

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



Post Graduate Diploma in Hotel Food Service Management (PGDHFSM)

Regulations and Syllabus

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

CHOICE BASED CREDIT SYSTEM

POST GRADUATE DIPLOMA IN HOTEL FOOD SERVICE MANAGEMENT (PGDHFSM)

Collaborative Programmes

REGULATIONS

NAME OF THE PROGRAMME : Post Graduate Diploma in Hotel Food Service Management (PGDHFSM)

ELIGIBILITY:

Any Graduate of a recognized University (or) Three Year Diploma in Hotel Management and Catering Technology awarded by National Council for Hotel Management / All India Council for Technical Education

PATTERN: Semester

DURATION:

The course for the Full Time students shall extend over a period of only one Academic Year.

The duration of the Course will be about 170 days. The subjects of study shall be in accordance with the syllabus prescribed from time to time.

SUBJECTS OF STUDY: The total number of subjects of study will be 9 **Papers (5 theories and 4 practical) in one year.**

- There shall be training in industry for all students undergoing the course at the end of the year for period of not less than eight weeks

CONTINUOUS INTERNAL ASSESSMENT:

The respective course faculty will continuously assess the performance of students in each course. The continuous internal assessment marks shall be awarded by the concerned course faculty based on the performance of the students in case studies, paper presentations, quizzes. Practical, tests and other assignments.

ATTENDANCE:

Students who secure at least 80% of attendance in the year will only be eligible to appear for the examination of that year. Those who fail to secure the required attendance shall repeat the same year/ course during the subsequent academic year.

UNIVERSITY EXAMINATIONS:

The University examinations will be held at the end of the Academic Year for duration of three hours for each subject.

EVALUATION OF ANSWER PAPERS:

Answer papers of the University examinations shall be subjected to evaluation by a Board of Examiners constituted by Alagappa University.

PASSING MINIMUM:

The passing minimum, for the University examination is 50% of the total marks of the university examination in each subject. The overall passing minimum is 50% both in the external and aggregate of Internal and external in each subject. There are no minimum prescribed marks for pass in the internal assessment.

CLASSIFICATION : There classification of marks will be as follows.

60% and above	- I Class
50% to 59%	- II Class

AWARD OF DIPLOMA:

Students who successfully complete the programme within the stipulated period will be awarded Post Graduate Diploma in Catering & Hotel Management.

COURSE COMPLETION:

Students shall complete the programme within a period not exceeding 5 years from the year of completion for the period of study.

**POST GRADUATE DIPLOMA IN HOTEL FOOD SERVICE
MANAGEMENT (PGDHFSM)**

Sem.	Course Code	Courses	Subject Name	T/P	Credits	Hrs	Internal	External	Total
I	90511	CCI	Food and Beverage Service	T	3	4	25	75	100
	90512	CCII	Food and Beverage Service Management	T	3	4	25	75	100
	90513	CCIII	Menu Planning	T	3	4	25	75	100
	90514	CCIV	Food and Beverage Service Practical	P	4	8	25	75	100
	90515	CC V	Food and Beverage Service Management Practical	P	5	10	25	75	100
			Total		18	30	125	375	500
II	90521	CC VI	Food and Beverage Controls	T	2	6	25	75	100
	90522	CC VII	Computer Applications In Food and Beverage Management	T	2	6	25	75	100
	90523	CCVIII	Computer Applications In Food and Beverage Management Practical	P	6	18	25	75	100
	90524		Industrial Exposure Training	I	8	8 weeks	25	75	100
				Total		18	30	100	300
					36	60	225	675	900

	COURSE CODE	TITLE OF THE PAPER	T/P	CREDITS	HOURS
	90511	FOOD AND BEVERAGE SERVICE	T	3	4

Objective

After completion of this unit the student will be able to know about hotel industry and its history.
 After completion of this unit the student will be able to know about the different outlets of food and beverage department and their functions
 After completion of this unit the student will be able to know about different cutlery and crockery used in the F & B department and different layouts of F & B department.
 After completion of this unit the student will be able to know the basic procedures used in the restaurant for serving guests.
 After completion of this unit the student will be able to know the operation of room service.

