

**CURRICULUM  
FOR  
THREE YEAR(SIX SEMESTER) DIPLOMA  
COURSE IN**

**HOTEL MANAGEMENT  
&  
CATERING TECHNOLOGY**

**SEMESTER SYSTEM  
PREPARED BY  
CURRICULUM DEVELOPMENT CELL**

**INSTITUTE OF RESEARCH, DEVELOPMENT  
& TRAINING, U. P., KANPUR**

**APPROVED BY  
BOARD OF TECHNICAL EDUCATION, U.P., LUCKNOW  
ON DATED 19.04.2017**

**Study And Evaluation Scheme For  
Diploma Course In Hotel Management & Catering Technology**

**I Semester**

S.NO	NAME OF SUBJECT	PERIOD PERWEEK		EXAMINATION SCHEME								<u>GRAND TOTAL</u>
				THEORY				PRACTICAL				
		Th	Pr.	EXAMINATION		Sess. Marks	Total Marks	EXAMINATION		Sess. Marks	Total Marks	
				Dur.	Marks			Dur.	Marks			
1.1	FOUNDATION COURSE IN FOOD PRODUCTION	06	12	2.5	100	40	140	06	100	40	140	280
1.2	FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE	04	08	2.5	100	40	140	03	75	35	110	250
1.3	BASIC NUTRITION & PRINCIPLE OF FOOD SCIENCE	06	--	2.5	50	20	70					70
1.4	BASIC ACCOUNTANCY	06	--	2.5	50	20	70					70
1.5	COMMUNICATION SKILL	06		2.5	50	20	70					70
	DISCIPLINE GAMES											15
	Total	28	20		350	140	490		175	75	250	765

**NOTE:-**

- (1) Each period will be of 50 minutes duration.
- (2) Each session will be of 16 weeks.
- (3) Effective teaching will be at least 14 weeks.
- (4) Remaining periods will be utilised for revision etc.

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**II Semester**

S.NO	NAME OF SUBJECT	PERIOD PERWEEK		EXAMINATION SCHEME							
				THEORY				PRACTICAL			
		Th	Pr.	EXAMINATION		Sess. Marks	Total Marks	EXAMINATION		Sess. Marks	Total Marks
				Dur.	Marks			Dur.	Marks		
2.1	FOUNDATION COURSE IN ACCOMODATION OPERATION	06	08	2.5	100	40	140	03	75	35	110
2.2	FOUNDATION COURSE IN FRONT OFFICE	06	08	2.5	100	40	140	03	75	35	110
2.3	APPLICATION OF COMPUTER	04	04	2.5	50	20	70	03	50	20	70
2.4	HOTEL ENGINEERING	06	--	2.5	50	20	70	--	--	--	--
	DISCIPLINE GAMES										
	Total	22	20		300	120	420		200	90	290

**NOTE:-**

- (1) Each period will be of 50 minutes duration.
- (2) Each session will be of 16 weeks.
- (3) Effective teaching will be at least 14 weeks.
- (4) Remaining periods will be utilised for revision etc.
- (5) After the examination, The II Semester Students are scheduled for 20 weeks industrial training in Government Approved (Star Category) Hotel. It will be structured and supervised by institution. The student will submit the training report and certified log book from hotel department to hotel manager. The manager shall evaluate the student at hotel level for 100 marks for his performance and internal assessment for sessional marks will be done by the committee of institute for 40 marks and the external examiner will evaluate the student for 60 marks in IV Semester. In case, the hotel fails to award marks for allotted 100 marks, the grade should be given by the hotel. According to grade the marks will awarded by the external examiner with the help of training placement officer of the institute. Certified log book and training report duly signed by training manager/manager of hotel have to submit to institute by student.
- (6) The external examiner should be appointed from hotel industry or hotel management institute.

**Study And Evaluation Scheme For  
Six Semester Diploma Course In Hotel Management & Catering Technology**

**III Semester**

S.NO	NAME OF SUBJECT	PERIOD PERWEEK		EXAMINATION SCHEME							
				THEORY				PRACTICAL			
		Th	Pr.	EXAMINATION		Sess. Marks	Total Marks	EXAMINATION		Sess. Marks	Total Marks
				Dur.	Marks			Dur.	Marks		
3.1	FOOD PRODUCTION OPERATION	03	08	2.5	100	40	140	06	80	40	120
3.2	FOOD & BEVERAGE SERVICE OPERATION	02	04	2.5	100	40	140	03	75	35	110
3.3	FRONT OFFICE OPERATION	02	04	2.5	100	40	140	03	75	35	110
3.4	ACCOMODATION OPERATION	02	04	2.5	100	40	140	03	75	35	110
3.5	HOTEL ACCOUNTANCY	04	--	2.5	50	20	70				
3.6	FOOD SAFETY AND QUALITY	04	--	2.5	50	20	70				
3.7	MANAGEMENT IN TOURISM	04		2.5	50	20	70				
3.8	COMMUNICATION SKILL IN ENGLISH	02		2.5	50	20	70				
3.9	HUMAN RESOURCE MANAGEMENT	03		2.5	50	20	70				
	DISCIPLINE GAMES										
	<b>Total</b>	<b>26</b>	<b>20</b>		<b>650</b>	<b>260</b>	<b>910</b>		<b>305</b>	<b>145</b>	<b>450</b>

**Study And Evaluation Scheme For  
Six Semester Diploma Course In Hotel Management & Catering Technology**

**IV Semester**

NO	NAME OF SUBJECT	PERIOD PERWEEK		EXAMINATION SCHEME								<u>GRAND TOTAL</u>
				THEORY				PRACTICAL				
		Th	Pr.	EXAMINATION		Sess. Marks	Total Marks	EXAMINATION		Sess. Marks	Total Marks	
				Dur.	Marks			Dur.	Marks			
1	INDUSTRIAL TRAINING 20 WEEKS								60	140(*)	200	200
	DISCIPLINE GAMES											15 10
	<b>Total</b>								<b>60</b>	<b>140</b>	<b>200</b>	<b>225</b>

**NOTE:-**

- (1) Each period will be of 50 minutes duration.

- (2) Each session will be of 16 weeks.
- (3) Effective teaching will be at least 14 weeks
- (4) Remaining periods will be utilised for revision etc.
- (5) (\*)The Hotel manager shall evaluate the student at hotel level for 100 marks for his performance and internal assessment for sessional marks will be done by the committee of institute for 40 marks

**Study And Evaluation Scheme For  
Six Semester Diploma Course In Hotel Management & Catering Technology  
V Semester**

S.N	NAME OF SUBJECT	PERIOD PERWEEK		EXAMINATION SCHEME								<u>GRAND TOTAL</u>
		Th	Pr.	THEORY				PRACTICAL				
				EXAMINATION		Sess. Marks	Total Marks	EXAMINATION		Sess. Marks	Total Marks	
				Dur.	Mark s			Dur.	Mark s			
5.1	ADVANCE FOOD PRO-DUCTION OPERATION	06	12	2.5	100	40	140	06	100	50	150	290
5.2	ADVANCE FOOD & BEVERAGE OPERATION	04	08	2.5	100	40	140	03	100	50	150	290
5.3	FOOD & BEVERAGE MANAGEMENT	06	--	2.5	50	20	70	--	--	--	--	70
5.4	FINANCIAL MANAGEMENT	06	--	2.5	100	40	140	--	--	--	--	140
5.5	STRATEGIC MANAGEM- ENT	04		2.5	50	20	70					70
	DISCIPLINE GAMES											15 10
	<b>Total</b>	<b>26</b>	<b>20</b>		<b>400</b>	<b>160</b>	<b>560</b>		<b>200</b>	<b>100</b>	<b>300</b>	<b>885</b>

1. Each period will be of 50 minutes duration.
2. Each session will be of 16 weeks.
3. Effective teaching will be at least 14 weeks
4. Remaining periods will be utilised for revision etc.

**Study And Evaluation Scheme For  
Six Semester Diploma Course In Hotel Management & Catering Technology**

**VI Semester**

S.N	NAME OF SUBJECT	PERIOD PER WEEK		EXAMINATION SCHEME								<u>GRAND TOTAL</u>
				THEORY				PRACTICAL				
		Th	Pr.	EXAMINATION		Sess. Marks	Total Marks	EXAMINATION		Sess. Marks	Total Marks	
				Dur.	Marks			Dur.	Marks			
6.1	ENVIRONMENTAL EDUCATION & DIS. MANAGEMENT *	04	-	2.5	50	--	--	--	--	--	--	--
6.2	FRONT OFFICE MANAGEMENT	03	06	2.5	100	40	140	03	100	50	150	290
6.3	ACCOMODATION MANAGEMENT	03	06	2.5	100	40	140	03	100	50	150	290
6.4	FACILITY PLANNING	08	--	2.5	100	40	140	--	--	--	--	140
6.5	TOURISM MARKETING	06		2.5	50	20	70					70
6.6	RESEARCH PROJECT	--	8	--	--	--	--	03	100	25	125	125
	DISCIPLINE GAMES											15
	Total	24	20		350	140	490		300	225	725	940

**Carry Over of I & II 30% 450**  
**Carry Over of III & IV 70% 1127**  
**V & VI 100% 1825**  
**Grand Total 3402**

**NOTE:-**

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- (2) Each session will be of 16 weeks.
- (3) Effective teaching will be at least 14 weeks
- (4) Remaining periods will be utilised for revision etc.
- (5) (\*) It is compulsory to appear & to pass in examination, But marks will not be included for division and percentage of obtained marks.

LIST OF EXPERT (SEMESTER SYSTEM

List of experts who participated and contributes in the workshop for semester system of curriculum in Three Year Diploma Course in Hotel Management and catering technology held on 25 April 2015 at I.R.D.T.,U.P., Kanpur

1. Shree L. B. Prasad  
H.O.D (M.S.M) Government Polytechnic, Barabanki
2. Shree Tarun Bansal  
Professor I.H.M Aliganj Lucknow
3. Dr. A. P. S. Bhadauria  
Professor Five School of Business  
Kanpur
4. Shree N. U. Siddique  
Guesô Faculty Govt. Poly., Kanpur
5. Shree Atul Agarwal  
Guest Faculty Govt. Poly. Kanpur
6. Shree G. N. Singh  
Assistant Professor I.R.D.T. U.P.,Kanpur

List of experts who participated and contributes in the workshop for semester system of curriculum in Three Year Diploma Course in Hotel Management and catering technology held on 15-12-2016 at I.R.D.T.,U.P., Kanpur

1. Shree L. B. Prasad  
H.O.D (M.S.M) Government Polytechnic, Barabanki
2. Dr. A. P. S. Bhadauria  
Professor Five School of Business  
Kanpur
3. Dr. Sunil Shukla  
Director Unnayan Foundation,Kanpur
4. Dr. Sudanshu Rai  
Incharge Hotel & Tourism  
Management C.S.J.M. Univeristy,Kanpur
5. Shri Shalindar Yadav  
Manager Land Mark Hotel, Kanpur
6. Shri Q. A. Jma Govt. Poly., Kanpur

Lecturer

7. Shree G. N. Singh  
Assistant Professor

I.R.D.T. U.P., Kanpur



## I Semester

### 1.1 FOUNDATION COURSE IN FOOD PRODUCTION

- | Sl.No.     | Topic   |
|------------|---|
| <b>01.</b> | <b>INTRODUCTION TO COOKERY</b> <ol style="list-style-type: none"><li>Levels of skills and experiences</li><li>Attitudes and behaviour in the kitchen</li><li>Personal hygiene</li><li>Uniforms &amp; protective clothing</li><li>Safety procedure in handling equipment</li></ol>                     |
| <b>02.</b> | <b>CULINARY HISTORY</b> <ol style="list-style-type: none"><li>Origin of modern cookery</li></ol>  |
| <b>03.</b> | <b>HIERARCHY AREA OF DEPARTMENT AND KITCHEN</b> <ol style="list-style-type: none"><li>Classical Brigade</li><li>Modern staffing in various category hotels</li><li>Roles of executive chef</li><li>Duties and responsibilities of various chefs</li><li>Co-operation with other departments</li></ol> |
| <b>04.</b> | <b>KITCHEN ORGANIZATION AND LAYOUT</b> <ol style="list-style-type: none"><li>General layout of the kitchen in various organizations</li><li>Layout of receiving areas</li><li>Layout of service and wash up</li></ol>   |
| <b>05.</b> | <b>EQUIPMENT AND FUEL</b> <ol style="list-style-type: none"><li>Various fuels used:-Advantages and disadvantages of each.</li><li>Different equipments and tools used in food production</li></ol>  |
| <b>06.</b> | <b>BASIC MENU PLANNING</b> <ol style="list-style-type: none"><li>Types of Menu</li><li>Menu Planning Principles</li></ol>   |
| <b>07.</b> | <b>AIMS &amp; OBJECTS OF COOKING FOOD</b> <ol style="list-style-type: none"><li>Aims and objectives of cooking food</li><li>Various textures</li><li>Various consistencies</li><li>Techniques used in pre-preparation</li><li>Techniques used in preparation</li></ol>                                |
| <b>08.</b> | <b>BASIC PRINCIPLES OF FOOD PRODUCTION</b> <ol style="list-style-type: none"><li><b>VEGETABLE AND FRUIT COOKERY</b><ol style="list-style-type: none"><li>Introduction – classification of vegetables</li><li>Pigments and colour changes</li><li>Effects of heat on vegetables</li></ol></li></ol>    |

- d. Cuts of vegetables
- e. Classification of fruits
- f. Uses of fruit in cookery
- g. Salads and salad dressings

**ii) STOCKS**

- a. Definition of stock
- b. Types of stock
- c. Preparation of stock
- d. Recipes
- e. Storage of stocks
- f. Uses of stocks
- g. Care and precautions

**iii) SOUPS**

- a. Classification with examples
- b. Basic recipes
- c. Consommés
- d. Garnishes and accompaniments

**iv) SAUCES**

- a. Classification of sauces
- b. Recipes for mother sauces
- c. Derivatives

**v) MEAT COOKERY**

- a. Introduction to meat cookery
- b. Cuts of beef/veal
- c. Cuts of lamb/muttons
- d. Cuts of pork
- e. Variety meats (offal's)

**vi) EGG COOKERY**

- a. Introduction to egg cookery
- b. Structure of an egg
- c. Selection of egg
- d. Uses of egg in cookery
- e. Methods of cooking egg

**vii) FISH COOKERY**

- a. Introduction to fish cookery
- b. Classification of fish with examples
- c. Cuts of fish
- d. Selection of fish and shell fish
- e. Cooking of fish (effects of heat)

**viii) RICE, CEREALS & PULSES**

- a. Introduction
- b. Classification and identification
- c. Cooking of rice, cereals and pulses

d. Varieties of rice and other cereals

**09. METHODS OF COOKING FOOD**

- a. Roasting
- b. Grilling
- c. Frying
- d. Baking
- e. Broiling
- f. Poaching
- g. Boiling

- Principles of each of the above
- Care and precautions to be taken
- Selection of food for each type of cooking

**10. BAKERY**

**i) PASTRY**

- a. Short crust
- b. Laminated
- c. Choux
- d. Hot water/Rough puff
  - Recipes and methods of preparation
  - Differences
  - Uses of each pastry
  - Care to be taken while preparing pastry
  - Role of each ingredient
  - Temperature of baking pastry

**ii) SIMPLE BREADS**

- a. Principles of bread making
- b. Simple yeast breads
- c. Role of each ingredient in bread making
- d. Baking temperature and its importance

**iii) PASTRY CREAMS**

- a. Basic pastry creams
- b. Uses in confectionery
- c. Preparation and care in production

**11. CULINARY TERMS**

- a. List of culinary(common and basic) terms
- b. Uses in confectionery
- c. Preparation and care in production

**12. COMMODITIES**

**i) Flour**

- a. Structure of wheat
- b. Types of wheat

- c. Types of Flour
- d. Processing of Wheat-Flour
- e. Uses of Flour in Food Production
- f. Cooking of Flour (Starch)

**ii) Shortenings (Fats & Oils)**

- a. Role of Shortenings
- b. Varieties of Shortenings
- c. Advantages and Disadvantages of using various Shortenings
- d. Fats & Oils – Types, varieties, storage

**iii) Raising Agents**

- a. Classification of Raising Agents
- b. Role of Raising Agents
- c. Actions and Reactions

**iv) Sugar**

- a. Importance of Sugar
- b. Types of Sugar
- c. Cooking of Sugar-various
- d. Uses of Sugar

**13. BASIC COMMODITIES**

**i) Milk**

- a. Introduction
- b. Processing of Milk
- c. Pasteurization – Homogenization
- d. Types of Milk-Skimmed and Condensed
- e. Nutritive Value

**ii) Cream**

- a. Introduction
- b. Processing of Cream
- c. Types of Cream

**iii) Cheese**

- a. Introduction
- b. Processing of Cheese
- c. Types of Cheese
- d. Classification of Cheese
- e. Curing of Cheese
- f. Uses of Cheese

**iv) Butter**

- a. Introduction
- b. Processing of Butter
- c. Types of Butter

**14. BASIC INDIAN COOKERY**

**i) Condiments & Spices**

- a. Introduction to Indian food
- b. Spices used in Indian cookery
- c. Role of spices in Indian cookery
- d. Indian equivalent of spices(names)

**ii) Masalas**

- a. Blending of spices and concept of masalas
- b. Different masalas used in Indian cookery
  - \*Wet masalas
  - \*Dry masalas
- c. Composition of different masalas
- d. Varieties of masalas available in regional areas
- e. Special masala blends

**iii) Thickening Agents**

- a. Role of thickening agents in Indian cuisine
- b. Types of thickening agents

**15. FRENCH TERMS**

- a. La material de cuisine (The kitchen and its utensils)
- b. Hierarchy of kitchen personnel
- c. Methods of cooking
- d. Egg & Farinaceous
- e. Cuts of vegetables
- f. Cuts of fish
- g. Cuts of Meat
  - Lamb/Mutton
  - Pork
  - Beef
  - Veal
- h. Simple menu terminology & grammar

Note: Should be taught along with the relevant topics

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**PRACTICALS**

**1<sup>st</sup> Term**

**Topic**

Introduction to cookery

Demonstration classes & simple application by students

**PART A**

**BASIC WESTERN CUISINE**

**i. Vegetables**

**a. Varieties of Vegetables**

**b. Classification**

**c. Cuts of Vegetables:**

Julienne  
Jardinière  
Mignonette  
Dices  
Cubes  
Macedoine  
Paysanne  
Shred  
Concasse  
Mirepoix

**d. Blanching of Tomatoes & Capsicum**

**e. Methods of Cooking Vegetables**

- Boiling(Potatoes, Beans, Cauliflower)
- Frying (Aubergine, Potatoes)
- Steaming (cabbage)
- Baking (potatoes, turnip)
- Braising (onion, leaks, cabbage)

**ii) Stocks**

Demonstration and preparation of:

- White stock
- Brown stock
- Fish stock

**iii) Sauces**

Demonstration & preparation of basic mother sauces and 2-3 derivatives of each

- Béchamel(+cheese sauce, mornay, mustard sauce, parsley sauce)
- Espagnole (+lyonnaise Madeira, charcutiere)
- Tomato (+Creole, Italienne, piquante)
- Veloute (+supreme, allemande, mormande)
- Hollandaise (+paliese, béarnaise)
- Mayonnaise (tartare, cocktail)

**iv) Soups**

Classification of soups

Preparation of basic soups

- Consommé, (royale, Carmen, Clermont,ambassadrice, julienne)
- Cream (tomato, spinach, vegetables)
- Puree (lentil, peas, carrot)
- Cut vegetables (Scotch Broth, Minestrone)

- Veloute (crème de volaille pricresse, veloute dame blanche/marie-louise)
- National soup (mulligatawny, French onion)
- Bisque (Prawn, Shrimp)

#### **v) Egg Cookery**

Preparation of varieties of egg dishes

Boiled (soft & hard)

- Fried (sunny side up, double fried)
- Poaches
- Scrambled
- Omlette (plain, stuffed)
- En cocotte (eggs benedict)
- Starch (rice, pasta, potato)

#### **vi) Fish Mongery**

- Identification & classification of fish e.g. flat fish (Pomfret, Black Pomfret and Sole)
- Round fish (Surmai, Rawas, Mackerel)
- Shellfish (Clams, Mussels, Shrimps, Crabs, Lobsters)
- Cephalopods (Squid, Cuttle, Fish)
- Cuts of Fish e.g., Fillet, Darne, Troncon, Paupiette, Goujons

**Preparation of simple fish Dishes such as**

- Saumon frille
- Pomfret Meuniere
- Sole Nornay
- Fish Orly
- Fish Colbert fish a l'anglaise

#### **vii) Poultry**

- a. Cuts of Poultry
- b. Preparation and jointing of Chicken
- c. Preparation of Simple Dishes such as
  - Poulet roti a l'anglaise
  - Poulet grille diable
  - Poulet sauté chasseur
  - Poulet sauté Maryland

#### **viii) Meat**

- a. Identification of various cuts
- b. Carcass demonstration of Lamb and Pork
- c. Preparation of Basic Cuts such as
  - Lamb and Pork Chops
  - Tornado, Fillet, Steak and Escalope

- Roast leg of Lamb
- Stew

## **PART B**

### **BAKERY & PATISSERIE**

#### **i. Bread making**

- a. Demonstration + Preparation of Simple and enriched bread, recipes**
- b. Bread Loaf (White and Brown)**
- c. Bread rolls (Various shapes)**
- d. French Bread**
- e. Brioche**

#### **ii) Simple Cakes**

Demonstration + Preparation of Simple and enriched Cakes, recipes

- Sponge, Genoese, Fatless, Swiss roll
- Fruit Cake
- Rich Cakes
- Dundee, Madeira

#### **iii) Pastry**

- a. Demonstration and preparation of dishes using varieties of Pastry
- b. Short Crust-Jam tarts, Turnovers
- c. Laminated-Palmiers, Khara Biscuits, Danish Pastry, Cream Horns
- d. Choux Paste-Éclairs, Profiteroles

#### **iv) 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.

#### **v) Hot/Cold Desserts**

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

## **PART C**

### **BASIC INDIAN CUISINE**

#### **i) Rice, cereals & pulses**

- a. Identification of various varieties of rice, cereals and pulses**



**b. Simple preparations such as**

- Boiled rice(drainng & absorpotion method)
- Fried rice
- Various simple dal preparation
- Wheat products like chappaties, parathas, phulkas, pooris

**ii) Indian masalas**

- a. Composition of basic Indian masalas
  - Green
  - White
  - Brown
  - Tandoori
- b. Preparation of these and incorporation in simple dishes such and Vindaloo, korma, tikka, safed mas, navarattan korma.
- c. Thickening, coloring and souring agents

**2<sup>ND</sup> TERM**  
**TOPIC**

**INDIVIDUAL STUDENT PRACTICAL**

Practical classes to incorporate simple menus both Indian and Continental comprising of following dishes. Each institute to formulate their own combination.

