



VELS

INSTITUTE OF SCIENCE TECHNOLOGY
& ADVANCED STUDIES (VISTAS)

(Deemed to be University under section 3 of UGC Act, 1956)

NAAC ACCREDITED WITH 'A' GRADE



DIPLOMA IN HOTEL AND CATERING MANAGEMENT

Curriculum and Syllabus

Regulation 2021

(Based on Choice Based Credit System (CBCS)

and

Learning Outcomes based Curriculum Framework (LOCF))

Effective from the Academic year

2021-2022

Department of Hotel and Catering Management

School of Hotel and Catering Management

Vision of the Department

To be the premier hospitality management school in training and developing future professionals for the hospitality & tourism industry.

Mission of the Department

To train students to be leaders in all the facets of the hospitality industry by imparting knowledge and affording hands on training.

PROGRAM EDUCATIONAL OBJECTIVES (PEO)

PEO1: To meet the demand for trained and professional people in the hospitality industry of our country.

PEO2: To provide opportunities to the students within the institution, for developing necessary operating skills, values and attitudes to occupy key operational positions in the hospitality sector.

PEO3: Function effectively as an individual, and as a member or leader in diverse teams, and in multidisciplinary settings.

PEO4: Apply ethical principles and commit to professional ethics and responsibilities and norms of the hospitality practice.

PEO5: Identify, formulate, research literature, and analyze complex hospitality problems reaching substantiated conclusions using principles of management

PROGRAM OUTCOME (PO)

PO1: Executes activities effectively and efficiently to the standards expected in the operation required in the hospitality sectors.

PO2: Manages tasks, functions, duties and activities in the operation of the hotels, restaurants, travel, government and non-government agencies in accordance with the competency standards.

PO3: Analyses situation, identifies problems, formulates solutions and implements corrective and/or mitigating measures and action management into foodservice and accommodation operations.

PO4: Exhibit the ability to develop, examine, question, and explore perspectives or alternatives to problems in hospitality operations.

PO5: Demonstrate the ability to use professional written and oral communication skills and technology to successfully communicate.

PO6: Display awareness, understanding and skills necessary to live and work in a diverse world.

PO7: Practice professional ethics, provide leadership, demonstrate personal and global responsibility, and work effectively as a team member.

PROGRAMME SPECIFIC OUTCOME (PSO)

PSO1: Utilize interpersonal skills to lead/manage first-level employees in a hospitality setting.

PSO2: Comprehend and articulate written and oral communication as appropriate for hospitality environments.

PSO3: Demonstrate ability to apply policies for managing diverse, multicultural hospitality.

PSO4: Exhibit awareness of professional and ethical responsibility in all aspects of conduct.

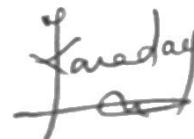
PSO5: Demonstrate an ability to manage the professional preparation, presentation, and service of quality food and beverages.

Board of Studies Members

Chairman

Mr. Mark Keith Faraday

HOD, School of Hotel & Catering Management,
VISTAS,
Pallavaram,
Chennai - 600 117.



External Members:

Mr. P.K. Sajith

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3. Mr. Srikumar, (M.Phil. Student)

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Pallavaram, Chennai - 600 117.

Alumnus



DIPLOMA IN HOTEL AND CATERING MANAGEMENT
CBCS – CHOICE BASED CREDIT SYSTEM
Regulation and Syllabus (Effective from the Academic Year 2021-2022)

I. Introduction

Diploma in Hotel and Catering Management program is designed

1. To provide students with the knowledge, practical skills and attitudes that will prepare students for responsible leadership roles in the hospitality industry.
2. This is accomplished by providing a curriculum that is tailored to the needs of the growing hospitality industry and the conditions of the twenty-first century.
3. Offer students relevant hands on operational experience in the facts of the hospitality industry.

II. Title of the Program

This degree shall be called Diploma in Hotel & Catering Management.

III. Course Duration

The Diploma in HCM (Hotel and Catering Management) Course of School of Hotel and Catering Management, Vels University shall be spread in to three year duration non - semester pattern.

Each Year shall comprise of a minimum of 36 instructional weeks of 5 days each 6 hours a day. Continuous Internal evaluation referred to as CA (Continuous assessment) during the course period and university examination at the end of the academic session shall be conducted.

IV. Medium of Instruction

The medium of instruction and examinations shall be English

V. Eligibility for Admission

1. A pass in the 10th standard or equivalent examinations conducted by boards/departments recognized by the University with a mark not less than 50% in aggregate including language.
2. Usual concession for minimum marks as stipulated by University and the State Government from time to time shall apply to SC/ST, OBC, and Other Categories of candidates.

VI. Admission Procedure

An admission Committee is constituted at the department level for administering the admission for Diploma in Hotel and Catering Management every year subject to the approval of honorable Vice Chancellor. The entire admission process will be monitored by the committee.

The admission shall be based on the following two components.

- a. Qualifying examination at 10th Standard – 50% of total marks
- b. Interview

**VII List of Courses for Diploma HCM Program.
CURRICULUM 2021 – 2022**

Year	Category	Sub Code	Title of the Course	Hors / Week			Credits
				Lecture	Tutorial	Practical	
I	AEC	21LDHMA1	English – Communication	2		0	2
I	DSC	21CDHMA1	Food Production	2		0	2
I	DSC	21CDHMB1	Food & Beverage Service - I	2		0	2
I	DSC	21CDHMC1	Accommodation Operation -I	2		0	2
I	DSC	21CDHMD1	Front Office Operation -I	2		0	2
I	DSE	21CDHME1	Food Science	2		0	2
I	DSE	21CDHMF1	Application of Computers	2		0	2
I	DSC	21PDHMA1	Food Production Practical -I	0		4	2
I	DSC	21PDHMB1	Food & Beverage Service Practical -I	0		4	2
I	DSC	21PDHMC1	Accommodation Operation Practical-I	0		4	2
I	DSC	21PDHMD1	Front Office Operation Practical - I	0		2	1
I	DSE	21PDHMF1	Application of Computer Practical-I	0		2	1
Sub Credits							22
II	SEC	21IDHMA2	Industrial Exposure Training	0		0	12
II	DSC	21CDHMA2	Food Production - II	3		0	3
II	DSC	21CDHMB2	Food & Beverage Service -II	3		0	3
II	DSC	21CDHMC2	Accommodation Operation - II	3		0	3
II	DSC	21CDHMD2	Front Office Operation - II	3		0	3
II	AEC	21ENVSE2	Environmental Studies	2		0	2
II	DSC	21PDHMA2	Food Production Practical - II	0		4	2
II	DSC	21PDHMB2	Food & Beverage Service Practical-II	0		4	2
II	DSC	21PDHMC2	Accommodation Operation Practical-II	0		4	2
II	DSC	21PDHMD2	Front Office Operation Practical -II	0		4	2
Sub Credits							34
Year	Category	Sub Code	Title of the Course	Lecture	Tutorial	Practical	Credits
III	DSC	21CDHMA3	Food Production -III	3		0	3
III	DSC	21CDHMB3	Food & Beverage Service -III	3		0	3
III	DSC	21CDHMC3	Accommodation Operation - III	3		0	3
III	DSC	21CDHMD3	Front Office Operation- III	3		0	3
III	DSE	21CDHME3	Human Resource Management	3		0	3
III	DSE	21CDHMF3	Marketing &Sales Management	3		0	3
III	DSC	21PDHMA3	Food Production Practical - III	0		4	2
III	DSC	21PDHMB3	Food & Beverage Service Practical-III	0		4	2
III	DSC	21PDHMC3	Accommodation Operation Practical-III	0		2	1
III	DSC	21PDHMD3	Front Office Operation Practical- III	0		2	1
Sub Credits							24

Total Credits = 80

- DSC - Discipline Specific Core
- SEC - Skill Enhancement Elective
- DSE - Discipline Specific Elective
- AEC - Ability Enhancement Core

VIII Course Calendar

Date of commencement of course will be done by the university. The course calendar published by the university shall be followed for ensuring timely conduct of the course, examination and publication of results.

IX Scheme of the Course

Diploma in Hotel & Catering Management will be of the non-semester pattern. Each Course carries 100 marks (Internal 40 and external 60) excepting for Industry training. In the first six months of the second year there will be industry training for a period not less than 24weeks.

X Scheme of examination and results

Assessment of students for each course will be done by continuous evaluation both internal and external. Internal evaluation shall be conducted by the faculty handling the course. End semester examinations of all subjects will be conducted by the university.

The split up of the Continuous Assessment Marks are as follows

CA Class tests	3X5= 15
Class Assignment	1X5= 05
Model Examination	1X5= 05
Attendance	1X5= 05
Aptitude of the student	1X5= 05
Faculty assessment (by teacher)	1X5= 05
Total	40

The split up of the Continuous Assessment Marks for Practical are as follows

Record work	1X10= 10
Class Assignment	1X5= 05
Model Practical	1X10= 10
Attendance	1X5= 05
Aptitude of the student	1X5= 05
Faculty assessment (by teacher)	1X5= 05
Total	40

- The internal assessment marks shall be awarded by the concerned faculty members in charge of the course based on the guide lines as follows.
- Each faculty member shall maintain record of performance of each candidate and it shall be made available to the Head of the Department at the end of each semester.

- The same should be put on the notice board and students can make their representations if any. However the student shall file an appeal to the Head of the Department on his grievances in awarding the internal assessment marks within 3 days from the date of display of internal marks on the notice board. Head of the Department should take an appropriate decision within 5 days from the date of receipt of such appeal.
- No minimum marks are required in the internal assessment for both theory and practical. The student has to secure a minimum of 40% (24 marks out of 60) in the semester end examination and a total of 40% (40 marks out of 100) for a pass in the respective subject.
- Eligibility for appearing in examination a candidate shall attend 75% of the number of classes actually held for each of the courses in a semester will be eligible for appearing for examinations conducted by the university. However, the University may condone of 10% after collecting a condonation fee from the students who have secured 65% to 74% of attendance.
- The students who have secured less than 65% attendance are not eligible to write the respective semester examination. He /She has to rejoin and redo the respective semester course in the next academic year by paying the prescribed tuition fee. Candidates who pass all the examinations prescribed for the course in the first appearance itself alone are eligible for Ranking/Distinction.

XI Registration for each Semester

Every candidate should register for all subjects of the final examination of each year. A candidate who does not register will not be permitted to attend the end of academic year examinations.

XII Industrial Exposure Training Report

1. Every student should undergo Industrial Exposure training for a period not less than six months. This training will start during the first half of the second year Student should choose a star hotel for this training. A certificate from the respective organization stating the completion of training shall be incorporated in the report. The report will be evaluated by two examiners and one of the examiners is duly appointed by the university from outside. If any student failed to secure minimum of 50% marks for project report he/she shall resubmit the revised project training report along with the immediate junior batch.

XIII Commencement of the regulation

The regulation shall take effect from the academic year 2021-2022, i.e. for students who are admitted to the first year of the program during the academic year 2021-2022 and thereafter.

XIV. Maximum period for completion of the programs to qualify for degree

A Student who for whatever reasons is not able to complete the programs within the normal period (N) or the Minimum duration prescribed for the program, may be allowed two years period beyond the normal period to clear the backlog to be qualified for the degree. (Time Span = N + 2 years for the completion of program)

XV Pattern of Question Paper

Multiple Choice Questions **Part – A**
10 x 2 marks = **20 Marks**

Part – B (200 Words)

Answer any 10 out of 12 Questions **10 x 4 marks** = **40 Marks**

Part – C (500 words)

Answer any 4 out of 6 Questions **04 x 10 marks** = **40 Marks**

100 Marks

Learning Outcomes based Curriculum Framework(LOCF)
for
Diploma in Hotel & Catering Management
2021

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Learning Outcomes-Based Curriculum Framework for Diploma education in Hotel and Catering Management

1. Introduction

The learning outcomes-based curriculum framework (LOCF) for the undergraduate program in Hotel and Catering Management like Diploma Hotel Catering Management is intended to provide a broad framework within which the Diploma programs in Hotel and Catering Management helps to create an academic base that responds to the need of the students to understand the basics of Hotel and Catering Management and its ever evolving nature of applications in explaining all the observed natural phenomenon as well as predicting the future applications to the new phenomenon with a global perspective. The curriculum framework is designed and formulated in order to acquire and maintain standards of achievement in terms of knowledge, understanding and skills in Hotel and Catering Management and their applications to the natural phenomenon as well as the development of management attitudes and values appropriate for rational reasoning, critical thinking and developing skills for problem solving and initiating research which are competitive globally and are on par in excellence with the standard Higher Education Institutions (HEI) in the advanced countries of America, Asia and Europe. The multicultural fabric of our nation requires that the institutions involved in implementing this curriculum framework also work hard towards providing an environment to create, develop and inculcate rational, ethical and moral attitudes and values to help the creation of knowledge society needed for advancement of our nation.