UNIT - I

Introduction to the Hotel Industry:- Growth of hotel industry in India – Classification of catering establishments – Commercial – Welfare – Industrial – Institutional

UNIT - II

F&B Different service outlets: Restaurants (Speciality, Chain and Stal alone) - coffee shop Banquets, Room Service, Cafeteria, Grill Room, Discotheques, Bars, Outdoor catering, Take aways and tea poutiaves, staff hierarchy of F & B Service department, their duties and responsibilities attributes of a waiter (personal and work related) departmental relationship F&B Departments.

UNIT - III

Restaurant Equipments -Crockey glassware – Furnishings and fittings. Restaurant pantry – Layout & equipments used.

UNIT - IV

Restaurant Service–Mise-en-place and mise-en-sene, laying and relaying of table cloth. Cultery and hollowware, Linen - Laying tables and different napkin folds – Forms and methods of service – Receiving the guest and social skills. – Service at a table – Arranging side boards.

UNIT - V

Room Service - Types of Room service – Centralized – Decentralized – List of Equipments – Trolley and tray set up – House rules of room service waiter Room Service menus.

Outcome

The student would be able to know the Concept of hotel industry and its history.

Questions: classify, compare, convert, Explain, Express.

The student would be able to know the F&B departments and their functions

Question: Categories, Classify, Compare, Distinguish, Generate, Examine.

The student would be able to know the layouts and cutlery,crockery.

Question: Classify, Compare, Examine.

	<p>The students have a clear knowledge about concepts of servicing to guest. analysis. <i>Question: classify, compare, Explain, Express, Illustrate, Outline.</i></p> <p>The students will get educated on know the operation of room service. <i>Question: Assess, Determine, Evaluate, Explain, Measure.</i></p>
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Reference Books

1. *Catering Management- An integrated approach – Mohini sethi Surjeet Mathan*
2. *Food and Beverage service – Lillicrap*

Online Resources:

	COURSE CODE	TITLE OF THE PAPER	T/P	CREDITS	HOURS
	90512	FOOD AND BEVERAGE SERVICE MANAGEMENT	T	3	4

UNIT - I

Objective	After completion of this unit the student will be able to know the functioning of different F&B outlets
	After completion of this unit the student will be able to know about different hospitality service.
	After completion of this unit the student will be able to know on planning and starting a restaurant.
	After completion of this unit the student will be able to know on Bar and its functions.
	After completion of this unit the student will be able to acquire knowledge on Gueridon service
Banquets and catered events (AH&LA) – Selling, booking and planning events – Getting ready for the event – Delivering service, after service – Room service (AH&MA) - Issues - Getting ready for service – Delivering service, after service.	

UNIT - II

On site Food Service Operations (AH&LA) – Major market segments – Business and industry service – Health care service – College and university service.

UNIT - III

Restaurant planning – Concept – Location criteria – Location information check list – The menu budgeting – Forecasting sales – Controllable expenses – Staffing – Breakeven point.
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UNIT - IV

The Bar – Interior design and décor – Planning for space allocation – stand up bar counter – Table and seating arrangements – Planning for traffic flow – Floors, Walls, ceiling, bar layout front bar, back bar – Under bar – Equipment – Bar stocks – Inventory. .
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UNIT - V

Gueridon Service – Definition – Special equipment care and maintenance of equipment – Checklist – Flambéing recipes. Practical: Gueridon service demonstration.	
Outcome	<p>The student would be able to know the functioning of different F&B outlets. <i>Questions: classify, compare, convert, Explain, Express.</i></p> <p>The student would be able to know the hospitality service. <i>Question: Categories, Classify, Compare, Distinguish, Generate, Examine.</i></p> <p>The student would be able to know the planning and starting a restaurant. <i>Question: Classify, Compare, Examine.</i></p>

	<p>The students have a clear knowledge about concepts of Bar and its functions. <i>Question: classify, compare, Explain, Express, Illustrate, Outline.</i></p> <p>The students will get educated on know the acquire knowledge on Gueridon service.</p> <p><i>Question: Assess, Determine, Evaluate, Explain, Measure.</i></p>
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Reference Books