**a. Soups**

- Cream-vegetable, spinach, tomato, green peas
- Consommé with garnishes like royale, Carmen, madrilène, Clermont, Celestine
- National soups – Oxtail, Mulligatawny, Minestrone, vichyssoise

**b. Fish**

fish Orly, a’langlaise, Colbert, meuniere, poached fish, grilled fish, baked fish, such as Florentine, Mornay, Protuguese

**c. Entrée –**

lamb stew, hot pot, hamburgers, shepherd’s pie, scotch egg, grilled steaks & lamb/pork chops, casseroles, roast chicken/leg of lamb, beef

**d. Potato –** all basic preparation such as boiled, baked, roast French fries, lyonnaise, mashed/creamed, parsley/parisienne

**e. Vegetables**

- Boiled vegetables: cabbage, cauliflower, beans
- Glazed vegetables: carrot, radish, turnip
- Friedvegetables: aborigines
- Stewed vegetables: courgette provencale, baked beans, ratatoulille
- Braised vegetables: onion, leeks, cabbage

**f. Salads –** basic simple salads & dressings

- Cole slaw                                  salade nicoise

- Russian Salad                 beetroot salad
  - Potato salad                 fruit salad
  - Carrot & celery             waldorf salad
- g. Cold Sweet** – honeycomb mould, butterscotch sponge, coffee mousse, lemon sponge, trifle, blancmange, chocolate mousse, lemon soufflé
- h. Hot Sweet** – bread & butter pudding, caramel custard, Albert pudding, Christmas pudding
- **Indian sweets** – simple ones chicoti, gajjar halwa, kheer
  - **Indian rice** – dishes such as jeera pulao, vegetavle pulao, lemon rice, aloo gobi ki thehari, khichdi.
  - **Indian breads** – chappatis, paoeis, parathas, missi roti
  - **Indian meat/chicken dishes** – korma, bafat, safed mas, shahjehani, jhalfrachie, hussainey curry, rogini, Tandoori chicken
  - **Vegetable preparation:** salads, raitas, foogath, thoran, bhajees, bhujjia, cucumbers, dahi wadas ,preparation of paneer

## REFERENCE BOOKS

1. Le Rol A. Polson  
The Professional Chef (4<sup>th</sup> edition)
2. Paul Hamlyn  
Larousse Gastronomique –Cookery Encyclopedia
3. Jane Grigson  
The Book of Ingredients
4. Wane Gisslen  
Professional Cooking
5. H.L. Cracknel and G. Noble  
The New Catering Reportoire (Vol-I)
6. Escoffier  
The Complete Guide to the Art of Modern Cookery
7. Philip E. Thangam  
Modern Cookery (Vol-I ) For teaching & trade
8. Readers Digest Association Ltd.  
The Cookery Year
9. Frederic H. Semerschmid and John F. Nicolas  
Professional Chef's – Art of Garde Manager (4<sup>th</sup> Edition)
10. Mary Reynolds  
Italian Cooking for Pleasure
11. Digvijay Singh  
Cooking delights of maharajas

12. Madhu Jaffery  
Cook book (food for family & friends)
  13. Leto m.J. & bode w.K.h  
The larder chef (food preparation & presentation) (3<sup>rd</sup> edition)
  14. wayne glasslen  
Professional baking
  15. Lundberg, Donald E. & Kotsehevar  
Understanding cookery
  16. Crnsknell & Kauffmann  
Practical professional cookery
  17. W.K.H. Bode  
Classical food preparation & presentation
  18. Ceserani, Kinton & Foskett  
Contemporary Cookery
  19. Ceserani & Kinton  
Cookery – an Introduction
  20. Bernald Davis  
Food Commodities
  21. Jaffery, Madhur  
A Taste of India
  22. Time life Service  
The Cooking of India
  23. Grisslen, Wayhe  
Professional Baking
  24. Fuller, John  
Chef Manual of Kitchen Management
  25. Smith, Henry  
Classical Recipes of the World
  26. ICMR, New Delhi  
Nutritive Value of Indian Foods
  27. Jaggl Ceon & Sons  
Le Repertoire de la Cuisine
  28. William Margaret  
Food Fundamendat
  29. Prashad
  30. Understanding Baking/Bakery
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## **1.2 FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE**

<b>S.No.</b>	<b>Topic</b>
<b>01</b>	<b>THE HOTEL &amp; CATERING INDUSTRY</b> A. Introduction to the Hotel Industry and Growth of the hotel Industry of India B. Role of Catering establishment in the travel /tourism industry C. Types of F&B operations D. Classification of Commercial , Residential /Non-residential E. Welfare Catering –Industrial /Institutional/Transport such as air , road, rail / Sea F. Structure of the catering industry-a brief description of each
<b>02</b>	<b>DEPARTMENTAL ORGANISATION &amp; STAFFING</b> A. Organization of F&B department of hotel B. Principal staff of various types of F&B operations C. French terms related to F&B staff D. Duties & responsibilities of F&B staff E. Attributes of a waiter F. Inter-departmental relationships (Within F&B and other department )
<b>03</b>	<b>I - FOOD SERVICE AREAS</b> A. Specialty Restaurants B. Coffee Shop Service C. Cafeteria Service D. Fast Food Service E. Room Service F. Banquet Service G. Bar Service H. Vending Machines  <b>II - ANCILLIARY DEPARTMENTS</b> A. Pantry B. Food pick-up area C. Store D. Linen room E. Kitchen stewarding  <b>PRACTICAL</b>
<b>04</b>	<b>F&amp;B SERVICE EQUIPMENT</b> A. Familiarization of - Cutlery - Crockery - Glassware - Flatware - Hollowware - All other equipment used in F&B Service

**\*French terms related to the above**

B. Care & maintenance of equipment including cleaning/polishing of EPNS Items by

- Plate Powder method
- Polivit method
- Silver dip method
- Burnishing machine

05 **MEALS & MENU PLANNING**

- A. Origin of Menu
- B. Objectives of Menu Planning
- C. Types of Menu
- D. Courses of French Classical Menu 11 & 17 Menu
  - \* Sequence
  - \* Examples from each course
  - \* Cover of each course
  - \* Accompaniments
- E. French Names of dishes
- F. Types of meals
  - \* Early Morning Tea
  - \* Breakfast (English, American Continental , Indian )
  - \* Brunch
  - \* Lunch
  - \* Afternoon/High tea
  - \* Dinner
  - \* Supper

06 **METHODS OF SERVICE**

Mise- en-scene& Mise-en- place`

**PRACTICAL**

- A. Table laying for different meals
- B. Restaurant reservation
- C. Receiving and seating the guest
- D. Taking the order
- E. Procedure of service at table  
(Silver service and pre-plated service)
- F. Presentation & En cashing the bill
- G. Room Service (tray and trolley)
- H. French for receiving and greeting the guest and seating the guest
- I. French related to taking order and description of dishes

07 **SIMPLE CONTROL SYSTEM**

- A. KOT/Bill Control System

- B. Making bill
- C. Cash handling equipment
- D. Record keeping

**08 NON-ALCOHOLIC BEVERAGES**

Classification ( Nourishing , Stimulating and Refreshing beverages )

**A. Tea**

- Origin & Manufacture
- Types & Brands

***PRACTICAL***

Preparation & Service

**B. Coffee**

- Origin & Manufacture
- Types & Brands

***PRACTICAL***

Preparation & Service of different types of coffee

**C. Juices and Soft Drinks**

***PRACTICAL***

Service of Juices and Soft Drinks

- Mock tail making
- Brand Names of Juices, Soft Drinks, Mineral Water ,Tonic Water

**D. Cocoa & Malted Beverages**

- Origin & Manufacture

***PRACTICAL***

Preparation & Service

**09 TOBACCO**

- A. History
- B. Processing for cigarettes , pipe tobacco & cigars
- C. Cigars – shapes /sizes/ colours
- D. Storage of cigarettes & cigars

***PRACTICAL***

Service of Cigars & Cigarettes

### **1.3 BASIC NUTRITION & PRINCIPLE OF FOOD SCIENCE**

<b>S. No.</b>	<b>Topic</b>
01	<p><b>BASIC ASPECTS:</b></p> <p>A. Definition of the terms Health, Nutrition and Nutrients.</p> <p>B. Importance of Good – (Physiological, Psychological and Social function of food) in maintaining good health.</p> <p>C. Classification of nutrients</p>
02	<p><b>ENERGY:</b></p> <p>A. Definition of Energy and Units of its measurement (Kcal)</p> <p>B. Energy contribution from macronutrients (Carbohydrates, Proteins, and Fat )</p> <p>C. Factors affecting energy requirements</p> <p>D. Concept of BMR, SDA, Thermodynamic action of food</p> <p>E. Dietary sources of energy</p> <p>F. Concept of energy balance and the health hazards associated with underweight, Overweight.</p>
03	<p><b>MACRO NUTRIENTS:</b></p> <p><b>Carbohydrates</b></p> <ul style="list-style-type: none"><li>• Definition</li><li>• Classification(mono, di and polysaccharides)</li><li>• Dietary Sources</li><li>• Functions</li><li>• Significance of dietary fiber (prevention/treatment of diseases)</li></ul> <p><b>LIPIDS:</b></p> <ul style="list-style-type: none"><li>• Definition</li><li>• Classification L: Saturated and unsaturated fats</li><li>• Dietary Sources</li><li>• Functions</li><li>• Significance of Fatty acids (PUFAs, MUFAs, SFAs, EFA) in maintaining health</li><li>• Cholesterol - Dietary sources and the Concept of dietary and blood cholesterol</li></ul> <p><b>PROTEINS:</b></p> <ul style="list-style-type: none"><li>• Definition</li><li>• Classification base upon amino acid composition</li><li>• Dietary sources</li></ul>

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

04

**MACRO NUTRIENTS:**

**A. Vitamins**

- Definition and Classification (water and fats soluble vitamins)
- Food Sources, function and significance of:
- Fat soluble vitamins (Vitamin A, D, E, K)
- 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

05

**WATER:**

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

06

**BALANCED DIET:**

- Definition
- Importance of balanced diet
- RDA fore various nutrients – age, gender, physiological state

07

**MENU PLANNING:**

- Planning of nutritionally balanced meals based upon the three food group system
- Factors affecting meal planning
- Critical evaluation of few meals served at the institutes/Hotels based on the principle of meal planning
- Calculation of nutritive value of dishes/meals

08

**MASS FOOD PRODUCTION:**

- Effect of cooking on nutritive value of food(QPF)

09

**NEWER TRENDS IN FOOD SERVICE INDUSTRY IN RELEVANCE TO NUTRITION AND HEALTH:**

- Need for introducing nutritionally balanced and health specific meals
- Critical evaluation of fast foods
- New products being launched in the market (nutritional evaluation)



## REFERENCES:

1. Human Nutrition by : Guthrice HA and Picciano MF. 1995. Mosby Pub. Co. Toronto
2. Perspectives in Nutrition by: Wardlaw MW and Insel Pm. 1993 Mosby Pub. Co. Toronto
3. Food facts & Principles by: Manay & Shalakshara swamy New Age int. 2001
4. Mudambi & Rajgopal Fundamentals of food and nutrition 4<sup>th</sup> edition 2001
5. Nutritive value of Indian foods. Indian Council of Medical Research.

## PRINCIPLE OF FOOD SCIENCE

<u>S. No.</u>	<u>TOPIC</u>
01	Definition and scope of food science and its inter – relationship with food Chemistry, food microbiology and food processing
02	<b>CARBOHYDRATES:</b> A. Introduction B. Effect of cooking (Gelatinisation and Retrogradation) C. Factors affecting texture of carbohydrates (Stiffness of CHO gel & Dextrinization) D. Uses of Carbohydrates in food preparations
03	<b>FAT &amp; OILS:</b> A. Classification (based on the origin and degree of saturation) B. Autoxidation (factors and prevention measures) C. Flavor reversion D. Refining, Hydrogenation & winterization E. Effect of heating on fats & oils with respect to smoke point F. Commercial uses of fats (with emphasis on shortening value of different fats)
04	<b>PROTEINS:</b> A. Basic structure and properties B. Type of proteins based on their origin (plant/animal) C. Effect of heat on proteins (Denaturation, Coagulation) D. Functional properties of proteins (Gelatin, Emulsification, Foam ability, Viscosity) E. Commercial use of proteins in different food preparation (like Egg Gel, Gelatin Gel, Cakes, Confectionary items Meringues, Soufflés, Custards, Soups, Curries etc.)
05	<b>FOOD PROCESSING:</b> A. Definition

- B. objectives
- C. Types of treatment
- D. Effect of factor like heat, acid, alkali on food constituents

06

**EVOLUTION OF FOOD:**

- A. Objectives
- B. Sensory assessment of food quality
- C. methods
- D. introduction to proximate analysis of food constituents
- E. Rheological aspects of food

07

**EMULSIONS:**

- A. Theory of Emulsification
- B. Types of Emulsions
- C. Emulsifying agents
- D. Role of emulsifying agent in food emulsions

08

**COLLOIDS:**

- Definition
- Application of Colloids system in food preparation

09

**FLAVOUR:**

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

10

**BROWNING:**

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

**REFERENCES:**

1. Food Science by Potter & Hotchkiss
2. Principles of food science by Borgstrom and Macmillon
3. Food Chemistry by Fennima
4. Sensory Evaluation by Amerine (Academic Press)
5. Handbook of analysis and Quality Control for fruits and vegetables by Rangana S. (Tata Mc Graw Hill)
6. Principles of Fssd Technology by P.J.Fellows

## **1.4 BASIC ACCOUNTANCY**

<b><u>S.NO.</u></b>	<b><u>TOPIC</u></b>
01	<b>INTRODUCTION TO ACCOUNTING</b> A - Meaning and Definition B - Types and Classification C - Principles of Accounting D - Systems of Accounting E - Generally Accepted Accounting Principles(GAAP)
02	<b>PRIMARY BOOKS(JOURNAL)</b> A.- Meaning and Definition B - Format of Journal C - Rules of debit and credit D - Opening entry, simple and compound entries E - Practicles
03	<b>SECONDARY BOOK(LEDGER)</b> A - Meaning and Uses B - Formats C - Posting D - Practicals
04	<b>SUBSIDIARY BOOKS</b> A - Need and Use B.- Classification - Purchase Book - Sales Book - Purchase returns - Sales returns - Journal proper - Practicals
05	<b>CASH BOOK</b> A - Meaning B - Advantages C - Simple, Double and Three Column D - Petty Cash Book with Imp rest System (simple and tabular forms) E - Practicals
06	<b>BANK RECONCILATION STATEMENT</b> A- Meaning B- Reasons for difference in Pass Book and Cash Book Balances

C- Preparation of Bank Reconciliation Statement  
D- No Practical

07      **TRIAL BALANCE**

A - Meaning  
B - Methods  
C - Advantages  
D - Limitations  
E - Practical

08      **FINAL ACCOUNTS**

A - Meaning  
B - Procedure for preparation of Final Accounts  
C - Difference between Trading Accounts, Profit & Loss Accounts and Balance Sheets  
D - Adjustments (Only four)  
- Closing Stock  
- Pre-paid Expenses  
- Outstanding Expenses  
- Depreciation

09      **CAPITAL AND REVENUE EXPENDITURE**

A - Meaning  
B - Definition of Capital and Revenue Expenditure

**NOTE : USE OF CALCULATORS IS PERMITTED.**

## 1.5 COMMUNICATION SKILL

<b>SL.NO.</b>	<b>TOPIC</b>
01	<b>BUSINESS COMMUNICATION</b> A. Need B. Purpose C. Nature D. Models E. Barriers to Communication F. Overcoming the barriers
02	<b>LISTENING ON THE JOB</b> A. Definition B. Levels and types of listening C. Listening barriers D. Guidelines for effective listening
03	<b>EFFECTIVE SPEAKING</b> A. Restaurant hotel English B. Polite and effective enquiries C. Addressing a group. D. Essential qualities of a good speaker. E. Audience analysis F. Defining the purpose of a speech, organizing the ideas and delivering the speech.
04	<b>NON VERBAL COMMUNICATION</b> A. Definition, its importance and its inevitability. B. Kinesics: Body movements, facial expressions, posture, eye contact etc. C. Proxemics: The communication use of space. D. Paralanguage: Vocal behavior and its impact on verbal communication. E. Communicative use of artifacts – furniture, plants, colors, architects etc.
05	<b>SPEECH IMPROVEMENT</b> A. Pronunciation, stress, accent. B. Important of speech in hotels C. Common phonetic difficulties D. Connective drills exercises E. Introduction of frequently used foreign sounds
06	<b>USING THE TELEPHONE</b> A. The nature of telephone activity in the hotel industry. B. The need for developing telephone skills C. Developing telephone skills

Reference Book

Business Communication by P. D. Chaturvedi

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## **II Semester**

### **2.1 FOUNDATION COURSE IN ACCOMODATION OPERATION**

01. **THE ROLE OF HOUSEKEEPING IN HOSPITALITY OPERATION**
  - A. Role of housekeeping in Guest satisfaction and Repeat Business.
  
02. **ORGANISATION CHART OF THE HOUSEKEEPING DEPARTMENT**
  - A. Hierarchy in small, medium, large and chain hotels
  - B. Identifying housekeeping responsibilities
  - C. Personality traits of housekeeping management personnel
  - D. Duties and responsibilities of housekeeping staff
  - E. Layout of the housekeeping department.\
  
03. **CLEANING ORGANISATION**
  - A. Principle of cleaning, hygiene& safety factors in cleaning.
  - B. Methods of organizing cleaning.
  - C. Frequency of cleaning daily, periodic, special.
  - D. Design feature that simplify cleaning.
  - E. Use & care of equipment.
  
04. **PEST CONTROL**
  - A Areas of infestation.
  - B. Preventive measures & control measures.
  
05. **CLEANING AGENTS**
  - A. General criteria for selection.
  - B. Classification
  - C. Polishes
  - D. Floor seats
  - E. Use, care &storage.
  - F. Distribution & control
  - G. Use of eco-friendly products in housekeeping
  
06. **COMPOSITION ,CARE & CLEANING OF DIFFERENT SURFACES.**
  - A. Metals
  - B. Glass
  - C. Leather, leatherettes, Rexene.
  - D. Plastic
  - E. Ceramics
  - F. Wood
  - G. Wall finishes
  - H. Floor finishes
  
07. **TYPES OF BEDS& MATTRESSES**
  
08. **KEYS**
  - A. Types of keys

- B. Computerized key cards
- C. Key control

09 **ROOM LAYOUT AND GUEST SUPPLIES**

- A. Standard rooms ,VIP ROOMS
- B. Guests special requests

10. **AREA CLEANING**

- A. Guest rooms
- B. Front –of-the house Areas
- C. Back-of –the house Areas
- D. Work routine and associated problems e.g. high traffic areas, façade Cleaning etc.