The learning outcome based curriculum framework in Hotel and Catering Management also allows for the flexibility and innovation in the program design of the UG education, and its syllabi development, teaching learning process and the assessment procedures of the learning outcomes.

The process of learning is defined by the following steps which forms the basis of the final assessment of the achievement at the end of the program.

- The accumulation of facts of nature and the ability to link the facts to observe and. develop an understanding and knowledge of the basic ethics in Hotel and Catering Management.
- The ability to use this knowledge to analyze new situations and learn skills of major departments in hotels to find the solution interpret the results and make predictions for the future developments.
- The ability to synthesize the acquired knowledge, understanding and experience for a better and improved comprehension of situational problems in nature and to create new skills and decision makings for their possible solutions.

The conceptualization and formulation of the learning outcomes for an undergraduate program in Hotel and Catering Management is aimed to acquire an excellent knowledge of the hospitality industry.

Learning Outcomes based approach to Curriculum planning Nature and extent of Diploma program in Hotel and Catering Management:

The Diploma program in Hotel and Catering Management builds on acquiring the basic knowledge of standard operating practices and procedures followed by the hotel industry. Ideally, the hotel & catering Management program aims to achieve a sound grounding in understanding the basic Hotel and Catering Management with sufficient content of topics from modern Hotel and Catering Management and contemporary areas of exciting developments in hospitality knowledge to ignite the young minds.

The curricula and syllabi is framed and implemented in such a way that the basic connection between theory and practical and its importance in understanding Hotel and Catering Management is apparent to the student. This is very critical in developing a scientific temperament and urge to innovate, create and actively execute practices of hotel and catering management. The undergraduate program in Hotel and Catering Management is presently being offered though the courses designed for granting the degree by various colleges and universities in India. All the courses are of three year duration and is non semester after the completion of the 10th Standard.

i. Diploma in Hotel and Catering Management

Aims of Diploma program in Hotel and Catering Management.

The aims and objectives of our Diploma educational programs in sciences in general and Hotel and Catering Management in particular is structured to:

- 2 Create the facilities and environment to consolidate the knowledge acquired at +2 level and to motivate and inspire the students to create deep interest in Hotel Management and Catering skills, to develop broad and balanced knowledge and understanding of concepts, principles and practices and procedures in Hotel and Catering Managements.
- 3 Learn, understand and acquire skills of hoteliers in the labs to demonstrate the concepts, operating procedures and theories learned in the classrooms.
- 4 Develop the ability to apply the knowledge acquired in the classroom and laboratories to specific problems and executes them at situations in hotels.
- 5 Expose the student to the vast scope of Hotel and Catering Management as a theoretical and experimental science with applications in decision makings and solving day to day operational problems.
- 6 Emphasize the discipline of Hotel and Catering Management to be the most important branch of science for pursuing the interdisciplinary and multidisciplinary higher education and/or research in interdisciplinary and multidisciplinary areas.
- 7 To emphasize the importance of Hotel and Catering Management as the most important discipline for sustaining the existing industries and establishing new ones to create job opportunities at all levels of employment.
- 8 In view of opening the new windows in higher education and research and opening job opportunities at all levels from low levels to higher levels of management, the undergraduate programs is offered in our department at the entry level of our higher education system.

2. Graduate attributes in hotel and Catering Management

Some of the characteristic attributes of a diploma graduate in Hotel and Catering Management are
Disciplinary knowledge and skills: Capable of demonstrating

- (i) Good knowledge and understanding of major concepts, standard operating practices, in various departments at hotels like Front Office, Housekeeping, Food and beverage Service and Food Production. Record maintenance and guest handling with an apt decision making skills. Ability to use modern equipment at various departments and understanding of updated software at hotels.

Skilled communicator: Ability to transmit communications of information relating all areas among departments in hotels. Hotel and Catering Management course in a clear and concise manner invokes the communication standard procedures in writing and oral ability to present complex and technical concepts in a simple language for better understanding.

Critical thinker and problem solver: Ability to employ critical thinking and efficient problem solving skills in all the basic areas of hospitality and catering establishments.

Sense of inquiry: Capability for asking relevant/appropriate questions relating to the issues and problems in the field of Hotel and Catering managements, and planning, executing and reporting the results of a theoretical or standard operational practices at hotels.

Team player/worker: Capable of working effectively in diverse teams in both classroom, laboratory, Hotel and Catering Management workshop and in industry and field-based situations.

Skilled project manager: Capable of identifying/mobilizing appropriate resources required for a project, and manage a project through to completion, while observing responsible and ethical scientific conduct; and safety and laboratory hygiene regulations and practices.

Digitally Efficient: Capable of using computers for simulation studies in hotel and catering Management and computation and appropriate software for day to day operations at hotels. Numerical and statistical analysis of data, and employing modern e-library search tools like Infilbnet, various websites of the renowned hotels sites and software in countries like the USA, Europe, Japan etc. to locate, retrieve, and evaluate information about hotel and hospitality industry.

Ethical awareness / reasoning: The graduate should be capable of demonstrating ability to think and analyze rationally with modern and scientific outlook and identify ethical issues related to one's work, avoid unethical behaviour such as fabrication, falsification or misrepresentation of data or committing plagiarism, not adhering to intellectual property rights, and adopting objectives, unbiased and truthful actions in all aspects of work.

National and international perspective: The graduates should be able to develop a national as well as international perspective for their career in the chosen field of the academic activities. They should prepare themselves during their most formative years for their appropriate role in contributing towards the national development and projecting our national priorities at the international level pertaining to their field of interest and future expertise.

Lifelong learners: Capable of self-paced and self-directed learning aimed at personal development and for improving knowledge/skill development and reskilling in all areas of hotels and catering establishments.

3. Qualification descriptors for a Diploma program in Hotel and Catering Management

The qualification descriptors for a B.Sc. Hotel and Catering Management program may include the following. The diploma students should be able to:

- Demonstrate
 - i. A fundamental/systematic or coherent understanding of the academic field of Hotel and Catering Management , its different learning areas in major departments like Food and Production, Food and Beverage Service, Accommodation Operation, Front Office Operation, Facility Planning and Event Management.
 - ii. Procedural knowledge that creates different types of professionals related to different areas of study in Hotel and Catering Management outlined above, including research and development, teaching and government and public service;

- iii. Skills in areas related to specialization area relating the subfields and current developments in the academic field of hotel and catering management.
- Use knowledge, understanding and skills required for identifying problems and issues relating to Hotels, collection of relevant quantitative and/or qualitative data drawing on a wide range of sources from various hotels of the world, and their application, analysis and evaluation using methodologies as appropriate to Hotel Management Principles for formulating new theories and concepts.
 - Communicate the results of studies undertaken accurately in a range of different contexts using the main concepts, constructs and techniques of Hotel Management. Develop communication abilities to present these results in technical as well as popular management meetings organized in various universities and other private organizations.
 - Ability to meet one's own learning needs, drawing on a range of current research and development work and professional materials, and interaction with other hoteliers around the world.
 - Apply one's knowledge of hotel and catering management and theoretical and operational skills to new/unfamiliar contexts to identify and analyze problems and issues and solve complex problems in hotels and related areas with well-defined solutions.
 - Demonstrate Hotel-related technological skills that are relevant to Hospitality-related job trades and employment opportunities.

4. Programme learning outcomes relating to Diploma Courses in Hotel and Catering Management

The student graduating with the Diploma in Hotel and Catering Management should be able to

□ Acquire

- (i) a fundamental/systematic or coherent understanding of the academic field of Hotel and Catering Management, its different learning areas and applications in departments of hotels like Front Office, Food Production, Food and Beverage Service and Accommodation Operations, and its linkages with related disciplinary areas / subjects like Facility Planning, Hotel Accounts, Environmental Studies, Computer Science.
- (ii) procedural knowledge that creates different types of professionals related to the disciplinary/subject area of Hotel and Catering Management, including professionals engaged in research and development, teaching and government/public service;
- (iii) Skills in areas related to one's specialization area within the disciplinary/subject area of Hotel and Catering Management and current and emerging developments in the field of Hotel Management.
 - Demonstrate the ability to use skills in Hotel and Catering Management and its related areas of technology for formulating and tackling Hotel-related problems and identifying and applying appropriate Hotel Management principles and methodologies to solve a wide range of problems associated with the Hotel Industry.
 - Recognize the importance of Management activities simulation and computing, and the role of approximation and management approaches in describing the hospitality world.

- Plan and execute hotel-related experiments or investigations, analyze and interpret data/information collected using appropriate methods, including the use of appropriate software such as programming languages and purpose-written packages, and report accurately the findings of the guest problems/investigations while relating the conclusions/findings to relevant theories of Hotel and Catering Management.
- Demonstrate relevant generic skills and global competencies such as (i) problem-solving skills that are required to solve different types of Hotel-related problems with well-defined solutions, and tackle open-ended problems that belong to the disciplinary-area boundaries;

(iv) investigative skills, including skills of independent investigation of hotel-related issues and problems; (iii) communication skills involving the ability to listen carefully, to read texts, guest problems and research papers analytically and to present complex information in a concise manner to different groups/audiences of technical or popular nature; (iv) analytical skills involving paying attention to detail and ability to construct logical arguments using correct technical language related to hotel and catering management and ability to handle situations and decision making; (v) ICT skills; (vi) personal skills such as the ability to work both independently and in a group.

- Demonstrate professional behaviour such as (i) being objective, unbiased and truthful in all aspects of work and avoiding unethical, irrational behaviour such as fabricating, falsifying or misrepresenting data or committing plagiarism; (ii) the ability to identify the potential ethical issues in work-related situations; (iii) appreciation of intellectual property, environmental and sustainability issues; and (iv) promoting safe learning and working environment.

5. Teaching Learning Processes

The teaching learning processes play the most important role in achieving the desired aims and objectives of the undergraduate programs in Hotel and Catering Management as elaborated in detail in the learning based curriculum framework (LOCF). Hotel and Catering Management is basically a theory cum practical based studies learning practices and procedures at the hotel industry. The ideas and concepts originated and accepted worldwide anywhere and anytime. To achieve this goal, the appropriate training of young individuals to become competent hoteliers in future has to be accomplished. For this purpose a very good diploma program in Hotel and Catering Management and other sciences is the first step. We should therefore have an excellent teaching- learning procedural protocol our department. To be specific, we have:

- Necessary and sufficient infrastructural facilities for the class rooms, laboratories and libraries equipped with adequate modern and modular equipment and accessories and other requirements.
- Modern and updated laboratory equipment needed for the undergraduate laboratories and reference and text books for the libraries.

- Sufficient infrastructure for ICT and other facilities needed for technology-enabled learning like Specialty Kitchens, Demonstration rooms, computer facilities, PCs, laptops, Wi-Fi and internet facilities with all the necessary software.
- Sufficient number of teachers in permanent position to do all the class room teaching and perform and supervise the laboratory experiments to be done by the students.
- All the teachers are qualified as per the UGC norms and have good communication skills.
- Sufficient number of technical and other support staff to run the laboratories, libraries, equipment and maintain the infrastructural facilities like buildings, electricity, sanitation, cleanliness etc.

Teachers make use of all the approaches for an efficient teaching-learning process i.e.

- i. Class room teachings with lectures using traditional as well as electronic boards.
- ii. Use of Smart class rooms for simulation and demonstration for conveying the difficult concepts of Hotel and Catering Management in class room teaching and laboratories.
- iii. Tutorials are an integral part of all the theory and laboratory courses. Theory courses have 1-2 tutorials every week depending upon the nature of the course.
- iv. Teaching is complimented with student's seminar that is organized frequently.
- v. Guest lectures and seminars are arranged by eminent teachers who are invited by the department.
- vi. Open-ended project work is given to all students individually or in group to 2-3 students depending upon the nature of the course.
- vii. Internship (Industrial Exposure Training of duration of six Months during the first half of the second year) is arranged by the department for the students to visit hotels for an on job training.
- viii. Special attempts are made by the institution to develop problem-solving skills and design of laboratory experiments for demonstration at the UG level. For this purpose a mentor system has been evolved where 15 to 20 students are assigned to each faculty member.
- ix. Teaching load is managed such that the teacher has enough time to interact with the students to encourage an interactive/participative learning.

