

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 2018 and after]

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 **2018** 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.

- g. All mark lists and other records connected with the continuous internal assessments should be in the safe custody of the institution for at least one year after the assessment.

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. Question Paper pattern:

Maximum: 75 Marks

Duration: 3Hours

Part A - Short answer questions with no choice : 10 x 02=20

Part B – Brief answer with either or type : 05 x 05=25

Part C- Essay – type questions of either / or type : 03 x 10=30

9. Miscellaneous

- Each student possesses the prescribed text books for the subject and the workshop tools as required for theory and practical classes.
- Each student is issued with an identity card by the University to identify his / her admission to the course
- Students are provided library and internet facilities for development of their studies.
- 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.
- Students who successfully complete the course within the stipulated period will be awarded the degree by the University.
- 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.

10. 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.

11. Other Regulations:

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

12. 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.

Semester	Sub Code	Subject	No. of Credits	No. of Hrs	Int., Max	Ext., Max	Total
I	11	Part-I Communicative English Practical	4	2	25	75	100
	12	Basic Food Production and Patisserie	5	6	25	75	100
	13	Basic Food and Beverage Service	5	6	25	75	100
	14	Basic Food Production Practical	5	8	25	75	100
	15	Basic Food and Beverage Service Practical	5	8	25	75	100
II	21	Basic Front Office Operations	5	6	25	75	100
	22	Basic Accommodation Operation	5	6	25	75	100
	23	Basic Front Office Operations Practical	5	8	25	75	100
	24	Basic Accommodation Operation Practical	5	8	25	75	100
	25	Environmental Studies	4	2	25	75	100
III	31	Advanced Food Production	6	6	25	75	100
	32	Advanced Food and Beverage Service	6	6	25	75	100
	33	Quantity Food Production Practical	4	8	25	75	100
	34	Advanced Food and Beverage Service Practical	4	6	25	75	100
	35	Nutrition and Food Science	4	4	25	75	100
IV	41	Advanced Accommodation Operation	5	8	25	75	100
	42	Advanced Front Office Operation	5	8	25	75	100
	43	Application of Computers	3	4	25	75	100
	44	Hotel Engineering	4	6	25	75	100
	45	Value Education	3	4	25	75	100
V	51	Food and Beverage Management	5	6	25	75	100
	52	Accommodation Management	5	6	25	75	100
	53	Advanced Food Production Practical	4	8	25	75	100
	54	Electives 1. Food Production and Patisserie 2. Food and Beverage Service 3. Housekeeping 4. Front Office	5	6	25	75	100
	55	Project Work	4	4	25	75	100
VI	61	Internship (Industrial Practicum)	5	30	25	75	100
		Total	120	180			3200

11 - COMMUNICATIVE ENGLISH PRACTICAL

1. Practice of writing essays
2. Practice of letter writing
3. Speech improvement: Pronunciation, Stress, Accent, Common phonetic Difficulties
4. Self introduction
5. Speaking to superiors
6. Speaking to celebrity
7. Speaking to subordinates
8. Long Sentence Formation & Dialogues
 - Dialogues In – Front Office – Food & Beverage Outlet – House Keeping – Bus Stand – Railway Station – Bank – Airport.
9. Preparing a speech
10. Public speaking
11. Etiquettes and manners
12. Group discussion.

Reference:

1. Business Communication - Rhoda Doctor & Aspi Doctor
2. Communication Media - Angela Wadia
3. Business English - Bal & Nagamia

12 BASIC FOOD PRODUCTION AND PATISSERIE

UNIT - I PROFESSIONAL STANDARDS, ETHICS FOR FOOD HANDLERS AND COMMODITIES

Objectives:

By the end of this unit the students will be able to practice personal hygiene, explain the importance of kitchen sanitation, elaborate the HACCP standards and understand the values of ethics in kitchen

- Personal hygiene
- General kitchen hygiene and sanitation
- HACCP (Hazard Analysis and Critical Control Points)
- Ethics in the kitchen
- Classification of Ingredients
- Characteristics of Ingredients
- Uses of Ingredients
- Food and its relation to health
- Definition of Basal Metabolism
- Major nutrients – functions, sources and deficiency of Carbohydrates, Proteins, Fat, Vitamins, Minerals, Water and Fibre

UNIT – II COOKING FUELS, KITCHEN EQUIPMENT AND PROCESSING OF COMMODITIES

Objectives

By the end of this unit the students will be able to identify different cooking fuels, identify various kitchen equipments and explain the processing of commodities

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

UNIT - III METHODS OF COOKING AND ART OF COOKERY

Objectives

By the end of this unit the students will be able to understand the different methods of cooking and appreciate the art of cookery

- Classification, principles, equipment required, commodities that can be used,
- Menu examples for - Boiling, Steaming, Poaching, Blanching Sautéing, Grilling, Roasting, Baking Braising, Broiling, Microwaving, Frying. Stewing and En Papillote.
- Styles of Cookery-Oriental/Asian/European/Continental/Pan American
- History and Development of Modern Cuisine-Classical and Contemporary

UNIT – IV STOCKS, SAUCES AND SOUPS

Objectives

By the end of this unit the students will be able to explain the basic features and types of stocks, sauces, soups, cheeses. Also they will understand the need for food preservation.

- 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

UNIT – V BAKERY AND CONFECTIONERY

Objectives

By the end of this unit the students will be able to elaborate on the aspects of baking, breads and list out the bakery terms

- Role of ingredients in baking
- Types of Dough-Bread
- Types of batters-pancakes
- Types of Breads-Names and description of Breakfast, Lunch, Snack and International breads
- Glossary of Bakery Terms

REFERENCE BOOKS:

1. Modern Cookery – Thangam E. Philip
2. Practical Cookery – Kinton & Ceserani
3. Cookery Year Book – Readers Digest
4. Theory of Catering – Mrs. K Arora
5. A Taste of India – Madhur Jeffrey
6. Eat Better Live Better – Readers Digest
7. World wide Cook Book – Marshall Cavendish The World Encyclopedia of Food – I – Partick Loyal J.M.

13 BASIC FOOD AND BEVERAGE SERVICE

UNIT – I Food & Beverage Service Industry

Objectives

By the end of this unit the students will be able to define the food and beverage service industry, chalk out the organization structure, and elaborate on the tasks performed by various personnel

- Introduction to Food and Beverage Service
- Types of catering operations– commercial, welfare, transport, others
- Attributes of Food& Beverage Service Personnel
- Food & Beverage Service organization
- Organization of the F & B Department
- Job Specifications for the F & B Department
- Job Descriptions (Directeur de Restaurant (Restaurant Manager), Maitred’hotel (Sr. Captain), Chef de Rang (Station waiter), Busboy, Hostess, Sommelier (Wine waiter), RSOT, Chef d’etage (Floor Waiter)

UNIT – II - Food & Beverage Service outlets and Equipments

Objectives

By the end of this unit the students will be able to list out the outlets available in a hotel and enumerate the equipments used in Food and Beverage service

- Restaurant, Coffee Shop, Room Service, Bar, Banquets
- Furniture
- Linen
- Crockery
- Silverware

- Glassware
- Disposables
- Special Equipment (Trolleys, Electrical equipment etc)

UNIT – III Types of service and Menu Planning

Objectives

By the end of this unit the students will be able to explain the types of food service and plan a menu

- Table Service- French, Russian, English, American, Silver
- Assisted service-carvery, Buffet
- Self-service, cafeteria
- Specialized service-gueridon, automated, tray, trolley etc.
- Introduction to Menu Planning
- Types of menus
- Rules to be observed while planning menus
- Classical French Menu - 13 courses
- Menu Terms
- Food and its accompaniments with cover
- Basics of Menu Design
- Types – Continental, English, Buffet, Indian and Cover set up and service

UNIT – IV Non Alcoholic Beverages

Objectives

By the end of this unit the students will be able to classify non alcoholic beverages and elaborate on in-room dining procedures

- Classification

- Hot Beverages – Tea, Coffee, Cocoa - production, types, brand names and service
- Cold Beverages – waters, juices, milk based, syrups, squashes, aerated – types, brands and service
- Layout and design
- Cycle of service

UNIT – V Function catering and Buffet

Objectives

By the end of this unit the students will be able to explain the concept of function catering and prepare a buffet set up

- Types of functions
- Banquet menu
- Table and seating plans
- Booking procedure with forms and formats- BFC, Booking Diary, Function of the Day
- Banquet seating calculation
- Introduction to Buffet
- Types of Buffet services– Finger, Fork, sit down
- Types of Buffet – Themes
- Equipment

Reference Book:

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.

