

**NSQF ALIGNED CURRICULUM FOR**  
**THREE YEAR (Six Semesters) DIPLOMA COURSE IN**  
**HOTEL MANAGEMENT & CATERING TECHNOLOGY**  
**FOR THE STATE OF UTTAR PRADESH**  
**(Effective from Session – 2023-24)**



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## **PREFACE**

A topic widely discussed among planners and educators worldwide is the role of technical education in promoting sustainable development in societies striving to catch up with developed nations. The rapid progress of industrialization and globalization has facilitated the rapid exchange of information and technology, effectively shrunk the world, and brought people from diverse cultures and environments together, creating a global village concept. In India, there has been a transition from a closed economy to a knowledge-based and open economy in recent decades. To tackle the challenges posed by new technologies, materials, and methods, it is crucial to develop human resources with the necessary professional knowledge, skills, and attitude. Technical education is a significant component of human resource development and has experienced remarkable growth over the years. Now, the focus should be on consolidating and improving the quality of education by developing human resources and enhancing the delivery system. Polytechnics play a vital role in providing trained technical manpower for industries and organizations in the field. The efforts made by Technical Education, UP, to revise the existing curricula of 12 diploma programs to align with industry needs and NSQF (National Skills Qualification Framework) compliance are praiseworthy. To meet the future demand for technical professionals, it is necessary to revamp the current technical education system, with a key requirement being the development of outcome-based curricula for diploma programs. The curriculum revision process has adopted a scientific method that emphasizes identifying the learning outcomes of diploma programs. The success of a diploma program ultimately depends on its effective implementation. No matter how well-designed the curriculum may be, if it is not implemented properly, the expected outcomes will not be achieved. Alongside obtaining adequate physical resources, having motivated, competent, and qualified faculty members is essential for the successful implementation of the curricula. Polytechnics are expected to conduct continuous job market research to identify emerging skill requirements, eliminate outdated and redundant courses, and develop innovative methods of course offerings, thereby infusing dynamism into the system.

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6. Faculty / Subject Experts from different departments of U.P. Government polytechnics for their efforts in content updating.
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We acknowledge the significant contributions made by these individuals, which have greatly contributed to the development and improvement of the curriculum.

## **1. SALIENT FEATURES OF DIPLOMA PROGRAMME IN HOTEL MANAGEMENT**

1. Name of the Programme : Three Year Diploma in Hotel Management & Catering
2. Duration of the Programme : Three years (Six Semesters)
3. Entry Qualification : Recognized degree in any branch of Engineering or Technology and relevant experience for a period of not less than two years.  
OR  
Recognized degree in any branch of Engineering or Technology and relevant experience for a period of not less than 5 Years.  
OR  
Recognized degree in science with Physics or Chemistry and relevant experience for a period not less than 5 Years.
4. Intake : 60 (or as prescribed by the Board)
5. Pattern of the Programme : Semester Pattern
6. NSQF Level : Level – 5
7. Ratio between theory and Practical : 45: 55 (Approx.)
8. Industrial Training : Four weeks of industrial training is included after IV semester break with allowed leaves. Total Marks allotted to industrial training will be 200.

9. Student Centered Activities:

A provision of 3-6 periods per week has been made for organizing Student Centred Activities for overall personality development of students. Such activities will comprise of co-curricular activities such as expert lectures, self-study, games, hobby classes like photography, painting, singing etc. seminars, declamation contests, educational field visits, NCC, NSS and other cultural activities, disaster management and safety etc.

10. Project work: A project work has been included in the curriculum to enable the student get familiarize with the practices and procedures being followed in the industries and provide an opportunity to work on some live projects in the industry.

## **2. EMPLOYMENT OPPORTUNITIES FOR THREE YEAR DIPLOMA COURSE IN HOTEL MANAGEMENT & CATERING TECHNOLOGY**

Employment opportunities for individuals who have completed a three-year diploma course in Hotel Management & Catering Technology are diverse and promising. With the hospitality industry experiencing steady growth and globalization, there is a constant demand for skilled professionals in this field. Here are some potential employment avenues:

1. **Hotels and Resorts:** Graduates can find employment in various departments within hotels and resorts, such as front office, housekeeping, food and beverage service, and kitchen operations. They can work in positions ranging from entry-level roles to supervisory or managerial positions.
2. **Restaurants and Cafes:** Many restaurants and cafes require trained professionals to manage their operations efficiently. Graduates can work as restaurant managers, food and beverage supervisors, or culinary experts, ensuring high-quality service and customer satisfaction.
3. **Event Management Companies:** With the rise in corporate events, weddings, conferences, and exhibitions, event management companies seek professionals who can handle event planning, coordination, and execution. Diploma holders in Hotel Management & Catering Technology can excel in event management roles.
4. **Cruise Lines:** The cruise industry offers exciting opportunities for graduates to work onboard luxury cruise liners. They can be employed in various departments such as guest services, food and beverage, housekeeping, or entertainment, providing a memorable experience to passengers.
5. **Airlines and Airports:** Hospitality professionals with a diploma in Hotel Management & Catering Technology can find employment in airline companies and airports. They can work in airline lounges, catering departments, or airport hospitality services, ensuring a pleasant experience for travelers.
6. **Catering and Banquet Services:** Graduates can pursue careers in catering companies and banquet services, organizing and managing food services for corporate events, weddings, parties, and other special occasions. They may be responsible for menu planning, food preparation, and ensuring smooth service.
7. **Food Production and Culinary Services:** There is a constant demand for skilled chefs and culinary experts in the food production industry. Diploma holders can work in commercial kitchens, food processing companies, or start their own catering businesses, showcasing their culinary expertise.
8. **Hospitality Consulting:** Graduates with in-depth knowledge of hotel management and catering technology can explore opportunities in hospitality consulting firms. They can provide expert advice and assistance to businesses in improving their operations, enhancing guest experiences, and maximizing profitability.

9. Entrepreneurship: Armed with the necessary skills and knowledge, diploma holders can venture into entrepreneurship by starting their own restaurants, cafes, catering businesses, or boutique hotels. This allows them to showcase their creativity, culinary skills, and business acumen.
10. Teaching and Training: Those passionate about sharing their knowledge and skills can pursue careers in teaching and training institutes offering hospitality courses. They can become instructors, trainers, or faculty members, shaping the next generation of hospitality professionals.

These are just a few examples of the employment opportunities available for individuals who have completed a three-year diploma course in Hotel Management & Catering Technology. The dynamic and ever-growing nature of the hospitality industry ensures a wide range of career options for graduates to explore and excel in.



### **3. LEARNING OUTCOMES OF THE PROGRAMME**

The three-year diploma course in Hotel Management & Catering Technology is designed to provide students with a comprehensive understanding of the hospitality industry and equip them with the necessary skills and knowledge to pursue successful careers in this field. Upon completion of the program, students are expected to achieve the following learning outcomes:

1. **Industry Knowledge:** Graduates will possess a solid understanding of the hospitality industry, including its various sectors, organizational structures, and key trends. They will be familiar with industry terminology, concepts, and practices.
2. **Operational Skills:** Students will acquire practical skills in hotel and catering operations, including front office management, housekeeping, food and beverage service, culinary arts, event management, and restaurant operations. They will be proficient in executing operational tasks effectively and efficiently.
3. **Customer Service:** Graduates will demonstrate excellent customer service skills and understand the importance of providing exceptional experiences to guests. They will be able to handle guest inquiries, complaints, and requests professionally, ensuring customer satisfaction.
4. **Communication and Interpersonal Skills:** Students will develop strong communication and interpersonal skills, enabling them to interact effectively with guests, colleagues, and superiors. They will be proficient in oral and written communication, as well as in building positive relationships.
5. **Leadership and Teamwork:** Graduates will possess leadership qualities and the ability to work collaboratively in a team environment. They will understand the dynamics of team building, delegation, and motivating team members to achieve common goals.
6. **Financial Management:** Students will acquire basic knowledge of financial management principles relevant to the hospitality industry. They will understand concepts such as budgeting, cost control, revenue management, and financial analysis.
7. **Food Production and Culinary Skills:** Graduates will have practical culinary skills, including menu planning, food preparation, cooking techniques, food presentation, and hygiene standards. They will be able to create a variety of dishes and understand the principles of food safety.
8. **Event Management:** Students will gain knowledge and skills in planning, organizing, and executing different types of events, such as conferences, banquets, weddings, and exhibitions. They will understand event logistics, coordination, and the importance of attention to detail.
9. **Ethical and Professional Conduct:** Graduates will demonstrate professionalism, ethical behavior, and a strong work ethic in all aspects of their work. They will understand the importance of integrity, confidentiality, and maintaining high standards of conduct within the industry.

10. Adaptability and Problem-Solving: Students will develop adaptability and problem-solving skills to handle various challenges and unexpected situations that may arise in the hospitality industry. They will be able to think critically, make decisions, and implement effective solutions.

These learning outcomes provide a framework for students to develop the necessary competencies and abilities required to succeed in the dynamic and diverse field of Hotel Management & Catering Technology.

