar-Structure of cigar-Terms used to refer to color of the wrapper—Shapes and sizes of cigar-storage of cigar-Preparing and lighting of cigar-service. Cigarettes-Service and Popular brand names.

(12 Hrs)

TEXT BOOKS:

1. R. Singaravelavan, Food and Beverage service, First Edition, Oxford University Press, 2011.
2. Dennis Lillicrap and John Cousins, Food and Beverage service, Eighth edition, Book power (formerly ELST), 2010.

FOOD SAFETY AND NUTRITION**OBJECTIVE:**

The student will be able to:

- Identify the causes of food-borne illnesses
- Learn how to serve food safe
- Understand the practices involved in HACCP system
- Understand the importance of nutrition and their values

UNIT-I**FOOD MICROBIOLOGY AND CONTAMINATION**

Microbiology: - Introduction, Food Borne Microorganism s: - types and its uses, Characteristics and benefits of Microorganism, growth of Bacteria, factors affecting growth of Bacteria, control of Microbial growth in foods. *Food contamination and spoilage:* - Types of contaminants in food: - Biological, natural toxins, toxic agrochemicals, processing contaminants, Extraneous material, reason for food spoilage. Classification of Food on the Basis of Shelf Life, Signs of spoilage in fresh, Dry and preserved foods.

(10 HRS)

UNIT-II**FOOD DISEASES AND ILLNESS**

Food Borne Diseases: - Introduction, Diseases and their classification, Mode of transmission of diseases: - Direct, Indirect and cross contamination, *Food borne illness:* - Food poisoning, intoxications, Food infections: - Bacterial and viral, Food Allergies, Control of food borne Illnesses. *Food Preservation:* - introduction, Basic principles of Food Preservation, Method s of Food Preservation, Storage of specific foods and recommended food storage temperature. *Personal Hygiene:* - Introduction, Necessity, Health of staff and personal appearance, sanitary practices, Habits, protective clothing, Importance of rest, exercise and recreation.

(10 HRS)

UNIT-III**SAFETY AND FOOD QUALITY**

Safety at the work place: - Introduction, sanitation training and education, accidents and their effects and types, safety Instruction to kitchen staff: Cleaning Procedures: introduction, types of cleaning Equipment, three methods to wash, rise and sanitize food contact surfaces: Disposal of waste: - Solid wastes, collection, storage, method of Disposal: Food Quality: Definition, quality attributes and its measurements. Quality and food standards: - Introduction, Hazards and its types, Seven principles of HACCP, HACCP Benefits and Uses of HACCP in catering. Sanitation Risk Management and advantages, ISO Standards: - ISO 22000 food safety management system.

(10 HRS)

UNIT-IV**FOOD NUTRITION**

Nutrition: - Introduction, Constituents of foods: - main function of nutrients: *carbohydrate, protein, fats, vitamins, Minerals:* - Definitions, classifications, functions, sources and daily requirements. *Water:* - water content of the Body, Functions, Sources, Daily requirement, Effect of heat on nutrients: *Nutritive value of food:* - Kilo calorie, calculating to daily calorie requirement.

(8 HRS)

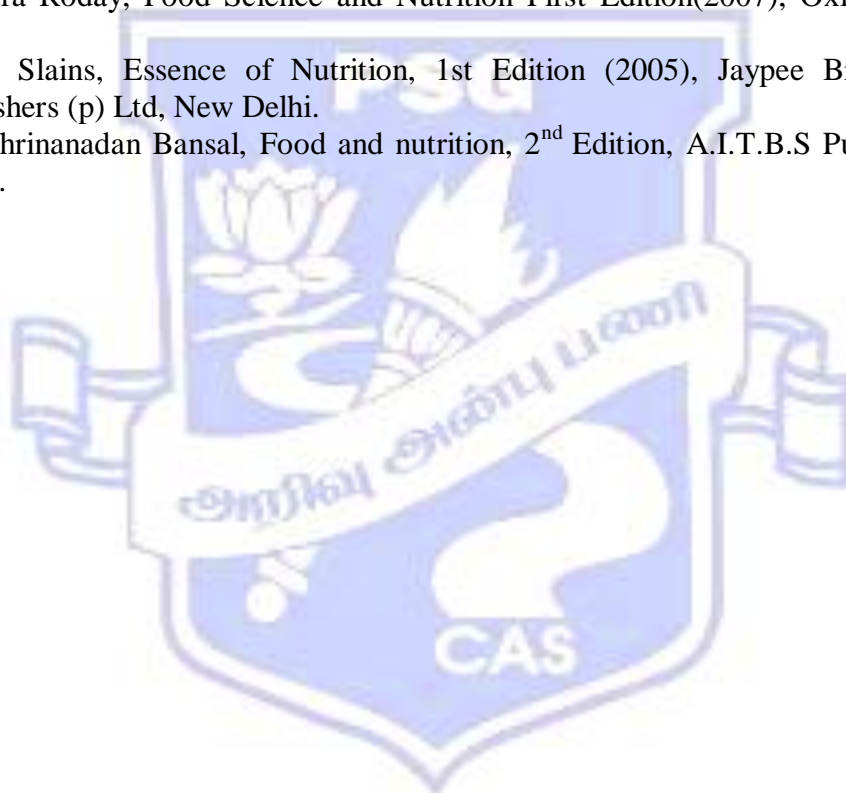
UNIT-V

COOKING, HOT HOLDING AND REHEATING OF FOOD

Cooking, Hot Holding and Reheating of food:- the risks associated with under-cooking of foods, re-heating food, holding food hot, Methods of monitoring cooking and holding temperatures, the importance of rapid and thorough re-heating of food, Temperatures at which hot food must be stored, Basic rules for handling equipments and food. *Balanced diet:-* Definition, goal, factors affecting balanced diet, Principles, food guide pyramid. Basic food groups: - guidelines for using the basic food group. Compiling diet menu for various age groups, Diet preparation: *Case study:-* calculating Nutritive value of a given Menu. (10HRS)

TEXT BOOKS:

1. Sunetra Roday, Food Hygiene and Sanitation with case studies second Edition, Tata McGraw hill Education Private Limited, New Delhi.
2. Sunetra Roday, Food Science and Nutrition First Edition(2007), Oxford university press
3. Onila Slains, Essence of Nutrition, 1st Edition (2005), Jaypee Brothersmedical publishers (p) Ltd, New Delhi.
4. Dr. Shrinanadan Bansal, Food and nutrition, 2nd Edition, A.I.T.B.S Publishers, New Delhi.



Since - 1947

CULINARY AND PATISSERIE – II**OBJECTIVE:**

To gain knowledge of Meat, Game, Breakfast and farinaceous Cookery and also to understand the Basic principles of Bakery and confectionary

UNIT – I**FISH AND POULTRY BASICS**

Purchasing Points for fish and Shell Fish, Classification of Fish, with Examples and Description (Local names of fish), Cuts of Fish, Popular Continental Fish Dishes: Shell Fish – Classification, with Examples and Description, preparing Shellfishes, Popular Continental Dishes: Poultry – Selection, Classification of poultry – Age and Weight, Cuts of Chicken, Popular Continental Dishes: Game Cooking – Definition –classification of games and popular game dishes.

(10Hrs)

UNIT – II**MEAT AND VEGETABLE COOKERY**

Lamb, Beef, Pork – Purchase points – Primal cuts of lamb, beef and Pork, Description. Uses of primal cuts, popular continental dishes involving cuts of lamb, beef and pork: Yield testing for meat: Vegetable Cookery – Introduction, Continental potato preparations and vegetables as accompaniments. Popular vegetable dishes in European continent.

(10 Hrs)

UNIT III**BREAKFAST AND FARINACEOUS COOKERY**

Introduction of breakfast cookery, mis en place for breakfast: Basics of Egg cookery – breakfast cereals, breakfast meat preparations: Popular Breakfast around the world: Pancake and waffles – Definition and recipe: Pasta – History, Equipments used– Classification of pasta, names and descriptions and Recipe. Noodles and Rice – introduction – ingredients – Types – examples, popular noodles and Rice dishes- Recipes

(10 Hrs)

UNIT IV**PRINCIPLES OF BAKING**

Baking Historical Background, Formulas and measurements, Baker's formulas, conversions and Calculations, Bakers percentage: Role of Ingredients In Bread making, Mixing and gluten development , The mixing process, Yeast product types, Yeast dough production ,The Baking process, (bread making process),after baking, Bread faults and causes.

(9 Hrs)

UNIT V**UNDERSTANDING YEAST DOUGH**

Definition of Artisan breads, pre ferments and Sour dough starters, Controlling Fermentation Autolyse, Artisan bread formulas ,Lean Yeast dough- Introduction, Crisp crusted and Soft crusted bread formulas, Makeup techniques. Rich Yeats dough- Sweet dough and Rich dough formulas, Rolled in dough formulas, Fillings and Toppings. International Breads (Recipes),

(9 Hrs)

TEXT BOOKS:

1. Parvinder .S.Bali – Food Production Operations, OUP Indian 2012.
2. Wayne Gisslen – Professional Baking, John Wiley and Sons, Inc, Fifth edition 2009.
3. Larousse Gastronomique – Cookery encyclopedia, Paul Hamlyn, London 1991.

FOOD SERVICE AND FUNCTION CATERING**OBJECTIVE:**

The students can acquire in-depth knowledge of various meals offered, different styles of service provided, event catering and function management and control procedures and systems followed in star hotels.

