



**JAYA COLLEGE OF ARTS AND SCIENCE, THIRUNINDRAVUR – 602024**  
**Department of Hotel and Catering management**

**Academic Year: 2020 -2021**

**Programme Offered : Hotel And Catering Management**

**Programme objective:**

PO:1	COOKING SKILLS : To know more about the various methods of cooking and to know about the basic principles of food production.
PO:2	Service skills : To get an knowledge about the food and beverage department, staff organization ,food service areas and Equipments.
PO :3	Cuisine knowledge: To know about the international cuisine and gain knowledge about bakery and confectionary items .
PO:4	Office works To know about the functions of front office department and to enhance the income of the hotel industry .
PO:5	Presenting skills : To know about the various rooms in a hotel and the ways to present the rooms to a guest .
PO:6	Tourism management: To know about the types of tourism and the ways to improve it so as to generate revenue to the Industry . Through knowledge on travel agencies helps in a greater way for the tourism management.
PO:7	Hotel Engineering and Maintainence: To know the role and importance of engineering and maintainence department for the smooth functioning of the hotels .
PO:8	Management Principles Helps in learning various principles of management for the operation of hotels .
PO:9	Hotel Accounts : Helps in learning to know about the various tools for hotel Accounting system .
PO:10	Environmental science : Helps in knowing about the Renewable and Non- renewable resources and to use it almost possible .
PO:11	Training Process : To get through practical knowledge training is been given in star hotels .
PO:12	Hotel law : Helps to know about the various types of law related to hotel and hoteliers
PO:13	Facility planning Helps to know about the various tools for hotel desigh and facilities in a star hotel .
PO:14	Human rights : Helps to know about the rights for several sectors of people in the society .
PO:15	Application of computers Helps to know about the various tools for the application of computers .
PO:16	Inculcate skills for successful career ,entrepreneurship and higher studies .
PO:17	Develop professional for hotel industry , airline industry , cruise line industry , travel agencies etc

**PROGRAMME OUTCOME:****Programme specific outcome**

PSO1:	To become an established professional in the hospitality industry.
PSO:2	To be a greater professional in the hotel abroad jobs .
PSO:3	To get jobs in the airline industry and attain greater position.
PSO:4	To get jobs in cruiseline industry and attain higher position.
PSO:5	To get jobs in travel agencies.
PSO:6	Pursue higher studies in hospitality industry.
PSO: 7	To become an entrepreneur in the food industry .

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**I- SEMESTER**

		Name of Course	Inst. Hour	Credits	Exam	MaximumMarks		
						IA	UE	Total
Part –I	Paper - I	French – I	3	3	3	25	75	100
Part – II	Paper – I	English – I	3	3	3	25	75	100
Part –III	Core Paper - I	Food Production – I	3	5	3	25	75	100
	Core Paper - II	Food & BeverageService – I	3	4	3	25	75	100
	Core Paper -III	Front Office Operation – I	3	4	3	25	75	100
	Core Paper -IV	AccommodationOperation – I	2	1	3	25	75	100
	Allied Paper - I	Food Science&Nutrition	2	2	2	15	35	50
Part –IV	Soft Sill-I	Essential of Language and Communication –Level – I	3	3	3	50	50	100
		Total	22	25				

**PRACTICAL**

Course Components	Name of Course	InstHrs per week
Core Paper – V	Food Production Lab - I	4
Core Paper – VI	Food and Beverage Service Lab – I	2
Core Paper – VII	Front Office Lab – I	2
Core Paper – VIII	Accommodation Operation Lab – I	2

**TOTAL INSTRUCTION HOURS: 10**

## II – SEMESTER

		Name of Course	Inst Hour	Credit	Exam Hours	Maximum Marks		
						IA	UE	Total
Part –I	Paper – II	French – II	3	3	3	25	75	100
Part – II	Paper - II	English – II	3	3	3	25	75	100
Part –III	Core Paper - IX	Food Production – II	3	5	3	25	75	100
	Core Paper -X	Food & Beverage Service – II	3	4	3	25	75	100
	Core Paper - XI	Accommodation Operation – II	3	4	3	25	75	100
	Allied Paper -II	Tourism Management	2	2	2	15	35	50
Part -IV	Soft Skill-II	Essentials of Spoken and Presentation Skills – Level –I	3	3	3	50	50	100
		Total	20	24				

## II-SEMESTER PRACTICALS

Course Components	Name of Course	InstHrs	Credits	Exam.	Maximum Marks		
					IA	UE	Total
Core Paper – V	Food Production Lab - I	4	2	3	20	30	50
Core Paper – VI	Food and Beverage Service Lab – I	2	1	3	20	30	50
Core Paper – VII	Front Office Lab – I	2	1	3	20	30	50
Core Paper – VIII	Accommodation Operation Lab – I	2	1	3	20	30	50
	TOTAL	10	5				

### III - SEMESTER (THEORY)

Course Components	Name of Course	Inst. Hrs.	Credits	Exam	Max. Marks			
					IA	UE	Total	
Part – III	Core Paper – XII	Food Production – III	3	5	3	25	75	100
	Core Paper – XIII	Food and Beverage Service – III	3	3	3	25	75	100
	Allied Paper –III	Hotel Engineeringand Maintenance	2	3	2	15	35	50
	Allied Paper –IV	Principles ofManagement	3	3	3	15	35	50
	Allied Paper –V	Hotel AccountingSystem	3	3	3	15	35	50
	Allied Paper –VI	Food and Beverage Management	2	2	2	15	35	50
Part -IV	Soft Skill-III	Personality Enrichment –Level – I	3	3	3	50		100
		Total	16	22				

### PRACTICAL

Course Components	Name of Course	Inst. Hrs per week
Core Paper – XIV	Food Production Lab – II	3
Core Paper – XV	Food and BeverageService Lab - II	3
Core Paper – XVI	Front Office Lab – II	2
Core Paper – XVII	Accommodation Operation Lab – II	2
Allied Paper – VII	Hotel Engineering Lab	1

**TOTAL INSTRUCTION HOURS: 15**

#### IV – SEMESTER (IET & PRACTICAL)

Course Components		Name of Course	Inst. Hrs per week	Credits	Exam Hrs	Maximum Marks		
						IA	UE	Total
PART - III	Core Paper – XIV	Food Production Lab – II	3	3	3	20	30	50
	Core Paper – XV	Food and Beverage Service Lab – II	3	3	3	20	30	50
	Core Paper – XVI	Front Office Lab – II	2	3	3	20	30	50
	Core Paper – XVII	Accommodation Operation Lab – II	2	3	3	20	30	50
	Allied Paper – VII	Hotel Engineering Lab	1	3	3	20	30	50
Part - IV	Soft Skill-IV	Personality Enrichment Level – II	2	3	3	50	50	100
		Environmental Studies	2	2	3	25	75	100
	Core Paper XVIII	Industrial Exposure Training(IET) -22 Weeks		16				

**TOTAL INSTRUCTION HOURS: 15**

#### V- SEMESTER (THEORY)

Course Components		Name of Course	Inst Hrs.	Credits	Exam Hrs.	Max. Marks		
						IA	UE	Total
Part – III	Core Paper – XIX	Food Production – IV	3	5	3	25	75	100
	Core Paper – XX	Food & Beverage Service - IV	3	4	3	25	75	100
	Core Paper – XX1	Front Office Operation- II	3	4	3	25	75	100
	Elective Paper – I	Marketing and Sales Management	3	3	2	15	35	50
	Elective Paper – II	Hotel Law	2	2	2	15	35	50
	Allied Paper – VIII	Hotel Financial Management	3	3	2	15	35	50
Part – IV		Value Education	2	2				

**TOTAL INSTRUCTION HOURS: 19**

**PRACTICAL**

Course Components	Name of Course	Inst. Hrs per week
Core Paper – XXII	Food Production Lab – III	3
Core Paper – XXIII	Food and Beverage Service Lab – III	3
Core Paper – XXIV	Front Office Lab – III	2
Core Paper – XXV	Accommodation Operation Lab – III	2
Elective Paper – III	Application of Computers Lab	2

**TOTAL INSTRUCTION HOURS: 12**

**SIXTH SEMESTER (THEORY)**

Course Components	Name of Course	Inst. Hrs.	Credits	Exam Hrs.	Max. Marks			
					IA	UE	Total	
Part – III	Core Paper – XXVI	Food Production – V	3	5	3	25	75	100
	Core Paper – XXVII	Facility Planning	3	3	2	15	35	50
	Core Paper – XXVIII	Accommodation Operation – III	3	4	3	25	75	100
	Allied Paper – IX	Human Rights and Human Relations Education	3	3	2	15	35	50
	Elective Paper – IV	Application of Computers	3	4	2	15	35	50
	Core Paper – XXIX	Project & Viva – Voce	2	2	2	15	35	50
Part – V	Extension Activities		1					

**TOTAL INSTRUCTION HOURS: 17**

### VI SEMESTER (PRACTICALS)

Course Components	Name of Course	Inst. Hrs per	Credits	Exam.Hrs.	Maximum Marks		
					IA	UE	Total
Core Paper – XXII	Food Production Lab - III	3	3	3	20	30	50
Core Paper – XXIII	Food and Beverage Service Lab – III	3	3	3	20	30	50
Core Paper – XXIV	Front Office Lab – III	2	3	3	20	30	50
Core Paper – XXV	Accommodation Operation Lab – III	2	3	3	20	30	50
Elective Paper – III	Application of Computers Lab	2	3	3	20	30	50



# SEMESTER-I

## BASIC COURSE IN FOOD PRODUCTION - I

### Course Outcomes:

- Students will acquire knowledge on functions of hotel kitchen.
- Students will be able to develop culinary skills in the Vegetables and Meat cutting. □ Students gain knowledge on preparing and Stocks and Sauces □ Students will be able to identify ingredients used in kitchen.
- Students will interpret knowledge on the different types of appetizer used in cooking
- Students will acquire knowledge on food plating and presentation based on Hotel Industry. Students will get in depth sight on Methods of cooking and Food Presentation.

### SYLLABUS

#### **UNIT – I INTRODUCTION TO THE ART OF COOKERY**

- 1.1 Introduction, Aims and Objectives of Cooking, effects of heat on cooking nutrients
- 1.2 Definition: Cookery, Cuisine, Gastronomy
- 1.3 Culinary History – Origin of Cookery, Classes in Professional Cookery,
- 1.4 Level and Skill of Experiences, Personal Qualities of Kitchen personnel's
- 1.5 Safety at work place – Prevention, precaution, Evacuation and first aids.

#### **UNIT – II FOOD SAFETY MANAGEMENT**

- Introduction to Food Safety Management
- Definition, Origin of Food Safety Management Systems
- Basics of Food Safety Concept – Fact & Figures and Key concepts
- General Principles of Food Hygiene
- Personal hygiene and its necessity, Protective Clothing (Uniforms) and its importance.

