

**CURRICULUM
FOR
DIPLOMA IN
HOTEL OPERATION
(HO)**

**ONE & HALF YEAR
(FULL TIME)**

(To be implemented from the Academic Year 2005 – 06 & 2006 - 07)



**MAHARASHTRA STATE
BOARD OF TECHNICAL EDUCATION**

49, Kherwadi, Aliyawer Jung Marg, Mumbai – 400 051

Entry Qualification :- 12th standard Pass

Duration :- One & Half Year (Full-Time)

Course Overview :-

It will enable the student to join the 3 year diploma directly in the 2nd year provided they attain min. overall average of 60%.

INDEX

SR. NO.	NAME OF THE CONTENT	PAGE NO.
	FIRST YEAR	
1.	Communication Skills	1 – 3
2.	Food Production Principles	4 – 11
3.	Bakery	12 – 15
4.	Food and Beverage Service	16 – 20
5.	Accommodation Operations	21 – 25
6.	Accounts and costing	26 – 28
7.	Catering Science and Hygiene	29 – 31
8.	Computer Application	32 – 34
	SECOND YEAR	
1.	Industrial Training (6 Months)	35 – 40

MAHARASHTRA STATE BOARD OF TECHNICAL EDUCATION, MUMBAI										
TEACHING AND EXAMINATION SCHEME FOR DIPLOMA COURSES.										
COURSE NAME : DIPLOMA IN HOTEL OPERATION										
COURSE CODE : HO										
DURATION OF COURSE : ONE & HALF YEAR										
YEAR / SEMESTER : FIRST YEAR (A) (Implementation Year 2005 - 2006)										
FULL TIME / PART TIME : FULL TIME										
SR. NO.	SUBJECT TITLE	SUBJECT CODE	TEACHING SCHEME		EXAMINATION SCHEME & MAXIMUM MARKS					
			TH	PR	PAPER HRS	TH	PR	OR	TW	SW
1.1	Communication Skills	6916	2	2	3	100	-	-	@50	50
1.2	Food Production Principles	6917	2	8	3	100	100#	-	-	50
1.3	Bakery	6918	1	4	2	50	50#	-	-	50
1.4	Food and Beverage Service	6919	3	3	3	100	100#	-	-	50
1.5	Accommodation Operations	6920	2	3	3	100	100#	-	-	50
1.6	Accounts and costing	6921	3	-	3	100	-	-	-	50
1.7	Catering Science and Hygiene	6922	2	-	2	50	-	-	-	50
1.8	Computer Application	-	-	1	-	-	-	-	@50	-
TOTAL			15	21	-	600	350	-	100	100*
INSTITUTIONS HOURS PER WEEK : 40 HRS STUDENT CONTACT HOURS PER WEEK (FORMAL TEACHING) : 36 HRS (36 Weeks) @ INTERNAL ASSESSMENT STUDENT CENTRED ACTIVITIES(LIBRARY STUDIES,GUIDANCE AND COUNSELLING,SEMINAR,SELF LEARNING ETC) HOURS PER WEEK : 4 HRS TOTAL MARKS: 1150 ABBREVIATIONS: TH-THEORY,PR-PRACTICAL, ,OR-ORAL,TW-TERMWORK, SW-SESSIONAL WORK										

- 1) THEORY AND PRACTICAL PERIODS OF 60 MINUTES EACH.
- 2) TWO CLASS TEST TO BE CONDUCTED FOR SESSIONALS AS PER FORMAT.
- 3) @ INDICATES -PROGRESSIVE EVALUATION IS TO BE DONE BY SUBJECT TEACHER AS PER THE REVISED CIAAN NORMS 2004.
- 4) # INDICATES - PRACTICAL, ORAL AND TERM WORK ASSESSMENT IS TO BE DONE BY EXTERNAL
- 5) ALL SUBJECTS EXCLUDING SESSIONAL WORK HAVE MINIMUM PASSING OF 40%.
- 6) PROPORTION OF MARKS BY EXTERNAL EXAMINER AND INTERNAL EXAMINER AS PER CIAAN NORMS.

MAHARASHTRA STATE BOARD OF TECHNICAL EDUCATION, MUMBAI										
TEACHING AND EXAMINATION SCHEME FOR DIPLOMA COURSES.										
COURSE NAME : DIPLOMA IN HOTEL OPERATION										
COURSE CODE : HO										
DURATION OF COURSE : ONE & HALF YEAR										
YEAR / SEMESTER : SECOND YEAR (A) (Implementation Year 2006 - 2007)										
FULL TIME / PART TIME : FULL TIME										
SR. NO.	SUBJECT TITLE	SUBJECT CODE	TEACHING SCHEME		EXAMINATION SCHEME & MAXIMUM MARKS					
			TH	PR	PAPER HRS	TH	PR	OR	TW	SW
2.1	Industrial Training	-	-	-	-	-	-	@100	-	-
	TOTAL		-	-	-	-	-	100	-	-

Total Weeks : **22.**

Total Marks : **100**

Abbreviations : TH-Theory, PR-Practical, OR-Oral, TW-Term Work, SW-Sessional Work
Practicals, Orals and Term Work to be assessed by external and internal as per A 96.

1.1 Subject Title : COMMUNICATION SKILLS (6916)

- Year : FIRST YEAR
- Teaching and Examination Scheme :

TEACHING SCHEME		EXAM SCHEME & MAXIMUM MARKS					
TOTAL THEORY HOURS	TOTAL PRACTICAL HOURS	PAPER HRS.	TH	PR	OR	TW	SW
2	2	3	100	-	-	@50	50

Rational :

This subject will give the students a basis to improve their Communication Skills with the guest and their confidence.

Objective :

To introduce students with the process of communication so that they can identify conditions favorable to effective communication and to teach them basic and applied language skills useful for the study of technical subjects as well as communication, with a particular emphasis on writing and oral presentation skills, which are capabilities needed for professional careers.

DETAILED CONTENTS		Marks	Hours
	UNIT – I		
CHAPTER-1	THE COMMUNICATION PROCESS 1.1 The concept of communication :an introduction 1.2 The elements of communication (sender, receiver, message, medium, encoding, decoding & feedback) 1.3 Importance of effective communication: (in every field)	10	6
CHAPTER-2	CHANNELS OF COMMUNICATION 2.1 Internal & External communication : Formal & Informal channels 2.2 Formal channels of communication (Horizontal, Vertical, Upward & Downward communication) 2.3 Informal channel of communication – Grapevine	10	12
CHAPTER-3	NON VERBAL & VISUAL COMMUNICATION 3.1 Definition of nonverbal communication 3.2 Types of non-verbal communication (Facial, expression, Gestures, Body language, Kinesics, Phonemic & Physical appearance.) 3.3 Visual communication (signs, signals, graphs,	10	8

DETAILED CONTENTS		Marks	Hours
	charts, maps, colour & posters)		
CHAPTER- 4	BARRIERS OF COMMUNICATION 4.1 Types of barriers – Physical, Mechanical, semantic, cultural, psychological 4.2 Ways of overcoming barriers of communication.	10	6
	UNIT – II		
CHAPTER- 5	LANGUAGE IN LETTER WRITING 5.1 Principles of letter writing, commercial jargon, correct spelling, correct word order & Four C's of commercial correspondence. 5.2 Parts of a letter	10	10
CHAPTER- 6	LETTERS a) Job application letter, bio data, Resume b) Inquiry letter (eg for rooms) reply to enquiry letter c) Response to guest complaints d) Order letter & quotation letters e) Claim & adjustment f) Credit & collection letter g) Sales letter & circular h) Notice & Memorandum	20	14
CHAPTER- 7	COMPREHENSION & SUMMARIZATION 7.1 Structure of a report : Individual & committee (short & long report) 7.2 Types of report : Investigative, Progressive, & feasibility reports.	15	8
CHAPTER- 8	COMPREHENSION & SUMMARIZATION 8.1 Comprehension passages related to specific fields 8.2 Precis writing & summarization	15	8
	Total	100	72

PRACTICAL

(UNIT – III)

DETAILED CONTENTS	
1	ORAL COMMUNICATION 9.1 Spoken or conversational English [Stress on Telephone Conversation } 9.2 Dialogue writing for specific occasions 9.3 International Phonetic script 9.4 Presenting oral message in the form of debates, group discussions, Individual and group presentations, preparing for interviews, role-playing

REFERENCE :

Sr. No.	Author	Title	Year Of Publication	Place Of Publication & Publisher
1)	Doctor & Doctor	Business Communication	-	-
2)	R.C. Sharma & Krishna Mohan	Business Correspondence & Report writing	-	-

1.2 Subject Title : FOOD PRODUCTION PRINCIPLES (6917)

• **Year : FIRST YEAR**

• **Teaching and Examination Scheme :**

TEACHING SCHEME		EXAM SCHEME & MAXIMUM MARKS					
TOTAL THEORY HOURS	TOTAL PRACTICAL HOURS	PAPER HRS.	TH	PR	OR	TW	SW
2	8	3	100	#100	-	-	50

Rational :

This subject is designed to help student have basic knowledge of Indian continental cooking.

