

ALAGAPPA UNIVERSITY

(Accredited with A+ Grade by NAAC (CGPA : 3.64) in the Third Cycle ,
Graded as Category-I University and granted autonomy by MHRD-UGC)

DIRECTORATE OF COLLABORATIVE PROGRAMMES



Diploma in Catering and Hotel Administration

Regulations and Syllabus

[For those who join the Course in July 2023 and after]

CHOICE BASED CREDIT SYSTEM

GENERAL INSTRUCTIONS AND REGULATIONS

Diploma in Catering and Hotel Administration conducted by Alagappa University, Karaikudi, Tamil Nadu through its Collaborative Institution _____ at _____.
Applicable to all the candidates admitted from the Academic year **2023** onwards.

1. Eligibility:

A pass in the SSLC Examination conducted by the Government of Tamil Nadu, or an examination accepted as equivalent thereto by the Syndicate. Candidate for admission to **Diploma in Catering and Hotel Administration** shall be required to have passed qualifying examination.

2. Admission:

Admission is based on the marks in the qualifying examination.

3. Duration of the course:

The course shall extend over a period of **three years** under Semester pattern

4. Standard of Passing and Award of Division:

- a. Students shall have a minimum of 40% of total marks of the University examinations in each subject. The overall passing minimum is 40% both in external and aggregate of Continuous Internal Assessment and external in each subject.
- b. The minimum marks for passing in each theory / Lab course shall be 40% of the marks prescribed for the paper / lab.
- c. A candidate who secures 40% or more marks but less than 50% of the aggregate marks prescribed for three years taken together, shall be awarded **THIRD CLASS**.
- d. A candidate who secures 50% or more marks but less than 60% of the aggregate marks prescribed for three years taken together, shall be awarded **SECOND CLASS**.
- e. A candidate who secures 60% or more of the aggregate marks prescribed for three years taken together, shall be awarded **FIRST CLASS**.
- f. The Practical / Project shall be assessed by the two examiners, by an internal examiner and an external examiner.

5. Continuous internal Assessment:

- a. Continuous Internal Assessment for each paper shall be by means of Written Tests, Assignments, Class tests and Seminars
- b. **25 marks** allotted for the Continuous Internal assessment is distributed for Written Test, Assignment, Class test and Seminars.
- c. One Internal Tests of 2 hours duration may be conducted during the semester for each course / subject and the best marks may be considered and one Model Examination will be conducted at the end of the semester prior to University examination. Students may be asked to submit at least five assignments in each subject. They should also participate in Seminars conducted for each subject and marks allocated accordingly.
- d. Conduct of the continuous internal assessment shall be the responsibility of the concerned faculty.
- e. The continuous internal assessment marks are to be submitted to the University at the end of every year.
- f. The valued answer papers/assignments should be given to the students after the valuation is over and they should be asked to check up and satisfy themselves about the marks they have scored.

6. Attendance:

Students must have earned 75% of attendance in each course for appearing for the examination.

Students who have earned 74% to 70% of attendance to be applied for condonation in the prescribed form with the prescribed fee.

Students who have earned 69% to 60% of attendance to be applied for condonation in the prescribed form with the prescribed fee along with the medical certificate.

Students who have below 60% of attendance are not eligible to appear for the examination. They shall re-do the semester(s) after completion of the programme.

7. Examination:

Candidate must complete course duration to appear for the university examination. Examination will be conducted with concurrence of Controller of Examinations as per the Alagappa University regulations. **University may send the representatives as the observer during examinations.** University Examination will be held at the end of the each semester for duration of 3 hours for each subject. Certificate will be issued as per the AU regulations. **Hall ticket will be issued to the 1st year candidates and upon submission of the list of enrolled students along with the prescribed course fee subsequent 2nd and 3rd year hall tickets will be issued.**

8. Miscellaneous

- a. Each student possess the prescribed text books for the subject and the workshop tools as required for theory and practical classes.
- b. Each student is issued with an identity card by the University to identify his / her admission to the course
- c. Students are provided library and internet facilities for development of their studies.
- d. Students are to maintain the record of practicals conducted in the respective laboratory in a separate Practical Record Book and the same will have to be presented for review by the University examiner.
- e. Students who successfully complete the course within the stipulated period will be awarded the degree by the University.
- f. The Internship / Project (any other viva-voce) where external examiner is assigned from the university, there may be changes in the exam dates as per the availability of the External Examiner.

9. Fee structure

Course fee shall be as prescribed by the University and 50% of the course fee should be disbursed to University. Special fees and other fees shall be as prescribed by the Institution and the fees structure must be intimated to the University. Course fees should be only by Demand draft / NEFT and AU has right to revise the fees accordingly.

10. Other Regulations:

Besides the above, the common regulation of the University shall also be applicable to this programme.

11. Industrial Exposure:

The course being professional the students are required to undergo industrial exposure in the 6th Semester of the programme.

- 6th Semester training is to introduce the students to the operational aspects of a star hotel (3 star and above) and he/she is preferably exposed to the four core departments of the hotel. The duration of the training is for 100 days in the 6th Semester.

DIPLOMA IN CATERING & HOTEL ADMINISTRATION

SEM	COURSE CODE	TITLE OF THE PAPER	T/P	CREDITS	HOURS	MARKS		Total
						Int.	Ext.	
I	90211	Communicative English-I	T	4	4	25	75	100
	90212	Soft Skills and Personality Development	T	3	3	25	75	100
	90213	Basic Food Production and Patisserie - I	T	3	4	25	75	100
	90214	Basic Food Production and Patisserie - I	P	3	5	25	75	100
	90215	Basic Food and Beverage Service – I	T	3	3	25	75	100
	90216	Basic Food and Beverage Service - I	P	3	5	25	75	100
	90217	Application of Computers in Hospitality Management	P	3	4	25	75	100
		Library / Yoga				2		
		Total		22	30			700
II	90221	Communicative English -II	T	4	4	25	75	100
	90222	Room Division Operations - I	T	3	3	25	75	100
	90223	Room Division Operations - I	P	3	4	25	75	100
	90224	Basic Food Production and Patisserie - II	T	3	3	25	75	100
	90225	Basic Food Production and Patisserie - II	P	3	4	25	75	100
	90226	Basic Food and Beverage Service - II	T	3	3	25	75	100
	90227	Basic Food and Beverage Service - II	P	3	4	25	75	100
	90228	Basics of Hotel Administration	T	3	4	25	75	100
	Library / Yoga				1			
		Total		25	30			800
III	90231	Advanced Food Production - I	T	4	4	25	75	100
	90232	Advanced Food Production - I	P	3	5	25	75	100
	90233	Advanced Food and Beverage Service - I	T	4	4	25	75	100
	90234	Advanced Food and Beverage Service - I	P	3	5	25	75	100
	90235	Room Division Operations - II	T	4	4	25	75	100
	90236	Room Division Operations - II	P	3	5	25	75	100
	90237	Tourism Management	T	3	3	25	75	100
		Library / Yoga						
		Total		24	30			700
IV	90241	Room Division Management - I	T	3	4	25	75	100
	90242	Room Division Management - I	P	3	5	25	75	100
	90243	Advanced Food Production - II	T	3	4	25	75	100
	90244	Advanced Food Production - II	P	3	5	25	75	100
	90245	Advanced Food and Beverage Service - II	T	3	4	25	75	100
	90246	Advanced Food and Beverage Service - II	P	3	5	25	75	100
	90247	Visual Foods	T	3	3	25	75	100
	90248	INDUSTRIAL PROJECT	PR	4	*	25	75	100
		Library / Yoga / Sports						
		* During Summer Vacation		25	30			800
V	90251	Food Sanitation and Hygiene	T	3	5	25	75	100
	90252	Room Division Management - II	T	3	5	25	75	100
	90253	Room Division Management - II	P	3	5	25	75	100
	90254	Advanced Food Production - III	P	3	5	25	75	100
	90255A 90255B	Electives 1: 1. Cruiseline Catering 2. Hotel Facility Management	T	3	5	25	75	100
	90256A 90256B	Electives 2: 1. Food Safety & Quality Control 2. Food Preservation	T	3	5	25	75	100
		Total		18	30		-4-	600
VI	90261	Internship (Industrial Practicum)	I	6	30	50	150	200
		Total		6	30	50	150	200
		Grand Total		120	180			

SEMESTER – I

SUBJECT CODE	COURSE CODE	TITLE OF THE PAPER	T/P	CREDITS	HOURS
90211	E	COMMUNICATIVE ENGLISH-I	T	4	4

Objectives:

- On completion of this unit the student shall be able to demonstrate improved spoken and written communication skills in English.
- On completion of this unit the student will be able to use a wider range of vocabulary and expressions for effective communication.
- On completion of this unit the student should be able to apply correct grammar and sentence structures in written and spoken contexts.
- On completion of this unit the student shall be able to deliver confident presentations and engage in productive group discussions.
- On completion of this unit the student shall be able to adapt to communication strategies to different cultural and situational contexts.

UNIT – I

REVIEW AND EXPANSION OF FOUNDATIONS

- Review of basic grammar concepts: verb tenses, articles, prepositions.
- Expanding vocabulary: synonyms, antonyms, idiomatic expressions.
- Reading comprehension: short texts and simple questions.
- Writing: Describing daily routines, activities, and personal experiences.

UNIT - II

EFFECTIVE COMMUNICATION

- Advanced sentence structures: complex sentences, clauses.
- Expressing opinions, agreement, and disagreement.
- Vocabulary for discussing current events, news, and trends.
- Listening practice: Dialogues and discussions on various topics.

UNIT - III

NARRATIVES AND DESCRIPTIONS

- Past tenses: simple past, past continuous, past perfect.
- Describing people, places, and experiences in detail.
- Writing a personal narrative or short story.
- Reading and analyzing longer texts: main ideas, details, and themes.

UNIT - IV

PRACTICAL LANGUAGE SKILLS

- Functional language: making suggestions, giving advice, making comparisons.
- Expressing preferences and making choices.
- Role-playing real-life situations: travel, social interactions, problem-solving.
- Writing formal and informal emails, letters, or messages.

UNIT - V

PROFICIENCY DEVELOPMENT

- Advanced grammar topics: reported speech, conditionals, passive voice.
- Developing critical thinking skills through discussion and analysis.
- Vocabulary expansion: specialized terms in various fields (business, technology, culture).

Final project: Presentation or essay on a chosen topic.

Outcome:

- The student will start using English as mode of communication.
- The student gains confidence in speaking, reading and writing English language.
- The student improves on the capability of writing and speaking English.
- The students practices English as their preferred choice of communication.
- The students will efficiently and proficiently communicate in English language.

Reference Books

- *"English Grammar in Use" by Raymond Murphy*
- *"Word Power Made Easy" by Norman Lewis*
- *"Reading Explorer" by Nancy Douglas and David Bohlke*
- *"Writing with Power" by Peter Elbow*
- *"Advanced Grammar in Use" by Martin Hewings*
- *"How to Disagree Without Being Disagreeable" by Pauline Wallin*
- *"Practice Makes Perfect: English Conversation" by Jean Yates*
- *"Descriptive English" by S.P. Bakshi*
- *"Narrative Writing: Learning a New Model for Teaching" by George Hillocks Jr.*
- *"The Art of Short Story" by Dana Gioia and R.S. Gwynn*
- *"English Idioms in Use" by Felicity O'Dell and Michael McCarthy*
- *"Practical English Usage" by Michael Swan*
- *"Fluent English: Perfect Natural Speech, Sharpen Your Grammar, Master Idioms, Speak Fluently" by Barbara Raifsnider*
- *"Writing Business Letters and Emails" by Jane B. Smith*
- *Critical Thinking: A Student's Introduction" by Gregory Bassham, William Irwin, and Henry Nardone*
- *"The Craft of Research" by Wayne C. Booth, Gregory G. Colomb, and Joseph M. Williams*

SUBJECT CODE	TITLE OF THE PAPER	T/P	CREDITS	HOURS
90212	SOFT SKILLS AND PERSONALITY DEVELOPMENT	T	3	3

Objectives:

- The student shall be able to know oneself and inculcate positive attitude.
- The student shall be able to interpret the usefulness of developing interpersonal skills and the advantages of working in team.
- The student shall be able to emphasize upon the art of speaking, reading and mailing etiquettes.
- The student will be able to distinguish the importance of etiquettes and mannerism, inculcate value for time and managing stress.
- The student shall be able to successfully prepare their CV and participate in Mock interview sessions and group discussions.

UNIT-I

INTRODUCTION TO SOFT-SKILLS

- Personal Skills: Knowing Oneself/Self-Discovery-Confidence Building- Defining Strengths- Developing Positive Attitude.
- Thinking Creatively-Improving Perceptions -Forming Values

UNIT-II

INTERPERSONAL AND SOCIAL SKILLS

- Understanding others-Developing Inter-personal relationship.
- Team Building-Group dynamics.
- Networking-Problem-solving

UNIT-III

COMMUNICATION SKILLS

- Art of Listening-Art of Speaking.
- Art of Reading-Art of Writing.
- Art of Writing E-mails: Email etiquette

UNIT-IV

CORPORATE SKILLS:

- Working with others- Developing a proper body language-behavioral Etiquettes and mannerism.
- Time Management.
- Stress Management

UNIT-V

- Job-hunting skills: Writing Resume/CV- Interview skills.
- Group discussion-Mock interview.
- Mock GD-Goal Setting-Career Planning

Outcome:

- The student understands the importance the value of practicing soft skill.
- The student develops and practices interpersonal and social skills.
- Students become develops the art of communicating.
- The students develops corporate skills.
- The students will successfully assess themselves about the preparedness for job.

Reference Books

1. Meena K and V. Ayothi (2013) A Book on Development of Soft Skills (Soft Skills: A Road Map to Success), P. R. Publishers & Distributors
2. Alex K. (2012) Soft Skills-Know Yourself & Know the World, S. Chand & Company LTD

SUBJECT CODE	TITLE OF THE PAPER	T/P	CREDITS	HOURS
90213	BASIC FOOD PRODUCTION AND PÂTISSERIE - I	T	3	4

Objectives

- The student shall be able to explain and illustrate the Culinary history & importance of cooking, they shall be able to relate the importance of personal & kitchen hygiene, understand the need for HACCP and outline the different hierarchies and their duties and responsibilities of a 5 star and a 3 star hotel.
- The student will be able to classify cooking fuels, equipment used in kitchen and its maintenance. Classify different food ingredients and pre preparation.
- The student will be able to distinguish different methods of cooking and their application, learn the importance of kitchen uniform and personal hygiene, deal with different accidents and incidents.
- The student will be able to distinguish stock, soups, cheeses and their types.
- The student will be able to understand different principles of baking, ingredients used and desired products.