#### 4. DERIVING CURRICULUM AREAS FROM LEARNING OUTCOMES OF THE PROGRAMME

The following curriculum area subjects have been derived from learning outcomes:

S.No	Curriculum Areas/Subjects	Learning Outcomes
1.	Foundation course in Food Production	<ul style="list-style-type: none"> <li>- Understand the basic principles and techniques of food production</li> <li>- Demonstrate proficiency in food preparation and presentation</li> <li>- Apply safety and hygiene practices in food production</li> </ul>
2.	Foundation course in Food & Beverage Service	<ul style="list-style-type: none"> <li>- Gain knowledge of different types of food and beverage services</li> <li>- Develop skills in serving and handling food and beverages</li> <li>- Apply customer service principles in a hospitality setting</li> </ul>
3.	Basic Nutrition & Principle of Food Science	<ul style="list-style-type: none"> <li>- Understand the fundamentals of nutrition and its importance in food preparation</li> <li>- Gain knowledge of food science principles related to cooking, preservation, and processing</li> <li>- Apply nutritional knowledge in menu planning and food service</li> </ul>
4.	Basic Accountancy	<ul style="list-style-type: none"> <li>- Develop basic accounting skills and knowledge</li> <li>- Understand financial statements and budgeting</li> <li>- Apply accounting principles in the hospitality industry</li> </ul>
5.	Communication Skill	<ul style="list-style-type: none"> <li>- Enhance verbal and written communication skills</li> <li>- Develop effective interpersonal communication abilities</li> <li>- Apply communication skills in a professional hospitality context</li> </ul>
6.	Foundation course in Accommodation operation	<ul style="list-style-type: none"> <li>- Gain knowledge of various aspects of accommodation operations</li> <li>- Understand housekeeping principles and procedures</li> <li>- Develop skills in managing guest rooms and maintaining cleanliness</li> </ul>
7.	Foundation course in Front Office	<ul style="list-style-type: none"> <li>- Understand front office operations in a hotel or hospitality establishment</li> <li>- Develop skills in guest handling, check-in, and check-out procedures</li> <li>- Apply customer service principles at the front desk</li> </ul>
8.	Application of Computer	<ul style="list-style-type: none"> <li>- Gain proficiency in using computer applications relevant to the hospitality industry</li> <li>- Develop skills in data management, word processing, and presentation software</li> <li>- Apply computer skills in various hospitality-related tasks</li> </ul>

9.	Hotel Engineering	<ul style="list-style-type: none"> <li>- Understand the basics of hotel engineering and maintenance</li> <li>- Gain knowledge of building systems, equipment, and utilities</li> <li>- Apply maintenance and safety practices in a hotel setting</li> </ul>
10.	Food Production operation	<ul style="list-style-type: none"> <li>- Develop advanced culinary skills and techniques</li> <li>- Understand the principles of menu planning and costing</li> <li>- Apply knowledge of food production in a professional kitchen</li> </ul>
11.	Food & Beverage Service operation	<ul style="list-style-type: none"> <li>- Gain expertise in food and beverage service techniques</li> <li>- Develop skills in handling different types of service situations</li> <li>- Apply knowledge of food and beverage pairing and presentation</li> </ul>
12.	Front Office Operation	<ul style="list-style-type: none"> <li>- Gain proficiency in front office management software</li> <li>- Develop skills in managing reservations, guest inquiries, and guest accounts</li> <li>- Apply knowledge of front office procedures and guest relations</li> </ul>
13.	Accommodation Operation	<ul style="list-style-type: none"> <li>- Understand the principles of managing accommodation operations</li> <li>- Develop skills in managing room inventory, reservations, and guest services</li> <li>- Apply effective housekeeping and maintenance practices</li> </ul>
14.	Hotel Accountancy	<ul style="list-style-type: none"> <li>- Gain advanced knowledge of accounting principles specific to the hospitality industry</li> <li>- Develop skills in financial analysis, budgeting, and cost control</li> <li>- Apply accounting techniques in hotel financial management</li> </ul>
15.	Food Safety and Quality	<ul style="list-style-type: none"> <li>- Understand food safety regulations and standards</li> <li>- Develop skills in implementing and maintaining food safety practices</li> <li>- Apply quality control measures in food production and service</li> </ul>
16.	Management in Tourism	<ul style="list-style-type: none"> <li>- Gain knowledge of tourism industry dynamics and trends</li> <li>- Understand the principles of tourism management and marketing</li> <li>- Apply management strategies in the context of tourism operations</li> </ul>
17.	Communication Skill in English	<ul style="list-style-type: none"> <li>- Enhance English language proficiency for effective communication in a hospitality setting</li> <li>- Develop listening, speaking, reading, and writing skills in English</li> <li>- Apply English communication skills in various hospitality-related contexts</li> </ul>

18.	Human Resource Management	<ul style="list-style-type: none"> <li>- Understand the principles of human resource management in the hospitality industry</li> <li>- Develop skills in recruitment, training, and employee relations</li> <li>- Apply HR management practices to create a positive work environment</li> </ul>
19.	Industrial Training 20 Weeks	<ul style="list-style-type: none"> <li>- Gain practical experience in a hospitality organization</li> <li>- Apply theoretical knowledge and skills in a real-world work environment</li> <li>- Develop professionalism and work ethics through hands-on training</li> </ul>
20.	Advance Food Production Operation	<ul style="list-style-type: none"> <li>- Develop advanced culinary techniques and creative food preparation skills</li> <li>- Understand contemporary food trends and international cuisines</li> <li>- Apply innovative approaches to food production and menu development</li> </ul>
21.	Advance Food & Beverage Operation	<ul style="list-style-type: none"> <li>- Gain expertise in managing complex food and beverage operations</li> <li>- Develop skills in menu engineering, costing, and profitability analysis</li> <li>- Apply advanced service techniques and customer relationship management</li> </ul>
22.	Food & Beverage Management	<ul style="list-style-type: none"> <li>- Understand the principles of food and beverage management</li> <li>- Develop skills in menu planning, pricing, and cost control</li> <li>- Apply effective management strategies in food and beverage operations</li> </ul>
23.	Financial Management	<ul style="list-style-type: none"> <li>- Gain knowledge of financial management principles and practices</li> <li>- Understand financial analysis, budgeting, and forecasting</li> <li>- Apply financial management techniques in the hospitality industry</li> </ul>
24.	Strategic Management	<ul style="list-style-type: none"> <li>- Understand strategic planning and decision-making processes</li> <li>- Develop skills in analyzing industry trends and competitive positioning</li> <li>- Apply strategic management principles in hospitality business operations</li> </ul>
25.	Environmental Education & Disaster Management	<ul style="list-style-type: none"> <li>- Understand environmental sustainability principles in the hospitality industry</li> <li>- Develop knowledge of disaster management and emergency response</li> <li>- Apply sustainable practices and risk management strategies</li> </ul>

26.	Front Office Management	<ul style="list-style-type: none"> <li>- Gain expertise in front office management techniques</li> <li>- Develop skills in managing reservations, guest services, and revenue management</li> <li>- Apply effective leadership and operational strategies in front office management</li> </ul>
27.	Accommodation Management	<ul style="list-style-type: none"> <li>- Understand the principles of managing accommodation operations</li> <li>- Develop skills in managing room inventory, revenue management, and guest satisfaction</li> <li>- Apply effective management practices in the accommodation department</li> </ul>
28.	Facility Planning	<ul style="list-style-type: none"> <li>- Gain knowledge of facility planning and design in the hospitality industry</li> <li>- Understand space utilization, layout, and ergonomics</li> <li>- Apply facility planning principles in the development of hospitality properties</li> </ul>
29.	Tourism Marketing	<ul style="list-style-type: none"> <li>- Understand marketing concepts and strategies specific to the tourism industry</li> <li>- Develop skills in market research, branding, and promotional activities</li> <li>- Apply effective marketing techniques to attract and retain tourists</li> </ul>
30.	Research Project	<ul style="list-style-type: none"> <li>- Develop research skills and techniques applicable to the hospitality industry</li> <li>- Conduct research on a specific topic related to hotel management and catering technology</li> <li>- Present findings and recommendations based on the research conducted</li> </ul>

## **5. ABSTRACT OF THE CURRICULUM AREAS**

The curriculum for the Hotel Management & Catering Technology course encompasses a comprehensive range of subjects aimed at providing students with a strong foundation in various aspects of the hospitality industry. The following abstract provides an overview of the curriculum areas covered in the syllabus:

The foundation courses in Food Production and Food & Beverage Service introduce students to the fundamental principles and techniques involved in the preparation, presentation, and service of food and beverages. Students develop practical skills, learn about menu planning, and acquire knowledge of different service styles to meet guest expectations.

The Basic Nutrition & Principle of Food Science course provides students with an understanding of the nutritional aspects of food and the scientific principles behind food preparation. Students learn about balanced diets, food preservation techniques, and the impact of nutrition on health.

Basic Accountancy equips students with essential financial management skills required in the hospitality industry. Students learn about budgeting, financial statements, and cost control techniques to ensure effective financial management within a hospitality establishment.

Communication Skill focuses on enhancing students' verbal and written communication abilities. Students learn effective interpersonal communication, professional etiquette, and customer service skills necessary for successful interaction with guests and colleagues.

The foundation courses in Accommodation Operation and Front Office Operation provide students with knowledge and skills related to managing accommodation facilities and front office procedures. Students learn about housekeeping principles, reservation management, guest services, and front desk operations to ensure a seamless guest experience.

Application of Computer equips students with computer literacy and proficiency in relevant software applications used in the hospitality industry. Students learn data management, word processing, and presentation skills necessary for various hospitality-related tasks.

Hotel Engineering introduces students to the basics of hotel infrastructure, maintenance, and safety practices. Students gain knowledge of building systems, equipment, utilities, and learn to ensure proper maintenance and safety within a hotel environment.

The Food Production operation and Food & Beverage Service operation courses focus on developing advanced culinary and service skills. Students learn about advanced cooking techniques, menu planning, food cost control, and gain expertise in providing exceptional food and beverage services.

Front Office Operation and Accommodation Operation courses delve deeper into managing front desk operations and accommodation facilities. Students acquire skills in managing reservations, handling guest inquiries, ensuring room maintenance, and delivering excellent customer service.

Hotel Accountancy provides students with advanced knowledge of accounting principles specific to the hospitality industry. Students learn financial analysis, budgeting, cost control, and apply accounting techniques in hotel financial management.

Food Safety and Quality emphasizes the importance of maintaining high standards of food safety and quality in hospitality operations. Students learn about food safety regulations, quality control measures, and apply best practices in food production and service.

Management in Tourism explores the principles of tourism management, including marketing strategies, industry trends, and customer relationship management. Students gain an understanding of the tourism industry dynamics and develop skills in managing tourism operations.

Communication Skill in English focuses on enhancing English language proficiency for effective communication in a hospitality setting. Students develop listening, speaking, reading, and writing skills in English and apply them in various hospitality-related contexts.