#### **UNIT – III KITCHEN EQUIPMENT'S & FUELS AND METHODS OF COOKING**

- 3.1. Classification of Kitchen Equipment's – Mechanical / Electrical / Manual, Large / Medium / Small, Ancillary Equipment's – Knives & Utensils, Modern equipment's in commercial kitchen. SOP's and Safety of Handling Equipment, Care and maintenance of Equipment.
- 3.2. Various Fuels used in the Catering Industry, Advantage and Disadvantages of Each fuels.
- 3.3. Methods of Heat Transfer – Conduction, Convection, Radiation, Induction.
- 3.4. Methods of Cooking – Roasting, Grilling, Frying, Baking, Broiling, Poaching, Boiling, Stewing, Steaming, Braising, Peeling, Bar Be Cuing, Encasserole, Encotte, Rechauffe, Microwave.
  - 3.4.1. Principles of cooking each method

3.4.2. Care and precaution while cooking each method

3.4.3. Selection and process of raw materials for each method

3.5. Cooking of Various Textures and Consistencies, Pre-preparation of Ingredients

#### **UNIT – IV BASIC PRINCIPLES OF FOOD PREPARATION – I**

4.1. Introduction to meat cookery – Cuts of Beef / Veal, Cuts of Lamb / Mutton, Cuts of Pork, Variety Meats (Offal)

4.2. Meat cookery – Cuts of Poultry and Game, Cooking of poultry and game.

4.3. Introduction to Fish monger – Classification of Fish – Cuts of Fish, Selection of Shell Fish – Cooking of Fish (Effects of Heat).

4.4. Introduction to Egg Cookery – Structure of Egg – Selection of Egg – Uses of Egg Cookery – Methods of Cooking Egg.

#### **UNIT – V BASIC PRINCIPLES OF FOOD PREPARATION – II**

5.1. Vegetables and Fruit cookery – classification of vegetables – effects of heat on vegetables – cuts of vegetables – classification of fruits – uses of fruits in cookery

5.2 Stocks – definition of stock – types of stock – preparation of stock recipes – storage of stock – uses care and precautions in stock making

5.3 Sauce – Definition, Roux – meaning and its type, Mother Sauces and its recipes, Derivatives and Contemporary Sauces from various Cuisines, Importance of Sauces in food Preparation

5.4 Soup – Definition, Classification, Preparation and serving of Soups, common garnishes for soups.

5.5 Salad – Salads and its types, Salad dressings

## **BASIC COURSE IN FOOD AND BEVERAGE SERVICE - I**

### **Course Outcomes:**

- Introduction to the basic of hospitality and catering industry
- Interpret the commitment and obligation of F&B employee and the departmental staffing and organization
- Understanding about different food service areas
- Develop adequate knowledge of different service equipments
  - Through knowledge about the non alcoholic beverages

### **SYLLABUS**

#### **UNIT - I THE HOTEL & CATERING INDUSTRY**

Introduction to the Hotel Industry and Growth of the hotel Industry in India - Role of Catering establishment in the travel/tourism industry- Types of F&B operations - Classification of Commercial, Residential/Non-residential- Welfare Catering-Industrial/Institutional/Transport such as air, road, rail, sea, etc.- Structure of the catering industry-a brief description of each

#### **UNIT – II DEPARTMENTAL ORGANISATION & STAFFING**

Organization of F&B department of hotel with elaborate chart- Principal staff of various types of F&B operations. French terms related to F&B staff- Duties & responsibilities of F&B staff- Attributes of a waiter- Inter-departmental relationships (Within F&B and other departments)

#### **Unit – III**

Specialty Restaurants- Coffee Shop- Cafeteria- Fast Food (Quick Service

Restaurants) - Grill Restaurants – In Room Dining (IRD) - Lounge

Banquets- Bar- Pub- Food courts -Off premises catering- Buffet restaurants- Mice department

#### **ANCILLIARY DEPARTMENTS**

Dispense bar- Food pick-up area / hot plate - Store- Linen room- Kitchen stewarding

#### **UNIT – IV F&B SERVICE EQUIPMENT**

Familiarization & Selection factors of: Cutlery – Crockery- Glassware – Flatware- Hollowware - Electrical f&b equipments- Buffet ware- All other equipment used in F&B Service

#### **UNIT – V NON-ALCOHOLIC BEVERAGES**

Classification (Nourishing, Stimulating and Refreshing beverages)

- Tea - Origin & Manufacture- Types & Brands
  - Coffee - Origin & Manufacture- Types & Brands
  - Juices and Soft Drinks
  - Cocoa & Malted Beverages- Origin & Manufacture
- Mocktails – types

## BASIC COURSE IN FRONT OFFICE

### Course Outcomes:

- Comprehend the origin and growth of hospitality industry, travel and tourism and hotel industry
- Interpret the commitment and obligation of some FO employees, departments and its functional areas
- Understand the need and criteria of standard classification of hotels
- Study the hierarchy in front office and their roles in the industry
- Understand the infrastructure of the hotel (layout), its functions and its importance **Contents (Theory)**

### SYLLABUS

#### **UNIT – I**

Introduction to Tourism, Hospitality and Hotel industry

Hospitality industry – Origin and growth, Evolution and growth of the hotel industry – World and India, Tourism industry – Importance, impact and industries related to tourism.

#### **UNIT – II Classification of hotels**

Criteria for Standard classification hotel, Classification on the basis of size, location, clientele, level of service, Duration of stay, Classification on the basis of ownership, Alternative accommodations.

#### **UNIT – III Types of rooms**

Different types of standard, Room status terminology.

#### **UNIT – IV Front office organization**

Organization chart of FO department – small, medium and large hotel, Importance, functions and sections of front office, Lobby – layout, Duties and responsibilities of FOM, reservation, reception, concierge, travel desk – Paging system, Personal attributes of FO staffs.

#### **UNIT – V Bell desk**

Duties and responsibilities of Bell desk functions and different reports in bell desk.

## NUTRITION & FOOD SCIENCE

### Course Outcomes:

- To enable the students to understand the basics knowledge of nutrition.
- To enhance their knowledge about various nutrients and its uses.
- To enable students to obtain knowledge of vitamins and minerals present in foods.
- To make them aware of the challenges and strategies in managing food allergy.
- To update them on planning nutritious meals.

## SYLLABUS

### UNIT - I

#### **Basic Aspects**

Definition of the terms - Health, Nutrition and Nutrients - Classification of nutrients, five basic food groups.

#### **Balanced Diet**

Definition - Importance of balanced diet

**RDA** – for various nutrients, age, gender, physiological state

### UNIT – II Macro Nutrients

#### **Carbohydrates**

Definition – Classification (Mono, Di and Polysaccharides)- Dietary Sources-Functions **Lipids**

Definition – Classification – Dietary Sources – Functions

#### **Proteins**

Definition – Classification based upon amino acid composition – Dietary sources – Functions

**Methods of improving quality of protein in food** (Special emphasis on Soya proteins and whey proteins)

Energy –Definition of Energy and Units of its measurement (Kcal) –Energy contribution from macronutrients (Carbohydrates, Proteins and Fat) – Factors affecting energy requirements-

Concept of BMR, SDA

Dietary sources of energy –Concept of energy balance and the health hazards associated with Underweight, Overweight

Water – Definition – Dietary Sources (visible, invisible) – Functions of water – Role of water in maintaining health (Water balance)

### UNIT - III

#### **FOOD PROCESSING**

Definition, Objectives, Types of treatment.

FUNCTIONAL FOODS – Introduction and benefits

#### **EVALUATION OF FOOD**

Objectives, Sensory assessment of food quality, Methods - Introduction to proximate analysis of Food constituents.

### UNIT - IV

#### **EMULSIONS**

Theory of emulsification, Types of emulsions

Emulsifying agents role of emulsifying agents in food emulsions

#### **COLLOIDS**

Definition, Application of colloid systems in food preparation

### UNIT – V- FLAVOUR

Definition, Description of food flavours (tea, coffee, wine, meat, fish spices)

#### **BROWNING**

Types (enzymatic and non-enzymatic),Role in food preparation-Prevention of undesirable browning

# SEMESTER-II

## BASIC COURSE IN FOOD PRODUCTION -II

### **Course Outcomes:**

- On Learning kitchen commodities and Kitchen staff organization, Kitchen Operations.
- Students will acquire insight about Kitchen Ingredients.
- Students will interpret knowledge Students will acquire knowledge on different Kitchen outlets.
- Students gain knowledge Indenting, Portioning, Receiving Area and Quality control □ Students will acquire knowledge on food plating and presentation based on Hotel Industry.
- Students will hone the skills and innovate and create new dishes.
- Students gain knowledge on Production of Chocolate and Cheese.

### **SYLLABUS**

#### **UNIT – I**

##### **KITCHEN ORGANISATION**

##### **1. Hierarchy & Kitchen Staffing**

1.1. French Classical Brigade

1. 2. Staff organization Chart of various Kitchens –Hotel Kitchens – Large / medium, Small, Standalone restaurants, Industrial, Institutional, Welfare and Commercial Kitchens.

1. 3. Duties and responsibilities of Various Chefs, job description and Specifications.

1. 4. Co-ordination with other departments in the hotel.

##### **2. Kitchen Layout**

2. 1. General layout of kitchen in various catering organization, Different layouts of kitchen, Layout of Storage area, Service / Pantry, Wash-up, Receiving areas, Layout of Bakery and Larder Kitchens.

2. 2. Planning of Kitchen Layout – Work area, Work triangle, Ventilation, Lighting, Flooring and drainage.

#### **UNIT – II**

##### **BASIC COMMODITIES OF KITCHEN – I**

2.1 Rice, Cereals & Pulses – Classification and identification of rice, varieties of rice, Processing and cooking and cooking of rice.

2. 1. 1 Cereals, Pulses and Small grains – Classification and identification and other cereals and its uses & its cooking process.

2.2 Wheat – Structure of Wheat, Types of Wheat,

2.2. 1 Flour – Various flour used in food production, uses of flour in food production, processing of wheat flour, cooking of flour.

- 2.3 Nuts – Various nuts and its uses.
- 2.4 Pasta – Types of Pastas, Process of Pastas, cooking of pastas
- 2.5 Shortenings (Fats and Oils) – Role of shortenings, varieties of shortenings, advantages and disadvantages of using different shortening.
- 2.5.1 Fats and oil – Types and varieties.
  - 2.6 Raising Agents – Classification of raising agents, role of raising agents- action and reactions.
  - 2.7 Sugar – Importance of sugar, Types of sugar, Processing of Sugar, Cooking of Sugar – uses of sugar in cooking.

### **UNIT – III**

#### **BASIC COMMODITIES OF KITCHEN – II**

- 3.1 Cocoa / Chocolate – Introduction, production of cocoa, cocoa producing regions / countries, manufacture of chocolates, types of chocolates, tempering of chocolates, white chocolates
- 3.2 Milk – Introduction, processing of milk, pasteurization – homogenization types of milk, e.g., skimmed, condensed, nutritive value, Use of milk in cooking.
- 3.3 Cream - Introduction, processing of cream, types of cream, uses of cream.
- 3.4 Butter – Introduction, processing of butter, types of butter and its uses.
- 3.5 Cheese – Introduction, processing of cheese, Classification & types of cheese, cooking of cheese, Storing of cheese, uses of cheese.
- 3.6 Culinary terms – list of culinary (common & basic) terms, explanation with examples.

### **UNIT – IV**

#### **INDENTING, PURCHASING, STORING & PORTIONING**

- 4.1 Indenting – Introduction, Definition, advantage and disadvantages, Needs 7 importance, indent (sheet) writing & preparation, indenting control and checking.
- 4.2 Purchasing – Purchasing order preparation, ordering the suppliers, direct purchasing, purchase specification & receiving.
- 4.3 Storing – Types of stores, Issuing and issuing control – LIFO & FIFO method, BIN Card & BIN number, stores control, storing, advantages and disadvantages and needs of storing, register and form.
- 4.4 Portion & Portion control – Introduction, Definition, Advantage and disadvantages of portioning, equipments used for portioning, Needs of portioning, Portion Control.

### **UNIT – V HACCP**

- 1.1 Introduction to HACCP, Definition, history, Scope and significance of HACCP, Advantages of HACCP, Principle of HACCP.