14 BASIC FOOD PRODUCTION PRACTICAL

- i) Equipments - Identification, Description, Uses & handling
- ii) Hygiene - Kitchen etiquettes, Practices & knife handling
- iii) Safety and security in kitchen

- 1
 - i) Vegetables - classification
 - ii) Cuts - julienne, jardinière, macedoines, brunoise, payssane, mignonnette, dices, cubes, shred, mirepoix
 - iii) Preparation of salad dressings
- 2 Identification and Selection of Ingredients - Qualitative and quantitative measures.

- 3
 - i) Basic Cooking methods and pre-preparations
 - ii) Blanching of Tomatoes and Capsicum
 - iii) Preparation of concasse
 - iv) Boiling (potatoes, Beans, Cauliflower, etc)
 - v) Frying - (deep frying, shallow frying, sautéing)
Aubergines, Potatoes, etc.
 - vi) Braising - Onions, Leeks, Cabbage
 - vii) Starch cooking (Rice, Pasta, Potatoes)
 - i) Stocks - Types of stocks (White and Brown stock)
 - ii) Fish stock
 - iii) Emergency stock
 - iv) Fungi stock

Sauces - Basic mother sauces

- Béchamel
- Espagnole
- Veloute
- Hollandai
- Mayonnais
- Tomato

- 6 Egg cookery - Preparation of variety of egg dishes
 - ☐ Boiled (Soft & Hard)

- ☐ Fried (Sunny side up, Single fried, Bull's Eye, Double fried)
- ☐ Poaches
- ☐ Scrambled
- ☐ Omelette (Plain, Stuffed, Spanish)
- ☐ En cocotte (eggs Benedict)

7 Demonstration & Preparation of simple menu

8 Simple Salads & Soups:

- ☐ Cole slaw,
- ☐ Potato salad,
- ☐ Beet root salad,
- ☐ Green salad,
- ☐ Fruit salad,

9 Meat – Identification of various cuts, Carcass demonstration

- Preparation of basic cuts-Lamb and Pork Chops , Tornado, Fillet, Steaks and Escalope
- Fish-Identification & Classification
- Cuts and Folds of fish Demonstrations & simple applications
- 2 • Identification, Selection and processing of Meat, Fish and poultry.
- Slaughtering and dressing

Demonstrations at the site in local Area/Slaughtering house/Market

3 Preparation of menu

Salads & soups-

waldorf salad, Fruit salad, Russian salad, salade nicoise, Cream (Spinach, Vegetable, Tomato),

Puree (Lentil, Peas Carrot), International soups

Chicken, Mutton and Fish Preparations-

Fish only, a la anglaise, colbert, meuniere, poached,baked

Entrée-Lamb stew, hot pot, shepherd's pie, grilled steaks & lamb/Pork chops, Roast chicken, grilled chicken, Leg of Lamb, Beef

Simple potato preparations-

Basic potato dishes

Vegetable preparations-

Basic vegetable dishes

Indian cookery-

Rice dishes, Breads, Main course, Basic Vegetables,

Paneer Preparations Demonstration by instructor and applications by students

BAKERY PRACTICAL

1. Equipments

- ☐ Identification
- ☐ Uses and handling

Ingredients – Qualitative and quantitative measures

2 BREAD MAKING

- ☐ Demonstration & Preparation of Simple and enriched bread recipes
- ☐ Bread Loaf (White and Brown)
- ☐ Bread Rolls (Various shapes)
- ☐ French Bread
- ☐ Brioche

3 SIMPLE CAKES

- ☐ Demonstration & Preparation of Simple and enriched Cakes, recipes
- ☐ Sponge, Genoise, Fatless, Swiss roll
- ☐ Fruit Cake
- ☐ Rich Cakes
- ☐ Dundee
- ☐ Madeira

SIMPLE COOKIES

- ☐ Demonstration and Preparation of simple cookies like
- ☐ Nan Khatai
- ☐ Golden Goodies
- ☐ Melting moments
- ☐ Swiss tart
- ☐ Tri colour biscuits
- ☐ Chocolate chip
- ☐ Cookies
- ☐ Chocolate Cream Fingers

- ☐ Bachelor Buttons.

5 **HOT / COLD DESSERTS**

- ☐ Caramel Custard,
- ☐ Bread and Butter Pudding
- ☐ Queen of Pudding
- ☐ Soufflé – Lemon / Pineapple
- ☐ Mousse (Chocolate Coffee)
- ☐ Bavaroise
- ☐ Diplomat Pudding
- ☐ Apricot Pudding
- ☐ Steamed Pudding - Albert Pudding, Cabinet Pudding.

1 **PASTRY:**

Demonstration and Preparation of dishes using varieties of Pastry

- Short Crust – Jam tarts, Turnovers
- Laminated – Palmiers, Khara Biscuits, Danish Pastry, Cream Horns
- Choux Paste – Eclairs, Profiteroles

2 **COLD SWEET**

- Honeycomb mould
- Butterscotch sponge
- Coffee mousse
- Lemon sponge
- Trifle
- Blancmange
- Chocolate mousse
- Lemon soufflé

3 **HOT SWEET**

- Bread & butter pudding
- Caramel custard
- Albert pudding
- Christmas pudding

4 **INDIAN SWEETS**

Simple ones such as chicoti, gajjar halwa, kheer

15 BASIC FOOD AND BEVERAGE SERVICE PRACTICAL

S.No	Practicals
01	Food Service areas – Induction & Profile of the areas
02	Ancillary F&B Service areas – Induction & Profile of the areas
03	Familiarization of F&B Service equipment
04	Care & Maintenance of F&B Service equipment
05	Cleaning / polishing of EPNS items by: - Plate Powder method - Polivit method - Silver Dip method - Burnishing Machine
06	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 Folds Task-10: Changing dirty ashtray Task-11: Cleaning & polishing glassware
07	Tea – Preparation & Service
08	Coffee - Preparation & Service
09	Juices & Soft Drinks - Preparation & Service

	☐ Mocktails ☐ Juices, Soft drinks, Mineral water, Tonic water
10	Cocoa & Malted Beverages – Preparation & Service

TABLE LAY-UP & SERVICE

Task-01: A La Carte Cover

Task-02: Table d' Hote Cover

Task-03: English Breakfast Cover

Task-04: American Breakfast Cover

Task-05: Continental Breakfast Cover

Task-06: Indian Breakfast Cover

Task-07: Afternoon Tea Cover

Task-08: High Tea Cover

TRAY/TROLLEY SET-UP & SERVICE

Task-01: Room Service Tray Setup

Task-02: Room Service Trolley Setup

PREPARATION FOR SERVICE (RESTAURANT)

A. Organizing Mise-en-scene

B. Organizing Mise-en-Place

C. Opening, Operating & Closing duties

PROCEDURE FOR SERVICE OF A MEAL

Task-01: Taking Guest Reservations

Task-02: Receiving & Seating of Guests

Task-03: Order taking & Recording

Task-04: Order processing (passing orders to the kitchen)

Task-05: Sequence of service

Task-06: Presentation & Encashing the Bill

Task-07: Presenting & collecting Guest comment cards

Task-08: Seeing off the Guests

Social Skills

Task-01: Handling Guest Complaints

Task-02: Telephone manners

Task-03: Dining & Service etiquettes

Special Food Service - (Cover, Accompaniments & Service)

Task-01: Classical Hors d'oeuvre

- Oysters
- Caviar
- Smoked Salmon
- Pate de Foie Gras
- Snails
- Melon
- Grapefruit
- Asparagus

Task-02: Cheese

Task-03: Dessert (Fresh Fruit & Nuts)

Service of Tobacco

- Cigarettes & Cigars

Restaurant French: To be taught by a professional French language teacher.