OBJECTIVE : -

The subject will develop basic awareness of the technical skills required in the food production department. It also gives a comprehensive insight into the commodities required, their characteristics, uses and handling procedures. This shall help students to produce the varieties of dishes suitable for the various establishments. They should also develop the right attitude, good work habits, right cooking techniques, use of correct tools and equipments to prevent nutritional and material loss, wastage and damage.

DETAILED CONTENTS		Marks	Hours
CHAPTER- 1	INTRODUCTION TO COOKERY a) History of Cookery b) Attitude & behaviour in the Kitchen c) Kitchen Uniforms d) Safety Procedures for Handling Equipments	4	2
CHAPTER- 2	KITCHEN STAFFING a) Classical Brigade b) Kitchen Staffing in Various Category Hotels c) Duties & Responsibilities of Executive Chef and Various chefs d) Inter-departmental Co- ordination	5	3
CHAPTER- 3	KITCHEN HAND TOOLS a) Tools & Utensils used in the kitchen. b) Different Types of Fuel Used in Kitchen, Advantages & Disadvantages	4	2
CHAPTER- 4	AIMS & OBJECTIVES OF COOKING FOOD a) Aims and Objectives of Cooking food b) Classification of Raw materials according to their	5	4

DETAILED CONTENTS		Marks	Hours
	Functions c) Various Textures		
CHAPTER-5	METHODS OF COOKING FOOD a) Preparation of Ingredients b) Methods of Mixing Foods, Methods of Cooking Food-Roasting, Baking, Boiling, Smoking, Grilling, Broiling, Microwave, Frying & Poaching.	8	7
CHAPTER-6	CULINARY TERMS a) Explanation of Western Culinary Ternary Terms with Examples. (Refer Modern Cookery – For Teaching & The Trade By Thangam E. Philip)	5	-
CHAPTER-7	VEGETABLES & FRUITS a) Introduction & Classification b) Cuts of Vegetables	3	2
CHAPTER-8	EGG COOKERY a) Methods of Cooking & Uses of Eggs in Cookery	3	2
CHAPTER-9	FISH MONGERY a) Introduction to Fish Mongery, Classification of Fish with examples b) Selection of Fish., Shellfish, cuts of Fish. c) Cooking of Fish d) Local names of Fish / 10 Local names of Shellfish	3	3
CHAPTER-10	MEAT & POULTRY a) Introduction to Meat Cookery b) Cuts of Lamb / Mutton / Beef / Pork, Selection & Uses of its Cuts, and its approximate weights c) Cuts of Poultry, Selection & Uses of cuts	5	6
CHAPTER-11	MENU PLANNING a) Types of Menus (Specialty Menus) b) Menu Planning Principles	5	4
CHAPTER-12	PKORTION CONTROL a) What is portion control? b) Standard portion sizes c) Necessity for portion control d) Standardized Recipes	5	4

DETAILED CONTENTS			Marks	Hours
CHAPTER-13	SROCKS a) Definition of Stock, Classification Preparation of Stock, Recipes of 1 liter of various Stocks, (Fond Blanc, Estouffade, Fumet de Poisson, Vegetable Stock) b) Storage. Uses, Care and the Seven Rules of Stock Making		5	4
CHAPTER-14	SOUPS Classification of Soups with example		10	8
Cream Soups		Puree Soups	Veloute	
Crème de tomate Crème de celery Crème de champignon Crème de concombre Crème de epinard		Puree de carottes Puree de lentilles Puree de tomate Puree de pois frais Puree de dubarry	Veloute aux concmbres Veloute dame blache Veloute marie louis Veloute d' artois Veloute marie stuart	
Chowder		Consomme	National Soups	
Cabbage chowder Prawn chowder Chicken chowder Crab chowder Oyster chowder		Consomme Juleinne Consomme Celestine Consomme Royle Consomme Brunoise Consomme Florentine	Mulligatwany Gazpacho Soup Potage Minestrone Soup Cock-a-Leekie Soup Vichyssoise Soup	
	a) Consomme (Recipe of 1 litre), Garnishes & Accompaniments for Soups-Alexandra / Profitrole / Madrelaine / Clairmont / Marcelon)			
CHAPTER-15	SACUES a) Classification of sauces / Composition b) Functions of Sauces c) Recipes of Mother Sauces (1 Litre) d) Derivatives (Any 05)		12	8
Bechamel Sauce		Veloute Sauce	Espagnole Sauce	Tomato Sauce
Mornay Cream Parsley Mustard Onion Soubise Cardinal		Allemande Supreme Mushroom Hongroise Ivory Aurore Caper	Demi -glaze Madeira Nancy Chasseur Robery Bordelaise Devil	Barbecue Italienne Portugaise Provençal Bretonne Milanaise Chaufroid
CHAPTER-16	RICE , VEEALES, PULESE & SPROUTS a) Introduction, classification, Identification & Varieties of Rice. b) Sprouts: - Definition, Methods of Making Sprouts & Its Uses.		3	2

DETAILED CONTENTS		Marks	Hours
CHAPTER-17	MILK & CHEESE a) Introduction b) Classification & Types of Milk & Cheese c) Uses of Milk and Cheese in Cookery	5	4
CHAPTER-18	HERBS a) Classification	2	2
CHAPTER-19	INDIAN SPIES & MASALS a) Introduction to Indian Food b) Spices used in Indian Cookery c) Blending of spices & concept of 'masala' d) Different masalas used in Indian Cookery ? Wet masalas ? Dry masalas e) Basic gravies –Veg, Makhani, White f) Types and role of thickening agents in Indian cuisine.	8	5
Total		100	72

FOOD PRODUCTION PRINCIPLES (PRACTICAL)

INTRODUCTION TO COOKERY

DOMONSTRATION CLASSES & SIMPLE APPLICATION BY STUDENTS

A) BASIC WESTERN CUISINE

DETAILED CONTENTS	
1	IDENTIFICATION OF VEGETABLES:- a) Varieties of vegetables b) Classification c) Cuts of vegetable: Juillienne, Jardiniere, Mignoette, Dices, Cubes, Macedoine, Paysanne, Lozenge, Shreds, Concasse. d) Blanching of Tomato, Capsicum e) Methods of cooking vegetables, Boiling (potatoes, beans, cauliflower), Frying (aubergines, potatoes), Steaming-Cabbage, Baking – potatoes, Braising – onions, leeks, cabbage.
2	PREPARATION OF STOCKS:- a) Demonstration + Preparation of white stock, Fish stock
3	PREPARATION OF SAUCES:- a) Demonstration + Preparation of basic mother sauces & 2 -3 derivatives of each. b) Demonstration (+cheese sauce, mornay, mustard sauce, parsely sauce)

DETAILED CONTENTS	
	c) Espagnole (+ Creole, Itallienne, Piquante) d) Veloute (+ supreme, Allemande, Normande) e) Hollandaise (+ patoise, bearnaise) f) Mayonnaise (+ tartare, cocktail)
4	PREPARATION OF SOUPS:- a) Classification of soups b) Preparation of basic soups c) Consommé (royale, camen, Claremont, ambassadrice) d) Cream (tomato, spinach, vegetable) e) Puree (lentils, peas, carrots) f) Cut vegetable (scotch broth, minestrone) g) Veloute (crème volaille princesse, veloute dame blanc / marjolaine) h) National soups (mulugutwanny, French onion, ox-tail) i) Bisque (prawn , shrimp)
5	EGG COOKERY:- a) Preparation of varieties of egg dishes. b) Boiled (soft & hard) c) Fried (sunny side up, double fried) d) Poached e) Scrambled f) Omelettes (plain, stuffed)
6	IDENTIFICATION & PREPARATION OF FISH :- a) Identification & classification of fish such as flat fish (pomfret, black pomfret, sole) b) Round fish (surmai, rawas, mackerel) c) Shell fish (clams, mussels, shrimps, crabs , lobster) d) Cephalopods (squid, cuttle fish) e) Cuts of fish such as fillet, darne, troncon, paupiette, goujon f) Preparation of simple fish dishes such as <ul style="list-style-type: none"> • Saumon grille • Pomfret muniere • Sole mornay • Fish only • Fish Colbert • Pomfret veronique
7	IDENTIFICATION & PREPARATION OF POULTRY:- a) Cuts of poultry b) Preparation & jointing of chicken for sautés & curries c) Preparation of simple dishes such as <ul style="list-style-type: none"> • Poulet roti a l' anglaise • Poulet grille diable • Poulet sauté chasseur • Chicken curry
8	IDENTIFICATION & PREPARATION OF MEAT:- a) Identification of various cuts b) Carcass demonstration of lamb & pork c) Preparation of basic cuts such as