## **BASIC COURSE IN FOOD AND BEVERAGE SERVICE –II**

### **Course Outcomes:**

- Comprehend the basic of Meals and Menu Planning.
- Develop the knowledge of extensive seventeen course French classical menu.
- Understand the of different types of food service
- Develop extensive knowledge on Sales and the control system □Develop the basic knowledge about tobacco and its products.

### **SYLLABUS**

#### **UNIT – I**

##### **MEALS & MENU PLANNING**

Origin of Menu- Objectives of Menu Planning- Types of Menu- Types of Meals- Early Morning tea, Breakfast(English, American, Buffet breakfast, Continental, Indian, Healthy or Organic Breakfast) – Brunch, Lunch, Afternoon/High tea, Dinner, Supper

#### **UNIT – II**

##### **FRENCH CLASSICAL MENU**

Courses of French Classical Menu- Sequence, Examples from each course, Cover of each course, Accompaniments. – French name of dishes

#### **UNIT - III**

##### **PREPARATION FOR SERVICE**

Organizing Mis-en-scene, Organizing Mis-en-place

##### **TYPES OF FOOD SERVICE**

Silver Service, Pre-plated Service, Cafeteria Service, Room Service, Buffet Service, Gueridon

Service, Bar Service, Pass around Service, Butler Service

#### **UNIT – IV**

##### **SALE CONTROL SYSTEM**

Kot/ bill control system (manual)- Triplicate Checking system, Duplicate Checking System, Single Order Sheet, Quick Service menu and customer bill- Making bill – Cash handling equipments – Record keeping(restaurant cashier)- Loyalty Programs – Credit Facilities – POS (point of sale)- introduction, usage in F & B Operations.

#### **UNIT – V**

##### **TOBACCO**

History- Processing for cigarettes, pipe tobacco and cigars. Cigarettes – Types and Brand names. Pipe Tobacco– Types and brand names. Cigars – Shapes, Sizes, colour and brand names. Care and storage of cigarettes and cigars



## **BASIC COURSE IN ACCOMMODATION OPERATIONS**

### **Course Outcomes:**

- Understand care and cleaning procedures for different surfaces □ Discuss various tasks of desk control.
- Demonstrate step by step action plan for cleaning procedures of public areas □ Discuss various activities in housekeeping department such as key control
- Knowledge on effective pest control.

### **SYLLABUS**

#### **UNIT I**

##### **COMPOSITION, CARE AND CLEANING OF DIFFERENT SURFACES**

Floor finishes, Protective finishes on Metals, Glass, Polish, Wood, Stone, ceramics

#### **UNIT II**

##### **DAILY ROUTINE SYSTEMS AND RECORDS MAINTAINED IN HOUSE KEEPING**

###### **DEPARTMENT – Desk Control**

Reporting Staff Placement; Room Occupancy Report, Discrepancy report; Guest Room Inspection; Entering Checklists, Floor Register, Work Orders, Log Sheet; Lost And Found Register And Enquiry File; Maid's Report And Housekeeper's Report; Handover Records; Guest's Special Requests Register; Record Of Special Cleaning; Call Register; VIP Lists.

#### **UNIT III**

##### **CLEANING PROCEDURES – PUBLIC AREAS**

Entrance – Doors – Lobbies – front desk

Elevators – Staircase – guest corridor

Public Rest rooms – Banquet Halls

Dining rooms – Leisure areas – health club, swimming pool

#### **UNIT IV**

##### **KEYS AND KEY CONTROL**

Types of Keys; Computerised Key Cards; Key Control

#### **UNIT V**

##### **PEST CONTROL**

Areas of Infestation; Preventive Measures and Control Measure

## **TOURISM MANAGEMENT**

### **Course Outcomes:**

- Understand the concepts and typology and elements of tourism.
- Understand the role and significance of transportation in tourism
- Understand and appreciate the difference between travel agency and tour operator, functions of a travel agency.
- Understand the Geography of tourism
- Understand and learn the different organization that helps tourism business

## **SYLLABUS**

### **UNIT – I**

#### **Introduction to Tourism**

Definition and concept of tourism, Leisure and Recreation, Excursionist, Business tourism, VFR, Mass tourism, Adventure tourism, Sports tourism, Rural&Agri- tourism, Tourism education.

### **UNIT - II**

#### **Types and Elements of Tourism**

Typology of tourism, Difference between visitors, tourists and excursionist, Tourism as an industry, 5A's of tourism.

### **UNIT – III**

#### **Transportation in Tourism**

Modes of transport- Rail, Road, Air and sea, Elements of transportation, Political influences on transport for tourism, Regulation of competitions, Role of Railways in promotion of domestic tourism, Important tourist trains in India.

### **UNIT - IV**

#### **Tourism products of India**

Physical features of India (mountains, plains, rivers, major lakes, inland waterways, estuary, and marine); National park, wildlife sanctuary, birds sanctuary, biosphere, Tourism resource, fairs and festivals, cultural festivals,

### **UNIT - V**

#### **Tourism Business**

Definition of Travel agency and Tour operators, Itinerary planning and Costing, Approval of travel agency by department of tourism Government of India, Rules and Regulations for approval, Classification of Travel agents ,Functions of Travel agency and Tour operators, Tour planning, Tour escort, roles and responsibilities of Tour Manager,

TAAI,IATO,IATA,ITDC,PATA,UNWTO.

## **BASIC COURSE FOOD PRODUCTION LAB -I & II**

### ***1.BASIC COURSE FOOD PRODUCTION LAB –I***

#### **Course Outcomes:**

- Students will gain knowledge on classic French cuisine which includes method of preparation and plating techniques.
- Students will acquire knowledge on food safety and personal Hygiene during the course of practical.
- Students will hone the skills and innovate and prepare basic dishes with standard recipes.
- Students gain knowledge in handling different kitchen equipments.

#### **SYLLABUS**

##### **UNIT – I**

- A. Equipments – Identification, Description, Uses & handling
- B. Identification of food commodities
- C. Hygiene – Kitchen etiquettes, Practices & knife handling

Safety and security in kitchen

##### **UNIT – II**

Identification of vegetables and fruits  
Cuts of vegetables (juliennr, jardinière, macedoines, brunoise, paysanne)  
Blanching of Tomatoes, Preparation of concasse  
Preparation of salad dressings

##### **UNIT – III**

##### **STOCKS**

i) Types of stocks (White and Brown stock ii) Fish stock (Court bouillon)

##### **SAUCES – BASIC MOTHER SAUCES**

Bechemal = White sauce  
Espagnole – Brown Sauce  
Veloute – Blond Sauce  
Hollandaise – Warm Sauce  
Mayonnaise – Cold Yellow  
Tomato - Red Kitchen Sauce

##### **UNIT – IV**

##### **Menu – I**

Tossed Salad, Cream of Tomato, Fish Colbert, French fries

##### **Menu – II**

Waldrof Salad, Puree of Pumkin, Chicken Fricasse, Butter tossed vegetables

##### **Menu – III**

Hawain Salad, Veloute dam Blanche, Fish Orly, Pommes Alumettes.

##### **UNIT – V**

##### **Menu – IV**

Salad Nicoise, Cabbage Chowder, Grilled Fish with Lemon butter Sauce, Vegetable Au Gratin

##### **Menu – V**

Caesar Salad, Prawn Bisque, Chicken Chasseur, Grilled Vegetables

##### **References:**

1.Basic Food Production Operations, P. Bali, Oxford Publications,

2.2<sup>nd</sup> Edition Theory of Cookery, Krishna Arora, 2008 Fran Brothers & Company (Pub) Pvt. Ltd.

## ***2. BASIC COURSE IN FOOD PRODUCTION LAB – II***

### **Course Outcomes:**

- Students will gain knowledge on regional cuisine which includes method of preparation, standard recipes and plating techniques.
- Students will acquire knowledge on food safety and personal Hygiene during the course of practical.
- Students will hone the skills and innovate and create new recipes.

### **SYLLABUS**

#### **UNIT – I**

Cuts of Beef / Veal, Cuts of Lamb / Mutton, Cuts of Pork, Variety Meats (Offal)

#### **UNIT – II**

Classification of Fish – Cuts of Fish

#### **UNIT – III**

##### **Menu – I**

Caprese Salad, Minestrone soup, Chicken Cacciatore, Pasta Au Gratin

##### **Menu – II**

Coleslaw, Consomme Brunoise, Irish Stew, Garlic Pilaf

#### **UNIT – IV**

##### **Menu – III**

Greek Salad, Scotch Broth, Fish menuire, Ratatouille

##### **Menu – IV**

Fruit Salad, Gazpacho, Roast Chicken, Parsley Potatoes

#### **UNIT – V**

##### **Menu – V**

Bread Fabrications – Bread Rolls

Role of each ingredient in bread making

Basic Faults I Bread Making

## **BASIC COURSE IN FOOD AND BEVERAGE SERVICE LAB-I & II**

### **1. BASIC COURSE IN FOOD AND BEVERAGE SERVICE LAB-I**

#### **Course Outcomes:**

- Introduction to the basic of hospitality and catering industry
- Interpret the commitment and obligation of F&B employee and the departmental staffing and organization
- Understanding about different food service areas
- Develop adequate knowledge of different service equipments □ Through knowledge about the non-alcoholic beverages

#### **SYLLABUS**

##### **UNIT - I**

Food Service areas ± Induction & Profile of the areas

##### **UNIT - II**

Ancillary F&B Service areas ± Induction & Profile of the areas

##### **UNIT - III**

Familiarization of F&B Service equipment

- Care & Maintenance of F&B Service equipment ±
- Cleaning/ polishing of EPNS items by: Plate Powder method - Polivit method - Silver Dip method - Burnishing Machine

##### **UNIT – IV**

###### **Basic Technical Skills**

Holding Service Spoon & Fork ± Carrying a Tray / Salver ± Laying a Table Cloth- Changing a Table Cloth during service - Placing meal plates & Clearings soiled plates Task-06: Stocking Sideboard- Service of Water- Using Service Plate & Crumbing Down - Napkin Folds- Changing dirty ashtray- Cleaning & polishing glassware, dining and serving etiquettes.

##### **UNIT – V**

Tea ± Preparation & Service - Coffee-Preparation & Service- Juices & Soft Drinks -Preparation & Service Mock tails - Juices, Soft drinks, Mineral water, Tonic water-Cocoa & Malted Beverages ± Preparation & Service

## **2. BASIC COURSE IN FOOD AND BEVERAGE SERVICE LAB – II**

### **Course Outcomes:**

- Comprehend the basic of cover laying.
- Develop the knowledge of extensive seventeen course French classical menu.
- Understand the different types of food service.
- Develop extensive knowledge on Sales and the control system
- Develop the basic knowledge about tobacco and its products.

### **SYLLABUS**

#### **UNIT – I**

REVIEW OF SEMESTER- 1

#### **UNIT - II**

##### **TABLE LAY-UP & SERVICE**

A La Carte Cover- Continental Breakfast Cover- American Breakfast Cover-

Continental Breakfast Cover ± Indian Breakfast Cover ± Afternoon Tea Cover ± High Tea Cover

Tray/ Trolley Set-Up & Service

Room Service Tray Setup- Room Service Trolley Setup.

#### **UNIT - III**

Breakfast: - Significance and sequence of services

Preparation for service (restaurant)

Organizing Mis-en-scene, Organizing Mis-en-Place, Opening, Operating & Closing duties.