Human Resource Management provides students with an understanding of the principles of managing human resources in the hospitality industry. Students learn about recruitment, training, employee relations, and develop skills to create a positive work environment.

Industrial Training offers students the opportunity to gain practical experience in a hospitality organization for 20 weeks. Students apply theoretical knowledge and skills in a real-world work environment, develop professionalism, and work ethics through hands-on training.

Advance Food Production Operation and Advance Food & Beverage Operation courses focus on developing advanced culinary techniques, creative food preparation skills, and expertise in managing complex food and beverage operations.

Food & Beverage Management covers the principles of managing food and beverage operations, including menu planning, pricing, and cost control. Students learn effective management strategies to ensure profitability and customer satisfaction.

Financial Management provides students with knowledge of financial management principles and practices specific to the hospitality industry. Students learn financial

analysis, budgeting, forecasting, and apply financial management techniques in hospitality operations.

Strategic Management emphasizes strategic planning and decision-making processes in the hospitality industry. Students learn to analyze industry trends, competitive positioning, and apply strategic management principles in hospitality business operations.



Environmental Education & Disaster Management focuses on sustainable practices and risk management strategies in the hospitality industry. Students gain knowledge of environmental sustainability, disaster management, and apply measures to ensure sustainable operations.

Front Office Management covers advanced techniques in front office management. Students develop skills in managing reservations, guest services, revenue management, and apply effective leadership and operational strategies.

Accommodation Management focuses on the principles of managing accommodation operations, including room inventory management, revenue management, and ensuring guest satisfaction. Students develop effective management practices for the accommodation department.

Facility Planning provides students with knowledge of facility planning and design in the hospitality industry. Students understand space utilization, layout, ergonomics, and apply facility planning principles in the development of hospitality properties.

Tourism Marketing explores marketing concepts and strategies specific to the tourism industry. Students learn market research, branding, promotional activities, and apply effective marketing techniques to attract and retain tourists.

The Research Project allows students to develop research skills applicable to the hospitality industry. Students conduct research on a specific topic related to hotel management and catering technology and present findings and recommendations based on their research.

Overall, the curriculum provides students with a comprehensive understanding of the diverse aspects of hotel management and catering technology, equipping them with the necessary knowledge, skills, and competencies to pursue successful careers in the hospitality industry.

## 6. HORIZONTAL AND VERTICAL ORGANISATION OF THE SUBJECTS

Sr. No .	Subjects	Distribution in Periods as per week in various semesters					
		I	II	III	IV	V	VI
1	Foundation Course in Food Production	16					
2	Foundation Course in Food & Beverage Service	13					
3	Basic Nutrition & Principle of Food Science	6					
4	Basic Accountancy	6					
5	Communication Skill	6					
6	Foundation Course in Accommodation Operation		15				
7	Foundation Course in Front Office Theory		15				
8	Application of Computer		9				
9	Hotel Engineering		7				
10	Food Production Operation			11			
11	Food & Beverage Service Operation			6			
12	Front Office Operation			6			
13	Accommodation Operation			6			
14	Hotel Accountancy			4			
15	Food Safety and Quality			4			
16	Management in Tourism			4			
17	Communication Skill in English			3			

18	Human Resource Management			3			
19	Industrial Training 20 Weeks						
20	Advance Food Production operation					16	
21	Advance Food & Beverage operation					11	
22	Food & Beverage Management					6	
23	Financial Management					6	
24	Strategic Management					4	
25	Universal Human Values					3	
26	Environmental Studies						5
26	Front Office Management						9
27	Accommodation Management						9
28	Facility Planning						8
29	Tourism Marketing						6
30	Research Project						8
31	#Student Centred Activities (SCA)	1	2	1		2	3
	<b>Total</b>	<b>48</b>	<b>48</b>	<b>48</b>	<b>48</b>	<b>48</b>	<b>48</b>

## 7. STUDY AND EVALUATION SCHEME FOR DIPLOMA PROGRAMME IN HOTEL MANAGEMENT AND CATERING TECHNOLOGY

### FIRST SEMESTER

Sr. No.	SUBJECTS	STUDY SCHEME Periods/Week			Credits	MARKS IN EVALUATION SCHEME									Total Marks of Internal & External
						INTERNAL ASSESSMENT			EXTERNAL ASSESSMENT						
		L	T	P		Th	Pr	Tot	Th	Hrs	Pr	Hrs	Tot		
1.1	FOUNDATION COURSE IN FOOD PRODUCTION	6	-	10	8	40	40	80	100	2 ½	100	6	200	280	
1.2	FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE	4	-	9	7	40	35	75	100	2 ½	75	6	175	250	
1.3	BASIC NUTRITION & PRINCIPLE OF FOOD SCIENCE	6	-	-	3	20	-	20	50	2 ½	-	-	50	70	
1.4	BASIC ACCOUNTANCY	6	-	-	3	20	-	20	50	2 ½	-	-	50	70	
1.5	COMMUNICATION SKILL	6	-	-	4	20	-	20	50	2 ½	-	-	50	70	
#Student Centered Activities		-	-	1	1	-	30	30	-	-	-	-	-	30	
Total		28	-	22	26	140	105	245	350	-	175	-	525	770	

\* Common with other diploma programmes

# Student Centred Activities will comprise of co-curricular activities like extension lectures, games, hobby clubs e.g. photography etc., seminars, declamation contests, educational field visits, N.C.C., NSS, Cultural Activities and self study etc.

## SECOND SEMESTER

Sr. No.	SUBJECTS	STUDY SCHEME Periods/Week			Credits	MARKS IN EVALUATION SCHEME									Total Marks of Internal & External
						INTERNAL ASSESSMENT			EXTERNAL ASSESSMENT						
		L	T	P		Th	Pr	Tot	Th	Hrs	Pr	Hrs	Tot		
2.1	FOUNDATION COURSE IN ACCOMODATION OPERATION	7	-	8	6	40	35	75	100	2 ½	75	3	175	250	
2.2	FOUNDATION COURSE IN FRONT OFFICE	7	-	8	6	40	35	75	100	2 ½	75	3	175	250	
2.3	APPLICATION OF COMPUTER	5	-	4	5	20	20	40	50	2 ½	50	3	100	140	
2.4	HOTEL ENGINEERING	7	-	-	4	20	-	20	50	2 ½	-	-	50	70	
#Student Centered Activities		-	-	2	1	-	30	30	-	-	-	-	-	30	
Total		26	-	22	22	120	120	240	300	-	200	-	500	740	

\* Common with other diploma programmes

# Student Centred Activities will comprise of co-curricular activities like extension lectures, games, hobby clubs e.g. photography etc., seminars, declamation contests, educational field visits, N.C.C., NSS, Cultural Activities and self-study etc.

- 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.
- The external examiner should be appointed from hotel industry or hotel management institute.

CORRECTED AND APPROVED BY BOARD OF TECHNICAL EDUCATION U.P. LUCKNOW IN CDC MEETING HELD ON 19-08-2023

### THIRD SEMESTER

Sr. No.	SUBJECTS	STUDY SCHEME Periods/Week			Credits	MARKS IN EVALUATION SCHEME									Total Marks of Internal & External
						INTERNAL ASSESSMENT			EXTERNAL ASSESSMENT						
		L	T	P		Th	Pr	Tot	Th	Hrs	Pr	Hrs	Tot		
3.1	FOOD PRODUCTION OPERATION	3	-	8	5	40	40	80	100	2 ½	80	6	180	260	
3.2	FOOD & BEVERAGE SERVICE OPERATION	2	-	4	4	40	35	75	100	2 ½	75	3	175	250	
3.3	FRONT OFFICE OPERATION	2	-	4	4	40	35	75	100	2 ½	75	3	175	250	
3.4	ACCOMODATION OPERATION	2	-	4	4	40	35	75	100	2 ½	75	3	175	250	
3.5	HOTEL ACCOUNTANCY	4	-	-	3	20	-	20	50	2 ½	-	-	50	70	
3.6	FOOD SAFETY AND QUALITY	4	-	-	3	20	-	20	50	2 ½	-	-	50	70	
3.7	MANAGEMENT IN TOURISM	4	-	-	3	20	-	20	50	2 ½	-	-	50	70	
3.8	COMMUNICATION SKILL IN ENGLISH	3	-	-	2	20	-	20	50	2 ½	-	-	50	70	
3.9	HUMAN RESOURCE MANAGEMENT	3	-	-	2	20	-	20	50	2 ½	-	-	50	70	
#Student Centered Activities		-	-	1	1	-	30	30	-	-	-	-	-	30	
Total		27	-	21	31	260	175	435	650	-	305	-	955	1390	

\* Common with other diploma programmes

# Student Centred Activities will comprise of co-curricular activities like extension lectures, games, hobby clubs e.g. photography etc., seminars, declamation contests, educational field visits, N.C.C., NSS, Cultural Activities and self-study etc.

CORRECTED AND APPROVED BY BOARD OF TECHNICAL EDUCATION U.P. LUCKNOW IN CDC MEETING HELD ON 19-08-2023

## FOURTH SEMESTER

Sr. No.	SUBJECTS	STUDY SCHEME Periods/Week			Credits	MARKS IN EVALUATION SCHEME									Total Marks of Internal & External
						INTERNAL ASSESSMENT			EXTERNAL ASSESSMENT						
		L	T	P		Th	Pr	Tot	Th	Hrs	Pr	Hrs	Tot		
4.1	INDUSTRIAL TRAINING  20 WEEKS	-	-	-	10	-	60	60	-	-	140(*)	-	140	200	
Total		-	-	-	10	-	60	60	-	-	140	-	140	200	

\* Common with other diploma programmes

# Student Centred Activities will comprise of co-curricular activities like extension lectures, games, hobby clubs e.g. photography etc. Seminars, declamation contests, educational field visits, N.C.C., NSS, Cultural Activities and self study etc.