DETAILED CONTENTS	
	<ul style="list-style-type: none"> • Lamb & pork chops • Tournadoes, fillet steak, chateaubriand & escalope • Roast leg of lamb
B)	BASIC INDIAN CUISINE
1	RICE, CEREALS & PULSES:- <ol style="list-style-type: none"> a) Identification of varieties of rice cereals, pulses & breakfast cereals. b) Preparation of simple preparation such as <ul style="list-style-type: none"> • Boiled rice (draining & absorption method) • Fried rice • Simple and various dal preparation • Wheat products like Chappaties, Parathas, Phulkas, Poories.
2	INDIAN GRAVIES:- <ol style="list-style-type: none"> a) Preparation of basic Indian gravies-white, makhni, veg gravy & Tandoori marination b) Preparation of these & incorporation of simple dishes such as Vindaloo, Khorma, Tikka, Safed Mas, Navrattan Khorma
	Total

INDIVIDUAL STUDENT PRACTICAL

Practical classes to incorporate menus both one Indian & one Continental (each week) of following dishes. Each institute to formulate their combinations.

DETAILED CONTENTS	
1	SOUP Cream – vegetable, spinach, tomato, green peas Consomme with garnishes, like royale, Carmen, madrilène, Claremont, celestine Bisque – shrimp, crab National soups / French onion, Vichycoise, Cabbage chowders.
2	FISH Fish orly, Colbert, Meuniere, Poached Fish, Grilled Fish, Baked Fish as Florentine, Mornay, Portugaise
3	ENTREES Lamb stew, Hot pots, Hamburgers, Shepherds pie, Scotch eggs, Grilled steaks & lamb / Pork chops. Casseroles, Roast chicken / Leg of lamb / Beef.
4	POTATO All basic preparations such as boiled (turned, baked, roast, French fries, layonnaise, sauté, mashed / creamed, parsely / parisienne.
5	VEGETABLE Boiled vegetables : cauliflower, beans, green peas etc Glazed / sautéed vegetables: carrots, turnips, mushrooms, etc

DETAILED CONTENTS		
	Other : ratatouille, vegetable provencale etc	
6	SALADS Basic simple salads & dressings	
	Cole Slaw	Salade Nicoise
	Russian salad	Beetroot salad
	Potato salad	Fruit salad
	Carrot & Celery	Waldorf salad
7	COLD SWEETS Honeycomb Mould, Butterscotch Sponge, Coffee Mousse, Lemon Sponge, Trifle, Chocolate Mousse, Lemon Souffle, Bavarois,	
8	SANDWICHES Different types of sandwiches– Plain, Club, Toasted & Grilled.	
9	HOT SWEETS Bread & Butter Pudding, caramel Custard, Albert pudding, Christmas pudding	
10	INDIAN SWEETS Gajar Halwa, Gulab Jamun	
11	INDIAN SNACKS Dhokla, Uppama, Samosas,	
12	INDIAN RICE Dishes such as Jeera Pulao, Vegetable Pulao, Lime Rice, Aloo Gobi ki Tehari, Khichadi	
13	INDIAN BREADS Chappaties, Pooris, parathas	
14	INDIAN MEAT / CHICKEN DISHES Korma, Baffat, Safed mas, shahjehani, Jal Frazie, Mutton Rogan Josh, Tandoori Chicken.	
15	VEGETABLE PREPARATION Salads, Raitas, Foogath, Thoran, Bhajees, Bhujjia, kachumbers, Dahi Wads, Preparation of Paneer.	
16	INDIAN GRAYES Dishes using various Indian gravies should be included	

REFERENCE : -

Sr. No.	Author	Title	Year Of Publication	Place Of Publication & Publisher
1)	Philip E. Thangam	Modern Cookery (Vol. I) – For Teaching & Trade	-	-
2)	-	The Cookery Year	-	Readers Digest Association Ltd
3)	-	The Complete Guide to the Art of Modern Cookery	Art of Garde Hanger (IV Edition)	Escoffier
4)	Federic H. Semerschmid & John F. Nicolas	Professional Chef's	-	-
5)	-	Professional Cooking Wayne Gisslen	-	-
6)	Digvihay Singh	Cooking Delights of the Maharajas	-	-
7)	Jane Grigson	The Book of Ingredients	-	-

1.3 Subject Title : BAKERY (6918)

- Year : FIRST YEAR
- Teaching and Examination Scheme :

TEACHING SCHEME		EXAM SCHEME & MAXIMUM MARKS					
TOTAL THEORY HOURS	TOTAL PRACTICAL HOURS	PAPER HRS.	TH	PR	OR	TW	SW
1	4	2	50	#50	-	-	50

Rational :

To help the students have above the basic ingredients used in bakery and some important bakery products.

OBJECTIVE :

The student will develop knowledge and skills in the preparation and storage of Bakery and Confectionery items, and also acquire knowledge of commodities used in bakery / confectionery. The processing they have undergone, their selection, composition, functions, reaction to heat / baking.

They will know the principles of cake making, fermented goods, pastries, cookies etc. and their storage. They will gain knowledge of methods of repairing a wide range of icings, they will develop ability to assess the characteristics of good quality baked goods, identify common faults and be able to take correction actions, will know the principles involved in balancing formulas.

DETAILED CONTENTS		Marks	Hours
CHAPTER-1	FLOUR a) Structure of wheat b) Types of wheat c) Types of flour d) Processing of wheat-flour e) Uses of flour in food production/ selection f) Nutritive value g) Cooking of flour (starch)	4	4
CHAPTER-2	SUGAR a) Importance of sugar b) Types of sugar c) Uses of sugar	2	2
CHAPTER-3	SHORTENINGS (FATS & OIL) a) Fats & Oil – Types, varieties, saturated,	4	2

DETAILED CONTENTS		Marks	Hours
	unsaturated, their advantages and disadvantages. b) Role of shortening c) Varieties of shortenings d) Advantages & Disadvantages of using different shortenings		
CHAPTER- 4	RAISING AGENTS a) Classification of raising agent b) Role of raising agents c) Action and reactions	4	2
CHAPTER- 5	BREADS a) Principles of Bread Making b) Simple Yeast Breads c) Role of each ingredient in bread making d) Baking temperature and its importance e) Bread faults and its remedies	4	4
CHAPTER- 6	PASTRY a) Classification b) Short Crust, Sweet paste c) Laminated – Flaky, Puff, Rough Puff, Danish d) Hot Boiled Paste – Choux Paste e) Differences f) Uses of each pastry g) Care to be taken while preparing pastry h) Role of each ingredient i) Temperature of baking pastry	12	6
CHAPTER- 7	CAKES a) Principles of recipe balancing in cake making and bakery b) Different methods of cake making c) Cake making faults and its remedies	3	4
CHAPTER- 8	ICINGS AND TOPPINGS a) Varieties and Uses of Icings b) Difference between icings and Toppings	2	2
CHAPTER- 9	MERINGUES a) Making of meringues b) Factors affecting stability c) Cooking of meringues d) Types and uses of meringues	2	1
CHAPTER- 10	CHOCOLATE a) Introduction b) Production of cocoa c) Cocoa producing countries – special reference to regions in India d) Manufacture of chocolates	5	2