#### **UNIT – IV**

##### **PROCEDURE FOR SERVICE OF A MEAL**

Taking Guest Reservations- Receiving & Seating of Guests- Order taking & Recording- Order processing (passing orders to the kitchen) ± Sequence of Service ± Presentation & Encasing the Bill ± Presenting & collecting Guest Comment cards ± Seeing off the Guests.

#### **UNIT – V**

##### **SOCIAL SKILLS**

Handling Guest Complaints ± Telephone manners

##### **SPECIAL FOOD SERVICE- (Cover, Accompaniments & Service)**

Oeuvre- Oysters, Caviar, Smoked Salmon, Pate de Foie Gras, Snails, Melon,

Grapefruit, Asparagus.

##### **SERVICE OF TOBACCO**

Cigarettes & Cigars.

## **BASIC COURSE IN ACCOMMODATION OPERATIONS LAB**

### **Course Outcomes:**

- Possess skill in Step by step room cleaning procedures
- Knowledge on various surfaces and understand their characteristics and cleaning procedures
- Understand the placement of guest room supplies in rooms □ Accurate maintain of records and report making

### **SYLLABUS**

#### **UNIT – I**

##### **SERVICING GUEST ROOM**

Checkout/ Occupied and Vacant room

#### **UNIT – II**

##### **CLEANING OF VARIOUS SURFACES**

Floor finishes, Metal polishing, Glass, Wood, Stone, ceramics

#### **UNIT – III**

##### **GUEST ROOM SUPPLIES AND PLACEMENT**

Standard Room, Suite, VIP Room Special Amenities

#### **UNIT – IV**

##### **RECORDS**

Room Occupancy Report – Checklist - Floor Register - Work/ Maintenance Order] - Lost And

Found - Maid's Report - Housekeeper's Report - Log Book - Guest Special Request Register -  
Record Of Special Cleaning - Call Register - VIPs List - Floor Linen Book/ Register

#### **UNIT – V**

##### **MINIBAR MANAGEMENT**

Issue - Stock Taking - Checking Expiry Date

# Semester :III

## FOOD PRODUCTION OPERATIONS

### Course Outcomes:

- To develop professional competence on quantity food production.
- To enable students develop their skill in Indian cuisines based on different regions/states of India.
- To provide in-depth knowledge on various sectors of volume feeding.
- To have thorough knowledge on various kitchen management skills.
- Have insight in selection of quantity food production equipments and its maintenance.

### SYLLABUS

#### UNIT - I

##### **QUANTITY FOOD PRODUCTION - BASIC INDIAN COOKERY**

Continental & Spices -Introduction to Indian Food - Spices used in Indian food - Role of Indian cookery - Indian cooking techniques -Indian culinary terms.

#### **EQUIPMENT**

Equipment required for mass/volume feeding - Heat and cold generating equipment -Care and maintenance of this equipment - Modern developments in equipment manufacture.

#### **VOLUME FEEDING**

##### A. Institutional and Industrial Catering

Types of Institutional & Industrial Catering - Problems associated with this type of catering- Scope for development and growth B. Hospital Catering- Highlights of Hospital Catering for patients, staff, visitors - Diet menus and nutritional requirements

##### B. Off Premises Catering

Reasons for growth and development - Menu Planning and Theme Parties - Concept of a Central Production Unit- Problems associated with off-premises catering.

##### C. Other Catering Establishments

Characteristics of Railway, Flight and Cruise line Catering - Branches of Mobile Catering.

##### D. Entrepreneur

#### UNIT - II

##### **INDENTING AND PORTION CONTROL**

Principles of Indenting for Volume Feeding

Practical difficulties while Indenting for Volume Feeding

Portion Control - advantages of Portion control

Tools/Equipments Used for Portion Control

#### UNIT - III

##### **QUANTITY PURCHASE AND STORAGE**

Introduction to Purchase



Methods of Purchase

STORAGE - Methods of Storage

1. Dry Storage

2. Cold Storage

Refrigerated Storage

Frozen Storage.

### **MENU PLANNING**

Basic principles of menu planning – recapitulation- Points to consider in menu planning for various volume feeding outlets such as Industrial, Institutional, Mobile Catering Units- Planning menus for School/college students - Industrial workers –Hospitals - Outdoor parties - Theme dinners - Transport facilities, cruise lines, airlines, railway- Nutritional factors for the above.

### **UNIT - IV**

#### **REGIONAL INDIAN CUISINE**

Introduction to Regional Indian Cuisine -Heritage of Indian Cuisine- Factors that affect eating habits in different parts of the country- Cuisine and its highlights of different states/regions/communities to be discussed under -Geographic location- Historical background- Seasonal availability- Special equipment - Staple diets- Specialty cuisine for festivals and special occasions.

### **UNIT - V**

**STATES:** Cuisines of Andhra Pradesh, Bengal, Goa, Gujarat, Karnataka, Kerala, Madhya

Pradesh, Maharashtra, North Eastern States, Punjab, Rajasthan, Tamil Nadu and Uttar Pradesh/Uttaranchal

**COMMUNITIES:** Parsee, Chettinad, Hyderabadi, Lucknowi, Avadhi, Malbari/Syrian Christian and Bohri

**DISCUSSIONS:** Indian Breads, Indian Sweets, Indian Snacks

## **FOOD & BEVERAGE OPERATIONS**

### **Course Outcomes:**

- To introduce the students to the basic of Alcoholic Beverages and Dispense Bar.
- To teach the students about Wines.
- To make them aware of different types of Beer.
- To teach the students about Spirits.
- To equip the students about the basic knowledge about Aperitifs & Liquors.

### **SYLLABUS**

#### **UNIT – I**

##### **ALCOHOLIC BEVERAGES**

Introduction and definition - Production of Alcohol - Fermentation process, Distillation process.  
Chart and Classification of Alcoholic Beverages- Fermented, Distilled and Compound.

**WINES** Definition & History. Old World wines (Principal wine regions, wine laws, grape varieties, production and brand names) France, Germany, Italy, Spain, Portugal. New World Wines (Principal wine regions, wine laws, grape varieties, production and brand names) USA, Australia, India, Chile, South Africa, Algeria, New Zealand.

#### **UNIT – II**

##### **CLASSIFICATION OF WINES**

Factors affecting quality of wine,  
Table/Still/Natural-making process and Brand names  
Sparkling- Champagne- making process and Brand names  
Fortified- Sherry, Port, Madeira and others, making process and Brand names  
Aromatized - Vermouth and other Aromatized wines including Dubonnet, Saint Raphael,  
ByrrhFood& wine harmony - Storage of wines - Wine terminology (English & French)

#### **UNIT - III**

##### **BEER**

Introduction & Definition -Types of Beer, Production of Beer, Storage. International brands.  
Draught beer, Cider, Perry, Sake.

#### **UNIT – IV**

##### **SPIRITS**

Introduction & Definition - Production of Spirit - Pot still method - Patent still method Production of Whisky, Rum, Gin, Brandy, Vodka, Tequila, Other spirits include Aquavit, Arrack, Absinthe,

Tiquira, Fenny, Ouzo, Different Proof Spirits-American Proof-British Proof (Sikes scale) - Gay Lussac (OIML Scale)

#### **Unit – V**

##### **APERITIFS**

Introduction and Definition-Types of Aperitifs -Vermouth (Definition, Types & Brand names),  
Bitters (Definition, Types & Brand names)

##### **LIQUEURS**

Definition & History -Production of Liqueurs, Broad Categories of Liqueurs (Herb, Citrus, Fruit/Egg, Bean & Kernel) Popular Liqueurs (Name, colour, predominant flavour&country of origin)

## **FRONT OFFICE OPERATIONS**

### **Course Outcomes:**

- FO accounting and its functions, different kinds of vouchers, various folios, ledgers, types of accounts and FO accounting cycle
- Fourth stage of guest cycle, departure procedures, modes of bill settlement, potential check out problems and its solutions
- Process of night audits, duties and responsibilities and its purpose
- Role of hotel staff in ensuring the safety and security of the guest
- Handle various guest situations(Complaints, concerns, guest request, special occasions etc

### **SYLLABUS**

#### **UNIT – I**

Computer application in front office operation

Role of information technology in the hospitality industry

Factors for need a PMS in the hotel

Factors for purchase of PMS by the hotel

Introduction to Fidelio & Amadeus

#### **UNIT – II**

##### **Guest accounts**

Hotel revenue centers, accounting formula, types of accounts (guest and non guest accounts), Guest accounting cycle, Types of vouchers, Types of folios (guest weekly bill, VTL, high balance report)

#### **UNIT\_ III**

##### **Check out and settlement**

Steps in check out and settlement, mode of settlement of bills(cash, credit, charge card, Indian and foreign currency exchange procedure, BTC), Types of guest bills(interim, final and split bill), Early check out/ECO/self check out, Late check out, late charges, balance transfer and charge transfer

#### **UNIT –IV**

##### **Night audit**

Night auditing (auditors, types, functions, advantages, duties and responsibilities, flow chart of night audit process), Basic FO formula(occupancy %, house count, ADR, ARR, ARG, REVPAR, Rate spread, yield, identical yields, Achievement factor, break even analysis

#### **UNIT – V**

##### **Guest and staff security**

Hotel guest and staff security and its Importance, role of FO, Security and control of room keys(Safe deposit), Operation of walkie – talkie, Types of keys, Surveillance and access control, Protection of funds

## ACCOMMODATION OPERATIONS

### Course Outcomes:

- Enumerate areas of coordination between Linen & Laundry.
- Will possess knowledge of various linen used in hotels, effective handling of linen par stock and possess purchase techniques of linen
- Will be able to effectively reuse discarded linen.
- Will be able to design uniforms with the use of appropriate fabrics in accordance with latest trends in uniform designing.
- Will be able to perform daily activities of sewing room.
- Knowledge and operating skills of various laundry equipments, handle laundry flow process, effectively possess skill to remove stains from various types of fabric, to handle guest laundry issues effectively.
- Will possess skill to create various styles of flower arrangement with knowledge of flowers used in hotel.

### SYLLABUS

#### **UNIT - I**

##### **FABRIC CARE UNIT-LINEN ROOM**

Classification and Characters Of Fabric; Activities Of The Linen Room; Layout And Equipment used in The Linen Room; Selection Criteria For Various Linen Items & Fabrics Suitable For This Purpose; Purchase Of Linen; Calculation Of Linen Requirements; Linen Control, Linen Exchange - Procedures And Records; Recycling Of Discarded Linen; Linen Hire; PAR Stock Calculation.

#### **UNIT - II**

##### **UNIFORMS**

Advantages of Providing Uniforms to Staff; Issuing And Exchange Of Uniforms; Type Of Uniforms; Selection And Designing Of Uniforms; Layout Of The Uniform Room

#### **UNIT - III**

##### **SEWING ROOM**

Activities; Equipment provided; Job specification of a Seamstress/tailor

#### **UNIT - IV**

##### **LAUNDRY OPERATIONS**

Types of Laundry; Layout Of The Laundry; Laundry Equipment And Machines; Flow Process Of Industrial Laundering-OPL; Stages In The Wash Cycle; Laundry Agents; Dry Cleaning Guest Laundry/Valet Service; Stain Removal.

#### **UNIT - V**

##### **FLOWER ARRANGEMENT**

Flower Arrangement in Hotels; Equipment and Material Required For Flower Arrangement; Styles Of Flower Arrangements; Principles Of Design As Applied To Flower Arrangement.