(\*)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

## FIFTH SEMESTER

Sr. No.	SUBJECTS	STUDY SCHEME Periods/Week			Credits	MARKS IN EVALUATION SCHEME									Total Marks of Internal & External
						INTERNAL ASSESSMENT			EXTERNAL ASSESSMENT						
		L	T	P		Th	Pr	Tot	Th	Hrs	Pr	Hrs	Tot		
5.1	ADVANCE FOOD PRO-DUCTION OPERATION	6	-	10	6	40	50	90	100	2 ½	100	6	200	290	
5.2	ADVANCE FOOD & BEVERAGE OPERATION	4	-	7	5	40	50	90	100	2 ½	100	6	200	290	
5.3	FOOD & BEVERAGE MANAGEMENT	6	-	-	4	20	-	20	50	2 ½	-	-	50	70	
5.4	FINANCIAL MANAGEMENT	6	-	-	4	40	-	40	100	2 ½	-	-	100	140	
5.5	STRATEGIC MANAGEMENT	4	-	-	4	20	-	20	50	2 ½	-	-	50	70	
5.6	UNIVERSIAL HUMAN VALUES	2	-	1	1	-	20	20	-	-	30	3	30	50	
#Student Centered Activities		-	-	2	2	-	30	30	-	-	-	-	-	30	
Total		28	-	20	26	160	155	310	400	-	230	-	630	940	

\* Common with other diploma programmes

# Student Centred Activities will comprise of co-curricular activities like extension lectures, games, hobby clubs e.g. photography etc., seminars, declamation contests, educational field visits, N.C.C., NSS, Cultural Activities and self study etc.



## SIX SEMESTER

Sr. No.	SUBJECTS	STUDY SCHEME Periods/Week			Credits	MARKS IN EVALUATION SCHEME									Total Marks of Internal & External
						INTERNAL ASSESSMENT			EXTERNAL ASSESSMENT						
		L	T	P		Th	Pr	Tot	Th	Hrs	Pr	Hrs	Tot		
6.1	*ENVIRONMENTAL STUDIES	3	-	2	3	20	10	30	50	2 ½	20	3	70	100	
6.2	FRONT OFFICE MANAGEMENT	3	-	6	5	40	50	90	100	2 ½	100	3	200	290	
6.3	ACCOMODATION MANAGEMENT	3	-	6	5	40	50	90	100	2 ½	100	3	200	290	
6.4	FACILITY PLANNING	8	-	-	4	40	-	40	100	2 ½	-	-	100	140	
6.5	TOURISM MARKETING	6	-	-	4	20	-	20	50	2 ½	-	-	50	70	
6.6	RESEARCH PROJECT	-	-	8	5	25	-	25	-	-	100	-	100	125	
#Student Centered Activities		-	-	3	2	-	30	30	-	-	-	-	-	30	
Total		23	-	25	28	185	140	325	400	-	320	-	720	1045	

## **8. GUIDELINES FOR ASSESSMENT OF STUDENT-CENTRED ACTIVITIES (SCA)**

It has been decided that the maximum mark for Student-Centred Activities (SCA) should be 30, considering the subjective nature of evaluation. The marks for SCA may be distributed as follows:

1. 10 Marks for general behaviour and discipline  
Assessed by the Head of Departments (HODs) in consultation with all the teachers of the department.
2. 5 Marks for attendance based on the following criteria:  
Assessed by the HODs in consultation with all the teachers of the department.
  - 75 - 80% attendance: 2 Marks
  - 80 - 85% attendance: 4 Marks
  - Above 85% attendance: 5 Marks
3. 15 Marks maximum for Sports/NCC/Cultural/Co-curricular/NSS activities based on the following criteria:  
Assessed by the respective In-charge of Sports/NCC/Cultural/Co-curricular/NSS activities.
  - 15 Marks - State/National Level participation
  - 10 Marks - Participation in two of the above activities
  - 5 Marks - Inter-Polytechnic level participation

### **Note:**

1. There should be no marks awarded for attendance in the internal sessional assessments of different subjects.
2. These guidelines aim to ensure a fair and comprehensive assessment of students' involvement in student-centred activities, promoting discipline, participation, and holistic development.

## **9.DETAILED CONTENTS OF VARIOUS SUBJECTS**

### **First Semester**

## **1.1 FOUNDATION COURSE IN FOOD PRODUCTION**

**L T P**

**6 - 10**

### **RATIONALE**

The Foundation Course in Food Production provides a comprehensive understanding of the fundamental principles and skills required in the culinary arts industry, serving as a strong foundation for aspiring chefs and individuals pursuing a career in food production. The course covers various topics including cookery skills, culinary history, kitchen hierarchy, organization and layout, equipment and fuel, menu planning, aims and objectives of cooking food, and basic principles of food production. Students gain practical knowledge and theoretical understanding of essential areas such as vegetable and fruit cookery, stocks, soups, sauces, meat cookery, egg cookery, fish cookery, and rice, cereals, and pulses, enabling them to excel in professional kitchen environments.

### **LEARNING OUTCOME**

The learning outcomes of the Foundation Course in Food Production include developing comprehensive knowledge and skills in culinary arts, understanding the historical and cultural aspects of cookery, gaining proficiency in kitchen organization and safety, acquiring familiarity with various cooking equipment and fuels, mastering menu planning principles, and achieving expertise in key areas of food production such as vegetable and fruit cookery, stocks, soups, sauces, meat cookery, egg cookery, fish cookery, and rice, cereals, and pulses.

### **DETAILED CONTENT**

#### **1. INTRODUCTION TO COOKERY**

1. Levels of skills and experiences
2. Attitudes and behaviour in the kitchen
3. Personal hygiene
4. Uniforms & protective clothing
5. Safety procedures in handling equipment

#### **2. CULINARY HISTORY**

1. Origin of modern cookery

#### **3. HIERARCHY AREA OF DEPARTMENT AND KITCHEN**

1. Classical Brigade
2. Modern staffing in various category hotels
3. Roles of executive chef
4. Duties and responsibilities of various chefs
5. Cooperation with other departments

#### **4. KITCHEN ORGANIZATION AND LAYOUT**

1. General layout of the kitchen in various organizations
2. Layout of receiving areas
3. Layout of service and wash-up

#### **5. EQUIPMENT AND FUEL**

1. Various fuels used: Advantages and disadvantages of each
2. Different equipment and tools used in food production

#### **6. BASIC MENU PLANNING**

1. Types of Menus
2. Menu Planning Principles

#### **7. AIMS & OBJECTS OF COOKING FOOD**

1. Aims and objectives of cooking food
2. Various textures
3. Various consistencies
4. Techniques used in pre-preparation
5. Techniques used in preparation

#### **8. BASIC PRINCIPLES OF FOOD PRODUCTION**

##### **i) VEGETABLE AND FRUIT COOKERY**

1. Introduction - classification of vegetables
2. Pigments and colour changes
3. Effects of heat on vegetables
4. Cuts of vegetables
5. Classification of fruits
6. Uses of fruit in cookery
7. Salads and salad dressings

##### **ii) STOCKS**

1. Definition of stock
2. Types of stock
3. Preparation of stock
4. Recipes
5. Storage of stocks
6. Uses of stocks
7. Care and precautions

##### **iii) SOUPS**

1. Classification with examples
2. Basic recipes
3. Consommés
4. Garnishes and accompaniments

#### iv) SAUCES

1. Classification of sauces
2. Recipes for mother sauces
3. Derivatives

#### v) MEAT COOKERY

1. Introduction to meat cookery
2. Cuts of beef/veal
3. Cuts of lamb/mutton
4. Cuts of pork
5. Variety meats (offal's)

#### vi) EGG COOKERY

1. Introduction to egg cookery
2. Structure of an egg
3. Selection of egg
4. Uses of egg in cookery
5. Methods of cooking eggs

#### vii) FISH COOKERY

1. Introduction to fish cookery
2. Classification of fish with examples
3. Cuts of fish
4. Selection of fish and shellfish
5. Cooking of fish (effects of heat)

#### viii) RICE, CEREALS & PULSES

1. Introduction
2. Classification and identification
3. Cooking of rice, cereals, and pulses
4. Varieties of rice and other cereals

### 9. METHODS OF COOKING FOOD

1. Roasting
2. Grilling
3. Frying
4. Baking
5. Broiling
6. Poaching
7. 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**

1. Short crust
2. Laminated
3. Choux
4. 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**

1. Principles of bread making
2. Simple yeast breads
3. Role of each ingredient in bread making
4. Baking temperature and its importance

### **iii) PASTRY CREAMS**

1. Basic pastry creams
2. Uses in confectionery
3. Preparation and care in production

## **11. CULINARY TERMS**

1. List of culinary (common and basic) terms
2. Uses in confectionery
3. Preparation and care in production

## **12. COMMODITIES**

### **i) Flour**

1. Structure of wheat
2. Types of wheat
3. Types of Flour
4. Processing of Wheat-Flour
5. Uses of Flour in Food Production
6. Cooking of Flour (Starch)

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

1. Role of Shortenings
2. Varieties of Shortenings
3. Advantages and Disadvantages of using various Shortenings
4. Fats & Oils – Types, varieties, storage

### **iii) Raising Agents**

1. Classification of Raising Agents
2. Role of Raising Agents
3. Actions and Reactions

iv) Sugar

1. Importance of Sugar
2. Types of Sugar
3. Cooking of Sugar - various
4. Uses of Sugar

### **13. BASIC COMMODITIES**

i) Milk

1. Introduction
2. Processing of Milk
3. Pasteurization - Homogenization
4. Types of Milk - Skimmed and Condensed
5. Nutritive Value

ii) Cream

1. Introduction
2. Processing of Cream
3. Types of Cream

iii) Cheese

1. Introduction
2. Processing of Cheese
3. Types of Cheese
4. Classification of Cheese
5. Curing of Cheese
6. Uses of Cheese

iv) Butter

1. Introduction
2. Processing of Butter
3. 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 matériel 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: French terms should be taught along with the relevant topics.