DETAILED CONTENTS		Marks	Hours
	e) Types of chocolates f) Tempering of chocolates		
CHAPTER-11	FRONEN DESSERTS a) Types and Classification of Frozen Desserts	2	1
CHAPTER-12	MATERIALS & MIXTURES USED IN BAKERY & CONFECTIONERY a) Jams, Jellies, Creams, Custards, Gelatin, Agar Agar, Isinglass, Sodium Alginate, Pectin, Gums, Dextrin etc. b) Improvers, Stabilisers, Additives & Preservatives	4	2
CHAPTER-13	ELEMENTARY KNOWLEDGE OF OVENS a) Types of ovens b) Construction of various types of ovens.	2	1
CHAPTER-14	SETTING UP A SMALL SCALE BAKERY (assignment) a) Feasibility b) Layout c) Equipment d) Production	-	3
Total		50	36

PRACICALS

DETAILED CONTENTS	
1	BREAD MAKING : a) Demonstration + preparation of simple and enriched bread b) Bread loaf (white & brown) c) Bread rolls (various shapes) d) French bread e) Brioche
2	SIMPLE CAKES : a) Demonstration + preparation of simple cake recipes b) Sponge, Genoise, Fatless, Swiss Roll Muffins c) Fruit Cakes d) Rich Cakes, Dundee, Madeira e) Gateaux – Variations - Black Forests, Truffle, Dutch, Pineapple Gateau, Ganache, Strawberry Gateau
3	PASTRY : a) Demonstration & preparation of dishes using varieties of pastry b) Short Crust – Jam Tarts, Turnovers c) Laminated – Palmiers, Khara Biscuits, Danish Pastry, Cream horns d) Choux Paste – Eclairs, Profiteroles

DETAILED CONTENTS	
	e) Puff pastry – vegetable and meat patties
4	SIMPLE COOKIES : a) Demonstration & preparation of simple cookies like Nankhatai, Golden Goodies, Melting Moments, Swiss Tarts, Tri Colour Biscuits, Chocolate Chip Cookie, Chocolate Cream Fingers, Bachelor Buttons, Macroons.

REFERENCE :

Sr. No.	Author	Title	Year Of Publication	Place Of Publication & Publisher
1)	Wayne Gisslen	Professional Baking	-	-
2)	A.R. Daniel	Bakery Materials & Methods	-	-
3)	Sophie Hale	Ice Cream	-	-
4)	Hamlyn	Pizza Toppings	-	-
5)	Handship, Carole	Cake Icing & Decorating	-	-
6)	Thangam E. Philip	Modern Cookery Vol I & Vol II	-	-
7)	Joseph Amendola, Donald Lundberg	Understanding Baking	-	-
8)	Eric Treuille & Ursula Ferrigro	Bread	-	-
9)	L.G. Nicolletto & J. Dinsdall	Basic pastry Work Techniques	-	-
10)	Carole Handship	Cake Icing & Decorating	-	-

1.4 Subject Title : FOOD AND BEVERAGE SERVICE (6919)

- Year : FIRST YEAR
- Teaching and Examination Scheme :

TEACHING SCHEME		EXAM SCHEME & MAXIMUM MARKS					
TOTAL THEORY HOURS	TOTAL PRACTICAL HOURS	PAPER HRS.	TH	PR	OR	TW	SW
3	3	3	100	#100	-	-	50

Rational :

To teach the students laying of covers and basic technique of Food and Beverage Service.

Objectives :

To develop a comprehensive knowledge & understanding of Food & Beverage Service in the Hotel & Catering industry. It also aim to enable the students to acquire professional competence for Food & Beverage Service & its related activities.

DETAILED CONTENTS		Marks	Hours
CHAPTER-1	INTRODUCTION TO THE HOSPITALITY INDUSTRY Theory:- 1.1 A brief description of Hotel & Catering Industry 1.2 Classification of Food & Beverage Operations a) Commercial / Residential / Non-Residential b) Welfare : Industrial / Institutional / Transport(Air, Road, Rail, Sea) 1.3 Various type of service outlet (Coffee shop, specialty Restaurant, Restaurant, Snack Bar / Counter, Room Service, Dispense Bars). 1.4 Basic layout of a restaurant.	3	5
CHAPTER-2	DEPARTMENTAL ORGANIZATION & STAFFING Theory :- 2.1 Staff organization of various F& B Department in different outlets 2.2 Duties & Responsibilities of Staff 2.3 Staff etiquette & attributes of a good waiter Practice :- Profile, Dress codes, & Attributes of a waiter	4	4
CHAPTER-3	ESSENTIAL EQUIPMENT IN FOOD & BEVERAGE SERVICE	2	8

DETAILED CONTENTS		Marks	Hours
	Theory:- Familiarization & Classification of Equipment. 3.1 Furniture 3.2 Glassware 3.3 Table ware (chinaware, cutlery, & Hollow -ware) 3.4 Other Equipments various types of trolleys 3.5 Inventory controls of equipment & non consumable items. Practice :- Introduction to Equipments & Infrastructure. Glassware, Crockery, Cutlery, Ancillary Installations.		
CHAPTER-4	AUXILIARY AREAS OF THE FOOD & BEVERAGE DEPARTMENT & THEIR IMPORTANCE Theory:- 4.1 Pantry / Still room & activities eg. Tea, Coffee. 4.2 Stores 4.3 Linen Room 4.4 Kitchen Stewarding 4.5 Silver Room 4.6 Inter department co-ordination with F & B department	4	3
CHAPTER-5	THE MENU Theory :- 5.1 Origin of Menu 5.2 Types of Menu (A la Carte & Table d' Hotel) 5.3 Principles of Menu Planning 5.4 Menu Compilation (4 to 5 courses) Including Indian Menu) 5.5 13 Course French Menu 5.6 Cover & Accompaniments Practice :-1) Menu Planning (Planning & compilation 4 to 5 courses of menu) 2) Handling the Tray with Weight	10	8
CHAPTER-6	RESTAURANT SETUP PRIOR TO SERVICE & TYPES OF SERVICES. Theory:- 6.1 Mise-en-pl 6.2 Mise-en-scene 6.3 Silver / Russian Service 6.4 French Service 6.5 Buffet Service 6.6 American Service 6.7 Room Service 6.8 Counter Service Practice :-1) Table Setup a) Laying & Relaying of Table cloth & cover b) Laying and A' la Carte Cover c) Laying a Table d' hotel cover d) Water service e) Service of Non-Alcoholic Beverages f) Course wise service of food g) Preplated service, Buffet set up / Course wise	6	10

DETAILED CONTENTS		Marks	Hours
	clearance of dishes from the table. h) Different methods of clearnce i) Crumbing of the Table j) Clearnace of soiled / Dirty Ashtrays		
CHAPTER-7	BREAKFAST SERVICE Theory :- 7.1 Definition & Types – English, Continental, American, Indian, Buffet 7.2 Brunch 7.3 Complilation of Each Menu Practice :- 1) Breakfast Service 2) Service Continental B/F 3) Service of English B/F 4) Diff. Breakfast Tray Setups	2	4
CHAPTER-8	TEA SERVICE Theory :- 8.1 Afternoon tea & High tea 8.2 Sandwiches, Types of Sandwiches & Service Practice :- 1) Procedures for Tea Service 2) Service of Afternoon tea 3) Service of High tea.	2	2
CHAPTER-9	CHEESE & SAVOURIES Theory :- 9.1 Types :- Hard, Semi Hard, Soft, Cream 9.2 Country of origin 9.3 Service & accompaniments 9.4 Savories types & Service	3	6
CHAPTER-10	NON ALCOHOLIC BEVERAGES Theory :- 10.1 Classification Chart of Non-Alcoholic drink 10.2 Stimulation – Tea, Coffee, & Cocoa 10.3 Nourishing – Health Drinks 10.4 Refreshing juices, squashes, Crushes and syrups 10.5 Minerals water & Carbonated drinks 10.6 Popular brand & Service of all above	4	6
CHAPTER-11	ALCOHOLIC BEVERAGES Theory :- 11.1 Classification 11.2 Alcoholic strengths of beverages, proof 11.3 Parts of Bar top, back and under.	6	4
CHAPTER-12	WINES Theory :- 12.1 Wines, Definition, Flowchart, Making of wines in	10	10