6. Assessment Methods

In the undergraduate education of Hotel Management leading to the Diploma with Hotel and Catering Management the assessment and evaluation methods focus on testing the conceptual understanding of the basic ideas, development of management skills and operational techniques retention and ability to apply the knowledge acquired to explain with analysis and reason what has been learnt and to solve new problems and communicate the results and findings effectively. Since the Learning Objectives are defined clearly for each course in detail, it is easier to design methods to monitor the progress in achieving the learning Objectives during the course and test the level of achievement at the end of the course.

- The courses offered in the undergraduate Hotel Management are the first courses at the college/university level; the priority is given to Formative Assessment for monitoring the progress towards achieving the Learning Objectives while keeping its weightages lower than Summative Assessments. This is to assure that the students know their strengths and weaknesses periodically through the results of Formative Assessments and make amends for the gaps in their knowledge without affecting their final grades in any significant way.

- In this context it is suggested that 25-30% weightage be given Formative Assessments in case of theory components while 30-40% weightage be given to the Laboratory/Fieldwork/Projects/Case Study/Dissertation components of the various courses. Moreover use of more than one method of Assessment in each course is highly recommended.
- Some of the methods used for Theory Component with regard to Formative Assessment are
 - i) Regular Tutorial assignments
 - ii) seminar presentations
 - iii).Performance in group discussions
 - iv) Problem based longer assignments (other than tutorials)
 - v) True/False Tests
 - vi) Multiple Choice Tests
 - vii) Short Answer Tests
 - viii) viva-voce tests
 - ix) Any other innovative tests in the context of the course.
- In the case of substantive Summative Assessment for the theory papers, can be a combination of the following
 - i) Mid -Semester test
 - ii) Seminar Report
 - iii) Individual /Team Project report
 - iv) Oral Presentations of Seminar/Projects
 - v) Viva –Voce Examination on the above reports
 - vi .End Semester closed book examination in the pattern of
 - a) Multiple Choice
 - b) Short Answer
 - c) Long Answer
 - vii) Peer examination by a group of experts
 - a) Written
 - b) Oral
 - ix) Any other innovative method depending upon the nature of the course.
- Laboratory Experiments / Field work / Projects / Case Study / Dissertation can be assessed for Formative Assessment through
 - i) Regular evaluation of Lab. Experiments regarding
 - a) written report of each experiment
 - b) Viva-Voce on each experiment
 - ii) Test through setting experiments by assembling components
 - iii) Mid semester examination
 - iv) Design innovative kits to test the comprehension and analysis of the experiment done by the students
- At the end, the main purpose of Hotel and Catering Management teaching is to impart objective knowledge to students in concrete, comprehensive and effective way. Here, effectiveness implies gaining knowledge and skill which is applied to solve practical problems as well as attaining capability of logical thinking and imagination which are conducive to new knowledge and new discoveries. Once the student learns, ‘why is it worth learning?’ and ‘how does it connect to the real world?’
- The student shall embrace the curriculum in a way which would incite imagination and imbibe a spirit of enquiry in them, so that in future they will opt for further investigations or research. Needless to say, there is a continuous evaluation system for the students. This will enable the teachers not only to ascertain the overall progress of learning by the students, but also to identify the students who are slow learners and for whom special care should be taken. An appropriate grading system is the ‘relative grading system’ is also be envisaged for certain papers, introducing a competitive element among the students. All in all, the teacher acts as a facilitator and guide and not as a guardian of curriculum.
- HEI design their own ways and methods to quantify the assessment and evaluation based on the above methods. It would then be converted to the letter grades by the procedure described by the template given by the UGC.

Once the letter grade for a course is obtained for a course, it should be done for all the courses offered by the student. Once the letter grades for all the grades are accumulated then a CGPA is calculated by quantifying the letter grades as described by the template provided by the UGC.

LIST OF DISCIPLINE SPECIFIC CORE COURSES

SUBJECT CODE	DISCIPLINE SPECIFIC CORE COURSES
21CDHMB1	Basic Food and Beverage Service-1
21CDHM21	Basic Front Office Operations
21CDHMA1	Basic Food Production-1
21CDHMC1	Accommodation Operations-1
21CDHMB2	Food & Beverage Service II
21CDHMA1	Food Production II
21CDHMA3	Food Production III
21CDHMD3	Front Office Operations III
21CBHM52	Food and Beverage Service III
21CDHMC3	Accommodation Operations III
21CBHM61	Advanced Food Production-I

LIST OF DISCIPLINE SPECIFIC ELECTIVE COURSES

SUBJECT CODE	DISCIPLINE SPECIFIC ELECTIVE
21CDHME1	Food Science
21ADHME3	Human Resource Management
21ADHMF3	Marketing & Sales Management
21CDHMF1	Application of Computer

LIST OF ABILITY ENHANCEMENT COMPULSORY COURSE

SUBJECT CODE	ABILITY ENHANCEMENT COMPULSORY COURSE
21LDHMA1	English Paper – I
21ENVSE2	Environmental Studies and Field Trip

LIST OF SKILL ENHANCEMENT COURSE

SUBJECT CODE	SKILL ENHANCEMENT COURSE
21IDHMA2	Industrial Exposure Training

I YEAR

COURSE OBJECTIVE:

To develop the ability in the students to communicate effectively, precisely and with the correct pronunciation both in verbal and written forms.

UNIT-I**Definitions**

- | | |
|--------------------|------------------|
| 1. Thermometer | 11. Kaleidoscope |
| 2. Obituary | 12. Motel |
| 3. Planetarium | 13. Villa |
| 4. Radar | 14. Cottage |
| 5. Glutton | 15. Resort |
| 6. Connoisseur | 16. Continental |
| 7. Suite | 17. Casino |
| 8. Portico | 18. Bell Boy |
| 9. Air Conditioner | 19. Jacuzzi |
| 10. Philately | 20. Kitchenette |

UNIT - II

1. Email Communication
2. Note Making
3. Precise Writing

UNIT – III

Conversation Practice together with substitution of words / Expressions.

At the Airport
 In a Bank
 On the Beach
 At the Customs
 At the Doctor's
 In a Flight
 In a Hotel
 In a Restaurant
 In a Shop
 Tea Time
 On the Telephone
 In a Travel-agency
 On a Country walk
 At the Theatre

UNIT-IV

Conversation Practice

Daily Activities
Asking Directions
Travel Plans
Living in an Apartment
Money Problems
Weather Conditions
Dinner Conversations
Common Health Problems
Tag Questions
Office Conversations.

UNIT-V

a. Words similar in Pronunciation Meaning of words under (a) above.

COURSE OUTCOME:

On successful completion of this course learners will be able to:

CO1: Understand and define the technical and theoretical terms appropriate for hospitality industry.

CO2: Develop skills to comprehend and write letters in professional manner.

CO3: Express communication with effective way.

CO4: Role-play situations handling through appropriate communication.

CO5: Extend crucial pronunciation for using at hospitality industry.

Books Prescribed:

V. Syamala Effective English Communication for You –Emerald Publishers, Chennai- 600 008.

D.H. Spencer, English Conversation Practice –Oxford University Press.

Grant Taylor, English Conversation Practice –Tata McGraw-Hill Publishing Company Ltd, New Delhi.

Lakshminarayanan, Speak in English You Can!

Raheem, Write Right -

COURSE OBJECTIVE:

To develop comprehensive knowledge of professional cookery in the Hotel and Catering industries.

To induce in the student professional competence at commies de cuisine in any type of food production operation with grounding basic continental and other types of cookery as all related subjects

UNIT – I History & evaluation of cookery

Personal & Kitchen hygiene * Aims & objectives of cooking food, presentation of food * various textures and consistencies * Preparation of ingredients * Classical cuts of vegetables * HACCP, Mise en place, Weights & measures.

UNIT – II Classical Brigade & Modern staffing in various category hotels

Role of Executive Chef, Duties & responsibilities of various chefs * Functioning of various sections of the kitchen * Layout of a kitchen – factors to be considered.

UNIT – III Methods of cooking

Principles of different methods of cooking – roasting, baking, frying, boiling, poaching, steaming, stewing, braising, broiling, grilling * Basic rules of each method and selection of food for each.

UNIT – IV Equipment & tools

Small and large equipment used in the kitchen – their types and uses * Heat production equipment * Cold production equipment * Ancillary equipment – knives, utensils, pots & pans * Pastry & bakery equipment * Cleaning equipment.

UNIT – V Stocks:

Definition, Types, Preparation (Recipes), storage, uses, care in preparing * Thickening agents: Types & uses * Sauces: Classification of sauces, Recipes, Derivatives of mother sauces, Miscellaneous sauces, Butter sauces * Salads & Dressings * Soups: Classification with examples, Basic recipes, Garnishes & Accompaniments * Vegetables & Fruits: Classification & Uses * The three types of browning in cookery.

UNIT – VI Meat Cookery:

Introduction, Cuts, uses & selection of Beef, Veal, Mutton, Lamb & Pork * Cuts, uses & selection of chicken * Processed meats – types & uses * Seafood: Introduction, Classification with examples, cuts of fish, selection of fish & shellfish. Effects of cooking * Egg: Introduction, structure, selection tests, uses in cookery.

UNIT – VII: Cereals & Pulses:

Introduction, classification, types, uses, cooking * Flour: Different types of flour & their uses in cooking * Types of Pastas * Raising Agents: Classification, uses & reactions during cooking.

UNIT – VIII: Fats & Oils:

Definition, types of fatty acids, types of fats & oils, effects of cooking, storage & nutritional concerns
* Sweetening agents: types & uses of sweetening agents, types & uses of sugar, stages of cooking sugar
* Flavoring agents: Seasonings, spices, herbs & other flavoring agents and their uses.

UNIT – IX: Dairy products:

Introduction, processing, types, cooking & uses of milk, cream, butter & cheese * Culinary terms: Western & Indian.

UNIT – X: Bakery Products

Fancy Rolls, Nan Kathai, Brown Rolls, Melting Moments, Bread Loaf, Bread and Butter Pudding, Dinner Rolls, Genoise sponge, Jam Tarts, Bread Sticks, Muffins, Caramel Custard, Hot Cross Buns Brioche, Creme Brulee, Custard Tarts, Fruit Biscuits, Butter cookies, Chocolate sponge cake Swiss Rolls, Pound Cake, Croissants, Doughnuts, Palmiers, Danish Pastry, Vanilla Pastry, Fruit Trifle, Queen of Pudding, Chocolate Tarts, Vanilla Mousse, Cheese Straws, Baba au Rhum, Madelines, Madiera Cake.

COURSE OUTCOME:

On successful completion of this course learners will be able to:

- CO1. Explain the appropriate cooking methods for different constituents.
- CO2. Prepare assorted French menus with the appropriate ingredients.
- CO3. Demonstrate practical skills and techniques to prepare stocks and soups.
- CO4. Compile the menu consisting of soups, main course and desserts.
- CO5. Calculate the yield of various foods.

REFERENCE BOOKS:

1. Krishna Arora, Theory of cookery, Frank Bros, 2001
2. Ronald Kinton, David Forkett, Victor Cessarani, Theory of Catering, 2nd Revision, Hodder & Stoughton Educational, 1970.
3. Jerald W.Chesser, the Art of Science of Culinary Preparation, Educational Institute of American Culinary Federation, 1992.
4. Thangam E.Philip, Modern Cookery for Teaching Trade Volume -1, 6th Revised Edition, Orient Black Swan, 2010.

COURSE OBJECTIVE:

To introduce students to the food and beverage service department of the hotel and catering industry. To facilitate aspirants to acquire comprehensive knowledge and skills pertaining to restaurant operations. To assist a student to define common types of food menus, describe dining service staff positions and list equipment items used by food service personnel

UNIT I. The Food & Beverage Service Industry

Introduction to the Food & Beverage Industry, Classification of Catering Establishments (Commercial & Non-Commercial), Introduction to Food & Beverage Operations (Types of F&B Outlets)

UNIT II Food & Beverage Service areas in a Hotel

Restaurant, Coffee Shop, Room Service, Bars, Banquets, Snack Bar, Executive Lounges, Business Centers, Discotheques & Night Clubs. The ancillary department. Types & Usage of Equipment- Furniture, Chinaware, Silverware & Glassware, Linen, Disposables, Special Equipment, Care & maintenance.