##### **Indoor Plants**

Selection and Care

## HOTEL ACCOUNTING SYSTEM

### **Course Outcomes:**

- Students will come with a detailed knowledge about uniform system of accounts in hotel industry
- Students about the preparation of Income statement and balance sheet in a hotel
  - Students will aware of the importance of Internal Control
  - Students will know about auditing in hotel industry.

### **SYLLABUS**

**UNIT-I** INTRODUCTION: Meaning and definition – Book – Keeping – Accounting - Objectives & Process of Accounting - Accounting cycle – Journal – ledger - Trial balance - practical problems.

#### **UNIT-II**

Introduction to Uniform system of accounts - components of Income Statement- preparing Cost of sales- preparation of Income statements- Practical Problems.

Meaning of balance sheet-components of Balance Sheet (under uniform system) –preparation of Balance sheet- Rearranging Horizontal into vertical format - Practical problems

#### **UNIT-III**

Definition and objectives of Internal Control - Characteristics of Internal Control Implementation and Review of Internal Control - Inter-Firm and Intra-Firm Comparison- Internal Check.

#### **UNIT-IV**

Meaning of Audit- Introduction and objectives of Internal and Statutory Audit - Role of Internal Auditor - Tools of Internal Audit -Implementation and Review of internal audit --Distinction between Internal Audit and Statutory Audit.

#### **UNIT-V**

An introduction to departmental accounting – methods of departmental accounting- Allocation and apportionment of expenses - Advantages and Draw-backs of allocation - Practical problems.

## **HOTEL FINANCIAL MANAGEMENT**

### **Course Outcomes:**

- Students learn basics of financial management.
- Students know how to analyse financial statement analysis.
- Gain knowledge of implementing ratio.
- Knowledge of financial sources and financial planning

### **SYLLABUS**

#### **UNIT - I**

Hotel Financial Management: Introduction, Meaning, Scope, Objectives, Goals.

#### **UNIT - II**

Financial statements meaning and types- Techniques of financial analysis- Limitation of financial analysis. Practical problems.

#### **UNIT - III**

GST-Meaning, types, rates in Hotel, GSTR-3B. Hotel business licenses and permits. Meaning of TDS TAN, PAN, Luxury Tax, FSSAI, Service tax, Entertainment tax, Property tax, Water tax, Professional tax, Foreign exchange, Multistoried building tax, Weights and Measures certificate, Hygiene and Sanitary certificate, Structural Safety certificate.

#### **UNIT - IV**

Sources of long term finance: Equity Shares-Features, Merits, Limitation. Preference shares-Features, Types, Merits, Limitations. Debentures – features, Types, advantages, limitations. Term loan- Meaning, features, Advantages, Limitations. Retain Earnings-Meaning, advantages, Limitations. Dividend Policy- Meaning, Determinants of dividend policy, forms of dividend. Bonus shares- Meaning, Advantages. Stock split, Right issue- meaning, features, advantages. (Only theory)

#### **UNIT - V**

Financial Planning: Meaning, process, steps, Importance, Objectives, Scope, Characteristics of sound financial plan, factors affecting financial plan, Limitations. Capital structure: Meaning, Objectives, factors determining capital structure. Working capital: Meaning, importance, sources, types, factors determining working capital. (Only theory)

## **FOOD AND BEVERAGE CONTROL AND MANAGEMENT**

### **Course Outcomes:**

- On completion of this semester the Student will get awareness of the following
- Basic Cost Control with respect to the Hospitality Industry
- To provide knowledge about basic Material Management Functions, Responsibilities & controlling measures.
- To be familiar with Inventory Management
- To understand the importance of Production Control & Yield Management
- Provide knowledge with regards to Sales Control. & Importance of Sales Control

### **SYLLABUS**

#### **UNIT – I**

##### **Food Cost Control**

Introduction to Cost Control – Define cost control – The objectives and Advantages of cost control – Basic Costing – Food Costing – Various Stages in the Control Cycle and interrelationship of the Control Cycle

#### **UNIT – II**

##### **Purchase Control**

Aim of Purchase Policy – Job Description of Purchase Manager / Personnel – Types of Food Purchase – Quality Purchasing , Food quality factors for Different Commodities – Definition of Yield , Test to arrive at standard yield – Definition of standard purchase specification, Advantage of Standard Yield and Standard Purchase Specification – Purchasing Procedure, Different methods of Food Purchasing – Sources of Supply – Purchasing by Contract – Periodical Purchasing , Open Market Purchasing , Standing Order Purchasing , Centralized Purchasing – Method of Purchasing in Hotels - Purchase Order Forms- Ordering Cost, Carrying Cost, Economic Order Quantity – Practical Problems.

#### **UNIT – III**

##### **Budgetary Control& Variance Analysis**

##### **Budgetary Control**

Definition – Aim & Objectives of Budget – Definition of Budgetary Control – Key Factors – Budget Frame Work – Types of Budget – Various Steps Involved in Budgetary Control and its advantages

##### **Variance Analysis**

Standard Cost – Standard Costing – Cost Variances – Material Variance – Labour Variance – Overhead Variance – Fixed Overhead Variance – Sales Variance – Profit Variance.

#### **UNIT – IV**

## **Menu Merchandising & Menu Engineering**

### **Menu Merchandising**

Menu Control – Menu Structure – Menu Planning – Pricing of Menus – Types of Menus – Menu as Marketing Tool – Layout – Constraints of Menu Planning

### **Menu Engineering**

Definition – Aim & Objectives of Menu Engineering – Methods and Advantages of Menu Engineering – Four Box Analysis of Menu Engineering

## **UNIT - V**

### **Marginal Costing & MIS**

Marginal Costing

Breakeven Chart – P V Ratio – Contribution – Aim & Objectives of Marginal Cost – Graph

### **MIS**

Aim & Objectives of MIS – Reports – Calculation of Actual Cost – Daily Food Cost & Monthly Food Cost – Statistical Revenue Report – Cumulative and Non-Cumulative.

# **Semester :IV**

## **ENVIRONMENTAL STUDIES**

### **Unit 1: Introduction to Environmental Studies**

- Multidisciplinary nature of environmental studies;
- Scope and importance; concept of sustainability and sustainable development.

### **Unit 2 : Ecosystem**

□ What is an ecosystem? Structure and function of ecosystem; Energy flow in an ecosystem:

Food chains, food webs and ecological succession, Case studies of the following ecosystem:

- a) Forest ecosystem
- b) Grassland ecosystem
- c) Desert ecosystem
- d) Aquatic ecosystem (ponds, stream, lakes, rivers, ocean, estuaries)

### **Unit 3: Natural Resources : Renewable and Non – renewable Land resources and landuse change: Land degradation, soil erosion and desertification.**

- Deforestation : Causes and impacts due to mining, dam building on environment, forests, biodiversity and tribal populations.



- Water : Use and over –exploitation of surface and ground water, floods, droughts, conflicts over water ( international and inter-state).
- Energy resources : Renewable and non renewable energy sources, use of alternate energy sources, growing energy needs, case studies.

#### **Unit 4: Biodiversity and Conservation**

- Levels of biological diversity: genetics, species and ecosystem diversity, Biogeographic zones of India: Biodiversity patterns and global biodiversity hot spots □ India as a mega- biodiversity nation, Endangered and endemic species of India.
- Threats to biodiversity: Habitat loss, poaching of wildlife, man- wildlife conflicts, biological invasions; Conservations of biodiversity: In-situ and Ex-situ Conservation of biodiversity.
- Ecosystem and biodiversity services: Ecological, economic, social, ethical, aesthetic and Informational value.

#### **Unit 5: Environmental Pollution Environmental pollution: types, causes, effects and controls: Air, Water, soil and noise Pollution.**

- Nuclear hazards and human health risks
- Solid waste management: Control measures of urban and industrial waste
- Pollution case studies.

#### **Unit 6: Environmental Policies & Practices**

- Climate change, global warming, ozone layer depletion, acid rain and impacts on human communities and agriculture
- Environment Laws: Environment Protection Act, Air (Prevention & Control of Pollution) Act; Water (Prevention and Control of Pollution ) Act; Wildlife Protection Act; Forest Conservation Act. International agreements: Montreal and Kyoto protocols and Convention on Biological Diversity (CBD).
- Nature reserves, tribal populations and rights, and human Wildlife conflicts in Indian context.

#### **Unit 7: Human Communities and the Environment**

- Human population growth, impacts on environment, human health and welfare.
- Resettlement and rehabilitation of projects affected persons; case studies.
- Disaster management: floods, earthquake, cyclone and landslides.
- Environmental movements : Chipko, Silent Valley, Bishnois of Rajasthan.
- Environmental ethics : Role of Indian and other religions and cultures in environmental conservation.
- Environmental communication and public awareness, case studies(e.g. CNG Vehicles in Delhi)

#### **Unit 8 : Field Work**

- Visit to an area to document environmental assets: river / forest/ flora/ fauna etc.
- Visit to a local polluted site – Urban / Rural/ Industrial/ Agricultural.
- Study of common plants, insects, birds and basic principles of identification.
  - Study of simple ecosystem- pond, river, Delhi Ridge etc.

## **FOOD PRODUCTION OPERATIONS LAB**

### **Course Outcomes:**

- Introduction to Indian cookery
- Spices used in Indian cookery
- Masalas - Concepts of masalas- Classification of masalas- Types of masalas
- Demonstration of Basic Indian Gravy- Makhni gravy- Curry gravy- Shahi gravy- Hara gravy- Kadai masala- Chettinad masala

### **SYLLABUS**

#### **UNIT –I**

**Formulate 12 set of menus from the following cuisines.**

- Awadhi
- Bengal
- Goa
- Gujarat
- Hyderabad
- Kashmiri
- Maharashtra
- Punjabi
- Rajasthan
- South India (Tamilnadu, Karnataka, Kerala)

#### **SUGGESTED MENUS MAHARASTRIAN**

- Masala Bhat
- Kolhapuri Mutton
- BatataBhajee □Masala Poori
- Koshimbir
- Coconut Poli

#### **AWADHI**

- YakhniPulao
- MughlaiParatha
- Gosht Do Piazza
- Badin Jaan
- Kulfi with Falooda

#### **UNIT-II**

#### **BENGALI**

- Lucchi □ ChannaPulao □ Doi Mach.
- PanchPhoronChori
- BhajaMoong dal
- Sandesh

#### **GOAN**

- Coconut Pulao
- Mutton Vindaloo
- Prawn Balchao
- Chicken Xacuti
- Vegetable Kaldeen
- Bibinca

#### **PUNJABI**

- AmritsariMacchi
- Bhatara
- KadaiChole
- MethiMurgh
- SarsonKaSaag
- GajarKaHalwa

#### ***UNIT –III***

##### ***KASHMIRI (Optional)***

- LacchaParatha
- YakhniPulao
- MurghDhaniwalKurma
- Rajma Masala
- KesarKheer

#### **PARSI**

- Dhansak
- Kavab
- PatraniMacchi
- Lagan Nu Custard
- Brown Rice

#### **MAHARASHTRA**

- Koshambir
- BatataBhaji
- Masala Bhat
- Chicken KolhPur
- Varam / Amti

- Shrikand

#### **UNIT – IV**

##### **TAMILNADU**

- Steamed Rice
- Drumstick Sambar
- Chicken Nilgiri Kurma
- Carrot & Beans Poriyal
- Pepper Rasam
- Semiya Payasam

##### **CHETTINADU**

- Nadu Rasam
- Karruveppilai Podi Sadam
- Chicken Chettinadu
- Keerai Masiyal
- SennaiVaruval
- Sarkarai Pongal

##### **KERALA**

- Malabar Parotta
- NeiChoru
- Nandan Chicken Curry
- Vegetable Stew
- Paalada Pradhama

##### **ANDHRA PRADESH**

- Steamed rice
- Vendakkai Pulusu
- Tomato Pappu
- KodiVapudu
- Gongora Pachadi
- Gummadikkai Halwa

#### **UNIT – V**

##### **RAJASTHANI**

- Lal Maas
- Missi Roti
- Mutter Pulao
- Gavarafli Ki Subzi
- MoogdalHalwa

##### **HYDERABADI**

- ShikumpuriKabab
- Sofyani Biryani
- TawaParatha
- MirchiKaSalan
- GoshtDalcha
- ShahiTukra

#### **DEMONSTRATION OF NORTH INDIAN & SOUTH INDIAN BREAKFAST-**

- North Indian-AlooParatha- PooriBhajji
- South Indian- VenPongal- MedhuVada- Dosa- Sambar- Coconut Chutney
- Demonstration of Indian regional snacks
- Samosa- Bajji- Vada- Pakora- KuliPanayaram- Chat Items Demonstration of variety rice- Coconut – Tamarind- Lemon

### **FOOD & BEVERAGE OPERATIONS LAB**

#### **Course Outcomes:**

To introduce the students to the basic of Alcoholic Beverages and Dispense Bar.  
To teach the students about Wines service.