DETAILED CONTENTS		Marks	Hours
	<p>general</p> <p>12.2 Types of wines, classification</p> <p>12.3 Service of white, Red, & Sparkling wines.</p> <p>12.4 Matching Wines with food</p> <p>12.5 Wine producing countries & popular brands with labels.</p> <p>Practice :-</p> <p>1) Service of Red, White & Sparking wines – Presenting the Bottle, removing the cork & its service.</p>		
CHAPTER -13	<p>SPIRITS</p> <p>Theory :-</p> <p>13.1 Brief description about spirits (scotch, Irish, American)</p> <p>13.2 Whiskey</p> <p>13.3 Rum</p> <p>13.4 Brandy</p> <p>13.5 Gin</p> <p>13.6 Vodka</p> <p>13.7 Brand names – International, Indian</p> <p>Practice :-</p> <p>a) Service of spirits – Whisky, Rum, Vodka, Gin, Brandy etc.</p>	10	10
CHAPTER -14	<p>BEER</p> <p>Theory :-</p> <p>14.1 Types of beers</p> <p>14.2 Service & Trade Names</p> <p>Practice :- Beer Service</p>	6	2
CHAPTER -15	<p>LIOUEURS & APERITIF</p> <p>Theory :-</p> <p>15.1 Basic knowledge of Liqueurs & Aperitifs Chart of name of liquor, base base flavour / colour country of origin</p> <p>15.2 Service & brands of Liqueurs & Aperitifs</p> <p>COCKTAILS :- Intro, define, methods of making and rules</p>	6	4
CHAPTER -16	<p>COCKTAILS & MOCKTAILS</p> <p>Theory :-</p> <p>16.1 Definition & introduction</p> <p>16.2 Methods & rules of cocktail making</p> <p>16.3 Recipes of popular cocktails</p> <p>16.4 Recipes of popular mocktails</p> <p>Practice :- a) Demonstration of a) Stirred, b) Shaken c) Built up Cocktails b) Demonstration of 03 mocktails</p>	8	8
CHAPTER -17	<p>SYSTEM OF ORDER TAKING</p> <p>Theory :-</p> <p>17.1 Kitchen order Ticket</p>	5	6

DETAILED CONTENTS		Marks	Hours
	17.2 Bar order Ticket Practice :- 1) Taking guest order 2) Handling guest complaints & Grievances		
CHAPTER-18	METHODS OF BILLING & PAYMENTS Theory :- 18.1 Cash 18.2 Credit 18.3 Account 18.4 NCR / ECR Practice :- 1) Billing Procedure	2	1
CHAPTER-19	BANQUETING Types of Banquets :- Banquet res. Diary, function prospects, Head counting, Banquet layouts and setup. Parts of Bar	7	7
Total		100	108

REFERENCE :

	Author	Title	Edition	Year of Publication	Publisher and Address
	Books				
1.	Dennis Lillicrap, John Cousins Robert Smith	Food and Beverage Service	5 th edition	1998	Hodder and Stoughton Educational, 338 Euston Road, London
2.	Peter Howard, Jeffery Puckeridge	The Professional Waiter	3 rd edition	1999	Hospitality Books (ACN 003183882) P O Box 3007, Putney NSW, Australia 2112
3.	Sylvia Meyer, Edy Schmid, Christel Spiihleer	Professional Table Service	2 nd edition	1998	Verlag Schureizer Write Verband, Zurich, Switzerland
4.	Ecole Technique, Hoteliere Tsuji	Professional Restaurant Service	--	--	Kahakura Sobo Publishing Co. Ltd., Japan
5.	Brian Varghese	Professional Food and Beverage Service Management	1 st edition	1999	Rajiv Beri for Macmillan India Ltd., 315/316 Raheja Chambers, 12 Museum Road, Bangalore-560 001.
6.	Sudhir Andrews	Food and Beverage Service	--	--	--

1.5 Subject Title : ACCOMMODATION OPERATIONS (6920)

- Year : FIRST YEAR
- Teaching and Examination Scheme :

TEACHING SCHEME		EXAM SCHEME & MAXIMUM MARKS					
TOTAL THEORY HOURS	TOTAL PRACTICAL HOURS	PAPER HRS.	TH	PR	OR	TW	SW
2	3	3	100	#100	-	-	50

Rational :

An overall view of Front Office Operations & House-keeping.

Objectives :

To establish the importance of Accommodation Operation & its role in the hospitality industry. It helps the students to acquire basic knowledge & skills necessary to industry required standards in this area.

SECTION – I (FRONT OFFECE)

DETAILED CONTENTS		Marks	Hours
CHAPTER-1	INTRODUCTION TO HOSPITALITY INDUSTRY Evolution of Hospitality Industry, Western & Indian Classification of Hotels Departmental Classification of Hotels & functions of different department Organization of Hotel (Large, Medium & Small)	6	3
CHAPTER-2	INTRODUCTION TO FRONT OFFECE & HOUSEKEEPING Organization of Front Office Department Duties & responsibilities of FO staff Personality Traits of Hotel Staff Personal Grooming & Hygiene PRACTICAL Grooming Do & Don't of Front Office	3	2
CHAPTER-3	GUEST ROOMS Type & Facilities of rooms Brochures & Tariffs Different types of Room Rates	8	6

DETAILED CONTENTS		Marks	Hours
	Basis of charging tariffs, discounts Food Plan & Packages, Taxes PRACTICAL Collection & Study of Hotel Brochures & Tariff		
CHAPTER- 4	IMPORTANCE & FUNCTIONS OF BELL DESK & TELEPHONES PRACTICAL Telephone Manners (Dos & Don'ts) Screening of Calls Handling Different Types of Calls (In House, Out House, Incoming, Outgoing etc.)	6	3
CHAPTER- 5	THE GUEST CYCLE Pre-Arrival (Reservation) Arrival (Registration) Occupancy (Guest Stay) Departure (Check Out) PRACTICAL Handling reservation Registration & Allotment of Rooms Dealing with Mail & Message, Change of Room, Safe Custody Handling VIPs Preparation and Settlement of Bills & Checkout Handling Guest Complaints & Emergency Situations	16	8
CHAPTER- 6	PREPARATION AND SETTLEMENT OF GUEST BILL Modes of payment: cash/credit card/travel Vouchers/travellers' cheques. Handling credit cards. Handling Foreign Exchange Manual Billing System – Guest Folio, VIL Mechanical Billing – NCR Computerised Billing Procedure PRACTICAL Procedures for a guest checking out. Including preparation / presentation and settling of bills	6	8
CHAPTER- 7	NIGHT AUDIT	5	4

SECTION – II (HOUSEKEEPING)

DETAILED CONTENTS		Marks	Hours
CHAPTER- 1	INTRODUCTION OF HOUSEKEEPING Organization, importance & role of housekeeping Duties & responsibilities of Housekeeping staff Personality Traits of Hotel Staff Personal Grooming & Hygiene PRACTICAL Grooming Do & Don't of Housekeeping	3	2
CHAPTER- 2	CLEANING AGENTS & EQUIPEMENTS Classification of Cleaning Agents & Equipments Selection, use, care & storage Distribution & Control PRACTICAL Dusting Use of cleaning Agents & Equipments for various surfaces.	7	4
CHAPTER- 3	CLEANING METHODS IN HOUSEKEEPING FOR ROOMS & PUBLIC AREAS Routine or Daily Cleaning Periodical Cleaning Spring Cleaning Cleaning & Polishing of Common Surfaces Maid's Service Room PRACTICAL Bed Making Cleaning of Guest Room, Bathroom, Public Area Polishing Various Surfaces Spring Cleaning & Weekly Cleaning Arranging Maid's Trolley & Pantry Room Supplies & Room Linen, and their placement	6	8
CHAPTER- 4	LINEN ROOM & UNIFORM ROOM Activities, layout. Classification and selection Calculation of requirement. Control-procedures and records. Recycling of discarded linen. Hiring of Linen. PRACTICAL Folding & Procedures of Distribution and Inventory	6	6
CHAPTER- 5	LAUNDRY Flow process of a commercial laundry	8	6