11. **ROUTINE SYSTEMS AND RECORDS OF HOUSE KEEPING DEPARTMENT**

- A. Reporting staff placement
- B. Room Occupancy Report
- C. Guest Room Inspection.
- D. Entering Checklists, Floor Register, Work Orders , Log Sheet.
- E. Lost and Found Register and Enquiry file
- F. Maid’s report and housekeeper’s Report
- G. Handover Records
- H. Guest’s Special Requests Register
- I. Record of Special Cleaning
- J. Call Register
- K. VIP Lists

12. **INTER DEPARTMENTAL RELATIONSHIP**

- A. With Front Office
- B. With Maintenance
- C. With Security
- D. With Stores
- E. With Accounts
- F. With Personnel
- G. Use of Computers in House Keeping department

**PRACTICAL**

- 01 Room Layout and Standard Supplies
- 02 Cleaning Equipment
- 03 Cleaning of different surfaces
  - Daily
  - Periodic
  - Special tasks
- 04 Maid’s Trolley –Setting up a trolley
- 05 Bed making
- 06 Daily cleaning of guestrooms & bathrooms
- 07 Public Area Cleaning
- 08 Guests Room Inspection



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## **2.2 FOUNDATION COURSE IN FRONT OFFICE OPERATIONS**

### **THEORY**

#### **01. INTRODUCTION TO TOURISM, HOSPITALITY & HOTEL INDUSTRY**

- A. Tourism and its importance
- B. Hospitality and its origin
- C. Hotels, their evolution and growth
- D. Brief introduction to hotel core areas with special reference to Front Office

#### **02. CLASSIFICATION OF HOTELS**

- A. Size
- B. Star & Heritage classification as per Govt. of India
- C. Location & clientele
- D. Ownerships basis
- E. Independent hotels
- F. Management contracted hotel
- G. Chains
- H. Franchise / Affiliated
- I. Supplementary accommodation
- J. Times shares and condominium

#### **03. TYPES OF ROOMS**

- A. Single
- B. Double
- C. Twin
- D. Suits

#### **04. ORGANIZATION**

- A. Function areas
- B. Front office hierarchy
- C. Duties and responsibilities
- D. Personality traits

#### **05. TARIFF STRUCTURE**

- A. Basis of charging
- B. Plans, competition, customer's profile, standards of service & amenities
- C. Hubert formula
- D. Different types of tariffs
  - Rack Rate
  - Discounted Rates for corporate ,Airlines ,Groups & Travel Agents

#### **06. HOTEL ENTRANCE, LOBBY AND FRONT OFFICE**

- A. Layout

B. Front office equipment (non automated, semi automated and automated)

07. **FRONT OFFICE AND GUEST HANDLING**

Introduction to guest cycle

- Pre arrival
- Arrival
- Stay
- Departure and after departure

08. **RESERVATION**

- Importance of reservation
- Modes
- Channels and sources (FITs, Travel Agents, Airline, GITs)
- Types of reservation (Tentative, confirmed, guaranteed etc.)
- Systems (non automatic, semi automatic, fully automatic)
- Cancellation, Amendments and overbooking

09. **ROOM SELLING TECHNIQUES**

- Up selling
- Discounts

10. **ARRIVALS**

- Preparing for guest arrivals at Reservation and Front Office
- Receiving of guests
- Pre-registration
- Registration (non automatic, semi automatic and automatic)
- Relevant records for FITs, Groups, Air crews & VIPs

11. **BELL DESK**

- Functions
- Procedures and records

12. **DURING THE STAY ACTIVITIES**

- Information services
- Message and mail handling
- Key Handling
- Room selling technique
- Hospitality desk
- Complaints handling
- Guest handling
- Guest history

13. **FRONT OFFICE CO-ORDINATION WITH OTHER DEPARTMENTS OF HOTEL**

14. **GUEST ACCOUNTING (MANUAL)**

- A. Guest Weekly Bill
- B. Visitors tabular ledger

15. **FRENCH**

- A. Understanding and uses of accents, orthographic signs & punctuation
- B. Knowledge of cardinaux
- C. Days, Dates Time, month and seasons

**PRACTIALS**

- A. Appraisal of front office equipment and furniture  
( Rack, counter bell desk )
- B. Filling up of various Performa
- C. Welcoming of Guest
- D. Telephone handling
- E. Role Play
  - Reservation
  - Arrivals
  - Luggage handling
  - Message and mail handling
  - Paging

**Fidelio Training (in computer lab)**

**SUGGESTIVE LIST OF TASK FOR FIDELIO FRONT OFFICE OPERATION SYSTEM**

<b>Sl.No.</b>	<b>TOPIC</b>
01	Fidelio training – Hot Function keys
02	How to put message in Fidelio
03	How to put a locator in Fidelio
04	How to check in a first time guest
05	How to check in an existing reservation
06	How to check in a day use
07	How to issue a new key
08	How to verify key
09	How to cancel a key
10	How to issue a duplicate key
11	How to extend a key
12	How to print and prepare registration cards for arrival
13	How to programme keys continuously
14	How to programme one key for two rooms
15	How to re-programme a key

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## **2.3 APPLICATION OF COMPUTERS**

**S.No.                      TOPIC**

**Objectives:**

The basic objective of the course is to introduce the student to the world of computers and computer technology .to introduce the student to the basic concept of Operating System, word Processing, database Presentation & Networking.

01      **COMPUTER FUNDAMENTALS –THEORY**  
**INFORMATION CONCEPTS AND PROCESSING**

- A. Definitions
- B. Need ,Quality ,and Value of Information
- C. Data Processing Concept

**ELEMENTS OF A COMPUTER SYSTEM**

- A. Definitions
- B. Characteristics of Computers
- C. Classification of Computers
- D. Limitations

**HARDWARE FEATURES AND USES**

- A. Components of a Computer
- B. Generations of Computers
- C. Primary and Secondary Storage Concept
- D. Data Entry Devices
- E. Data Output Devices

**SOFTWARE CONCEPTS**

- A. System Software
- B. Application software
- C. Language Classification
- D. Compilers and Interpreters

02.      **OPERATING SYSTEM /ENVIRONMENTS – THEORY**

## **BASICS OF MS- DOS**

- A. Internal Commands
- B. External Commands

## **INTRODUCTION TO WINDOWS**

- A. GUI/ Features
- B. what are Windows and windows 95 and above?
- C. Parts of a typical windows and their functions

## **WINDOWS OPERATIONS – PRACTICAL**

- A. Creating Folders
- B. Creating Shortcuts
- C. Copying Files / Folders
- D. Renaming Files/Folders
- E. Deleting Files
- F. Exploring windows
- G. Quick Menus

## **03 MS- OFFICE 2003**

### **MS WORD –PRACTICAL**

#### **CREATING A DOCUMENT**

- A. Entering text
- B. Saving the document
- C. Editing a document Already Saved to Disk
- D. Getting around the Document
- E. Find and replace Operations
- F. Printing the Document

#### **FORMATTING A DOCUMENT**

- A. Justify Paragraphs
- B. Changing Paragraphs Indents
- C. Setting tabs an Margins
- D. Formatting Pages and Documents
- E. Using Bullets and Numbering
- F. Headers ?Footers
- G. Pagation

#### **SPECIAL EFFECTS**

- A. Print Special effects e.g. Bold, Underline, Superscripts, Subscripts
- B. Changing Fonts
- C. Changing Case

## **CUT, COPY AND PASTE OPERATION**

- A. Marking Blocks
- B. Copying and Pasting a Block
- C. Cutting and Pasting a block
- D. Deleting a Block
- E. Using Find and Replace in a Block

## **USING MS-WORD TOOLS**

- A. Spelling and Grammar
- B. Mail Merge
- C. Printing Envelops and Labels

## **TABLES**

- A. Create
- B. Delete
- C. Format

## **GRAPHICS**

- A. Inserting clip arts
- B. Symbols (Borders/Shading)
- C. Word Art

## **PRINT OPTIONS**

- A. Previewing the document
- B. Printing a whole document
- C. Printing a Specific Page
- D. Printing a Selected Page
- E. Printing Several Documents
- F. Printing More than One Copies

## 04 **MS OFFICE – 2003**

### **MS- EXCEL – PRACTICAL**

- A. How to use Excel
- B. Starting Excel
- C. Parts of Worksheet

- D. Navigating in a Worksheet
- E. Getting to know mouse pointer shapes

### **CREATING SPREDSHEET**

- A. Starting a new Worksheet
- B. Entering the three different types of data in a worksheet
- C. Creating simple Formulas
- D. Formatting data for decimal points
- E. Editing data in a worksheet
- F. Using Auto fill
- G. Blocking Data
- H. Saving a Worksheet
- I. Exiting Excel

### **MAKING THE WORKSHEET LOOK PRETTY**

- A. Selecting cells to format
- B. Trimming tables with Auto Format
- C. Format Cells for:-
  - Currency
  - Comma
  - Percent
  - Decimal
  - Date
- D. Changing Columns width and row height
- E. Aligning text
  - Top to bottom
  - Text wrap
  - Re ordering Orientation
- F. Using Borders

### **GOING THROUGH CHANGES**

- A. Opening worksheet files for editing
- B. Undoing the mistakes
- C. Moving and copying with cut, copy and paste
- D. Deleting cell entries
- E. Deleting columns and rows from worksheet
- F. Inserting columns and rows in a worksheet
- G. Spell Checking the worksheet

### **PRINTING THE WORKSHEET**

- A. Previewing pages before printing
- B. Printing from standard toolbar



- C. Printing a part of the worksheet
- D. Changing the orientation of the printing
- E. Printing a whole worksheet in a single pages
- F. Adding a header and footer to a report
- G. Inserting page breaks in a report
- H. Printing the formulas in the worksheet

### **ADDITIONAL FEATURES OF A WORKSHEET**

- A. Splitting worksheet window into two four panes
- B. Freezing columns and row on-screen for worksheet title
- C. Attaching comments to cell
- D. Finding and replacing data in the worksheet
- E. Protecting a worksheet
- F. Function commands

### **MAINTAINING MULTIPLE WORKSHEET**

- A. Moving from sheet in a worksheet
- B. Adding more sheet to a workbook
- C. Deleting sheets from a workbook
- D. Naming sheet tabs other than sheet1 , sheet2 and so on
- E. Copying or moving sheets from one worksheet to another

### **CREATING GRAPHICS/CHART**

- A. Using chart wizard
- B. Changing the chart with the chart toolbar
- C. Formatting the chart's axes
- D. Adding a text box to a chart
- E. Changing the orientation of a 3-D chart
- F. Using drawing tools to add graphics to chart and worksheet
- G. Printing a chart with printing the rest of the worksheet data

### **EXCEL'S DATABASE FACILITIES**

- A. Setting up a database
- B. Sorting records in the database

05

### **MS OFFICE 2003**

### **MS – POWER POINT**

- A. Making a simple presentation
- B. Using Auto content Wizards and Templates s
- C. Power points five views
- D. Slides
  - Creating Slides , re-arranging, modifying
  - Inserting pictures , objects
  - Setting up a slide show

E. Creating an Organizational Chart

06 **NETWORKS – THEORY**

A. Network Topology

- Buss
- Star
- Ring

B. Network Applications

C. Types of Networking

- LAN
- MAN
- WAN

D. Network Configuration Hardware

- server
- Nodes

E. Channel

- Fiber optics
- Twisted
- Co- axial

F. Hubs

G. Network Interface Card

- Arc net
- Ethernet

H. Network Software

- Novel
- Windows NT

7. Fundamental & Use of Internet

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## 2.4 HOTEL ENGINEERING

<b>Sl.No.</b>	<b>Topic</b>
01	<p><b>MAINTENANCE:</b> Preventive and breakdown maintenance, comparisons</p> <p>A. Roll &amp; importance of maintenance department in the hotel Industry with emphasis on its relation with other departments of the hotel.</p> <p>B. Organization chart of maintenance department, duties and Responsibilities of maintenance department</p>
02	<p style="text-align: center;"><b>FUELS USED IN CATERING INDUSTRY:</b></p> <p>A. Type of fuel used in catering industry; calorific value; comparative study of Different fuels</p> <p>B. Calculation of amount of fuel required and cost.</p> <p>C. Energy conservation and energy audit.</p>
03	<p style="text-align: center;"><b>GAS</b></p> <p>A. Heat terms and units; method of transfer</p> <p>B. LPG and its properties; principles of Bunsen and burner, precautions to be taken while handling gas; low and high-pressure burners. corresponding heat output</p> <p>C. Gas bank, location, different types of manifolds</p>
04	<p style="text-align: center;"><b>ELECTRICITY</b></p> <p>A. Fundamentals of Electricity, insulators, conductors, current, potential difference Resistance, power, energy concept; definitions, their units and relationships, AC And DC; single phase and three phase and importance on equipment specifications</p> <p>B. Electric circuits, open circuits and close circuits, symbols of circuit elements, series</p>

and Parallel connections, short circuit, fuses; MCB, ear thing, reason for placing switches on Live wire side.

- C. Electric wires and types of wiring
- D. Calculation of electric energy consumption of equipment, safety precaution to be Observed while using electric appliances.
- E. Types of lighting, deferent lighting devices, incandescent lamps, fluorescent Lamps, other gas discharged lamps, illumination, and units of illumination.
- F. External lighting
- G. Safety in handling electrical equipment.

05

**WATER SYSTEMS:**

- A. Water distribution system in a hotel
- B. Cold water systems in India
- C. Hardness of water, water softening, Base Exchange method
- D. Cold water cistern swimming pools
- E. Hot water supply system in hotels
- F. Flushing system, water taps, traps and closets
- G. Water Conservation

06

**REFRIGERATION & AIR-CONDITIONING:**

- A. Basic principle, latent heat, boiling point and its dependence on pressure, vapour Compressor system of refrigeration and refrigerants.
- B. Vapor absorption system, care and maintenance of refrigerators, defrosting, and types of Refrigerant units, their care and maintenance.
- C. Conditions for comfort, relative humidity, humidification, de-humidifying due point, Control, unit of air conditioning
- D. Window type air conditioner central air conditioning preventive maintenance.
- E. Vertical transportation, elevators, escalators

07

**FIRE PREVENTION AND FIRE FIGHTING SYSTEM:**

- A. Classes of fire, methods of extinguishing fires
- B. Fire extinguishes, portable and stationery
- C. Fire detectors and alarm
- D. Automatic fire detectors cum extinguishing devices
- E. Structural protection
- F. Legal requirements

08

**WASTE DISPOSAL AND POLLUTION CONTROL:**

- A. Solid and liquid waste, silage and sewage, disposal of solid waste
- B. Sewage treatment
- C. Pollution related to hotel industry
- D. Water pollution sewage pollution
- E. Air pollution, noise pollution, thermal pollution
- F. Legal Requirements

- 09                    **SAFETY:**  
A. Accident prevention  
B. Slips and falls  
C. Other safety topics
- 10                    **SECURITY:**Guest , Hotel, Employee & Supplier security
- 11                    **EQUIPMENT REPLACEMENT POLICY:**  
A. Circumstances under which equipment are replaced  
B. Replacement policy of items which gradually deteriorates  
C. Replacement when the average annual cost is minimum  
C. Replacement when the present cost is minimum  
E. Economic replacement cycle for suddenly failing equipment
- 12                    **AUDIO VISUAL EQUIPMENTS:**  
A. Various audio visual equipment used in hotel.  
B. Care and cleaning of overhead projector, slide projector, LCD and power point Presentation units.  
C. Maintenance of computers  
D. Care and cleaning of PC, CPU, Modem, UPS, Printer, Laptops  
E. Sensors – Various sensors used in different locations of a hotel – type, uses
- 13                    **CONTRACT MAINTENANCE:**  
A. Necessity of contract maintenance, advantages and disadvantages of contract Maintenance Cost effectiveness.  
B. Essential requirements of a contract, types of contract, their comparative Advantages and disadvantages  
C. Procedure for inviting and processing tenders, negotiating and finalizing
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LIST OF EXPERT (SEMESTER SYSTEM

List of experts who participated and contributes in the workshop for semester system of curriculum in Three Year Diploma Course in Hotel Management and catering technology held on 25 April 2015 at I.R.D.T.,U.P., Kanpur

1. Shree L. B. Prasad  
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2. Shree Tarun Bansal  
Professor I.H.M Aliganj Lucknow
3. Dr. A. P. S. Bhadauria  
Professor Five School of Business  
Kanpur
4. Shree N. U. Siddique  
Guesô Faculty Govt. Poly., Kanpur
5. Shree Atul Agarwal  
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6. Shree G. N. Singh  
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Lecturer Govt. Poly., Kanpur
7. Shree G. N. Singh  
Assistant Professor I.R.D.T. U.P.,Kanpur

## I Semester

### 1.1 FOUNDATION COURSE IN FOOD PRODUCTION

- | Sl.No. | Topic   |
|--------|---|
| 01.    | <b>INTRODUCTION TO COOKERY</b> <ol style="list-style-type: none"><li>Levels of skills and experiences</li><li>Attitudes and behaviour in the kitchen</li><li>Personal hygiene</li><li>Uniforms &amp; protective clothing</li><li>Safety procedure in handling equipment</li></ol>                     |
| 16.    | <b>CULINARY HISTORY</b> <ol style="list-style-type: none"><li>Origin of modern cookery</li></ol>  |
| 17.    | <b>HIERARCHY AREA OF DEPARTMENT AND KITCHEN</b> <ol style="list-style-type: none"><li>Classical Brigade</li><li>Modern staffing in various category hotels</li><li>Roles of executive chef</li><li>Duties and responsibilities of various chefs</li><li>Co-operation with other departments</li></ol> |
| 18.    | <b>KITCHEN ORGANIZATION AND LAYOUT</b> <ol style="list-style-type: none"><li>General layout of the kitchen in various organizations</li><li>Layout of receiving areas</li><li>Layout of service and wash up</li></ol>   |
| 19.    | <b>EQUIPMENT AND FUEL</b> <ol style="list-style-type: none"><li>Various fuels used:-Advantages and disadvantages of each.</li><li>Different equipments and tools used in food production</li></ol>  |
| 20.    | <b>BASIC MENU PLANNING</b> <ol style="list-style-type: none"><li>Types of Menu</li><li>Menu Planning Principles</li></ol>   |
| 21.    | <b>AIMS &amp; OBJECTS OF COOKING FOOD</b> <ol style="list-style-type: none"><li>Aims and objectives of cooking food</li><li>Various textures</li><li>Various consistencies</li><li>Techniques used in pre-preparation</li><li>Techniques used in preparation</li></ol>                                |
| 22.    | <b>BASIC PRINCIPLES OF FOOD PRODUCTION</b> <ol style="list-style-type: none"><li><b>VEGETABLE AND FRUIT COOKERY</b><ol style="list-style-type: none"><li>Introduction – classification of vegetables</li><li>Pigments and colour changes</li><li>Effects of heat on vegetables</li></ol></li></ol>    |

- d. Cuts of vegetables
- g. Classification of fruits
- h. Uses of fruit in cookery
- g. Salads and salad dressings

**ii) STOCKS**

- h. Definition of stock
- i. Types of stock
- j. Preparation of stock
- k. Recipes
- l. Storage of stocks
- m. Uses of stocks
- n. Care and precautions

**iii) SOUPS**

- a. Classification with examples
- b. Basic recipes
- c. Consommés
- d. Garnishes and accompaniments

**iv) SAUCES**

- d. Classification of sauces
- e. Recipes for mother sauces
- f. Derivatives

**v) MEAT COOKERY**

- a. Introduction to meat cookery
- b. Cuts of beef/veal
- c. Cuts of lamb/muttons
- d. Cuts of pork
- e. Variety meats (offal's)

**vi) EGG COOKERY**

- f. Introduction to egg cookery
- g. Structure of an egg
- h. Selection of egg
- i. Uses of egg in cookery
- j. Methods of cooking egg

**vii) FISH COOKERY**

- f. Introduction to fish cookery
- g. Classification of fish with examples
- h. Cuts of fish
- i. Selection of fish and shell fish
- j. Cooking of fish (effects of heat)

**viii) RICE, CEREALS & PULSES**

- e. Introduction
- f. Classification and identification
- g. Cooking of rice, cereals and pulses



h. Varieties of rice and other cereals

**23. METHODS OF COOKING FOOD**

- a. Roasting
- b. Grilling
- c. Frying
- d. Baking
- e. Broiling
- f. Poaching
- g. Boiling
  - Principles of each of the above
  - Care and precautions to be taken
  - Selection of food for each type of cooking

**24. BAKERY**

**i) PASTRY**

- a. Short crust
- b. Laminated
- c. Choux
- d. Hot water/Rough puff
  - Recipes and methods of preparation
  - Differences
  - Uses of each pastry
  - Care to be taken while preparing pastry
  - Role of each ingredient
  - Temperature of baking pastry

**ii) SIMPLE BREADS**

- e. Principles of bread making
- f. Simple yeast breads
- g. Role of each ingredient in bread making
- h. Baking temperature and its importance

**iii) PASTRY CREAMS**

- d. Basic pastry creams
- e. Uses in confectionery
- f. Preparation and care in production

**25. CULINARY TERMS**

- a. List of culinary(common and basic) terms
- b. Uses in confectionery
- c. Preparation and care in production

**26. COMMODITIES**

**i) Flour**

- a. Structure of wheat
- b. Types of wheat

- c. Types of Flour
- d. Processing of Wheat-Flour
- e. Uses of Flour in Food Production
- f. Cooking of Flour (Starch)