To make them aware of different types of Beer service.

To match the food with wine.

To equip the students about the basic knowledge about Aperitifs & Liqueurs.

#### **SYLLABUS**

##### **UNIT –I**

##### **Bar– Mise-en-place and Equipments.**

Task-01 Wine service equipment

Task-02 Beer service equipment

Task-03 Cocktail bar equipment

Task-04 Liqueur / Wine Trolley

Task-05 Bar stock –alcoholic & non-alcoholic beverages

Task-06 Bar accompaniments & garnishes Task-07 Bar accessories & disposables.

#### **Wine & Drinks List**

Task: 01 Wine Bar

Task:02 Beer Bar

Task: 03 Cocktail Bar

#### **UNIT –II Service of Wines**

Task-01 Opening the wine bottles (Table wine and Sparkling wine) Task-02 Decanting Task-03 Service of Red Wine - Task-04 Service of White/Rose wine Task-05 Service of

Sparkling wines - Task-06 Service of Fortified Wine - Task-07 Service of Aromatized Wine.

#### **UNIT - III**

##### ***Matching Wines with Food***

Task-01 Menu Planning with accompanying Wines with Continental Cuisine & Indian Regional Cuisine

Task-02 Table Laying & Service of menu with accompanying Wines- Continental Cuisine &

Indian Regional Cuisine

##### ***UNIT – IV Service of Spirits***

Task-01 Service styles – neat/on-the-rocks/with appropriate mixers - Task-02 Service of Whisky - Task-03 Service of Vodka - Task-04 Service of Rum - Task-05 Service of Gin - Task-06 Service of Brandy - Task-07 Service of Tequila Appropriate glasses used for each spirit.

##### ***UNIT –V Service of Beer***

Task-01 Service of Bottled & canned Beers - Task-02 Service of Draught Beers

Task-03 Service of Cider, Perry & Sake

##### **Service of Aperitifs**

Task-01 Service of Bitters - Task-02 Service of Vermouths

##### ***Service of Liqueurs***

Task-01 Service styles – neat/on-the-rocks/ with cream/ en frappé- Task-02 Service from the Bar Task-03 Service from Liqueur Trolley Appropriate glasses used for different Liqueurs.

### **FRONT OFFICE OPERATIONS LAB**

#### **Course Outcomes:**

- Perceiving the front office accounting system followed in the hotel

- Be acquainted with the procedures adopted during check out
- Initiating the night auditing process
- Ensure guest safety measures in the hotel
- Acquire knowledge in guest relations
- Basic FO formulas and closing invoice methods

## **SYLLABUS**

### **UNIT – I**

Hands on practice of computer applications related to Front Office procedures such as

Reservation

Registration

Guest History

Daily transactions

### **UNIT – II**

Front office accounting procedures

Manual accounting

Machine accounting

Payable, Accounts Receivable, Guest History, Yield Management

### **UNIT – III**

Role Play

### **UNIT – IV**

Situation Handling

### **UNIT - V**

How to attend the interview, Group discussion.

## **ACCOMMODATION OPERATIONS LAB**

### **Course Outcomes:**

- Effectively design the layout of linen room and laundry

- Operational knowledge of various laundry equipments and machineries □ Understand and practice various stain removal techniques □ Develop skills in various styles of flower arrangement.

## **SYLLABUS**

### **UNIT - I**

Layout of linen and uniform room/Laundry

### **UNIT - II**

Laundry machinery and equipment

### **UNIT - III**

Stain Removal procedures

### **UNIT - IV**

Flower Arrangement –Various styles of flower arrangement.

### **UNIT - V**

Handling Room Linen/ Guest Supplies

Maintaining Register/ Record; Replenishing Floor Pantry; Stock Taking; Par Stock Calculation

## **INDUSTRIAL EXPOSURE TRAINING**

### **OBJECTIVE**

- 1) Students to choose (or) apply for IET in any reputed BRAND Hotels
- 2) After joining the IET, Students to get involved actively and to be part of the Hotel Operation Team.
- 3) Students quickly learn the SOP of the Hotel Brand / Group.
- 4) To adopt themselves according to the Hotel Culture / Values.
- 5) To acquire the Basic knowledge of all Key operational departments.
- 6) Always be open with a positive mindset that “We Can” 7)Always display a passion towards learning of the job.
- 8) Everyday students should enter the work place with a goal / dream to become professional hoteliers.
- 9) To learn and practice the Hotel professional grooming standards at all times.
- 10) To start your training with a good note and finish it with your own success story in the same hotel.



# Semester :V

## ADVANCED FOOD PRODUCTION OPERATIONS –I

### Course Outcomes:

- Students will acquire knowledge on functions of cold kitchen.
- Students will able to develop culinary skills in the charcuterie
- Students gain knowledge on preparing and presenting cold cuts
- Students will able to identify and use different cooking equipments in larder department
- Students will interpret knowledge on the different types of appetizer and wines used in cooking
- Students will acquire knowledge on food plating and presentation based on Hotel Industry □ Students will get in depth sight on Food photography and food Journalism

### SYLLABUS

#### **UNIT-I**

##### **LARDER**

INTRODUCTION TO LARDER - Introduction of Larder Work- Layout of a typical larder with equipment and various sections - Equipment found in the larder - Larder control- Functions of larder- Duties & Responsibilities of larder chef

#### **UNIT – II**

##### **CHARCUTIERIE**

- A. SAUSAGES- Sausage - Casings & Fillings – Types & Varieties
- B. FORCE MEATS – Types, Preparation & Uses
- C. BRINES, CURES & MARINADES – Types, Preparation, Uses & Differences
- D. HAM, BACON & GAMMON – Cuts & Differences between these

#### **UNIT – III**

##### **COLD BUFFET & COLD CUTS**

- A. GALANTINES & BALOTINE – Definition, Preparation, Types & Uses.
- B. PATES & TERRINES - Definition, Preparation, Types, Uses and Differences
- C. MOUSSE & MOUSSELINE - Definition, Preparation, Types, Uses and Differences
- D. CHAUD FROID – Definition, Preparation, Types & Uses
- E. ASPIC & GELEE – Definition, Preparation, Types & Uses and Differences
- F. QUENELLES & TRUFFLE - Definition, Preparation, Types, Uses and Differences
- G. PARFAITS & ROULADES - Definition, Preparation, Types, Uses and Differences
- H. EDIBLE & NON EDIBLE DISPLAYS - Definition, Preparation, Types, Uses and Differences

## I. FOOD PLATING, MIRROR AND PLATTER PRESENTATION: Definition, Techniques and

### ***UNIT-IV***

A. APPETIZERS & GARNISHES – Types, Preparation, Examples, Uses & Differences

B. SANDWICHES - Parts of Sandwiches - Types of Bread - Types of filling – classification- Spreads and Garnishes - Types of Sandwiches - Making of Sandwiches - Storing of Sandwiches C. USE OF WINE AND HERBS IN COOKING

Ideal uses of wine in cooking - Classification of herbs - Ideal uses of herbs in cooking.

### ***UNIT-V***

Food plating and platter presentations- Food styling-Food photography-Food JournalismMolecular Gastronomy.

## **ADVANCED FOOD & BEVERAGE OPERATIONS –I**

### **Course Outcomes:**

- To introduce the students to the basic of Planning and Operating various F & B Outlet.
- To teach the students about Banquets, Banquets protocols.
- To make them aware of different types of Buffets.
- To teach the students about Gueridon Service.
- To equip the students about the basic knowledge about Kitchen Stewarding.

### **SYLLABUS**

#### **UNIT- I**

##### **PLANNING & OPERATING VARIOUS F&B OUTLET**

Physical layout of functional and ancillary areas – Objective of a good layout -Steps in planningFactors to be considered while planning - Calculating space requirement - Various setups for seating - Planning staff requirement - Menu planning - Constraints of menu planning - Selecting and planning of heavy duty and light equipment - Requirement of quantities of equipment required like crockery, Glassware, Cutlery – steel or silver etc.Suppliers & manufacturers - Planning Décor, furnishing fixture etc.

#### **UNIT- II**

##### **FUNCTION CATERING BANQUETS**

History -Types&Organization of Banquet Department – Staffs duties & responsibilities -Sales Booking procedure - Banquet menus – MICE concept.

##### **BANQUET PROTOCOL**

Space Area requirement - Table plans/arrangement -Misc-en-place-Service - Toast & Toast procedures

## **INFORMAL BANQUET**

Reception - Cocktail parties – Convention-Seminar –Exhibition – Fashion shows - Trade Fair Wedding - Outdoor catering

## **UNIT - III**

### **FUNCTION CATERING BUFFETS**

Introduction -Factors to plan buffets - Area requirement -Planning and organization -Sequence of food - Menu planning - Types of Buffet –Display-Sit down,Fork, Finger, Cold BuffetBreakfast Buffets,Equipment - Supplies - Checklist

## **UNIT - IV**

### **GUERIDON SERVICE**

History ofGueridon- Definition -General consideration of operations –Advantages &Disadvantages - Types of trolleys - Factor to create impulse buying– visual merchandising, Trolley, open kitchen.Gueridon equipment - Gueridon ingredients

## **UNIT - V**

### **KITCHEN STEWARDING**

Importance-Opportunities in kitchen stewarding -Record maintaining -Machine used for cleaning and polishing- Inventory –organization hierarchy of kitchen stewarding, roles and responsibilities of each staff.

## **ACCOMMODATION MANAGEMENT**

### **Course Outcomes:**

- Demonstrate step by step planning and organizing process for ensuring efficient, effective and economic operations of Housekeeping department.
- Understand and analyze housekeeping standards together with safety and security aspects.
- To understand different concepts in budgeting.
- To understand different types and styles of flower arrangements.