DETAILED CONTENTS		Marks	Hours
	<p>Advantages and disadvantages of and Off-premises laundry. Dry-cleaning in brief. Guest Laundry / Valet service. Stain removal.</p> <p>PRACTICAL Laundering of various fabrics / Operating a washing machine / Hand washing of various fabrics like cotton Terri-cotton, line, polyester. Starching, stiffening, bluing, conditioning & ironing. Stain removal from fabrics, fibers & furniture. Patching, Hemming, Stitching, Darning, Button & Hooks.</p>		
CHAPTER- 6	<p>FABRICS AND FIBRES Types, uses and finishes of fabrics. Soft furnishings.</p> <p>PRACTICAL Prepare & identify different weaves.</p>	5	4
CHAPTER- 7	<p>FLOWER ARRANGEMENT Principles of flower arrangement. Styles of flower arrangement. Equipment's and materials used. Conditioning of plant.</p> <p>PRACTICAL The student may be asked to perform different types and styles of flower arrangements.</p>	6	4
CHAPTER- 8	<p>PEST CONTROL The identification of pests and their areas of infestation, Wet and dry rot, Wood bores, Termite, Cockroaches, Bed bugs, Rodents and Flying insects, etc. Preventive & Control measures in brief.</p> <p>PRACTICAL Pest Control in the Kitchen, Rooms and Restaurant.</p>	4	2
CHAPTER- 9	<p>COORDINATION WITH FO & RECORDS MAINTAINED IN HK</p> <p>PRACTICAL Filling up of various registers and records.</p>	5	2
Total		100	72

• **REFERENCES :**

	Authors	Titles	Edition	Year of Publication	Publishers & Address
	Books				
1	Stanley Thornes	Reception student guide	1st	Reprint-1994	S. Thornes ltd, Ellenborough house, Wellington St., Cheltenham.
2.	Peter Abbott & Sue Lewry	Front Office Procedures, Social Skills & Management	1st	1991	Butterworth Heinemann Ltd. Halley court, Jordanhill, Oxford.OX2 8EJ
3	Colin Dix & Chris Baird	Front Office Operations	Third	1998	Pitman Publication Ltd. Delhi.
4	Sudhir Andrews	Front Office Training Manual	14 th	1995	Tata McGraw Hill Publication Co. London
5	Dennis Foster	Rooms At the Inn Front Office Operations & Administration	1st	1992	Glencoe Division of Macmillan McGraw Hill Publication Co., London
6	Grage Paige & Jane Paige	The Hotel Receptionist	2 nd	1977	Cassell Education Ltd., Artillery Road, London SW1P 1RT
7	Paul B White & Helen Beckley	Hotel Reception	1st	1982	Edward Arnold Ltd., 41 Bedford Square, London: WC 1BDQ
8	Jerome J Vellen	Check In Check Out	3 rd	1980	WMC Brown Publishers Iowa.
9	Sue Baker, Pam Bready, Jeremy Huyton	Principles of Front Office Operations	1st	1994	Cassell Wellington House 125 Strand London: WC2R OBB
10	Bruce Braham	Hotel Front Office	3 rd	1988	Stanley Thornes Ltd, London
11	Michael L Kasevana & Richard Brooks	Managing Front Office Operations	3 rd	1991	Educational Institute of AHMA, Michigan-48826, USA
12	Brenda Piper	Fibres and Fabrics	2 nd	1981	Longman Group Ltd., Longman House, Harlow, Essex, CM20 2JE, ENGLAND

1.6 Subject Title : ACCOUNTS AND COSTING (6921)

- Year : FIRST YEAR
- Teaching and Examination Scheme :

TEACHING SCHEME		EXAM SCHEME & MAXIMUM MARKS					
TOTAL THEORY HOURS	TOTAL PRACTICAL HOURS	PAPER HRS.	TH	PR	OR	TW	SW
3	-	3	100	-	-	-	50

Rational :

Basic knowledge of accounts maintained in the Hospitality Industry and their use in day to day working.

Objectives :

The subject gives an in-depth knowledge of various books of records maintained in the Hotel industry. It helps the students is understand the day to day final transactions and its record keeping in Hotels.

DETAILED CONTENTS		Marks	Hours
CHAPTER-1	Introduction to Accounting <u>Theory Part:</u> 1.1 Nature, Importance 1.2 Objectives and Advantages of Accounting	4	2
CHAPTER-2	Double Entry Book-Keeping <u>Theory Part:</u> 2.1 Principles, Applications, Nature and Advantages. 2.2 Classifications of Accounts. 2.3 Rules of Debit and Credit.	4	4
CHAPTER-3	Recording Transaction in the Journal <u>Theory Part:</u> 3.1 Importance of Journal and Its Format 3.2 Journalising Simple, Compound Entries. 3.3 Narrations	8	12
CHAPTER-4	The Ledger <u>Theory Part:</u> 4.1 Classification & Importance of Ledger. 4.2 Posting Entries and Balancing Ledger Accounts	8	12
CHAPTER-5	Subsidiary Journal <u>Theory Part:</u> 5.1 Advantages of Subsidiary Books	16	16

DETAILED CONTENTS		Marks	Hours
	5.2 The Different Subsidiary Books- 5.2.1 Sales book, 5.2.2 Purchase book, 5.2.3 Return outward book, 5.2.4 Return inward book, 5.2.5 Cash book, 5.2.6 Journal Proper.		
CHAPTER -6	Bank Reconciliation Statement (BRS) Theory Part: 6.1 Purpose and Advantages of Preparing BRS. 6.2 Method and Form of Preparing BRS. 6.3 Types of accounts and cheques	8	8
CHAPTER -7	Trial Balance and Rectification of Errors Theory Part: 7.1 Importance, Purpose and Advantages. 7.2 Trial Balance. 7.3 Types of Errors. 7.4 Suspense Account	7	8
CHAPTER -8	Final Accounts of Small Hotels / Restaurants Theory Part: 8.1 Importance, Purpose and Need For Preparation Of Final Accounts 8.2 Exercises Covering The Following Adjustments: 8.3 Closing stock 8.4 Prepaid expenses 8.5 Outstanding expenses 8.6 Income receivable 8.7 Depreciation and amortisation 8.8 Bad debts and provision for bad debts	20	14
CHAPTER -9	Hospitality Costing Theory Part: 9.1 Elements of cost (material (food and /or beverage) 9.2 Labour & overhead Calculation of food & beverage costs & food & beverage percentages 9.3 Comparative (inter-firm & inter-year/month) & common size profit statements based on elements of cost. 9.4 Calculation of sales Mix percentage 9.5 Calculation of Cost of Food & beverages sold 9.6 Maximum Minimum order system and reorder & safety Levels. 9.7 Cost Volume Profit analysis (Breakeven analysis) including the concept & problems regarding contribution. 9.8 P/V (or C/S) ratio. 9.9 Break – Even point 9.10 Margin of safety & desired profit calculation problems. 9.11 The concept of fixed, variable and mixed costs must be taught as a prerequisite to this topic.	25	32
	Total	100	108

REFERENCE :

Author	Title	Edition	Year of Publication	Publishers Name & Address
Richard Kotas	Book Keeping in the Hotel & Catering Industry	1974	1965	International Text Book Company.
T. S. Grewal	Elements of Accounts			S. Chand & Co. Pitman Publishing.
Frank Woods	Business Accountancy	1994	1972	Addition & Wesley
Artbony	Elements of Accountancy			HKS Books International, 4074, Naisarak, Delhi 110 006.
G. S. Rawat & J. M. S. Negi	Elements of Hotel Accountancy			

1.7 Subject Title : CATERING SCIENCE AND HYGIENE (6922)

- Year : FIRST YEAR
- Teaching and Examination Scheme :

TEACHING SCHEME		EXAM SCHEME & MAXIMUM MARKS					
TOTAL THEORY HOURS	TOTAL PRACTICAL HOURS	PAPER HRS.	TH	PR	OR	TW	SW
2	-	2	50	-	-	-	50

Rational :

Awareness of personal Hygiene, importance of Nutrition & balance diet.

Objectives ;

The subjects objective is to develop basic awareness of maintenance of hygiene standard in the industry. It also helps taken is acquire knowledge of nutritional requirements of the Human being.