**ii) Shortenings (Fats & Oils)**

- e. Role of Shortenings
- f. Varieties of Shortenings
- g. Advantages and Disadvantages of using various Shortenings
- h. Fats & Oils – Types, varieties, storage

**iii) Raising Agents**

- d. Classification of Raising Agents
- e. Role of Raising Agents
- f. Actions and Reactions

**iv) Sugar**

- e. Importance of Sugar
- f. Types of Sugar
- g. Cooking of Sugar-various
- h. Uses of Sugar

**27. BASIC COMMODITIES**

**i) Milk**

- a. Introduction
- b. Processing of Milk
- c. Pasteurization – Homogenization
- d. Types of Milk-Skimmed and Condensed
- e. Nutritive Value

**ii) Cream**

- d. Introduction
- e. Processing of Cream
- f. Types of Cream

**iii) Cheese**

- g. Introduction
- h. Processing of Cheese
- i. Types of Cheese
- j. Classification of Cheese
- k. Curing of Cheese
- l. Uses of Cheese

**iv) Butter**

- d. Introduction
- e. Processing of Butter
- f. Types of Butter

**28. BASIC INDIAN COOKERY**

**i) Condiments & Spices**

- a. Introduction to Indian food
- b. Spices used in Indian cookery
- c. Role of spices in Indian cookery
- d. Indian equivalent of spices(names)

**ii) Masalas**

- f. Blending of spices and concept of masalas
- g. Different masalas used in Indian cookery
  - \*Wet masalas
  - \*Dry masalas
- h. Composition of different masalas
- i. Varieties of masalas available in regional areas
- j. Special masala blends

**iii) Thickening Agents**

- c. Role of thickening agents in Indian cuisine
- d. Types of thickening agents

**29. FRENCH TERMS**

- a. La material de cuisine (The kitchen and its utensils)
- b. Hierarchy of kitchen personnel
- c. Methods of cooking
- d. Egg & Farinaceous
- e. Cuts of vegetables
- f. Cuts of fish
- g. Cuts of Meat
  - Lamb/Mutton
  - Pork
  - Beef
  - Veal
- h. Simple menu terminology & grammar

Note: Should be taught along with the relevant topics

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**PRACTICALS**

**1<sup>st</sup> Term**

**Topic**

Introduction to cookery

Demonstration classes & simple application by students

**PART A**

**BASIC WESTERN CUISINE**

**i. Vegetables**

**a. Varieties of Vegetables**

**b. Classification**

**c. Cuts of Vegetables:**

Julienne  
Jardinière  
Mignonette  
Dices  
Cubes  
Macedoine  
Paysanne  
Shred  
Concasse  
Mirepoix

**d. Blanching of Tomatoes & Capsicum**

**e. Methods of Cooking Vegetables**

- Boiling(Potatoes, Beans, Cauliflower)
- Frying (Aubergine, Potatoes)
- Steaming (cabbage)
- Baking (potatoes, turnip)
- Braising (onion, leaks, cabbage)

**ii) Stocks**

Demonstration and preparation of:

- White stock
- Brown stock
- Fish stock

**iii) Sauces**

Demonstration & preparation of basic mother sauces and 2-3 derivatives of each

- Béchamel(+cheese sauce, mornay, mustard sauce, parsley sauce)
- Espagnole (+lyonnaise Madeira, charcutiere)
- Tomato (+Creole, Italienne, piquante)
- Veloute (+supreme, allemande, mormande)
- Hollandaise (+paliese, béarnaise)
- Mayonnaise (tartare, cocktail)

**iv) Soups**

Classification of soups

Preparation of basic soups

- Consommé, (royale, Carmen, Clermont,ambassadrice, julienne)
- Cream (tomato, spinach, vegetables)
- Puree (lentil, peas, carrot)
- Cut vegetables (Scotch Broth, Minestrone)

- Veloute (crème de volaille pricresse, veloute dame blanche/marie-louise)
- National soup (mulligatawny, French onion)
- Bisque (Prawn, Shrimp)

#### **v) Egg Cookery**

Preparation of varieties of egg dishes

Boiled (soft & hard)

- Fried (sunny side up, double fried)
- Poaches
- Scrambled
- Omlette (plain, stuffed)
- En cocotte (eggs benedict)
- Starch (rice, pasta, potato)

#### **vi) Fish Mongery**

- Identification & classification of fish e.g. flat fish (Pomfret, Black Pomfret and Sole)
- Round fish (Surmai, Rawas, Mackerel)
- Shellfish (Clams, Mussels, Shrimps, Crabs, Lobsters)
- Cephalopods (Squid, Cuttle, Fish)
- Cuts of Fish e.g., Fillet, Darne, Troncon, Paupiette, Goujons

**Preparation of simple fish Dishes such as**

- Saumon frille
- Pomfret Meuniere
- Sole Nornay
- Fish Orly
- Fish Colbert fish a l'anglaise

#### **vii) Poultry**

- e. Cuts of Poultry
- f. Preparation and jointing of Chicken
- g. Preparation of Simple Dishes such as
  - Poulet roti a l'anglaise
  - Poulet grille diable
  - Poulet sauté chasseur
  - Poulet sauté Maryland

#### **viii) Meat**

- d. Identification of various cuts
- e. Carcass demonstration of Lamb and Pork
- f. Preparation of Basic Cuts such as
  - Lamb and Pork Chops
  - Tornado, Fillet, Steak and Escalope

- Roast leg of Lamb
- Stew

## **PART B** **BAKERY & PATISSERIE**

### **i. Bread making**

- f. Demonstration + Preparation of Simple and enriched bread,**
- h. recipes**
- g. Bread Loaf (White and Brown)**
- h. Bread rolls (Various shapes)**
- i. French Bread**
- j. Brioche**

### **ii) Simple Cakes**

Demonstration + Preparation of Simple and enriched Cakes, recipes

- Sponge, Genoese, Fatless, Swiss roll
- Fruit Cake
- Rich Cakes
- Dundee, Madeira

### **iii) Pastry**

- e. Demonstration and preparation of dishes using varieties of Pastry
- f. Short Crust-Jam tarts, Turnovers
- g. Laminated-Palmiers, Khara Biscuits, Danish Pastry, Cream Horns
- h. Choux Paste-Éclairs, Profiteroles

### **iv) 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.

### **v) Hot/Cold Desserts**

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

## **PART C** **BASIC INDIAN CUISINE**

### **i) Rice, cereals & pulses**

- c. Identification of various varieties of rice, cereals and pulses**



- Russian Salad                 beetroot salad
  - Potato salad                 fruit salad
  - Carrot & celery             waldorf salad
- i. **Cold Sweet** – honeycomb mould, butterscotch sponge, coffee mousse, lemon sponge, trifle, blancmange, chocolate mousse, lemon soufflé
- j. **Hot Sweet** – bread & butter pudding, caramel custard, Albert pudding, Christmas pudding
- **Indian sweets** – simple ones chicoti, gajjar halwa, kheer
  - **Indian rice** – dishes such as jeera pulao, vegetavle pulao, lemon rice, aloo gobi ki thehari, khichdi.
  - **Indian breads** – chappatis, paois, parathas, missi roti
  - **Indian meat/chicken dishes** – korma, bafat, safed mas, shahjehani, jhalfrazie, hussainey curry, rogini, Tandoori chicken
  - **Vegetable preparation:** salads, raitas, foogath, thoran, bhajees, bhujjia, cucumbers, dahi wadas ,preparation of paneer

## REFERENCE BOOKS

1. Le Rol A. Polson  
The Professional Chef (4<sup>th</sup> edition)
2. Paul Hamlyn  
Larousse Gastronomique –Cookery Encyclopedia
3. Jane Grigson  
The Book of Ingredients
4. Wane Gisslen  
Professional Cooking
5. H.L. Cracknel and G. Noble  
The New Catering Repertoire (Vol-I)
6. Escoffier  
The Complete Guide to the Art of Modern Cookery
7. Philip E. Thangam  
Modern Cookery (Vol-I) For teaching & trade
8. Readers Digest Association Ltd.  
The Cookery Year
9. Frederic H. Semerschmid and John F. Nicolas  
Professional Chef's – Art of Garde Manager (4<sup>th</sup> Edition)
10. Mary Reynolds  
Italian Cooking for Pleasure
11. Digvijay Singh  
Cooking delights of maharajas



12. Madhu Jaffery  
Cook book (food for family & friends)
  13. Leto m.J. & bode w.K.h  
The larder chef (food preparation & presentation) (3<sup>rd</sup> edition)
  14. wayne glasslen  
Professional baking
  15. Lundberg, Donald E. & Kotsehevar  
Understanding cookery
  16. Crnsknell & Kauffmann  
Practical professional cookery
  17. W.K.H. Bode  
Classical food preparation & presentation
  18. Ceserani, Kinton & Foskett  
Contemporary Cookery
  19. Ceserani & Kinton  
Cookery – an Introduction
  20. Bernald Davis  
Food Commodities
  21. Jaffery, Madhur  
A Taste of India
  22. Time life Service  
The Cooking of India
  23. Grisslen, Wayhe  
Professional Baking
  24. Fuller, John  
Chef Manual of Kitchen Management
  25. Smith, Henry  
Classical Recipes of the World
  26. ICMR, New Delhi  
Nutritive Value of Indian Foods
  27. Jaggl Ceon & Sons  
Le Repertoire de la Cuisine
  28. William Margaret  
Food Fundamendat
  29. Prashad
  30. Understanding Baking/Bakery
-

## **1.2 FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE**

<b>S.No.</b>	<b>Topic</b>
<b>01</b>	<b>THE HOTEL &amp; CATERING INDUSTRY</b> A. Introduction to the Hotel Industry and Growth of the hotel Industry of India B. Role of Catering establishment in the travel /tourism industry C. Types of F&B operations D. Classification of Commercial , Residential /Non-residential E. Welfare Catering –Industrial /Institutional/Transport such as air , road, rail / Sea G. Structure of the catering industry-a brief description of each
<b>02</b>	<b>DEPARTMENTAL ORGANISATION &amp; STAFFING</b> G. Organization of F&B department of hotel H. Principal staff of various types of F&B operations I. French terms related to F&B staff J. Duties & responsibilities of F&B staff K. Attributes of a waiter L. Inter-departmental relationships (Within F&B and other department )
<b>03</b>	<b>I - FOOD SERVICE AREAS</b> A. Specialty Restaurants B. Coffee Shop Service C. Cafeteria Service D. Fast Food Service E. Room Service F. Banquet Service G. Bar Service H. Vending Machines  <b>II - ANCILLIARY DEPARTMENTS</b> F. Pantry G. Food pick-up area H. Store I. Linen room J. Kitchen stewarding  <b>PRACTICAL</b>
<b>04</b>	<b>F&amp;B SERVICE EQUIPMENT</b> A. Familiarization of - Cutlery - Crockery - Glassware - Flatware - Hollowware - All other equipment used in F&B Service

**\*French terms related to the above**

B. Care & maintenance of equipment including cleaning/polishing of EPNS Items by

- Plate Powder method
- Polivit method
- Silver dip method
- Burnishing machine

05 **MEALS & MENU PLANNING**

- A. Origin of Menu
- B. Objectives of Menu Planning
- C. Types of Menu
- D. Courses of French Classical Menu 11 & 17 Menu
  - \* Sequence
  - \* Examples from each course
  - \* Cover of each course
  - \* Accompaniments
- E. French Names of dishes
- F. Types of meals
  - \* Early Morning Tea
  - \* Breakfast (English, American Continental , Indian )
  - \* Brunch
  - \* Lunch
  - \* Afternoon/High tea
  - \* Dinner
  - \* Supper

06 **METHODS OF SERVICE**

Mise- en-scene& Mise-en- place`

**PRACTICAL**

- A. Table laying for different meals
- B. Restaurant reservation
- C. Receiving and seating the guest
- D. Taking the order
- E. Procedure of service at table  
(Silver service and pre-plated service)
- F. Presentation & En cashing the bill
- G. Room Service (tray and trolley)
- H. French for receiving and greeting the guest and seating the guest
- I. French related to taking order and description of dishes

07 **SIMPLE CONTROL SYSTEM**

- A. KOT/Bill Control System

- B. Making bill
- C. Cash handling equipment
- D. Record keeping

**08 NON-ALCOHOLIC BEVERAGES**

Classification ( Nourishing , Stimulating and Refreshing beverages )

**E. Tea**

- Origin & Manufacture
- Types & Brands

***PRACTICAL***

Preparation & Service

**F. Coffee**

- Origin & Manufacture
- Types & Brands

***PRACTICAL***

Preparation & Service of different types of coffee

**G. Juices and Soft Drinks**

***PRACTICAL***

Service of Juices and Soft Drinks

- Mock tail making
- Brand Names of Juices, Soft Drinks, Mineral Water ,Tonic Water

**H. Cocoa & Malted Beverages**

- Origin & Manufacture

***PRACTICAL***

Preparation & Service

**10 TOBACCO**

- A. History
- B. Processing for cigarettes , pipe tobacco & cigars
- C. Cigars – shapes /sizes/ colours
- D. Storage of cigarettes & cigars

***PRACTICAL***

Service of Cigars & Cigarettes

### **1.3 BASIC NUTRITION & PRINCIPLE OF FOOD SCIENCE**

<b>S. No.</b>	<b>Topic</b>
01	<p><b>BASIC ASPECTS:</b></p> <p>A. Definition of the terms Health, Nutrition and Nutrients.</p> <p>B. Importance of Good – (Physiological, Psychological and Social function of food) in maintaining good health.</p> <p>C. Classification of nutrients</p>
02	<p><b>ENERGY:</b></p> <p>A. Definition of Energy and Units of its measurement (Kcal)</p> <p>B. Energy contribution from macronutrients (Carbohydrates, Proteins, and Fat )</p> <p>C. Factors affecting energy requirements</p> <p>D. Concept of BMR, SDA, Thermodynamic action of food</p> <p>E. Dietary sources of energy</p> <p>F. Concept of energy balance and the health hazards associated with underweight, Overweight.</p>
03	<p><b>MACRO NUTRIENTS:</b></p> <p><b>Carbohydrates</b></p> <ul style="list-style-type: none"><li>• Definition</li><li>• Classification(mono, di and polysaccharides)</li><li>• Dietary Sources</li><li>• Functions</li><li>• Significance of dietary fiber (prevention/treatment of diseases)</li></ul> <p><b>LIPIDS:</b></p> <ul style="list-style-type: none"><li>• Definition</li><li>• Classification L: Saturated and unsaturated fats</li><li>• Dietary Sources</li><li>• Functions</li><li>• Significance of Fatty acids (PUFAs, MUFAs, SFAs, EFA) in maintaining health</li><li>• Cholesterol - Dietary sources and the Concept of dietary and blood cholesterol</li></ul> <p><b>PROTEINS:</b></p> <ul style="list-style-type: none"><li>• Definition</li><li>• Classification base upon amino acid composition</li><li>• Dietary sources</li></ul>

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

04

## **MACRO NUTRIENTS:**

### **A. Vitamins**

- Definition and Classification (water and fats soluble vitamins)
- Food Sources, function and significance of:
- Fat soluble vitamins (Vitamin A, D, E, K)
- 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

05

### **WATER:**

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

06

### **BALANCED DIET:**

- Definition
- Importance of balanced diet
- RDA for various nutrients – age, gender, physiological state

07

### **MENU PLANNING:**

- Planning of nutritionally balanced meals based upon the three food group system
- Factors affecting meal planning
- Critical evaluation of few meals served at the institutes/Hotels based on the principle of meal planning
- Calculation of nutritive value of dishes/meals

08

### **MASS FOOD PRODUCTION:**

- Effect of cooking on nutritive value of food(QPF)

09

### **NEWER TRENDS IN FOOD SERVICE INDUSTRY IN RELEVANCE TO NUTRITION AND HEALTH:**

- Need for introducing nutritionally balanced and health specific meals
- Critical evaluation of fast foods
- New products being launched in the market (nutritional evaluation)

## REFERENCES:

6. Human Nutrition by : Guthrice HA and Picciano MF. 1995. Mosby Pub. Co. Toronto
7. Perspectives in Nutrition by: Wardlaw MW and Insel Pm. 1993 Mosby Pub. Co. Toronto
8. Food facts & Principles by: Manay & Shalakshara swamy New Age int. 2001
9. Mudambi & Rajgopal Fundamentals of food and nutrition 4<sup>th</sup> edition 2001
10. Nutritive value of Indian foods. Indian Council of Medical Research.

## PRINCIPLE OF FOOD SCIENCE

<u>S. No.</u>	<u>TOPIC</u>
02	Definition and scope of food science and its inter – relationship with food Chemistry, food microbiology and food processing
02	<b>CARBOHYDRATES:</b> A. Introduction B. Effect of cooking (Gelatinesation and Retrogradation) C. Factors affecting texture of carbohydrates (Stiffness of CHO gel & Dextrinization) D. Uses of Carbohydrates in food preparations
03	<b>FAT &amp; OILS:</b> A. Classification (based on the origin and degree of saturation) B. Autoxidation (factors and prevention measures) C. Flavor reversion D. Refining, Hydrogenation & winterization E. Effect of heating on fats & oils with respect to smoke point F. Commercial uses of fats (with emphasis on shortening value of different fats)
04	<b>PROTEINS:</b> A. Basic structure and properties B. Type of proteins based on their origin (plant/animal) C. Effect of heat on proteins (Denaturation, Coagulation) D. Functional properties of proteins (Gelatin, Emulsification, Foam ability, Viscosity) E. Commercial use of proteins in different food preparation (like Egg Gel, Gelatin Gel, Cakes, Confectionary items Meringues, Soufflés, Custards, Soups, Curries etc.)
05	<b>FOOD PROCESSING:</b> A. Definition

- B. objectives
- C. Types of treatment
- D. Effect of factor like heat, acid, alkali on food constituents

06

**EVOLUTION OF FOOD:**

- A. Objectives
- B. Sensory assessment of food quality
- C. methods
- D. introduction to proximate analysis of food constituents
- E. Rheological aspects of food

07

**EMULSIONS:**

- A. Theory of Emulsification
- B. Types of Emulsions
- C. Emulsifying agents
- D. Role of emulsifying agent in food emulsions

08

**COLLOIDS:**

- Definition
- Application of Colloids system in food preparation

09

**FLAVOUR:**

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

10

**BROWNING:**

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

**REFERENCES:**

7. Food Science by Potter & Hotchkiss
8. Principles of food science by Borgstrom and Macmillon
9. Food Chemistry by Fennima
10. Sensory Evaluation by Amerine (Academic Press)
11. Handbook of analysis and Quality Control for fruits and vegetables by Rangana S. (Tata Mc Graw Hill)
12. Principles of Fssd Technology by P.J.Fellows



## **1.4 BASIC ACCOUNTANCY**

<b><u>S.NO.</u></b>	<b><u>TOPIC</u></b>
01	<b>INTRODUCTION TO ACCOUNTING</b> A - Meaning and Definition B - Types and Classification C - Principles of Accounting D - Systems of Accounting E - Generally Accepted Accounting Principles(GAAP)
02	<b>PRIMARY BOOKS(JOURNAL)</b> A.- Meaning and Definition B - Format of Journal C - Rules of debit and credit D - Opening entry, simple and compound entries E - Practicles
03	<b>SECONDARY BOOK(LEDGER)</b> A - Meaning and Uses B - Formats C - Posting D - Practicals
04	<b>SUBSIDIARY BOOKS</b> A - Need and Use B.- Classification - Purchase Book - Sales Book - Purchase returns - Sales returns - Journal proper - Practicals
05	<b>CASH BOOK</b> A - Meaning B - Advantages C - Simple, Double and Three Column D - Petty Cash Book with Imp rest System (simple and tabular forms) E - Practicals
06	<b>BANK RECONCILATION STATEMENT</b> A- Meaning B- Reasons for difference in Pass Book and Cash Book Balances

C- Preparation of Bank Reconciliation Statement  
D- No Practical

07      **TRIAL BALANCE**

A - Meaning  
B - Methods  
C - Advantages  
D - Limitations  
E - Practical

08      **FINAL ACCOUNTS**

A - Meaning  
B - Procedure for preparation of Final Accounts  
C - Difference between Trading Accounts, Profit & Loss Accounts and Balance Sheets  
D - Adjustments (Only four)  
- Closing Stock  
- Pre-paid Expenses  
- Outstanding Expenses  
- Depreciation

09      **CAPITAL AND REVENUE EXPENDITURE**

A - Meaning  
B - Definition of Capital and Revenue Expenditure

**NOTE : USE OF CALCULATORS IS PERMITTED.**

## 1.5 COMMUNICATION SKILL

<b>SL.NO.</b>	<b>TOPIC</b>
01	<b>BUSINESS COMMUNICATION</b> A. Need B. Purpose C. Nature D. Models E. Barriers to Communication F. Overcoming the barriers
02	<b>LISTENING ON THE JOB</b> A. Definition B. Levels and types of listening C. Listening barriers D. Guidelines for effective listening
03	<b>EFFECTIVE SPEAKING</b> A. Restaurant hotel English B. Polite and effective enquiries C. Addressing a group. D. Essential qualities of a good speaker. E. Audience analysis F. Defining the purpose of a speech, organizing the ideas and delivering the speech.
07	<b>NON VERBAL COMMUNICATION</b> A. Definition, its importance and its inevitability. B. Kinesics: Body movements, facial expressions, posture, eye contact etc. C. Proxemics: The communication use of space. D. Paralanguage: Vocal behavior and its impact on verbal communication. E. Communicative use of artifacts – furniture, plants, colors, architects etc.
08	<b>SPEECH IMPROVEMENT</b> A. Pronunciation, stress, accent. B. Important of speech in hotels C. Common phonetic difficulties D. Connective drills exercises E. Introduction of frequently used foreign sounds
09	<b>USING THE TELEPHONE</b> A. The nature of telephone activity in the hotel industry. B. The need for developing telephone skills C. Developing telephone skills

Reference Book

Business Communication by P. D. Chaturvedi

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## **II Semester**

### **2.1 FOUNDATION COURSE IN ACCOMODATION OPERATION**

01. **THE ROLE OF HOUSEKEEPING IN HOSPITALITY OPERATION**
  - A. Role of housekeeping in Guest satisfaction and Repeat Business.
  