UNIT-I**THE MEALS**

Breakfast- Introduction, Menu and Cover for various breakfast-Continental, English, American, Indian: Service of breakfast – in restaurant, from buffet: *Brunch* – Introduction, Sample Menus, Categories of dishes offered, Cover and Service: *Lunch* –Introduction, Sample Menus, Cover and Service: *Afternoon Tea* – Introduction, Sample Menus, Cover and Service: *High Tea* –Introduction, Sample Menus, Cover and Service: *Dinner and Supper* - Introduction, Sample Menus, Cover and Service: *Preparing the outlets before, during and after service* –Introduction, Mise En Scene, Mise En Place: *Cover procedure* – before service, during service and after service (7 Hrs)

UNIT-II**FOOD SERVICE**

Styles of food service- Introduction, Waiter service-English service, American Service, French Service, Russian Service: Self-Service – Cafeteria service, Counter service: Assisted service – Buffet service, Carvery: Factors Influencing the styles of service: *Service Procedure* – Introduction, Rules to be observed while waiting at table, Meals and snacks served in the restaurant, flow of work, general service procedure during lunch or dinner, do's and don'ts during the service (7 Hrs)

UNIT-III**TRAY AND TROLLEY SERVICE**

Room Service- Introduction, Location and equipment required for room service, Room service trays, trolleys, room service procedure – Mise en place, order taking, executing the order – Decentralized system, Centralized system: carrying to the room, briefing, other services, In-room facilities, satisfaction of guests: *Gueridon Service* – Introduction, Types of trolleys, Equipments used on a trolley, Maintenance of the trolley equipment, safety in Gueridon cooking, Selection of Gueridon dishes, general points while selecting and handling food, Mise en place for Gueridon service, food preparation techniques, advantages and limitations (8 Hrs)

UNIT-IV**CONTROL SYSTEMS**

Order Taking and Billing- Introduction, Checking system, Order taking methods for food, Non chargeable KOTS, Computerized system, Order taking methods for alcoholic beverages, Billing, Payments, Role of F and B Control Department: *Handling situations* – Introduction, dealing different situations – dish served is spoiled, dish dropped accidentally, spillage, lost property, illness, alcohol over consumption, lost children, unsatisfactory appearance, accident, dealing with suspicious item, dealing with bomb threat, guests with special needs (7 Hrs)

UNIT-V**FUNCTION CATERING**

Function catering –Introduction to Banquets, Types of Functions – Formal, Informal, Social, Public, Conference: Function staff and requirement calculation: Function menus: Wine List: Service Methods: Function Equipments – Tables and chairs, Risers, Podium, Lectern, Dance Floor, Canopy, Pipe and Drape, Audio Visuals: Table plans: Spacing: Table set-ups – Round, Crescent, Classroom, Board room, Theatre, U-Shape, Herring Bone, Starfish, Hollow Square,

Top table with sprig, top table with round: Function booking and organization, seating plan, procedure for toast, Outdoor catering- Preliminary survey of the function place, analysis of menu, Calculating the requirement of equipments and staff

(7 Hrs)

TEXT BOOKS:

1. R. Singaravelavan, Food and Beverage Service, First Edition (2011), Oxford University Press, New Delhi.
2. D. R. Lillicrap, John A. Cousins, Robert Smit, Food and Beverage Service, reprint (1998), Hodder and Stoughton, London.
3. Vijay Dhawan, Food and beverage service, Second Edition reprinted (2010), Frank Bros and Co (Publishers) Ltd, New Delhi.



Since - 1947

COMPUTERS FOR HOSPITALITY INDUSTRY**Total Hours: 35****UNIT-I: (7 Hours)**

Automation in the hospitality industry – Electronic data processing – Types of computers – Computers in the hospitality industry – Hotel property management system – The internet and the hospitality industry

UNIT-II: (7 Hours)

Essential of computer systems – Input and output units- The central processing unit – Storage devices – Generic Application Software :- Word processing software – Electronic spread sheet – Data base management software – Electronic Communication

UNIT-III: (7 Hours)

Computer based reservation system – Global distribution system – Central reservation system – Property level reservation system – Reservation through the internet

UNIT-IV: (7 Hours)

Room Management and guest accounting application – Rooms management module – Guest accounting module. Property management system interfaces – Point of sale systems – Call accounting systems – Electronic locking systems – Energy management systems – Auxillary guest services – Guest operated devices

UNIT-V: (7 Hours)

Food and beverage application & service – POS order-entry units –POS printers – POS account settlement devices – Computer based guest checks – Automated beverage control systems . Food and beverage management applications- Recipe management –Sales analysis Hotel sales and food services catering application – Automation and the hotel sales office – Reservation management

TEXT BOOKS:

1. Michael L. Kasavana ,”Hospitality industry computer systems”, III edition, 2007.
2. Stephen Cunningham ,”Data analysis in hotel and catering management “, 2008.
3. Douglas E Comer,” The internet “,2nd Edition, 2007.
4. Cynthia B. Leshin,”Internet investigations in hospitality, travel and tourism”, 2008.

COMPUTERS FOR HOSPITALITY INDUSTRY (PRACTICAL)**MS-WORD**

1. Type of a paragraph of 20 lines and perform the following: a) Bold, b) underline c) font change d) sizing e) colour bold f) alignment g) line spacing h) center heading I) page numbering & preview j) page setup k) paragraph l) cut copy paste m) editing n) creating file o) spell check.
2. Design an invitation card of your college food festival and the card should contain the following work;
 - a) Logo of the festival
 - b) Pictures
 - c) Theme

MS – EXCEL

1. Create a worksheet and maintain a mark list of six semesters
2. Draw a graph by illustrating the total banquet sale of the hotel and show the differences for at least for three years

MS-ACCESS

1. Create a database of 15-guest address of your hotel by showing the following details
 - a) Name & address
 - b) Profession
 - c) Number of pax
 - d) Duration of stay
2. Retrieve information according to Name, Pin code, Place, City

MS-POWERPONT

1. Design a slide for a popular TV channel. The presentation should contain the following
 - a) Top to down
 - b) Bottom to up
 - c) Zoom in
 - d) Zoom out
2. Design a menu car of your choice that includes pictures and the themes that demonstrates the input and out put of the product and its working.

FOOD PRODUCTION AND PATISSERIE PRACTICAL – I**OBJECTIVE:**

Developing at an early stage Skill and interest in preparing Kitchen Basics and Indian foods

Content

Demonstration on Handling Knife, Identification of equipment and using techniques

Demonstration – Basic Cuts of Vegetable

- Preparation of vegetables
- Mis en place - Stocks and Sauces
- Stocks – White, Court Bouillon, Estuffade, Chicken Stock, Vegetable stock, Chinese Stock.
- Sauces –Basic Mother sauces – Béchamel, Espagnole, Hollandaise, Veloute, Tomato, Mayonnaise, - Any 2 Derivative sauce preparation
- Compound butter, and other miscellaneous sauces.
- Demonstration & Preparation of Basic Indian Gravies
 - o Red, Yellow, Brown, White, Brown, Green
- Basic Masala preparation in Indian cuisine
- Thickening agents in Indian cuisine
- Mis en place and Preparation of Indian Dishes
 - o The Menu may consists of 5 – 6 courses from Indian cuisine
 - o Application of Basic gravies may be included in compiling menus
 - o The Menu will consists of Rice/ Roti, Starter, Vegetable Preparation, Meat Preparation (Chicken , fish, Mutton Beef, Pork.) , Accompaniments, Indian Sweets
 - o Tandoori dishes should be involved in the menu
 - o Some menu may consists only of Snacks / or a high tea Menu
 - o Menus may be collected from star Hotels
 - o Carving Orientation and Practices during Practical
 - o Rechauffe dishes should be involved in the menu
 - o Menu may have fundamental bakery products

TEXT BOOKS:

1. Thangam E Philip, Modern Cookery, Volume I and volume II, Fifth Edition, Orient Blackswan Private Limited, 2003.
2. Krishna Gopan Dubey, The Indian Cuisine. First Edition, PHI Learning Private Limited, 2011.

FOOD AND BEVERAGE SERVICE PRACTICAL – I**OBJECTIVE:**

To inculcate knowledge to students on the basics of service skills and equipments in the restaurant

CONTENT:

1. Identification and Familiarization of F and B Service equipments – Cutlery, Crockery, Glass ware and other miscellaneous equipments and their Handling Procedures .
2. Stocking of Side board- Mis-en-place and Mis-en- scene.
3. Different types of Napkin folding.
4. Laying and relaying of table cloths.
5. Placing of Meal plates and Clearance of soiled plates.
6. Carrying of a Tray/Salver.
7. Laying cover for service- Ala carte and Table d' hote menu, Continental and English breakfast menus, Hi-Tea and Afternoon tea.
8. Menu planning and Compilation of 3 -course and 5-Course menu with accompaniments.
9. Styles of food service.
10. Taking order, setting up of room service tray
11. Procedure for receiving the guest, taking order.
12. Procedure for service of Courses in a French classical menu.
13. Procedure for service of non-alcoholic beverages
14. Presenting and settling of bills.
15. Table Manners and Etiquettes.

TEXT BOOKS:

1. Dennis Lillicrap and John Cousins, Food and Beverage service, Eighth edition, Book power (formerly ELST), 2010.
2. R.Singaravelavan, Food and Beverage service, First Edition, Oxford University Press, 2011.