UNIT - I

INTRODUCTION TO ART OF COOKERY, KITCHEN ORGANISATIONAL STRUCTURE, PROFESSIONAL STANDARDS, ETHICS FOR FOOD HANDLERS

- Culinary history, Origin of modern cookery, International, Continental and Pan Asian cuisine.
- Meaning and characteristics, Aims and Objectives of cooking, Attributes of culinary professional.
- Personal hygiene, General kitchen hygiene and sanitation, HACCP (Hazard Analysis and Critical Control Points), Ethics in the kitchen. Classical kitchen Brigade for 5 star & 3 star hotel. Duties of various Chefs, Liaison of Kitchen with other department.

UNIT - II

COOKING FUELS, KITCHEN EQUIPMENT, COMMODITIES & PROCESSING OF COMMODITIES

- Types of cooking fuels, Uses of cooking fuels, Safety precautions, Classification of Kitchen Equipment, Uses of Kitchen Equipment, Care and maintenance.
- Classification of Ingredients, Characteristics of Ingredients, Uses of Ingredients.
- Cleaning and pre-preparation of food commodities, Quality points & cuts of fruit, vegetables, fish, lamb, beef, pork, poultry and game.

UNIT - III

COOKING TECHNIQUES, FOOD & KITCHEN SAFETY

- Techniques used in preparation of food, Methods of mixing food, Methods of Heat Transfer - Conduction, Convection, Radiation, Induction, Methods of cooking (moist, dry, medium of fat) – Definition, Classification, Rules to be observed for each type of cooking method, examples.
- Textures and Consistencies-Desirable and non-desirable. Personal Hygiene, Importance of Kitchen uniform, Kitchen accidents (cuts, burn, scald & Falls) - Meaning, types and preventive measures for each type of accident, First aid - meaning, importance, and basic rules, Fire – Types, types of Extinguishers, Precautions.

UNIT - IV

STOCKS, SAUCES AND SOUPS AND CHEESE

- Types of Stocks, Mirepoix, Bouquet Garni & its Uses, Basic mother sauces, derivatives, Thickening agents used in sauces rectification of Faulty sauces, miscellaneous sauces & Gravies, Jus roti and Jus lie.
- Soups– Classification, principles, garnishing and accompaniments, Popular international soups.
- Famous cheese of the world, manufacturing process of Cheese, Types of cheese according to texture. Uses of cheese in cookery.

UNIT - V

BAKERY AND CONFECTIONERY

- Principles of baking, Bakery equipment (small, large tools).
- Formulas & measurements.
- Physical & chemical changes during baking.
- Characteristics & functions of ingredients – Flour, Sugar, Fat, Egg, Dairy products, Raising agent, Sundry items.

Outcome:

- The student would be apt in understanding the importance of personal Hygiene and HACCP, and the organizational structure of the Food Production Department.
- The student would be able to pre prepare the kitchen with necessary equipment and ingredients before starting of operation.
- Knowing different methods of cooking will help the student to analyse the type of finished product and overcome kitchen accidents and hazards.
- The students classify a stock and categorizes various types of soups and classify different types of cheeses and their uses in food preparation.
- The students will get educated on different principles of baking, ingredient used and desired products.

Reference Books

1. Practical Cookery- Victor Ceserani & Ronald Kinton, ELBS
2. Theory of Catering- Victor Ceserani & Ronald Kinton, ELBS
3. Theory of Cookery- Mr. K. Arora, Franck Brothers
4. Modern Cookery for Teaching & Trade Vol I- Ms. Thangam Philip,
5. Orient Longman.
6. The Professional Chef (4th Edition)- Le Rol A. Polsom
7. Success in Principles of Catering - Michael Colleer & Colin
8. Saussams
9. Prashad – Indersingh Kalra and Pradeep das Gupta
10. Professional Baking- Wayne Gisslen
11. Professional Cooking – Wayne Gisslen
12. Professional Pastry Chef – Bo Friberg, John Wiley
13. The Wilton Ways of Cake Decorations - Hamlyn Publishing
14. Basic Baking – S.C. Dubey
15. Theory of Bakery and Confectionery, Yogambal Ashokkumar

SUBJECT CODE	TITLE OF THE PAPER	T/P	CREDITS	HOURS
90214	BASIC FOOD PRODUCTION AND PÂTISSERIE – I	P	3	5

MENU	COURSE
INTRODUCTORY SESSION I	IDENTIFICATION OF KITCHEN EQUIPMENTS
INTRODUCTORY SESSION II	IDENTIFICATION OF SPICES CONDIMENTS, HERBS, VEGETABLES, VEGETABLE SANDWICH, CHEESE, SANDWICH, CLUB SANDWICH
MENU-1	CUTS OF VEGETABLES CRISPY FRIED VEGETABLES
MENU-2	CUTS OF FISH FISH STOCK FISH FRY
MENU-3	CUTS OF CHICKEN CHICKEN STOCK CRISPY FRIED CHICKEN
MENU-4	BECHAMEL SAUCE BROWN SAUCE MAYONNAISE SAUCE RUSSIAN SALAD
MENU-5	TOMATO SAUCE VELOUTE SAUCE POACHED FISH HOLLANDAISE SAUCE
MENU-6	IDLI MEDU VADA COCONUT CHUTNEY SAMBAR
MENU-7	LEMON RICE TAMARIND RICE COCONUT RICE CHETTINAD URULAI ROAST
MENU-8	CHAPATI GHEE RICE CHICKEN CHETTINAD SEMIYA PAYASAM
MENU-9	KASHMIRI PULAO MUTTON ROGAN JOSH BOONDI RAITA GULAB JAMUN
MENU-10	TAWA PARATHA NAVARATANA KHORMA CHICKEN 65 KASI HALWA

MENU-11	PANI PURI BHEL PURI DHAI PURI PAV BHAJI
BAKERY MENU-12	BREAD ROLLS SALT BREAD FRUIT BREAD
MENU-13	SOUP STICKS CINNAMON BUNS FOCCASIA
MENU-14	SALT BISCUITS GINGER BISCUITS DUTCH COOKIES
MENU-15	ALMOND COOKIES CHOCO CHIP COOKIES MELTING MOMENTS

SUBJECT CODE	TITLE OF THE PAPER	T/P	CREDITS	HOURS
90215	BASIC FOOD AND BEVERAGE SERVICE - I	T	3	3

Objectives:

- The student will explain, classify Food & Beverage Industry and its various types and explain different sections of this department.
- The student should be able to identify various restaurant furniture, crockeries, cutlery, glassware and linen and their uses and explain various methods of cleaning silver equipment.
- The student should be able to compare the Hierarchies of different classes of Hotels and Foodservice establishments and list out the Job description and Job Specifications of each one of them.
- The student will be able to distinguish different types of table and trolley service and their table layouts.
- The student shall be able to compare the different types of breakfast, Lunch, High tea, Dinner & Supper, make a standard menu that can be served for each one.

UNIT - I

FOOD & BEVERAGE SERVICE INDUSTRY

Introduction to Food & Beverage Industry, Classification of Catering Establishments (Commercial & Non-Commercial), Introduction to F & B outlets – Restaurants, Bars, Cafes, Cafeteria, Coffee Shops, Drive in, Drive through, Fast Food, Food courts, Kiosk, Snack Bars, Banquets, Business Centre, Discotheques, Executive Lounges, Night Clubs, Pubs, Room Service, Auxiliary areas – Still Room/Pantry, Silver/Plate room, Hotplate, Wash up/Kitchen Stewarding, Dispense bar, Linen Stores

UNIT - II

FOOD & BEVERAGE SERVICE EQUIPMENT – TYPES AND USAGE

Furniture – tables, chairs, sideboards, Chinaware – sizes and capacity, Stainless steel and Silverware – cutlery, flatware, service equipment, Glassware- capacity & usage Disposables – types, advantage & disadvantage, Linen – types & sizes, Special equipment, Silver cleaning methods – Burnishing, Plate powder, Silver dip, Polivit

UNIT - III

FOOD & BEVERAGE SERVICE PERSONNEL

Food & Beverage Service Organization Structure – 5 star hotel, Standalone Restaurants, Quick Service Restaurants, Job Descriptions, Job Specifications and Competencies, Attributes (Qualities) of Food & Beverage personnel/Staff. Etiquettes & mannerisms, Inter-departmental relationship with – Front Office, Housekeeping, Kitchen, Kitchen Stewarding, Engineering, Security, Human Resources, Stores

UNIT - IV

TYPES OF FOOD & BEVERAGE SERVICE

Table Service – Service to customers at a laid cover (a. English/Silver, b. American/Plate, c. French/Butler, d. Russian, e. Gueridon), Assisted Service: Combination of Table service and Self-service– (Carvery, Buffet), Self Service: Self-service of customers – (Cafeteria, Supermarket), Single Point Service – Service of customers at single point– (Takeaway, Drive-thru, Fast Food, and Vending. Kiosks. Food Court, Bar), Specialized (or in situ) Service – Service to customers in areas not primarily designed for service (Tray, Trolley, Home delivery, Lounge, Room, and Drive-in)

UNIT - V

BREAKFAST – Introduction, Types – English, American, Continental, Indian Menu and Service procedure, Brunch – Introduction and Menu, Lunch – Introduction and Menu, High Tea – Introduction and Menu. Dinner – Introduction and Menu, Supper – Introduction and Menu

Outcome:

- The student shall be able to overview the classification of Food & Beverage Industry and explain the operations of its subsidiary areas.
- The student would be aware of different restaurant equipment and their uses.
- The student gets acclimatized with the Organization Structure of hotels and Food service establishments
- The students will be able to identify different table, self & trolley service.
- The students will get educated on making a menu for different breakfast, Brunch, Lunch, afternoon tea, High tea, Dinner and Supper.

Reference Books

1. Basic Food and Beverage Service (BHA – 102), written by D. RAJESON PRAKASAM, Published by School of Management studies, Tamilnadu Open University, Chennai.
2. Food and Beverage Training Manual – by Sudhir Andrews
3. The Waiter – by Fuller and Cume
4. Food and Beverage Service – by D.R. Lillicrap
5. Modern Restaurant/Service – by John Fuller.

SUBJECT CODE	TITLE OF THE PAPER	T/P	CREDITS	HOURS
90216	BASIC FOOD AND BEVERAGE SERVICE – I	P	3	5

01. Familiarization of F&B Service equipment

Cutlery
 Crockery
 Glassware
 Other equipment's

02. Cleaning / polishing of EPNS items by

Plate Powder method
 Polivit method
 Silver Dip method
 Burnishing Machine
 Cleaning & polishing glassware

03. Basic Technical Skills

Task-01: Holding Service Spoon & Fork
 Task-02: Carrying a Tray / Salver
 Task-03: Laying a Table Cloth
 Task-04: Changing a Table Cloth during service
 Task-05: Placing meal plates & Clearing soiled plates
 Task-06: Stocking Sideboard
 Task-07: Service of Water
 Task-08: Using Service Plate & Crumbing Down
 Task-09: Napkin Folding 10
 Task-10: Changing dirty ashtray

04. TRAY/TROLLEY SET-UP & SERVICE

Task-01: Room Service Tray Setup
 Task-02: Room Service Trolley Setup

05. Table Manners

Task-01: Table etiquette's

SUBJECT CODE	TITLE OF THE PAPER	T/P	CREDITS	HOURS
90217	APPLICATION OF COMPUTERS IN HOSPITALITY MANAGEMENT	P	3	4

Objectives:

- The student shall be able to understand the role and importance of computers in Hospitality Industry, different types of software's used and their benefits.
- The student will be able to understand the functionalities of Property Management Systems(PMS) and their impact on hotel operations.
- The student should be able to understand the significance of Point of Sale (POS) systems in restaurant and food service settings.
- The student shall be able to understand the role of online booking and reservation systems in revenue management.
- The student shall be able to demonstrate how technology can enhance guest experiences and improve guest satisfaction.

UNIT-I

INTRODUCTION TO COMPUTERS IN HOSPITALITY

- Overview of the hospitality industry and its technological evolution
- Importance of computers in improving operational efficiency and guest experience
- Types of computer systems used in hospitality: Property Management Systems (PMS), Point of Sale (POS), Reservation Systems
- Benefits and challenges of integrating technology in hospitality operations

UNIT-II

PROPERTY MANAGEMENT SYSTEMS (PMS)

- Understanding the functionalities of PMS
- Guest check-in and check-out processes
- Room inventory management and reservations
- Front desk operations and guest communication
- Generating reports and analysing guest data

UNIT-III

POINT OF SALE (POS) SYSTEMS

- Introduction to POS systems in hospitality.
- Order processing and table management in restaurants.
- Payment processing and handling different payment methods.
- Inventory management and menu engineering.
- Integrating POS systems with other operational areas

UNIT-IV

ONLINE BOOKING AND RESERVATION SYSTEMS

- Exploring online booking platforms and their significance
- Online travel agencies (OTAs) and direct booking websites
- Real-time availability and pricing management
- Managing reservations and handling cancellations
- Leveraging technology for revenue management

UNIT-V

GUEST EXPERIENCE ENHANCEMENT THROUGH TECHNOLOGY

- Role of technology in enhancing guest satisfaction
- In-room technology: smart TVs, room controls, and guest service apps
- Guest engagement through loyalty programs and personalized experiences
- Feedback collection and reputation management - Ensuring data security and privacy in guest interactions

Outcome:

- The student will explain the importance of computers in Hospitality industry.
- The student can independently operate any one type of Property Management System, used in Hospitality industry.
- The student should be able to classify a POS system and describe its uses
- The students can distinguish the necessity of Online Booking & Reservation system.
- The students will be able to rightly enhance guest experience using technology.