02. **ORGANISATION CHART OF THE HOUSEKEEPING DEPARTMENT**
  - A. Hierarchy in small, medium, large and chain hotels
  - B. Identifying housekeeping responsibilities
  - C. Personality traits of housekeeping management personnel
  - D. Duties and responsibilities of housekeeping staff
  - E. Layout of the housekeeping department.\
  
03. **CLEANING ORGANISATION**
  - A. Principle of cleaning, hygiene& safety factors in cleaning.
  - B. Methods of organizing cleaning.
  - C. Frequency of cleaning daily, periodic, special.
  - D. Design feature that simplify cleaning.
  - E. Use & care of equipment.
  
04. **PEST CONTROL**
  - A Areas of infestation.
  - B. Preventive measures & control measures.
  
05. **CLEANING AGENTS**
  - A. General criteria for selection.
  - B. Classification
  - C. Polishes
  - D. Floor seats
  - E. Use, care &storage.
  - F. Distribution & control
  - G. Use of eco-friendly products in housekeeping
  
06. **COMPOSITION ,CARE & CLEANING OF DIFFERENT SURFACES.**
  - A. Metals
  - B. Glass
  - C. Leather, leatherettes, Rexene.
  - D. Plastic
  - E. Ceramics
  - F. Wood
  - G. Wall finishes
  - H. Floor finishes
  
07. **TYPES OF BEDS& MATTRESSES**
  
08. **KEYS**
  - A. Types of keys

- B. Computerized key cards
- C. Key control

09 **ROOM LAYOUT AND GUEST SUPPLIES**

- A. Standard rooms ,VIP ROOMS
- B. Guests special requests

10. **AREA CLEANING**

- A. Guest rooms
- B. Front –of-the house Areas
- C. Back-of –the house Areas
- D. Work routine and associated problems e.g. high traffic areas, façade Cleaning etc.

11. **ROUTINE SYSTEMS AND RECORDS OF HOUSE KEEPING DEPARTMENT**

- A. Reporting staff placement
- B. Room Occupancy Report
- C. Guest Room Inspection.
- D. Entering Checklists, Floor Register, Work Orders , Log Sheet.
- E. Lost and Found Register and Enquiry file
- F. Maid’s report and housekeeper’s Report
- G. Handover Records
- H. Guest’s Special Requests Register
- I. Record of Special Cleaning
- J. Call Register
- K. VIP Lists

12. **INTER DEPARTMENTAL RELATIONSHIP**

- A. With Front Office
- B. With Maintenance
- C. With Security
- D. With Stores
- E. With Accounts
- F. With Personnel
- G. Use of Computers in House Keeping department

**PRACTICAL**

- 04 Room Layout and Standard Supplies
- 05 Cleaning Equipment
- 06 Cleaning of different surfaces
  - Daily
  - Periodic
  - Special tasks
- 04 Maid’s Trolley –Setting up a trolley
- 05 Bed making
- 06 Daily cleaning of guestrooms & bathrooms
- 07 Public Area Cleaning
- 08 Guests Room Inspection

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## **2.2 FOUNDATION COURSE IN FRONT OFFICE OPERATIONS**

### **THEORY**

#### **01. INTRODUCTION TO TOURISM, HOSPITALITY & HOTEL INDUSTRY**

- B. Tourism and its importance
- B. Hospitality and its origin
- E. Hotels, their evolution and growth
- F. Brief introduction to hotel core areas with special reference to Front Office

#### **02. CLASSIFICATION OF HOTELS**

- K. Size
- L. Star & Heritage classification as per Govt. of India
- M. Location & clientele
- N. Ownerships basis
- O. Independent hotels
- P. Management contracted hotel
- Q. Chains
- R. Franchise / Affiliated
- S. Supplementary accommodation
- T. Times shares and condominium

#### **03. TYPES OF ROOMS**

- E. Single
- F. Double

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- G. Twin
- H. Suits

**04. ORGANIZATION**

- A. Function areas
- B. Front office hierarchy
- C. Duties and responsibilities
- D. Personality traits

**05. TARIFF STRUCTURE**

- E. Basis of charging
- F. Plans, competition, customer's profile, standards of service & amenities
- G. Hubert formula
- H. Different types of tariffs
  - Rack Rate
  - Discounted Rates for corporate ,Airlines ,Groups & Travel Agents

**06. HOTEL ENTRANCE, LOBBY AND FRONT OFFICE**

- A. Layout
- B. Front office equipment (non automated, semi automated and automated)

**07. FRONT OFFICE AND GUEST HANDLING**

- Introduction to guest cycle
- Pre arrival
  - Arrival
  - Stay
  - Departure and after departure

13. **RESERVATION**
  - Importance of reservation
  - Modes
  - Channels and sources (F I T s, Travel Agents, Airline, G I T s)
  - Types of reservation (Tentative, confirmed, guaranteed etc.)
  - Systems (non automatic, semi automatic , fully automatic)
  - Cancellation, Amendments and overbooking
  
14. **ROOM SELLING TECHNIQUES**
  - Up selling
  - Discounts
  
15. **ARRIVALS**
  - Preparing for guest arrivals at Reservation and Front Office
  - Receiving of guests
  - Pre-registration
  - Registration (non automatic, semi automatic and automatic)
  - Relevant records for F I Ts, Groups , Air crews & VIPs
  
16. **BELL DESK**
  - Functions
  - Procedures and records
  
17. **DURING THE STAY ACTIVITIES**
  - Information services
  - Message and mail handling
  - Key Handling

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- Room selling technique
- Hospitality desk
- Complaints handling
- Guest handling
- Guest history

13. **FRONT OFFICE CO-ORDINATION WITH OTHER DEPARTMENTS OF HOTEL**

14. **GUEST ACCOUNTING (MANUAL)**

- A. Guest Weekly Bill
- B. Visitors tabular ledger

15. **FRENCH**

- A. Understanding and uses of accents, orthographic signs & punctuation
- B. Knowledge of cardinaux
- C. Days, Dates Time, month and seasons

**PRACTICALS**

- A. Appraisal of front office equipment and furniture  
( Rack, counter bell desk )
- B. Filling up of various Performa
- C. Welcoming of Guest
- D. Telephone handling
- E. Role Play

- Reservation
- Arrivals
- Luggage handling
- Message and mail handling
- Paging

**Fidelio Training (in computer lab)**

**SUGGESTIVE LIST OF TASK FOR FIDELIO FRONT OFFICE**

**OPERATION SYSTEM**

<b>Sl.No.</b>	<b>TOPIC</b>
16	Fidelio training – Hot Function keys
17	How to put message in Fidelio
18	How to put a locator in Fidelio
19	How to check in a first time guest
20	How to check in an existing reservation
21	How to check in a day use
22	How to issue a new key
23	How to verify key
24	How to cancel a key
25	How to issue a duplicate key
26	How to extend a key
27	How to print and prepare registration cards for arrival
28	How to programme keys continuously
29	How to programme one key for two rooms
30	How to re-programme a key

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### 2.3 APPLICATION OF COMPUTERS

**S.No.                      TOPIC**

**Objectives:**

The basic objective of the course is to introduce the student to the world of computers and computer technology .to introduce the student to the basic concept of Operating System, word Processing, database Presentation & Networking.

01      **COMPUTER FUNDAMENTALS –THEORY**  
**INFORMATION CONCEPTS AND PROCESSING**

- D. Definitions
- E. Need ,Quality ,and Value of Information
- F. Data Processing Concept

**ELEMENTS OF A COMPUTER SYSTEM**

- A. Definitions
- B. Characteristics of Computers
- C. Classification of Computers
- D. Limitations

## **HARDWARE FEATURES AND USES**

- F. Components of a Computer
- G. Generations of Computers
- H. Primary and Secondary Storage Concept
- I. Data Entry Devices
- J. Data Output Devices

## **SOFTWARE CONCEPTS**

- E. System Software
- F. Application software
- G. Language Classification
- H. Compilers and Interpreters

## 03. **OPERATING SYSTEM /ENVIRONMENTS – THEORY**

### **BASICS OF MS- DOS**

- A. Internal Commands
- B. External Commands

### **INTRODUCTION TO WINDOWS**

- B. GUI/ Features
- B. what are Windows and windows 95 and above?
- C. Parts of a typical windows and their functions

## **WINDOWS OPERATIONS – PRACTICAL**

- H. Creating Folders
- I. Creating Shortcuts
- J. Copying Files / Folders
- K. Renaming Files/Folders
- L. Deleting Files
- M. Exploring windows
- N. Quick Menus

### 07 **MS- OFFICE 2003**

#### **MS WORD –PRACTICAL**

##### **CREATING A DOCUMENT**

- G. Entering text
- H. Saving the document
- I. Editing a document Already Saved to Disk
- J. Getting around the Document
- K. Find and replace Operations
- L. Printing the Document

##### **FORMATTING A DOCUMENT**

- H. Justify Paragraphs
- I. Changing Paragraphs Indents
- J. Setting tabs an Margins

- K. Formatting Pages and Documents
- L. Using Bullets and Numbering
- M. Headers ?Footers
- N. Pagination

### **SPECIAL EFFECTS**

- D. Print Special effects e.g. Bold, Underline, Superscripts, Subscripts
- E. Changing Fonts
- F. Changing Case

### **CUT, COPY AND PASTE OPERATION**

- F. Marking Blocks
- G. Copying and Pasting a Block
- H. Cutting and Pasting a block
- I. Deleting a Block
- J. Using Find and Replace in a Block

### **USING MS-WORD TOOLS**

- D. Spelling and Grammar
- E. Mail Merge



F. Printing Envelops and Labels

### **TABLES**

- D. Create
- E. Delete
- F. Format

### **GRAPHICS**

- D. Inserting clip arts
- E. Symbols (Borders/Shading)
- F. Word Art

### **PRINT OPTIONS**

- G. Previewing the document
- H. Printing a whole document
- I. Printing a Specific Page
- J. Printing a Selected Page
- K. Printing Several Documents
- L. Printing More than One Copies

08 **MS OFFICE – 2003**

### **MS- EXCEL – PRACTICAL**

- A. How to use Excel

- B. Starting Excel
- C. Parts of Worksheet
- D. Navigating in a Worksheet
- E. Getting to know mouse pointer shapes

### **CREATING SPREDSHEET**

- J. Starting a new Worksheet
- K. Entering the three different types of data in a worksheet
- L. Creating simple Formulas
- M. Formatting data for decimal points
- N. Editing data in a worksheet
- O. Using Auto fill
- P. Blocking Data
- Q. Saving a Worksheet
- R. Exciting Excel

### **MAKING THE WORKSHEET LOOK PRETTY**

- G. Selecting cells to format
- H. Trimming tables with Auto Format
- I. Format Cells for:-
  - Currency
  - Comma
  - Percent
  - Decimal
  - Date

- J. Changing Columns width and row height
- K. Aligning text
  - Top to bottom
  - Text wrap
  - Re ordering Orientation
- L. Using Borders

### **GOING THROUGH CHANGES**

- H. Opening worksheet files for editing
- I. Undoing the mistakes
- J. Moving and copying with cut, copy and paste
- K. Deleting cell entries
- L. Deleting columns and rows from worksheet
- M. Inserting columns and rows in a worksheet
- N. Spell Checking the worksheet

### **PRINTING THE WORKSHEET**

- I. Previewing pages before printing
- J. Printing from standard toolbar
- K. Printing a part of the worksheet
- L. Changing the orientation of the printing
- M. Printing a whole worksheet in a single pages
- N. Adding a header and footer to a report
- O. Inserting page breaks in a report
- P. Printing the formulas in the worksheet

### **ADDITIONAL FEATURES OF A WORKSHEET**

- G. Splitting worksheet window into two four panes
- H. Freezing columns and row on-screen for worksheet title
- I. Attaching comments to cell
- J. Finding and replacing data in the worksheet
- K. Protecting a worksheet
- L. Function commands

### **MAINTAINING MULTIPLE WORKSHEET**

- H. Moving from sheet in a worksheet
- I. Adding more sheet to a workbook
- J. Deleting sheets from a workbook
- K. Naming sheet tabs other than sheet1 , sheet2 and so on
- L. Copying or moving sheets from one worksheet to another

### **CREATING GRAPHICS/CHART**

- H. Using chart wizard
- I. Changing the chart with the chart toolbar
- J. Formatting the chart's axes
- K. Adding a text box to a chart
- L. Changing the orientation of a 3-D chart
- M. Using drawing tools to add graphics to chart and worksheet
- N. Printing a chart with printing the rest of the worksheet data

### **EXCEL'S DATABASE FACILITIES**

- C. Setting up a database
- D. Sorting records in the database

09 **MS OFFICE 2003**

**MS – POWER POINT**

- A. Making a simple presentation
- B. Using Auto content Wizards and Templates s
- C. Power points five views
- D. Slides
  - Creating Slides , re-arranging, modifying
  - Inserting pictures , objects
  - Setting up a slide show
- E. Creating an Organizational Chart

10 **NETWORKS – THEORY**

- A. Network Topology
  - Buss
  - Star
  - Ring
- B. Network Applications
- C. Types of Networking
  - LAN
  - MAN
  - WAN
- D. Network Configuration Hardware
  - server

- Nodes

E. Channel

- Fiber optics
- Twisted
- Co- axial

F. Hubs

G. Network Interface Card

- Arc net
- Ethernet

H. Network Software

- Novel
- Windows NT

7. Fundamental & Use of Internet

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## **2.4 HOTEL ENGINEERING**

<b>Sl.No.</b>	<b>Topic</b>
01	<b>MAINTENANCE:</b> Preventive and breakdown maintenance, comparisons

Corrected and Approved By B.T.E. on Dated 19-04-2017

- A. Roll & importance of maintenance department in the hotel  
Industry with emphasis on its relation with other departments of the hotel.
- B. Organization chart of maintenance department, duties and  
Responsibilities of maintenance department

02

**FUELS USED IN CATERING INDUSTRY:**

- A. Type of fuel used in catering industry; calorific value; comparative study of  
Different fuels
- B. Calculation of amount of fuel required and cost.
- C. Energy conservation and energy audit.

03

**GAS**

- A. Heat terms and units; method of transfer
- D. LPG and its properties; principles of Bunsen and burner, precautions to be taken while handling gas; low  
and high-pressure burners. corresponding heat output
- E. Gas bank, location, different types of manifolds

04

**ELECTRICITY**

- A. Fundamentals of Electricity, insulators, conductors, current, potential  
difference Resistance, power, energy concept; definitions, their units and  
relationships, AC And DC; single phase and three phase and importance on  
equipment specifications
- B. Electric circuits, open circuits and close circuits, symbols of circuit elements, series  
and Parallel connections, short circuit, fuses; MCB, ear thing, reason for placing  
switches on Live wire side.
- C. Electric wires and types of wiring
- D. Calculation of electric energy consumption of equipment, safety precaution  
to be Observed while using electric appliances.



- E. Types of lighting, deferent lighting devices, incandescent lamps, fluorescent Lamps, other gas discharged lamps, illumination, and units of illumination.
- H. External lighting
- I. Safety in handling electrical equipment.

05

**WATER SYSTEMS:**

- A. Water distribution system in a hotel
- B. Cold water systems in India
- C. Hardness of water, water softening, Base Exchange method
- D. Cold water cistern swimming pools
- E. Hot water supply system in hotels
- M. Flushing system, water taps, traps and closets
- N. Water Conservation

06

**REFRIGERATION & AIR-CONDITIONING:**

- A. Basic principle, latent heat, boiling point and its dependence on pressure, vapour Compressor system of refrigeration and refrigerants.
- B. Vapor absorption system, care and maintenance of refrigerators, defrosting, and types of Refrigerant units, their care and maintenance.
- C. Conditions for comfort, relative humidity, humidification, de-humidifying due point, Control, unit of air conditioning
- D. Window type air conditioner central air conditioning preventive maintenance.
- E. Vertical transportation, elevators, escalators

07

**FIRE PREVENTION AND FIRE FIGHTING SYSTEM:**

- A. Classes of fire, methods of extinguishing fires
- B. Fire extinguishes, portable and stationery
- C. Fire detectors and alarm
- D. Automatic fire detectors cum extinguishing devices
- E. Structural protection
- F. Legal requirements

08

**WASTE DISPOSAL AND POLLUTION CONTROL:**

- A. Solid and liquid waste, silage and sewage, disposal of solid waste
- B. Sewage treatment
- C. Pollution related to hotel industry
- D. Water pollution sewage pollution
- E. Air pollution, noise pollution, thermal pollution
- F. Legal Requirements

09

**SAFETY:**

- A. Accident prevention
- B. Slips and falls
- C. Other safety topics

10

**SECURITY:** Guest , Hotel, Employee & Supplier security

11

**EQUIPMENT REPLACEMENT POLICY:**

- A. Circumstances under which equipment are replaced
- B. Replacement policy of items which gradually deteriorates
- C. Replacement when the average annual cost is minimum
- C. Replacement when the present cost is minimum
- E. Economic replacement cycle for suddenly failing equipment

12

**AUDIO VISUAL EQUIPMENTS:**

- A. Various audio visual equipment used in hotel.
- B. Care and cleaning of overhead projector, slide projector, LCD and power point Presentation units.
- C. Maintenance of computers
- D. Care and cleaning of PC, CPU, Modem, UPS, Printer, Laptops
- E. Sensors – Various sensors used in different locations of a hotel – type, uses

13

**CONTRACT MAINTENANCE:**

- A. Necessity of contract maintenance, advantages and disadvantages of contract Maintenance Cost effectiveness.
  - B. Essential requirements of a contract, types of contract, their comparative Advantages and disadvantages
  - C. Procedure for inviting and processing tenders, negotiating and finalizing
-

**CURRICULUM  
FOR  
THREE YEAR(SIX SEMESTER) DIPLOMA COURSE  
IN**

**HOTEL MANAGEMENT  
&  
CATERING TECHNOLOGY**

**SEMESTER SYSTEM**

**PREPARED BY  
CURRICULUM DEVELOPMENT CELL**

**INSTITUTE OF RESEARCH, DEVELOPMENT & TRAINING, U.  
P., KANPUR**

**APPROVED BY  
BOARD OF TECHNICAL EDUCATION, U.P., LUCKNOW**

**On Dated 19.04.2017**

Corrected and Approved By B.T.E. on Dated 19-04-2017

## **5.1 ADVANCE FOOD PRODUCTION OPERATIONS**

**L T P**  
**6 - 12**

<b>S.NO.</b>	<b>Topic</b>
Unit 1	<p><b>LARDER</b></p> <p><b>1- LAYOUT &amp; EQUIPMENT</b></p> <ul style="list-style-type: none"> <li>A. Introduction of Larder Work</li> <li>B. Definition</li> <li>C. Equipment found in the larder</li> <li>D. Layout of typical larder with equipment and various sections.</li> </ul> <p><b>II. TERMS &amp; LARDER CONTROL</b></p> <ul style="list-style-type: none"> <li>A. Common terms used in the Larder and Larder Control</li> <li>B. Essentials of Larder Control</li> <li>C. Importance of Larder Control</li> <li>D. Devising Larder Control Systems</li> <li>E. Leasing with other Departments</li> <li>F. Yield Testing</li> </ul> <p><b>III. DUTIES AND RESPONSIBILITIES OF THE LARDER CHEF</b></p> <ul style="list-style-type: none"> <li>A. Functions of the Larder</li> <li>B. Hierarchy of Larder Staff</li> <li>C. Sections of the Larder</li> <li>D. Duties &amp; Responsibilities of Larder Chef</li> </ul>

<b>Unit 2</b>	<b>CHARCUTIERIE</b>  <b>I. SAUSAGE</b>  A. Introduction to Charcuterie B. Sausage - Types & Varieties C. Casings - Types & Varieties D. Fillings - Types & Varieties E. Additives & Preservatives  <b>II. FORCEMEATS</b>  A. Types of forcemeats B. Preparation of forcemeats C. Uses of forcemeats  <b>III. BRINES, CURES &amp; MARINADES</b>  A. Types of Brines B. Preparation of Brines C. Methods of Curing D. Types of Marinades E. Uses of Marinades F. Difference between Brines, Cures & Marinades
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#### **IV. HAM, BACON & GAMMON**

- A. Cuts of Ham, Bacon & Gammon.
- B. Difference between Ham, Bacon & Gammon
- C. Processing of Ham & Bacon
- D. Green Bacon
- E. Uses of different cuts
- F.