Since - 1947

INDIAN AND GLOBAL CUISINE

OBJECTIVE:

To develop a thorough knowledge on the fundamentals of Indian regional cookery and international cookery

UNIT – I Fundamentals of Indian cookery

Culinary History of India – Different aspects of Indian Cuisine, spices and condiments used in Indian cuisine – cooking and Specialty equipments used in Indian cookery –Basic Gravies used in Indian Cuisine – Recipes. Regional cuisines of India – Kashmiri, Punjabi, Rajasthani, Gujarat, Kerala, Tamilnadu, Andhra Pradesh, Karnataka, Bengali: - Introduction, food habits and culture, special features, popular dishes – recipe: Key and culinary terms related to the above content.

Specialty Indian regional cuisine – Chettinad, Awadhi – Dhum phukt, Mughlai, Hyderabad, Coorgi, Goan, Malabari, Lucknowi and Parsi Cuisine- a brief study with special features and popular dishes. (15 Hrs)

UNIT II Oriental Cuisine

Chinese cuisine -Introduction, Regional cuisine of china, culture and eating habits, common ingredients and popular dishes Japanese cuisine- (Japanese styles of cooking. Sushi and Types), culture and eating habits, common ingredients , popular dishes .Thai and Indonesian Cuisine- Introduction , Salient features of Thai & Indonesian cuisine, common ingredients , popular dishes . Salient features of Korean Cuisine,

Students will do Assignments on South East Asian cuisine (12 hrs)

UNIT-III European Cuisine

French cuisine – Introductions, Regional cuisines of France, Popular Ingredients and dishes, Haute and Nouvelle Cuisine - Introduction, characteristics, salient features and dishes involved

Cuisines of the UK – Introductions, Regional cuisines of France, Popular Ingredients and dishes.

Scandinavian – Introduction – Norway, Denmark, popular Ingredients and dishes

Italian Cuisine - Regional Italian cuisine, Specialty Ingredients and popular dishes

Key and culinary terms related to the above content (12 hrs)

UNIT –IV Mediterranean Cuisine

Portugal cuisine, Spanish cuisine- Introduction, basic elements salient features and popular dishes. Lebanon, Greek and Turkish cuisine – Introduction, basic elements salient features and popular dishes.

Key and culinary terms related to the above content (10Hrs)

UNIT-V American Cuisine

Latin American Cuisine – Introduction, countries Involved, salient features and popular dishes. Mexican Cuisine– Basic elements - Corn, Chilies, Food and culture, popular dishes; Salient features of Cajun and Creole cuisine – Popular dishes.

Molecular Gastronomy –Introduction, History, Objectives and chefs associated with Molecular gastronomy- as a style of cooking, techniques, tools and Ingredients. (11Hrs)

TEXT BOOKS:

1. Parvinder S Bali – Quantity Food Production Operation and Indian Cuisine, OUP 2011.
2. Parvinder S Bali – International cuisine and food production Management, OUP 2011
3. Sari Edelstien – Food , Cuisine and Cultural competency for culinary, Hospitality and Nutrition professionals, Jones and Bartlett Publishers

OENOLOGY AND GLOBAL WINES**OBJECTIVE:**

- To gain adequate knowledge on wines and popular wine producing countries
- To learn and understand Wine and Food Harmony

Unit-I**WINES**

Introduction –Definition-classification of wine-Grapes-Constituents-Main grape varieties
Factors influencing quality of wine-Faults in wine-Wine tasting-Naming of wines. Reading a wine Label (8 Hrs)

UNIT-II**WINE PRODUCTION**

Introduction-Still wine-Steps in manufacturing still wine- Process of still wine production-
Sparkling wines-Methods of manufacturing sparkling wine-Terms used on champagne label-
Types of champagne-Fortified wines-Storage of wines. (10 Hrs)

UNIT-III**WINES OF FRANCE**

Introduction- French Wine laws and classification of French wines-Wine producing regions-
Bordeaux-Burgundy-Alsace-Champagne-Rhone valley and The Loire valley (16 Hrs)

UNIT-IV**WINES OF ITALY AND GERMANY**

Introduction- Italian wine law and classification-Wine producing regions-Italian wine terminology.

Introduction- Categories of wine-Quality wine-Wine producing regions of Germany-German wine label. (14 Hrs)

UNIT-V**WINES OF OTHER COUNTRIES**

Wines of USA-wine producing regions and laws-Australian wines-Grape varieties-wine producing regions-laws-Wines of south Africa-Spain-Switzerland-New Zealand-Hungary-Brazil and India:

Guidelines for pairing wine and food-Wine list and design (12 Hrs)

TEXT BOOKS:

1. R.Singaravelavan, Food and Beverage service, First Edition, Oxford University Press, 2011.
2. Dennis Lillicrap and John Cousins, Food and Beverage service, Eighth edition, Book power (formerly ELST), 2010.

FRONT OFFICE MANAGEMENT

OBJECTIVE:

To learn about The Hotel industry, Front office operations and management in a star hotel

UNIT-I

HOTEL AND HOSPITALITY INDUSTRY

Hospitality Industry – Origin, History, Evolution of hotel industry in India and abroad: Definition to hotel: Sections of a hotel and their overview: Brief explanation to Tourism Industry and its importance: *Classification of Hotels* – On the basis of size, basis of location, basis of clientele, duration of guest stay, the basis of meal plan, level of service, Ownership: Brief description to other types of hotels and accommodations: Types of guest rooms: *Room Tariff* – Introduction, Room rate designation, Room tariff card, Brief description to tariff fixation (8 Hrs)

UNIT-II

FRONT OFFICE ORGANIZATION AND COMMUNICATION

Front Office – Introduction, Function areas, Layout of Front Office, Sections and their functions – Reservation, Reception, Information Desk, Cash and Bills, Travel Desk, Communication Section, Uniformed Services – Bell Desk, Concierge: *Front Office Personnel* – Organization of Front Office Staff, Duties and Responsibilities of Front Office Personnel: Qualities of Front Office Personnel: *Communication* – Introduction, Process, Seven Cs, Importance, Types, Flow, Barriers: Interdepartmental communication, Telephonic communication (8 Hrs)

UNIT-III

GUEST CHECK-IN AND CHECK-OUT

Reservation – Introduction, Types, Modes, Sources, Systems, Processing requests, Reports, Importance for the hotel and guest: *Registration* – Introduction, Pre-registration, Records and registers – Registration Card (GRC), Form C, Passport and Visa, Hard bound Register, Loose leaf: Registration Process: *Check-In Procedures* – Manual, Semi –Automated, Automated: Types of Guests and their room allocation – confirmed Reservation, Walk-in Guests, VIP Guests, Domestic and International Groups or crews, Scanty Baggage Guests, Foreign guests: *Guest Departure* – Departure procedure, Mode of Payment, problems and solutions – Late check-out, Express check-out, Self Check-out, Improper postings: (12 Hrs)

UNIT-IV

GUEST SERVICES AND ACCOUNTING

Guest services – Introduction, Handling guest mail, Message handling, Keys and their control, Paging, Safe deposit locker, Guest room change, Left luggage handling, Wake-up call, handling guest complaints: *Front Office Accounting*- Introduction, Accounts maintained in front desk, Vouchers, Checks, Folios, Ledger – Guest ledger, City ledger: Accounting cycle – brief description to creation, maintenance, settlement of accounts: *Night Audit*- Introduction, Duties and responsibilities of a Night Auditor: Night Audit Process (10 Hrs)

UNIT – V

COMPUTER APPLICATIONS AND MANAGEMENT

Property Management System – Introduction, various modules used in Front Office, PMS Interface with stand alone systems, Different PMSs used in star hotels: *Performance evaluation* – Introduction, Methods of measuring performance- Occupancy Ratios, ADR,

ARG, Rev-Per, Percentages – Overstay, Under stay, No-Show, Cancellation : *Yield management* – Introduction, Objective, Benefits, Challenges, Measuring yield: *Forecasting* – Benefits, Data and records required (10Hrs)

TEXT BOOKS:

1. Jatashankar R.Tewari, Hotel Front Office Operations and Management, First Edition (2009), Oxford University Press, New Delhi.
2. S K Bhatnagar, Front Office Management, Second Edition (2005), Frank Bros. 7 Co. (Publishers) Ltd, New Delhi.



Since - 1947

14HMU13 ACCOUNTING FOR HOSPITALITY INDUSTRY - (ALLIED)

Semester III

Learning Objective: To understand the principles and practices of Hospitality Accounting

UNIT I: Accounting Concepts and Conventions	Hours
Introduction to Accounting – Meaning and Definition – Book Keeping – Uses of Accounting – Financial Accounting and Management Accounting- Concepts & Conventions- Accounting Terms- Classifications of Accounts.	5
UNIT II: Double Entry System - Journal Principles of Double Entry - Advantages and Limitations of Double Entry System - Journal – Meaning – Format – Formation of Journal Entries. (simple problems only)	5
UNIT III: Double Entry System – Ledger Ledger – Meaning – Format – Posting and Balancing Ledger Accounts from Proper Journal. Trail Balance – Meaning and Definitions – Advantages and Limitations – Debit and Credit Balance – Preparation of Trail Balance. (simple problems only)	8
UNIT IV Subsidiary Books Subsidiary Book of Accounts – Invoice – Voucher – Debit and Credit Note – Capital Receipts – Purchase Book – Sales Books – Purchase Returns Book – Sales Return Books – Uses and Limitations of Subsidiary Books. (simple problems only)	6
UNIT V Final Accounts with all Adjustments Final Accounts – Introduction –Trading Account – Profit and Loss Account. Balance Sheet –Adjustments – Outstanding Expenses and Prepaid Expenses - Incomes Outstanding or Incomes Received in Advance – Depreciation – Bad Debts – Provisions for bad & doubtful debts– Interest on Capital, Interest on Drawings. (simple problems only)	12

Distribution of Marks : Problems – 80% and Theory – 20%.