- Restaurant Vocabulary (English & French)

- French Classical Menu Planning
- French for Receiving, Greeting & Seating Guests
- French related to taking order & description of dishes

21 BASIC FRONT OFFICE OPERATION

Unit 1 INTRODUCTION TO TOURISM SECTOR

Objectives:

The student will understand the meaning, different aspects of tourism industry and its advantages & disadvantages.

- Tourism – Definition
- Types of Tourism
- Various benefits of tourism
- Different components of Tourism
- Tourists places in India

Unit – II HOTEL INDUSTRY – GROWTH AND PROGRESS

Objectives:

After completion of this unit, the students will have in-depth knowledge of the lodging industry, with respect to its historical background, its growth in India, classification of hotels, the organization structure of different types of hotels.

- Historical Background of the Hospitality industry
- Development and growth of hotel industry in India.
- Classification of Hotels based on location, length of stay, star rating and size of the hotel
- Alternative accommodations
- Types of operation – owner operated, partnership, Company owned, Referral hotels, Franchise, management contracts, chain hotels.
- Organizational structure of medium 50 – 200rooms and large hotels (more than 200 rooms)

Unit – III FACETS OF FRONT OFFICE DEPARTMENT

Objectives:

The student will get an introduction to the hierarchy of Front Office department, their responsibilities, types of rooms, tariff and different plans in a hotel.

- Introduction and Importance of Front Office
- Layout of front office & different equipment in front office
- Hierarchy of front office staff for medium and large hotel – duties and responsibilities of front office personnel.
- Ideal qualities and attributes for a Receptionist with emphasis on personal grooming and rules of the House for the front office staff.
- Types of rooms

- Tariff – Definition, Basis of charging, Tariff fixation, Tariff card, Types of Rates
- Types of plans – European, Continental, American, Modified American, Bermuda Plan
- Departments and Sections with which Front Office communicates and co-ordinates

Unit – IV ROOM RESERVATIONS AND FORMALITIES

Objectives:

After the completion of this unit, the student will be able to follow the guidelines and procedures to take a booking and to tackle problems regarding reservation.

- Importance of reservation
- Sources and Modes of reservation
- Central reservation system, global distribution system, reservation network.
- Types of reservation.
- Group reservation
- Reservation records
- Reservation confirmation, amendment and cancellation.
- Overbooking
- Potential reservation problems.

Unit – V GUEST REGISTRATION AND PROCEDURES

Objectives:

After completion of this unit, the students will be able to follow the guidelines and procedures to receive, register the guest and understand the terminology used in Front office.

- Receiving, Welcoming and Greeting of Guest and Assigning of rooms.
- Upselling
- Pre – registration
- Registration of guest & (FIT's Group, VIPs)
- Rooming a guest
- Knowledge of room locations, blocking of rooms, issuing the room keys.
- In room check – in, Self registration.
- Records and registers related to Registration

REFERENCE BOOKS

- Robert Woods et al., *Professional Front Office Management*, 1stedn, (Pearson Publications: Essex, 2014)
- JatashankarTiwari, *Hotel Front Office: Operations and Management*, (Oxford: New Delhi, 2016)
- AnutoshBhakta, *Professional Hotel Front Office Management*, (Tata McGraw Hill: New Delhi, 2012)
- Misra&Sadual, *Basics of Tourism Management*, (Excel Books: New Delhi, 2008)

22 BASIC ACCOMMODATION OPERATION

Unit – 1 HOUSEKEEPING DEPARTMENT – SIGNIFICANCE, PEOPLE AND RELEVENCE

OBJECTIVES:

At the end of the unit, the students will have acquired knowledge about the organized structure of the housekeeping department.

- Role of House Keeping in hospitality industry
- Lay out and organizational structure of housekeeping department
- Qualities of housekeeping staff
- Job description of housekeeping personnel
- Inter Departmental relationship

Unit - II CLEANING ORGANIZATION

OBJECTIVES:

After the completion of this unit, the students will understand the various cleaning materials and agents used.

- Classification and types of Manuel and Mechanical equipments with diagram
- Mechanical
- Care and use of the equipments
- Machine room
- Floor pantry
- Godowns
- House Keeping Stores
- Cleaning agents

(Importance of cleaning - The nature of soiling, Water, Chemical make up of cleaning agents, Detergents, Acid cleaners, Alkaline cleaners, Solvent cleaners, Disinfectants, Deodorant, Laundry aids, Polishers and Floor seals).

- Use, care and storage of cleaning agents
- Distribution and storage

UNIT III OPERATIONAL AREAS AND CLEANING PROCEDURES

OBJECTIVE:

Students to understand the operational areas of housekeeping department, Cleaning services and knowledge of care and cleaning of various surfaces.

- Operational areas of housekeeping department
- Cleaning procedures and frequency
- Daily cleaning –schedules and records
 - Guest rooms, Check out room, Occupied room, Vacant room, Evening service, Super Room Cleaning
- Public areas – schedules and records
 - Corridors, Pool area, Office area, Lobby, Lounge, F&B outlets, Shopping arcade, Health club, Elevators/Escalators
- Weekly cleaning, Periodic cleaning, Special cleaning –schedules and records

UNIT IV OPERATIONAL PROCEDURES

OBJECTIVES:

The students to understand service/facilities offered by house keeping department at the end of this chapter.

- Floor Operations - Rules on a Guest Floor and Bed Making
 - Standard supplies provided in the guest rooms – Normal, VIPs - Supplies on request
- Special services
 - Baby-sitting, Second service, Freshen up service, Valet service
- Preparing a red slip

Unit – V SPECIAL SERVICES

Objectives

By the end of this unit, the students will be able to understand and apply the special services while at floors

- Key handling procedures
- Lost and found, missing
- damaged procedures and records

REFERENCE BOOKS

- G. Raghubalan&SmritiRaghubalan, Hotel Housekeeping: Operations and Management, (Oxford: New Delhi, 2015)
- Malini Singh, Hotel Housekeeping, (Tata McGraw Hill: New Delhi, 2012)
- K.C.K RakeshKadam, Housekeeping Operations and Management for Hospitality, Bookman Publishing

23 BASIC FRONT OFFICE OPERATION PRACTICAL

By the end of the practicals, the students will earn hands-on experience in dealing with guests and other Front Office practicals

- Appraisal of Front Office equipments
- Receiving the guests
- Ushering guests
- Handling guest queries
- Filling up of various proforma
- Telephone handling
- Role plays : Reservations, arrivals, luggage handling, paging
- Planning layout of front office for different hotels
- Designing Tariff cards
- Rooming a guest

24 BASIC ACCOMMODATION OPERATION PRACTICAL

By the end of the practicals, the students will get a thorough knowledge on the practical aspects of hotel housekeeping.

- Drawing layouts of guest rooms
- Identifying guest room supplies
- Preparing models of guest rooms
- Practice using various cleaning equipments
- Practice using various cleaning agents
- Public area cleaning

Floor, Walls, Wood, Brass, Silver, Glass etc

- Maid's trolley

25 - ENVIRONMENTAL STUDIES

UNIT - I Multidisciplinary nature of environmental studies

Objectives

By the end of this unit the students will be able to define and explain the importance of environmental protection

- Definition, scope and importance.
- Need for public awareness.

UNIT – II Natural Resources

Objectives

By the end of this unit the students will be able to explain the Natural resources available in the earth and issues associated in conserving them

- Renewable and non-renewable resources:
 - Natural resources and associated problems.
- a) Forest resources : Use and over-exploitation, deforestation, case studies. Timber extraction, mining, dams and their effects on forest and tribal people.
 - b) Water resources : Use and over-utilization of surface and ground water, floods, drought, conflicts over water, dams-benefits and problems.
 - c) Mineral resources : Use and exploitation, environmental effects of extracting and using mineral resources, case studies.
 - d) Food resources : World food problems, changes caused by agriculture and overgrazing, effects of modern agriculture, fertilizer-pesticide problems, water logging, salinity, case studies.
 - e) Energy resources : Growing energy needs, renewable and non renewable energy sources, use of alternate energy sources. Case studies.