#### **V. GALANTINES**

- A. Making of galantines
- B. Types of Galantine
- C. Ballotines

#### **VI. PATES**

- A. Types of Pate
- B. Pate de fole gras
- C. Making of Pate
- D. Commercial pate and Pate Maison
- E. Truffle - sources, Cultivation and uses and Types of truffle.

#### **VII. MOUSE & MOUSSELINE**

- A. Types of mousse
- B. Preparation of mousse
- C. Preparation of mousseline
- D. Difference between mousseline

#### **VII. CHAUD FROID**

- A. Meaning of Chaud froid
- B. Making of chaud frod & Precautions
- C. Types of chaud froid
- D. Uses of chaud froid

#### **IX. ASPIC & GELEE**

- A. Definition of Aspic and Gelee
- B. Difference between the two
- C. Making of Aspic and Gelee
- D. Uses of Aspic and Gelee

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#### **X. QUENELLES, PARFAITS, ROULADES**

Preparation of Quenelles, Parfaits and Roulades

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	<p><b>XII APPETIZERS &amp; GARNISHES</b></p> <p>A. Classification of Appetizers  B. Examples of Appetizers  C. Historic importance of culinary Garnishes</p>
	<p><b>XIII SANDWICHES</b></p> <p>A. Parts of Sandwiches  B. Types of Bread  C. Types of filling - classification  D. Spreads and Garnishes  E. Types of Sandwiches  F. Making of Sandwiches  G. Storing of Sandwiches</p>
	<p><b>XIV USE OF WINE AND HERBS IN COOKING</b></p> <p>A. Ideal uses of wine in cooking  B. Classification of herbs  C. Ideal uses of herbs in cooking</p>
<b>Unit 3</b>	<p><b>I -INTERNATIONAL CUISINE</b></p> <p>A. Geographic location  B. Historical background  C. Staple food with regional influences  D. Specialties  E. Recipes  F. Equipment in relation to :</p> <ul style="list-style-type: none"> <li>• Great Britain</li> <li>• France</li> <li>• Italy</li> <li>• Spain &amp; Portugal</li> <li>• Scandinavia</li> <li>• Germany</li> <li>• Middle East</li> <li>• Oriental</li> <li>• Mexican</li> <li>• Arabic</li> </ul>
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	<p><b>II-CHINESE</b></p> <p>A. Introduction to Chinese foods  B. Historical background  C. Regional cooking styles</p>

<b>Unit 4</b>	<b>BAKERY &amp; CONFECTIONERY</b>  <b>I. ICINGS &amp; TOPPINGS</b>  A. Varieties of icing B. Using of Icings C. Difference between icings & Toppings D. Recipes  <b>II. FROZEN DESSERTS</b>  A. Types and classification of Frozen desserts B. Ice-creams-Definitions C. Methods of preparation D. Additives and preservatives used in Ice-cream manufacture  <b>III. MERINGUES</b>  A. Making of Meringues B. Factors affecting the stability C. Cooking Meringues D. Types of Meringues E. Uses of Meringues  <b>IV. BREAD MAKING</b>  A. Role of ingredients in bread Making
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	<p>B. Bread Faults C. Bread Improvers</p> <p><b>V. CHOCOLATE</b></p> <p>A. History B. Sources C. Manufacture &amp; Processing of Chocolate D. Types of chocolate E. Tempering of chocolate F. Cocoa butter, white chocolate and its applications</p>
<b>Unit 5</b>	<p><b>I-PRODUCTION MANAGEMENT</b></p> <p>A. Kitchen Organization B. Allocation of Work-job Description, Duty Rosters C. Production Planning D. Production Scheduling E. Production Quality &amp; Quantity Control F. Forecasting Budgeting G. Yield Management</p> <p><b>II-PRODUCT &amp; RESEARCH DEVELOPMENT</b></p> <p>A. Testing new equipment, B. Developing new recipes C. Food Trails D. Qrganoleptic &amp; Sensory Evaluation</p>
	<b>III- FRENCH</b>

- |  |  |
|--|--|
|  | <ul style="list-style-type: none"><li>• Culinary French</li><li>• Classical recipes (recettes classique)</li><li>• Historical Background of Classical Garnishes</li><li>• Offals / Games</li><li>• Larder terminology and vocabulary</li></ul> |
|--|--|

**Note: Should** be taught along with the relevant topics.

## PRACTICAL

S.No.	Topic
01	Three course menus to be formulated featuring International Cuisines FRENCH
02	ORIENTAL    a) Chinese                      b) Thai

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03	ITALY, GERMANY, SPAIN, GREECE, MEXICAN, MEDITERANIAN AND LEBANESE
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## **SUGGESTED MENUS**

### **FRENCH**

- MENU 01 Consommé Carmen  
Poulet Sauté Chasseur  
Pommes Laretta  
Haricots Verts  
Salade de Betterave  
Brioche  
Bada au Rhum
- MENU 02 Bisque D' écrevisse  
Escalope De Veau viennoise  
Pommes Batailes  
Courge Provencale  
Epinards au Gratin
- MENU 03 Crème Du Barry  
Darne De Saumon Grille  
Sauce paloise  
Pommes Fondant  
Petits Pois A La Flamande  
French Bread  
Tarte Tartin



MENU 04 Veloute Dame Blanche  
Cote De Porc Charcuterie  
Pommes De Terre A La Crème  
Carottes Glace Au Gingembre  
Salade Verte  
Garlequin Bread  
Chocolate Cream Puffs

- MENU 05 Cabbage Chowder  
Poulet A La Rex  
Pommes Marguises  
Ratatouille  
Salade De Carottées Et Céleris  
Clover Leaf Bread  
Savarin Des Fruits
- MENU 06 Barquettes Assortis  
Stroganoff De Boeuf  
Pommes Persilles  
Salade De Chou-Cru  
Garlic Rolls  
Crêpe Suzette
- MENU 07 Duchesse Nautua  
Poulet Maryland  
Croquette Potatoes  
Salade Nicoise  
Brown Bread  
Pâte Des Pommes
- MENU 08 Kromeskies  
Filet De Sols Walweska  
Pommes Lyonnaise  
Funghi Marirati  
Bread Sticks  
Soufflé Milanaise
- MENU 09 Vol-Au-Vent De Volaille Et Jambon

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MENU 10 Homard Thermidor  
Salade Waldorf  
Vienna Rolls  
Mousse Ar Chocolat  
Crabe En Coquille  
Quiche Lorraine  
Salade de Viande  
Pommes Parisienne  
Foccacia  
Crème Brûlée

Plus 4 Buffets - Cold Buffet  
Hot Continental  
Indian Continental

## **CHINESE**

- MENU 01 Prawn Ball Soup  
Fried Wantons  
Sweet & Sour Pork  
Hakka Noddles
- MENU 02 Hot & Sour soup  
Beans Sichwan  
Stir Fried Chicken & Peppers  
Chinese Fried Rice
- MENU 03 Sweet Corn Soup  
Chao Mai  
Tung-Po Mutton  
Yangchow Fried Rice
- MENU 04 Yanton Soup  
Spring Rolls  
Stir Fried Beef & Celery  
Chow Mein
- MENU 05 Prawns in Garlic Sauce  
Fish Szechwan  
Hot & Sour Cabbage  
Steamed Noddles

## **INTERNATIONAL**

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SPAIN	Gazpacho
	Pollo En Pepitoria
	Paella
	Frittata De Patata
	Pastel De Mazaana
ITALY	Minestrone
	Ravioli Arabeata
	Fettocine Carbonara
	Pollo Alla Cacciatore
	Medanzane Parmigiane
	Grissini
	Tiramisu
GERMANY	Linsensuppe
	Sauerbaaten
	Spatzale
	German Potato Salad
	Pumpernicklr
	Apfel Strudel

U.K.	Scotch Broth Roast Beef Yorkshire Pudding Glazed Carrots & Turnips Poast Potato Yorkshire Curd Tart Crusty Bread
GREECE	Soupe Acogolemeno Moussaka A La Greque Dolmas Tzaziki Baklava Harlequin Bread

### **BAKERY & PATISSERIE PRACTICALS**

#### MUST INCLUDE

- Decorated Cakes
- Gateaux
- International Breads
- Sorbets, Parfaits
- Hot / Cold Desserts

#### DEMONSTRATION OF

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Charcuterie            Galantines  
                              Pate  
                              Terrines  
                              Mousselines

**Practical Guidelines :**

Every student will prepare a 3 course menu along with a dessert preparation from Bakery and confectionary system.  
4 Chit system usually incorporate or in basket exercise for the same.  
Student has to submit indent with cost of indent.  
Student should be assessed on individual preparation of the menu..

**Note :**

Different menus should be plan by internal examiner for every student at least 15 menus.

**5.2 ADVANCE FOOD & BEVERAGE OPERATIONS**

**L T P**

**4 - 8**

S.No.	Topic
<b>Unit 1</b>	<b>PLANNING &amp; OPERATING VARIOUS F&amp;B OUTLET</b> <ul style="list-style-type: none"> <li>A. Physical layout of functional and ancillary areas</li> <li>B. Objective of a good layout</li> <li>C. Steps in planning</li> <li>D. Factors to be considered while planning</li> <li>E. Calculating space requirement</li> <li>F. Various set ups for seating</li> <li>G. Planning staff requirement</li> <li>H. Menu planning</li> <li>I. Constraints of menu planning</li> <li>J. Selecting and planning of heavy duty and light equipment</li> <li>K. Requirement of quantities of equipment required like crockery, Glassware, steel or silver etc.</li> <li>L. Suppliers &amp; manufactures</li> <li>M. Approximate cost</li> <li>N. Planning Dècor, furnishing fixture etc.</li> </ul> <p>PRACTICAL</p>
<b>Unit 2</b>	<b>F &amp; B STAFF ORGANISATION</b> <ul style="list-style-type: none"> <li>A. Categories of Staff</li> <li>B. Hierarchy</li> <li>C. Job description and specification</li> <li>D. Duty roaster</li> </ul> <p>PRACTICAL</p>

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	Supervising Food & Beverage outlets
<b>Unit 3</b>	<b>MANAGING F&amp;B OUTLET</b>  A. supervisory skills B. developing efficiency C. standard Operating Procedure <b>PRACTICAL</b> Supervising Food & Beverage outlets

<b>Unit 4</b>	<b>FUNCTION CATERING</b>  <b>I-BANQUETS</b>  A. History B. Types C. Organization of Banquet department D. Duties & responsibilities E. Sales F. Booking procedure G. Banquet menus  <b>II- BANQUET PROTOCOL</b>  <ul style="list-style-type: none"><li>• Space Area requirement</li><li>• Table plans / arrangement</li><li>• Misc-en-place</li><li>• Service</li><li>• Toasting</li></ul> <b>III- INFORMAL BANQUET</b>  <ul style="list-style-type: none"><li>• R�ception</li><li>• Cocktail parties</li><li>• Convention</li><li>• Seminar</li></ul>
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- Exhibition
- Fashion shows
- Trade Fair
- Wedding
- Outdoor catering

**PRACTICAL**

Calculation of Space for Banquets, Banquet Menu & Service

<b>Unit 5</b>	<b>FUNCTION CATERING</b>  <b>BUFFETS</b>  A. Introduction B. Factors to plan buffets C. Area requirement D. Planning and organization E. Sequence of food F. Menu planning G. Types of Buffet H. Display I. Sit down J. Fork, Finger, Cold Buffet K. Breakfast Buffet L. Equipment M. Supplies N. Check list  <b>PRACTICAL</b> Setting of various types of Buffet
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<b>Unit</b> <b>6</b>	<b>GUERIDON SERVICE</b>  A. History of gueridon B. Definition C. General consideration of operations D. Advantages Dis-advantages E. Types of trolleys F. Factor to create impulse, Buying - Trolley, open kitchen G. Gueridon equipment H. Gueridon ingredients  <b>PRACTICAL</b> Preparing items on Gueridon trolley <ul style="list-style-type: none"><li>• Crêpe Suzette</li><li>• Banana au Rhum</li><li>• Peach Flambé</li><li>• Rum Omlette</li><li>• Steak Diane</li><li>• Pepper Steak</li></ul>
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<p><b>Unit</b> <b>7</b></p>	<p><b>I- BAR OPERATIONS</b></p> <ul style="list-style-type: none"> <li>A. Types of Bar <ul style="list-style-type: none"> <li>• Cocktail</li> <li>• Dispense</li> </ul> </li> <li>B. Area of Bar</li> <li>C. Front Bar</li> <li>D. Back Bar</li> <li>E. Under Bar (Speed Rack, Garnish Container, Ice well etc.)</li> <li>F. Bar Stock</li> <li>G. Bar Control</li> <li>H. Bar Staffing</li> <li>I. Opening and closing duties</li> </ul> <p>PRACTICAL Designing and setting the bar for above sub-topics</p>
	<p><b>II- COCKTAILS &amp; MIXED DRINKS</b></p> <ul style="list-style-type: none"> <li>A. Definition and History</li> <li>B. Classification</li> <li>C. Recipe, Preparation and Service of Popular Cocktails <ul style="list-style-type: none"> <li>- Martini - Dry &amp; Sweet</li> <li>- Manhattan - Dry &amp; Sweet</li> <li>- Dubonnet</li> <li>- Roy-Roy</li> <li>- Bronx</li> </ul> </li> </ul>

	<ul style="list-style-type: none"><li>- White Lady</li><li>- Pink Lady</li><li>- Side Car</li><li>- Bacardi</li><li>- Alexandra</li><li>- John Collins</li><li>- Tom Collins</li><li>- Gin FIZZ</li><li>- Pimm's Cup - no. 1,2,3,4,5</li><li>- Flips</li><li>- Noggs</li><li>- Champagne Cocktail</li><li>- Between the Sheets</li><li>- Daiquiri</li><li>- Bloody Mary</li><li>- Screw Driver</li><li>- Tequila Sunrise</li><li>- Gin-Sling</li><li>- Planters Punch</li><li>- Singapore Sling</li><li>- Pinacolada</li><li>- Rusty Nail</li><li>- B&amp;B</li><li>- Black Russian</li><li>- Margarita</li><li>- Gimlet-Dry &amp; Sweet</li><li>- Cuba Libre</li><li>- Whisky Sour</li></ul>
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	<ul style="list-style-type: none"> <li>- Blue Lagoon</li> <li>- Harvey Wall Banger</li> <li>- Bombay Cocktail</li> </ul> <p>PRACTICAL Preparation of cocktails</p>
<b>Unit 8</b>	<p><b>KITCHEN STEWARDING</b></p> <ul style="list-style-type: none"> <li>A. Importance</li> <li>B. Opportunities in kitchen stewarding</li> <li>C. Record maintaining</li> <li>D. Machine used for cleaning and polishing</li> <li>E. Inventory</li> </ul> <p>PRACTICAL Using and Operating Machines</p>

**Practical Guidelines :**

Grooming & Disposition	10 Marks
Food Service Skills	20 Marks (Lunch Operation)
Beverage Service Skill	20 Marks(Lunch Operation)
Gueridon Operation	20 Marks (Lunch Operation)
Practical Journal	10 Marks
Service Record Performance (Around Year)	10 Marks
Viva	10 Marks

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Every student has to perform on mocktail/sundac preparation, one fueridon preparation and supervisory task during lunch operation.

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### 5.3 FOOD & BEVERAGE MANAGEMENT

**L T P**

**6 - -**

<b>S.No.</b>	<b>Topic</b>
<b>Unit 1</b>	<b>COST DYNAMICS</b>  A. Elements of Cost B. Classification of Cost
<b>Unit 2</b>	<b>SALES CONCEPTS</b>  A. Various Sales Concept B. Uses of Sales Concept
<b>Unit 3</b>	<b>INVENTORY CONTROL</b>  A. Importance B. Objective C. Method D. Levels and Technique E. Perpetual Inventory F. Monthly Inventory G. Pricing of Commodities H. Comparison of Physical and perpetual Inventory
<b>Unit 4</b>	<b>BEVERAGE CONTROL</b>  A. Purchasing B. Receiving

	<ul style="list-style-type: none"><li>C. Storing</li><li>D. Issuing</li><li>E. Production Control</li><li>F. Standard Recipe</li><li>G. Standard Portion Size</li><li>H. Bar Frauds</li><li>I. Books maintained</li><li>J. Beverage Control</li></ul>
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<b>Unit 5</b>	<b>SALES CONTROL</b>  A. Procedure of Cash Control B. Machine System C. ECR D. NCR E. Preset Machines F. POS G. Reports H. Thefts I. Cash Handling
<b>Unit 6</b>	<b>BUDGETARY CONTROL</b>  A. define Budget B. Define Budgetary Control C. Objective D. Frame Work E. Key Factors F. Types of Budget G. Budgetary Control
<b>Unit 7</b>	<b>BREAKEVEN ANALYSIS</b>  A. Breakeven Chart B. P V Ration

	C. Contribution D. Marginal Cost E. Graphs
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<b>Unit 8</b>	<b>MENU MERCHANDISING</b>  A. Menu Control B. Menu Structure C. Planning D. Pricing of Menus E. Types of Menus F. Menu as Marketing Tool G. Layout H. Constraints of Menu Planning
<b>Unit 9</b>	<b>MENU ENGINEERING</b>  A. Definition and Objectives B. Methods C. Advantages
<b>Unit 10</b>	<b>MIS</b>  A. Reports B. Calculations of actual cost C. Daily Food Cost D. Monthly Food Cost E. Statistical Revenue Reports F. Cumulative and non-cumulative

## 5.4 FINANCIAL MANAGEMENT

L T P

6 - -

S.No.	Topic
<b>Unit 1</b>	<b>FINANCIAL MANAGEMENT MEANING &amp; SCOPE</b>  A. Meaning of business finance B. Meaning of financial management C. Objectives of financial management
<b>Unit 2</b>	<b>FINANCIAL STATEMENT ANALYSIS AND INTERPETATION</b>  A. Meaning and types of financial statements B. Techniques of financial analysis C. Limitations of financial analysis D. Practical problems
<b>Unit 3</b>	<b>RATIO ANALYSIS</b>  A. Meaning of ratio B. Classification of ratios C. Profitability ratios D. Turnover ratios E. Financial ratios F. Du Pent Control Chart G. Practical Problems
<b>Unit</b>	<b>FUNDS FLOW ANALYSIS</b>

<p style="text-align: center;"><b>4</b></p>	<ul style="list-style-type: none"> <li>A. Meaning of funds flow statement</li> <li>B. Uses of funds flow statement</li> <li>C. Preparation of fund flow statement</li> <li>D. Treatment of provision for taxation and proposed dividends (as non - current liabilities)</li> <li>E. Practical problems</li> </ul>
<p><b>Unit</b> <b>5</b></p>	<p><b>CASH FLOW ANALYSIS</b></p> <ul style="list-style-type: none"> <li>A. Meaning of cash flow statement</li> <li>B. Preparation of cash flow statement</li> <li>C. Difference between cash flow and fund flow analysis</li> <li>D. Practical problems</li> </ul>



<b>Unit 6</b>	<b>FINANCIAL PLANNING MEANING &amp; SCOPE</b>  A. Meaning of Financial Planning B. Meaning of Financial Plan C. Capitalization D. Practical problems
<b>Unit 7</b>	<b>CAPITAL EXPENDITURE</b>  A. Meaning of Capital Structure B. Factors determining capital structure C. Point of indifference D. Practical problems
<b>Unit 8</b>	<b>WORKING CAPITAL MANAGEMENT</b>  A. concept of working capital B. factors determining working capital needs C. over trading and under trading
<b>Unit 9</b>	<b>BASICS OF CAPITAL BUDGETING</b>  A. importance of Capital Budgeting B. Capital Budgeting appraising methods C. Payback period D. Average rate of return E. Net present value F. Profitability index

	G. Internal rate of return H. Practical problems
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## **5.5 STRATEGIC MANAGEMENT**

### **L T P**

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S.No.	Topic
<b>Unit 1</b>	<b>ORGANISATIONAL STRATEGY</b>  A. MISSION <ul style="list-style-type: none"> <li>• Mission Statement Elements and its importance</li> </ul> B. OBJECTIVES <ul style="list-style-type: none"> <li>• Necessity of formal objectives</li> <li>• Objective Vs Goal</li> </ul> C. STRATEGY <ul style="list-style-type: none"> <li>• DEVELOPING STRATEGIES               <ul style="list-style-type: none"> <li>- Adaptive Search</li> <li>- Intuition search</li> <li>- Strategic factors</li> <li>- Picking Niches</li> <li>- Entrepreneurial Approach</li> </ul> </li> </ul>
<b>Unit 2</b>	<b>ENVIRONMENTAL AND INTERNAL RESOURCE ANALYSIS</b>  A. Need for Environmental Analysis B. Key Environmental Variable Factors C. Opportunities and Threats * Internal resource analysis D. Functional Areas Resource Development Matrix