Text Book

Grewal .T.S., “Introduction to Accountancy”, S.Chand & Co.Ltd, New Delhi .

Reference Books

1. Gupta R.L and Radhaswany.M., “Advanced Accountancy”, Sultan Chand & Son’s, New Delhi.
2. Gupta R.L. & Gupta V.K., “Financial Accounting”, Sultan Chand & Sons, New Delhi.
3. Jain.S.P., Narang.K.L., “Advanced Accountancy”, Kalyani Publishers, New Delhi.
4. Reddy T.S. & Murthy A., “Financial Accounting” , Margham Publications, Chennai.

FRONT OFFICE OPERATION PRACTICAL**OBJECTIVE:**

To impart knowledge on various basic skills required in Front Office

CONTENT:

1. Identification of front Office equipment and Layout of the front office department
2. Basic manners and grooming standards required for front office operation
3. Role-plays of lobby manager, Guest relation executive, concierge, Bell captain and Bell boys- real life situations to be enacted
4. Preparation and Study of countries: - capitals, currencies, Airlines, and Flag chart and Conversion of currencies
5. Telecommunication Skills – operating the telephone, Telephone Procedures, Taking down message in message slip, Telephonic Situation handling
6. How to handle inquiries, suggestive selling and how to convert inquiries to valid reservations
7. Role of accepting reservations, Walking guest and complaint handling for bumped reservations.
8. Preparing and filling up of forms: Registration card, reservation forms, density charts, Conventional chart, guest bills etc. Guest Keys Handling in Front Office
9. Bell service: - Role play of Lobby Manager, Guest Relation Executive, Concierge, Bell captain and Bell boys, Paging, Handling Luggage Procedure – Real life situations to be enacted
10. Role-play for different check-ins as – walk in. FIT, FFIT, Corporate, VIP, CIP and Groups
11. Calculating of occupancy percentages
12. Safety deposit facilities
13. Lost and found procedures
14. Computer in front Office: Computer Reservation System, Handling Software, PMS report
15. Situation handling
16. Role play on guest complaint handling, critical and dangerous situation handling

TEXT BOOKS:

1. Jatashankar R.Tewari, Hotel Front Office Operations and Management, First Edition (2009), Oxford University Press, New Delhi.
2. S K Bhatnagar, Front Office Management, Second Edition (2005), Frank Bros. 7 Co. (Publishers) Ltd, New Delhi.

ADVANCED CULINARY AND PATISSERIE**OBJECTIVE:**

To understand thoroughly about Larder, Charcuterie with an additional knowledge on Advanced Bakery and patisserie practices

UNIT – I

Larder- Introduction to larder work-Sections and functions of a larder Kitchen , Layout, equipments, Hierarchy – duties and Responsibilities Force Meat – Introduction – Types and Definitions – Uses of different forcemeat, Force meat components and Contributions – Meat, Panada, Seasonings, Handling and storage Pates Chaud Froid sauce, Gelatin and Aspic Jelly: Introduction – Types and Definition, Available forms, culinary application, Handling and storage and Terrines :- Equipments, Preparation and cooking – Assembling Pates and Terrines Cold Sauces,: Mousse and Mousselines – Detail study – preparation and arranging methods (8 Hrs)

UNIT – II

Charcuterie – Introduction , Sausages elements of sausages –types of sausages with examples – description – Components of sausages – Meat ingredients- Non meat ingredients – accelerators, sensory enhancers, Casings – varieties- Preparing Sausages Popular sausages across the world . Galantines, Ballotines and Dodines: Preparation and Importance. Processed Meats – Ham, Bacon and Gammon - Curing – Drying, Smoking, Varieties: Specialty items - Corned Beef, Pastrami, (8Hrs)

UNIT-III

Appetizers – Definition – Classification – Garnishes – Hot hors d oeuvre and cold Hors d oeuvre, example with description, popular traditional appetizers from the world: Sandwiches – Introduction, Parts, Types: Making and storing sandwiches, Modern approaches to sandwiches in Hotels, Canapés- Definition, Parts and preparation Salads – definition – classification of salad, Popular salads from the world - with description– salad dressings: (10 Hrs)

UNIT-IV**Quick Breads and Pastries**

Quick Breads – Mixing and production methods, formulas. Pie Dough, Assembling and Baking Filling: Pie faults and Their Causes: Pastry Basics – Pate Brisee and short pastries, Puff pastries, Éclair Paste, Strudel and Phyllo, Baked Meringues: Tart and Tartlets- Special Pastries.. Custard, pudding, Bavarian, Chiffon, Mousse and Soufflé; Study on frozen desserts. (10 Hrs)

UNIT- V**Cakes, Icings and Cookies**

Cake mixing, Understanding Cake mixing, cake formula balance, scaling, panning, baking: cake fault and causes. Assembling and Icing – Butter cream, Royal Icing, Fondant, American frosting, Glace Icing, basic decorating techniques: Marzipan, Pastillage, Nougatine. Cookies and Biscuits – Principles involved in preparations; mixing methods, Types of cookies. Faults and their causes in making cookies: (12Hrs)

TEXT BOOKS:

1. Wayne Gisslen – Professional Baking, John Wiley and Sons, Inc, Fifth edition 2009
2. Parvinder S Bali – International cuisine and food production Management, OUP 2011
3. M.J Leto, W.K.H. Bode, -The Larder Chef, Butterworth Heinemann 3rd Edition 1989

BREWED AND DISTILLED BEVERAGES**OBJECTIVE:**

This subject provides fundamental knowledge on Liquors and Liqueurs, skill for preparing cocktails and mock tails and managing bar operations.

UNIT-I**BREWED BEVERAGES**

Alcohol – Introduction, methods of preparing alcohol, classification of alcoholic beverages, measuring the alcoholic strength, calories in alcohol, benefits and abuse of alcohol. *Beer*- Introduction, Ingredients for beer production –Water, Barley, Hops, Yeast, Sugar, Finings: The brewing Process – Malting, brewing, Hop back, cooling and pitching, fermentation, maturing and pasteurization, brightening, packaging – casks, kegs, bottles, cans, tanks: beer manufacturing terms: Strength of beer, types of beer – Ales, Lagers, Reduced alcohol beer: Faults in beer, storage of beer, beer measures, beer producing countries, beer brands. *Cider and Perry* – Introduction, making of cider and Perry, styles of cider, producing countries, cider brands.

(10 Hrs)

UNIT-II**DISTILLED BEVERAGES - I**

Distillation-Introduction to Distillation, Types of Stills- The pot still, The Patent still: *Brandy* – Introduction, Cognac –regions, making of cognac, types of cognac, label language, cognac brands: Armagnac – regions, making of Armagnac, label language, Armagnac brands: cognac Vs Armagnac: Other grape brandies – Marc, Pisco and other well known grape brandies around the world. *Whisky* – Introduction, Popular Whiskies –Malt whisky, Grain whisky, Blended whisky, Scotch whisky, types of scotch, whisky brands: Irish whiskey – Introduction, types and brands: American whisky – Introduction, types, brands: Canadian whisky – Introduction, brands.

(10 Hrs)

UNIT-III**DISTILLED BEVERAGES – II**

Rum- Introduction, Production of rum, styles of rum – White and light, Gold, Dark, Spiced, Flavored, Over proof, Premium: Popular rums – Puerto Rican, Jamaican, Martinique, Demeraran, Batavia: Brand names: *Gin* – Introduction, Types – Dutch or Holland, London dry: Production, Styles of Gin – London dry, Plymouth, Dutch, Old Tom, Sloe, Lemon and Orange, Cold compounded: Brand names: *Vodka* – Introduction, Types of Vodka – Neutral, Gold, Flavored: Production, Brand names: *Tequila*- Introduction, Production, Types – Mixto, 100 % agave; categories of tequila, traditional way of drinking tequila, Brand names.: *Mezcal* –Brief discussion, brand names: Tequila Vs Mezcal.

(8 Hrs)

UNIT-IV**LIQUEURS AND OTHER SPIRITS**

Liqueurs – History: Production of liqueurs, Spirit, the flavoring agents, sweetening agents, coloring agents: Production Process – Extraction, Distillation, Compounding, Maturing, Sweetening, Coloring, Finning, Bottling: some popular liqueurs and countries of origin: Making of specialty coffee: *Eaux-De-Vie* – brief explanation about Calvados, Applejack, Poire Williams, Stone fruit brandies, soft fruit brandies: Liqueurs Vs Eaux-De-Vie: *Other Spirits* – Brief Introduction to Aquavit, Korn, Doppelkorn, Arrack, Tiquira, Eau-De- Vie Des Fruits, Absinthe, Pastis, Poteen, Sake, Grappa, Okolehao, Toddy, Fenny.