Reference Books

1. Satchidananda. M.K. (1991), "Ethics, Education, Indian unity and culture" – Delhi, Ajantha publications.
2. Saraswathi. T.S. (ed) 1999. "Culture", Socialisation and Human Development: Theory, Research and Application in India" – New Delhi Sage publications.
3. Venkataiah. N (ed) 1998, "Value Education" New Delhi Ph. Publishing Corporation.
4. Chakraborti, Mohit (1997) "Value Education: Changing Perspectives" New Delhi: Kanishka Publications.
5. "Value Education – Need of the hour" Talk delivered in the HTED Seminar – Govt. of Maharashtra, Mumbai on 1-11-2001 by N.Vittal, Central Vigilance Commissioner.
6. "Swami Vivekananda's Rousing call to Hindu Nation": EKnath Ranade (1991) Centenary Publication
7. Radhakrishnan, S. "Religion and culture" (1968), Orient Paperbacks, New Delhi.

SEMESTER – II

SUBJECT CODE	TITLE OF THE PAPER	T/P	CREDITS	HOURS
90221	COMMUNICATIVE ENGLISH-II	T	4	4

Objectives:

- To make students realize the importance of resilience
- To enable them to become good decision makers
- To enable them to imbibe problem-solving skills
- To enable them to use tenses appropriately
- To help them use English effectively at the work place.

UNIT – I

RESILIENCE

Poem

- Don't Quit – Edgar A. Guest
- Still Here – Langston Hughes

Short Story

- Engine Trouble – R.K. Narayan
- Rip Van Winkle – Washington Irving

UNIT - II

DECISION MAKING

Short Story

- The Scribe – Kristin Hunter
- The Lady or the Tiger - Frank Stockton

Poem

- The Road not Taken – Robert Frost
- Snake – D. H Lawrence

UNIT - III

PROBLEM SOLVING

Prose life Story

- How I taught My Grandmother to Read – Sudha Murthy

Autobiography

- How frog Went to Heaven – A Tale of Angolo
- Wings of Fire (Chapters 1,2,3) by A.P.J Abdul Kalam

UNIT - IV

Tenses

1) Present, 2) Past,3) Future, 4) Concord

UNIT - V

ENGLISH IN THE WORKPLACE

- E-mail – Invitation, Enquiry, Seeking Clarification
- Circular
- Memo
- Minutes of the Meeting

Outcome:

On completion of this course, students will:

- Realize the importance of resilience
- Become good decision-makers
- Imbibe problem-solving skills
- Use tenses appropriately
- Use English effectively at the work place.

Text books (Latest Editions)

1. Martin Hewings. Advanced English Grammar. Cambridge University Press, 2000
2. SP Bakshi, Richa Sharma. Descriptive English. Arihant Publications (India) Ltd., 2019.
3. Sheena Cameron, Louise Dempsey. The Reading Book: A Complete Guide to Teaching Reading. S & L Publishing, 2019.
4. Barbara Sherman. Skimming and Scanning Techniques, Liberty University Press, 2014.
5. Phil Chambers. Brilliant Speed Reading: Whatever you need to read, however. Pearson, 2013.
6. Communication Skills : Practical Approach Ed. Shaikh Moula
7. Ramendra Kumar. Stories of Resilience, Blue Rose Publications, 2020.

Web Sources

- Langston Hughes. Still Here <https://poetryace.com/im-still-here>
- R. K. Narayan. Engine Trouble <http://www.sbioaschooltrichy.org/work/Work/images/new/8e.pdf>
- Washington Irving. Rip Van Winkle <https://www.gutenberg.org/files/60976/60976-h/60976-h.htm>
- Frank Stockton. The Lady or the Tiger <https://www.gutenberg.org/ebooks/396>

SUBJECT CODE	TITLE OF THE PAPER	T/P	CREDITS	HOURS
90222	ROOM DIVISION OPERATIONS – I	T	3	3

Objectives:

- The student will understand the meaning and responsibilities of Housekeeping department, interdepartmental coordination, the areas and layout of Housekeeping department.
- The student should be able to classify the organizational framework of Housekeeping department and explain the duties and responsibilities of each.
- The student should be able to classify the cleaning organization, equipment, agent used for cleaning and their selection.
- The student will be able to define Tourism, Inbound and Outbound tour, types, origin and growth of hotel, classification of hotels, ownership types.
- The student should be able to classify the layout of Front Office department, its hierarchy, duties and responsibilities, modes of reservation and record keeping.

UNIT - I

INTRODUCTION TO THE HOUSEKEEPING DEPARTMENT

Introduction: Meaning and definition, Importance of Housekeeping and Responsibility of the department, Inter departmental coordination with more emphasis on Front Office, Maintenance department and Food and Beverage Service. Housekeeping areas- Front of the House and Back of the House. Layout and sections of the Housekeeping department

UNIT - II

ORGANIZATIONAL FRAMEWORK OF THE HOUSEKEEPING DEPARTMENT & GUEST ROOMS

Hierarchy and role of personnel in small, medium, large hotels. Personality traits of Housekeeping staff. Duties and responsibilities of Housekeeping staff (GRA, Supervisor, and Executive Housekeeper). Types of guest rooms, Guest supplies and facilities for standard rooms and VIP guest rooms.

UNIT - III

CLEANING ORGANIZATION, CLEANING EQUIPMENT & CLEANING AGENTS

Principles of cleaning, hygiene and safety factors in cleaning. Frequency of cleaning (Daily, Weekly, Periodic). Classification of cleaning equipment, Selection of cleaning equipment, Storage and distribution, use and care of equipment. General criteria for selection of cleaning agents, Classification of cleaning agents, Use, care, storage and labelling. Distribution and control. Use of Eco-friendly products in Housekeeping.

UNIT - IV

INTRODUCTION TO TOURISM, HOTEL INDUSTRY & CLASSIFICATION OF HOTELS

Definition -Tourism, Tourist, Excursionist, In-bound & outbound tour. Benefits of Tourism- Social, Economic. Adverse effects of Tourism. Types of Tourism- Pilgrimage, Recreational, Health, Sports, Adventure, Eco, Sports, Hospo (Hospital), Cultural. Origin & Growth of Hotel industry in India. Classification of Hotels- According to Location (City Centre, Suburban, Motels, Boatels, Floatels,

Hotels, Resort, Airport hotels) Business class, Self-Catering hotels, Bed& Breakfast, Casino, Service Apartments, All Suite hotels Size, Duration of stay, Star classification, HRACC Committee. Types of Ownership- Proprietorship, Partnership, Management contract, Franchise, Company owned, Joint stock Company, Time Share, Condominium.

UNIT - V

ORGANIZATIONAL FRAMEWORK OF THE FRONT OFFICE DEPARTMENT, RESERVATION

Layout of Front office of a 5 Star hotel. Equipment used in Front Office. Front Office Hierarchy of Small, Medium & Large hotels. Duties and responsibilities of Front Office Manager, GRE, Lobby Manager, Reservation assistant, Receptionist, Front office Cashier, Door attendant, Concierge, Bell Captain, Bell boys. Importance of Reservation, Sources of Reservation, Modes of Reservation. Types of Reservation – Confirmed, Tentative, TBC (To be confirmed), Reservation records. Forecasting room availability, Overbooking, Potential Reservation problems. Glossary terms in relation to Reservation.

Outcome:

- The students will get educated on making a menu for different breakfast, Brunch, Lunch, afternoon tea, High tea, Dinner and Supper.
- The student can undertake cleaning organizations, equipment and cleaning agent.
- The student can classify the Organizational Framework of Housekeeping department.
- The student understands the meaning and definition of Housekeeping department.
- The student evaluates the Organizational framework of Front Office department and reservation techniques.

Reference Books

1. Robert Woods et al., Professional Front Office Management, 1st edn, (Pearson Publications: Essex, 2014)
2. Jatashankar Tiwari, Hotel Front Office: Operations and Management, (Oxford: New Delhi, 2016)
3. Anutosh Bhakta, Professional Hotel Front Office Management, (Tata McGraw Hill: New Delhi, 2012)
4. Misra & Sadual, Basics of Tourism Management, (Excel Books: New Delhi, 2008)
5. G. Raghubalan & Smriti Raghubalan, Hotel Housekeeping: Operations and Management, (Oxford: New Delhi, 2015)
6. Malini Singh, Hotel Housekeeping, (Tata McGraw Hill: New Delhi, 2012)
7. K.C.K Rakesh Kadam, Housekeeping Operations and Management for Hospitality, Bookman Publishing

SUBJECT CODE	TITLE OF THE PAPER	T/P	CREDITS	HOURS
90223	ROOM DIVISION OPERATIONS – I	P	3	4

SECTION I

- Introduction to Cleaning equipment and agents (familiarization and function)
- Setting up of Chambermaid's trolley
- Cleaning of public areas
- Brasso and Silvo
- Wooden surfaces- polished, painted, laminated.
- Cleaning of glass surfaces Wall cleaning-Dado/skirting
- Guest room Orientation (Single, Double, Twin and Suite room)
- Guest room supplies and placement (Standard room and VIP amenities)
- Use of Mechanical cleaning equipment (scrubbing machines, vacuum cleaner-dry and wet)
- Bed making (identifying of linen and step by step procedure for a day bed using traditional and modern methods)
- Procedure for cleaning bathrooms

SECTION II

- Front Desk grooming and essentials such as body language and speech modulations (Videos and Presentations)
- Telephone Etiquettes and standard phrases used at the Front Desk.
- Bell Desk activities such as preparing Errand card, luggage tag, Bell desk register, newspaper distribution record
- Bell Desk role plays based on rooming of guest, left luggage process, lost luggage and misplacement of luggage.
- Key handling procedures (key card and key jacket)
- Handling guest common queries about information of the property (Travel Desk, recreational areas)

SUBJECT CODE	TITLE OF THE PAPER	T/P	CREDITS	HOURS
90224	BASIC FOOD PRODUCTION AND PÂTISSERIE - II	T	3	3

Objectives:

- The student will outline the different parts of salads, ingredients used and guidelines of making salads with their appropriate dressings, parts of a sandwich and their types and types of appetizers.
- The student should be able to classify composition and structure of egg and their selection criteria, uses of egg in cookery. Types of Food contamination and precaution to be taken.
- The student should be able to distinguish the different Indian gravy preparation and composition of various masalas.
- The student will be able to distinguish compare regional Indian cuisines, equipment used and their cooking techniques.
- The student shall be able to evaluate the types of wheat, their composition, characteristics of flour and their storage. The student shall also be able to evaluate the importance of sugar, fat, egg oils, yeast and emulsifiers in bakery and confectionary.

UNIT - I

SALADS & SALAD DRESSINGS, SANDWICHES & APPETIZERS (HOT & COLD)

Parts of salad with ingredients used, Types of Salads - Green, Vegetable, Cooked, Main course, Fruit, Gelatin based, Principles/guidelines of salad making, Salad dressings – Types International classical salads – composition and country of origin. Parts of sandwiches, Types of sandwiches – cold and hot sandwiches Classical sandwiches with composition and country of origin. Precautions to take while preparing and storing sandwiches. Types of appetizers with examples, International classical appetizers Precautions for preparing and presentation of appetizers, Storage of appetizers

UNIT - II

EGG COOKERY, FOOD CONTAMINATION AND CONTROL MEASURES

Composition and structure of egg, Selection criteria for egg, Various ways of cooking egg. Uses of egg in cookery. Food Contamination -Types, reasons & precaution 8.2 Introduction to HACCP-meaning, importance, Principles

UNIT - III

BASIC INDIAN GRAVIES & MASALAS

White, Brown, Makhani, Green, Kadhai, Tomato onion masalas – Recipes & bi-products. Masalas – Composition - Garam, Sambar, Goda, Chat, Chole, Pav-Bhaji, Curry, Vindaloo.

UNIT – IV

INDIAN REGIONAL COOKING

Introduction to Indian regional cuisines – Regional specialties, Special methods, Ingredients & Equipment used, Festive Menus (Maharashtra, Gujarat, Punjab, Kashmiri, Hyderabad, Goa, Kerala, Uttar Pradesh, Rajasthan, Bengal, Mangalore, North eastern states, Parsi, Fasting Menu).
Characteristics of Indian cooking techniques - Dum Pukth, Dum, Tawa, Kadai, Tandoor, Chula, Zameen Dos

UNIT – V

BAKERY AND CONFECTIONARY

Wheat and types of wheat. Structure of wheat and milling process. Composition of flour and types of flour. Characteristics of flour and flour test. Function of flour and storage. Sugar fats and oils. Eggs yeast and salt. Leavening agents moistening agents. Improver and emulsifiers.

Outcome:

- The student will be able to classify salads, sandwiches and appetizers
- The student will be able to distinguish Egg cookery and their uses, understand the types of foodcontamination.
- The student can classify Indian gravies and uses of basic Indian masalas.
- The students shall explain different Indian regional dishes and how they are prepared.
- The students will get educated on different requirements of Bakery and Confectionary.

Reference Books

1. Practical Cookery -Victor Ceserani & Ronald Kinton, ELBS
2. Theory of Catering- Victor Ceserani & Ronald Kinton, ELBS
3. Theory of Catering- Mrs. K. Arora, Franck Brothers
4. Modern Cookery for Teaching & Trade Vol I - MsThangam Philip, Orient Longman.
5. The Professional Chef (4th Edition)- Le Rol A. Polsom
6. The book of Ingredients- Jane Grigson
7. Success in Principles of Catering - Michael Colleer& Colin Saussams
8. Professional Baking- Wayne Gisslen
9. Professional Cooking – Wayne Gisslen
10. Professional Pastry Chef – Bo Friberg, John Wiley
11. The Wilton Ways of Cake Decorations - Hamlyn Publishing
12. Basic Baking – S.C.Dubey
13. Theory of Bakery and Confectionery, Yogambal Ashokkumar

SUBJECT CODE	TITLE OF THE PAPER	T/P	CREDITS	HOURS
90225	BASIC FOOD PRODUCTION AND PATISSERIE - II	P	3	4

MENU	COURSE
MENU-1	SIMPLE VEG SALAD AMERICAN DRESSING COLD SANDWICH WITH BAGUETTE
MENU-2	MEAT SALAD FRUIT SALAD ENGLISH DRESSING & FRENCH DRESSING HOT SANDWICH WITH CIABATTA
MENU-3	COOKED VEG SALAD COOKED MEAT SALAD ITALIAN DRESSING FRESH CREAM DRESSING OPEN SANDWICH
MENU-4	SUNNY SIDE UP POACHED EGG FRENCH OMELETTE MASALA OMELETTE
MENU-5	STEAMED RICE SAMBAR CHETTINAD MUTTON KUZHAMBU PAL PAYASAM
MENU-6	GATTE KA PULAO LAAL MAAS MOONG DAL HALWA
MENU-7	COCONUT MILK PULAO CHICKEN XACUTI CABBAGE FOOGATH GODSHE
MENU-8	MASALA BHAT GODA MASALA MUTTON KOLHAPURI BASUNDI
MENU-9	WAZAWAN PULAO KASHMIRI EGG MASALA DUM ALOO SOOJI PHIRNI
MENU-10	SHALLI MURGH METHI KA THEPLA GUJARATI DAL SHRIKAND

MENU-11	ZAFRANI PULAO BURANI RAITA SHIKAMPURI KEBAB KHUBANI KA MEETHA
BAKERY MENU-12	PAV BUNS BURGER BUNS / HOT DOG BUNS PIZZA BASE.
MENU-13	GINGER COOKIES OAT MEAL COOKIES PIPED COOKIES
MENU-14	BUTTER COOKIES PISTHA COOKIES MASALA BISCUITS
MENU-15	PUFF PASTRY (VEG PUFF, EGG PUFF, CREAM HORNS, PALMIERS)

SUBJECT CODE	TITLE OF THE PAPER	T/P	CREDITS	HOURS
90226	BASIC FOOD AND BEVERAGE SERVICE - II	T	3	3

Objectives:

- The student will explain, functions of control system, order taking methods, Triplicate and Duplicate checking system. KOT & BOT, flow chart and payment method.
- The student should be able to explain types of menu, terms used, sequence of French classical menu and their examples, cover and accompaniments of each.
- The student will be able to explain the definition of beverages, their types and examples of each.
- The student will be able to define tobacco, identify the parts of Cigar and Cigarettes, storage and brands.
- The student shall be able to explain the functions of Room service, service cycle.