UNIT III. Food & Beverage Service Personnel

Food & Beverage Service Organization Structure - Job Descriptions Attributes of Food & Beverage personnel. Basic Etiquettes, Interdepartmental relationship

UNIT IV. Types of Food & Beverage Service

Mis-en-place & Mis-en-scene, Table Service –English / Silver, American, French, Russian Self Service – Buffet & Cafeteria, Specialized Service – Gueridon, Tray, Trolley, Lounge, Room etc. Single Point Service – Take Away, Vending Kiosks, Food Courts & Bars, Vending machines.

UNIT V. Types of Meals & Menu knowledge

Breakfast – Introduction, Types, Service Methods, Brunch, Elevenses, Lunch, Afternoon tea & High Tea, Dinner, Supper, Introduction to menus, Types –A la Carte & Table d’hôte, Menu Planning- considerations and constraints, Menu Terms, Classical French Menu, Classical Foods & its Accompaniments with Cover

UNIT VI Room Service/ In Room Dining Service

Introduction, general principles, Cycle of Service, scheduling and staffing, Forms and Formats, Order Taking, Suggestive Selling, breakfast cards, Time management- lead time from order taking to clearance.

UNIT VII Buffets

Definition, Types of buffets, Buffet equipment and table set-up.

UNIT VIII Control Methods

Necessity and functions of a control system, Billing Methods – Duplicate & Triplicate System, KOTs & BOTs, Computerized, KOTs (Kitchen Order Ticket, Beverage Order Ticket), Flow chart of KOT, Presentation of bill.

UNIT IX Non – Alcoholic Beverages

Classification, Hot Beverages – Types, Service, Cold Beverages – Types, Service

UNIT X Alcoholic Beverages

Definition, Classification of Alcoholic Beverages, Fermentation Process, Introduction to Beers, Ingredients used in the beer production, Types and Brands – Indian and International, Other fermented and brewed beverages – Sake, Cider, Perry, Mead, Pulque.

COURSE OUTCOME:

On successful completion of this course learners will be able to:

CO 1: Describe general knowledge on the origins and development of food service in hotels, restaurants, and hospitality institutions.

CO 2: Explain the layout of all service areas and the function of each service area.

CO3: Identify the roles of the food and beverage service staff and use equipment in the restaurant appropriately.

CO 4: Classify the types of meals and the food & beverage styles of service.

CO 5: Compile and plan menus set up buffets and exhibit knowledge of fermented beverages

Reference books:

1. R. Singaravelavan, Food & Beverage Service, 1st Edition, Oxford University Press 2011.
2. Dennis Lillicrap, John Cousins, Food & Beverage Service, 8th Edition, Hodden Education, 2010
3. Sudhir Andrews, Food & Beverage Service Training Manual –Tata McGraw Hill
4. Food & Beverage Service – Vijay Dharwan
5. Lipinski, The Restaurant (from Concept to Operation)
6. C. Katsigris, Mary Porter, Bar and Beverage Book –

COURSE OBJECTIVE:

Able to have an insight into the importance of the Housekeeping Department. To know about the various personnel and their duties and responsibilities. To understand the activities in the Housekeeping Desk. To develop a comprehensive knowledge of the public areas and the guest room cleaning process. .

Unit I. Role of Accommodation in the Hospitality Industry

Unit II. Organizational structure and layout of the accommodation department:

- i. Small hotel
- ii. Medium hotel
- iii. Large hotel

Unit-III. Definition and Dimensions of the public area and the types of rooms

- i. Lobby, F&B Outlets, swimming pool, Rest room, lounge, patio areas, corridor, shopping arcade
- ii. Rooms – Double, Turin, Double double, Deluxe, studio, interconnectivity, adjacent, executive, duplex, suite, presidential suite, pent house, cabana, Hollywood parlour etc.,

Unit IV. Duties and responsibilities of Housekeeping staff

- a. Executive housekeeper
- b. Deputy
- c. Floor supervisor – morning shift, general shift, evening shift, night shift, break shift
- iii. Houseman; rooms public areas all
- iv. Desk controller
- v. Linen room
- vi. Laundry

Unit V. Classification and types of equipment with diagram

- i. Mechanical
- ii. Electrical
- How to use the above equipment
- iii. Safety procedures

- Unit VI.** Classifications and types of cleaning agent
- i. Water, soap, detergent, alkali, acid, solvent, absorbs, deodorants, disinfectants, polishes, seals
 - ii. Use, care storage
 - iii. Distribution and inventory control
 - iv. Safety practices

Unit VII. Co-ordination with other departments:

Front Office, F&B Service, Maintenance, Security, Stores, Purchase, Accounts, Human resources.

Unit VIII. Cleaning Procedure and Frequency

- i. Rooms; vacant, checkout, occupied, evening service, second service.
- ii. Checkout, occupied, evening services, second service.
- iii. Public areas : Lobby, Lounge,
- iv. Schedules and records maintained by the staff

Unit IX. Floor Operation

- i. Personal Hygiene
- ii. Rules on Rooms and Public area
- iii. Key and Key Control
- iv. Last and found, missing, damaged procedure and records
- v. Babysitting, valet service

COURSE OUTCOME:

On successful completion of this course learners will be able to:

- CO1** Realize the role of the housekeeping department in hotels and its responsibilities.
- CO2** Develop personal skills and in accommodation operation and services
- CO3** Design the organizational structure and the functional layout of housekeeping departments in various sized hotels.
- CO4** Co-ordinate with other departments in the hotel Suggest the types of cleaning agents for different level of cleaning.
- CO5** Practice and create safe work environment

Reference Books

- House Craft – Valerie Paul
- Commercial Housekeeping & Maintenance – Stanley Thrones
- Hotel, Hostel and Housekeeping – John C. Bronson and Margaret Lennox
- Hotel & Catering Studies – Ursula Jones
- Housekeeping and Front Office – Jones
- Managing Housekeeping Custodial Operation – Edwin B Feldman
- Professional Management of Housekeeping Operation (2nd Edition) – Robert J Martin & Thomas J.A. Jones.
- Housekeeping Management – Margaret M. Leappa & Aleta Nitschke

ONLINE MATERIALS & WEBLINKS:

- https://www.academia.edu/5741582/Planning_and_Organizing_the_Housekeeping_Department_p_66_107
- <http://paramjamwal.blogspot.com/2015/09/h3-direction-ltr-h3.html>
- <https://www.slideshare.net/Nabin2058/presentation-of-housekeeping-and-accommodation-operation-hospitality-service>
- <https://www.youtube.com/watch?v=3F9Nc2rp2eA>
- <https://www.youtube.com/watch?v=JFWHLDWiSrY>

COURSE OBJECTIVE

The student would understand the evolution growth and structure of hotel industry, its importance and relationship with Travel and Tourism Industry. Classifications of hotels and Types of Room, Layout of Front Office Sections and Front office organization, staff and their task. Bell desk and Concierge procedures and how front office coordinates with other departments of hotel, Reservation and Registration procedures.

UNIT – I INTRODUCTION TO HOTEL & CATERING INDUSTRY

Evolution of Hotel Industry in India & abroad Growth and development of Hotel in India Inter relationship between travel, tourism and hospitality

Role of travel agents and airlines

Basic knowledge of city and knowledge of historical places of India

UNIT – II INTRODUCTION TO FRONT OFFICE

Layout of front office

Different section of the front office and their importance

Reservation, reception, concierge, bell desk, lobby, telephone, cashier

UNIT – III ORGANIZATIONAL SET UP O FRONT OFFICE DEPARTMENT

Hierarchy chart: Small, medium and Large hotels

Job description and Job specification

Duties and responsibilities of different front office personnel including uniformed staff

UNIT – IV BASIC INFORMATION FOR FRONT DESK AGENTS

Different types of rooms

Numbering of rooms and food plan

Basic of charging a guest: Tariff, Rates, Discounts & policy

Facilities available in Hotels: Brochure & Tariff Card

UNIT –V IMPORTANCE OF COMMUNICATION

Communicating with various sections verbal, written.

Coordination with other departments

UNIT VI CLASSIFICATION OF HOTELS

Star classification

Classification based on size, clientele and location

UNIT – VII FRONT OFFICE GLOSSARY

Glossary of terms and abbreviations

Reservation terminology

COURSE OUTCOME:

On successful completion of this course learners will be able to:

CO1: Manage the guest during check in and check out.

CO2: Preparing registration and reservation form of guest at hotel front office.

CO3: Execute the procedures and functions of front office and be familiar with front office terminology.

CO4: Executing basic Functions of the sections in the front office and its organizational structure.

CO5: Articulate the origin & growth of Hospitality Industry.

REFERENCE BOOKS

1. Sudhir Andrews. Hotel Front Office- A Training Manual, McGraw Hill Education Private Limited.
2. JatashankarR.Tewari. Hotel Front Office--Operations and Management, Oxford University press, Second Edition.
3. Michael L. Kasavana Richard M, 2007. Brooks Managing Front Office Operation Educational Institute of the American Hotel and Loading Association.
4. James A.Bardi. Hotel Front Office Management, Wiley India pvt.ltd, Fifth edition.
5. Colin Dix Chris Baird. Front Office Operations, Dorling Kindersley (India) pvt.ltd. Licensees of Pearson Education in South Asian,Fourth edition

COURSE OBJECTIVE

- a) To enable students to obtain knowledge of different food groups and their contribution to nutrition.
- b) To enable them gain knowledge of beverages and its uses with attention to the preservation of their nutritive value - oriented to Traditional Indian beverages
- c) To help them understand the food additives and food laws and standards governing the food adulteration

Unit – I Introduction:

Relation of food science to food chemistry, food microbiology and food processing.
The role of convenience foods

Unit – II Food Science concepts

Basic S.I. Units

Density

Instruments used to measure relative density

Temperature – Types of thermo meters

PH Buffets

Boiling Point, Evaluation, Melting Point, Smoke Point, Flash Point, Fire Point, Osmosis

Humidity

Unit – III NUTRIENTS

Carbohydrate, Protein and lipid

Carbohydrate, effect of cooking starch, sugar cookery, uses of carbohydrates in food production

Protein – Effects of Heat on Egg Proteins, Egg Cookery, Egg foams – Functions of Cake ingredients, role of protein in bred making – meat – commercial uses of proteins.

Lids – Rancidity – Effects of heat on fat and oils, commercial uses of fat.

Unit – IV Food additives

Food colours, flavours, browning, vegetables, pigments

Unit – V Food Preservation & Food adulteration

COURSE OUTCOME:

On successful completion of this course learners will be able to:

- CO1: Prepare various beverages and preserve their nutritive value.
- CO2: Explain origin of spices, its properties and its significance in the field of Ayurveda and medical applications.
- CO3: Identify physical, chemical contaminants in foods and comply with current Food regulations and Food laws governing the food additives and food adulteration
- CO4: Discuss the additives in food and the role they play in the colours and textures of food.
- CO5: Identify different foods, effects of heat changes, its storage and its nutrient contribution

References :

1. Lowe, B. 1955. Experimental Cookery, John wiley& Sons Inc., New York.
2. Hughes, O and Bennion, M. 1970. Introductory Foods, 5th ed., the macmillan Co., New York.
3. Griswold, R.M. 1962. Experimental Study of Foods, Houghton mifflin company, Boston.
4. Ghose, R.L.M., Ghate, MB. And Subramaniam, V. 1960. Rice in India. ICMR, New Delhi.
5. Eckles, G.H., Combs, W.S. and Macy, H. 1951. Milk and Milk Products, RMB Publishing Co., Ltd., New Delhi.
6. Ireson, A.G. and Limscomb, S.F. 1978. Foods for One or Two or More, Hoghton Mifflin Co., Boston.
7. Fisher, P. and Bender, A. 1971. The Value of Foods. Oxford University Press, London.
8. Birch, G.C. and Cameron, AG. And Spencer, M. Food Science, 3rd ed., Perganon Press, Oxford.
9. Sweetman, M.D. and Mackellar, I. 1954. Food Science and Preparation. 4th ed., John wiley& Sons Inc., New York.
10. Paul, P.C. and Palmer, H.H. 1972. FoodTheory and Application, 1st ed., JohnWiley& Sons, Inc., New York.

COURSE OBJECTIVE:

To create an awareness among students the use and application of computers and information technology in hospitality industry. To make them understand the use of computers in day to day operations and to realize its advantages.

Unit – I - Fundamentals of Computers

Introduction to computers – History of computers – Definition – Generation of computers – types of computers – uses – advantages.