(8 Hrs)

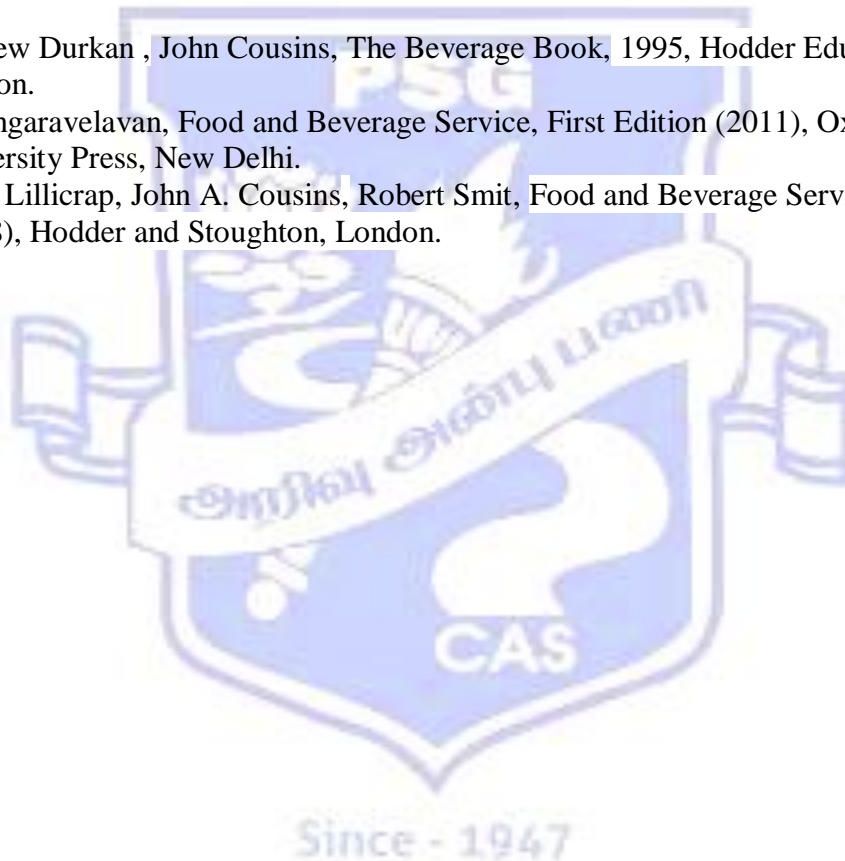
BAR OPERATIONS

Bar – Introduction: Types of Bar – Pubs, Lounge bar, Wine bar, Cocktail bar, Banquet bar, Dispense bar, and other Specialist bars: bar design – parts of bar, shapes of bar, plumbing, electricity, flooring, lighting: bar operations – step by step procedures: bar records and control – Comparing, Analyzing, Potential sale value, Weighted Average Value, par stock, Bottle control, Requisitions, Inter bar transfer, Separating full bottle sales, spillages allowances, breakage and spoilage, function bar control , frauds, bar routine: *Cocktails and Mocktails* – Introduction, Components, Methods of making, Equipment and tools required, Glassware's, Bar stock, Points to remember, Developing a new drink, classic styles, cocktails and their base, Hot drinks, Mocktails: brief explanation to service of alcoholic beverages.

(12 Hrs)

TEXT BOOKS:

1. Andrew Durkan , John Cousins, *The Beverage Book*, 1995, Hodder Education, London.
2. R. Singaravelavan, *Food and Beverage Service*, First Edition (2011), Oxford University Press, New Delhi.
3. D. R. Lillicrap, John A. Cousins, Robert Smit, *Food and Beverage Service*, reprint (1998), Hodder and Stoughton, London.



ACCOMMODATION OPERATION**OBJECTIVE:**

To understand the various functions, organization of the housekeeping department and its operations, to understand the concept of linens, linen rooms, fabrics and fibers, stain removal and interior design

UNIT-I**HOUSEKEEPING DEPARTMENT**

The Housekeeping Department - Introduction: Importance and Responsibilities of Housekeeping: Layout of a housekeeping department: Co-Ordination with other departments: Housekeeping in other institutions - Introduction to housekeeping in Hospitals: Hostels: Universities: Residential Homes: Art Galleries: Museums: Libraries: Archives and Offices: House Keeping Personnel - Organizational Structure in star hotel: Duties and Responsibilities: Personal attributes of House Keeping staff: Contracts and Outsourcing - Introduction: Definition: Hiring: Pricing: Advantages and Disadvantages

(6 Hrs)

UNIT-II**HOUSEKEEPING OPERATIONS AND SUPERVISION**

Housekeeping Operations – Introduction and step by step Planning Process: Daily Routine and systems – Introduction and brief clarification to Opening the house, Morning shift, Evening shift, Night shift: Leave Application Procedure: Gate Pass Procedure: Housekeeping Control Desk – Introduction: illustration to list of Forms, Formats, Records and Registers to be maintained: Handling telephone and computer: system to communicate with front office and engineering: Handling room transfers: difficult situations with two illustrations: Supervision in Housekeeping – Introduction: Role of a supervisor: Specific functions of supervisors

(6 Hrs)

UNIT – III**CLEANING EQUIPMENTS AND AGENTS**

Cleaning Equipments – Introduction: Brief explanation to manual Equipments –Brushes, Brooms, Mops, Cloths, Polishers, Containers, Carts and trolleys, sundry equipments: brief explanation to mechanical Equipments – Vacuum cleaners, General purpose floor machines, Extraction machines, scrubber, drier, sweeper, High-pressure washers, Scarify Machine: Selection of cleaning equipments: Control of cleaning equipments: Cleaning Agents – Introduction: Classification – Brief explanation to Water, Detergents, Abrasives, Reagents, Organic solvents, Disinfectants, Bleaches, Deodorizers, Laundry aids, Toilet cleaners, Polishers, Floor sealers, Floor strippers, Carpet cleaners: handling R1, R2, R3, R4, R5, R6 and R9: Selection of cleaning agents: Control of cleaning agents: contribution towards eco-friendly products

(9 Hrs)

UNIT - IV**CARE AND CLEANING**

Care and Cleaning of different surfaces - Introduction: converse the following with “*Name of the surface, Its classification, stains occur, cleaning or polishing or protecting agents required and cleaning or polishing procedure*”-Metals, Glasses, Plastics, Ceramics, Wood, Stone, Leather, Rubber: Textiles - Introduction to fibers – its classification and brief explanation to characteristics: Introduction to Yarn – its types and brief explanation to characteristics: Linen and Uniform Room –Introduction: Organization: Activities: Linen exchange procedure: Par stock: Linen Control: Laundry – Definition, Organization, Types of

Laundries, Layout, Equipments, Laundry process: Brief explanation to Dry Cleaning and Stain Removal

(8 Hrs)

UNIT - V

DESIGN AND DECORATION

Interior Design and decor – Introduction: Principles and elements of art and design: Approach for selection, decoration and furnishing of an area: color: color schemes: psychological and emotional effect of colors: symbolic meaning of colors: Flower Arrangement – Introduction: different styles of flower arrangement, tools required, rules to be followed, different shapes of arrangement, types of arrangement suites for different occasions and places: Pest Control – Dealing with pests, Eradication of pests, Housekeepers role in pest control, contract, types of pesticides and chemicals, destroy and elimination of pest places, pest infestation: Safety and Security – Occupational Hazard, First Aid, Fire Prevention, Lost and Found, Guest Theft, Employee theft, Bomb threats

(7 Hrs)

TEXT BOOKS:

1. G. Raghubalan, Smritee Raghubalan, Hotel Housekeeping Operations and Management, Second Edition (2009), Oxford University Press, New Delhi.
2. S.K.Kaushal, S.N.Gautam, Accommodation Operations Management, Reprinted (2009), Frank Bros and Co (Publishers) Ltd, New Delhi.
3. Sudhir Andrews, Hotel Housekeeping – A Training Manual, Second Print (2010), Tata McGraw-Hill, New Delhi.



MARKETING MANAGEMENT - (ALLIED)

Learning Objective: To familiarize the concept of marketing and its application.

Hours

UNIT - I: Marketing Concepts

Markets - Meaning - Evolution of Markets - Classification of markets -Features of modern marketing, 6

UNIT- II: Marketing Environment and Segmentation

Marketing environment - Consumer behavior - Consumer buying decision process - Buying motives - Consumer behavior theories - Market segmentation 7

UNIT - III: Product Planning and Pricing Mix

.Product mix - Product life cycle - Price mix - Factors affecting price decision - Kinds of pricing - Pricing of new products. 7

UNIT - IV: Promotion Mix

Promotion mix: Objectives – Kinds. Advertising: Objectives - Kinds - Qualities of a good advertisement copy - Physical distribution - Definition - Kinds of channels of distribution - Factors considered in selecting channel Importance of channels of distribution 8

UNIT - V: Marketing Mix

Marketing of industrial products - Marketing of consumer products - Classification of consumer products - Marketing mix of consumer products - Marketing of services - Difference between products & services – Marketing mix for services - Marketing of agricultural products – Classification – Characteristics & features. 8

Text Book

Dr. Rajan K. Nair and Sanjith.R.Nair., “Marketing”, Sultan Chand & Sons., New Delhi

Reference Books

1. Pillai R.S.N., “Marketing”, Sultan Chand Company, New Delhi
2. Sherlekar S.A., “Marketing Management”, Himalaya Publishers.
3. William Stanton., “Marketing”, Tata Mc Graw Hill., New Delhi

HOSPITALITY ENTREPRENEURSHIP**OBJECTIVE:**

To gain knowledge on the potential opportunities of becoming an entrepreneur in Hospitality and Tourism

Unit I

Entrepreneur and Entrepreneurship, Entrepreneur Types, and functions Entrepreneurial competencies, Small Scale Enterprises, Characteristics and Relevance of Small Scale Enterprises, Role of Entrepreneurship in SSE and Economic Development