UNIT-I

CONTROL METHODS

Introduction - Functions of a control system, Order Taking Methods – Triplicate checking System, Duplicate checking System, Service with order, Pre-ordered. Formats used - Kitchen Order Ticket, Beverage Order Ticket, Special food checks, Flow chart of KOT & BOT Methods of payment – Cash, Cheques, Credit cards / Debit cards, Travelers cheques, Vouchers and tokens

UNIT-II

MENU KNOWLEDGE

Introduction - Types of Menu – A la Carte Menu & Table d'hote Menu Menu Planning – Considerations and Constraints, Religious and cultural dietary influences. Menu Terms, French Classical Menu sequence, Classical Food dishes – cover and accompaniments

UNIT-III

BEVERAGES

Non Alcoholic Beverages – Definition, Classification Stimulating – Tea, Coffee, Chocolate Nourishing – Juices, Syrups, Squashes, Crushes, Milk, Floats and Shakes Refreshing – Waters – Aerated Water, Natural Spring Water, Mineral Water, Packaged drinking water Alcoholic Beverages – Definition, Classification and examples Fermented – Beer, Wine, Sake, Cider, Perry Distilled – Spirits Compound – Liqueurs.

UNIT IV

TOBACCO

Introduction - Cigar – Parts and Structure of cigar, Terms referred to colour of wrapper, Storage. Brands of cigar. Cigarette - Brands of cigarettes

UNIT V

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. IRD Layouts and special equipment, Mini bar

Outcome:

- The student shall be able to classify Control methods used in Food & Beverage department.
- The student will be aware of the sequence of French classical menu.
- The students will be able to identify different beverages and their types.
- The students will be able to explain the tobacco and their uses.
- The students will get educated on making a menu for different breakfast, Brunch, Lunch, afternoon tea, High tea, Dinner and Supper.

Reference Books

1. Basic Food and Beverage Service (BHA – 102), written by D. RAJESON PRAKASAM, Published by School of Management studies, Tamilnadu Open University, Chennai.
2. Food and Beverage Training Manual – by Sudhir Andrews
3. The Waiter – by Fuller and Cume
4. Food and Beverage Service – by D.R. Lillicrap
5. Modern Restaurant/Service – by John Fuller.

SUBJECT CODE	TITLE OF THE PAPER	T/P	CREDITS	HOURS
90227	BASIC FOOD AND BEVERAGE SERVICE - II	P	3	4

**TABLE LAY-UP &
SERVICETYPES OF
SERVICE**

Task 01: Table Service

- French
- Russian
- English
- American
- Silver

Task 02: Assisted service

- Carvery
- Buffet

Task-03: Meals and its cover

- A La Carte Cover
- Table d'hote Cover
- English Breakfast Cover
- American Breakfast Cover
- Continental Breakfast Cover
- Indian Breakfast Cover
- High Tea Cover

Task -04: Non-alcoholic beverages service

- Tea – Types of tea Preparation & Service
- Coffee – Types of coffee Preparation & Service
- Cocoa & Malted Beverages – Preparation & Service
- Juices & Soft Drinks - Preparation & Service
- Mocktails Preparation & Service

Task 05: Preparation for Service (Restaurant)

- Organizing Mise-en-scene
- Organizing Mise-en-Place
- Opening, Operating & Closing duties

Task 06: Banquets

- Seating arrangements
- Table frilling
- Cutlery art

Task 07: Basic cover laying procedure for 3 course menu

SUBJECT CODE	TITLE OF THE PAPER	T/P	CREDITS	HOURS
90228	BASICS OF HOTEL ADMINISTRATION	T	3	4

Objective:

- The objective of this course is to provide students with a comprehensive understanding of the administrative functions within the hotel industry. It aims to equip students with the foundational knowledge and skills necessary to effectively manage and oversee various aspects of hotel operations.

**UNIT-I
INTRODUCTION TO HOTEL ADMINISTRATION**

- Definition and scope of hotel administration
- Historical development of hotel administration
- Importance of effective administrative practices in the hotel industry

**UNIT-II
ORGANIZATIONAL STRUCTURE AND DEPARTMENTAL FUNCTIONS**

- Organizational hierarchy in hotels
- Roles and functions of various hotel departments (e.g., front office, housekeeping, food and beverage, sales and marketing)
- Interdepartmental coordination and communication

**UNIT-III
FINANCIAL MANAGEMENT IN HOTELS**

- Budgeting and financial planning
- Revenue management and pricing strategies
- Cost control and expense management

**UNIT-IV
HUMAN RESOURCE MANAGEMENT IN HOTELS**

- Recruitment, selection, and training of hotel staff
- Employee performance evaluation and motivation
- Employee relations and conflict resolution

**UNIT-V
MARKETING AND SALES FOR HOTELS**

- Marketing strategies and promotional activities for hotels
- Sales techniques and strategies for maximizing occupancy
- Customer relationship management and guest retention

Learning Outcomes:

- Define and explain the key administrative functions within a hotel.
- Identify and describe the roles and responsibilities of hotel administrators.
- Apply basic administrative skills in areas such as planning, organizing, and controlling hotel operations.
- Analyze financial and budgeting processes relevant to hotel administration.
- Evaluate the impact of effective hotel administration on guest satisfaction and business success.

Reference Books:

1. "Hotel Management and Operations" by Michael J. O'Fallon and Denney G. Rutherford
2. "Hotel, Restaurant, and Travel Law" by Karen Morris, Norman Cournoyer, and Anthony Marshall
3. "Hotel and Hospitality Management: An Introduction" by Alan T. Stutts and James F. Wortman
4. "Principles of Hotel Front Office Operations" by Sue Baker, Jeren Gonder, and Pam B. Knack-Hernandez
5. "Hotel Management: Theory and Practice" by G. Sudhir, Andrew Lockwood, and Medlik S.

SEMESTER – III

SUBJECT CODE	TITLE OF THE PAPER	T/P	CREDITS	HOURS
90231	ADVANCED FOOD PRODUCTION - I	T	4	4

Objectives:

- The student will be able to compare the different styles of cookery, shall translate the history of modern and contemporary cuisines and explain Cruise line operations.
- The student should be able to identify types of Mushrooms & Truffles and their uses. They will also identify different dishes cooked with wine.
- The students will be able to explore the significance and cooking trends in French and Italian Cuisine.
- The students will be able to explore the culinary delicacies of Spanish, Mexican and Oriental Cuisine.
- The student shall be able to explain Breads, their types, faults and remedies, ingredients used, methods of baking cookies and biscuits.

UNIT I

Styles of Cookery-Oriental/Asian/European/Continental/Pan American. History and Development of Modern Cuisine-Classical and Contemporary. Gastronomy and culture, Cruise line operation

UNIT II

MUSHROOMS AND WINE

Mushrooms and Truffles, Types of Mushrooms, Uses, Types of Truffles, Uses. Cooking Food with Wine

UNIT-III

FRENCH AND ITALIAN CUISINE

Features, regional classification, ingredients, methods of cooking, course of the menu. Glossary of French culinary terms. Italian cuisine – features, regional classification, ingredients, methods of cooking, course of the menu. Glossary of Italian culinary terms

UNIT-IV

SPANISH, MEXICAN AND ORIENTAL CUISINE

Features, regional classification, ingredients, methods of cooking, course of the menu. Glossary of Spanish and Mexican culinary terms. Chinese – feature, regional classification, Ingredients, methods of cooking, course of the menu. Thai-Features, regional classification, Ingredients, methods of cooking, course of the menu. Japanese, regional classification, Ingredients, methods of cooking, course of the menu

UNIT-V

Breads- Different types of bread making and its method. Breads faults and remedies. Cookies and biscuits. Ingredients used for cookies and biscuits. Different methods of cookies and biscuits. Cookies and biscuits faults and remedies.

Outcome:

- The student can explain the different cultures, styles and history of cooking.
- The student can explain the use of Truffles and Mushrooms in food and identify dishes cooked with wine.
- The student will explain the different ingredients, methods and glossary of French and Italian cuisine.
- The students shall classify Spanish, Mexican and Oriental cuisines.
- The student learns to explore the preparations of Breads, Cookies and Biscuits.

Reference Books

1. Professional Baking- Wayne Gisslen
2. Professional Cooking – Wayne Gisslen
3. Professional Pastry Chef – Bo Friberg, John Wiley
4. The Wilton Ways of Cake Decorations - Hamlyn Publishing
5. Basic Baking – S.C.Dubey
6. Theory of Bakery and Confectionery, Yogambal Ashokkumar
7. Larousse Gastronomique – Cookery Encyclopedia- Paul Hamlyn
8. Culinaria European Specialities - Romer, Joachim
9. Larousse Gastronomique – Cookery Encyclopedia- Paul Hamlyn
10. Culinaria European Specialities - Romer, Joachim
11. Culinaria France - Romer, Joachim
12. Culinaria Italy - Piras Claudia
13. Culinaria Italy: Pasta. Pesto. Passion - Ullman Publishing
14. Culinaria Spain - Trutter Marioned.
15. Classical Recipes of the world – Smith, Henry

SUBJECT CODE	TITLE OF THE PAPER	T/P	CREDITS	HOURS
90232	ADVANCED FOOD PRODUCTION - I	P	3	5

MENU	COURSE
MENU-1	MEXICAN SALAD PRAWN FAJITAS MEXICAN CHICKEN WITH RICE MEXICAN RICE PUDDING
MENU-2	GLAZED KING OYSTER MUSHROOMS TRUMPET MUSHROOM SCALLOPS WITH BROWN BUTTER AND THYME WITH PASTA
MENU-3	MIXED GREENS WITH ORANGES TOMATO BASIL SOUP ROASTED LAMB WITH OWN JUS CRÈME BRULEE
MENU-4	POTAGE AUX LEGUMES COB SALAD PAN SEARED FISH WITH CAPER BUTTER CHEESE CAKE
MENU-5	CREAM OF TOMATO SOUP CREAMY POTATO SALAD LAMB STEW BREAD AND BUTTER PUDDING
MENU-6	TACO SALAD CHICKEN QUESADILLAS CHILI CON CARNE CHOCOLATE SOUFFLE
MENU-7	CHICKEN CHOWDER ENCHILADAS MOLE QUEEN OF PUDDING
MENU-8	STUFFED JACKET POTATOES JALAPENO POPPER BITES MIXED VEGETABLE PIZZA COFFEE MOUSSE
MENU-9	POTAGE PARMENTIER FRENCH POTATO SALAD CHICKEN CHASSEUR GATEAU AU YAOURT
MENU-10	CHICKEN LIVER PATE SALMON AND ASPARAGUS TERRINE STUFFED CHICKEN BALLANTINE CHICKEN GALANTINE

MENU-11	PUREE CRECY VEGETABLE NUGGETS BLOOMING ONION CHOCOLATE MINT MOUSSE
Bakery MENU-12	DANISH PASTRY (PIN WHEEL, PINE APPLE TWIST, ENVELOPE) CROSSANTS (CHOCALATE CROSSANTS , JAM CROSSANTS)
MENU-13	SHORT CRUST PASTRY (JAM TARTS, LEMOM TARTS, APPLE PIE)
MENU-14	GENIOUS SPONGE CAKE GEL SPONGE CAKE BUTTER CREAM ICING
MENU-15	TEA CAKES PLUM CAKES BANANA CAKES

SUBJECT CODE	TITLE OF THE PAPER	T/P	CREDITS	HOURS
90233	ADVANCED FOOD AND BEVERAGE SERVICE - I	T	4	4

Objectives

- By the end of this unit the students will be able to appreciate the use of alcoholic beverages, its classification and imbibe the art of wine and wine tasting, Consumption – benefits, abuse, sensible drinking.
- By the end of this unit the students will be able to differentiate between the types of wine, methods of production and service.
- By the end of this unit the students will be able to explain the history, production and classification of beer and other fermented beverages.
- On completion of this unit the students will be able to explore the concept of Distillation and beverages produced through distillation. They will also learn about the history, manufacture and styles of Distilled beverages.
- By the end of this unit the students will be able to identify the types, its manufacturing process and varieties of spirits and liqueurs.