Unit – II – Components of Computers

Hardware – Software – Types of S/W – Input and Output Devices – CPU – ALU – Architecture of computer

Unit – III – Memory uses

Memory – types of memory – RAM – ROM – PROM – EPROM – EEPROM – Organization of memory – uses

Unit – IV – Network Functions

Network – types of networks – topologies - uses

Unit – V Operating Function

Operating systems – types of operating system – Uses of operating system

COURSE OUTCOME:**On successful completion of this course learners will be able to:**

- CO 1: Understand the types of computers and distinguish Hardware and Software components of a computer system.
- CO2. Explain the functions of a computer
- CO3. Identify the various input and output units and explain their purposes
- CO4. Explain the program languages and their uses.
- CO5. Use the internet.

Reference:

1. Alexis Leon – ORACLE The Application Development Handbook – Comdex computer publishing, 1996.
2. Rajaraman.V – Computer programming in C – Prentice Hall of India, 2008.
3. Taxali.R.K. – PC software – Tata McGraw Hill, 2001.

I YEAR DIPLOMA PRACTICAL

COURSE OBJECTIVE:

To develop the perfect basic skills in handling food stuffs and using dry and moist heat methods of cooking. Using the above mentioned methods, continental cuisines are learnt in 14 application menus.

Session – I

Display, explanation & identification of small equipment, utensils & large equipment. Display, explanation & identification of various categories of dry ingredients (Nuts, fats & oils, cereals, pulses, raising agents, sweeteners, dry herbs, spices, condiments, colorings, flavourings, essences, confectionery and bakery supplies.)

Session – II

Display, explanation & identification of different vegetables according to their classification – Demonstration on the different cuts of vegetables.

Session – III

Demonstration on the preparation of vegetable stock, chicken stock, white sauce, chicken velouté, tomato sauce, & mayonnaise.

Session IV

Demonstration on the preparation of fish stock, brown stock, espagnole, fish velouté & hollandaise. The following skills / traits to be incorporated into the 15 menus that follow: (i) Different methods of cooking (ii) The various categories of soups (iii) Identification, classification, selection criteria & cuts of various types of seafood (iv) identification, selection criteria & different cuts of poultry & meat (v) basics of Indian cuisine (vi) balancing of the menus (viii) origin of the dishes.

Session V

Menu – 1: Potage Madras, Poisson a la meunière, Pommes persillées, Haricot vert au beurre, Bread roll and Crème caramel.

Session VI

Menu – 2: Crème de tomates, Steak au poivre, Baked Jacket potatoes, Petit pois a la française, French Bread and Bread& Butter Pudding.

Session VII

Menu – 3: Crème de volaille princesse, Poulet á la king, Croquettes de pommes de terre, Ratatouille niçoise and Nankhatai.

Session VIII

Menu – 4: Scotch broth, Suprême de volailles à la crème, Riz pilaf, Chou-fleur mornay, French bread and Genoese au chocolat.

Session IX

Menu – 5: Minestrone, Fillet de Pomfret bonne femme, Pommes duchesse, Epinards au beurre and Queen of Puddings.

Session X

Menu – 6: Plain rice, Drumstick sambar, Naattu kozhivaruvai, Tomato rasam, Potato masala and Semiya payasam.

Session XI

Menu – 7: Oeuf Farci, Poulet rôti, Beignets d'aubergines, Pommes de Terre Rôti and Jam Tarts.

Session XII

Menu – 8: Consommé brunoise, Spaghetti Napolitaine, Pommes Pontneuf, Vichy carrots and Strawberry mousse.

Session XIII

Menu – 9: Crème d'asperges, Navarin Printanier, Chou-fleur polonaise, Pommes layonnaise and Macedoine de fruits.

Session XIV

Menu-10: Waldorf salad, Potato & leek soup, Poulet poché avec sauce suprêmes, Pommes allumettes, Tomates grillées and plain sponge.

Session XV

Menu-11: Gazpacho, Salade russe, Filet de pomfret grillées, Epinards à la crème, Pommes de terre anna, and Fruit trifle.

Session XVI

Menu-12: Jeerapulao, Chicken butter masala, Phulka, Vegetable Jalfraizi, and Shahi thukra.

Session XVII

Menu-13: Hot & sour egg drop soup, Vegetable fried rice, Chili chicken, Sweet & sour vegetables.

Session XVIII

Menu-15: Cocktail de crevettes, Poulet sauté chasseur, Pommes hongroise, Soufflé d'épinards, Swiss roll.

COURSE OUTCOME:

On successful completion of this course learners will be able to:

- CO1. Explain the appropriate cooking methods for different constituents.
- CO2. Prepare assorted French menus with the appropriate ingredients.
- CO3. Demonstrate practical skills and techniques to prepare stocks and soups.
- CO4. Compile the menu consisting of soups, main course and desserts.
- CO5. Calculate the yield of various foods.

Reference:

Ronald Kinton, Victor Cessarani & David Foskett, Practical Cookery -
Auguste Escoffiere - Ma Cuisine
Thangam E. Philip, Modern Cookery for Teaching & Trade – Volume I & II
La Rousse Gastronomique.

COURSE OBJECTIVE:

To acquire the terms used for service equipment in a restaurant. Learn the skills in serving guests with food and beverages, Take orders, while applying the sequence of service and skills of suggestive and up selling.

01. Restaurant Etiquettes
02. Restaurant Hygiene practices
03. Mis-En-Palce& Mis-En–Scene
04. Identification of Equipment
05. Laying & Relaying of Table cloth
06. Rules for laying a table
07. Carrying a Salver / Tray
08. Service of Water
09. Manipulation of Service spoon and fork for platter service
10. Carrying Plates, Glasses & other Equipment
11. Clearing an Ashtray
12. Service of nonalcoholic beverages
13. Setting of Table d'hôte & A La Carte covers.
14. Breakfast Table Lay – out & Service (Indian, American, English, Continental)
15. Crumbing, Clearing, Presenting the bill
16. Side board Organization
17. Taking an Order –Food & Making a KOT
18. Napkin Folds
19. Points to be remembered while setting a cover and during service
20. Silver Service (Hors D'oeuvre– (Classical Hors D'oeuvres varies to Coffee)
21. Service of Hot & Cold Non-Alcoholic Beverages
22. Indian Cuisine- Accompaniments & Service
23. Service of Beer (Bottled, Canned and Draught).
24. Exercises for planning different menus.
25. Room Service- Tray and trolley layup, breakfast hanger & service procedure.
26. Mini bar- format and operational procedures.

COURSE OUTCOME:

On successful completion of this course learners will be able to:

- CO1. Prepare the restaurant for service.
- CO2. Value the Greet, seat and take food and beverage orders.
- CO3. Describe the Suggest items on the menu.
- CO4. Carry out table service of guest orders and clear tables
- CO5. Execute room service orders and clear room service trays.

COURSE OBJECTIVE:

To discuss the types, use, storage and selection procedures of cleaning equipment and cleaning agents. To give a in-depth knowledge on standards of cleaning and principles of cleaning in guest rooms and public areas in a hotel.

PRACTICALS

- I. Identification of equipment and cleaning agents
- II. Basic cleaning: Dusting, sweeping, mopping, scrubbing, polishing, vacuuming, spot cleaning.
- III. Organizing cleaning: Individually groups.
- IV. Cleaning Frequency: Daily, weekly, periodically
- V. Cleaning various surfaces: Metals, Flooring, Leather, Wood, and Glass.
- VI. Guest Room Cleaning and Public areas, Bed making, Room cleaning, Bathroom cleaning, evening service.
- VII Room Inspection / Public area inspection prepare checklist. Job orders.

COURSE OUTCOME:

On successful completion of this course learners will be able to:

- | | |
|------------|---|
| CO1 | Operate housekeeping equipment and understand required cleaning agents. |
| CO2 | Clean guest rooms according to hotel standards. |
| CO3 | Organize cleaning schedules. |
| CO4 | Prepare job orders and carry out inspections. |
| CO5 | Practice Accommodation Operation basic procedures into department. |

Reference Books

- House Craft – Valerie Paul
- Commercial Housekeeping & Maintenance – Stanley Thrones
- Hotel, Hostel and Housekeeping – John C. Bronson and Margaret Lennox
- Hotel & Catering Studies – Ursula Jones
- Housekeeping and Front Office – Jones
- Managing Housekeeping Custodial Operation – Edwin B Feldman
- Professional Management of Housekeeping Operation (2nd Edition) – Robert J Martin & Thomas J.A. Jones.
- Housekeeping Management – Margaret M. Leappa & Aleta Nitschke

ONLINE MATERIALS & WEBLINKS:

- https://www.academia.edu/5741582/Planning_and_Organizing_the_Housekeeping_Department_p_66_107
- <http://paramjamwal.blogspot.com/2015/09/h3-direction-ltr-h3.html>
- <https://www.slideshare.net/Nabin2058/presentation-of-housekeeping-and-accommodation-operation-hospitality-service>
- <https://www.youtube.com/watch?v=3F9Nc2rp2eA>
- <https://www.youtube.com/watch?v=JFWHLDWiSrY>

COURSE OBJECTIVE:

The student must learn how to use front office stationery, Grooming Standards Registration, Reservation, Amendment and Cancellation procedure, Bell desk and Concierge activities and develop general knowledge on countries capital currencies and language, tourism attractions, airports airlines and hotel chains.

1. Use of F.O. Stationary.
2. How to take Reservations, Amendments in Reservations, Cancellation, Amendment and Room availability charts.
3. Telephonic Conversations - Standard Phrases, Manners, Do's & Don'ts
4. Reception and Reservation Activities.
5. Concierge and Cash Counter Activities.
6. Major tourist attractions in India
7. Major airports in India.
8. International airlines.
9. International hotel chains.
10. World - countries, capitals and currencies.

COURSE OUTCOME:

On successful completion of this course learners will be able to:

- CO1. Man the reception and reservation counter and use front office stationery.
- CO2. Carry out standard front office operating procedures.
- CO3. Take reservations; make amendments in Reservations, cancellation.
- CO4. Prepare room availability charts
- CO5. Use telephonic Conversations with standard phrases, manners, do's & don'ts
- CO6. Communicate with concierge for guest requests.

COURSE OBJECTIVE:

The computer knowledge and the usage of computer in Hotel Industries will enable the students to perform the operations in the department concerned.

MS – OFFICE :**MS-Word**

- Create a document -
- Open a document
- Alignment
- Colour / Font
- Usage of spell check
- Usage of find & replace
- Insert functions
- Mail merge

MS-Excel

- Create a worksheet
- Open a worksheet
- Alignment
- Usage of formula
- Usage of charts
- Insert functions

MS-Power Point

- Create a presentation
- Open a presentation
- Layout / Design
- Usage of Insert function
- Run an presentation

Internet

- Create an Internet Account
- Access of Email, chatting, browsing
- Sending, attachment files
- Searching and Downloading

COURSE OUTCOME:

On successful completion of this course learners will be able to:

CO 1: Create and present a basic PowerPoint presentation complete with headings, bullet points and pictures.

CO 2: Create an email, compose a message, attach files, download and use the internet effectively.

CO 3: Make an excel workbook

CO 4 Generate a word document

II YEAR DIPLOMA

COURSE OBJECTIVE:

After completion of the syllabus student will impart knowledge in various cuts of meat, cooking methods, different cereals and pulses, usage of shortening and dairy products.

To understand the basic needs, in order to know the concepts in Bakery.

I. Indian Cookery:

Introduction to Indian food – various ingredients – spices – dry and green – condiments – herbs and flavourings – thickening agents – blending of spices – masalas – wet and dry composition of different masalas. Special masala blends – Indian gravies.

Classical Indian National Cookery Introduction to regional cooking – factors affecting the food habits – topography – historical back ground - invasion – climate – special crops – spices – seasonal availability – religious – people staple diet – methods of cooking – equipment and fuel – festivals.

States to be covered – Kerala, Tamil Nadu, Andhra Pradesh, Karnataka, Goa, Maharashtra, Gujarat, Rajasthan, Punjab, Kashmir, Uttar Pradesh, Madhya Pradesh, North Eastern states, Bengal, Pondicherry - Main meals – breakfast – Indian breads and Indian sweets.

III. Quantity Food Production:

Introduction to Industrial, Institutional, Welfare and transport catering.

Staff organization – kitchen and layout - equipment – menu planning – storage facility – preparation – holding and service of cooked food – for various categories such as – schools/ colleges – industrial canteens – hospitals – services – camps – airways – sea catering – railways – high way catering – mobile catering – theme dinners.

IV. Menu Planning and Indenting:

Principles of menu planning – emphasis on quantity food production outlets, Industrial, institutional, transport and fast food services.