## **PRACTICALS**

### **FIRST TERM: INTRODUCTION TO COOKERY**

Demonstration classes & simple application by students

### **PART A: BASIC WESTERN CUISINE**

- 1. Vegetables
  - 1.1. Varieties of Vegetables
  - 1.2. Classification
  - 1.3. Cuts of Vegetables:
    - 1.3.1. Julienne
    - 1.3.2. Jardinière
    - 1.3.3. Mignonette
    - 1.3.4. Dices

- 1.3.5. Cubes
- 1.3.6. Macedoine
- 1.3.7. Paysanne
- 1.3.8. Shred
- 1.3.9. Concasse
- 1.3.10. Mirepoix
- 1.4. Blanching of Tomatoes & Capsicum
- 1.5. Methods of Cooking Vegetables:
  - 1.5.1. Boiling (Potatoes, Beans, Cauliflower)
  - 1.5.2. Frying (Aubergine, Potatoes)
  - 1.5.3. Steaming (Cabbage)
  - 1.5.4. Baking (Potatoes, Turnip)
  - 1.5.5. Braising (Onion, Leeks, Cabbage)
- 2. Stocks
  - 2.1. Demonstration and preparation of:
  - 2.2. White stock
  - 2.3. Brown stock
  - 2.4. Fish stock
- 3. Sauces
  - 3.1. Demonstration & preparation of basic mother sauces and 2-3 derivatives of each:
  - 3.2. Béchamel (+Cheese sauce, Mornay, Mustard sauce, Parsley sauce)
  - 3.3. Espagnole (+Lyonnaise Madeira, Charcutiere)
  - 3.4. Tomato (+Creole, Italienne, Piquante)
  - 3.5. Veloute (+Supreme, Allemande, Mornande)
  - 3.6. Hollandaise (+Paliese, Béarnaise)
  - 3.7. Mayonnaise (Tartare, Cocktail)
- 4. Soups
  - 4.1. Classification of soups
  - 4.2. Preparation of basic soups:
  - 4.3. Consommé (Royale, Carmen, Clermont, Ambassadrice, Julienne)
  - 4.4. Cream (Tomato, Spinach, Vegetables)
  - 4.5. Puree (Lentil, Peas, Carrot)
  - 4.6. Cut vegetables (Scotch Broth, Minestrone)
  - 4.7. Veloute (Crème de volaille princesse, Veloute dame blanche/marie-louise)
  - 4.8. National soup (Mulligatawny, French onion)
  - 4.9. Bisque (Prawn, Shrimp)
- 5. Egg Cookery
  - 5.1. Preparation of varieties of egg dishes:
  - 5.2. Boiled (Soft & Hard)
  - 5.3. Fried (Sunny side up, Double fried)

- 5.4. Poached
- 5.5. Scrambled
- 5.6. Omelette (Plain, Stuffed)
- 5.7. En cocotte (Eggs Benedict)
- 5.8. Starch (Rice, Pasta, Potato)
  
6. Fish Mongery
  - 6.1. Identification & classification of fish (e.g., flat fish, round fish, shellfish, cephalopods)
  - 6.2. Cuts of Fish (e.g., Fillet, Darne, Troncon, Paupiette, Goujons)
  - 6.3. Preparation of simple fish dishes such as:
  - 6.4. Saumon frille
  - 6.5. Pomfret Meuniere
  - 6.6. Sole Nornay
  - 6.7. Fish Orly
  - 6.8. Fish Colbert
  - 6.9. Fish a l'anglaise
  
7. Poultry
  - 7.1. Cuts of Poultry
  - 7.2. Preparation and jointing of Chicken
  - 7.3. Preparation of Simple Dishes such as:
    - 7.3.1. Poulet roti a l'anglaise
    - 7.3.2. Poulet grille diable
    - 7.3.3. Poulet sauté chasseur
    - 7.3.4. Poulet sauté Maryland
  
8. Meat
  - 8.1. Identification of various cuts
  - 8.2. Carcass demonstration of Lamb and Pork
  - 8.3. Preparation of Basic Cuts such as:
    - 8.3.1. Lamb and Pork Chops
    - 8.3.2. Tornado, Fillet, Steak, and Escalope
    - 8.3.3. Roast leg of Lamb
    - 8.3.4. Stew

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

1. **Bread making**
  - 1.1. Demonstration + Preparation of Simple and enriched bread, recipes
  - 1.2. Bread Loaf (White and Brown)
  - 1.3. Bread rolls (Various shapes)
  - 1.4. French Bread e. Brioche

2. **Simple Cakes** - Demonstration + Preparation of Simple and enriched Cakes, recipes - Sponge, Genoese, Fatless, Swiss roll - Fruit Cake - Rich Cakes - Dundee, Madeira
3. **Pastry**
  - 3.1. Demonstration and preparation of dishes using varieties of Pastry
  - 3.2. Short Crust - Jam tarts, Turnovers
  - 3.3. Laminated - Palmiers, Khara Biscuits, Danish Pastry, Cream Horns d. Choux Paste - Éclairs, Profiteroles
4. **Simple Cookies** - Demonstration and preparation of simple cookies like Nan Khatai, Golden Goodies, Melting moments, Swiss tart, Tri-color biscuits, Chocolate chip Cookies, Chocolate Cream fingers, Bachelor Buttons.
5. **Hot/Cold Desserts**
  - 5.1. Caramel Custard, Bread and Butter Pudding, Queen of Pudding, Souffle - Lemon/Pineapple, Mousse Chocolate Coffee) Bavaroise, Diplomat Pudding, Apricot Pudding.
  - 5.2. Steamed Pudding - Albert Pudding, Cabinet Pudding

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

1. **Rice, cereals & pulses**
  - 1.1. Identification of various varieties of rice, cereals, and pulses
  - 1.2. Simple preparations such as - Boiled rice (draining & absorption method) - Fried rice - Various simple dal preparations - Wheat products like chapatties, parathas, phulkas, pooris
2. **Indian masalas**
  - 2.1. Composition of basic Indian masalas - Green - White - Brown - Tandoori
  - 2.2. Preparation of these and incorporation in simple dishes such as Vindaloo, korma, tikka, safed mas, navarattan korma.
  - 2.3. Thickening, coloring, and souring agents

## **2ND TERM: INDIVIDUAL STUDENT PRACTICAL**

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

1. **Soups**
  - 1.1. Cream - Vegetable, Spinach, Tomato, Green peas
  - 1.2. Consommé with garnishes like royale, Carmen, madrilène, Clermont, Celestine
  - 1.3. National soups - Oxtail, Mulligatawny, Minestrone, vichyssoise
2. **Fish**
  - 2.1. Fish Orly, a'langlaise, Colbert, Meuniere, poached fish, grilled fish, baked fish such as Florentine, Mornay, Portuguese

3. Entrée
  - 3.1. Lamb stew, hot pot, hamburgers, shepherd's pie, Scotch egg, grilled steaks & lamb/pork chops, casseroles, roast chicken/leg of lamb, beef
4. Potato
  - 4.1. All basic preparations such as boiled, baked, roast
  - 4.2. French fries, Lyonnaise, mashed/creamed, parsley/parisienne
5. Vegetables
  - 5.1. Boiled vegetables: cabbage, cauliflower, beans
  - 5.2. Glazed vegetables: carrot, radish, turnip
  - 5.3. Fried vegetables: aubergines
  - 5.4. Stewed vegetables: courgette provencale, baked beans, ratatouille
  - 5.5. Braised vegetables: onion, leeks, cabbage
6. Salads
  - 6.1. Basic simple salads & dressings
  - 6.2. Cole slaw, salade nicoise
  - 6.3. Russian Salad, beetroot salad
  - 6.4. Potato salad, fruit salad
  - 6.5. Carrot & celery, Waldorf salad
7. Cold Sweet
  - 7.1. Honeycomb mould, butterscotch sponge, coffee mousse, lemon sponge, trifle, blancmange, chocolate mousse, lemon soufflé
8. Hot Sweet
  - 8.1. Bread & butter pudding, caramel custard, Albert pudding, Christmas pudding
  - 8.2. Indian sweets - simple ones like chicoti, gajjar halwa, kheer
  - 8.3. Indian rice - dishes such as jeera pulao, vegetable pulao, lemon rice, aloo gobi ki tehri, khichdi.
  - 8.4. Indian breads - chapatis, pooris, parathas, missi roti
  - 8.5. Indian meat/chicken dishes - korma, bafat, safed mas, shahjehani, jhalfrazie, hussainey curry, rogan josh, Tandoori chicken
  - 8.6. Vegetable preparation: salads, raitas, foogath, thoran, bhajees, bhujjia, cucumbers, dahi wadas, preparation of paneer

## INSTRUCTIONAL STRATEGY

The instructional strategy for the course will involve a combination of practical demonstrations, hands-on training, and theoretical knowledge. The following methods will be utilized:

1. **Demonstrations:** The instructor will demonstrate various techniques and recipes related to bakery, patisserie, and Indian cuisine. This will provide students with a visual understanding of the processes involved.
2. **Practical Training:** Students will have the opportunity to practice the techniques learned during the demonstrations. They will be given hands-on training to prepare a variety of dishes, including bread, cakes, pastries, cookies, and Indian cuisine.
3. **Recipe Analysis:** Students will analyze recipes to understand the ingredients, measurements, and cooking methods. This will help them develop a deeper understanding of the recipes and the science behind them.
4. **Group Work:** Students will be encouraged to work in groups to plan and execute menus incorporating the skills and knowledge gained during the course. This will promote teamwork and creativity in menu planning.
5. **Discussions and Q&A Sessions:** Regular discussions and Q&A sessions will be held to clarify doubts, reinforce learning, and encourage critical thinking.

## **MEANS OF ASSESSMENT**

To assess students' progress and understanding of the course material, the following assessment methods will be used:

- **Assignments and Quiz/Class Tests:** Regular assignments and quizzes will be given to assess students' theoretical knowledge and understanding of concepts.
- **Mid-term and End-term Written Tests:** Comprehensive written tests will be conducted at the mid-term and end of the term to evaluate students' overall understanding of the course content.