1. *The Restaurant – Lundberg and Walker*
2. *Restaurant Planning, design and construction – Katz*
3. *Meetings, convention and exposition – Montgomery and Strict*
4. *Fundamentals of menu planning – McVety and Ware*
5. *Open and run a successful restaurant – Egerton Thomas.*

Online Resources:

	COURSE CODE	TITLE OF THE PAPER	T/P	CREDITS	HOURS
	90513	MENU PLANNING	T	3	4

UNIT - I

Objective1	After completion of this unit the student will be able to know on menu management and menu merchandising.
	Development of the menu – History, Menu objectives – Economic, Merchandising and marketing, Production and quality, menu marketing strategy – Market surveys, Target areas, Menus item life cycle – Concept, Growth, Maintenance, Maturity, Decline, Transition, Food trends.
Outcome1	The student would be able to know the management and merchandising of menu. <i>Questions: classify, compare, convert, Explain, Express.</i>

UNIT - II

Objective 2	After completion of this unit the student will be able to compile different types of menu using general considerations.
	Compiling Menus, Types of menu – A’la carte, Table d’ hote, Cart du jour, Cycle menus, Menu planning guidelines – Harmonizing courses and dishes, Criteria for planning, Meal periods, General considerations – Menu variables, Gastronomic observation for courses, Developing sample menus – Banquet menu, set menu, Fast food operation menu, Budget priced meal, Sporting event meal, Dietary emphasis.
Outcome 2	The student would be able to know the menu compiling in different types of menu. <i>Question: Categories, Classify, Compare, Distinguish, Generate, Examine.</i>

UNIT - III

Objective 3	After completion of this unit the student will be able to know on menu planning and facility planning for the restaurant.
	Menu planning – Facility layout and design, Models of catering facility planning – Traditional model, Functional model, Company model, Functional tasks – Functional areas and workplaces, Staff allocation, Production quantity and equipment requirement, New technology and planning, Energy efficiency and conservation issues.
Outcome 3	The student would be able to know the menu and facility planning. <i>Question: Classify, Compare, Examine.</i>

UNIT - IV

Objective 4	After completion of this unit the student will be able to add nutritional aspects in menu planning.
	Nutrition for menu planning – Applying nutritional knowledge, Nutrient needs and recommended daily intakes – Fats and oil, Carbohydrates, protein, Energy intake – Vitamins and minerals, Dietary, Menu planning aids, Groups with special dietary needs – The elderly, The children, Sports people, Diabetics, hypertension.
Outcome 4	The students have a clear knowledge about nutritional aspects in menu planning. <i>Question: classify, compare, Explain, Express, Illustrate, Outline.</i>

UNIT - V

Objective 5	After completion of this unit the student will be able to acquire knowledge on beverages and cheese.
Beverages – The Menu – Pre dinner beverages, Dinner beverages, Dessert beverages, Cheese beverages, Principles of wine and food compatibility, Principles applied in actual menus, Cheese and wines, Merchandising.	
Outcome 5	The students will get educated on acquire knowledge on beverage and cheese. <i>Question: Assess, Determine, Evaluate, Explain, Measure.</i>

Reference Books

1. *Menu planning for the Hospitality Industry – Jaska Kirela.*
2. *Fundamentals of Menu planning – Paul R Merety, Bradley J Ware.*

Online Resources:

	COURSE CODE	TITLE OF THE PAPER	T/P	CREDITS	HOURS
	90514	FOOD AND BEVERAGE SERVICE – PRACTICAL	P	4	8
Objective	After completion of this unit the student will be able identify F&B service equipments and practice service for guests.				
	<ul style="list-style-type: none"> • Familiarization of Equipments - Drawing various types of Knives, forks, spoons etc - Special equipment used in Restaurants. • Methods of cleaning and upkeep of silver- What is silver? What is EPNS? Why silver tarnishes - Polivit method - Silvo method - Burnishing • Arrangements of sideboard – What is a dummy waiter? - Different types and its uses. - Arrangements of side boards. • Laying a table – Relaying a table cloth • Mise-en-place – Mise-en-scene • Laying up of various meals and menus • Napkin folds – lunch folds – dinner folds – Breakfast folds • Receiving guest – procedures – Taking F&B orders • Service of meals – silver service of all courses. • Service of non – alcoholic beverages: <ul style="list-style-type: none"> • Tea – coffee – Milk based drinks – juices – Mineral water – Tonic water – Non alcoholic mixed drinks. 				
Outcome	The student would be able to know the f&b service equipment and practical knowledge about the service for guest. <i>Questions: classify, compare, convert, Explain, Express.</i>				