- f) Land resources : Land as a resource, land degradation, man induced landslides, soil erosion and desertification.
- g) Role of an individual in conservation of natural resources.
- h) Equitable use of resources for sustainable lifestyles.

UNIT – III Ecosystems

Objectives

By the end of this unit the students will be able to define ecosystem, explain the functions of ecosystem, various aspects related to ecosystem

- Concept of an ecosystem.
- Structure and function of an ecosystem.
- Producers, consumers and decomposers.
- Energy flow in the ecosystem.
- Food chains, food webs and ecological pyramids.
- Introduction, types, characteristic features, structure and function of the following ecosystem :-
 - Forest ecosystem
 - Grassland ecosystem
 - Desert ecosystem
 - Aquatic ecosystems (ponds, streams, lakes, rivers, oceans, estuaries)

UNIT – IV Biodiversity and its conservation

Objectives

By the end of this unit the students will be able to understand and explain the biodiversity and its conservation

- Introduction – Definition : genetic, species and ecosystem diversity.
- Biogeographical classification of India

- Value of biodiversity : consumptive use, productive use, social, ethical, aesthetic and option values
- Biodiversity at global, National and local levels.
- India as a mega-diversity nation
- Hot-spots of biodiversity.
- Threats to biodiversity : habitat loss, poaching of wildlife, man-wildlife conflicts.
- Endangered and endemic species of India
- Conservation of biodiversity : In-situ and Ex-situ conservation of biodiversity.

UNIT – V Environmental Pollution

Objectives

By the end of this unit the students will be able to identify the causes, effects and control measures of pollution and will also explain the nuances of disaster management

a) Causes, effects and control measures of :-

- Air pollution
- Water pollution
- Soil pollution
- Marine pollution
- Noise pollution
- Thermal pollution
- Nuclear hazards

b) Solid waste Management : Causes, effects and control measures of urban and industrial wastes.

c) Role of an individual in prevention of pollution.

d) Disaster management

- Disasters due to natural calamities such as flood, earthquake, rain, cyclone and landslides.
- Manmade disasters – crisis due to fires, accidents, strikes.
- Loss of property and life.

Reference Book:

1. Text book of Environmental studies for Undergraduate courses – Dr. Erach Bharucha.

31 ADVANCED FOOD PRODUCTION

UNIT – I FOOD STANDARDS AND PASTRIES

Objectives

By the end of this unit the students will be able to explain food standards, enumerate on menu planning and elaborate on the pastry works

- Importance of Food Standards
- WHO standards-voluntary and compulsory standards
- Common adulterants and their detection
- Classification of additives and their role
- Mislabeling
- Pastry – Puff pastry, flaky pastry, short crust pastry-(sweet and savoury), choux
Pastry
- Types of Sponge cakes
- Types of Gateaux
- Types of Icing- Fondant, fresh cream, butter cream, American frosting, royal, truffle,
Ganache
- Types of desserts-hot and cold desserts
- Petits fours-Definition and examples

UNIT – II FRENCH AND ITALIAN CUISINE

Objectives

By the end of this unit the students will be able to explore the significance and cooking trends in French and Italian Cuisine

- Features, regional classification, ingredients, methods of cooking, courses of the

menu.

- Glossary of French Culinary Terms
- Italian Cuisine - Features, regional classification, ingredients, methods of cooking, courses of the menu.
- Glossary of Italian Culinary Terms

UNIT – III ORIENTAL CUISINE

Objectives

By the end of this unit the students will be able to explore the culinary delicacies of Oriental Cuisine

- Features, regional classification, ingredients, methods of cooking, courses of the menu.
- Glossary of Oriental Culinary Terms
- Chinese - Features, regional classification, ingredients, methods of cooking, courses of the Menu
- Thai-Features, regional classification, ingredients, methods of cooking, courses of the Menu
- Japanese-Features, regional classification, ingredients, methods of cooking, courses of the Menu

UNIT – IV KITCHEN ORGANIZATION, HUMAN RESOURCE AND GARDE MANGER

Objectives

By the end of this unit the students will be able to plan the kitchen organization, identify staffing requirements and explore the works carried out at Garde Manger

- The classical kitchen brigade-the partie system
- Job description and job specification of executive chef, chef de partie and commis
- Recruitment and selection
- Induction, training and development
- Salads-Classification, principles of salad making, ingredients used, parts of a salad, salad dressings, garnishes, types of salads, classical salads
- Hors d'oeuvres-Classification, examples and accompaniments

- Sandwiches- composition, types, principles of preparation, classic sandwiches, rules to be followed, and accompaniments.
- Specialty meats- Farcis, terrines, pates, galantines, ballotines, mousses.
- Cold sauces- dips, chaudfroids, aspics.
- Charcuterie-Sausages, bacon and ham

UNIT – V ACCOMPANIMENTS, GARNISHES

Objectives

By the end of this unit the students will be able to select appropriate accompaniments for food, choose apt garnishes and generate diet requirements

- Classical vegetable accompaniments
- Potato preparations
- Garnishes and accompaniments for popular dishes

REFERENCE BOOK:

-
- 1. Theory of cookery by Krishna Arora
- 2. Professional Chef – The Art of Fine Cooking by Arvind Saraswat.
- 3. Practical Cookery by Victor Ceserani & Ronald Kinton (Eighth Edition)

32 ADVANCED FOOD AND BEVERAGE SERVICE

UNIT – I ALCOHOLIC BEVERAGES AND WINES

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
- 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,
- Control of Quality – France, Italy, German,
- Grape varieties – 10 red and 10 white
- Wine manufacture – red, white, rose
- 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
- Aromatised – Vermouth and other aromatized wines
- Wine service temperatures

UNIT – II BEER AND OTHER FERMENTED BEVERAGES

Objectives

By the end of this unit the students will be able to explain the history, production and classification of 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

UNIT III – OTHER SPIRITS AND LIQUEURS

Objectives

By the end of this unit the students will be able to identify the types, its manufacturing process and varieties of spirits and liqueurs

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

UNIT – IV BAR

Objectives

By the end of this unit the students will be able to classify bars, identify the equipments, ingredients and enumerate the preparation methods

- Types of Bar
- 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 – V Alcoholic Beverages

Objectives

By the end of this unit, the students will be able to understand the varieties of alcoholic beverages available and its manufacturing procedures

- Introduction to Alcoholic 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

REFERENCE BOOKS:

1. Food and Beverage Service – Dennis Lillicrap
2. The Beverage Book – Andrew Durkan and John Cousins
3. Wine Appreciation – Richard P Vine
4. The complete guide to cocktails and drinks – Stuart Walton
5. The Hospitality Managers Guide to Wines Beers and Spirits – Albert W.A.Schmid

33 QUANTITY FOOD PRODUCTION PRACTICAL

Institute to formulate 36 set of menus from the following cuisines.