	<p>E. Strengths and Weaknesses</p> <ul style="list-style-type: none"><li>* Marketing</li><li>* Finance</li><li>* Production</li><li>* Personnel</li><li>* Organization</li></ul>
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<b>Unit 3</b>	<b>STRATEGY FORMULATION</b>  A. STRATEGY (GENERAL) ALTERNATIVES <ul style="list-style-type: none"> <li>• Stability Strategies</li> <li>• Expansion Strategies</li> <li>• Retrench Strategies</li> <li>• Combination Strategies</li> </ul> B. COMBINATION STRATEGIES <ul style="list-style-type: none"> <li>• Forward integration</li> <li>• Backward integration</li> <li>• Horizontal integration</li> <li>• Market penetration</li> <li>• Market development</li> <li>• Product development</li>   <li>• Concentric diversification</li> <li>• Conglomerate diversification</li> <li>• Horizontal diversification</li> <li>• Joint Venture</li> <li>• Retrenchment</li> <li>• Divestiture</li> <li>• Liquidation</li> <li>• Combination</li> </ul>
<b>Unit 4</b>	<b>STRATEGIC ANALYSIS AND CHOICE (ALLOCATION OF RESOURCES)</b>

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	<p>A. FACTORS INFLUENCING CHOICE</p> <ul style="list-style-type: none"><li>• Strategy formulation</li></ul> <p>B. INPUT STAGE</p> <ul style="list-style-type: none"><li>• Internal factor evaluation matrix</li><li>• External factor evaluation matrix</li><li>• Competitive profile matrix</li></ul> <p>C. MATCHING STAGE</p> <ul style="list-style-type: none"><li>• Threats opportunities - weaknesses - strengths matrix (TOWS)</li><li>• Strategic position and action evaluation matrix (SPACE)</li><li>• Boston consulting group matrix (BCGM)</li><li>• Internal - External matrix</li><li>• Grand Strategy matrix</li></ul> <p>D. DECISION STAGE</p> <ul style="list-style-type: none"><li>• Quantitative Strategic Planning matrix (QSPM)</li></ul>
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**Reference Books**

Business Policy By Azhar Kazmi

<b>Unit 5</b>	<b>POLICIES IN FUNCTIONAL AREAS</b>  A. POLICY B. PRODUCT POLICIES C. PERSONNEL POLICIES D. FINANCIAL POLICIES E. MARKETING POLICIES F. PUBLIC RELATION POLICES
<b>Unit 6</b>	<b>STRATEGIC IMPLEMENTATION REVIEW AND EVALUATION</b>  A. MCKINSEY 7-S FRAMEWORK B. LEADERSHIP AND MANAGEMENT STYLE C. STRATEGY REVIEW AND EVALUATION <ul style="list-style-type: none"> <li>• Measure Organisational Performance</li> <li>• Take corrective actions</li> </ul>

**VI SEMESTER**

**6.1 ENVIRONMENTAL EDUCATION & DISASTER MANAGEMENT**

L T P  
4 - -

**RATIONALE:**

A diploma student must have the knowledge of different types of pollution caused due to industrialization and construction activities, so as he may help in balancing of eco-system and control pollution by providing controlling measures. They should be also aware of the environmental laws for effectively controlling the pollution of environment. The topics are to be taught in light of legislation Para-3.

TOPIC WISE DISTRIBUTION OF PERIODS:

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SL. NO.	TOPIC	L	T	P
1.	Introduction	6		
2.	Pollution	4		
2.1	Water Pollution	8		
2.2	Air Pollution	8		
2.3	Noise Pollution	4		
2.4	Radio Active Pollution	6		
2.5	Solid Waste Management	6		
3.	Legislations	4		
4.	Environmental Impact Assessment	4		
5.	Disaster Management	6		
TOTAL		56	-	-

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## DETAILED CONTENTS

### 1. **INTRODUCTION :**

- Basics of ecology, Ecosystem, Biodiversity Human activities and its effect on ecology and eco system, different development i.e. irrigation, urbanization, road development and other engineering activities and their effects on ecology and eco system, Mining and deforestation and their effects.
- Lowering of water level , Urbanization.
- Biodegradation and Biodegradability, composting, bio remediation, Microbes .Use of biopesticides and biofungicides.
- Global warning concerns, Ozone layer depletion, Green house effect, Acid rain,etc.

### 2. **POLLUTION :**

Sources of pollution, natural and man made, their effects on living environments and related legislation.

#### 2.1 **WATER POLLUTION :**

- Factors contributing water pollution and their effect.
- Domestic waste water and industrial waste water. Heavy metals, microbes and leaching metal.

- Physical, Chemical and Biological Characteristics of waste water.
- Indian Standards for quality of drinking water.
- Indian Standards for quality of treated waste water.
- Treatment methods of effluent (domestic waste water and industrial/ mining waste water), its reuse/safe disposal.

## 2.2 AIR POLLUTION :

Definition of Air pollution, types of air pollutants i.e. SPM, NOX, SOX, CO, CO<sub>2</sub>, NH<sub>3</sub>, F, CL, causes and its effects on the environment.

- Monitoring and control of air pollutants, Control measures techniques. Introductory Idea of control equipment in industries i.e.
  - A. Settling chambers
  - B. Cyclones
  - C. Scrubbers (Dry and Wet)
  - D. Multi Clones
  - E. Electro Static Precipitations
  - F. Bog Fillers.
- Ambient air quality measurement and their standards.
- Process and domestic emission control
- Vehicular Pollution and Its control with special emphasis of Euro-I, Euro-II, Euro-III and Euro IV.

**2.3 NOISE POLLUTION :**

Sources of noise pollution, its effect and control.

**2.4 RADISACTIVE POLLUTION :**

Sources and its effect on human, animal, plant and material, means to control and preventive measures.

**2.5 SOLID WASTE MANAGEMENT :**

Municipal solid waste, Biomedical waste, Industrial and Hazardous waste, Plastic waste and its management.

**3. LEGISLATION :**

Preliminary knowledge of the following Acts and rules made There under-

- The Water (Prevention and Control of Pollution) Act - 1974.
- The Air (Prevention and Control of Pollution) Act - 1981.
- The Environmental Protection (Prevention and Control of Pollution) Act -1986. Rules notified under EP Act - 1986 Viz.
  - # The Manufacture, Storage and Import of Hazardous Chemical (Amendment) Rules, 2000
  - # The Hazardous Wastes (Management and Handling ) Amendment Rules, 2003.
  - # Bio-Medical Waste (Management and Handling) (Amendment)

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Rules, 2003.

- # The Noise Pollution (Regulation and Control) (Amendment) Rules, 2002.
- # Municipal Solid Wastes (Management and Handling) Rules, 2000.
- # The Recycled Plastics Manufacture and Usage (Amendment) rules, 2003.

4. **ENVIRONMENTAL IMPACT ASSESSMENT (EIA) :**

- Basic concepts, objective and methodology of EIA.
- Objectives and requirement of Environmental Management System (ISO-14000) (An Introduction).

5. **DISASTER MANAGEMENT :**

Definition of disaster - Natural and Manmade, Type of disaster management, How disaster forms, Destructive power, Causes and Hazards, Case study of Tsunami Disaster, National policy- Its objective and main features, National Environment Policy, Need for central intervention, State Disaster Authority- Duties and powers, Case studies of various Disaster in the country, Meaning and benefit of vulnerability reduction, Factor promoting vulnerability reduction and mitigation, Emergency support function plan.

Main feature and function of National Disaster Management Frame Work, Disaster mitigation and prevention, Legal Policy Frame Work, Early warning system, Human

Resource Development and Function, Information dissemination  
and communication.

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## 6.2 FRONT OFFICE MANAGEMENT

**L T P**

**3 - 6**

<b>S.No.</b>	<b>Topic</b>
<b>Unit 1</b>	<b>PLANNING &amp; EVALUATING FRONT OFFICE OPERATIONS</b>  A. Forecasting techniques B. Forecasting Room availability C. Useful forecasting data <ul style="list-style-type: none"><li>• % of walking</li><li>• % of overstay</li><li>• % of under stay</li></ul> D. Forecast formula E. Sample forecast forms
<b>Unit 2</b>	<b>BUDGETING</b>  A. Making of front office budget B. Factors affecting budget planning C. Capital operation budget for front office D. Refining budgets E. Forecasting room revenue

<b>Unit 3</b>	<b>COMPUTER APPLICATION IN FRONT OFFICE OPERATION</b>  A. Use of MIS in Hotels B. PMS C. Reservations-GDS, CRS InterCell Agencies
<b>Unit 4</b>	<b>YIELD MANAGEMENT</b>  A. concept and importance B. applicability to rooms division <ul style="list-style-type: none"> <li>• Capacity management</li> <li>• Discount allocation</li> <li>• Duration control</li> </ul> C. Measurement yield D. Yield management software E. Yield management team
<b>Unit 5</b>	<b>Front Office Arrangements</b>  -Lease -Franchise -Affiliation -MGMT Contract -Sole Proprietor

## **PRACTICALS**

Hands on practice of computer application (Hotel Management System) related to front office procedures such as

- Night audit,
- Income audit,
- Accounts,



### SUGGESTIVE LIST OF TASKS FOR FRONT OFFICE OPERATION SYSTEM

<b>S.No.</b>	<b>Topic</b>
<b>01</b>	HMS Training - Hot Function kiys
<b>02</b>	How to put message
<b>03</b>	How to put a locator
<b>04</b>	How to check in a first time guest
<b>05</b>	How to check in an existing reservation
<b>06</b>	How to check in a day use
<b>07</b>	How to issue a new key
<b>08</b>	How to verify key
<b>09</b>	How to cancel a key
<b>10</b>	How to issue a duplicate key
<b>11</b>	How to extend a key
<b>12</b>	How to print and prepare registration cards for arrivals
<b>13</b>	Hot to programme keys continuously
<b>14</b>	How to programme one key for two rooms
<b>15</b>	How to re-programme a key
<b>16</b>	How to make a reservation
<b>17</b>	How to create and update guest profiles
<b>18</b>	How to update guest folio
<b>19</b>	How to print guest folio
<b>20</b>	How to make sharer reservation
<b>21</b>	How to feed remarks in guest history
<b>22</b>	How to add a sharer
<b>23</b>	How to make add on reservation

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<b>24</b>	How to amend a reservation
<b>25</b>	How to cancel a reservation
<b>26</b>	How to make group reservation
<b>27</b>	How to make a room change on the system
<b>28</b>	How to log on cashier code
<b>29</b>	How to close a bank at he end of each shift
<b>30</b>	How to put a routing instruction
<b>31</b>	How to process charges
<b>32</b>	How to process a guest check out
<b>33</b>	How to check out a folio
<b>34</b>	How to process deposit for arriving guest
<b>35</b>	How to process deposit for in house guest
<b>36</b>	How to check room rate variance report
<b>37</b>	How to process part settlements
<b>38</b>	How to tally allowance for the day at night
<b>39</b>	How to tally paid outs for the day at night
<b>40</b>	How to tally forex for the day at night
<b>41</b>	How to pre-register a guest
<b>42</b>	How to handle extension of guest stay
<b>43</b>	Handle deposit and check ins with voucher
<b>44</b>	How to post payment
<b>45</b>	How to print checked out guest folio
<b>46</b>	Check out using foreign currency
<b>47</b>	Handle settlement of city ledger balance
<b>48</b>	Handle payment for room only to Travel Agent
<b>49</b>	Handle of banquet event deposits
<b>50</b>	How to prepare for sudden system shutdown

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<b>51</b>	How to checkout standing batch totals
<b>52</b>	How to do a credit check report
<b>53</b>	How to process late charges on third party
<b>54</b>	How to process late charges to credit card
<b>55</b>	How to check out during system shutdown
<b>56</b>	Handling part settlements for long staying guest
<b>57</b>	How to handle paymaster - folios
<b>58</b>	How to handle bills on hold

## 6.3 ACCOMMODATION MANAGEMENT

**L T P**

**3 - 6**

<b>S.No.</b>	<b>Topic</b>
<b>Unit 1</b>	<b>PLANNING AND ORGANISING THE HOUSE KEEPING DEPARTMENT</b>  A. Area inventory list B. Frequency schedules C. Performance and Productivity standards D. Time and Motion study in House Keeping operations E. Standard Operating manuals - Job procedures F. Job allocation and work schedules G. Calculating staff strengths & Planning duty rosters, team work and leadership in house keeping H. Training in HKD, devising training programmes for HK Staff I. Inventory level for non recycled items J. Budget and budgetary controls K. The budget process L. Planning capital budget M. Planning operation budget N. Operating budget - controlling expenses - income statement O. Purchasing systems - methods of buying P. Stock records - issuing and control
<b>Unit 2</b>	<b>HOUSEKEEPING IN INSTITUTIONS &amp; FACILITIES OTHER THAN HOTELS</b>

<b>Unit 3</b>	<b>CONTRACT SERVICES</b> A. Types of contract service B. Guidelines for hiring contract services C. Advantages & disadvantages of contract services
<b>Unit 4</b>	<b>SAFETY AND SECURITY</b> A. Safety awareness and accident prevention B. Fire safety and fire fighting C. Crime prevention and dealing with emergency situation
<b>Unit 5</b>	<b>ENERGY AND WATER CONSERVATION IN HOUSEKEEPING OPERATIONS</b>
<b>Unit 6</b>	<b>INTERIOR DECORATION</b> A. Elements of design B. Colour and its role in décor - types of colour schemes C. Windows and window treatment D. Lighting and lighting fixtures E. Floor finishes F. Carpets G. Furniture and fittings H. Accessories
<b>Unit 7</b>	<b>LAYOUT OF GUEST ROOMS</b> A. Sizes of rooms, sizes of furniture, furniture arrangement B. Principles of design C. Refurbishing and redecoration

## PRACTICAL

S.No.	Topic
<b>01</b>	First Aid A. First aid kit B. Dealing with emergency situation
<b>02</b>	Special Decorations
<b>03</b>	Layout of a guest room
<b>04</b>	Team cleaning
<b>05</b>	Devising training modules/standard operating procedures/inspection check lists

### **Practical Guidelines :**

Layout of a guest room graph paper (on scale)	20 Marks
Team cleaning	10 Marks
First Aids	20 Marks
Special Decoration (Team Job)	20 Marks
SOPs – written Exercise	10 Marks
Practical Journals	10 Marks
Viva	10 Marks

**Student must given a time for 30 minutes for each exercise except (3,6,7).**

## **6.4 FACILITY PLANNING**

**L T P**  
**8 - -**

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S.No.	Topic
<b>Unit 1</b>	<b>HOTEL DESIGN</b>  A. Design Consideration <ul style="list-style-type: none"> <li>- Attractive Appearance</li> <li>- Efficient Plan</li> <li>- Good location</li> <li>- Suitable material</li> <li>- Good workmanship</li> <li>- Sound financing</li> <li>- Competent Management</li> </ul>
<b>Unit 2</b>	<b>FACILITIES PLANNING</b>  The systematic layout planning pattern (SLP)  <b>Planning consideration</b>  A. flow process & Flow diagram B. procedure for determining space considering the guiding factors for guest room/ public facilities, support facilities & services, hotel administration, internal roads/budget hotel/  <b>Architectural consideration</b>  A. Difference between carpet area plinth area and super built area, their relationships, reading of blue print (plumbing , electrical, AC, ventilation, FSI, FAR, public Areas)

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	<p>B. Approximate cost of construction estimation</p> <p>C. Approximate operating areas in budget type/5 star types hotel approximate other operating areas per guest room</p> <p>D. Approximate requirement and Estimation of water/electrical load gas, ventilation</p>
<b>Unit 3</b>	<p><b>STAR CLASSIFICATION OF HOTEL</b></p> <p>Criteria for star classification of hotel (Five, four, three, two, one &amp; heritage)</p>

<p><b>Unit 4</b></p>	<p><b>I- KITCHEN</b></p> <ul style="list-style-type: none"> <li>A. Equipment requirement for commercial kitchen <ul style="list-style-type: none"> <li>• Heating - gas / electrical</li> <li>• Cooling (for various catering establishment)</li> </ul> </li> <li>B. Developing Specification for various Kitchen equipments</li> <li>C. Planning of various support services (pot wash, wet grinding, chef room, larder, store &amp; other staff facilities)</li> </ul>
	<p><b>II-KITCHEN LAY OUT &amp; DESIGN</b></p> <ul style="list-style-type: none"> <li>A. Principles of kitchen layout and design</li> <li>B. Areas of the various kitchens with recommended dimension</li> <li>C. Factors that affect kitchen design</li> <li>D. Placement of equipment</li> <li>E. Flow of work</li> <li>F. Space allocation</li> <li>G. Kitchen equipment, manufactures and seletion</li> <li>H. Layout of commercial kitchen (types, drawing a layout of a commercial kitchen)</li> <li>I. Budgeting for kitchen equipment</li> </ul>
	<p><b>III- KITCHEN STEWARDING LAYOUT AND DESIGN</b></p> <ul style="list-style-type: none"> <li>A. Importance of Kitchen stewarding</li> <li>B. Kitchen stewarding department layout and design</li> <li>C. Equipment found in kitchen stewarding department</li> </ul>

<b>Unit 5</b>	<b>STORES - LAYOUT AND DESIGN</b>  A. Stores layout and planning (dry, cold and bar) B. Various equipment of the stores C. Work flow in stores
<b>Unit 6</b>	<b>ENERGY CONSERVATION</b>  A. Necessity for energy conservation B. Methods of conservation energy in different area of operation of a hotel C. Developing and implementing energy conservation program for a hotel
<b>Unit 7</b>	<b>CAR PARKING</b>  Calculation of car park area for different types of hotel
<b>Unit 8</b>	<b>PLANNING FOR PHYSICALLY CHALLENGED</b>
<b>Unit 9</b>	<b>PROJECT MANAGEMENT</b>  A. Introduction to Network analysis B. Basic rules and procedure for network analysis C. C.P.M. and PERT D. Comparison of CPM and PERT E. Classroom exercises F. Network crashing determining crash cost, normal cost

## 6.5 TOURISM MARKETING

L T P

4 - -

This course familiarises the students with Marketing concepts, techniques and skills as required in the marketing to tourism products and attractions.

### Syllabus

#### **Unit - 1                      Understanding Entrepreneurship and Management**

Introduction to Tourism Marketing - Approaches, Relevance and Role  
Market Segmentation  
Tourism Markets: International and Domestic

#### **Unit - 2                      Market Analysis**

Marketing Research  
Competitive Analysis and Strategies  
Forecasting for Tourism and its Products  
Role of Technology in Tourism Marketing

#### **Unit - 3                      Developmental Role of Marketing**

Role of Public Organization  
Role of Local Bodies  
Role of NGOs

Socially Responsible Marketing  
Social Marketing

**Unit - 4**

**Marketing Mix**

Product Designing  
Pricing Strategies  
Promotion Strategies  
Distribution Strategies  
The Fifth P: People, Process and Physical Evidence

**Unit - 5**

**Marketing Mix: Specific Situations**

Familiarization Tours  
Seasonal Marketing  
Tourism Fairs and Travel Markets

**Unit - 6**

**Destination Marketing**

Regions, Cities, Leisure Spots  
Events, Activates, Individuals  
Shopping, Education and Culture  
Marketing Local Foods

**Unit - 7**

**Accommodation Marketing**

Star Category Hotels

Alternate' Accommodation  
Supplementary Accommodation  
Linkages in the Trade

**Unit - 8**

**Transport and Travel Services Marketing**

Air lines Marketing  
Tourist Transport Marketing  
Travel Agency Marketing  
Tour Operators Marketing

## 6.6 RESEARCH PROJECT

L T P

- - 8

The purpose of research is to seek answers to problems through the application of scientific methodology, which guarantees that the information is reliable and unbiased. This information is utilized to make conclusions and recommend solutions. Good research depends on addressing key points based on a checklist approach. Some elementary factors need to be kept in mind while preparing a research and deciding the topic, these could be based on its relevance, feasibility, coverage, accuracy and research objectivity and ethics.

Based on the above principles, the research project would be prepared by a student under guidance of a faculty member, familiar with the scientific research methodology. The research would clearly spell out the objective, its findings, the methodology adopted, a conclusion and recommendations. The research project will then be presented to a panel of internal and external examiner through a report and viva voce.

Two hours per week have been allocated for guiding students in undertaking the research project. Research Methodology has already been taught in the 2<sup>nd</sup> year and topic for research allotted to students. In the 3<sup>rd</sup> year the student

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will undertake practical field research and preparation of the project. At term end, the research project will be presented before a panel. The research project will carry weightage of 100 marks equivalent to six credits.