## **SYLLABUS**

### **PLANNING AND ORGANISING THE HOUSE KEEPING DEPARTMENT**

Area Inventory List; Frequency Schedules; Performance And Productivity Standards; Standard Operating Manuals – Job Procedures; Job Allocation And Work Schedules; Calculating Staff Strengths & Planning Duty Rosters, Team Work And Leadership In House Keeping; Training In HKD, Devising Training Programmers' For HK Staff

## **UNIT - II**

### **BUDGETING FOR HOUSEKEEPING**

Inventory control and stock taking; Types of budgets (operational and capital); Cost Control In Specific Areas (Guest Room, Public Areas, Linen Room, Stores, Cleaning Material And Supplies, Flowers); Purchasing

### **UNIT - III**

#### **ENERGY AND WATER CONSERVATION IN HOUSEKEEPING OPERATIONS**

### **UNIT - IV**

#### **SAFETY AND SECURITY**

Safety Awareness and Accident Prevention; Fire Safety And Fire Fighting; Crime Prevention And Dealing With Emergency Situation; First Aid

### **UNIT - V**

#### **CONTRACT SERVICES**

Types of contract services, guidelines for hiring contract services, Advantage and disadvantage of contract services.

## **HUMAN RIGHTS AND RELATIONS EDUCATION**

### **Course Outcomes:**

- It provides the student with the capacity to identify issues and problems relating to the realization of human rights
- It helps to identify different aspects of human right of children and women
- Students learn not only their basic rights but also can understand the duties to be carried out in the day to day.
- It also develops investigative and analytical skills.

### **SYLLABUS**

#### **UNIT – I**

##### **Introduction:**

Definition of Human Rights & Human Relations.

Scope of Human Rights – Need for the study of Human Rights. Categories of Human relations and Human rights.

#### **UNIT – II**

##### **Human Rights Institutions – International & National:**

United Nations Human Rights Commission – National Human Rights Commission – State Human Rights Commission.

#### **UNIT – III**

Civil and Political rights – Economic Relations & Human Rights, Social Relations & Human Rights.

Human Rights and License – Health /Eating House License,Shops and Establishment Act,Lodging and Establishment Act,PF/ESIC.

#### **UNIT – IV**

##### **Instruments:**

UDHR, International convention on civil and political rights, International convention on economic and social rights, National Human rights act – National Commission for minorities, S.C, S.T and Woman.

#### **UNIT – V**

##### **Rights of women and children:**

Rights of women – Female feticide and Infanticide– Physical assault and harassment – Violence at work place – Remedial Measures. Rights of children – Protection rights, survival rights – Participation rights – Development rights – Role of UN convention on rights of children.

### **MARKETING AND SALES MANAGEMENT**

#### **Course Outcomes:**

- It introduces the student a insight to marketing mix
- It helps the student to understand the four keys of marketing □It helps the Students to understand the sales and Management □The student will learn about international marketing.

#### **SYLLABUS**

##### **UNIT – I      Fundamentals of Marketing**

Overview of service sector and hospitality – The hotel and the catering industry – definition of market, marketing and selling – The marketing concept – methods and scope of marketing research – sources of information – marketing environment. Market Segmentation

Market segmentation – benefits – bases for market segmentation – types – different between consumer behavior and buyer behavior – consumerism – marketing information research (MIS) – characteristics of MIS – differences MIS and Marketing Research.

##### **UNIT – II      Introduction to the Marketing Mix – 4 P's**

###### **Product**

Definition of product and service – the hotel product and its components of physical aspects service and image – new product development – brand names – overview of a marketing plan – Product life cycle – Product differentiation in Hotel and Catering Industry

###### **Price**

Principles of prices – influences upon prices decision making – pricing techniques – initiating price changes – cost oriented and market oriented pricing strategies.

### **Place**

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

### **Promotion**

Promotion – promotion mix – promotion process – kinds of sales promotion advertising – salesmen – selection, training – advertising agency – media selection, training – advertising agency- media selection – types of media – sales promotion.

### **UNIT – III**

#### **Introduction to promotional activities:**

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

Advertising: - Introduction – Aim of advertising – The advertising industry – Advertising style – Advertising objectives historical view – pre testing / post testing – media planning – other testing methods

#### **Sales and Sales Management:**

Definition – sales task – determining the sales force structure – selecting sales person – role of sales manager public relation.

### **UNIT – IV International Marketing**

International marketing – emergence of global marketing – significance of international marketing for developing countries – liberalization – role of foreign

MNC Unit – V Social responsibilities of Business

Social responsibilities of business – Introduction – changing trends in social responsibilities of business toward different group.

Marketing of Services – Business – goals of business – growth of service marketing – classification of service marketing - business ethics – current trend in marketing

# Semester :VI

## ADVANCED FOOD PRODUCTION OPERATIONS –II

### Course Outcomes:

- Students will acquire knowledge on different International cuisine with geographical location, Historic back ground, and different recipes
- Students gain knowledge on Bread fabrication with preparation method and different toppings, icings used in bakery and confectionary department
- Students will acquire insight about classical frozen dessert
- Students will interpret knowledge production planning, Budgeting, scheduling and Quality control
- Students will acquire knowledge on food plating and presentation based on Hotel Industry □ Students will hone the skills and innovate and create new dishes and standard recipes.
- Students gain knowledge on Nouvelle cuisine with regional influences

### SYLLABUS

#### UNIT-I

#### INTERNATIONAL CUISINE

- A. Geographic location
- B. Historical background
- C. Staple food with regional Influences
- D. Specialities Recipes
- E. Methods of cooking Equipment in relation to:
  - Great Britain
  - Italy
  - Spain & Portugal
  - Scandinavia
  - Germany Middle
  - East
  - Oriental
  - Mexican Arabic

#### UNIT-II BAKERY & CONFECTIONERY

**ICINGS & TOPPINGS** - Varieties of icings - Using of Icings - Difference between icings & Toppings - Recipes

#### **FROZEN DESSERTS**

Types and classification of frozen desserts – Ice Creams – Definitions - Methods of preparation - Additives and preservatives used in Ice-cream manufacture

## **MERINGUES**

Making of Meringues - Factors affecting the stability - Types of Meringues - Uses of Meringues.

## **UNIT-III**

**BREAD MAKING:** Role of ingredients in bread making - Bread Faults - Bread Improvers

**CHOCOLATE:** History- Sources - Manufacture & Processing of Chocolate - Types of chocolate –White & Dark (Applications) - Tempering of chocolate - Uses of chocolate - Cocoa butter & Ganache.

## **UNIT – IV**

### **PRODUCTION MANAGEMENT**

- A. Kitchen Organisation
- B. Allocation of Work – Job Description, Duty Rosters
- C. Production Planning
- D. Production Scheduling
- E. Production Quality & Quantity Control
- F. Forecasting & Budgeting G. Yield Management

### **PRODUCT & RESEARCH DEVELOPMENT**

- A. Testing new equipment,
- B. Developing new recipes
- C. Food Trails
- D. Organoleptic & Sensory Evaluation

## **UNIT-V**

### **A. STANDARD RECIPE**

- a) Definition
- b) Importance of using standardized recipe
- c) Key components of standardized recipe
- d) Developing standardized recipe
- e) Characterized features of standardized recipes
- f) Procedures to be followed for standardization of recipe

### **B. NOUVELLE CUISINE**

- a) Definition
- b) Father & Founders of Nouvelle cuisine
- c) Popularity of Nouvelle cuisine
- d) Effect of regional influences on Nouvelle cuisine
- e) Equipments used in Nouvelle cuisine



## **ADVANCED FOOD AND BEVERAGE OPERATIONS- II**

### **Course Outcomes:**

- To introduce the students to the basic of F&B Staff Organization.
- To teach the students about managing Food and Beverage Outlet.
- To make them aware of different types of Bar Operations.
- To teach the students about Cocktails and mixed drinks.
- To equip the students about the basic knowledge about sales promotion

### **SYLLABUS**

#### **UNIT - I**

##### **FOOD&BEVERAGE STAFF ORGANISATION**

Categories Of Staff – Hierarchy – Job description and specification – Duty Roaster – Duty

Rota's

#### **UNIT - II**

##### **MANAGING FOOD AND BEVERAGE OUTLET**

Supervisory Skills- Developing efficiency- Standard Operating Procedure

#### **UNIT - III**

##### **BAR OPERATIONS**

Types of Bar- Cocktail, Dispense- Area of Bar- Bar Layout -Front Bar, Back Bar, Under Bar,(Speed Rack, Garnish Container, Ice well etc.) Bar Stock, Bar Control, Bar Staffing- maintaining bar records.

#### **UNIT - IV**

##### **COCKTAILS & MIXED DRINKS**

Definition and history – classification – Recipe, Preparation and service of Popular Cocktails Martini— Dry & Sweet – Manhattan –Dry& Sweet – Dubonnet – Rob-Roy- Bronx – White lady – Pink Lady –Side Catr – Bacardi – Alexandra – John Collins – Tom Collins – Gin Fizz – Pimms Cup no 1,2,3,4,5 – Flips – Noggs – Champagne Cocktail, Between the Sheets, Daiquiri, Bloody Mary, Screw Driver, Tequila Sunrise, Gin-Sling, Planters Punch, Singapore Sling, Pinacolada, Rusty Nail, B&B, Black Russian, Margarita, Gimlet – Dry &Sweet, Cuba Libre, Whisky Sour, Blue Lagoon, Harvey Wall Banger, Bombay Cocktail – innovative cocktails

#### **UNIT - V**

##### **SALES PROMOTION**

Food festivals- loyalty programs - Wine dinners or whisky dinners -Happy hours (ladies night, DJ night)- Corporate discounts - social media, partnership with home delivery services.

## **FRONT OFFICE MANAGEMENT**

### **Course Outcomes:**

- Different PMS (Micros, Fidelio, IDS, Shawman, Opera)
- Yield management strategies in case of high and low demand periods
- Classification on the basis of ownership
- Process the conception, pricing, promotion, and distribution of ideas, goods and services in the industry
- HR challenges in the hospitality industry
- Realize the current and future in FO activities

### **SYLLABUS**

#### **UNIT – I**

Yield management

Concept of yield management, Benefits of yield management, Strategies used for increasing revenue of a hotel, measuring yield (formulas)

#### **UNIT– II**

Yield management software

Elements of yield management

Yield management software, Yield management team and meeting

#### **UNIT – III**

**Timeshare, Condominium, AIDRA:**

Definition and types of Timeshare options, advantages and disadvantages of timeshare business, Exchange companies, Resort condominium international, AIDRA advantages, Role of government and industry

#### **UNIT – IV**

Marketing & Human Resources:

Marketing: Introduction to marketing – Basic concepts in marketing, Market segmentation, Sales in marketing of hospitality products, Sales and marketing team and techniques, Role of FO personnel in maximizing revenue, HR: HRM planning, HR development, Job analysis, recruitment, selection, orientation and training, HR challenges

**UNIT – V Social media marketing:** Creating a Face book page, Business opportunities and Instagram options , Business tools on LinkedIn, business accounts on YouTube, whatsapp marketing

## APPLICATION OF COMPUTERS

### Course Outcomes:

- a) The learners will understand the evolution of computer and application in business industry
- b) Identify categories of programs, system software and applications. Organize and work with files and folders
- c) The learners will get knowledge about Operating system enables you to solve complex, challenging problems in data operation.
- d) They can able to analysis and use network devices
- e) They learners will learn the Internet Concepts and use internet technology wisely.

### SYLLABUS

#### **UNIT – I- INTRODUCTION TO COMPUTERS**

Computer, generations of computers, advantages and disadvantages of computer, Classification of Computers, - Data Processing Concepts - Role of Computers in Society

#### **UNIT – II- HARDWARE AND SOFTWARE CONCEPTS**

Components of a Computer - Data Entry Devices - Data Output Devices, Primary and Secondary Storage Concepts - Definition of software, types of software -System Software - Application Software - Language Classification - Compilers and Interpreters

#### **UNIT III- OPERATING SYSTEM:**

Operating System, Fundamentals Of OS, Basics Of MS-DOS, Internal Commands-External Commands, Basics Of Windows Operating System Features their Functions

**UNIT – IV- NETWORKS:** Features of Network - Data Communication Channel- Network Topology: Bus, Star, Ring- Network Applications - Types of Network: LAN, MAN, WAN.