	COURSE CODE	TITLE OF THE PAPER	T/P	CREDITS	HOURS
	90515	FOOD AND BEVERAGE SERVICE MANAGEMENT – PRACTICAL	P	5	10
Objective	After completion of this unit the student will be able to compile and plan menu and to prepare budget for restaurants.				
	<ul style="list-style-type: none"> • Planning menu with wines – Laying covers and service. • Planning theme restaurants with layouts and décor. • Planning menus for restaurants and bars. • Budgeting for restaurants and bars. • Menus for banquets – Pricing and setups. 				
Outcome	The students have a clear practical knowledge about detailed management activities. <i>Question: Categories, Classify, Compare, Distinguish, Generate, Examine.</i>				

II - SEMESTER

SUBJECT CODE	COURSE CODE	TITLE OF THE PAPER	T/P	CREDITS	HOURS
90521	CC	FOOD AND BEVERAGE CONTROLS	T	2	6

UNIT - I

Objective1	After completion of this unit the student will be able to know on F&B control systems.
Introduction to Food and Beverage control – The control function, Management as a process The control process, Consideration in designing control systems, Responsibilities control department.	
Outcome1	The student would be able to know the Concept of f&b control systems. <i>Questions: classify, compare, convert, Explain, Express.</i>

UNIT - II

Objective 2	After completion of this unit the student will be able to plan for F&B control and know about menu engineering and merchandising.
Planning of Food and Beverage Control, Determining food and Beverage standards, Standard purchase specifications, Standard recipes, Standard foods, Standard portion sizes, standard portion costs, Standard food costs Standard beverage costs, The budget Process – Three steps of budget development, Menu Engineering.	
Outcome 2	The student would be able to know the menu engineering and merchandising. <i>Question: Categories, Classify, Compare, Distinguish, Generate, Examine.</i>

UNIT - III

Objective 3	After completion of this unit the student will be able to know on purchase and receiving controls.
Purchasing and Receiving Controls – Purchasing objective and procedures, purchasing responsibilities, selecting suppliers, Purchasing the Proper quality, Quantity, The purchase Order system, Security concerns in purchasing, Reducing the cost of the purchasing function, Receiving controls, storing and issuing controls, Inventory control procedures, computerized inventory, Requisition / Issue process, production and serving controls.	
Outcome 3	The student would be able to know the purchase and receiving controls. <i>Question: Classify, Compare, Examine.</i>

UNIT - IV

Objective 4	After completion of this unit the student will be able to know on revenue management and revenue control.
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Revenue control – Standard revenue and guest check control systems – Manual – Automated guest check system, Collecting revenue – Server banking system, Cashier Banking System, Revenue reports – Assessing Standard Revenue, Beverage operations – preventing theft of revenue – Theft by bartenders, Theft by cashiers, Theft by food and beverage servers and other staff, Theft by guest, Control of cash after collection.

Outcome 4	The students have a clear knowledge about the revenue Management and Control <i>Question: classify, compare, Explain, Express, Illustrate, Outline.</i>
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UNIT - V

Objective 5	After completion of this unit the student will be able to manage and maintain cost factor in labour and food.
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Controlling Labour costs – Managing human resources – Recruiting, Orientation, Training, Supervision, Performance evaluation, Factors affecting work – Performance, Work simplification and labour cost control, Establishing a unit of measurement for labour standards.