Introduction	10 Marks
Research Objectives	10 Marks
Research Methodology	10 Marks
Data Analysis and finding	20 Marks
Conclusion and recommendation	10 Marks
Viva	20 Marks
Project Supervisor Report's	20 Marks

(Weekly assessment by maintaining a diary by the student and feed back about development of study)

### **GUEST SPEAKERS & SELF STUDY**

As per the teaching scheme, two hours per week have been allocated for inviting Guest Speakers from the industry who would give a first hand input in the operational areas of hospitality management and allied service sectors. It would be mandatory to conduct at least 15 guest lectures per academic year for the benefit of 3<sup>rd</sup> year students who are to be prepared

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for entry to the industry. Relevant topics may be identified for guest speakers, creating a good academic interface with the industry. Besides, student must be encouraged to undertake self-study through assignments, including inputs from internal and external libraries, internet access, field visits, etc.

**Staff Structure**

Director/Principal	01	
Head of Department		01
Lecturer(Hotel Management)		06
Lecturer(Computer Engineering)	01	
Lecturer (English)	01	
Lecturer (Management)	01	
Steno/Typist		01
Accountant/Cashier		01
Student Clerk		01
Librarian	01	
Storekeeper		01
Class IV	08	
Sweeper		Part Time As Per Requirement
Chaukidar & Mali		As Per Justification

**Note : Qualification of the above staff as per U.P. Government Service Rule**

## Space Structure

### **Norms for space Basic Data**

Annual Intake (3 year programme)

100

Total No. of student

300

Teaching faculty required

20

### **Administrative Area**

**Sq.m.**

Principal/ Director/ HOD

30

Principal/ Director office

25

Main Office

100

Reception

25

Admn. Officer

40

Maintenance & Estate Office

40

Faculty rooms

200

Seminar room

30

Store

10

Drawing/ Reprographic

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	20
<b>Total Carpet</b>	<b>520</b>
Plinth area	730 Sqm
<b>Academic Area</b>	<b>Sq.m.</b>
Class room (2 nos.)	220
Tutorial room (3 nos.)	78
Library	100
<b>Laboratories</b>	
Food Production	840
Food and beverage	750
Housing Operation	800
Computer Centre	50
Maintenance workshop	50
<b>Total Carpet area</b>	<b>2888 sq.m</b>
Total land space require for academic and administrative area	
	$2 * (730 + 4043) = 9546 \text{ sqm. or } 2.4 \text{ acres}$
<b>Residential area and Amenities area (Desirable)</b>	

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Assumption

One hostel block for 120 students is provided

Area required for residential block

$$120 \times 9 = 1080 \text{ sqm}$$

**Other facilities**

**Sq.m.**

Kitchen and dining hall

200

Indoor games - Student centre

150

Medical room

50

Canteen

15

Warden office

18

Guest room (2 rooms 7)

18

**Total carpet area for student for one hostel**

**1531 sqm**

Total plinth area for student hostel

2145 sqm

for two hostels

4290 sqm

**Staff Residence**

Principal/ Director/HOD

140

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Warden	100
Hostel type accommodation for 25% faculty 5*30	150
Essential staff 5*20	100
<b>Total carpet area for staff residences</b>	<b>490 sqm</b>
Total plinth area	685 sqm
<b>Amenities</b>	<b>Sq.m.</b>
Guest House (5)	150
Student activity centre	75
Canteen and Cooperative store	200
<b>Total carpet area</b>	<b>425</b>
Plinth area	595

### **List of Equipment**

#### **Food Production (Kitchen) General Equipment List**

##### **Heavy Duty and medium**

Microwave oven - 1, ratt pan-shallow tilting frypan - 2, Griddle/grill - 2, Cold counter (with sandwich unit) - 1, Torulsen (Reach in collar) - 1, Walk in Cooler - 1, Deep freezers - 1, Salamanders - 2, Slicing machine (gravity slicer) - 3, Dish Washing machine - 1, Precision scales - 3, Pasta machine - small table model - 1, Dough mixer - with attachments - 1, Food Mixer - with attachments - 1, Rich boiler - 1,

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Stockpots - 3, Masala grinder - 3, Deep fryer -2, Convection oven - 1, Meat band saw (for regions only) -1, Food waste disposal unit - 1, Fish kettles - 2, Tandoor with rods - 1, Electric potato peeler (10-15 kg.) - 2, Buffalo chopper/mincer - 1, 4 burner gas range with oven and work table and stainless steel and sink with draining board - 60.

#### **Light Equipment**

Meat Thermometers - 2, Meat forks - 12, Filleting knives - 10, Butchers knives - 6, Boning knives - 6, Butchers saw - 2, Cleavers - 2, Cutlet bat - 2, Fish scissors - 3, Chefs knives case (8 per case) - 2, Carving knives - 2, mandolin - 2, Birds nest moulds - 2, Large Brass degchi - 6, Iron Kadai (different sizes) - 3, Dosa tawa - 2, Idli stamer - 2, Chapatti Puffer - 2, Poori Machine manual - 1, Omelette pan-non stick - 30, Fry pan - 30, Fish slicers - 30, Frying spoon - 30, round laddle - 30, Grater - 30, roasting tork - 30, Wooden Spon and spatula each - 30, Saute pan-small and medium each - 30, Measuring jug - 30, Wire whisks - 30, Brasing panwith lid - 30, Conical strainer - 30, Colander - 30, Potato peeler - 30, Brass Degchi with lid - 30, Stainless steel degchi with lid - 30, S/s bowl, flat and round bottom each - 60.

#### **Kitchen Equipment (per 100 Students)**

Brass Pan 12" with lids - 6, Brass Pan 18" with lids-4, B.-ass Pan 24" with lids -4, Alumunium Pans with lids and handles -4, Brass Karai 1 B" -2, Brass Karai 24" -1, Flat spoons iron(Palta) -4, Round spoon 18" with wooden handle -12, Perforated spoons(iron) -6, Metal strainers - 2, Steel trays -1, Doz., Alumunium Trays -6, Rice servers - 2, Working tables stainless steel - 10, Sauce pans brass with handles -6, Sinks stainless steel - 6, Egg beaters -6, Graters stainless steel -4, Plastic containers -1 Doz. (1 kg. each), Grinding stone - 2, Cleavers heavy stainless steel - 4, Hot water boiler electric -1,

Fry Pan S/S	30	Rs. 250	7500.00
Non Stick Frying Pan	30	Rs. 450.00	13500.00
Chinese Kadai (Wok)	24	Rs. 1500.00	36000.00
Meat Hammer	24	Rs. 300.00	7200.00
Pizza Cutter	30	Rs. 200.00	6000.00
Potato Masher	24	Rs. 175.00	4200.00

#### **Bakery**

Bakery over with plates - 2, Proving Cabinet - 2, Ice Cream/ Sorbet machine - 1, Nylocast chopping Board - 2, Refrigerated marble top pastry bench - 3, Fat Thermometers - 2, Sugar Thermometers - 2, Parisienne scoopes - 6, Lemon Groovers - 6, Knife steels - . 30, Saccrometer - 2, Pastry pincher - 12, Croquembouche cone - 6, Cream whipper (electric) - 2, Long handled flat spoon(Palta) - 12, Halwai kadai - 12, Jalebi Tawa - 2, Long handled draining spoon - 12, Long handled wooden spoon - 12, Bread tins - 30, Cake tin round - 30,

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Cake tin rectangular - 30, Baking trays (small and large) - 30, Underlining trays - 72, Jelly moulds - 30, Borquette moulds - 30, Tartlette moulds - 30, Flan rings - 30, Savarin moulds - 30, Muffin trays - 60, Brioche moulds - 30, Doughnet cutter - 6, Fancy moulds assorted - 6, Animal cutter - 6, Vol au vent cutter - 6, Piping Bags - 30, Nozzels assorted - 6, Cooling racks - rectangular and round - 20, Rolling pins - 60, Serrated rolling pins - 30, Quiche moulds 30, Praline - 30, Chocolate moulds (assorted) - 30, Easter egg moulds - 30, Slotted s/s spoon - 30, s/s bowl, flat and round bottom each - 60, Egg slicer - 30, Lemon squeezer - 30, Tin openers - 30, Scooper noisette - 6 sets, Mugs s/s - 60, Kadai brass - 30, Cold counter - 2, Deep freezers - 2, Precision scales - 3, Dough mixer - 2, Convection oven - 1, Ice-cream/ sorbet machine - 1, Fat thermometers - 2, Large brass degchi - 6, Iroi. kadai - 12, Rolling pin - 30, Round ladle - 30, Grater - 30, Wooden spoon and spatula each - 30, Saute pan - 30, Measuring jug - 60, s/s degchi with lid - 30, s/s Bowl flat and round each - 60.

**Kitchen Equipment Norms for a Bakery  
(per student)**

Work table with marble top - 1, Enamel bowl small - 1, Enamel bowl large - 1, Brass thal - 2, Steel degchi - 1, Enamel mug - 2, Rolling pin - 1, Egg beater 1, Wooden spoon - 1, Scraper - 1, Table spoon - 1, Fork - 1, Measuring jug enamel - 1, Tea spoon - 1, Measuring spoon set - 1, Sink - 1, s/s degchi - 1, Wire whisk - 1, Comb for decoration - 1, Piping bags with set of nozzles - 1, Strainer s/s - 1, s/s sieve - 1.

**Food and Beverage Service Laboratory Equipment**

**Heavy Duty Equipment**

Chafing dishes - 12, Coffee making machine - 1, Flammable rechaude - 1, Flammable pan-oval - 3, Flammable pan-round - 3, Hot plate - 1, Juice chiller 1, Juice extractor - 1, Ice-making machine - 1, Ice-flaking machine - 1, Plate dispenser electric - 1, Waring blender -1, Drink mixer -1, Gueridon - 1, Hors d'oeuvres/sweet - 1, Room service/ Carving - 1, Cigar cutter - 1, Cocktail shaker - 1, Cocktail strainer - 1, Bar spoon - 2, Check-flow pourer - 6, Corkcrew twin lever - 6, "ork screw-waiters friend - 36, Hydrometer - 1, Ice bucket - 1 i Ice tongs - 3, Non-drip portable bottle stand - 1. Optic measure pourer - 6, Pushup measure pourer - 4, Measure jiggers - 2, Nta mug grater - 2, Salvers 12'- 24, ">alvers-15'- 12, Wine cooler -, Wine cr4'oler - 3, Wine rack - 1, Bread and Butter plates - 288, Consomme cups - T,44, Coffee cups - 144, Flash plate 20cm - 144, Sweet plate 18 cms - 144, Dinner plate 25 cms - 144, Tea cups - 144, Avocado shells - 12, Asparagus plates - 6, Egg dish round earned - 12, Fish dishes - 12, Oyster plates - 12, Scallop shells - 12, Salad plates 12, Butter knives - 24, Cheese knives - 3, Coffee spoon - 72, Dessert fork 144, Dessert knife - 144, Dessert spoons - 144, Dinner fork - 144, Dinner knife - 144, Fish Knife - 72, Fish fork - 72, Fruit knife - 36, Fruit fork - 36, Gateau slice - 6, Grape fruit knife - 3, Grape fruit spoon - 36, Lobster crackers - 3, Lobster pick - 3, Mustard spoon - 12, Pastry fork - 36, Service spoon - 72, Service fork - 72, Steak knives - 12. Soup spoons - 144, Sugar tongs - 6, Butter dish with cover - 12, Candle sticks - 12, Chill cups - 12, Coups - 36, Cruet set - oil and vinegar - 3, Cruete set - pepper and salt - 36, Coffee pots - 36, Creamers - 12, Entree dishes - 24, Escargot dish/ tongs/ forks - 6, Finger bowls - 24, Hors d'oeuvres tray - 3, Milk jugs - 24, Menu stands - 24, Mustard pots - 24, Sauce boats - 12, Silver flat - 12, Sugar bowls -

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12, Tea stainer - 24, Toast rack - 6, Water jugs - 24, Brandy ballon - 24, Champagne flute - 24, Champagne saucer - 60, Claret glass - 60, Goblet - 144, High ball glass - 60, Hock glass - 24, Juice glass - 144, Liquor glass - 24, Port glass 24, Sherry glass - 24, Whisky saucer - 24, Cocktail glasses - 24, Ashtray 60, Bread Boats - 24, Carving knife - 1, Carving Board - 2, Corn on the cob holder - 12, Fruit stand - 2, Pepper mill - 12, Plate cover - 36, Sugar bowl - 6, Table numbers - 1 to 48, Trays - 24.

### **Front Office Equipment and Furniture**

#### **Equipment**

Room rack - 1, Information rack -1, Date and time stamping Tachine - 2, Message light system - 1, Reservation rack - 1, Space availability board -1, Call bell - 1, Trinning telephone - 4, Registration card holder - 3, Postal scale - 1, Front office. posting machine - 1, Guest folio tray - 1, Cash box - 1, Credit card Imprinter - 1, Calculating machine -2, Typewriter - 2, Wall clock - 1, Luggage Trolley - 1

#### **Furniture**

Reception counter - 1, Information counter - 1, F.O. cashiers counter - 1, Bell desk - 1, Lobby desk - 1, Mail and key rack - 1, Mail sorting rack - 1, Mail forwarding file - 1, Duplicate key rack - 1, Notice Board - 1, Bulletin board - 1, Chalk board with stand - 1, Guest history filing cabinet - 1, Reservation filing cabinet - 1, Reservation office table/ chair - 1.

### **Housekeeping Equipment**

#### **Room**

Fan/ A.C - 1, Fitted carpet, single beds - 2, Bed heads - 2, Bed sheets - 2, Telephone - 1, Bed side Lamps - 2, Chest for drawers - 1, Wardrobe - 1, Desk - 1, Desk lamp - 1, Mirror - 1, Full length mirror - 1, Pictures/ Luggage rack 1, Arm chairs - 2, Coffee table - 1, Studying lamp - 1, Upright chair - 1, Curtains - as per requirement.

#### **Bathroom**

Shower curtains - as per requirement, Exhaust fan - as per requirement, Shelving - as per requirement, Toilet roll holders - as per requirement, Towel rails - as per requirement.

#### **Housekeeping**

Vacuum cleaner -1, Wet pickup machine -1, Scrubbing machine - 1, Carpet 1, Maids trolley - 1, Cleaners trolley - 1, Box carpet sweeper - 1.

#### **Laundry**

Sinks - 4, Laundry tables - 2, Laundry 'trolley - 1, Washing machine/ tumbler Drier (20 kg. - 1) (5 kg. - 1), Steam press - 1, Ironing Board - 2, Calendar - 1, Dry clean machine (1 0/1 5 kg.)- 1.

#### **Glass Cleaning Kit**

**Rs. 10000.00**

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**Flower Arrangement Equipment :**

1.	Foam (Floral)	Rs. 200.00
2.	Grey/Brown Foam	Rs. 200.00
3.	Chicken Wire	Rs. 200.00
4.	Pin Holder	Rs. 100.00
5.	Prong	Rs. 100.00
6.	Florist's Cone	Rs. 200.00
7.	Adhesive Clay	Rs. 50.00
8.	Secaterus	Rs. 200.00
9.	Wire Cutter	Rs. 300.00
10.	Cocktail Sticks	Rs. 550.00
11.	Candle Holder	Rs. 100.00
12.	Vases & Jugs Baskets	Rs. 2000.00
13.	Rose Bowl	Rs. 600.00
14.	Candle Cup	Rs. 200.00
15.	Floral Foam Container	Rs. 550.00
16.	Mop Wringer Trolley	Rs.15000.00
17.	Hand Caddy	Rs. 1000.00
18.	Ladder	Rs. 10000.00
19.	V-Sweeper (Dry Mop)	Rs. 10000.00
20.	Wet Mop (Kentuckey Mop)	Rs. 10000.00
21.	Squeegee	Rs. 2000.00
22.	Linen trolley	Rs. 8000.00
23.	Janitor's Trolley	Rs. 10000.00
24.	Sainbins	Rs. 1000.00
25.	Carpet Shampoo Machine	Rs. 60000.00

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26	Lint Free Glass Duster	Rs. 500.00
27.	Scrim	Rs, 500.00
28.	Chamois Leather	Rs. 1000.00

#### **FOOD SCIENCE (Equipment and Furniture Requirement)**

Refrigerator - 1, Incubator - 1, Hot air oven - 1, Autoclave - 1, Physical balances - 1, One pan balance - 1, Compound microscope - 10, Gas ranges - 2, Hot water bath - 1, Water distillation operator - 1, Steel almirah - 1, Apparatus racks - 4, Laboratory tables - 10, Stools - 20, Water taps fitted in laboratories tables - 10, Wire basket - 10, S/S degchis (medium size) - 4, Buckets (plastic) 2, Waste bin -1, Petri plates - 12 dozens, Test tube - 500, Glass slides (packet) -6, Brass spirit lamps - 12, s/s mug - 10, Inoculating loops - 20, Dropping reagent bottles(Brown glass )- 4 dozens, Tongs - 1 dozen, Test tube holders 1 dozen, Measuring spoon - 2 sets, Spatula - 10, Test tube stands - 10 big and 10 small, Pipette stands - 10, Glass apparatus-beakers - 100 ml, 250 ml, 500 ml - 1 dozen each, Measuring cylinders - 100cc-1 dozen, 1000cc-2 dozen, Conical flasks 250cc - 1 dozen, 500cc - 6 no., Pipettes 1 ml, 10ml, 20ml each, Pestle and mortar - 2, Burettes - 2, Funnels small and medium - 6 each.

#### **Audio-visual and reproduction equipment**

Overhead Projector - 6, Trolley for OHP - 6, Transparency sheets - 1500" Transparency frames - 1000, Marking pens-permanent - 100, Marking penswater soluble - 100, Transparency erasers - 24, Slice Projectors - 1, Slide Trays(for 50 slides) - 10, Carousel Slide projector - 2, Projection screen-wall 1, Video Cassette recorder - 1, Color TV/monitor - 1, Portable cassette records - 1, Photocopier - 1, Electronic stencil cutter - 1, Flip Board-portable - 3, Flannel board-portable - 1, Magnetic board portable - 1, Desk top publishing machine - 1.

## **COMPUTER LAB**

### **LIST OF EQUIPMENTS**

- 45 COMPUTERS WITH ALL ACCESSORIES LATEST VERSION
- MODEM
- INTERNET CONNECTION
- 45 COMPUTER TABLES
- 45 COMPUTER CHAIRS
- AIR CONDITIONER
- C.V.T
- O.H.P
- LAN
- DESKJET PRINTER

## RESTAURANT EQUIPMENT

<b>Item</b>	<b>No.</b>
TABLES	16
CHAIRS	58
SIDE BOARD	06
BAR COUNTER	01
CUPBOARDS	04
RACKS	01
JOINT PLATES	84
RICE PLATES	15
TEA STRAINERS	10
BUTTER DISHES	15
COFFEE POTS	04
CONSOMME CUPS	40
SNAIL DISH	02
CRUET SETS	15
BUD VASES	10
AIRCONDITIONER	02
FANS	10
CHANDELIER	01
GUERIDON TROLEY	02
WINE BUCKET WITH STAND	01
TEA/COFFEE MACHINE	01
WALL MIRROR	01
SAUCE BOAT	01

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MASTER BOARD	01
IMPORTED WINE OPENER	01
IMPORTED CITRUS SQUEEZER	01
CORK SCREW	01
CORK SCREW WITH CAP	01
BAR MEASURE(DBL. CUP)	01
SALAMANDER	01
CAKE SLICER	02
SOUP LADLE	01

**GLASSWARE**

WHITE WINE GLASS	24
RED WINE GLASS	24
ROLLY POLLY	24
BEER GOBLETS	24
PONY TUMBLERS	50
CHAMPAGNE TULIP	06
HI BALL	100
BRANDY BALLOON	06
SHOT GLASS	06
CHAMPAGNE FLUTE	06
CUT GLASS DECANTER 750 ml.	01
PILSNER GLASS	06
WHITE WINE GLASS GOLD BAND	12
CHAMPAGNE TULIP GOLD RIM	06

**Cutlery & Crockery**

A P SPOON	75
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A P FORK	75
JOINT KNIFE	75
SOUP SPOON	24
SERVICE FORK	20
SERVICE SPOON	20
DESSERT SPOON	50
DESSERT FORK	24
FISH KNIFE	24
FISH FORK	24
TEA SPOON	20
CHESSE KNIFE	02
SNAIL FORKS	02
STEAK KNIFE	06
SUGAR POT	02
COFFEE SPOON	02
BUTTER DISH	15
CREAMER	06
TEA POTS	12
PLATTERS ASSORTED	25
SERVICE BOWLS	25
SIDE PLATES GOLD LINE	12
MEAT PLATES GOLD	12
SIDE PLATE	48
SALVERS	06
DESSERT PLATE	62
TEA CUPS	48
TEA SAUCERS	51

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ASH TRAY	10
SOUP BOWLS	25
PLASTIC TRAY	12
COFFEE SPOONS	20
WATER JUGS	08
SOUP PLATES	21
WATER JUGS EPNS	03
DESSERT FORK GOLD HANDLE	10
AP KNIFE GOLD PLATED	11
DESSERT SPOON GOLD PLATED	12
TEA SPOON	08

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