(8 Hrs)

Unit II

Case Studies of successful Entrepreneurs. Understanding the quality and attributes of entrepreneurs; institutional interface and set up: Government policy: Entrepreneurial process: identification of an Opportunity, Market Assessment, Analyzing Competitive Situation, Understanding Trade Practices, Resource Mobilization

(8 Hrs)

Unit III

Entrepreneurial behavior and Motivation, New achievement and Management success, Innovation and entrepreneurship; Establishing entrepreneur system, Preparation of Business Plan, Elements of Business Plan, Feasibility Report

(7 Hrs)

Unit IV

Concept and classification of project; Planning and design, Appraisal and cost benefit analysis. Ownership structures and organizational Framework, Strategies for Growth and Stability, Managing Family Enterprises

(7 Hrs)

Unit V

Entrepreneurship in food industry, Management issues in Tourism and Hospitality industry, evaluating entrepreneurship performance, approaching institutions for assistance; Entrepreneurial case studies of major Travel Agencies and Tour Operators

(6 Hrs)

- Students has to Interview an Entrepreneur and do a presentation

TEXT BOOKS:

1. "Dynamics of Entrepreneurial Development and Management"- Vasanth Desai - Himalaya Publishing House, 2007.
2. Small Business and entrepreneurship – Dr. S Anil Kumar, IK International, New delhi,2009

PERSONALITY DEVELOPMENT**OBJECTIVE:**

To understand the concept of personality, personality development and its significance; The students also get exposed to the skills required for employment in the hospitality Industry.

Unit I

Introduction to Personality Development: The concept personality, Dimensions, Elements of a Good Personality, and significance: importance of Soft Skills: Employment communication – Importance of communication, Importance of reading, listening skills

(7 Hrs)

Unit II

Introduction to Leadership, leadership powers, leadership styles, leadership in administration. Introductions to interpersonal relations, analysis of different ego states, Transactions, strokes and life positions

(7 Hrs)

Unit III

Introduction to stress causes of stress, Impact stress and managing stress. Importance of groups in organization, interaction in groups, Team building; How to build a good team; Introduction to conflict, causes of conflict and managing conflict

(7 Hrs)

Unit IV

Time Management – time as a resource, Individual time management styles, and techniques for better time management; Motivation – Introduction, Types, motivating the subordinates, Analysis of motivation

(7 Hrs)

Unit V

Placement preparation: Resume writing – group discussion – role play – body language, Interview skills, preparing for Interview- Mock interview, emotional Intelligence – Introduction, Organizational Cultural sensitivity.

(8 Hrs)

TEXT BOOKS:

1. H R Wallace and Masters, - Personality Development, South Western Publication, 2001
2. Deena R. Levine M.A., Mara B, Adelman- Beyond Language: Cross Cultural Communication, 2003.

ACCOMMODATION OPERATION PRACTICAL**OBJECTIVE:**

To learn and practice the cleaning process with different surfaces in an hotel and to understand the aspects of flower arrangements

CONTENT:

1. Identification of cleaning tools and agents
2. Basic Cleaning—Dusting, Sweeping, Mopping, Scrubbing, Polishing, Vacuuming
3. Types of Cleaning—Spot Cleaning, Organizing cleaning, Work individually, working in Teams, Working in groups
4. Cleaning of Various Surfaces—Metal, Brass, EPNS, Stainless Steel, Chrome, Ceramic, Earthenware, Porcelain, Glass, Plastic, Laminates, Wood Furniture and fixtures, Floor cement, Mosaic, Carpet
5. Guestroom Cleaning—Bed Making (Morning and Evening Service), Room Cleaning, Room Inspection, preparing checklist / job orders
6. Public area cleaning
7. Flower arrangement
8. Room inspection procedures
9. Preparing Duty Rota for housekeeping department

TEXT BOOKS:

1. G. Raghubalan, Smritee Raghubalan, Hotel Housekeeping Operations and Management, Second Edition (2009), Oxford University Press, New Delhi.
2. S.K.Kaushal, S.N.Gautam, Accommodation Operations Management, Reprinted (2009), Frank Bros and Co (Publishers) Ltd, New Delhi.
3. Sudhir Andrews, Hotel Housekeeping – A Training Manual, Second Print (2010), Tata McGraw-Hill, New Delhi.

FOOD PRODUCTION AND PATISSERIE PRACTICAL – II**OBJECTIVE:**

To acquire Practical Knowledge on cookery skills with respect to Continental cookery

CONTENT:

Identification of equipment and using techniques – reference to continental cuisine

- Revision of culinary fundamentals, stocks & sauces
- Compound butter, and other miscellaneous sauces.
- Thickening agents in Continental cuisine -
- Mis en place and Preparation of Continental Dishes
- The Menu may consists of 5 – 6 courses from Continental cuisine
- Application of Basic Sauces may be included in compiling menus
- The Menu will consists of Hors d oeuvre,/Starter/ Potage , Poisson / Farinaceous dishes/ , Main Course (Chicken , fish, Mutton Beef, Pork.) , Accompaniments, Vegetable Preparation – Potato preparation , Salads / Continental Entremets – Hot and Cold
- Some menu may consists only of Snacks / Savories and sandwich or a high tea Menu
- Menus may be collected from star Hotels
- Bakery products may be added in the menu.
- Rechauffe dishes should be involved in the menu

TEXT BOOKS:

1. Thangam E Philip, Modern Cookery, Volume I and volume II, Fifth Edition, Orient Blackswan Private Limited, 2003.
2. Victor Cesarani, Practical Cookery, Eleventh Edition, Book Point Publisher, 2012.
3. Hamlon, Larousee Gastronomy, Octopus Publishing Group Ltd, 2003.

FOOD AND BEVERAGE SERVICE PRACTICAL– II

OBJECTIVE:

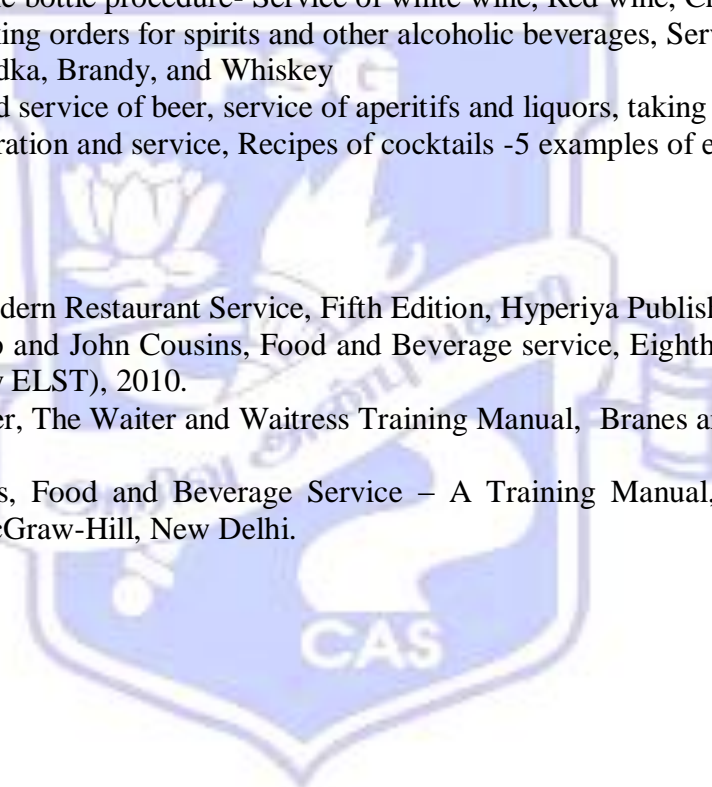
To acquire practical skill and knowledge with respect to different types of service of alcoholic beverages

CONTENT:

1. Revision of Practical's done in the II semester
2. Compilation of menu in French with wine accompaniments
3. Taking orders, wine and food combinations, wine label reading
4. Opening of Wine bottle procedure- Service of white wine, Red wine, Champagne and Rose Wine, Taking orders for spirits and other alcoholic beverages, Service of spirits, - Rum, Gin, Vodka, Brandy, and Whiskey
5. Order taking and service of beer, service of aperitifs and liquors, taking orders for cocktails, preparation and service, Recipes of cocktails -5 examples of each.

TEXT BOOKS:

1. John Fuller, Modern Restaurant Service, Fifth Edition, Hyperiya Publisher, 1993.
2. Dennis Lillicrap and John Cousins, Food and Beverage service, Eighth edition, Book power (formerly ELST), 2010.
3. Sondra J Dhamer, The Waiter and Waitress Training Manual, Branes and Noble, 2009.
4. Sudhir Andrews, Food and Beverage Service – A Training Manual, Second Print (2010), Tata McGraw-Hill, New Delhi.



Since - 1947

FOOD AND BEVERAGE MANAGEMENT**OBJECTIVE:**

To acquire professional knowledge on food & beverage budgetary control, costing techniques and menu merchandising.