A) I – NUTRITION

DETAILED CONTENTS		Marks	Hours
<u>CHAPTER-1</u>	<u>B) INTRODUCTION TO NUTRIENTS</u> 1.1 DEFINE FOOD, NUTRIENTS, NUTRITION 1.2 FUNCTIONS OF FOOD 1.3 BASIC FOOD GROUPS 1.4 PLANNING OF BALANCED DIET, Calculation of Calories, Factors Affecting Daily Requirement of Calories	2	6
<u>CHAPTER-2</u>	<u>CARBO HYDRATES</u> 2.1 COMPOSITION, CLASSIFICATION, SOURCESS, FUNCTION, Gelatinization & Dextrinization of starch.	3	7
<u>CHAPTER-3</u>	<u>PROTEIN</u> 3.1 COMPOSITION, NUTRITIONAL CLASSIFICATION, SOURCES, FUNCTIONS	3	6
<u>CHAPTER-4</u>	<u>FATS</u> 4.1 COMPOSITION, SOURCES, FUNCTIONS, Differences between animal Food & Vegetable Oil, Rancidity of Fats (oxidative, hydrolytic & ketonic)	3	5
<u>CHAPTER-5</u>	<u>VITAMINS</u> 5.1 SOURCES, FUNCTIONS, FAT & WATER	4	6

DETAILED CONTENTS		Marks	Hours
	SOLUBLE (Vitamin A,D,E,K) B Complex Vitamins (Thiamine riboflavin, niacin, folic acid), Vitamin C.		
CHAPTER -6	<u>C) MINERALS</u> 6.1 SOURCES, FUNCTIONS (Calcium, Potassium, Iron, Sodium & Fluorine, Iodine)	3	4
CHAPTER -7	<u>WATER</u> 7.1 IMPORTANCE OF WATER AND DIETARY SOURCES	2	4
CHAPTER -8	<u>COLLOIDAL CHEMISTRY</u> 8.1 COLLOIDAL SYSTEM:- TYPES OF COLLOIDS IN FOOD, Food Examples of Sol., Gel, Emulsions & Foam EMULSIFYING AGENTS AND THEIR USE IN PREPARATION OF EMULSIONS. 8.2 Browning Reactions in food – causes, desirable & undesirable effects, food examples.	2	6
CHAPTER -9	<u>FOOD ADULTERATION</u> 9.1 FOOD STANDARDS IN INDIA 9.2 COMMON FOOD ADULTERANTS present in MILK, SUGAR, TURMERIC, CHILLI POWDER, TEA, COFFEE, SEMOLINA, FLOUR, GHEE, BUTTER, MARGARINE AND OIL.	2	6
CHAPTER -10	<u>FOOD ADDITIVES</u> 10.1 THICKENING, STABILIZING AND EMULSIFYING AGENTS.	2	2
CHAPTER -11	<u>FOOD PRESERVATION AND STORAGE</u> 11.1 CHEMICAL 11.2 IRRADIATION 11.3 LOW TEMPERATURE – REFRIGERATION & FREEZING 11.4 HIGH TEMPERATURE – PASTEURIZATION, CANNING, DEHYDRATION AND SMOKING 11.5 STORAGE, COLD STORAGE, TEMP. CONTROL, CORRECT USE OF REFRIGERATION FREEZER, FOR STORING FOOD STOCKS, ROTATION AND COOLING.	4	6
II - HYGIENE			
CHAPTER -12	ROLE OF HYGIENE IN CATERING INDUSTRY	6	2
CHAPTER -13	<u>PERSONAL HYGIENE FOR FOOD HANDLERS</u> 13.1 PERSONAL HYGIENE, ATTITUDE, CARE OF SKIN, HANDS AND FEET, FOOD HANDLERS, RIGHT CLOTHING, POSITIVE GOOD HEALTH, HABIT FORMATION.	4	2

DETAILED CONTENTS		Marks	Hours
CHAPTER-14	<p align="center"><u>HARMFUL EFFECTS OF MICRO-ORGANISM</u></p> <p>14.1 FOOD POISONING AND INFECTION</p> <p>14.2 CAUSATIVE FACTORS, PRECAUTIONS TO BE TAKEN BY FOOD HANDLERS</p>	6	6
CHAPTER-15	<p align="center"><u>HYGIENE IN FOOD PRODUCTION AND SERVICE AREA</u></p> <p>15.1 DISHWASHING METHODS-MANUAL AND MACHINE DISHWASHING, MERITS AND DEMERITS.</p> <p>15.2 PROTECTIVE DISPLAY OF FOOD.</p>	4	4
	Total	50	72

REFERENCES :

Author	Title	Edition	Year of Publication	Publishers & Address
Books				
1. M.Swaminathan	Hand book of Food & Nutrition.	Fifth	1999	The Bangalore Printing & Publishing Co. Ltd. P.B.No.1807 No.88, Mysore Road, Bangalore- 560018.
2. M.Swaminathan	Hand book of Food Science and Experimental Foods.	Second	1999	The Bangalore Printing & Publishing Co. Ltd. P.B.No.1807 No.88, Mysore Road, Bangalore- 560018.
3. W.C.Frazier D.D.Westhoff	Food Microbiology	Third	1991	Tata Mc Graw-Hill Publishing Co. Ltd. 4/12 Asaf Ali Road, New Delhi – 110002.
4. Shubhangini Joshi	Nutrition & Dietetics	First	1999	Tata Mc Graw-Hill Publishing Co. Ltd. 4/12 Asaf Ali Road, New Delhi – 110002.
J.A. Stretch & H.A. Southgate	The Science of Catering	Second	1986	Edwards Arnold.
5. Michael Colleer & Col in Sussams	Success in Principles Catering	Second	1988	---

1.8 Subject Title : COMPUTER APPLICATION

- Year : FIRST YEAR
- Teaching and Examination Scheme :

TEACHING SCHEME		EXAM SCHEME & MAXIMUM MARKS					
TOTAL THEORY HOURS	TOTAL PRACTICAL HOURS	PAPER HRS.	TH	PR	OR	TW	SW
-	1	-	-	-	-	@50	-

Rational :

Help use computers in day to day working and use information in prepaid of reports for management use.

Objectives :

To acquire computers knowledge pertaining to hospitality industry, should be able to utilize the it & understand data analysis regarding policy decisions of the hotel management.

DETAILED CONTENTS		Hours
CHAPTER-1	COMPUTER FUNDAMENTALS Overview to Computer System Types of Computer Hardware and Software Types of Software Operating System :DOS and Windows 98/2000 Application Software Representation of Data Components of a Computer – CPU, Memory Input and Output Devices- Keyboard, Mouse, Monitors, Printers Storage Devices – Types of storage Devices, magnetic Storage Devices Optical Storage Devices	4
CHAPTER-2	OPERATING SYSTEM WINDOWS 98/2000 Starting WINDOWS Exploring the Desktop The Start Button Moving and Sizing Windows Arranging Windows Shortcuts Shutting Down Windows Windows Tools My Computer	8

DETAILED CONTENTS		Hours
	Windows Explorer Copying Files Using Send To Creating, Renaming & Deleting folders Copying, Deleting, Moving & Renaming Files Fine files & Folders Word Pad Opening & saving File Editing Document & Formatting Text Previewing & printing document Recycle Bin Help	
CHAPTER-3	MS WORD Introduction to office Tools Introduction to Word Processing : Introduction to Microsoft Word Creating & Formatting a Document Auto Text, Auto complete & Auto Correct Grammer & spell Check Changing font Type sizes Inserting & Sizing a Document Opening & Saving a Document Printing & Previewing a Document Finding & Replacing Text Creating & Removing the Hyper Link Creating Reports & Table Template (Letter, Fax, Memo, Report)	10
CHAPTER-4	MICROSOFT EXCEL Introduction to Electronic Spread Sheet Introduction to Microsoft Excel Creating & Formatting a worksheet Inserting Data into Worksheet Entering Formulas and Functions Types of Charts Creating Charts Moving & Sizing Charts Copying a Chart Using Auto Fill Splitting Windows & freezing Panes Using Goal Seek	10
CHAPTER-5	ORDER PROCESSING <ul style="list-style-type: none"> • Making a new K.O.T. • Editing a K.O.T. • Deleting a K.O.T. • Printing / Re-printing a K.O.T. 	4
	Total	36

REFERENCE:

Author	Title	Year Of Publication	Place Of Publication & Publisher
O. Brien	Management Information Systems	4 th Edition	Tata McGraw-Hill & McGraw Hill International Editions
W. S. Jawadekar	Management Information Systems	-	Tata McGraw-Hill & McGraw Hill International Editions
MSBTE	Learning Material for MSCIT	MSBTE, 2000	

2.1 Subject Title : INDUSTRIAL TRAINING (6 Months)

• Teaching and Examination Scheme :

TEACHING SCHEME		EXAM SCHEME & MAXIMUM MARKS					
TOTAL THEORY HOURS	TOTAL PRACTICAL HOURS	PAPER HRS.	TH	PR	OR	TW	SW
-	-	-	-	-	@100	-	-

Rational :

To give students hands on training in the industry and an idea of the place of work. It also helps the student develop good contacts in the industry.

Objectives :

All trainees must ensure that their logbooks and appraisals are signed by the departmental / sectional head as soon as the training in a particular department is completed.