Outcome 5	The students will get educated on concepts of cost factor in labour and food. <i>Question: Assess, Determine, Evaluate, Explain, Measure.</i>
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Reference Books

1. *Food and Beverage controls – Jack D. Nine mejer, E.I. & A.H. & M.A.*
2. *Basic food and Beverage Cost control – Miller I- layes*
3. *Restaurant Cost control – David V.Pavesic*

Online Resources:

SUBJECT CODE	COURSE CODE	TITLE OF THE PAPER	T/P	CREDITS	HOURS
90522	CC	COMPUTER APPLICATIONS IN FOOD & BEVERAGE MANAGEMENT	T	2	6

UNIT - I

Objective1	After completion of this unit the student will be able to know the use of computers in the hotel industry.
Automation in Hotel Industry – Electronics data processing – Types of computers – Computers in hotel industry – Hotel property Management system – The internet and the hotel industry.	
Outcome1	The student would be able to know the Concept and uses of computer in the hotel industry. <i>Questions: classify, compare, convert, Explain, Express.</i>

UNIT - II

Objective 2	After completion of this unit the student will be able to know about the different software used in the hotel industry.
Essential of computer systems – Input and output units – The central processing – Storage devices – Generic application software – Word processing software – Electronic spreadsheet software – Data base management software – Electronic communication.	
Outcome 2	The student would be able to know the different software used in the hotel industry. <i>Question: Categories, Classify, Compare, Distinguish, Generate, Examine.</i>

UNIT - III

Objective 3	After completion of this unit the student will be able to know the computer based reservation method
Computer based reservation system – global Distribution system – Central reservation system – Property level reservation systems – Reservation through the internet- Reservation management.	
Outcome 3	The student would be able to know the computer based reservation method. <i>Question: Classify, Compare, Examine.</i>

UNIT - IV

Objective 4	After completion of this unit the student will be able to know on room management and guest accounting.
Room Management and guest accounting application – Rooms management module – Guest accounting module	

Outcome 4	The students have a clear knowledge about room management and guest accounting. <i>Question: classify, compare, Explain, Express, Illustrate, Outline.</i>
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UNIT - V

Objective 5	After completion of this unit the student will be able to know the property management system
Property management system interfaces – Point of sale systems – Call accounting systems	
Outcome 5	The students will get educated on concepts of property management system. <i>Question: Assess, Determine, Evaluate, Explain, Measure.</i>

Reference Books

1. Hospitality industry computer systems third edition by Michael L. Kasavna.
2. Data analysis in Hotel and catering management by Stephen Cunningham.
3. The internet by Douglas E. Comer.
4. Internet investigations in Hospitality, travel and tourism by Cynthia Leshin.

Online Resources:

<p>Online Resources:</p>

SUBJECT CODE	COURSE CODE	TITLE OF THE PAPER	T/P	CREDITS	HOURS
90523	CC	COMPUTER APPLICATIONS IN FOOD & BEVERAGE MANAGEMENT PRACTICAL	P	6	18

Objective	After completion of this unit the student will be able to perform the F&B service activity using computer applications.
	<ul style="list-style-type: none"> • Food and Beverage application service – POS order entry units – POS printers – POS account settlement devices – Computer based guest checks – Automated beverage control systems. • Food and beverage management application – Recipe management – Sales analysis – Hotel sales and food service catering application – Automation hotel sales office – Reservation management • Recipe Management software: Standard recipes, Standard portion sizes, Standard portion costs, Standard food costs, Standard beverage costs. • F & B material Management – purchase, receipts and issues. Purchase order system – receiving controls – storing and issuing controls.
Outcome	<p>The students have a clear practical knowledge about detailed F&B activity using computer application.</p> <p><i>Question: Categories, Classify, Compare, Distinguish, Generate, Examine.</i></p>

SUBJECT CODE	COURSE CODE	TITLE OF THE PAPER	T/P	CREDITS	HOURS
90524	CC	INDUSTRIAL EXPOSURE TRAINING	I	8	8 WEEKS

Note:

- Internship for 8 weeks at a stretch is compulsory.
- After the internship, practical examination for internship will be conducted during the II Semester examinations.

Mark Allocation:

Internal Marks:

Log Book	15	
Attendance	10	25

External Marks :

Training Report	35	
Presentation	25	
Viva	15	75

Total Marks		100