Principles of Indenting:

Quantities required for quantity production - practical difficulties involved in indenting.

V. Adapting recipes:

Standard recipe card

Objective and purpose

Sources

Competition

Costing and cost control

COURSE OUTCOME:

On successful completion of this course learners will be able to:

CO1. Exhibit skills in national cookery.

CO2. Compile menus involving dishes based on various states.

CO3. Plan the layout of the quantity kitchen and menu for various categories- schools, colleges, Airlines, Hospitals etc.

CO4. Indent for ingredients based on requirements.

CO5. Adapt recipes, to control costs of ingredients and overheads.

Reference Books:

1. Purohi Babbar, Rotis & Naans of India, Lorier Books Ltd, 2000
2. Welcome Group Chefs, The Indian Menu Planner, Roli Booles, 2005.
3. Kinston Cessarani, Practical Cookery, Hodder Arnold Hands, 2000
4. Cliva Finch, Food Preparation, Pearson Education –Canada, 1999.

COURSE OBJECTIVE:

To provide students the knowledge of how a room service operation is organized and executed. The students will be able to categorize various types of banquets and procedures to organize a function. Students will be able to classify non alcoholic and alcoholic beverages and describe the method of beer production and service.

UNIT I. Wines

Introduction, definitions of Wines

Classification

Viticulture & Viticulture Methods

Vinification-Still, Sparking, Aromatized & Fortified Wines

Vine Diseases

UNIT II. Wines of the world

France, Italy, Spain, Portugal, Germany, New World Wines (South Africa, Australia, USA, Hungary & India) – Categories, Regions, Important Wines with their qualities

Food & Wine Harmony

Wine glasses and equipment

Storage and service of wine.

UNIT III. Aperitifs

Definition

Types- Wine based & spirit based

UNIT IV Introduction to Spirits, Distillation process, Pot Still & Patent Still

Spirits & Liqueurs

Whisky Brandy, Rum, Vodka, Gin & Tequila, Production, Types, Brands- Indian and International.

Other Alcoholic Beverages- Absinthe, Ouzo, Aquavit, Slivovitz, Arrack, Fenny, Grappa, Calvados & other fruit brandies

Liqueurs - Types, Production, Brands & Service- Indian and International

UNIT V Tobacco

Types – Cigars & Cigarettes

Cigar strengths and sizes

Brands – Storage and service

COURSE OUTCOME:

On successful completion of this course learners will be able to:

- CO1. Use the right equipment and glassware for preparation and service of alcoholic beverages.
- CO2. List wines of different regions of the world and suggest wines to accompany foods.
- CO3. Understand the process of modern wine production and the production of different types and styles of wine with their storage.
- CO4. Describe the production of spirits and liqueurs, its service and terminology.
- CO5. Discuss cigars and cigarettes of varying strengths, storage and method of serving them.

Reference Books:

1. Singaravelavan, Food & Beverage Service, 1st Edition, Oxford University, 2011.
2. Lendal H Kotschevar, Mary L. Tanke, Managing Bar & Beverage Operations, 8th Edition, Educational Institute of the American Hotel & Lodging Association, Lansing, Michigan, USA. 2009
3. Dennis Lillicrap & John Cousins, Food & Beverage Service –, 8th Edition, Hodden Education, 2010.
4. Vara Prasad, Gopi Krishna, Food & Beverage Simplified, 1st Edition, Dorling, Kindersley, Noida, UP, 2013.

COURSE OBJECTIVE:

Able to have an insight into the importance of the Housekeeping Department. To know about the various personnel and their duties and responsibilities. To understand the activities in the Housekeeping Desk. To develop a comprehensive knowledge of the public areas and the guest room cleaning process.

UNIT I**Planning of housekeeping department**

Physical survey; specification; measurement of space; time (total allowed); cleaning agents and equipment; number of staffs required; plan of work and frequency; method of work and time calculated; work schedules and allocation of duty; inspection – standard of work expected.

UNIT II**Organizing the housekeeping department**

Attributes of Housekeeping executives and other staffs. Contract cleaning – types of contract cleaning, methods of pricing, advantages and disadvantages. Housekeeping controls – purchase procedure, stores/stock control, stock taking.

UNIT III**Safety, security and pest control**

Safety and security: emergencies and dealing with them; fire prevention and firefighting. Safety awareness and accidents prevention: first aid box procedures. Pest control: different types of pests found in hotels; areas of infestation; prevention and control of pests; responsibility of housekeeping in pest control.

UNIT IV**Laundry**

Duties and responsibilities of laundry staffs (laundry manager and shift - in – leader, dry cleaning supervisor, spotter cum presser, laundry clerks, valet runner, laundry attendant). Importance and principles flow process of industrial laundering. Stages in wash cycle. Equipment, layout and planning of laundry (basic rules). Role of laundry agents, classification of laundry agents (explain briefly). Dry cleaning guest laundry – services offered, collection and delivering, care in laundering guest articles.

UNIT V**Flower arrangement**

Principles of flower arrangement, styles of flower arrangement – western, Japanese, free, purpose of flower arrangement – placements and level of placements with relevant examples, equipment and materials required, condition of plant material.

COURSE OUTCOME:**On successful completion of this course learners will be able to:**

- CO1: Discuss the role of the housekeeping department in hotels and its responsibilities.
- CO2: Develop personal skills and in accommodation operation and services
- CO3: Design or create the organizational structure and the functional layout of housekeeping departments in various sized hotels.
- CO4: Co-ordinate with other departments in the hotel.
- CO5: Suggest the types of cleaning agents for different level of cleaning. Practice and create safe work environment.

Reference:

- Robert J Martin & Thomas J.A. Jones, Professional Management of Housekeeping Operation (2nd Edition)
- Valerie Paul, House Craft
- Stanley Thrones, Commercial Housekeeping & Maintenance
- John C. Bronson and Margaret Lennox, -Hotel, Hostel and Housekeeping–
- Ursula Jones, Hotel & Catering Studies
- Edwin B Feldman, Managing Housekeeping Custodial Operation
- Margaret M. Leappa & Aleta Nitschke , Housekeeping Management

COURSE OBJECTIVE:

The student must learn Standard Operating Procedures in Front Office Functions of front office during check –out and settlement, methods of settlement and check-out options. Front Office Accounting procedures and Night Audit. Log Book, Handling Guest Complaints and Basic Courtesy Conversation with Guest at Front Office.

UNIT – I FOREIGN EXCHANGE

Foreign Currency
Passport, Visa, Landing Permits
Form FXA, FXB, FXC

UNIT – II GUEST CHECK OUT PROCEDURE

Enquiring about quality of product & services
Retrieving the room key
Retrieving & reviewing the folio
To room guest checkout

UNIT – III COMPLETION OF GUEST FOLIO (FOR CHECK OUT)

Manually prepared folios & electronic folios
Completing folio & handling late charges
Advances, discounts & allowances.

UNIT – IV PAYMENT OF BILLS

Cash payments
Credit cards
Bill to company
Travel agents vouchers, others
Foreign currency

UNIT – V CHARGE PRIVILEGES

Credit monitoring
Accounts maintenance

UNIT VI TRACKING TRANSACTION

Cash payments
Charge purchases
Accounts correction
Accounts allowance
Cash advance

COURSE OUTCOME:

On successful completion of this course learners will be able to:

CO 1: Explain the general concepts of foreign currency, passport, visa, landing permits
And form FXA, FXB, and FXC.

CO 2: Demonstrate checkouts and settlements.

CO 3: Identify functions and procedures related to the check out and settlement process, including departure procedures involving methods of settlement and late check-outs. Also to handle advances, discounts & allowances.

CO 4: Execute the various method of settlement.

CO 5: Evaluate transactions between the guests and the hotel accurately.

Reference Books:

Sue Becker, Pam Bradley and Feremy, Principles of Hotel front office operation, Hyton, Published by Castle 1994

Michael & Kasavana, Managing front office operations, 3rd Edition, Published by Van Nostrand and Reinhold

Grace Paige, Fane Parga, Hotel & Motel front desk personnel, Published by Van Nostrand and Reinhold

Petrabbol & Sue Lewry, Front Office Procedure, social skills and management, Publishers Buer Worth Huneman.

COURSE OBJECTIVES:

The subject environmental studies help students to gain knowledge with regard to the present issues and environmental problems and to know their responsibilities.

- Unit – I Introduction to Environmental Studies**
Components of the environment
Importance of environmental studies
Need for Public awareness
- Unit – II Natural Resources**
Types of National Resources
Renewable and nonrenewable energy resources
Role of an individual in conservation of natural resources
- Unit – III Bio – diversity**
Significance of Biodiversity
Classification
Threats to Biodiversity
Conservation of Biodiversity
- Unit – IV Environmental Pollution**
Types of Pollution
Role of an individual in prevention of pollution
- Unit – V Human Population and the environment**
Population growth
Population in Explosion
Environment and Human Health
Human Rights
HIV / AIDS
Women welfare and child welfare
Role of Information technology in environment
- Unit – VI Horticulture**
- Unit – VII Global Warning**

COURSE OUTCOME:

On successful completion of this course learners will be able to:

- CO1. Create appropriate planning, preparation and response during disaster like Floods, Cyclones, Landslides, Earthquakes and Tsunami.
- CO2. Identify common pollution and adverse impact on biotic communities, soil, water, and air quality and suggest sustainable strategies to mitigate these impacts.
- CO3. Relate to social issues in the environment and understand their responsibilities.
- CO4. Understand the interdisciplinary nature of environment and need for public awareness.
- CO5. State the natural resources and relate them human use and exploitation of natural resources and learn to conserve them.
- CO6. Define the ecosystem, classify them and understand the ecological concepts, possible solutions and sustainable practices.

Reference Books:

1. Kathlyn. Saving the environment: debating the costs. New York, Franklin Watts, 1996.
2. Thomas R., and Robert C. Mebane. Environmental experiments about life. Hillside, N.J., Enslow Publishers, 1993.
3. Nick. Atlas of environmental issues. New York, Facts on File, 1989.
4. William G., Thomas B. Daugherty, and Carla Kirts. *Managing our natural resources*. 3rd - Albany, N.Y., Delmar Publishers, 1997.

II YEAR DIPLOMA – Practical

COURSE OBJECTIVE:

To develop the perfect basic skills in handling food stuffs and using dry and moist heat methods of cooking. Using the above mentioned methods, continental cuisines are learnt in 14 application menus.

Introduction to quantity Food Production emphasizing regional Indian dishes Indian breads and sweets.

I	II
Plain Rice Avial Sambar MeenVarathathu Nenthra Kai Chips Inji Puli Kari ParippuVadai Prathamam	Attukal Soup Plain Rice Veechchu Parotta Chettinadu Chicken Curry Moolai MuttaVaruval Urundai Kuzhambu Beetroot Karaporiyal Curd Rice Kesari
III	IV
Tomato Bath Kholapuri Mutton Masala Potato Vadai Chappathis Jallebi	Kitchidi Tomato Baingan Ambal Dal Philani MacherJal Loochi GulabJamun
V	VI
Bisbella Hullianna Baesserattu Mysore Bonda Manglore Fish Fry Potato Fry Appalam Mysore Pak	Chicken Biryani Vegetable Biryani Baghara Baingan Onion Raitha Semiya Payasam
VII	VIII
Jeera Pulao Dhal Makhani Aloo Capsicum Fish Amrithsari Phulka Beetroot Halwa	Coconut Rice Ven Pongal Meat ball curry Cabbage and Carrot foogath Curd rice Rose cookies

IX	X
Plain Rice Mutton Vindaloo Ambiachi Dhal Mix Vegetable Chilly Fry Pav, Curd Rice Bean, Kajoo& Coconut Burfi	Chettinadu Mutton Biryani Cheruva Kallu Dosa Vadai Curry Curd Rice KuzhiPaniyaram
XI	XII
Mutter Pulao Bhaturas Peshawari Chole Palak Ghost Aloo Gobi GajarkaHalwa	Kachchi Biryani Mirchi Ka Salan Nellore Mutton Curry Kulcha Double Ka Meetha
XIII	XIV
Yakhni Pulao Aloo Paratha Mutton Do Piazza Dal Palak Phirnee	Ghee Bhat Kachori Doi Mach Aloo Posto Baigun Bhaja Rasogulla
XV	
Tandoori Naan Tandoori Murg Sheek Kabab Paneer Tikka Tandoori Pomfret	

COURSE OUTCOME:

On successful completion of this course learners will be able to:

- CO1. Create desserts with correct texture and consistency.
- CO2. Prepare assorted Indian foods in bulk quantities.
- CO4. Prepare Indian breads and their variations.
- CO5. Demonstrate the techniques of preparation of dishes from states of India.
- CO3. Incorporate the spices and condiments that are unique to each province

COURSE OBJECTIVE:

To acquire the terms used for service equipment in a restaurant. Learn the skills in serving guests with food and beverages, Take orders, while applying the sequence of service and skills of suggestive and up selling.