DETAILED CONTENTS	
CHAPTER-1	GUIDELINES TO PREPARE YOUR TRAINING REPORTS You have to prepare a combined report of your training , which must include 1. Front Office 2. Housekeeping 3. Food & Beverage 4. Food Production Front Size – 18/16 For Headings. Font should be Aerial – 12 for text. 1.5 spacing. Do not copy and paste information from the internet. Reports cannot be done in groups.
CHAPTER-2	FIRST PAGE OF THE REPORT MUST CONTAIN 1. Name 2. Roll No 3. Batch 4. Hotel Name 5. Training Period & Data 1. Acknowledgement 2. Index : Sr. No. Content Page No. 3. Introduction : a) History and growth of the hotel b) A brief description of the hotel 4. Training Schedule

DETAILED CONTENTS	
A)	<p>FRONT OFFICE</p> <ol style="list-style-type: none"> a) Organization Mission Statement b) Introduction c) Area of the hotel d) The number and the types of rooms e) Rack rates f) F & B outlets g) Other services and facilities provided h) Goals and strategies <ol style="list-style-type: none"> 1) Front office organization and hierarchy of staff 2) Duties and responsibilities of <ol style="list-style-type: none"> a) Sectional Manager b) Supervisor c) Operational Staff 3) Training schedule including folating week if done in the front office department. 4) Layouut/ floor plan of section. 5) Procedures and functions performed at various shifts 6) Operational functions performed at various shifts. 7) Equipment used : Heavy duty, manufacturer, special equipment, etc. 8) Tasks performed by trainees in each section: skills developed, knowledge gained. 9) Situation handling/ special observation. 10) Suggestions for improvement. 11) For each section attach forms, slips, reports. 12) Trainees can also pick up pictures, brochures only after taking permission from the concerned authority and put if into your request.
B)	<p>HOUSEKEEPING</p> <ol style="list-style-type: none"> 1. Introduction 2. Housekeeping <ol style="list-style-type: none"> a) Definition b) Location in the hotel c) Number of rooms d) Types of rooms e) Colour schemes f) Various suites, their names 3. Hierarchy of the department 4. Duties and responsibilities <ol style="list-style-type: none"> a) Executive Housekeeper b) Assistant executive housekeeper c) Senior supervisors – floors and public areas d) Supervisors e) Room Boys f) Housemen 5. Layout of floor/section 6. Procedures and functions performed in various shifts. 7. Equipment used – Heavy duty, manufacturer, cleaning agents used, Various guest room supplies, the ir costs. 8. Tasks performed by the trainees 9. Linen 10. Laundry

DETAILED CONTENTS	
C)	KITCHEN <ol style="list-style-type: none"> 1. Introduction 2. Kitchens: <ol style="list-style-type: none"> a) Satellite kitchens b) Their sections 3. Kitchen organization <ol style="list-style-type: none"> a) Structure b) Hierarchy 4. For each section <ol style="list-style-type: none"> a) F & B outlet it is serving b) Kind of food/menu prepared in that kitchen/recipes c) Break up of tasks performed in each shift d) Observation and recommendations e) Equipment used – heavy duty, manufacturers, cost f) Records and formats maintained e.g. forms, slips, reports g) Stores, purchases and receiving h) Indent Sheet, issuing, stock cards
D)	FOOD AND BEVERAGE SERVICE <ol style="list-style-type: none"> 1. Introduction 2. No of outlets 3. Hierarchy <div style="text-align: right; padding-right: 20px;">Per section / outlet</div> <ol style="list-style-type: none"> a) Name of the outlet b) Manager c) Dimensions d) Location e) No of covers f) Operating hours g) Area per cover <p>IN DETAIL</p> <ol style="list-style-type: none"> 1. Name/ meaning/ ambience (attach brochure/ photo if possible) 2. Outlet hierarchy – state position and number of each 3. Duties and responsibilities of sectional manager, supervisors, operating staff 4. Type of cuisine and menu – photocopy the menu if possible 5. Type of service – buffet, sit-down, stand up 6. Buffet food layout : illustrate by drawing or pictures 7. Entertainment – music and dance 8. Seating – tables (shapes), size, number, chairs, banquets, sofas 9. List of equipment – flatware, hollowware, cutlery, crockery, silverware 10. Linen – tablecloths, slip cloths, serviettes, tray cloths, uniforms 11. Disposables – paper serviettes 12. Convenient foods – wafers 13. Preportioned packs – sugar 14. Proprietary packs – Sauces, juices 15. Cover setups 16. Average sales per day 17. Table reservation procedure 18. Order taking procedure 19. Attach formats

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	20. Unique selling procedures 21. Duty roasters
E)	BAR <ol style="list-style-type: none"> 1. Name 2. Manager 3. Description of the ambience 4. Table covers 5. Length of the bar counter 6. Counter seating 7. Space between backbar and underbar 8. Operating hours 9. Organization chart 10. Complimentary given with drinks 11. Popular cocktails 12. Alcoholic beverages, brands <ol style="list-style-type: none"> a) Spirits b) Aperitifs c) Wines d) Beers e) House brands f) Pouring brands g) Cigars 13. Stock taking procedure 14. Bar equipment 15. Taxes, licenses required, cost of licenses, laws regarding sale of alcohol
F)	ROOM SERVICE <ol style="list-style-type: none"> 1. Name of the manager 2. No of rooms 3. Dimensions of the dept 4. Operating hours 5. Organization chart 6. Duty rota 7. Layout of presetting area for trays/ trolleys, types, size, material costs 8. Order taking procedure 9. Formats to be drawn – waiters card, tent card, door hangers

GUIDELINES

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1 .	<p>ATTENDANCE</p> <p>99% attendance during training is compulsory. In case of emergency or illness. Proper documents should be presented at all times. Copies of these should be submitted to the place of training as well as the college at the “training and placement office”. College must be informed immediately about any leaves taken.</p>
2 .	<p>PUNCTUALITY</p> <p>It is must! You must report at least 10 minutes before the specified time and date at the required department (Not at the time office). Always reconfirm the dates and timing with the hotel. Trainees are informed to be punctual and on time each and every day of their training. Late reporting will not be tolerated, and if the hotel complains, your training will be terminated.</p>
3 .	<p>GROOMING</p> <p>Trainees are supposed to be will groomed at any given time during training. Boys must take care that their hair is cut short in a decent style, and they should shave every time before reporting on duty. Girls should also tie their hair neatly and should never let them loose. All trainees are supposed to report in well – ironed clothes. Care should be taken that no foul body odours are present.</p>
4 .	<p>DISCIPLINE</p> <p>Students must follow all hotel rules. It is mandatory for the completion of your training that students follow strict discipline.</p>
5 .	<p>RELATIONSHIP WITH GUEST COLLEAGUES AND SUPERIORS</p> <p>As a trainee you are expected to be, polite to everyone at all times. Your basic objective is to gain knowledge by observation and practical – knowledge; hence, you must show interest and ask questions to your supervisors to learn more. Arguments or fights amongst trainees or hotel staff will not be tolerated at all. Any such report will lead to the termination of your training.</p>
6 .	<p>ATTITUDE</p> <p>You must have the humblest of attitude as a trainee. Your family background, education, financial status, religion, etc has nothing to do with your capacity to observe and learn. Try to analyse things and method of performing tasks.</p>
7 .	<p>THEFT</p> <p>Theft is not at all tolerated by any organization and also the college. It creates a very bad reputation for our college and a lot of humiliation and shame for you. Please do not get any articles out of the hotel premises without the proper hotel authorization, and permission. Even using a pen outside the hotel</p>

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	premises is considered as a theft. Please make a habit to return all hotel articles after use. While taking documents like tariff card, requisition slips, get it authorized by concerned personnel.
8 .	LEAVE PROCEDURE <p>Leaves, if at all required in emergency, must be applied for, at the college as well as the training organization before the date of leave (at least 48 hours in advance). A proper application letter with adequate reasons leave must be submitted, and your training coordinator at the college and as well as the HR department (Training coordinator of the hotel should be informed).</p>
9 .	KEEPING IN TOUCH WITH THE COLLEGE <p>It is compulsory for all students to call up the college and speak with the Training Coordinator once in every 15 days. Failing to do so will lead to the termination of your training.</p>
10 .	LOGBOOKS CANNOT BE BLANK <p>They must be completed and signed by the training coordinator at least once in a month</p>