## **RECOMMENDED BOOKS**

The following books are recommended as additional references for the course:

1. Le Rol A. Polsom - The Professional Chef (4th 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 (4th Edition)
10. Mary Reynolds - Italian Cooking for Pleasure
11. Digvijay Singh - Cooking Delights of Maharajas
12. Madhur Jaffrey - Cookbook (Food for Family & Friends)
13. Leto M.J. & Bode W.K.H - The Larder Chef (Food Preparation & Presentation) (3rd edition)
14. Wayne Gisslen - 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. Madhur Jaffrey - A Taste of India
22. Time Life Service - The Cooking of India
23. Wayne Gisslen - Professional Baking
24. John Fuller - Chef Manual of Kitchen Management
25. Henry Smith - 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 Fundamentals
29. Prashad
30. Understanding Baking/Bakery

#### **SUGGESTED DISTRIBUTION OF MARKS**

<b>Topic No.</b>	<b>Time Allotted (Periods)</b>	<b>Marks Allotted (%)</b>
1	5	6
2	5	6
3	6	7

4	6	7
5	6	7
6	6	7
7	6	7
8	6	7
9	6	7
10	5	6
11	5	6
12	6	7
13	6	7
14	5	7
15	5	6
<b>Total</b>	<b>84</b>	<b>100</b>

## 1.2 FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE

**L T P**  
**4 - 9**

### RATIONALE

The foundation course in Food & Beverage Service provides students with essential knowledge and skills in the field of hospitality and service. It aims to develop a strong foundation in various aspects of food and beverage service, including table setting, guest interactions, menu knowledge, order taking, and service techniques. This course is essential for individuals aspiring to pursue careers in the hospitality industry, as it equips them with the fundamental competencies required to deliver exceptional service and create memorable dining experiences for guests.

### LEARNING OUTCOME

CORRECTED AND APPROVED BY BOARD OF TECHNICAL EDUCATION U.P. LUCKNOW IN CDC MEETING HELD ON 19-08-2023



The learning outcomes of the foundation course in Food & Beverage Service include acquiring comprehensive knowledge of food and beverage service principles, developing proficient skills in table setup and service techniques, enhancing communication and interpersonal skills to engage with guests effectively, and understanding the importance of teamwork and professionalism in the hospitality industry. Students will also gain practical experience in handling various types of food and beverage operations, demonstrating competence in providing exceptional service and ensuring customer satisfaction.

## **DETAILED CONTENT**

- 1. THE HOTEL & CATERING INDUSTRY**
  - 1.1. Introduction to the Hotel Industry and Growth of the hotel Industry of India
  - 1.2. Role of Catering establishment in the travel/tourism industry
  - 1.3. Types of F&B operations
  - 1.4. Classification of Commercial, Residential/Non-residential
  - 1.5. Welfare Catering – Industrial/Institutional/Transport such as air, road, rail/Sea
  - 1.6. Structure of the catering industry - a brief description of each
- 2. DEPARTMENTAL ORGANIZATION & STAFFING**
  - 2.1. Organization of F&B department of hotel
  - 2.2. Principal staff of various types of F&B operations
  - 2.3. French terms related to F&B staff
  - 2.4. Duties & responsibilities of F&B staff
  - 2.5. Attributes of a waiter
  - 2.6. Inter-departmental relationships (Within F&B and other departments)
- 3. I - FOOD SERVICE AREAS**
  - 3.1. Specialty Restaurants
  - 3.2. Coffee Shop Service
  - 3.3. Cafeteria Service
  - 3.4. Fast Food Service
  - 3.5. Room Service
  - 3.6. Banquet Service
  - 3.7. Bar Service
  - 3.8. Vending Machines

**II - ANCILLARY DEPARTMENTS**

  - 3.9. Pantry
  - 3.10. Food pick-up area
  - 3.11. Store
  - 3.12. Linen room
  - 3.13. Kitchen stewarding

## **PRACTICAL**

- 4. F&B SERVICE EQUIPMENT**
  - 4.1. Familiarization of

- 4.1.1. Cutlery
- 4.1.2. Crockery
- 4.1.3. Glassware
- 4.1.4. Flatware
- 4.1.5. Hollowware
- 4.1.6. All other equipment used in F&B Service
  - 4.1.6.1. French terms related to the above
- 4.2. Care & maintenance of equipment including cleaning/polishing of EPNS Items by
  - 4.2.1. Plate Powder method
  - 4.2.2. Polivit method
  - 4.2.3. Silver dip method
  - 4.2.4. Burnishing machine
- 5. MEALS & MENU PLANNING**
  - 5.1. Origin of Menu
  - 5.2. Objectives of Menu Planning
  - 5.3. Types of Menus
  - 5.4. Courses of French Classical Menu 11 & 17 Menu
    - 5.4.1. Sequence
    - 5.4.2. Examples from each course
    - 5.4.3. Cover of each course
    - 5.4.4. Accompaniments
  - 5.5. French Names of dishes
  - 5.6. Types of meals
    - 5.6.1. Early Morning Tea
    - 5.6.2. Breakfast (English, American Continental, Indian)
    - 5.6.3. Brunch
    - 5.6.4. Lunch
    - 5.6.5. Afternoon/High tea
    - 5.6.6. Dinner
    - 5.6.7. Supper
- 6. METHODS OF SERVICE**
  - 6.1. Mise-en-scene & Mise-en-place

#### **PRACTICAL**

- Table laying for different meals
- Restaurant reservation
- Receiving and seating the guest
- Taking the order
- Procedure of service at the table (Silver service and pre-plated service)
- Presentation & encashing the bill
- Room Service (tray and trolley)
- French for receiving and greeting the guest and seating the guest
- French related to taking an order and description of dishes

## **7. SIMPLE CONTROL SYSTEM**

- 7.1. KOT/Bill Control System
- 7.2. Making a bill
- 7.3. Cash handling equipment
- 7.4. Record keeping

## **8. NON-ALCOHOLIC BEVERAGES**

Classification (Nourishing, Stimulating, and Refreshing beverages)

### **8.1. Tea**

- 8.1.1. Origin & Manufacture
- 8.1.2. Types & Brands

#### **PRACTICAL**

- Preparation & Service

### **8.2. Coffee**

- 8.2.1. Origin & Manufacture
- 8.2.2. Types & Brands

#### **PRACTICAL**

- Preparation & Service of different types of coffee

### **8.3. Juices and Soft Drinks**

#### **PRACTICAL**

Service of Juices and Soft Drinks

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

### **8.4. Cocoa & Malted Beverages**

- 8.4.1. Origin & Manufacture

#### **PRACTICAL**

- Preparation & Service

## **9. TOBACCO**

- 9.1. History
- 9.2. Processing for pipe tobacco & cigars
- 9.3. Cigars - shapes/sizes/colours
- 9.4. Storage of cigars

#### **PRACTICAL**

- Service of Cigars

## **INSTRUCTIONAL STRATEGY**

The instructional strategy for the course "Foundation Course in Food & Beverage Service" includes the following components:

1. Lectures: Provide comprehensive lectures to introduce and explain concepts, principles, and theories related to food and beverage service. These lectures can cover topics such as the hotel and catering

industry, departmental organization and staffing, service areas, equipment, menu planning, methods of service, control systems, and beverages.

2. **Demonstrations:** Conduct practical demonstrations to showcase various techniques and skills involved in food and beverage service. This can include demonstrations on table laying, restaurant reservation, receiving and seating guests, taking orders, service procedures, bill presentation, room service, and more.

3. **Hands-on Practice:** Provide ample opportunities for students to practice their skills in a controlled environment. This can involve simulated service scenarios, role-plays, and real-life practice in a training restaurant or hotel setup. Students can practice different methods of service, interact with guests, and apply their knowledge of menu planning and control systems.

4. **Group Discussions and Case Studies:** Encourage students to engage in group discussions to analyze and discuss industry-related scenarios, case studies, and challenges. This fosters critical thinking, problem-solving, and decision-making skills relevant to the food and beverage service industry.

5. **Guest Speakers and Industry Visits:** Invite guest speakers from the industry to share their experiences, insights, and current trends in food and beverage service. Organize visits to hotels, restaurants, or catering establishments to provide students with a practical understanding of the industry's operations and standards.

6. **Assignments and Projects:** Assign individual or group projects that require students to research, analyze, and present findings on specific topics related to food and beverage service. This promotes independent learning, research skills, and creativity in applying concepts learned during the course.

7. **Assessments:** Conduct regular assessments, including quizzes, class tests, and mid-term/end-term written exams, to evaluate students' understanding and retention of course materials. These assessments can cover theoretical knowledge, practical skills, and application of concepts in real-world scenarios.

The combination of lectures, demonstrations, hands-on practice, discussions, guest speakers, assignments, and assessments ensure a comprehensive learning experience that integrates theoretical knowledge with practical skills in food and beverage service.

## **MEANS OF ASSESSMENT**

- Assignments and quiz/class tests
- Mid-term and end-term written tests

## **SUGGESTED DISTRIBUTION OF MARKS**

<b>Topic No.</b>	<b>Time Allotted</b>	<b>Marks Allotted</b>
1	6	10
2	6	10

3	7	15
4	6	10
5	6	10
6	6	10
7	6	10
8	7	15
9	6	10
<b>Total</b>	<b>56</b>	<b>100</b>

### 1.3 BASIC NUTRITION & PRINCIPLE OF FOOD SCIENCE

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

#### **RATIONALE**

CORRECTED AND APPROVED BY BOARD OF TECHNICAL EDUCATION U.P. LUCKNOW IN CDC MEETING HELD ON 19-08-2023

The course "Basic Nutrition & Principles of Food Science" is designed to provide students with a foundational understanding of nutrition and the fundamental principles of food science. The rationale behind this course is to equip students with essential knowledge about the role of nutrition in maintaining health and preventing diseases, as well as the scientific principles governing the production, processing, and preservation of food. By exploring topics such as macronutrients, micronutrients, dietary guidelines, food composition, food safety, and food processing techniques, students will develop a comprehensive understanding of the relationship between nutrition and food science, enabling them to make informed choices about food selection, preparation, and consumption for optimal health and well-being.