01. Conducting Briefing / De- briefing for F&B outlets
02. Taking an order for Beverages
03. Service of aperitifs
04. Wine bottle, Identification, Glasses, equipment, required for service
05. Reading a wine label (French, German)
06. Types of Glasses & equipment used in the bar
07. Service of Sparkling, Aromatized, Fortified, still wine
08. Menu planning with wines and service of food & wine
09. Service of cigars and cigarettes
10. Service of spirits – rum, gin, vodka, whisky, brandy, tequila etc.,

COURSE OUTCOME:

On successful completion of this course learners will be able to:

- CO1. Take orders for beverages.
- CO2. Suggest cocktails and wines to accompany foods.
- CO3. Prepare conventional cocktails.
- CO4. Read wine labels of various countries and open and serve champagnes and wines.
- CO5. Serve cigars and cigarettes applying proper techniques.

COURSE OBJECTIVE:

To discuss the types, use, storage and selection procedures of cleaning equipment and cleaning agents. To give an in-depth knowledge on standards of cleaning and principles of cleaning in guest rooms and public areas in a hotel.

PRACTICALS

Fabric weaves

Linen laundering

Uniform pressing

Fabric stain removal

Floor stain removal

Flower arrangement

Theme Decoration

COURSE OUTCOME:

On successful completion of this course learners will be able to:

CO1. Identify fabric weaves.

CO2. Plan the physical layout of an on-premises laundry operation,

CO3. Develop procedures for laundering different fabrics,

CO4. Organize the flow of linens through the laundering process

CO5. Treat diverse stains.

CO6. Create floral arrangements and theme decorations

Reference:

Robert J. Martin & Thomas J.A. Jones, Professional Management of Housekeeping Operations(2ndEdn.)

Stanley Thrones. Commercial Housekeeping & Maintenance

John C.Bronson and Margaret Lennox, Hotel, Hostel and Housekeeping

Hotel & Catering studies – Ursula Jones

Housekeeping and Front office – Jones

Edwin B. Feldman, Managing housekeeping Custodial Operation

Margaret M. Leappa & Aleta Nitschke, Housekeeping Management

ONLINE MATERIALS & WEBLINKS:

1. <https://www.slideshare.net/SunilKumar148/flower-arrangements-33437848>
2. <http://robertsonclass.weebly.com/floral-design.html>
3. <https://www.coursehero.com/file/15349407/housekeeping-notes-1455191913907/>
4. <https://www.slideshare.net/SunilKumar148/fabric-fibres>
5. <https://hmhub.me/stain-removal/>

COURSE OBJECTIVE:

The student must learn how to use front office stationery, Grooming Standards Registration, Reservation, Amendment and Cancellation procedure, Bell desk and Concierge activities and develop general knowledge on countries capital currencies and language, tourism attractions, airports airlines and hotel chains.

1. Communication Systems - Different types of calls, Screening Practice.
2. Telephone Equipment - Telex, Fax, E-mail Operations, Central Reservation Network System.
3. Handling Complaints
4. Identification of Vouchers - List prepared by F.O. and sub departments.
5. Preparation of guest folio.
6. Method of settlement – cash, credit card, bill to company, traveler’s cheque
7. Accounting formulae.
8. Foreign exchange.

COURSE OUTCOME:

On successful completion of this course learners will be able to:

- CO1. Perform standard operation procedures in the front office.
- CO2. Demonstrate checkouts and settlements.
- CO3. Perform front office accounting.
- CO4. Interpret log book.
- CO5. Evaluate guest situation in front office and Communicate effectively

III YEAR DIPLOMA

COURSE OBJECTIVE:

Prepare foods using methods that conserve nutritional value. Exhibit ability to prepare and serve many foods of international cuisines attractively and efficiently. Select and use appropriate advanced techniques in planning, storing, and serving foods.

UNIT – I: Kitchen Supervision:

Kitchen supervisor – supervisory functions
Technical – administrative & social functions
Elements of supervision – forecasting, planning

UNIT – II: Kitchen Management:

Organizing – commanding – co-coordinating controlling
Responsibilities of supervisor – delegating
Motivating – welfare understanding and communicating

UNIT – III Bakery:

Introduction
Layout & equipment
Heavy and ancillary equipment – cleaning & maintenance.
Ingredients used in bakery.

UNIT – IV: Bread making:

Bread – recipe – different methods of preparations – different types of bread.
Faults in bread making – rectification and prevention
Cakes & Frostings:
Cakes – recipe – different methods of preparation – different types
Faults in cake making – rectification and prevention
Fondant, butter cream, Foam, Fatty types – Glace, Royal, Fudge

UNIT – V: Pastry making:

Introduction & meaning, Breakfast rolls – Introduction, Types of pastry - Short crust, Choux, Puff, Danish, Croissants, Brioche
Frozen Desserts:
Ice creams
Sorbets
Parfait
Bombes
Frozen Mousse

UNIT – VI: Decorative Works:

Chocolate work – Cutouts, Curbs, Shavings
Marzipan
Pastillage
Nougat
Sugar – Spun, Pulled & Blown
Jelly works

UNIT VII: Brief study on International Cuisine,

Factors affecting the various cuisines – Location, Historical background, Availability of ingredients & cooking methods

French Cuisine

Italian Cuisine

Chinese Cuisine

UNIT VIII: Japanese cuisine

Thai Cuisine

Oriental Cuisine

Mediterranean Cuisine

Nouvelle Cuisine

UNIT IX: Garde Manger

Introduction, Layout, Equipment, Location, Space requirements

Functions of the larder department

Duties and responsibilities of larder chef

Butchery – Cuts of pork, beef, chicken & fish, steaks

UNIT X: Larder Control:

Butchery control sheet – yield calculation

Yield control – larder the center of food cost control

Larder Preparations:

Sandwiches – parts, preparation, lipid scoring, storage - short term & long term

Cold appetizers – garnishes – cold sauces

Salad dressings & compound butters

Carvings – vegetable, fruits, ice & butter

UNIT XI: Charcuterie:

Force meats - types, preparation & uses

Sausages - types, casings, fillings, additives & preservatives

Ham, Bacon & Gammon – preparation, uses and differences

Galantines, Pâtés, Terrines and Mousses

Aspic & jelly – preparation, uses and difference

COURSE OUTCOME:

On successful completion of this course learners will be able to:

CO1. Exhibit supervisory skills in kitchen organization.

CO2. Demonstrate skills in manning the kitchen effectively.

CO3. Carry out Garde manger duties.

CO4. Prepare, display and store force meats.

CO5. Exhibit professionalism in the Organizing the kitchen.

REFERENCE BOOKS

1. Wayne Gisslen, Professional Baking, Wiley, 2008.
2. Kinston Cessarani, Practical Cookery, Hodder Arnold Hands, 2000
3. Anthony D roily, The Complete Cookery Manuel, 1993
4. William J Sultan, Practical Baking, John Wley& sons, 1989

COURSE OBJECTIVE:

To develop a comprehensive knowledge of a bar, the types of bars and their layouts. The students will be able to know how Champagne is produced and served. Cocktail preparation and table side service using the gueridon trolley will be practiced and executed in a professional manner.

UNIT-I. Cocktails

Introduction, History, Methods of Mixing cocktails

Rules of mixing cocktails

Classic Cocktails- Recipes, innovative cocktails & mock tails (at least 5 from each base)

Cocktail Bar Equipment, garnishes, decorative accessories.

Definition of other mixed drinks – e.g. Cobblers, Daisies, Daiquiris, flips, etc.

UNIT- II Banquets

Organization structure, Duties & Responsibilities of banqueting staff

Administrative Procedures, Formats Maintained

Banquet Function Prospectus

Types of Functions (Formal and Informal)

Menu Planning (Indian, Continental, Theme, conference, cocktail, others)

Seating Arrangements

Off Premise/ out- door catering, Airline/ Railway/ Sea Catering.

UNIT -III Gueridon Service

Origin and definition

Types of Trolleys and layout

Special equipment

Service Procedures

Service of important classical dishes

UNIT-IV Food & Beverage Cost Controls

The Control Cycle

Planning Cycle

Operational Cycle

Post Operational Cycle

UNIT- 5 Elements of Cost

Definition of Cost, Basic Concept of Profits

Pricing & Control Aspects

COURSE OUTCOME:

On successful completion of this course learners will be able to:

- CO1. Plan, coordinate and execute food and beverage service requirements for a Bar, bar control and cellar management.
- CO2. Manage the banquet functions with a crew of people tasked with providing a smooth event.
- CO3. Apply the principles of preparing classic and innovative cocktails and mocktails in food and beverage service outlets.
- CO4. Demonstrate carvings, filleting, flambéing and preparing dishes on the gueridon trolley.

- CO 5 Calculate material and labour cost.

Reference Books:

1. Vara Prasad, Gopi Krishna, Food & Beverage Simplified,- 1st Edition, Dorling Kindersley, Noida, UP,2013
2. Lendal H Kotschevar, Mary L. Tanke Managing Bar & Beverage Operations, 8th Edition, Educational Institute of the American Hotel & Lodging Association, Lansing, Michigan, USA. 2009
3. Lendal H Kotschevar & Ronald F. Cichy, Managing Beverage Service, 1st Edition, Educational Institute of the American Hotel & Lodging Association, Lansing, Michigan, USA. 2004
4. Robert A. Lipinski & Kathleen A. Lipinski, Professional guide to alcoholic beverages Van Nostrand Reinhold, 2nd Edition, 1989. 3. Stuart Walton ,The New York Bar Tenders Guide to Cocktails & Mixed Drinks, 3rd Edition, Hermes House, 2008

COURSE OBJECTIVE:

It enables the students to gain practical exposure in Accommodation Operation and also motivates them to do the Job in a proper manner.

Unit I. Planning & organizing the accommodation operation department

- i. Area Inventory List
- ii. Frequency Schedule
- iii. Performance Standard
- iv. Productivity Standard
- v. Equipment & Supply Inventory Level

Unit II. Motivating and Training

Definition
Types
Methods
Evaluating

Unit III. Controlling Expenses

Budget process, types
Using operating budget as a control tool
Powering budget and income statement
Room division income statement
Budgeting expenses: salaries and wages
Employee benefit outside service
In house laundry, linen, operating supplies uniforms

Unit IV. Interior Decoration

Important of design, patterns, art & décor
Decorating the various public areas of the hotel
Importance & study of colours
Types of furniture
Lights & lighting – energy saving
Door & window
Walls & Ceilings
Designing physical challenged rooms

UNIT-V HOUSEKEEPING IN OTHER OUTLETS & Energy & Water Conservation

Hospitals - Hostel- Guest Houses - Contract Services -Control Services - Multinational Company – Airlines.
Energy and Water Conservation in Housekeeping Operation

COURSE OUTCOME:

On successful completion of this course learners will be able to:

CO1: Develop area inventory list, frequency schedule, performance and productive standards

CO2: Prepare training modules for the staff in the departments

CO3: Plan and budget housekeeping expenses.

CO4: Exhibit the importance in design, pattern, colors in the rooms

CO5: Execute housekeeping in outlets other than hotels and practice energy and water conservation standards.

COURSE OBJECTIVE:

To develop a comprehensive Knowledge about managerial level of various management functions like Planning and Evacuating Front Office Operations such as Establishing Room Rates, Budgeting, Forecasting Room Availability and Daily Operations Report, Income Statements and Budget Reports ,Yield Management, Property Management Systems, Hotel Security and Guest Quality Service Budgeting for operations-Forecasting rooms revenue - Estimating expenses

UNIT: I - PLANNING & EVALUATING FRONT OFFICE OPERATIONS

Management objectives

(Planning, organizing, staffing, directing, controlling, coordinating, evaluating)

Planning for front office operations

Establishing room rates

Market condition approach

II Rule of thumb approach

III Hubbart's formula approach

Forecasting room availability

UNIT: II - YIELD MANAGEMENT

Concept

Applicability to rooms division

(Capacity management, discount allocation, duration control)

Basic formulation in measuring yield

Potential high & low demand tactics.