UNIT – I

ALCOHOLIC BEVERAGES AND WINES

Introduction and classification of alcoholic beverages. Vine – family, grape composition, training and pruning, cycle of harvest, factors affecting. Quality – soil, climate, viticulture, Vinification, vine diseases. Classification of wines – still, sparkling, fortified, aromatized, Grape varieties – 10 red and 10 white. Wine manufacture – red, white, rose, Wine service temperatures

UNIT – II

FORTIFIED AND SPARKLING WINE

Wine producing countries and regions (handout provided) - France, Italy, Germany. Wine names – France, Italy, Germany, California, Australia, India. Champagne – Introduction, manufacture, types and shippers. Fortified wines – Sherry, Port, Madeira - types, manufacture, service and brands. Aromatized – Vermouth and other aromatized wines. Wine and food Harmony

UNIT – III

BEER AND OTHER FERMENTED BEVERAGES

Introduction to Beer. Ingredients for Beer Manufacture, Production of Beer. Beer classification and styles. Service of Beer, Beer brands with countries – 10 countries with 5 brands each. Cider, Sake, Toddy – Process

UNIT – IV

DISTILLED BEVERAGES

Introduction to distilled beverages
 Pot still distillation, Patents still distillation, Proof systems, Whisky, Scotch - manufacturing, types, regions, brands. Irish – history, manufacture, brands, American – history, manufacture, types, brands, Brand names – Canadian, Indian. Brandy – History. Cognac - Manufacturing, region, types, brands, Other brandies – Armagnac, Marc/Grappa, Calvados – basic knowledge. Rum - History,

Manufacture, Styles, Brand names with countries. Gin - History, Manufacture, Types, Brand names with countries. Vodka - History, Manufacture, Brand names with countries, flavoured vodkas. Tequila - History, Manufacture, Styles, Brand names.

UNIT – V

OTHER SPIRITS AND LIQUEURS

Other spirits – Absinthe, Ouzo, Slivovitz, Akvavit, Feni, Arrack, Schnapps. Liqueurs - Introduction, Manufacture, Brand names with base, color, flavor, countries

Outcome:

- The student can classify Alcoholic beverage and explain the Vinification and Viticulture process.
- The student can differentiate between types of wines and their service.
- The student will explain the process of brewing Beer and service.
- The students will identify the different distilled beverages available.
- The students learn about other spirits and Liqueurs.

Reference Books

1. Basic Food and Beverage Service (BHA – 102), written by D. RAJESON PRAKASAM, Published by School of Management studies, Tamilnadu Open University, Chennai.
2. Food and Beverage Training Manual –by Sudhir Andrews
3. The Waiter – by Fuller and Cume
4. Food and Beverage Service – by D.R. Lillicrap
5. Modern Restaurant/Service –by John Fuller.

SUBJECT CODE	TITLE OF THE PAPER	T/P	CREDITS	HOURS
90234	ADVANCED FOOD AND BEVERAGE SERVICE - I	P	3	5

SERVICE OF WINES

- Task-01 Service of Red Wine
- Task-02 Service of White/Rose Wine
- Task-03 Service of Sparkling Wines
- Task-04 Service of Fortified Wines
- Task-05 Service of Aromatized Wines
- Task-06 Service of Cider, Perry & Sake

SERVICE OF APERITIFS

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

SERVICE OF BEER

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

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

SERVICE OF LIQUEURS

- Task-01 Service styles – Neat/On-the-rocks/With cream/En frappe

MATCHING WINES WITH FOOD

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

SUBJECT CODE	TITLE OF THE PAPER	T/P	CREDITS	HOURS
90235	ROOM DIVISION OPERATIONS - II	T	4	4

Objectives:

- The students will be able to explain the co-ordination of Housekeeping department with other departments and function of various important outlets of Housekeeping department.
- The students will be able to differentiate between Daily Cleaning, Periodic cleaning and Spring Cleaning of the different areas of the hotel.
- The students will be able to explain procedures to be followed by Housekeeping department during Pre Arrival and Arrival of guest rooms, amenities and supplies to be provided for different types of guest rooms.
- The students will be able to explore about various forms and formats used inter departmental communication in Housekeeping, communication with Front Office department, various Guest Service provided, equipment's and supplies used and Front Office security functions.
- The student shall be able to explain functions, Job responsibilities, description and services provided by Concierge and Bell desk.

UNIT-I

CO-ORDINATION OF HOUSEKEEPING WITH OTHER DEPARTMENTS, DAILY ROUTINE OF THE HOUSEKEEPING DEPARTMENT, CONTROL DESK

Departments like Food Production, Security, Purchase, Stores, HRD, Sales and Marketing. The Housekeeping Day. Opening and closing of the house- morning shift, afternoon shift and night shift. Rules of the floor. Introduction and functions of the Control Desk, Records maintained at the control desk (Key control register, maintenance register, lost and found, log book, indent books, gate pass), Lost and Found (Classification of Lost and Found articles - valuable, non - valuable and perishable Procedure for Guest and Hotel articles), Minibar Operations

UNIT-II

CLEANING ROUTINE OF GUEST ROOMS, CLEANING ROUTINE OF PUBLIC AREAS

Daily cleaning of Occupied, Departure, Vacant, Under Repair and VIP rooms. Evening service and Second service procedures. Spring Cleaning procedures and its importance. Public areas to be maintained, Daily, weekly and spring-cleaning procedures for various Public areas such as Lobby / Lounge, Restaurants, Bar, Banquet Halls, Elevators, Staircase, Guest corridors, Restrooms and Leisure areas (spa, swimming pool, shopping arcades)

UNIT-III

PRE-ARRIVAL PROCEDURE AND GUEST ARRIVAL

Pre-Registration-For Reserved Guests and VIP's &VVIP's. Pre-Arrival activities- Arrival list for the day, notifying HK dept& Room service regarding the amenities to be provided in the VIP rooms, Special arrangements for Groups and Meal coupons. Receiving and Registering walk-in FIT, - Receiving and Registering a Reserved guest, Rooming a Guest. Receiving and Registering a Group, Receiving Airline Crews, Receiving VIP&VVIP's. Room location, Blocking of rooms, Issuing of room keys. Registration Records- GRC-Guest Registration card, 'C' Form, Arrival &Departure register, Key card/Welcome card, VIP amenities voucher, Discrepancy report, Expected departure register. Glossary terms in relation to Registration

UNIT-IV

COMMUNICATION WITHIN FRONT OFFICE, INTER-DEPARTMENTAL COMMUNICATION, GUEST SERVICE, GUEST RELATIONS, FRONT OFFICE SECURITY FUNCTIONS

Communication within the Front office- Log book, Information directory Handling messages, Wake-up calls. Inter-departmental communication with – Housekeeping, Engineering & Maintenance, Revenue centres, Marketing and Public relations. Guest Service- Equipment and supplies (Roll away beds and cribs, additional linen/pillows, Iron box and Ironing board, additional cloth hangers, Audio visual & office equipment). Guest Relations- Complaints (Mechanical, Attitudinal, Service related, unusual) Identifying complaints, Handling complaints, Follow-up procedures. Front Office Security functions- Key control, Room key security system, Surveillance and access control, Protection of funds, Safe deposit lockers, Lost and found. Emergency procedures- Medical, Robbery, Fire, Suicide, Death, Bomb threat, Riot

UNIT-V

CONCIERGE AND BELL DESK

Job description of Concierge- Basic functions, Responsibilities. Job description of Bell captain and Bell boy- Basic functions, Responsibilities. Providing information to groups, Errand cards (Importance, Arrival, Departure and Other errands cards). Miscellaneous services – Secretarial, Arranging for Massage, ordering flowers, Flight confirmation, Airline, Theatre and Restaurant reservation, Arranging transportation. Baggage handling- FIT's, GIT's and VIP's, Left luggage handling and procedure

Outcome:

- The student can classify coordination of Housekeeping department with other departments and explain the functions of Housekeeping Control Desk.
- The student can differentiate between routine cleaning of Guest Rooms and Public Areas.
- The student will explain the Pre Arrival and Guest Arrival procedures.
- The students shall classify inter department communication in Housekeeping, guest service and guest relations in Front Office and Front Office security functions.
- The students evaluate the jobs provided by Concierge and Bell Desk.

Reference Books

1. Robert Woods et al., Professional Front Office Management, 1st edn, (Pearson Publications: Essex, 2014)
2. Jatashankar Tiwari, Hotel Front Office: Operations and Management, (Oxford: New Delhi, 2016)
3. Anutosh Bhakta, Professional Hotel Front Office Management, (Tata McGraw Hill: New Delhi, 2012)
4. Misra & Sadual, Basics of Tourism Management, (Excel Books: New Delhi, 2008)
5. G. Raghubalan & Smriti Raghubalan, Hotel Housekeeping: Operations and Management, (Oxford: New Delhi, 2015)
6. Malini Singh, Hotel Housekeeping, (Tata McGraw Hill: New Delhi, 2012)
7. K.C.K Rakesh Kadam, Housekeeping Operations and Management for Hospitality, Bookman Publishing

SUBJECT CODE	TITLE OF THE PAPER	T/P	CREDITS	HOURS
90236	ROOM DIVISION OPERATIONS - II	P	3	5

SECTION I

- Servicing a guest room and bathroom with a chambermaid's trolley (checkout/occupied and vacant room)
- Bed making (Day bed, turn down service)
- Preparing various records such as
- Room occupancy report Checklist Floor register Work/ maintenance order
- Lost and found slips and gate pass
- Maid's report
- Housekeeper's report
- Log book Guest special request register
- Record of special cleaning
- Call register VIP list
- Floor linen book/ register
- Minibar management Issue Stock taking
- Checking expiry date Handling guest supplies
- Maintaining register/ record
- Replenishing floor pantry
- Stock taking
- Spring cleaning of Public areas

SECTION II

- Preparing Records, lists, books and forms such as:
- Arrival register Arrival list No show/ cancellation report
- VIP List Fruits & Flowers requisition
- Left luggage register
- Bell boy movement control sheet
- Scanty Baggage Register
- Arrival & Departure errand cards
- Expected arrival/ departure list
- Telephone handling skills at the reception and taking reservations.
- Skills to receive and record mail as well as messages (Hotel staff, Guest - Past, present and future).
- Skill to handle guest arrival (FIT and groups) including registering the guests and rooming the guest functions.
- Role play: At the porch-Guest driving in. Doorman opening the door and saluting guest, Calling bellboy At the Front Desk-Guest arriving, greeting & offering welcome drink. Checking if there is a booking.
- Tackling guest complaints with regards to the guest cycle and preparing and updating a Guest history Card.
- Use of PMS and suggested tasks to be carried out:
- Various function keys
- Pre- register a guest
- Creating and updating guest profiles.

SUBJECT CODE	TITLE OF THE PAPER	T/P	CREDITS	HOURS
90237	TOURISM MANAGEMENT	T	3	3

Objective:

- On completion of this unit the student shall be able to explain the development, types, role and importance of Travel & Tourism industry and their challenges. The role of stakeholders and Government bodies.
- On completion of this unit the student will be able to formulate destination planning and development, creating effective destination marketing and utilize different promotional channels.
- By the end of this unit the students will learn Hospitality Operations in Hotels, best practices followed in the different operational departments and techniques for providing exceptional guest service .
- On completion of this unit the students will be able to plan itinerary and design tour package, Travel Agency Operations and managing reservations, Ticketing and VISA processing.
- By the end of this unit the students will be able to learn about principles and concepts of Sustainable Tourism and its importance, implementing sustainable practices and understanding Ethics and Responsible Tourism.

**UNIT-I
INTRODUCTION TO TOURISM MANAGEMENT**

Overview of the Tourism Industry, Understanding the history, scope, and evolution of the tourism industry, Differentiating between various types of tourism (e.g., leisure, business, adventure), Key Players in the Tourism Industry, Roles of stakeholders including tourists, destinations, operators, and government bodies, Interactions between different components of the tourism value chain.

**UNIT-II
DESTINATION
MANAGEMENT**

Destination Planning and Development, Assessing the potential and sustainability of tourist destinations, Strategic planning for destination development and management, Marketing and Promotion of Destinations, Creating effective destination marketing campaigns, Utilizing online and offline channels for destination promotion.

**UNIT-III
HOSPITALITY AND SERVICE EXCELLENCE**

Accommodation and Hospitality Operations, Understanding various types of accommodations (e.g., hotels, resorts, vacation rentals), Best practices in hotel operations, guest services, and housekeeping, Customer Service and Guest Experience, Techniques for providing exceptional guest experiences and exceeding expectations, Handling guest complaints and feedback effectively.

UNIT-IV

TOUR OPERATIONS AND TRAVEL AGENCY MANAGEMENT

Tour Planning and Itinerary Development, Designing tour packages, excursions, and travel itineraries, Incorporating cultural, historical, and recreational elements into tour planning, Travel Agency Operations, Managing reservations, ticketing, and visa processing, Regulatory compliance and risk management for travel agencies.

UNIT-V

SUSTAINABLE TOURISM AND RESPONSIBLE MANAGEMENT

Principles of Sustainable Tourism, Understanding the concept of sustainable tourism and its importance. Implementing sustainable practices in tourism operations and development. Ethics and Responsible Tourism Management, Ethical considerations in tourism decision-making and operations, Balancing economic benefits with cultural and environmental preservation.

Learning Outcomes:

- The student gets an preview of Travel & Tourism industry and its trends.
- The student will learn about Destination Management.
- The student will be able to distinguish Hotel operations and exceptional Guest service.
- The students learns about Tour Operations and Travel Agency.
- The student will learn about Sustainable Tourism and Responsible Management.

Reference Books:

1. "Tourism: Principles, Practices, Philosophies" by Charles R. Goeldner, J.R. Brent Ritchie, and William C. Ritchie
2. "Destination Management and Marketing: Breakthroughs in Research and Practice" edited by Information Resources Management Association
3. "Hospitality Management and Organizational Behavior" by Laurie J. Mullins
4. "Tourism: Concepts and Practices" by John R. Walker and Josielyn T. Walker
5. "Sustainable Tourism Management" by M. K. Prasad

SEMESTER – IV

SUBJECT CODE	TITLE OF THE PAPER	T/P	CREDITS	HOURS
90241	ROOM DIVISION MANAGEMENT - I	T	3	4

Objectives

- The students will be able to define the role of Housekeeping supervisor and overseeing all aspects of cleaning in hotel.
- The students will be able to explain the different types of laundries, their layout, linen room and linen control.
- The students will be able to classify Checkout procedures in a hotel and the reports generated to understand the flow of room business.
- The students will be able to explain the different ways bills can be settled and payments can be made by guests.
- The students will be able to understand the accounting fundamentals involved in a hotel.

UNIT-I

HOUSEKEEPING SUPERVISION

Role of Supervisor, Specific Functions of Supervisors - Guestroom inspection, Inspection of VIP rooms, Linen Inventory. Check list for inspection, Dirty dozen and Quick six inspection.