- ☐ Awadh
- ☐ Bengal
- ☐ Goa
- ☐ Gujarat
- ☐ Hyderabad
- ☐ Kashmiri
- ☐ Maharastra
- ☐ Punjabi
- ☐ Rajasthan
- ☐ South India (Tamilnadu, Karnataka, Kerala)

SUGGESTED MENUS

MAHARASTRIAN

MENU 01

Masala Bhat

Kolhapuri Mutton

Batata Bhajee

Masala Poori

Koshimbir

Coconut Poli

MENU 02

Moong Dal Khichdee

Patrani Macchi

Tomato Saar

Tilgul Chapatti

Amti

Basundi

AWADH

MENU 01

Yakhni Pulao

Mughlai Paratha

Gosht Do Piazza

Badin Jaan

Kulfi with Falooda

MENU 02

Galouti Kebab

Bakarkhani

Gosht Korma

Paneer Pasanda

Muzzafar

BENGALI

MENU 01

Ghee Bhat

Macher Jhol

Aloo Posto

Misti Doi

MENU 02

Doi Mach

Tikoni Pratha

Baigun Bhaja

Payesh

MENU 03

Mach Bhape

Luchi

Sukto

Kala Jamun

MENU 04

Prawan Pulao

Mutton Vidalloo

Beans Foogath

Dodol

GOAN

MENU 01

Arroz

Galina Xacutti

Toor Dal Sorak

Alle Belle

MENU 02

Coconut Pulao

Fish Caldeen

Cabbage Foogath

Bibinca

PUNJABI

MENU 01

Rada Meat

Matar Pulao

Kadhi

Punjabi Gobhi

Kheer

MENU 02

Amritsari Macchi

Rajmah Masala

Pindi Chana

Bhaturas

Row Di Kheer

MENU 03 Sarson Da Saag

Makki Di Roti

Peshawari Chole

Motia Pulao

Sooji Da Halwa

MENU 04

Tandoori Roti

Tandoori Murg

Dal Makhani

Pudinia Chutny

Baingan Bhartha

Savian

SOUTH INDIAN

MENU 01

Meen Poriyal

Curd Rice

Thoran

Rasam

Pal Payasam

MENU 02

Line Rice

Meen Moilee

Olan

Malabari Pratha

Parappu Payasam

MENU 03

Tamarind Rice

Kori Gashi

Kalan

Sambhar

Savian Payasam

MENU 04

Coconut Rice

Chicken Chettinad

Avial

Huli

Mysore Pak

RAJASTHANI

MENU 01

Gatte Ka Pulao

Lal Maas

Makki Ka Soweta

Chutny (Garlic)

Dal Halwa

MENU 02 Dal

Batti

Churma

Besan Ke Gatte

Ratalu Ki Subzi

Safed Mass

GUJRATI

MENU 01

Sarki

Brown Rice

Salli Murg

Gujrati Dal

Methi Thepla

Shrikhand

MENU 02

Gujrati Khichadi

Oondhiyu

Batata Nu Tomato

Osaman

Jeera Poori

Mohanthal

HYDERABADI

MENU 01

Sofyani Biryani

Methi Murg

Tomato Kut

Hare Piaz ka Raita

Double Ka Meetha

MENU 02

Kachi Biryani

Dalcha

Mirchi Ka Salan

Mix Veg. Raita

Khumani Ka Meetha

KASHMIRI

Two menus may be formed out of the Dishes given as under:

Rice and Bread Preparations: Mutaegen, Pulao (Kashmiri), Plain Rice, Girdeh, Lawas

Meat Preparations: Gushtaba ,Rista ,Marchevangan korma, Macch Kofta, Yakhean Kaliya, Tabak Maaz, Rogon Josh

Vegetables and Potato: Ruwangan chaman,Choek wangan,Chaman Qaliyan Alleh Yakhean, Dum Aloo Kashmiri ,Nader Palak, Razma Gogji

Sweet Dishes: Kongeh Phirin (Sooji phirni with Saffron), Aae't phirin (Wheat Flour Phirni), Halwa

Chutneys: Mujeh cheten, Ganda Cheten, Dueen cheten, Aleh cheten (pumpkin chutney)

Note: In addition to above each institute to formulate 08 (eight) set of regional menus including snacks, sweets etc.

34 ADVANCED FOOD AND BEVERAGE SERVICE PRACTICAL

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		
02	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	
03	Service of Aperitifs Task-01 Service of Bitters Task-02 Service of Vermouths	
04	Service of Beer Task-01 Service of Bottled & canned Beers Task-02 Service of Draught Beers	
05	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	

06	Service of Liqueurs Task-01 Service styles – neat/on-the-rocks/with cream/en frappe Task-02 Service from the Bar Task-03 Service from Liqueur Trolley	
07	Wine & Drinks List Task-01 Wine Bar Task-02 Beer Bar Task-03 Cocktail Bar	
08	Matching Wines with Food Task-01 Menu Planning with accompanying Wines ☐ Continental Cuisine ☐ Indian Regional Cuisine Task-02 Table laying & Service of menu with accompanying Wines ☐ Continental Cuisine ☐ Indian Regional Cuisine	

35 NUTRITION AND FOOD SCIENCE

UNIT – I BASIC ASPECTS

Objectives

By the end of this unit the students will be able to define nutrition and explain the aspects of nutrition and food

- Definition of the terms Health, Nutrition and Nutrients
- Importance of Food – (Physiological, Psychological and Social function of food) in maintaining good health.
- Classification of nutrients

UNIT – II

Objectives

By the end of this unit the students will be able to explain the components of energy, its concept, dietary sources of energy and concept of energy balance

ENERGY

- Definition of Energy and Units of its measurement (Kcal)
- Energy contribution from macronutrients (Carbohydrates, Proteins and Fat)
- Factors affecting energy requirements
- Concept of BMR, SDA, Thermodynamic action of food
- Dietary sources of energy
- Concept of energy balance and the health hazards associated with Underweight, Overweight

UNIT – **MACRO NUTRIENTS**

III **Objectives**

By the end of this unit the students will be able to understand the importance of carbohydrates, lipids, proteins and its role in health

Carbohydrates

- Definition
- Classification (mono, di and polysaccharides)
- Dietary Sources
- Functions
- Significance of dietary fibre (Prevention/treatment of diseases)

Lipids

- Definition
- Classification : Saturated and unsaturated fats
- Dietary Sources
- Functions
- Significance of Fatty acids (PUFAs, MUFAs, SFAs, EFA) in maintaining health
- Cholesterol – Dietary sources and the Concept of dietary and blood cholesterol

Proteins

- Definition
- Classification based upon amino acid composition
- Dietary sources

- Functions
- Methods of improving quality of protein in food (special emphasis on Soya proteins and whey proteins)

UNIT – IV - MACRO NUTRIENTS

Objectives

By the end of this unit the students will be able to explain the role of vitamins, minerals, water in developing health.

A. Vitamins

- Definition and Classification (water and fats soluble vitamins)
- Food Sources, function and significance of:

1. Fat soluble vitamins (Vitamin A, D, E, K)

2. Water soluble vitamins (Vitamin C, Thiamine, Riboflavin, Niacin,

Cyanocobalamin Folic acid

B. Minerals

- Definition and Classification (major and minor)
- Food Sources, functions and significance of :

Calcium, Iron, Sodium, Iodine & Fluorine

WATER

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

UNIT – V BALANCED DIET AND MENU PLANNING

Objectives

By the end of this unit the students will be able to understand the meaning of balanced diet, meal planning, and newer trends in food service industry

- Definition of balanced diet
- Importance of balanced diet
- RDA for various nutrients – age, gender, physiological state
- Planning of nutritionally balanced meals based upon the three food group system
- Factors affecting meal planning
- Critical of meal planning.
- Calculation of nutritive value of dishes/meals.

References:

- Nutrition for the Food Service Professional by Karen Eich Drummond. Principles of Nutrition & Dietetics by Dr. M Swaminathan
- Nutritive Value of Indian Foods by CP Gopalan, BV Rama Sastri, SC Balasubramanian Food: Facts and Principles by Sadaksharaswamy and ShakuntalaManay
- Perspectives in Nutrition by Gordon M. Wardlaw : WCD / McGraw Hill Publication. Understanding Nutrition by Whitney & Rolfes
- Dietetics by B. Srilakshmi

41 ADVANCED ACCOMMODATION OPERATION

Unit I FABRICS AND FIBER

OBJECTIVE:

At the end of this unit, the student will understand the different types of fabrics and fibers used for hospitality industry, its manufacturing and quality judging.

- Fabrics and fibers
- Definition of a fiber
- Classification of fiber
- The origin, characteristics and use of each item in the hotel to be explained
- Spinning
- Yarns
- Fabrics commonly used (flannelette, calico, corduroy, damask, drill, Seer sucker, Brocade, denim, glass fiber, rayon, satin, sheer- tapestry, populin, terry – toweling cloth, tweeds, velvet, gabardines). Identification of these fabrics and their uses in the industry.