UNIT I

Introduction – Food and Beverage management – Responsibilities of Food and Beverage Management – Constraints to Food and Beverage Management; Food and Beverage control: Objectives of Food and Beverage Control – Problems of Food and Beverage Control. Budget: Types of Budget – Basic stages in the preparation of Budget - Elements of Cost – Cost groups – Fundamentals of Control

(8 Hrs)

UNIT II

Purchasing: Introduction – Duties of the purchase manager – The selection of a supplier – The Purchasing of food and beverage – Purchase specification for food and beverage; Receiving storing and issuing: Receiving of food materials – Storing and issuing of food, stock taking of food – Receiving, storing and issuing of beverage – Stock taking of beverage

(8 Hrs)

UNIT III

Food and beverage production: Introduction – Food production methods – Beverage production methods. Food and Beverage Service Methods: Introduction – Classification of food service methods – Beverage service methods. Food and Beverage production control: Introduction – Food production control

(12 Hrs)

UNIT IV

Food controlling: The essential of a control system – Calculation of food cost – Methods of food control – Food control check list. Beverage controlling: Calculation of beverage cost – Methods of beverage control – Control checklist. Revenue control: Approaches to Sales control – Manual systems – Machine system. Operating yardsticks: Total Food and Beverage sales- Department profits – Ratio of Food and Beverage sales to total sales - ASP – Sale mix – payroll costs – Index of productivity – stock turnovers – Sales/Seat available – Rate of seat turnover – Sales / Waiter – Sales / sq. feet.

(12 Hrs)

UNIT V

Sales promotion – Personal selling; Food menus and Beverage list: Basic menu criteria, types of food menus, contents of food menu, beverage lists, menu engineering, menu merchandising. Food and Beverage Management in hotels and quality restaurants: Introduction – Basic policies – financial, marketing and catering- control and performance measurement

(8 Hrs)

TEXT BOOKS:

1. Bernard Davis, Food and Beverage Management, Third Edition, Butterworth-Heinemann, 1998.
2. S K Bhatnagar, Managing Food and Beverage Operation, Frank bros and Co Ltd, 2009.

HOSPITALITY LAW**OBJECTIVE:**

To understand the legal concept pertaining to hotel industry in India, to gain knowledge on the laws relating to employees and guest; Practices involved in Hotel Licensing with food and beverage laws.

Unit I**INTRODUCTION TO HOTEL LAW**

Introduction to Indian Hospitality Industry – An Overview, Changing guest profile, Challenges of the 21st century – Globalization, safety and security, technology Innovations and employee retention. Introduction to Hotel Laws – Role of legislative, executive and the judiciary; Origin and Classification of Hotel Laws; The Judicial Process; Doing Business in India – Starting promotion Incorporation and Commencement of Business. Brief study on Partnership;

(7 Hrs)

Unit II**LAW OF CONTRACT**

Business Contract - Introduction, Indian Contract Act, 1872, Essential elements of contract- Offer, Acceptance, Legal obligations, Lawful considerations , Types of contract- Bilateral, Unilateral, quasi, contingent. Performance of contract – by various means; Indemnity and Guarantees, Bailment and Pledge; Negotiable instrument Act 1881- Types of Negotiable Instrument- Types of cheques; Breach of contract- Liquidated damages, Suit for specific performance, Arbitration and Mediation;

(8 Hrs)

Unit III**HOTEL OPERATING LICENSING & LIQUOR LICENSING**

Hotel Licensing and regulations – Introduction, project stage, Operations stage, General Hotel Operating licenses- lodging license, shops and establishment Act, Hotel Classification, NOC from Fire office and Pollution control board, license to operate recreational facilities. Food and Beverage Operations –Restaurant License, Liquor Licensing – Introduction, Liquor legislation in India, Liquor licensing procedures, Procedure for acquiring liquor license, Mandatory Compliances, Behavioral Traits of an intoxicated person.

(12 Hrs)

Unit IV**LAWS RELATION TO EMPLOYEES & GUEST**

Labour Laws- Introduction, Categorization of Labour Laws, Classification of Employee- Labour Laws defining the relationship between employers, employees and Trade Unions, Right of Employees at work place; Laws related to Empowerment of woman. The hotel and Guest Relationship – Introduction, Hotel , Guest, The Sarais Act 1867, Negligence Act – Types of Negligence, Laws of Tort. Duties of Hotelier towards guest- to provide accommodation against confirmed room reservation, to provide safety and security, Exercising Duty of care, Refusal of admission to guest, Eviction of guest, Handling fraud committed by guest.

(12 hrs)

Unit V**GENERAL FOOD LAWS**

Food legislation – Introduction, The Food Adulteration Act; The safe food and Drug Act, The Prevention of Food adulteration Act; Important legal terms- Food, Adulterant, Adulteration,

Food additives, Types of food additives, Food Quality and Standard. Food safety and Standard Act Licensing, Administration, Role of Food safety Officers and Food Analyst, Central Food Laboratories

(9 Hrs)

TEXT BOOKS:

1. Dr. Jagmohan Negi - Hotel and Tourism Laws. First Edition 2001, Frank Bros and Co Publishers Ltd.
2. Amitab Devendra,- Hotel Law, OUP India 2013.



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TRAVEL AND TOURISM MANAGEMENT**OBJECTIVE:**

- To gain an in-depth knowledge about the Tourism and Travel industry
- To inculcate knowledge on Travel Behavior and Motivation and Tour operations

UNIT-I**TOURISM CONCEPT**

Introduction-Meaning and Definition-Role of tourism, development-typology of tourists-Basic components of tourism. Positive and Negative impacts of tourism-Factors influencing tourism products-Old age and New age tourism-Need for people to travel-Tourism activities. (8 Hrs)

UNIT-II**DEVELOPMENT OF TOURISM THROUGH AGES**

Introduction- History of travel during earlier period-Modes of transportation-Travel during the medieval period-Renaissance and its effect on tourism-Industrial revolution and the birth of mass tourism-Evolution and development of transport-Evolution of the accommodation sector-History of hotels and motels (10Hrs)

UNIT-III**TRAVEL BEHAVIOUR AND MOTIVATION**

Introduction-Evolution of travel motivation-Meaning of motivation and behavior-Tourist-centric approach-Leisure travel motivation-Typology of tourists-Tourist decision process-Travel motivators and facilitators-Life style pattern-Future trends in travel. (10Hrs)

UNIT -IV**PASSENGER TRANSPORT AND HOSPITALITY SERVICES**

Introduction-Importance of transport services-Essentials of transport-Development of means of transport: Hospitality services-Introduction-Evolution of Hospitality services-Meaning and Nature of Hospitality-Features of Hospitality services-Types of accommodation (10Hrs)

UNIT-V**TRAVEL AGENCY BUSINESS AND TOUR OPERATION**

Introduction- Evolution of travel agency business-Significance-Travel and Trade network-Skills and competencies for running a travel agency-Travel agency business-setting up of a travel agency- Travel agency organization structure-Sources of revenue-Threats in a travel agency business- Information technology in travel agency business: Tour operation-Introduction-historical back ground of travel trade-Meaning of tour operation- Concepts of tour packaging-Package tours and its increasing demand and value-Tour brochures. (10 Hrs)

TEXT BOOKS:

1. Sampad kumar swain and Jitendra mohan mishra, Tourism principles and practices, First edition, Oxford university press,2012.
2. Sudhir Andrews, Introduction to Tourism and Hospitality Industry, First edition,Tata McGraw-Hill publishing company limited.

PRINCIPLES OF MANAGEMENT**OBJECTIVE:**

To provide the student an overview of management and its functions with a comprehensive view of managing personnel

UNIT - I

INTRODUCTION - Definition of Management – Nature of Management - Functions of Management - Levels of Management - Role of Manager - Managerial skills - Personnel Management vs. Human Resource Management.

(8 Hrs)

UNIT - II

PLANNING – Definition - Objectives - Types - Process of Planning – Management by Objectives - Decision-making.

ORGANISING – Definition - Objectives - Process of Organizing - Organization structure – Formal and informal groups - Line and Staff authority - Departmentation – span of control.

(8 Hrs)

UNIT - III

STAFFING – Man Power Planning – Job Analysis – Job Description – Job Specification: Recruitment – Sources - Selection – Selection Process – Types of Selection Test – Techniques – Interview – Induction and Placement - Training – Needs – Types - Benefits - Performance Appraisal – Objectives – Process – Benefits.

(12 Hrs)

UNIT - IV

LEADERSHIP - Nature – Types of Leader - Functions of a Leader: Motivation - Hierarchy of needs - Motivation theories - Motivational Techniques - Job Enrichment - Communication - Process of Communication - Barriers and Breakdown - Effective Communication.

Controlling - Process of Controlling - Types of Control – Budgetary and Non – Budgetary Control - Techniques - Requirements for effective control

(10 Hrs)

UNIT - V

COMPENSATION - Meaning – Wage and Salary Definition – Types of Wages – Incentives – Fringe Benefits – Objectives – Types of Fringe Benefits: **INDUSTRIAL RELATIONS** - Trade Union - Definition - Role of Trade Union –Industrial Dispute – Definition – Types of Industrial Dispute - Collective Bargaining - Importance – Types of Collective Bargaining.

(10 Hrs)

TEXT BOOKS:

1. P C Tripathi and P N Reddy, Principles of Management, Second Edition, Tata McGraw-Hill Publishing Company Limited, New Delhi, 1991.
2. Dinkar Pagare, Principles of Management, Fifth Edition, Sultan Chand and Sons, 1992.
3. H John Bernardin, Human Resource Management, Fourth Edition, Tata McGraw-Hill Publishing Company Limited, New Delhi, 2007.