## **LEARNING OUTCOME**

The learning outcome of the course "Basic Nutrition & Principles of Food Science" is to enable students to comprehend the fundamental principles of nutrition and food science, thereby equipping them with the knowledge and skills necessary to make informed decisions about their dietary choices, understand the importance of balanced nutrition for health and wellness, and apply basic food science principles in selecting, preparing, and storing food to ensure food safety and quality. Additionally, students will develop an awareness of the impact of food choices on personal and public health, and the ability to critically evaluate nutrition information and trends in order to promote optimal nutrition and overall well-being.

## **DETAILED CONTENT**

### **A. BASIC NUTRITION**

#### **1. BASIC ASPECTS:**

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

#### **2. ENERGY:**

- 2.1. Definition of Energy and Units of its measurement (Kcal).
- 2.2. Energy contribution from macronutrients (Carbohydrates, Proteins, and Fat).
- 2.3. Factors affecting energy requirements.
- 2.4. Concept of BMR, SDA, Thermodynamic action of food.
- 2.5. Dietary sources of energy.
- 2.6. Concept of energy balance and the health hazards associated with underweight, overweight.

#### **3. MACRO NUTRIENTS:**

- 3.1. Carbohydrates
  - 3.1.1. Definition
  - 3.1.2. Classification (mono, di, and polysaccharides)
  - 3.1.3. Dietary Sources

- 3.1.4. Functions
- 3.1.5. Significance of dietary fiber (prevention/treatment of diseases)
- 3.2. LIPIDS:
  - 3.2.1. Definition
  - 3.2.2. Classification: Saturated and unsaturated fats
  - 3.2.3. Dietary Sources
  - 3.2.4. Functions
  - 3.2.5. Significance of Fatty acids (PUFAs, MUFAs, SFAs, EFA) in maintaining health
  - 3.2.6. Cholesterol - Dietary sources and the Concept of dietary and blood cholesterol
- 3.3. PROTEINS:
  - 3.3.1. Definition
  - 3.3.2. Classification based on amino acid composition
  - 3.3.3. Dietary sources
  - 3.3.4. Functions
  - 3.3.5. Methods of improving the quality of protein in food (special emphasis on Soya proteins and whey proteins)
- 4. MACRO NUTRIENTS:
  - 4.1. Vitamins
    - 4.1.1. Definition and Classification (water and fat-soluble vitamins)
    - 4.1.2. Food Sources, function, and significance of:
      - 4.1.2.1. Fat-soluble vitamins (Vitamin A, D, E, K)
      - 4.1.2.2. Water-soluble vitamins (Vitamin C, Thiamine, Riboflavin, Niacin, Cyanocobalamin, Folic acid)
  - 4.2. MINERALS
    - 4.2.1. Definition and Classification (major and minor)
    - 4.2.2. Food sources, functions, and significance of: Calcium, iron, sodium, iodine & fluorine
- 5. WATER:
  - 5.1. Definition
  - 5.2. Dietary Sources (visible, invisible)
  - 5.3. Functions of water
  - 5.4. Role of water in maintaining health (water balance)
- 6. BALANCED DIET:
  - 6.1. Definition
  - 6.2. Importance of balanced diet
  - 6.3. RDA for various nutrients – age, gender, physiological state

7. MENU PLANNING:
  - 7.1. Planning of nutritionally balanced meals based upon the three food group system
  - 7.2. Factors affecting meal planning
  - 7.3. Critical evaluation of few meals served at the institutes/Hotels based on the principle of meal planning
  - 7.4. Calculation of nutritive value of dishes/meals
8. MASS FOOD PRODUCTION:
  - 8.1. Effect of cooking on the nutritive value of food (QPF)
9. NEWER TRENDS IN THE FOOD SERVICE INDUSTRY IN RELEVANCE TO NUTRITION AND HEALTH:
  - 9.1. Need for introducing nutritionally balanced and health-specific meals
  - 9.2. Critical evaluation of fast foods
  - 9.3. New products being launched in the market (nutritional evaluation)

## **B. PRINCIPLE OF FOOD SCIENCE**

1. Definition and scope of food science and its inter-relationship with food Chemistry, food microbiology, and food processing
2. CARBOHYDRATES:
  - 2.1. Introduction
  - 2.2. Effect of cooking (Gelatinization and Retrogradation)
  - 2.3. Factors affecting the texture of carbohydrates (Stiffness of CHO gel & Dextrinization)
  - 2.4. Uses of Carbohydrates in food preparations
3. FAT & OILS:
  - 3.1. Classification (based on the origin and degree of saturation)
  - 3.2. Autoxidation (factors and prevention measures)
  - 3.3. Flavor reversion
  - 3.4. Refining, Hydrogenation & winterization
  - 3.5. Effect of heating on fats & oils with respect to the smoke point
  - 3.6. Commercial uses of fats (with emphasis on the shortening value of different fats)
4. PROTEINS:
  - 4.1. Basic structure and properties
  - 4.2. Type of proteins based on their origin (plant/animal)
  - 4.3. Effect of heat on proteins (Denaturation, Coagulation)
  - 4.4. Functional properties of proteins (Gelatin, Emulsification, Foam ability, Viscosity)
  - 4.5. Commercial use of proteins in different food preparations (like Egg Gel, Gelatin Gel, Cakes, Confectionary items Meringues, Soufflés, Custards, Soups, Curries, etc.)



5. FOOD PROCESSING:
  - 5.1. Definition
  - 5.2. Objectives
  - 5.3. Types of treatment
  - 5.4. Effect of factors like heat, acid, alkali on food constituents
6. EVOLUTION OF FOOD:
  - 6.1. Objectives
  - 6.2. Sensory assessment of food quality
  - 6.3. Methods
  - 6.4. Introduction to proximate analysis of food constituents
  - 6.5. Rheological aspects of food
7. EMULSIONS:
  - 7.1. Theory of Emulsification
  - 7.2. Types of Emulsions
  - 7.3. Emulsifying agents
  - 7.4. Role of emulsifying agent in food emulsions
8. COLLOIDS:
  - 8.1. Definition
  - 8.2. Application of Colloids system in food preparation
9. FLAVOUR:
  - 9.1. Definition
  - 9.2. Description of food flavors (tea, coffee, wine, meat, fish, spices)
10. BROWNING:
  - 10.1. Types (enzymatic and non-enzymatic)
  - 10.2. Role in food preparation
  - 10.3. Prevention of undesirable browning

### **INSTRUCTIONAL STRATEGY**

The instructional strategy for the subject "Basic Nutrition & Principle of Food Science" in the Three Year Diploma Course in Hotel Management & Catering Technology involves a combination of theoretical instruction, practical demonstrations, and hands-on activities. The goal is to provide students with a comprehensive understanding of nutrition principles and the science behind food preparation. The instructional strategy includes the following components:

1. Lectures: The subject will be taught through interactive lectures where the instructor will cover the fundamental concepts of nutrition and food science. This will include topics such as macronutrients, micronutrients, dietary guidelines, food composition, and food preservation techniques. The lectures will provide students with the necessary theoretical foundation to understand the subject.

2. Practical Demonstrations: Practical demonstrations will be conducted in a well-equipped kitchen or laboratory setting. Students will observe and participate in food preparation activities that showcase the application of nutrition principles and food science concepts. These demonstrations will include examples of nutrient-rich meal planning, food processing techniques, and sensory evaluation of food.

3. Laboratory Work: Students will engage in laboratory experiments and hands-on activities to reinforce their understanding of nutrition and food science. This may involve conducting tests to analyze the nutritional content of food samples, exploring food preservation methods, or conducting experiments to understand the effects of cooking techniques on nutrient retention.

4. Case Studies and Group Discussions: Case studies related to nutrition and food science will be presented to students, allowing them to analyze real-life scenarios and apply their knowledge to make informed decisions. Group discussions and debates will encourage critical thinking and problem-solving skills, as students explore various perspectives on nutrition-related topics.

5. Guest Lectures and Industry Exposure: Inviting guest speakers, such as nutritionists, dietitians, or food scientists, to deliver lectures or workshops will provide students with industry insights and practical knowledge. Field trips to food processing facilities, research laboratories, or nutrition-focused organizations will also enhance their understanding of the subject in a real-world context.

6. Assessments: Regular assessments, such as quizzes, tests, assignments, and practical evaluations, will be conducted to gauge students' understanding of the subject matter. This will ensure ongoing feedback and reinforcement of key concepts.

By employing this instructional strategy, students will gain a comprehensive understanding of basic nutrition principles and the science behind food preparation. They will develop the necessary knowledge and skills to make informed dietary choices, apply nutrition principles in menu planning, and ensure food safety and quality in hospitality operations.

#### **MEANS OF ASSESSMENT**

1. Assignments and quiz/class tests
2. Mid-term and end-term written tests

#### **RECOMMENDED BOOKS**

1. Human Nutrition by Guthrie 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 4th edition 2001
5. Nutritive value of Indian foods. Indian Council of Medical Research.
6. Food Science by Potter & Hotchkiss
7. Principles of food science by Borgstrom and Macmillon
8. Food Chemistry by Fennima
9. Sensory Evaluation by Amerine (Academic Press)
10. Handbook of analysis and Quality Control for fruits and vegetables by Rangana S. (Tata Mc Graw Hill)

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

#### SUGGESTED DISTRIBUTION OF MARKS

Topic No.	Time Allotted	Marks Allotted
1	42	50
2	42	50
<b>Total</b>	<b>84</b>	<b>100</b>

#### 1.4 BASIC ACCOUNTANCY

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

#### RATIONALE

CORRECTED AND APPROVED BY BOARD OF TECHNICAL EDUCATION U.P. LUCKNOW IN CDC MEETING HELD ON 19-08-2023

The study of Basic Accountancy in the Three-Year Diploma Course in Hotel Management & Catering Technology is essential to provide students with a solid foundation in financial management within the hospitality industry. It aims to equip students with the necessary knowledge and skills to understand and interpret financial statements, perform basic accounting tasks, and make informed financial decisions. By understanding the principles of accountancy, students will be able to effectively manage budgets, control costs, and contribute to the overall financial success of hotel and catering operations.