Unit II HOTEL LINEN

OBJECTIVE:

The students will be able to identify/classify the hotel linen.

- Kinds of linen used in accommodation section
 - Items classified as bed linen and bath linen; their sizes
 - Items classified as table linen: their sizes
 - Purchase specification for the linen items (bed sheets, pillow slips, towels & bathmats, table cloths, serviettes)
- Purchase specification and calculating material required for soft furnishings (curtains, bed spreads, upholstery and cushions)

Unit: III LINEN ROOM ACTIVITIES

Objective:

Students will have knowledge about the various activities of linen room

- Activities of a linen room.
- Location, Equipment & Layout of a linen room (basic rules)
- Purchase of linen/linen hire/ quality and quantity
- Storage standards and inspection
 - Issuing of linen to floors and departments – procedure and records

- Dispatch and delivery from laundry – procedure and records
- Stocktaking – procedures and records
- Condemned linen and cut down – procedures and records
- Marking and monogramming
- Sewing room - Activities and area provided - Equipment required
- Duties and responsibilities of linen room staff
- Linen keeper – routine duties and records maintained
- Linen room attendant – routine records maintained
- Tailors and seamstress – task performed
- Uniforms and uniform room.

Unit: IV LAUNDRY

Objective:

The students will gain knowledge about the duties & responsibilities of laundry staff, Flow process, Chemicals used in laundry and guest laundry.

- Laundry – Location, layout, Various types of laundry machines (washer, drycleaner, hydro extractor, calendar machine, Buffer, Steam press)
- Duties and responsibilities of laundry staff
- Flow process of industrial laundering
- Stages in wash cycle
- Role of laundry agents.
- Classification of laundry agents
- Dry-cleaning
- Collection and delivering laundry

Unit - V FLOWER ARRANGEMENT

OBJECTIVE:

The students will acquire a comprehensive knowledge about the various styles of flower arrangements and pest control.

- Purpose of flower arrangement, placement and level of placement with relevant

Examples

- Equipment and materials used
- Conditioning of plant material
- Styles of flower arrangement (western, Japanese, freestyle)
- Principles of flower arrangement, design, scale, balance, focal point, rhythm, texture, repetition, unity and harmony)
- Decorations during various occasions.

REFERENCE BOOKS

- G. Raghubalan&SmritiRaghubalan, Hotel Housekeeping: Operations and Management, (Oxford: New Delhi, 2015)
- Malini Singh, Hotel Housekeeping, (Tata McGraw Hill: New Delhi, 2012)
- K.C.K RakeshKadam, Housekeeping Operations and Management for Hospitality, Bookman Publishing

42 ADVANCED FRONT OFFICE OPERATIONS

Unit I FRONT OFFICE SERVICES

Objectives: After the completion of this chapter, the student will know about the services provided by the front office, the guest complaints that arises and how to handle them. He / She will have acquired the knowledge about the security functions of the front office department.

Front Office Services

Guest services, Equipment and supplies

- Handling mail
- Handling message
- Telephone services
- Business center
- Wake up calls
- Guest relations
- Identifying and Handling Complaints (Mechanical, Attitudinal, Service related, unusual)
- Follow-up procedures

Unit: II BELL ASSISTANCE AND BAGGAGE SERVICES

Objective:

The student will be able to gain a thorough knowledge about the various information to be provided to the guest. He / She will be thorough with the various procedures involved regarding baggage handling, left baggage handling and paging the guest.

Concierge and Bell Desk

- Job Description of concierge
- Job Description of Bell captain and Bellboy
- Providing information to groups
- Errand Cards (Arrival, Departure, Other Errands)
- Miscellaneous services-(Secretarial services, Massages, Ordering flowers, Baby sitting, Flight confirmation, Airline, Theater & Restaurant reservation, Arranging Transportation
- Baggage Handling - F.I.T's, G.I.T's, V.I.P's
- Escorting guests to their rooms

Unit - III FRONT OFFICE ACCOUNTING SYSTEMS AND PROCEDURES

Objectives:

At the end of this unit the student will have an in-depth knowledge of the Front Office accounting systems & procedures.

Front Office Accounting

- Job description of a front office cashier
- Accounts - Guest Accounts, Non-guest Accounts
- Folios – (Guest folio, Master folios, Split folio, Non-guest folio, Employee folio)
- Vouchers
- Ledgers (Guest ledger, City ledger)
- Computer Billing & Maintenance of Accounts
(Benefits of computer billing, opening a bill, posting charges, Adjustments / Corrections, closing account, Balancing)
- Credit monitoring – Floor limit, house limit, part settlement of in house guests
- Account maintenance: Charge purchase, Account Correction, Accounts allowance, Account transfer, Cash advance, Visitors paid out (V.P.O), Encashment of Foreign Exchange, processing of credit cards, luxury tax, expenditure tax and service tax.
- Internal Control - Front Office Cash sheet, Cash Banks

Unit: IV Front Office security functions

Objectives

By the end of this unit the students will be able to understand the security systems followed in hotels

- Key Controls, Room key Security system
- Surveillance and Access Control
- Protection of Funds
- Safe deposit Boxes
- Lost & Found
- Emergency Procedures (Medical, Robbery, Fire, Suicide, Death, Bomb threat, Riot)
- Log Book

Unit: V CHECK- OUT AND SETTLEMENT

Objectives:

At the end of the unit, the students would have acquired a thorough knowledge about check - out and methods of settlement

- Function of check-out settlement
- Departure procedures
- Methods of settlement

- Check-out options – In room folio review and check-out, self check-out, express check-out
- Unpaid Account balance
- Collection of Accounts – (Late charges, Credit card bills, Travel agency account, Bad cheque account, Skipper accounts, Disputed bill account, guaranteed, Reservation accounts)
- Potential Check-out problems (Refuse to accept a particular charge, Posting to wrong account, charging of extra beds for kids, Telephone calls, Late check-out, Late charges)

REFERENCE BOOKS

- Robert Woods et al., *Professional Front Office Management*, 1stedn, (Pearson Publications: Essex, 2014)
- JatashankarTiwari, *Hotel Front Office: Operations and Management*, (Oxford: New Delhi, 2016)
- AnutoshBhakta, *Professional Hotel Front Office Management*, (Tata McGraw Hill: New Delhi, 2012)

43 APPLICATION OF COMPUTERS

UNIT - I	WINDOWS OPERATIONS Objectives By the end of this unit the students will be able to work on Windows Operations • Creating Folders • Creating Shortcuts • Copying Files/Folders • Renaming Files/Folders • Deleting Files
UNIT – II	MS-OFFICE 2007 MS WORD Objectives By the end of this unit the students will be able to work on MS WORD CREATING A DOCUMENT • Entering Text • Saving the Document • Editing a Document already saved to Disk • Getting around the Document • Find and Replace Operations • Printing the Document SPECIAL EFFECTS • Print Special Effects e.g. Bold, Underline, Superscripts, Subscript • Changing Fonts • Changing Case

UNIT – III FORMATTING A DOCUMENT

Objectives

By the end of this unit the students will be able to format a document

Justifying Paragraphs

- Changing Paragraph Indents
- Margins
- Formatting Pages and Documents
- Using Bullets and Numbering
- Headers/Footers

UNIT – IV CUT, COPY AND PASTE OPERATION

Objectives

By the end of this unit the students will be able to cut, copy and paste a document

- Marking Blocks
- Copying and Pasting a Block
- Cutting and Pasting a Block
- Deleting a Block
- Formatting a Block
- Using Find and Replace in a Block

UNIT – V USING MS-WORD TOOLS

Objectives

By the end of this unit the students will be able to apply the internal modules in interfaces of the Service system

- Spelling and Grammar
- Mail Merge
- Printing Envelops and Labels

References:

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.
5. " A First Course in Computers" -Sanjay Saxena, Vikas Publications.