Contract Cleaning - Definition & Concept - Jobs given on contract by Housekeeping. Advantages & Disadvantages, Pricing a contract

UNIT-II

LAUNDRY OPERATIONS

Types of Laundries- OPL, Commercial, Layout of a typical laundry Laundry equipment & uses (Commercial Laundry, Equipment - calendaring machine, Hydro extractors, Washing machine, Steam press, Suzie, Flat press), Laundry Process, Stain Removal, Dry-cleaning, Flow Chart of Handling Guest Laundry - Laundry list and Valet Service. Linen Room - Layout of Linen Room, Classification & Selection of Linen. Classification of Bed, Bath, & Restaurant Linen, Sizes of Linen, Storage facilities and conditions, Par stock, Factors affecting par stock. Linen Control - Linen Inventory & Control, Discard management, Storage of uniforms, Issue and exchange of uniforms.

UNIT-III

Checkout - Departure notification, Departure procedure in Fully automated system, Group Checkouts, Express check outs, Early and Late check outs and charges, Post departure Courtesy Services. **Application of various Statistical data** - Room occupancy %, Double Occupancy%, Foreign Occupancy %, Local Occupancy %, House Count, ARR, RevPAR, ARG, Single Occupancy, Cancellation %, No Show %, Overstay%, Understay % (Numericals based on the above formulae)

UNIT IV

Methods of Payment - Settlement of Bills, Cash Settlement- Indian & Foreign currency, Travelers cheque, Personal cheque, Demand draft, Debit card, Foreign currency exchange procedure and encashment certificate, Credit Settlement- Credit card, Travel Agent voucher, Bill to Company letter, Other methods of payment- NEFT/RTGS, charge voucher

UNIT V

Front office Accounting - Accounting fundamentals (Types of accounts, folios and vouchers), City Ledger, Front office Accounting cycle-Creation, maintenance and settlement of accounts, Credit control measures-Pre-Authorization, Advance Payments, Floor Limit, House Limit

Outcome

- The student can successfully define the job of Housekeeping supervisor.
- The student shall be able to explain Laundry operations
- The student will successfully simplify the guest checkout process involved in hotel & verify the statistical data generated.
- The students shall explain the methods of payment made by room guests.
- The students can successfully evaluate the Front Office accounting.

Reference Books

1. Robert Woods et al., Professional Front Office Management, 1st edn, (Pearson Publications: Essex, 2014)
2. Jatashankar Tiwari, Hotel Front Office: Operations and Management, (Oxford: New Delhi, 2016)
3. Anutosh Bhakta, Professional Hotel Front Office Management, (Tata McGraw Hill: New Delhi, 2012)
4. Misra & Sadual, Basics of Tourism Management, (Excel Books: New Delhi, 2008)
5. G. Raghubalan & Smriti Raghubalan, Hotel Housekeeping: Operations and Management, (Oxford: New Delhi, 2015)
6. Malini Singh, Hotel Housekeeping, (Tata McGraw Hill: New Delhi, 2012)
7. K.C.K Rakesh Kadam, Housekeeping Operations and Management for Hospitality, Bookman Publishing

SUBJECT CODE	TITLE OF THE PAPER	T/P	CREDITS	HOURS
90242	ROOM DIVISION MANAGEMENT - I	P	3	5

SECTION I

- Design a Housekeeping checklist for Guest rooms and Public areas.
- Supervision of Guest room using checklists
- Calculation of Room Linen requirement for a 100 room property with an OPL
- Stain Removal - Latest Technique
- Washing of Linen- Bluing, Starching, Ironing
- Stock taking of Linen for Housekeeping Lab
- Field Visit - Visit to a commercial Laundry and preparation of a report on its operation

SECTION II

- Role-play on Checkouts using various methods of Payments- FIT (Indian & Foreign Nationality guests)
- Role-play on Checkout Procedure for bookings done through Corporate and Travel Agent
- Role Play on Group Checkout procedure
- Format of Departure Register, Departure Intimation, Departure List, Departure Errand Card.
- Preparation of guest folio, Filling up, accounting and totalling (final) guest folio in semi-automated accounting system
- Preparation of various vouchers-V.P.O., Miscellaneous voucher, Allowance vouchers, Travel Agent voucher, Cash receipt voucher
- Use of Software for Settlement of bills

SUBJECT CODE	TITLE OF THE PAPER	T/P	CREDITS	HOURS
90243	ADVANCED FOOD PRODUCTION - II	T	3	4

Objectives

- The students will be able to define different sectors of Catering Industry, Banqueting, Institutional catering, Industrial catering, welfare catering and the menu planning involved in each.
- The students will be able to interpret various mechanical and electrical equipment used in Quantity Food Production.
- The students will be able to distinguish the importance of purchasing, the steps involved and indenting for Quantity Kitchen to eradicate spoilage and pilferage.
- The students will be able to explain the role of Cost control in a hotel and its application and benefits in Food Production.
- The students will be able to distinguish ingredients used in making cakes, baking principles, methods, identify faults and use of icings.

UNIT I

INTRODUCTION TO QUANTITY FOOD PRODUCTION

Introduction to Sectors of Catering Industry (Welfare and Commercial). Industrial Catering- (Introduction, Characteristics, Menu Planning & Challenges). Banqueting- (Introduction, Characteristics, Menu Planning & Challenges) Institutional Catering (Hospitals & Schools) - (Introduction, Characteristics, Menu Planning & Challenges). Welfare Catering-- (Introduction, Characteristics, Menu Planning & Challenges)

UNIT II

INTRODUCTION TO EQUIPMENT USED IN QUANTITY FOOD PRODUCTION

Introduction to various mechanical and electrical Equipment used in quantity food production. Equipment required for Quantity Food Production. Selection criteria of Kitchen Equipment. Care and Maintenance of Equipment

UNIT III

PURCHASING AND INDENTING FOR QUANTITY KITCHEN

Introduction to understand the importance of purchasing and indenting. Principles of Indenting for Quantity Kitchen. - Indent format and indent specifications. Purchase System and Standard Purchase Specification. Storage Procedure. Inventory Control in Stores. Control Procedures to check pilferage & spoilage.

UNIT IV

COST CONTROL

Production Planning. Food Cost. Production Forecasting

UNIT V

CAKES

Ingredients and its functions (main & optional). Principles involved in preparation of cakes. Balancing cake formulas. Cake making. Different type of cake making methods. Cakes faults and remedies. Icings. Different types of icings (butter cream ,royal icing chocolate , ganache , almond icing, whip cream icing. Fondant icing and gum paste icing.

Outcome

- The student shall clearly define the sectors of catering industry and explain their requirements.
- The student shall be categorize different equipment used in Quantity Food Production.
- The student will explain the systems involved in Indenting and Purchasing in Quantity Kitchen.
- The students shall distinguish the importance of Cost Control in Hotel Food Production.
- The students can determine the concept of making a cake.

Reference Books

1. Art of Indian Cookery - Rocky Mohan
 2. Prasad – Cooking with Indian Master – J.Inder Singh Kalra
 3. Quantity Food Production Operations and Indian Cuisine – Parvinder S.Bali
 4. Theory of Catering- Victor Ceserani & Ronald Kinton, ELBS
 5. Theory of Cookery- Mr. K. Arora, Franck Brothers
 6. Modern Cookery for Teaching & Trade Vol - I- Ms. Thangam Philip, Orient Longman.
 7. The Professional Chef (4th Edition) - Le Rol A. Polsom
 8. Professional Baking- Wayne Gisslen
 9. Professional Cooking – Wayne Gisslen
 10. Professional Pastry Chef – Bo Friberg, John Wiley
 11. The Wilton Ways of Cake Decorations - Hamlyn Publishing
 12. Basic Baking – S.C.Dubey
- Theory of Bakery and Confectionery, Yogambal Ashok kumar

SUBJECT CODE	TITLE OF THE PAPER	T/P	CREDITS	HOURS
90244	ADVANCED FOOD PRODUCTION - II	P	3	5

MENU	COURSE
MENU-1	GHEE BATH ALOO POSTO DOI MAACH KALA JAMUN
MENU-2	MUTTER PULAO BATTURA RARA MEAT CHAWAL KHEER
MENU-3	VEGETABLE YAKHINI PULAO MUGALAI PARATHA MURG DO PYAAZ MUZZAFAR
MENU-4	SOFIYANI BRIYANI METHI MURG MIRCH KA SALAAN DOUBLE KA MEETHA
MENU-5	CREAM OF VEGETABLE SOUP FUSILLY WITH PESTO SAUCE RATATOUILLE GRILLED POTATOES
MENU-6	CONSOMME CHICKEN CACCIATORE GRILLED ZUCHINI DUCHESE POTATOES
MENU-7	GAZPACHO GRILLED CHICKEN BRAISED SPRING VEGETABLES GYPSY POTATOES
MENU-8	CHICKEN AND MACRONI SOUP MEXICAN CHICKEN BEANS LYONNAISE BYRON POTATOES
MENU-9	CABBAGE CHOWDER GRILLED CHICKEN WITH ROSEMARY SAUCE BOILED VEGETABLES ENGLISH CHAMP
MENU-10	WHITE BREAD BROWN BREAD CHOCOLATE CREAM FINGERS

MENU-11	BAGUETTE CIABATTA FRUIT CAKE
BAKERY MENU-12	WALNUT MUFFINS MARBLE CAKE PINE APPLE UPSIDE DOWN CAKE
MENU-13	MADIERA CAKES SWISS ROLLS
MENU-14	CHOCOLATE SPONGE CAKE BLACK FOREST CAKE
MENU-15	CHOC TRUFFLE CAKE MIRROR GLAZE ICING

SUBJECT CODE	TITLE OF THE PAPER	T/P	CREDITS	HOURS
90245	ADVANCED FOOD AND BEVERAGE SERVICE - II	T	3	4

Objectives

- The students will be able to classify bars, identify the equipment, ingredients and enumerate the preparation methods.
- The students will be able to understand the concept and importance of Tobacco.
- The students will be able to understand the steps in planning, factors to be considered, calculating space requirements, Menu planning and planning décor for a F&B outlet.
- The students will be able to explain the role of a Gueridon trolley and list various food prepared from this trolley.
- The students will be able to understand staffing need, situation handling, dealing with different types of guests and preparing duty roster of staffs.

UNIT - I

BAR

Introduction of Bar - Added, Types of Bar Layout. Equipment and ingredient, Cocktails – introduction, parts (base, modifier etc), methods (stir, shaken etc) families (cobblers, crustas, daisies, nogs, fixes, flips, puffs, sangarees, slings, smashes, bucks, coladas, Collins, coolers, fizzes, highballs, juleps, shooters, punches, rickeys, sours, toddies), terms (dash, zest, on the rocks, naked etc) popular cocktails (classic, modern, variations)

UNIT - II

TOBACCO

Introduction of Tobacco, Health hazards. Cigar and Cigarette – Manufacture, parts, colors, shapes, storage, brands and service

UNIT - III

PLANNING & OPERATING VARIOUS F&B OUTLET

Physical layout of functional– Objective of a good layout -Steps in planning Factors to be considered while planning - Calculating space requirement - Various setups for seating - Planning staff requirement - Menu planning - Constraints of menu planning - Suppliers & manufacturers - Planning Décor, furnishing fixture etc.

UNIT - IV

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

STAFFING AND GUEST HANDLING

Staffing and Guest handling. Time management - Guest order to Clearance. Situation Handling- Dealing with Different situation. Guest Spillage, Dish dropped Accidentally, Dealing with special needs. Alcohol Over Consumption. Staffing and Duty Roster of different F&B outlets

Outcome:

- The student shall define the functions of a bar in a hotel..
- The student shall be define the uses of Tobacco and their manufacturing.
- The student will explain the planning and operating of F&B outlet.
- The students shall interpret Gueridon Service.
- The students shall evaluate the staff requirement and guest handling techniques.

Reference Books

1. Basic Food and Beverage Service (BHA - 102), written by D. RAJESON PRAKASAM, Published by School of Management studies, Tamilnadu Open University, Chennai.
2. Food and Beverage Training Manual -by Sudhir Andrews
3. The Waiter - by Fuller and Cume
4. Food and Beverage Service - by D.R. Lillicrap
5. Modern Restaurant/Service -by John Fuller.

SUBJECT CODE	TITLE OF THE PAPER	T/P	CREDITS	HOURS
90246	ADVANCED FOOD AND BEVERAGE SERVICE - II	P	3	5

DISPENSE BAR – ORGANIZING MISE-EN-PLACE

- 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

CIGAR

- Task-01 Cigar service
- Task-02 Cigarette Service

COCKTAILS

- Task-01 Stirring - 02
- Task-02 Build - 02
- Task-03 Shaken - 02
- Task-04 Blended - 02
- Task-05 Layered - 02
- Task-06 Flaming - 02

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

SUBJECT CODE	TITLE OF THE PAPER	T/P	CREDITS	HOURS
90247	VISUAL FOODS	T	3	3

Objectives

- To understand the importance of food attraction and its role
- To know how to plan and present the visual foods
- To know in detail about the history of garnish and its modern styles of garnishing.
- To know the hierarchy of the senses in relation to the food.
- To know the factors effecting visual impact.

UNIT - I

Understanding food attraction, importance of food attraction, role of balance of color, shape and texture in food presentation, limitations and benefits of attractive foods, role of external accessories in plate and buffet food presentations, future trends in visual cooking.

UNIT - II

Planning and presentation of visual foods- calculating the senses, accessing the practical difficulties, budget and commercial considerations, consistency of presentation, role of presentation of food, skilled / trained manpower and their role in food presentation

UNIT - III

Garnish, history of garnish and modern styles of garnishing, tips and rules for food presentation, aesthetics of plate styles and shapes, core garnishing techniques and understanding, importance of special tools required for presentation, using sauces, gravies, oils, salsas, foliage, flowers, fruit, flour base garnishes etc.

UNIT - IV

Hierarchy of the Senses / relation of food, understanding the Food with tongue and eyes (Science of taste, Art of Food), visual appetite and its representation impressing by innovative food product design and development through visual sensory inputs.

UNIT - V

Sensory evaluation of food, factors effecting visual impact, under done and over done foods, rectification and enhancement, visual analysis, and acceptance of food, eye appeal to the point.

Outcome:

- Should able to know the importance of food attraction and its role
- Should able to know how to plan and present the visual foods
- Should know in detail about the history of garnish and its modern styles of garnishing.
- Should know the hierarchy of the senses in relation to the food.
- Should know the factors effecting visual impact.