UNIT – III - BUDGETING FOR OPERATIONS

Forecasting room revenue

Estimating expenses

UNIT – IV - RECORD KEEPING SYSTEM

Non- automated

Semi -automated

Fully automated

UNIT – V - INTERNAL CONTROL & NIGHT AUDITING

Front Office Cash Sheet

Cash banks

Functions of the night audit

The role of night auditor

COURSE OUTCOME:

On successful completion of this course learners will be able to:

CO 1: Plan and evaluate functions of front office.

CO 2: Develop to each room category a rack rate based on the popular approach to Room pricing

CO 3: Estimate the expenses and revenues.

CO 4: Evaluate record keeping system.

CO 5: Examine each receipt or payment of cash done by the cashier.

CO 6: Apprise auditing where the night auditor reviews all financial activities of the hotel.

Reference Books:

Sue Becker, Pam Bradley & Feremy, Principles of Hotel Front Office Operations

Michael & Kasavana, Managing Front Office Operations, Published, Van Nostrand and Reinhold

Grace Paige, Fane Parga, Hotel & Motel Front Desk personnel, Published by Van Nostrand and Reinhold.

Petrabbol& Sue Lewry, Front Office Procedures, Social Skills & Management –Publishers Buter Worth Huneman.

COURSE OBJECTIVE:

Human Resource Management is a means to achieve efficiency and effectiveness. It serves other functional areas, so as to help them to attain efficiency in their operations and attainment of goals to attain efficiency.

Human Resource Management has the responsibility to acquire, develop, utilize, and maintain employees.

Unit – I Introduction to Human resource Management

Definition, Concept and objectives - Importance of HRM - Characteristics of Human resource manager in Hospitality Industry.

Unit – II Human resource planning

Job design - Job analysis - Recruitment and selection - Process and sources of recruitment.

Human resources management information system – selection – definition – steps and techniques

Unit – III Training and development

Introduction - Need and Importance of Training - Identifying training needs - Types of training - Evaluating training Effectiveness

Unit – IV Job evaluation

Concept, Process of Job Evaluation - Advantages and Limitations - Essentials of Job Evaluation - Method of Job Evaluation.

Unit – V Performance Appraisal

Employee performance – introduction – definition – functions of performance appraisals – methods – performance training.

Concept - Motivation Theories - Types of Motivation - Compensation & Benefits.

COURSE OUTCOME:**On successful completion of this course learners will be able to:**

CO1: Contribute to the development, implementation, and evaluation of employee recruitment, selection, and retention plans and processes.

CO2: Develop, implement, and evaluate employee orientation, training, and development programs.

CO3: Facilitate and support effective employee and labour relations in both non-union and union environments.

CO4: Develop, implement, and evaluate organizational development strategies aimed at promoting organizational effectiveness.

CO5: Determine required motivational facts and practice in department.

REFERENCE BOOKS:

1. Human resource Development & Management in the hotel Industry - S.K.Bhatia, Nimal singh
2. Human resource management in Hospitality - Malay Biswas
3. Human Resource Management by Ashwatappa – IV Edition
4. Personnel Management & Industrial Relations – C.B. Mamoria & Mamoria

ONLINE MATERIALS & WEBLINKS:

1. <https://www.scribd.com/read/402115613/Human-Resources-Management>
2. <https://www.freebookcentre.net/Business/Human-Resources-And-Personnel-Management.html>
3. <https://www.slideshare.net/GUMBHIR/human-resource-management-2550853>
4. <http://hr-management-slides.com/>

COURSE OBJECTIVE:

To provide and understanding on the process of marketing and sales management and gain additional exposure.

UNIT - I OVERVIEW OF SERVICE SECTOR AND HOSPITALITY

Definition of market, marketing and selling - The marketing concept - types - marketing environment - Market segmentation.

UNIT -II CONCEPT OF MARKETING MIX

Product - The hotel product and its components - New product development - brand names - product life cycle - product differentiation in Hotel and catering industry.

UNIT -III PLACE

Distribution - Scope of distribution - marketing channels - location of services - current trends in hotel and catering industry.

UNIT - IV PRICE & PROMOTION

Definition of pricing - types of pricing - policy - importance of pricing in hotel industries.

Promotion - promotional mix- kinds of sales promotion - selection, training - media selection type of media sales promotion.

UNIT – V THE ROLE OF PROMOTION

Promotion mix in terms of advertising / selling / sales promotion / direct mail / sponsorship / merchandising / public relations / publicity - advertising - communication problems – budgeting, the promotion mix.

COURSE OUTCOME:

On successful completion of this course learners will be able to:

- CO1. Analyze advertising, sales promotion and public relations.
- CO2. Formulate pricing strategies for products and services
- CO3. Identify organizational markets and buyer behavior.
- CO4. Implement interactive and multichannel marketing and List ways to reach global markets.
- CO5. Understand the marketing mix and identify market segments and targets.

REFERENCE BOOKS:

1. Dr.Varshney R.L & Bhattacharya.B , International marketing management 22nd edition Sultan chand& sons 2009.
2. S.A. Sherlekar marketing management Meerapandey 2006.
3. Sudhir Andrews, Sales & marketing Tata Mcgraw hill 2006.
4. Philip Kotler, Marketing management, Pearson Ltd 2012.

III YEAR DIPLOMA PRACTICAL

COURSE OBJECTIVE: To be acquainted with and to develop skill in advanced continental and international cuisines.

<p>MENU – 1 :</p> <p>Consomme Carmen Poulet Saute Chasseur Pommes Lorette Haricots Verts Salade de Betterave Brioche Baba au Rhum</p>	<p>MENU – 2 :</p> <p>Bisque D' Crevisse Escalope De Veau Viennoise Pommes Bataille Courge Provencale Epinard au Gratin Croissants Gateau D' Anana</p>
<p>MENU – 3 :</p> <p>Crème Dubarry Darne De Saumon Grille Sauce Poloise Pommes Fondant Petits Pois A la Flammande French Bread Banana Tart</p>	<p>MENU – 4 :</p> <p>Veloute Dame Blanc Côte De Porc Charcuterie Pommes De Terre A La Crème Carottes Glace Au Gingembre Salade Verte Harlequin Bread Chocolate Cream Puffs</p>
<p>MENU – 5 :</p> <p>Cabbage Chowder Poulet A La Rex Pommes Marquise Ratatouille Salade De Carottées et Celeri Clover Leaf Bread Savarin Des Fruits</p>	<p>MENU – 6 :</p> <p>Barquettes Assortis Stroganoff De Boeuf Pommes Persilles Salade De Concombre Garlic Rolls Crepe Suzette</p>
<p>NU – 7:</p> <p>Duchesse Nantua Poulet Maryland Croquette Potatoes Salade Niçoise Brown Bread Pate Des Pommes</p>	<p>MENU – 8 :</p> <p>Kromeskies Filet De Sole Walweska Pommes Lyonnaise Champignon au beurre Bread Sticks Souffle Milanaise</p>

<p>MENU – 9:</p> <p>Vol-Au-Vent De Volaille St. Jambon Crab Thermidor Salade Waldorf Vienna Rolls Mousse Au Chocolat</p>	<p>MENU – 10 :</p> <p>Crabe En Coquille Quiche Lorraine Salade de Viande Pommes Parisienne Foccacia Crème Brûlée</p>
<p>PLUS 4 BUFFETS:</p> <p>Cold Buffet Hot Continental Indian Regional</p>	
<p>CHINESE MENUS :</p> <p>MENU – 1 :</p> <p>Prawn Ball Soup Fried Wantons Sweet & Sour Pork Hakka Noodles Apple Toffee</p>	<p>MENU – 2 :</p> <p>Hot & Sour Soup Beans Szechwan Stir Fried Chicken & Peppers Chinese Fried Rice Bananas Cooked in coconut milk</p>
<p>MENU – 3 :</p> <p>Sweet corn soup Shao Mai Tung-Po Mutton Yangchow Fried Rice Fried Ice cream</p>	<p>MENU – 4 :</p> <p>Wanton Soup Spring Rolls Stir Fried Beef & Celery Chow Mein Lychees with Ice cream</p>
<p>MENU – 5 :</p> <p>Prawns in Garlic Sauce Fish Szechwan Hot & Sour Cabbage Steamed Noodles Sweet peanut Dumplings</p>	

<p>INTERNATIONAL MENUS:</p> <p>SPAIN : Gazpacho Pollo en Pepitoria Paella Fritata de patata Pastel de Mazana</p>	<p>ITALY: Minestrone Ravioli Arabeata Fettucine Carbonara Pollo Alla Cacciatore Medanzane Parmigiane Grissini Tiramsu</p>
<p>GERMANY: Linsensuppe Sauerbraten Spatzlle Kartoffel Potato Salad Pumpernickel Apfel Strudel</p>	<p>U.K. Scotch Broth Roast Beef Yorkshire Pudding Glazed Carrots & Turnips Roast Potato Yorkshire Curd Tart Crusty Bread</p>
<p>GREECE: Soupe Avogolemeno Moussaka à la Greque Dolmas Tzaziki Baklava Harlequin Bread</p>	

COURSE OUTCOME:

On successful completion of this course learners will be able to:

- CO1. Prepare global cuisine dishes.
- CO2. Show the skills and demonstrate the techniques in International cuisines.
- CO3. Display the techniques involved in continental & International cuisines.
- CO4. Prepare, display and store force meats.
- CO5. Carry out Garde manger duties

COURSE OBJECTIVE:

Facilitate the set-up of a restaurant. Handle banquet mock bookings and deal with food and beverage controls.

Practicals:

1. Filling of Banquet function prospectus, Menu Planning & Service (International menus - French, Chinese, Mexican & Italian)
2. Formal banquets (Seating arrangements and service procedures)
3. Banquet seating styles, formal banquet service
4. Setting up of bar with glasses & equipment
5. Mise-en-place for serving a dish from Gueridon Trolley & Service of dishes (flambé& salads)
6. Setting up of buffets and service procedures.
7. Guest Situation Handling
8. Planning a restaurant (Specialty, fast food, and coffee shop with the factors mentioned in the theory).
9. Planning of a bar with the factors mentioned in theory
10. Preparation of duty rosters in restaurants and function catering
11. Menu planning – Indian and International with wines
12. Formats of records maintained in restaurants and bars (booking, Diary, KOT, Sales summary sheet, Guest comments, Log Book, etc.)
13. List of restaurant equipment manufacturers (Assignment)
14. List of licenses required (Assignment)
15. Compiling Beverage lists

COURSE OUTCOME:

On successful completion of this course learners will be able to:

- CO1. Fill up the function prospectus and plan seating arrangements for diverse banquet Prospectus.
- CO2. Set up a buffet and organize service.
- CO3. Handle guest situations.
- CO4. Prepare duty rosters for restaurants and banquet functions
- CO5. Maintain formats of records in restaurants and bars.

21PDHMC3 ACCOMMODATION OPERATIONS - III PRACTICAL 0021

COURSE OBJECTIVE:

This practical enables the students to gain knowledge with regard to Housekeeping department in terms of fulfilling the department needs.

Practical

To calculate the labour cost in housekeeping department

To estimate the staffing requirement

To plan the monthly consumption of the department

To budget for renovation, refurbishing, redecoration. Assignment with presentation skills

To budget for cleaning and equipment of a housekeeping department

COURSE OUTCOME:

On successful completion of this course learners will be able to:

CO1: Estimate the labor cost and staff requirement

CO2: Make monthly indent and budget for housekeeping department

CO3: Prepare the linen budget for the department

CO4 Plan the budget for the operational expenses

CO5: Renovation procedures and practices at hotel industry.

COURSE OBJECTIVE:

Through practice the students will gain knowledge with regard to Front Office department in the Hotel and to know the advantages and disadvantages of the department.

- 1 Opening Guests Folio - Posting Guest Charges - Telephone, Laundry, and Room Charge, Food & beverage and other charges.
- 2 Visitors Paid Outs
- 3 Allowances and Discounts
- 4 Foreign Exchange Regulations Awareness
- 5 Field Visits (Self) Assignments to observe Cashiers' Desk in classified Hotels and
- 6 Small Hotels.
- 7 VTL, City Ledger Formats
- 8 Night Auditing Reports

COURSE OUTCOME:

On successful completion of this course learners will be able to:

CO1. Plan tours and itineraries

CO2. Execute Managerial Skills in Front office Procedures.

CO3. Demonstrate front office software.

CO4. Evaluate guest requests and solve complaints effectively.

CO5. Interpret log book entries.