44 HOTEL ENGINEERING

UNIT – I MAINTENANCE:

Objectives

By the end of this unit the students will be able to understand the preventive maintenance, role of maintenance in hotels, organization chart of the department

- Preventive and breakdown maintenance, comparisons
- Role & Importance of maintenance department in the hotel industry with emphasis on its relation with other departments of the hotel.
- Organization chart of maintenance department, duties and responsibilities of maintenance department

UNIT - II.

Objectives

By the end of this unit the students will be able to classify the fuels used and its usage calculation

Fuels used in catering industry:

- Types of fuel used in catering industry; calorific value; comparative study of different fuels
- Calculation of amount of fuel required and cost.

UNIT - III

Objectives

By the end of this unit the students will be able to define Gas, principles of burners, maintenance, gas bank and types

Gas:

- Heat terms and units; method of transfer

	• LPG and its properties; principles of Bunsen and burner, precautions to be taken while handling gas; low and high-pressure burners, corresponding heat output. • Gas bank, location, different types of manifolds
UNIT – IV	Objectives By the end of this unit the students will be able to understand the fundamentals of electricity, electric wires, calculation of electric energy, types of wiring etc Electricity: • Fundamentals of electricity, insulators, conductors, current, potential difference resistance, power, energy concepts; definitions, their units and relationships, AC and DC; single phase and three phase and its importance on equipment specifications • Electric circuits, open circuits and close circuits, symbols of circuit elements, series and parallel connections, short circuit, fuses; MCB, earthing, reason for placing switches on live wire side. • Electric wires and types of wiring • Calculation of electric energy consumption of equipment, safety precaution to be observed while using electric appliances
UNIT - V	LIGHTING Objectives By the end of this unit the students will be able to understand the various types of lighting options available in hotels

- | | |
|--|---|
| | <ul style="list-style-type: none">• Types of lighting, different lighting devices, incandescent lamps, fluorescent lamps, other gas discharged lamps, illumination, and units of illumination.• External lighting• Safety in handling electrical equipment. |
|--|---|

REFERENCE BOOKS

- Hotel Engineering by Tarun Bansal (Author)
- Hotel Engineering (Oxford Higher Education) by [Sujit Ghosal](#)

45 VALUE EDUCATION

Definition

The learning and practice of facts which have eternal value is what is contemplated by value education. It can also be the process by which a good citizen is moulded out of a human being. The evolution of a good human being is when he realises that his conscience shows to him the rightness of his action.

Objective

To create an awareness to values among learners and help them adopt them in their lives.

Unit I

Definition – Need for value Education – How important human values are – humanism and humanistic movement in the world and in India – Literature on the teaching of values under various religions like Hinduism, Buddhism, Christianity, Jainism, Islam, etc. Agencies for teaching value education in India – National Resource Centre for Value Education – NCERT– IITs and IGNOU.

Unit II

Vedic Period – Influence of Buddhism and Jainism – Hindu Dynasties – Islam Invasion – Moghul invasion – British Rule – culture clash – Bhakti cult – social Reformers – Gandhi – Swami Vivekananda – Tagore – their role in value education.

Unit III

Value Crisis – After Independence

Independence – democracy – Equality – fundamental duties – Fall of standards in all fields – Social, Economic, Political, Religious and Environmental – corruption in society.

Politics without principle – Commerce without ethics – Education without Character – Science without humanism – Wealth without work – Pleasure without conscience – Prayer without sacrifice – steps taken by the Governments – Central and State – to remove disparities on the basis of class, creed, gender.

Unit IV

Value Education on College Campus

Transition from school to college – problems – Control – free atmosphere – freedom mistaken for license – need for value education – ways of inculcating it – Teaching of etiquettes – Extra-Curricular activities – N.S.S., N.C.C., Club activities – Relevance of Dr.A.P.J. Abdul Kalam's efforts to teach values – Mother Teresa.

Unit V

Project Work

1. Collecting details about value education from newspapers, journals and magazines.
2. Writing poems, skits, stories centering around value-erosion in society.
3. Presenting personal experience in teaching values.
4. Suggesting solutions to value – based problems on the campus.

Recommended 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.

5.1 FOOD AND BEVERAGE MANAGEMENT

UNIT - I KITCHEN PLANNING AND PURCHASING

Objectives

By the end of this unit the students will be able to understand the planning aspects of a kitchen and elaborate the purchasing procedures

- Sections of the kitchen with layout and functions
- Production workflow
- Planning of Kitchen Spaces
- Layout of a large quantity kitchen and satellite kitchen
- Planning of Storage Spaces
- Principles of material management
- Standard purchase specifications,
- Purchasing procedure-Principles of purchasing, methods of purchasing, requisition, ordering, receiving

UNIT – II STORAGE OF FOOD MATERIAL, MENU PLANNING AND FOOD PRESENTATION

Objectives

By the end of this unit the students will be able to understand the storage of food materials, plan menu and apply food presentation techniques

- Principles of Storage - dry storage and cold storage
- Methods of issuing
- Layout of storage areas
- Temperature for storing perishables & non-perishable foods
- Menu designing for

- Restaurants-Specialty and fast food
- Buffets
- Banquets
- Presentation of food for Restaurants-Plate presentation
- Buffets
- Banquets

UNIT – III FOOD PRODUCTION SYSTEMS AND FINANCIAL MANAGEMENT

Objectives

By the end of this unit the students will be able to understand the food production systems and financial management related to Kitchen management

- Principles of large scale commercial cooking
- Rechauffe – effective use of leftovers.
- Catering systems
- Cook Chill Systems-definition, procedure, advantages and disadvantages
- Cook Freeze System –definition, procedure, advantages and disadvantages
- Sous Vide- definition, procedure, advantages and disadvantages
- Concepts of cost
- Food Cost- Formulas and calculation
- Cost Control-Portion control, yield management and standard recipe
- Pricing

UNIT – IV AN OVERVIEW OF BEVERAGE

Objectives

By the end of this unit the students will be able to explain the concept of beverage, bar management and also the menu engineering techniques

- Introduction to beverage management
- The hospitality industry and its products
- Compiling various wine and drink lists
- Inventory, Storage, Bar stock taking and inventory, Determining stock levels

UNIT – V BAR MANAGEMENT AND MENU ENGINEERING

Objectives

By the end of this unit the students will be able to understand bar management and menu engineering concepts

- Bar frauds and best practices
- Books and records in bar
- Definition and objective of menu engineering
- Analysis and action

REFERENCE BOOKS:

6. Food and Beverage Service – Dennis Lillicrap
7. The Beverage Book – Andrew Durkan and John Cousins
8. Wine Appreciation – Richard P Vine
9. The complete guide to cocktails and drinks – Stuart Walton
10. The Hospitality Managers Guide to Wines Beers and Spirits – Albert W.A.Schmid

5.2 ACCOMMODATION MANAGEMENT

UNIT I PLANNING AND EVALUATING FRONT OFFICE OPERATIONS

Objectives:

By the end of the unit, the students will be able to understand the different tools used to evaluate Front Office Operation.

- Setting Room Rates – Hubbart Formula, Rule-of-thumb approach, Market condition approach
- Forecasting Room Availability
- Useful forecasting data
- Forecast Formula
- Types of forecast
- Forecast forms
- Factors for evaluating Front Office Operations

UNIT – II BUDGETING

Objectives:

By the end of this unit, the students will be able to define budget, explain the types and apply it for a profitable business.

- Types of budget and budget cycle
- Making Front Office budget
- Factors affecting budget planning
- Capitol and operations budget for front office
- Advantages and disadvantages of budgeting

UNIT – III YIELD MANAGEMENT

Objectives:

By the end of this unit, the students will be able to explain the significance of yield, calculate yield and generate various statistics based on revenue management.

- Concept and importance of yield management

- Applications of yield management in Hotel Industry
- Capacity Management
- Discount allocation
- Duration control
- Measuring yield
- Potential high and low demand tactics
- Yield management software
- Yield management team

UNIT – IV MANAGERIAL INSIGHTS IN HOUSEKEEPING

Objectives:

By the end of this unit, students will develop managerial skills and administrative acumen in housekeeping.