Reference and Textbooks

1. Food Presentation Secrets- by Hobday, Cara, published by Five Fly Books Ltd., 2009
2. Working The Plate The Art of food Presentation by Christopher Styler, published by- Wiley, September, 2006
3. Making Sense of Taste- Food and Philosophy by Carolyn krosmeier, published by Cornell University Press, October, 2002.
4. Sensory and Consumer Research in food product and development by Howard R. Moskowitz published by Black well publishing Ltd., 1st Edition, July, 2006.
5. Comfort Food by Kase Jacobs- published by Putnam Adult, 1st Edition, May, 2008.

SUBJECT CODE	TITLE OF THE PAPER	T/P	CREDITS
90248	INDUSTRIAL PROJECT	PR	4

Objectives:

The objective of research is to seek answers to problems through application of scientific methodology which guarantees that information collected is reliable and unbiased. This information is utilised to make conclusions and recommend solutions. The elements that are to be kept in mind while undertaking research is deciding a relevant topic, feasibility, coverage, accuracy and research, objectivity and ethics.

Students will work closely with their supervisor and develop mutually working relationship to initiate the research which would involve preparing an outline and preliminary collection of data. The supervisor will guide the student in framing and planning the research project and the methodology to be adopted in collection of data, through interviews, telephones, mailers etc. while the student on their part will expose themselves to research of the topic through meetings, interviews, internet search, library etc. The student should generally produce all material in word processed or typed format so that the presentation is neat and legible. Student must inform their supervisor or other people with whom their work is being discussed. The research should be planned to minimise time wastage and a clear time scale should be put in place. The research should really spell out the objective, its findings, the methodology adopted, its conclusions and recommendations. The student and supervisor will work together to prepare synopsis of the research.

One hour per week has been allocated for the purpose and students alongwith the supervisor must regularly interact during this period. The final preparation and presentation would be done before a panel of internal and external examiners through a report and viva voce.

MODE OF EVALUATION

Pre-preparation of the project / Attendance 25
marks
Viva 25 marks
Project report 50 marks

TOTAL MARKS 100 MARKS

SEMESTER – V

SUBJECT CODE	TITLE OF THE PAPER	T/P	CREDITS	HOURS
90251	FOOD SANITATION AND HYGIENE	T	3	5

Objectives:

- On completion of this unit the student shall be able to explain the importance of Food Safety, Identifying common Food Borne illness, Regulatory Framework and standards, familiarization with International Food Safety regulations.
- On completion of this unit the student will be able to understand common food borne pathogens, microbial growth, causes of contamination and handling processes to protect from it.
- By the end of this unit the students will learn about Personal Hygiene and practices to be followed in Hotels, techniques to be followed to minimize contamination and periodic training of staff regarding the safety and sanitation.
- On completion of this unit the students will be able to understand the practices of goods sanitation in Food service establishments, control measures adhered.
- By the end of this unit the students will be able to understand the Principles and Implementation of Hazard Analysis and Critical Control Points.

UNIT – I

INTRODUCTION TO FOOD SAFETY AND SANITATION

Importance of Food Safety - Understanding the significance of food safety in public health, Identifying common food borne illnesses and their impact on consumers. Regulatory Framework and Standards, Familiarization with local and international food safety regulations (e.g., FDA, HACCP), Compliance with sanitation and hygiene standards in food service establishments.

UNIT – II

MICROBIOLOGY AND FOOD CONTAMINATION

Microorganisms in Food, Identifying common food borne pathogens (e.g., bacteria, viruses, parasites), Understanding microbial growth, survival, and transmission in food. Sources and Routes of Contamination, Analyzing potential sources of contamination in the food production and handling process, Identifying critical control points to prevent contamination.

UNIT – III

PERSONAL HYGIENE AND EMPLOYEE PRACTICES

Personal Hygiene Practices - Training on proper hand washing, personal grooming, and uniform requirements, Techniques for minimizing physical and respiratory contamination. Employee Training and Behavior, Developing effective training programs for food handlers, Addressing employee practices related to food safety and sanitation.

UNIT – IV

SANITATION IN FOOD SERVICE ESTABLISHMENTS

Cleaning and Sanitizing Procedures, Proper methods and chemicals for cleaning and sanitizing equipment, utensils, and surfaces, Establishing cleaning schedules and protocols. Pest Control and Waste Management, Implementing pest control measures to prevent infestations, Managing waste disposal in compliance with environmental regulations.

UNIT – V

HAZARD ANALYSIS AND CRITICAL CONTROL POINTS (HACCP)

HACCP Principles and Implementation, Understanding the seven HACCP principles and their application in food safety management, Developing and implementing a HACCP plan for a food service establishment. Monitoring, Verification, and Record-keeping, Establishing procedures for monitoring critical control points, Conducting verification activities and maintaining accurate records.

Outcome

- The student learns about Food Safety and Sanitation.
- The student will learn about Microbiology and Food Contamination.
- The student will be able to practice good personal hygiene.
- The students learns about sanitation in Food service Establishments.
- The student will learn about HACCP.

Reference Books

1. "Principles of Food Sanitation" by Norman G. Marriott and Robert B. Gravani
2. "Food Microbiology: An Introduction" by Thomas J. Montville, Karl R. Matthews, and Kalmia E. Kniel
3. "Food Safety Management: A Practical Guide for the Food Industry" by Yasmine Motarjemi and Huub Lelieveld
4. "Foodservice Organizations: A Managerial and Systems Approach" by Mary B. Gregoire and Priscilla A. Plegge
5. "HACCP: A Practical Guide" by Sara Mortimore and Carol Wallace

SUBJECT CODE	TITLE OF THE PAPER	T/P	CREDITS	HOURS
90252	ROOM DIVISION MANAGEMENT - II	T	3	5

Objectives

- The students will be able to explain Safety measures to be adhered in Hotels, Pest control methods and Handling Complaints in Housekeeping department.
- The students will be able to understand the objectives of Interior Designing and their principles and types of Renovation and Redecoration.
- The students will be able to understand the factors effecting Room Tariff, ways of fixing Room Tariff and types of rates.
- The students will be able to conceptualize products sold by hotels and understanding different sales method adopted. The student will also conceptualize different avenues of Sales Promotion.
- The students will be able to understand the concept and role of Night Auditing process and prepare various reports required for audit.

UNIT-I

Safety and First-Aid - Potentially Hazardous condition, Safety Awareness, Accidents, Causes & prevention, First-aid and its remedies, Fire safety. **Pest Control** - Definition of Pest, Types of Pests - Insects and rodents, Common Pests and their control. (Bed Bugs, Silver fish, Cockroaches, Termites, Mice & Rats). **Complaint Handling in Housekeeping department** - Types of Guest Complaints, Dealing with Guest Complaints of Housekeeping department

UNIT-II

INTERIOR DESIGNING & REFURBISHING & REDECORATION

Interior Designing - Objectives of Interior Designing, Elements of Interior Designing, Principles of interior Designing. **Refurbishing & Redecoration** - Definition, Types of Renovation, Refurbishing - Steps in Refurbishing, Redecoration - Prior & Post Redecoration Procedures, Snag list and its importance.

UNIT-III

ROOM TARIFF

Factors affecting room tariff, Establishing the end of the day (Check - in / check - out basis, twenty four hour basis and night basis), Room Tariff Fixation : a) Cost- based pricing (Rule of thumb approach, Overview of Hubbart formula), b) Market based pricing. (As per competition, Rate cutting, Guest Requirements, Market Tolerance, Inclusive & Non Inclusive Rates), Types of Rates - BAR, Incentive, CVGR, Seasonal, Ad-hoc, Membership rate, Taxes applicable on rooms

UNIT-IV

Sales Techniques for Front Office Department - Introduction to Hotels Products, Various Sales techniques (Increasing occupancies, overbooking, increasing average room rates), Suggestive selling, upselling, down selling, substitute selling, planning a sales call, discounts and discount fixation policy.

Avenues for Sales Promotion - Introduction to leisure Activities and services for guests in a hotel, Various Sales Tools (Brochure, posters, e-display, tent cards, websites), Sales Promotion (Advertising, Relationship marketing), Direct sales - travel agents, tour operators, hotel booking agencies, Internet, tourist information center, direct mail, personal calls, and telephone selling, letters / emails

UNIT-V

NIGHT AUDITING

Introduction to Night Auditing, Role of a Night Auditor, Night Auditing Process, Errors during Night Audit - Pickup errors, Transposition error, Out of balance, Credit Balance Management- Credit Monitoring, High balance Report, Charge Privileges.

Outcome

- The student will explain the requirement of Safety, First aid, Pest control and handling of complaints in Housekeeping.
- The student shall gain a concept of Interior Designing, Refurbishing and Redecoration.
- The student will classify the concept of Room Tariff and how they are fixed.
- The students shall explain the concept of Sales Techniques and Promotion.
- The students can explain the role of a Night Auditor.

Reference Books

1. Robert Woods et al., Professional Front Office Management, 1st edn, (Pearson Publications: Essex, 2014)
2. Jatashankar Tiwari, Hotel Front Office: Operations and Management, (Oxford: New Delhi, 2016)
3. Anutosh Bhakta, Professional Hotel Front Office Management, (Tata McGraw Hill: New Delhi, 2012)
4. Misra & Sadual, Basics of Tourism Management, (Excel Books: New Delhi, 2008)
5. G. Raghubalan & Smriti Raghubalan, Hotel Housekeeping: Operations and Management, (Oxford: New Delhi, 2015)
6. Malini Singh, Hotel Housekeeping, (Tata McGraw Hill: New Delhi, 2012)
7. K.C.K Rakesh Kadam, Housekeeping Operations and Management for Hospitality, Bookman Publishing

SUBJECT CODE	TITLE OF THE PAPER	T/P	CREDITS	HOURS
90253	ROOM DIVISION MANAGEMENT - II	P	3	5

SECTION I

- Complaint handling in Housekeeping
- Pests in room maintenance problem cleaning issues
- Role play and report writing related to accidents handling complaints
- Preparation of First Aid Box
- Handling of basic First Aid through videos and presentations (Convulsion, fainting, fractures, scalds, cuts, alcoholic beverage hangover, Artificial respiration etc.) Preparation of Snag List of any area
- Power point Presentation on
- The implication of various kinds of lines, shapes, forms present in interiors.
- To achieve proportion, balance; create point of interest, rhythmic effect in designing

SECTION II

- Preparation of reports during Night Audit
- Night Auditors Report
- High Balance Report
- Occupancy Report
- Discrepancy Report
- Role play on enhancing guest stay (welcome call, courtesy call)
- Videos & Presentation on suggestive selling
- Role plays on suggestive selling, upselling (Walk-in and guaranteed reservation guest) and up grading.
- Collection and Comparison of tariff for various categories of hotels
- Situation handling - Overbooking (Walk-in and guaranteed reservation)
- Rate discrepancy

SUBJECT CODE	TITLE OF THE PAPER	T/P	CREDITS	HOURS
90254	ADVANCED FOOD PRODUCTION - III	P	3	5

MENU	COURSE
MENU-1	LAVASA DUM OLAV MUTTON ROGAN JOSH SEVAIYAN
MENU-2	MAACHLI AMRITSARI MAKI DE ROTI SAARSO KA SAAG MAKHANE KI KHEER
MENU-3	SABUDANA VADA VANGI BATH MALVANI CHICKEN SHRIKHAND
MENU-4	KUMRO BHAJA DAL MURRO MACCHER JHOL ROSHOGULLA
MENU-5	LYONNAISE SALAD GRILLED VEGETABLES QUICHE LORRAINE POIRE AVEC ORANGE
MENU-6	CONCOMBRE A LA MENTHE PUREE DE POMME DE TERRE POULET SAUTEE CHASSEUR MOUSSE AU CHOCOLATE
MENU-7	SALAD NICOISE POTATO DAUPHINOIS COQ AU VIN CRÈME CARAMEL
MENU-8	SALAD PARISIENNE POMMES MARQUISE CHICKEN CORDON BLEU CREPE SUZETTE
MENU-9	BOUILLABAISSE LYONNAISE POTATOES TARTE AU COTTAGE (COTTAGE PIE) GATEAU AU FROMAGE
MENU-10	FRENCH ONION SOUP MARQUIS POTATO TOURNEDOS STEAK PEACH MELBA

MENU-11	ASPIC JELLY CHICKEN ROULADE CHICKEN CHAUD FROID
Bakery MENU-12	CHOUX PASTRY CHOUX PASTRY (COFFEE MACAROONS)
MENU-13	SPONGE CAKE WITH FONDANT ICING (ROYAL ICING FLOWERS TECHNIQUES)
MENU-14	MANGO MOUSSE STRAWBERRY SOUFFLAE HOT CHOCOLATE SOUFFLAE
MENU-15	RICH DESSERTS TIRAMISU PANNACOTTA CHEESE CAKE.

SUBJECT CODE	TITLE OF THE PAPER	T/P	CREDITS	HOURS
902	ELECTIVES 1: 1. CRUISELINE CATERING – 90255A 2. HOTEL FACILITY MANAGEMENT – 90255B	T	3	5

90255A 1. CRUISELINE CATERING

Objectives

- By the end of this unit the students will be able to define the history and evolution of Cruiseindustry, their types, challenges to be faced and opportunities of catering on a Cruise Ship.
- On completion of this unit the student will be able to successfully plan menu for a Cruisecatering, select variety keeping in mind the diverse passengers.
- By the end of this unit the students will plan and organize a cruise kitchen, adhering to healthand safety regulations, quality control and presentation.
- On completion of this unit the students will be able to understand procedures procurement andselection of Beverages for a Cruise Ship, plan a appealing menu for passeggers.
- By the end of this unit the students will be able to provide Exceptional Guest Service andDietary Accommodations, handling special events & guests needs.

UNIT-I

INTRODUCTION TO CRUISE LINE CATERING

Overview of the Cruise Industry, History and evolution of the cruise industry, Differentiating between types of cruise lines (e.g., luxury, mainstream, expedition), Cruise Line Catering Operations, Understanding the unique challenges and opportunities of catering on a cruise ship. Overview of the various food and beverage outlets on a cruise ship (e.g., main dining rooms, specialty restaurants, buffets)

UNIT - II

MENU PLANNING AND DEVELOPMENT

Menu Planning Principles - Catering to diverse passenger preferences and dietary restrictions, Creating balanced and appealing menus for various meal periods (e.g., breakfast, lunch, dinner). Culinary Trends and Innovations, Staying updated on culinary trends and incorporating them into cruise line menus, Incorporating local and regional cuisines into cruise line offerings.