**UNIT – V- INTERNET**Introduction- Basic Internet Service, Uses Of Inernet, Components Of World Wide Web, Internet Security,Intranet – Email – Internet Security-Hospitality Portal.

## HACCP

### Course Outcomes:

- To understand the basic concept of food safety in National (FSSAI) & International standards (HACCP)
- To understand the different types of food safety and standards Act
- To understand about the international food safety standards , HACCP
- To determine the relationship of HACCP with other relevant national and international management

### SYLLABUS

#### **UNIT - I**

FSSAI – Introduction - Food Laws- Role – Functions – Initiatives

#### **UNIT-II**

FSSAI - The Food Safety and Standards Acts – Food safety and standard regulations – Procedures -license – Procedure to get FSSAI

#### **UNIT-III**

FSSAI – Potential Benefits – Advantages & Disadvantages – Develop & Maintain

#### **UNIT-IV**

HACCP – Role – Functioning – Principles - Relationship with other relevant standards - HACCP Terminology

#### **UNIT-V**

Critical Control Points - Critical limits - Monitoring - Corrective Action- Verification- Record Keeping- Advantages & Disadvantages – New Normal – Standard operating Procedures followed in Kitchens, Food & Beverage Service Outlets, Front Office & House Keeping Areas (Corridors, Rooms & Public Areas)

## APPLICATION OF COMPUTER LAB

### Course Outcomes:

- Recognize when to use each of the Microsoft Office programs to create professional and academic documents.
- Use Microsoft Office programs to create personal, academic and business documents following current professional and/or industry standards.

### SYLLABUS

**MS OFFICE:** Creating a new document, opening existing documents, saving and editing a document.

1. Usage of header and footer
2. Adding background pictures & aligning
3. Paragraph alignment, adding borders in paragraph
4. Inserting pictures and clipart in a document

#### **MS EXCEL:**

1. Creating new worksheet, cell editing
2. Data Sorting
3. Data Filtering
4. Inserting charts in excel sheet
5. Performing different built in functions

#### **MS POWERPOINT:**

1. Presentation Basics
2. Insert Picture and Clip Art
3. Working with Charts
4. Working with Tables
5. Slide Effects

#### **MS ACCESS:**

1. Creation of database, designing a database.
2. Adding new tables in a database
3. Inserting foreign key and primary key to each table.
4. Creating relationship between tables.
5. Performing functions in a table

## **ADVANCED FOOD PRODUCTION OPERATIONS LAB –I & II**

### **1.ADVANCED FOOD PRODUCTION OPERATIONS LAB –I**

#### **Course Outcomes:**

- Students will gain knowledge on classic French cuisine which includes method of preparation, standard recipes and plating techniques.
- Students will acquire knowledge on food safety and personal Hygiene during the course of practical.
- Students will hone the skills and innovate and create new dishes and standard recipes.
- Students gain knowledge in handling different large kitchen equipments.

#### **SYLLABUS**

#### **PART “A” – COOKERY**

##### **MENU 01**

Consommé Carmen

- Poulet Sauté Chasseur
- Pommes Loretta
- Haricots Verts

##### **MENU 02**

- Bisque D’écrevisse
- Escalope De Veauviennoise
- Pommes Batailles
- Epinards au Gratin

##### **MENU 03**

Crème Du Barry

- Darne De Saumon Grille
- Sauce paloise
- Pommes Fondant
- PetitsPois A La Flamande

##### **MENU 04**

- Veloute Dame Blanche
- Cote De Porc Charcuterie
- Pommes De Terre A La Crème
- Carottes Glace Au Gingembre

### **MENU 05**

- Cabbage Chowder
- Poulet A La Rex
- Pommes Marguises  Ratatouille

### **MENU 06**

- Barquettes Assortis
- Stroganoff De Boeuf
- Pommes Persilles
- Riz Pilaf

### **MENU 07**

- Duchesse Nantua
- Poulet Maryland
- Croquette Potatoes
- Banana fritters  Corn gallets

### **MENU 08**

- Vol-Au-Vent De Volaille Et Jambon
- Poulet a la kiev
- Creamy Mashed Potatoes
- Butter tossed green peas

### **MENU 09**

- Quiche Lorraine
- Roast Lamb
- Mint sauce
- Pommes Parisienne

### **MENU – 10 (Demonstration)**

- Cold Buffet
- Buffet Desserts
- Bread Displays

### **PART “B” – BAKERY & PATISSERIE**

#### **MENU – 01**

- Brioche
- Baba au Rhum
- Doughnuts

**MENU - 02**

- Soft Rolls
- Chocolate Eclairs
- Chocolate Brownie

**MENU - 03**

- French Bread
- TarteTartin
- Muffins

**MENU - 04**

- Garlic Rolls
- Crêpe Suzette
- Charlotte Royal

**MENU- 05**

- Lavash
- Chocolate Cream Puffs
- Herb & Potato Loaf

**MENU- 06**

- Foccacia
- Crème Brûlée

**MENU -07**

- Vienna Rolls
- Mousse Au Chocolate

**MENU – 08**

- Hardrolls
- SouffleMilanaise

**MENU – 09**

- Brown Bread
- Apple Pie

**MENU -10**

- Milk Bread
- Ciabata
- Savarin des fruits

**MENU -11**

- Demonstration of Buffet desserts
- Modern Plating Styles



## ***2. ADVANCED FOOD PRODUCTION OPERATION LAB -II***

### **Course Outcomes:**

- Students will gain knowledge on regional cuisine which includes method of preparation, standard recipes and plating techniques.
- Students will acquire knowledge on food safety and personal Hygiene during the course of practical.
- Students will hone the skills and innovate and create new recipes.

### **SYLLABUS**

#### **CHINESE**

##### **MENU 01**

- Sweet corn vegetable Soup
- Spring roll
- Chicken in Hot Garlic sauce
- Hakka Noodles
- Szechwan fried rice

#### **ITALY**

##### **MENU 02**

- Minestrone soup
- Ravioli Arrabbiata
- Penne alfredofunghi
- PolloAlla Cacciatore
- MelanzaneParmigiane

#### **ARABIC**

##### **MENU 03**

- Hummus
- Fattush
- Falafel
- Kushari with dakoos
- DejjMeshwi
- Um ali

#### **MEXICAN**

##### **MENU 04**

- Chicken Enchilada
- Vegetable Quesadillas
- Lamb Burritos
- Beef Tacos

- Chicken Fajitas
- Potato Na

## **KOREAN**

### **MENU 05**

- Spinach Pan cakes
- Kimchi Salad
- Chicken & Rice Poridge
- Bibimbab

## **THAI**

### **MENU 06**

- Chicken Satay with Peanut Sauce
- Tom Yum Soup
- Chicken Massaman curry with steamed rice
- Mussaman vegetable curry

## **SPAIN**

### **MENU 07**

- Gazpacho
- Paella
- PatatasBravas
- Empanadas
- Tortilla Española
- Albondigas

## **GREEK**

### **MENU 08**

Dolmadakia

Choriatiki

Moussaka A La Greque

Tzaziki

## **GREEK MEATBALL**

### **MENU-09**

DEMONSTRATION OF

Charcuterie Galantines

Pate

Terrines

Mousselines

New Plating Techniques

## **BAKERY PRACTICAL**

### **Menu – 1**

Grissini

Tiramisu

### **Menu – 2**

Bread Sticks

Apple Strudel

### **Menu – 3**

Crossiants

Black Forest Cake

### **Menu – 4**

Pizza base Honey Praline Parfait

### **Menu – 5**

Danish Pastry

Cold Cheese Cake

### **Menu – 6**

Soup Rolls

Chocolate Truffle cake

### **Menu – 7**

Ginger Bread

Blancmange

### **Menu – 8**

Cinnamon & Raisin Rolls

SouffleChaudVanille

### **Menu – 9**

Fruit Bread

Plum Pudding

### **Menu – 10**

Demonstration of

Meringues

Icings & Topings

Demonstration of Wedding Cake - Ornamental cakes

## **ADVANCED FOOD & BEVERAGE OPERATIONS LAB – I & II**

### ***1. ADVANCED FOOD & BEVERAGE OPERATIONS LAB – I***

#### **Course Outcomes:**

- To introduce the students to the basic of Planning and Operating various F & B Outlet.
- To teach the students about Banquets, Banquets protocols.
- To make them aware of different types of Buffets.
- To teach the students about Gueridon Service.
- To equip the students about the basic knowledge about Kitchen Stewarding.

#### **SYLLABUS**

##### **UNIT - I**

###### **Task**

###### **Planning & Operating Food & Beverage Outlets**

Classroom Exercise Developing Hypothetical Business Model of Food & Beverage Outlets

##### **UNIT - II**

###### **Task**

###### **Function Catering–Banquets**

Planning & organizing Formal & Informal Banquets

Planning & organizing outdoor caterings

##### **UNIT - III**

###### **Task**

###### **Function Catering–Buffets**

Planning & organizing various types of Buffet

##### **UNIT - IV**

###### **Task**

###### **Gueridon Service**

Organizing Mise-en-place for Gueridon Service - Dishes involving work on the Gueridon  
Task-01 Crepe suzette Task-02 Banana au Rhum Task-03 Peach Flambé Task- 04 Rum Omelette Task-05

Steak Diane Task-06 Pepper Steak

##### **UNIT - V**

###### **Task**

###### **Kitchen Stewarding**

Using & operating Machines-Exercise– physical inventory

## **2.ADVANCED FOOD & BEVERAGE OPERATIONS LAB-II**

### **Course Outcomes:**

- To introduce the students to the basic of F&B Staff Organization.
- To teach the students about managing Food and Beverage Outlet.
- To make them aware of different types of Bar Operations.
- To teach the students about Cocktails and mixed drinks.
- To equip the students about the basic knowledge about sales promotion

### **SYLLABUS**

#### **UNIT – I**

##### **TASK**

##### **F&B Staff Organization**

Classroom Exercise (Case Study method) Developing Organization Structure of various Food &

Beverage Outlets -Determination of Staff requirements in all categories -Preparing Job Description & Specification

#### **UNIT – II**

##### **TASK**

Making Duty Roster - Conducting Briefing & Debriefing - Restaurant, Bar, Banquets & Special events

#### **UNIT - III**

##### **TASK**

Supervisory Skills

Drafting Standard Operating Systems (SOPs) for various F &B Outlets -Supervising Food & Beverage operations -Preparing Restaurant Log

#### **UNIT - IV**

##### **TASK**

Bar Operations

Designing and setting the bar-Preparation & service of cocktail & mixed drinks

#### **UNIT - V**

##### **TASK**

Planning a Sales Promotion event With Checklist

## **FRONT OFFICE MANAGEMENT LAB**

### **Course Outcomes:**

- Identify the yield management concept
- Perceive the components of yield management
- Acknowledge the timeshare and vacation ownership concept
- Acquire knowledge in basic concepts of marketing
- Apprehend the fundamentals of HRM
- Develop new and upcoming techniques introduced in FO department

### **SYLLABUS**

- Hands on practice of computer application (Hotel Management System) related to front office procedures such as
- Night audit,
- Income audit,
- Accounts
- Yield Management
- Situation handling – handling guests & internal situations requiring management tactics/strategies

### **PROJECT AND VIVA VORCE**

**Students shall contact the respective Department for doing Project**