- Time and motion study in housekeeping
- Preparation of duty chart for housekeeping staff
- Team spirit in Housekeeping
- Budgeting
- Standard operating Procedures
- Security from Theft in housekeeping department
- Managerial styles in Housekeeping

UNIT – V TRENDS IN HOUSEKEEPING

Objectives

By the end of this unit, the students will be able to infer some of the trends followed in housekeeping.

- Interior designing
- Green Housekeeping
- Outsourcing Housekeeping
- Training in Housekeeping department – Objectives of training, benefits and types

REFERENCE BOOKS

- Thomas JA Jones, Professional Management of Housekeeping Operations, 5thedn, (John Wiley & Sons, New Jersey, 2008)
- Matt A Casado, Housekeeping Management,(Wiley &Sones, 2011)
- Malini Singh, Jaya B George, Housekeeping: Operations, Design and Management, Jaico Publishing House, 2008
- Dr. JagmohanNegi, Hospitality Reception and Front Office, (S Chand and Company, 2013)

5.3 ADVANCED FOOD PRODUCTION PRACTICAL

MENU 01

- ☐ Consommé Carmen
- ☐ Poulet Sauté Chasseur
- ☐ Pommes Loretta
- ☐ Haricots Verts

MENU 02

- ☐ Bisque D'écrevisse
- ☐ Escalope De Veau viennoise
- ☐ Pommes Batailles
- ☐ Epinards au Gratin

MENU 03

- ☐ Crème Du Barry
- ☐ Darne De Saumon Grille
- ☐ Sauce paloise
- ☐ Pommes Fondant
- ☐ Petits Pois A La Flamande

MENU 04

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

MENU 05

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

MENU 06

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

MENU 07

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

5.4 ELECTIVES

1. Food Production and Patisserie

UNIT – I INTERNATIONAL CUISINE

Objectives

By the end of this unit, the students will be able to appreciate the importance of International Cuisine

- Geographic location
- Historical background
- Staple food with regional Influences
- Specialities
- Recipes
- Equipment in relation to:

- ☐ Great Britain
- ☐ France
- ☐ Italy
- ☐ Spain & Portugal
- ☐ Scandinavia
- ☐ Germany
- ☐ Middle East
- ☐ Oriental
- ☐ Mexican
- ☐ Arabic

UNIT – II CHINESE CUISINE

Objectives

By the end of this unit the students will be able to explain the significance of Chinese Cuisine

- Introduction to Chinese foods
- Historical background
- Regional cooking styles
- Methods of cooking
- Equipment & utensils

BAKERY & CONFECTIONERY

UNIT – III ICINGS & TOPPINGS

Objectives

By the end of this unit the students will be able to apply the skills involved in Icings and toppings

- Varieties of icings
- Using of Icings
- Difference between icings & Toppings
- Recipes

UNIT – IV FROZEN DESSERTS

Objectives

By the end of this unit the students will be able to classify frozen desserts, methods of preparation and ingredients used in ice cream production

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

UNIT – V MERINGUES

Objectives

By the end of this unit the students will be able to explain the procedure involved in preparation of meringues

- Making of Meringues

2. Food and Beverage Service

UNIT – I FOOD & BEVERAGE STAFF ORGANISATION

Objectives

By the end of this unit the students will be able to explain the staff organization of Food and Beverage Service department

- Categories of staff
- Hierarchy
- Job description and specification
- Duty roaster

UNIT – II MANAGING FOOD & BEVERAGE OUTLET

Objectives

By the end of this unit the students will be able to apply supervisory skills and develop efficiency and understand standard operating procedures

- Supervisory skills
- Developing efficiency
- Standard Operating Procedure

UNIT – III BAR OPERATIONS

Objectives

By the end of this unit the students will be able to classify bar and understand the bar operations

- Types of Bar
- Cocktail
- Dispense
- Area of Bar
- Front Bar
- Back Bar
- Under Bar (Speed Rack, Garnish Container, Ice well etc.)
- Bar Stock
- Bar Control
- Bar Staffing
- Opening and closing duties

UNIT – IV COCKTAILS & MIXED DRINKS

Objectives

By the end of this unit the students will be able to classify cocktails and prepare world famous cocktails

- Definition and History
- Classification
- Recipe, Preparation and Service of Popular Cocktails

- Martini – Dry & Sweet
- Manhattan – Dry & Sweet
- Dubonnet
- Roy-Roy
- Bronx

UNIT – V MIXED DRINKS

- White Lady
- Pink Lady
- Side Car
- Bacardi
- Alexandra
- John Collins
- Tom Collins
- Gin FIZZ
- Pimm's Cup – no. 1,2,3,4,5
- Flips
- Noggs
- Champagne Cocktail

3. HOUSEKEEPING

UNIT – I SAFETY AND SECURITY

Objectives

By the end of this unit the students will be able to understand the significance of safety and security

- Safety awareness and accident prevention
- Fire safety and fire fighting
- Crime prevention and dealing with emergency situation

UNIT – II INTERIOR DECORATION

Objectives

By the end of this unit the students will be able to apply the techniques involved in Interior Decoration

- Elements of design
- Colour and its role in décor –types of colour schemes
- Windows and window treatment
- Lighting and lighting fixtures
- Floor finishes
- Carpets
- Furniture and fittings
- Accessories

UNIT – III LAYOUT OF GUEST ROOMS

Objectives

By the end of this unit the students will be able to plan a layout of guest room and apply principles of design while configuring a guest room

- Sizes of rooms, sizes of furniture, furniture arrangement
- Principles of design
- Refurbishing and redecoration

UNIT – IV NEW PROPERTY COUNTDOWN

Objectives

By the end of this unit the students will be able to understand the operations involved in pre-opening aspects of a property

- Identifying land for construction

- Identifying builders
- Flow of work

UNIT – V

- Materials and supplies
- The projects team
- Staffing
- Branding the property

4. FRONT OFFICE

UNIT – I YIELD MANAGEMENT

Objectives

By the end of this unit the students will be able to understand and apply the techniques of yield management in optimizing revenue for the hotel

- Concept and importance
- Applicability to rooms division
- Capacity management
- Discount allocation
- Duration control
- Measurement yield
- Potential high and low demand tactics
- Yield management software
- Yield management team

UNIT – II TIMESHARE & VACATION OWNERSHIP

Objectives

By the end of this unit the students will be able to understand the timeshare and vacation ownership business as compared to hotel business

- Definition and types of timeshare options
- Difficulties faced in marketing timeshare business
- Advantages & disadvantages of timeshare business
- Exchange companies -Resort Condominium International, Intervals International
- How to improve the timeshare / referral/condominium concept in India- Government's role/industry role

UNIT – III SECURITY AND LODGING INDUSTRY

Objectives

By the end of this unit the students will be able to explain the need for security and safety in lodging industry

- Developing the security program.

- Management role in security.
- Setting up the security program.
- Security and law

UNIT – IV ACCOMMODATION FACILITY PLANNING

Objectives

By the end of this unit the students will be able to apply the skills involved in facility planning of various operational areas of a hotel

- Planning the Front Office Layout
- Ergonomics
- Lobby layout
- Front Desk layout
- Bell Desk layout
- Back Office layout
- Planning and design.
- Room dimensions (length, width, height, space management)
- Facilities and services for disabled guest room.
- Balconies and terraces
- Eva floor
- Work ergonomics
- Bathroom layout
- Fitting and fixtures
- Disabled guest bathroom features

UNIT 5 RELATED SITUATION HANDLING IN FRONT OFFICE

Objectives

The faculty may discuss relevant situations connected with Front Office and help students develop decision making skills and problem solving skills

5.5 PROJECT WORK

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 – VI

61 Internship (Industrial Practicum)

OBJECTIVES :

The objective of this industrial practicum is to help the students understand The Working of a hotel and be able to analyze 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 Sixfth semester in a hotel of reput (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 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 & student 's copy of project report (duly signed by the faculty guide and principle of the college)
3. Students log book (duly signed by Training Manager/ HRManager 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.