UNIT - III

FOOD PRODUCTION AND KITCHEN OPERATIONS

Galley Organization and Layout - Optimizing kitchen layout for efficiency and safety, Adhering to health and safety regulations in a confined galley space. Quality Control and Presentation, Ensuring consistent quality in food preparation and presentation, Techniques for plate presentation and garnishing

UNIT-IV

BEVERAGE SERVICE AND MANAGEMENT

Beverage Selection and Procurement, Curating a diverse and appealing beverage menu for cruise passengers, Managing inventory and procurement of alcoholic and non-alcoholic beverages, Bar and Lounge Operations, Efficient bar setup and operations on a cruise ship, Training bar staff for efficient service and responsible alcohol service.

UNIT-V

GUEST SATISFACTION AND SERVICE EXCELLENCE

Guest Expectations and Preferences - Understanding passenger demographics and their culinary expectations, Techniques for exceeding guest expectations through exceptional service, Handling Special Events and Dietary Needs, Catering to special events (e.g., weddings, anniversaries) on board, Managing dietary restrictions and allergies effectively.

Outcome

- The student understands unique challenges of Cruise Line Catering.
- The student will be able to plan and develop menu for Cruise passengers.
- The student will be able to organize and plan the Food Production and Kitchen Operations.
- The students can explain the concepts of Beverage service and Management.
- The student will be able to ensure Guest satisfaction with service excellence in a cruise ship.

References:

1. "Cruise Operations Management" by Philip Gibson
2. "Menu Design: Restaurant Manager's Pocket Handbook Series" by Edward E. Sanders
3. "Professional Cooking" by Wayne Gisslen
4. "The Complete Bartender" by Robyn M. Feller
5. "Hospitality Management and Organizational Behavior" by Laurie J. Mullins

90255B 2. HOTEL FACILITY MANAGEMENT

Objectives

- On completion of this unit the student shall be able to understand the key principles and concepts of hotel facility management.
- On completion of this unit the student will be able to apply maintenance strategies to optimize facility operations.
- On completion of this unit the student should be able to Implement safety and security measures to protect guests and assets.
- On completion of this unit the students will be able to develop sustainable practices for long-term facility viability.
- On completion of this unit the student shall be able to Formulate comprehensive facility management plans for various hotel types.

UNIT-I INTRODUCTION TO HOTEL FACILITY MANAGEMENT

Overview of Hotel Facility Management, Understanding the role of facility management in the hotel industry. Historical perspectives and current trends. Role and Responsibilities of a Facility Manager, Defining the responsibilities of a hotel facility manager. Leadership and communication skills for effective management. Importance of Facility Management in the Hotel Industry, Impact of facility management on guest satisfaction and profitability. Case studies and best practices.

UNIT - II MAINTENANCE AND REPAIRS

Preventive Maintenance Programs, Designing and implementing preventive maintenance schedules. Asset tracking and management systems. Reactive Maintenance and Repairs, Handling emergency situations and unplanned maintenance. Vendor management and contract negotiations. Energy Management in Hotel Facilities, Implementing energy-efficient practices and technologies. Cost-saving strategies through energy management.

UNIT - III SAFETY AND SECURITY

Fire Safety and Emergency Response, Fire prevention, detection, and suppression systems. Evacuation plans and emergency response protocols. Security Measures in Hotel Facilities, Access control systems and surveillance technologies. Handling guest and staff security concerns. Health and Safety Compliance, Regulatory requirements and certifications in the hospitality industry. Occupational safety measures.

UNIT-IV

SUSTAINABILITY IN FACILITY MANAGEMENT

Green Initiatives in Hotel Facilities, Sustainable building design and construction. Waste management and recycling programs. Sustainable Practices and Certifications, LEED certification and other sustainability benchmarks. Evaluating the ROI of sustainability initiatives. Cost-Benefit Analysis of Sustainability Measures, Balancing the costs and benefits of green technologies and practices. Long-term advantages of sustainable facility management.

UNIT-V

FACILITY MANAGEMENT PLANNING

Developing a Facility Management Plan Assessing facility needs and creating a comprehensive plan. Budgeting and resource allocation. Performance Metrics and Key Performance Indicators (KPIs), Establishing KPIs for facility management success. Data analysis and reporting. Case Studies and Practical Application, Analyzing real-world examples of successful facility management. Group projects: Creating a facility management plan for a specific hotel property.

Outcome

- The student understands the significance Hotel Facility Management.
- The student will be able to understand the importance of Maintenance and Repairs.
- The student will be able to implement Safety and Security for the facility and guest belongings.
- The students can distinguish the importance of sustainability in Facility Management.
- The students shall be able to chalk out a sustainable Facility Management Plan.

References:

1. "Facility Management: A Practical Introduction" by David G. Cotts and Michael D. Hughes
2. "Hotel Operations Management" by David K. Hayes and Jack D. Ninemeier
3. "Sustainable Hospitality and Tourism as Motors for Development" by H. Schmidheiny Foundation
4. "Hotel, Restaurant, and Travel Law" by Karen Morris and Michael L. Cocoltchos
5. "Hotel Engineering Maintenance Management" by B.S. Nagendra Parashar

SUBJECT CODE	COURSE CODE	TITLE OF THE PAPER	T/P	CREDITS	HOURS
	DSE	ELECTIVES 2: 1. FOOD SAFETY & QUALITY CONTROL <u>90256A</u> 2. FOOD PRESERVATION – <u>90256B</u>	T	3	5

90256A FOOD SAFETY & QUALITY CONTROL

Objectives

- On completion of this unit the student shall be able to understand the importance of Food Safety and Control
- On completion of this unit the student will understand the principles of HACCP in a hotel and their implementation.
- On completion of this unit the student should be able to Implement Quality Control Systems in Food Production.
- On completion of this unit the students will be able to follow Standard Operating Procedures in Food Production and training employees in GMP.
- On completion of this unit the student shall be able to conduct regular Food Safety Audits to ascertain quality practices in Food Production.

UNIT-I

INTRODUCTION TO FOOD SAFETY AND QUALITY CONTROL

Importance of Food Safety and Quality, Understanding the significance of food safety and quality in the food industry, Identifying the economic, legal, and ethical implications of food safety and quality issues. Regulatory Framework and Standards, Familiarization with local and international food safety and quality regulations (e.g., FDA, ISO), Compliance with industry-specific quality standards and certifications.

UNIT - II

HAZARD ANALYSIS AND CRITICAL CONTROL POINTS (HACCP)

Principles of HACCP - Understanding the seven HACCP principles and their application in food safety management, Identifying and assessing hazards in the food production process. Implementing HACCP Plans, Developing, implementing, and maintaining a HACCP plan for a food processing facility, Conducting hazard analysis, determining critical control points, and establishing monitoring procedures.

UNIT - III

QUALITY ASSURANCE AND QUALITY CONTROL SYSTEMS

Quality Assurance Principles, Establishing a culture of quality within a food production environment, Developing quality policies, objectives, and procedures.

Quality Control Techniques - Implementing statistical process control (SPC) methods for monitoring and improving product quality, Conducting product testing, inspections, and audits to ensure compliance with specifications

UNIT-IV

Good Manufacturing Practices (GMP) and Standard Operating Procedures (SOPs), GMP Principles, Implementing GMP standards to ensure safe and consistent food production practices, Training employees on GMP requirements and expectations. SOP Development and Implementation, Creating, documenting, and implementing standard operating.

UNIT-V

FOOD SAFETY AUDITS AND CERTIFICATION

Internal Audits and Self-Assessment, Conducting internal audits to evaluate compliance with food safety and quality standards, Implementing corrective actions and continuous improvement initiatives. Third-Party Audits and Certification Processes, Understanding the process of third-party audits by certification bodies and regulatory agencies, Preparing for and achieving food safety and quality certifications (e.g., ISO 22000, BRC, SQF)

Outcome

- The student understands the significance Food safety and Quality Control.
- The student will be able to understand the importance of HACCP
- The student will be able to assure Quality in all aspects of Food Production.
- The students can explain GMP and SOP.
- The students shall be able to follow Food Safety Audits.

References:

1. "HACCP: A Practical Guide" by Sara Mortimore and Carol Wallace
2. "Principles of Food Safety and Sanitation" by Norman G. Marriott and Robert B. Gravani
3. "Quality Management for Organizational Excellence: Introduction to Total Quality" by David L. Goetsch and Stanley B. Davis
4. "Good Manufacturing Practices for Pharmaceuticals: A Plan for Total Quality Control from Manufacturer to Consumer" by Sidney H. Willig and James R. Stoker
5. "Food Safety: A Guide to What You Really Need to Know" by David R. Meeker

90256B 2. FOOD PRESERVATION

Objectives

- By the end of this unit the students will be able to define the Various Food Preservation Methods: Canning, Freezing, Drying, etc., factors effecting food spoilage.
- On completion of this unit the student will be able to understand the different techniques involved in Canning and Jarring of food.
- By the end of this unit the students will learn about Freezing techniques and equipment used, best practices, stock rotation and inventory.
- On completion of this unit the students will be able to understand different Drying and Dehydration techniques adhered for different types of food, the machines used and their operations.
- By the end of this unit the students will be able to learn about Fermentation and Pickling techniques adhered in food preservation.

UNIT-I

INTRODUCTION TO FOOD PRESERVATION

Overview of Food Preservation Methods, Introduction to various food preservation techniques (e.g., canning, freezing, drying), Understanding the principles behind food preservation and its importance in food safety and security. Factors Affecting Food Spoilage, Identifying factors that contribute to food spoilage, including enzymes, microorganisms, and chemical reactions.

UNIT - II

CANNING AND JARRING TECHNIQUES

Water Bath Canning, Understanding the process and equipment for water bath canning, Safety measures and best practices for canning high-acid foods. Pressure Canning, Exploring the principles and techniques of pressure canning for low-acid foods, Ensuring proper processing times and pressures for different food items.

UNIT - III

FREEZING AND COLD STORAGE

Freezing Techniques and Equipment, Proper packaging, labeling, and storage of foods for freezing, Best practices for preventing freezer burn and maintaining food quality. Cold Storage and Refrigeration. Understanding temperature requirements and humidity control for effective cold storage, Rotating stock and managing inventory in commercial cold storage facilities.

UNIT-IV

DRYING AND DEHYDRATION

Air Drying Techniques - Exploring traditional air drying methods for fruits, vegetables, and herbs. Using natural airflow and controlled environments for successful drying. Dehydrator Usage and Techniques. Understanding the operation and settings of food dehydrators. Optimal preparation and processing for different types of foods.

UNIT-V FERMENTATION AND PICKLING

Fermentation Principles, Understanding the science behind lactic acid fermentation, Fermentation vessels, starters, and monitoring of fermentation processes. Pickling Techniques, Exploring the methods of preserving foods in vinegar or brine solutions, Safety considerations and creative recipes for pickling various food items.

Outcome

- The student understands the method relating to Food Preservation.
- The student will learn about Canning and Jarring of food.
- The student will be able to understand the use of Freezing and Cold storage of food products.
- The students learns about Drying and Dehydrating techniques.
- The student will learn about Fermentation and Pickling.

References:

1. "Food Preservation: Principles and Practices" by M. Shafiur Rahman
2. "Ball Complete Book of Home Preserving" by Judi Kingry and Lauren Devine
3. "The Home Freezing Guide" by Anita Tull
4. "The Dehydrator Bible" by Jennifer MacKenzie, Jay Nutt, and Don Mercer
5. "Fermented Vegetables" by Kirsten K. Shockey and Christopher Shockey

SEMESTER – VI

90261 - Internship (Industrial Practicum)

Credits: 6
Hours: 30

Objectives:

The objective of this industrial practicum is to help the students understand The Working of a hotel and be able to analyse its strengths weakness opportunities and the threats.

TYPE OF REPORT

The report should be based on the compulsory 16 weeks/100 days of training to be completed from January to April of Sixth semester in a hotel of repute (preferable of a 3 star, 4 star or a 5 star property). A student log book should be maintained by every student during the training period. The student should note down on the daily basis the task performed/ observed, methodology involved and points to note and assessed daily by the supervisor / manager. Using the Information contained in the log book and under the guidance of faculty member of college in which the student is studying, the student should cover the entire operation of the hotel and inter - organizational SWOT (STRENGTH, WEAKNESS, OPPORTUNITIES, AND THREATS) analysis.

A Minimum of 90% of Attendance is compulsory for the successful completion of the training programme.

FORMULATION

The length of the report may be about 150 to 160 double spaced typed, printed (black and white) A-4 Size pages (excluding appendices and exhibits). 10% variation on the either side is permissible.

LIST OF CONTENT OF THE REPORT

A Copy of The Training Certificate Attested by Principal of the College Acknowledgement

Project Preface

Chapter -1 Introduction

Chapter -2 Scope, Objective, Methodology &

Limitations Chapter -3 Profile of The Place And Hotel

Chapter -4 Departmental Classification Of Hotel

Chapter -5 Detailed Operations Of Each Department Of

Hotel Chapter -6 Swot Analysis Of Hotel

Chapter -7

Conclusion

Bibliography

List of Annexure/Exhibits

Submission of Report

One typed (duly signed by faculty guide and principle of the college) copy of the report is to be submitted in person, by the student, to the examiner at the time of viva voce. Project submitted later than that will not be accepted.

1. Original training certificate
2. University copy & students copy of project report (duly signed by the faculty guide and principle of the college)
3. Students log book (duly signed by Training Manager/HR Manager OR equivalent)
4. Examination Hall ticket
5. College identity card
6. Dress code: College uniform

STUDENTS WHO DO NOT CONFORM TO THE ABOVE WILL NOT BE EXAMINED

PROJECT EVALUATION

Project report will be valued by the Examiner appointed by the University.

MODE OF EVALUATION

Log book 25

marks Viva 25

marks

Project report 50 marks

TOTAL MARKS 100 MARKS

NOTE

- Marks for the log book should be awarded by the Project guide appointed by the College.
- Panel of evaluation will consist of two members. One will evaluate the Project and other will evaluate the Presentation. The project viva voce will be conducted by both members of the Panel. Total time allotted for the above should not exceed 10 minutes.
- The presentation could be done on OHP sheets or as a Powerpoint presentation using a computer or a laptop connected to LCD depending upon the available resources of the examiner. The students could show it in their personal laptop also.