FOOD CARVING AND PLATE PRESENTATION**OBJECTIVE:**

To introduce the students in the art of food carving, with hands on practice on handling tools, and in platter presentation

UNIT I**FOOD PRESENTATION**

Hot and cold Food presentation: fundamental of plating, garnish, arrangement on the plate, classical terms in Modern kitchen, modern hot plate presentation, buffet arrangement and appearance, cold platter presentation, hot food for Buffets, Designing the platter.(Hands on training on platter presentation)

(8 Hrs)

UNIT II**BASICS OF GARNISHES**

Garnishes: Introduction, utensils, savory garnishes, fruit garnishes and sweet garnishes, How to serve savory and sweet garnishes.(Garnishes for various food- PPT presentation by the students as part of assignments)

(6 Hrs)

UNIT III**CARVING FUNDAMENTALS**

Introduction to carving, Carving tools and simple techniques:-Hands on practice on carving of Spring onions, red radish, tomatoes, and Baby carrots and carving a variety of flowers and making of leaves with vegetables. (Hands on Training – Practices during regular practical hours)

(8 Hrs)

UNIT IV**CARVING WITH FRUITS**

Fruit carving: - fruit carving tools, selection of fruits for quality, care of fruits after carving, method and techniques. Hands on practice using water melon, cantaloupe, pineapple and other seasonal fruits

(7 Hrs)

UNIT V**CHISELING**

Icing carving and Styrofoam carving: tools and techniques, selecting the blocks, Caring for Sculptor's Tools, Tempering Ice for Sculpting, The Sculptor's Template. Dough modeling and Fat carving.(Video presentation – as part of assignment)

(7Hrs)

TEXT BOOKS:

1. JudeBudgen, The Book of Garnishes, HP books published by the Berkley publishing group and penguin, 1986
2. Wayne Gisslen, Professional Cooking, John Wiley and sons 2007 edition
3. Amendola Joseph- Ice Carving Made easy, Willy publication, 2nd edition 1994

BAR TENDING AND BAR FLAIR**OBJECTIVE:**

To inculcate knowledge on the art of bar tending, the procedures and practice involved with an additional glance on the prevailing scenario in bartending. Also to know the features of bar flair

UNIT I**THE BASIC PRINCIPLES OF BARTENDING**

The role and the tasks of a bartender, Social skills, Personal hygiene and appearance
Bar appearance, cleanness and tidiness , Customer welcoming and reception The bartender as a salesman Serving alcohol to adults , Responsible sale of alcohol The alcohol in general , effects of alcohol on humans. The power and the intensity of alcohol in different drinks, Teamwork, Complaints handling systems (7 Hrs)

UNIT II**BAR OPERATIONS**

Working relationships and communication with staff .The operation of bar - The places of a bar, Main bar , Service bar , Store/stores , Freezing , Tables , Other places .Labor and tasks: Assistants , Bartender , Waiters , Managers , Directors/Owners .Operation procedures : Bar preparation procedures ,Procedures that arise during the operation of a bar ,Bar recovery procedures , The function of Electronic Ordering System , Mass and grouped orders . (7 Hrs)

UNIT III**THE ART OF MIXOLOGY**

History and culture of cocktail , The history of mixed drinks , The word “cocktail” , Etymology of the word “cocktail” , Necessary knowledge ,Equipments & tools used in making cocktails, Products maintenance , Glassware - Glasses The tools of a bar ,The types of ice ,The art of cocktail (the mixology theoretically) How to make a cocktail, Methods and techniques of mixology ,The main methods ,Secondary or supplementary methods, Garnishes (7 Hrs)

UNIT IV**CLASSIC COCKTAIL AND MOCKTAIL RECIPES**

Martini, Margarita, Daiquiri ,Mai Tai, Mojito, Caipirinha, Bellini, Negroni /Americano Sex on the Beach, Manhattan, Gin Fiz Zombie, Singapore Sling, Mint Julep, Pina Colada Old Fashioned, Tequila Sunrise, Screwdriver. Mocktails – Cinderella, Florida, Pussy foot, Virgin Mary, Shirley temple. (8 Hrs)

UNIT V**MOLECULAR MIXOLOGY AND BARFLAIR**

Introduction – definition, Origin and evolution of the art, Equipments used, Techniques Involved, Specification .The art of bar flair- learning bar flair. Great Bar tenders of the world, and world popular Bars. Setting up a bar in outdoor and for special events. Bar menu for special occasions. (7 Hrs)

- Video demonstrations and PPT on classical cocktails and Garnishes
- Hands on practice on Mixology

TEXT BOOKS:

1. Jermy leblanc – The best craft cocktails and Bartending with flair – Alphascript Publishing, 2010
2. Frederic P. Miller, Agnes F. Vandome, McBrewster John- Flair Bartending - Alphascript Publishing, 2010
3. R.Singaravelavan – Food & Beverage Service , First Edition, Oxford University Press, 2011.

FOOD PRODUCTION AND PATISSERIE PRACTICAL – III**OBJECTIVE:**

To acquire Practical Knowledge on cookery skills with respect to Chinese and Global Cuisine

CONTENT:

Identification of equipment and using techniques – reference to International cuisine

- Revision of previous fundamentals
- Mis en place and Preparation of Oriental and international Dishes
 - o More preference to Chinese dishes
 - o Dishes may be from oriental cuisine
 - o Dishes from specialty cuisine such as Mexican, Lebanese, Greece, Turkish may be involved
 - o The Menu may consists of 5 – 6 courses from a specific cuisine
 - o Application of popular dishes may be included in compiling menus
 - o The Menu will consists of Hors d oeuvre,/Starter/ Potage , Poisson / Farinaceous dishes/ , Main Course (Chicken , fish, Mutton Beef, Pork.) , Accompaniments, Vegetable Preparation – Potato preparation , Salads / Sweets – Hot and Cold
 - o Some menu may consists only of Snacks / Savories and sandwich or a high tea Menu
 - o Menus may be collected from star Hotels
 - o Basket cooking should be involved in the menu
 - o Preparation of International baked products/ Bakery products may be included in the menu.

TEXT BOOKS:

1. Wayne Gisslen – Professional Baking, John Wiley and Sons, Inc, Fifth edition 2009
2. Parvinder S Bali – International cuisine and food production Management, OUP 2011
3. M.J Leto, W.K.H. Bode, -The Larder Chef, Butterworth Heinemann 3rd Edition 1989

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SEMESTER-VI

FOOD AND BEVERAGE SERVICE PRACTICAL – III

OBJECTIVE:

The students will gain an in-depth knowledge about the gueridon service and Banquet service.

CONTENT:

1. Revision of previous portions.
2. Gueridon service
3. Preparing of Banquet menus for state banquets for national, international dignitaries in English and French with wines
4. Preparing Banquet layouts with seating arrangements for various banquets, Frilling of banquet tables and setting up buffets.
5. Preparing Restaurant designs and layouts, Designing menu cards

TEXT BOOKS:

1. R. Singaravelavan, Food and Beverage service, First Edition, Oxford University Press, 2011.
2. Dennis Lillicrap and John Cousins, Food and Beverage service, Eighth edition, Book power (formerly ELST), 2010.



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INDUSTRIAL EXPOSURE TRAINING REPORT VIVA-VOCE

CONTENTS:

1. The student must maintain a work dairy signed by the training in charge and should submit the same for the VIVA-VOCE
2. A report of the four months training in the following format should be submitted along with the work dairy
 - a. Details of the candidate
 - b. Certificate to be signed by the Head of the department, internal and external examiners
 - c. Contents
 - d. Acknowledgement
 - e. Name and address of the hotel
 - f. Introduction of the Group / Hotel
 - g. Training schedule
 - h. Work learned in each department and duration
 - i. Conclusion
3. The internal marks will be awarded on evaluating the work dairy and on submission of original certificate of training
4. Also the students must submit the training report for Internal Viva Voce
5. The department will be sending the Performa for attendance for trainees to the hotel directly which must be duly signed by the training in charge in the hotel and sent back to the department after the completion of the training
6. The attendance requirement by the college is applicable to the training programme
7. The students should only undergo training in a hotel having three star or above classification and approved by the department
8. In case one trainee is discontinuing the training in a hotel and joining in another hotel he/she must get permission from the department before joining the second hotel
9. The Training in charge in the department should bring about an awareness to the students about the basics to be learned during the training before they go to hotel

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SEMESTER-V

**BASIC HOTEL OPERATIONS – Cluster-V
(for students admitted from 2014-15 & onwards)**

OBJECTIVES:

This paper is designed to equip the students with the fundamentals of hotel and catering industry

UNIT –I

Hotel – Definition – Introduction to Hospitality Industry – Types of Catering Establishment – Different Departments within a star Hotel – Housekeeping – fundamentals, Front office – Types of rooms, Check In, check out procedure, various plans / tariffs, Methods of payments.

(7 Hrs)

UNIT – II

Kitchen fundamentals, Indian Culinary Basics, Popular Indian food, Specialty Regions, Serving food safe, start a food service business, Fast food. Menu Planning and Menu knowledge

(8 Hrs)

UNIT – III

Food and Beverage Service – Introduction – Different Food and Beverage Outlets — Table setting – service procedure – French classical menu - , Menu Planning and Menu knowledge usage of cutlery, crockery and specialty equipments – Departmental Relationship, Table manners and dining etiquettes .

(7 Hrs)

TEXT BOOKS:

1. R. Singaravelavan, Food and Beverage service, First Edition, Oxford University Press, 2011.
2. Christine Ingram, The world encyclopedia of Cooking Ingredients , Anness Publishing, 2008
3. Modern Restaurant Service – A Manual for students and Practitioners by John Fuller- Stanley Thomas (Publishers) Ltd