### **LEARNING OUTCOME**

The learning outcome of the subject Basic Accountancy is to equip students with the knowledge and skills necessary to understand and apply fundamental accounting principles and concepts. This includes the ability to prepare financial statements, analyze financial data, interpret financial information, and make informed financial decisions. By the end of the course, students should have a solid foundation in accounting principles and be able to apply them effectively in a hospitality or business setting.

### **DETAILED CONTENT**

1. INTRODUCTION TO ACCOUNTING
  - 1.1. Meaning and Definition
  - 1.2. Types and Classification
  - 1.3. Principles of Accounting
  - 1.4. Systems of Accounting
  - 1.5. Generally Accepted Accounting Principles (GAAP)
2. PRIMARY BOOKS (JOURNAL)
  - 2.1. Meaning and Definition
  - 2.2. Format of Journal
  - 2.3. Rules of debit and credit
  - 2.4. Opening entry, simple and compound entries
  - 2.5. Practical exercises
3. SECONDARY BOOK (LEDGER)
  - 3.1. Meaning and Uses
  - 3.2. Formats
  - 3.3. Posting
  - 3.4. Practical exercises
4. SUBSIDIARY BOOKS
  - 4.1. Need and Use
  - 4.2. Classification
    - 4.2.1. Purchase Book
    - 4.2.2. Sales Book
    - 4.2.3. Purchase returns

- 4.2.4. Sales returns
  - 4.2.5. Journal proper
  - 4.2.6. Practical exercises
- 5. CASH BOOK
  - 5.1. Meaning
  - 5.2. Advantages
  - 5.3. Simple, Double and Three Column
  - 5.4. Petty Cash Book with Imprest System (simple and tabular forms)
  - 5.5. Practical exercises
- 6. BANK RECONCILIATION STATEMENT
  - 6.1. Meaning
  - 6.2. Reasons for the difference in Pass Book and Cash Book Balances
  - 6.3. Preparation of Bank Reconciliation Statement
  - 6.4. No practical exercises
- 7. TRIAL BALANCE
  - 7.1. Meaning
  - 7.2. Methods
  - 7.3. Advantages
  - 7.4. Limitations
  - 7.5. Practical exercises
- 8. FINAL ACCOUNTS
  - 8.1. Meaning
  - 8.2. Procedure for preparation of Final Accounts
  - 8.3. Difference between Trading Accounts, Profit & Loss Accounts, and Balance Sheets
  - 8.4. Adjustments (Only four)
    - 8.4.1. Closing Stock
    - 8.4.2. Pre-paid Expenses
    - 8.4.3. Outstanding Expenses
    - 8.4.4. Depreciation
- 9. CAPITAL AND REVENUE EXPENDITURE
  - 9.1. Meaning
  - 9.2. Definition of Capital and Revenue Expenditure

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

## **INSTRUCTIONAL STRATEGY**

The instructional strategy for the subject Basic Accountancy involves a combination of theoretical concepts and practical applications. It focuses on providing students with a comprehensive understanding of accounting principles and practices through various teaching methods. These may include lectures, case studies, group discussions, interactive exercises, and practical assignments. Emphasis is placed on active learning and student engagement to enhance their comprehension and application of accounting concepts. Additionally, the use of real-life examples and scenarios helps students develop critical thinking skills and apply accounting principles to practical situations. Regular assessments and feedback are provided to monitor students' progress and reinforce their understanding of the subject matter.

### **MEANS OF ASSESSMENT**

1. Assignments and quiz/class tests
2. Mid-term and end-term written tests

### **RECOMMENDED BOOKS**

1. "Financial Accounting: Tools for Business Decision-Making" by Paul D. Kimmel, Jerry J. Weygandt, and Donald E. Kieso
2. "Principles of Accounting" by Belverd E. Needles, Marian Powers, and Susan V. Crosson
3. "Accounting: Tools for Business Decision Making" by Paul D. Kimmel, Jerry J. Weygandt, and Donald E. Kieso
4. "Financial Accounting: A Managerial Perspective" by R. Narayanaswamy
5. "Fundamentals of Financial Accounting" by Fred Phillips, Robert Libby, Patricia Libby
6. "Introduction to Financial Accounting" by Charles T. Horngren, Gary L. Sundem, John A. Elliott, Donna Philbrick
7. "Financial Accounting: Information for Decisions" by John J. Wild, Ken W. Shaw, and Barbara Chiappetta
8. "Managerial Accounting: Tools for Business Decision Making" by Jerry J. Weygandt, Paul D. Kimmel, and Donald E. Kieso
9. "Accounting Principles: A Business Perspective" by Hermanson, Edwards, and Maher
10. "Financial Accounting: An Introduction to Concepts, Methods, and Uses" by Clyde P. Stickney, Roman L. Weil, Katherine Schipper, and Jennifer Francis

### **SUGGESTED DISTRIBUTION OF MARKS**

<b>Topic No.</b>	<b>Time Allotted</b>	<b>Marks Allotted</b>
1	9	10

2	10	15
3	9	10
4	9	10
5	10	15
6	9	10
7	9	10
8	10	15
9	9	5
<b>Total</b>	<b>84</b>	<b>100</b>

## 1.5 COMMUNICATION SKILL

<b>L</b>	<b>T</b>	<b>P</b>
<b>6</b>	<b>-</b>	<b>-</b>

### RATIONALE

The rationale of the subject Communication Skill is to develop and enhance students' ability to effectively communicate in various professional and personal contexts. Communication is a vital skill in today's interconnected world, and it plays a crucial role in every aspect of life, including academic, professional, and social interactions. By studying Communication Skill, students can improve their verbal, written, and interpersonal communication abilities, including listening, speaking, reading, and writing. They learn how to express their ideas clearly, listen actively, and adapt their communication style to different audiences and situations. Effective communication skills are essential for building relationships, collaborating with others, presenting information, and resolving conflicts. Through this subject, students gain the necessary skills and confidence to communicate effectively and succeed in their personal and professional endeavors.

### LEARNING OUTCOMES

- Develop effective verbal communication skills, including clarity, coherence, and fluency in expressing ideas.
- Enhance listening skills to understand and interpret information accurately.
- Improve written communication skills, such as organizing thoughts, structuring content, and using appropriate language and tone.
- Enhance non-verbal communication skills, including body language, facial expressions, and gestures, to convey messages effectively.
- Develop interpersonal communication skills, such as active listening, empathy, and conflict resolution, to build positive relationships.
- Improve presentation skills, including delivering clear and engaging presentations, using visual aids effectively, and handling questions and feedback.
- Develop cross-cultural communication skills to effectively communicate with individuals from diverse backgrounds and cultures.
- Enhance professional communication skills, such as writing business emails, conducting meetings, and participating in group discussions.
- Develop digital communication skills, including using technology tools and platforms for effective communication.
- Apply critical thinking and problem-solving skills in communication scenarios, such as analyzing and evaluating information, making persuasive arguments, and negotiating solutions.

These learning outcomes aim to equip students with a comprehensive set of communication skills necessary for effective interpersonal, professional, and academic communication in various contexts.



## **DETAILED CONTENT**

### **1. BUSINESS COMMUNICATION**

- 1.1. Need
- 1.2. Purpose
- 1.3. Nature
- 1.4. Models
- 1.5. Barriers to Communication
- 1.6. Overcoming the barriers

### **2. LISTENING ON THE JOB**

- 2.1. Definition
- 2.2. Levels and types of listening
- 2.3. Listening barriers
- 2.4. Guidelines for effective listening

### **3. EFFECTIVE SPEAKING**

- 3.1. Restaurant hotel English
- 3.2. Polite and effective enquiries
- 3.3. Addressing a group
- 3.4. Essential qualities of a good speaker
- 3.5. Audience analysis
- 3.6. Defining the purpose of a speech, organizing the ideas, and delivering the speech

### **4. NON-VERBAL COMMUNICATION**

- 4.1. Definition, its importance, and its inevitability
- 4.2. Kinesics: Body movements, facial expressions, posture, eye contact, etc.
- 4.3. Proxemics: The communication use of space
- 4.4. Paralanguage: Vocal behavior and its impact on verbal communication
- 4.5. Communicative use of artifacts – furniture, plants, colors, architects, etc.

### **5. SPEECH IMPROVEMENT**

- 5.1. Pronunciation, stress, accent
- 5.2. Importance of speech in hotels
- 5.3. Common phonetic difficulties
- 5.4. Connective drills exercises
- 5.5. Introduction of frequently used foreign sounds

### **6. USING THE TELEPHONE**

- 6.1. The nature of telephone activity in the hotel industry
- 6.2. The need for developing telephone skills
- 6.3. Developing telephone skills

## **REFERENCE BOOK:**

1. Business Communication by P. D. Chaturvedi

## **INSTRUCTIONAL STRATEGY**

The instructional strategy for the subject Communication Skill may include:

1. Interactive Lectures: Conducting engaging lectures that involve active student participation, discussions, and real-life examples to explain communication concepts and principles.
2. Group Activities: Organizing group activities such as role-plays, debates, and case studies to provide students with practical opportunities to apply communication skills and techniques.
3. Communication Exercises: Designing and assigning communication exercises, such as writing assignments, oral presentations, and listening exercises, to practice and improve specific communication skills.
4. Technology Integration: Incorporating technology tools and platforms, such as video conferencing, multimedia presentations, and online discussion forums, to enhance communication skills in digital and virtual environments.
5. Feedback and Reflection: Providing timely and constructive feedback on student communication performance and encouraging self-reflection to facilitate continuous improvement.
6. Skill Development Workshops: Conducting workshops on specific communication skills, such as public speaking, active listening, and conflict resolution, to provide hands-on training and practical tips.
7. Guest Speakers: Inviting guest speakers from various professional backgrounds to share their experiences and insights on effective communication in different contexts.
8. Language Labs: Utilizing language labs equipped with audio and video recording facilities to practice and enhance pronunciation, intonation, and language proficiency.
9. Real-World Applications: Integrating real-world examples and case studies from diverse industries and professions to demonstrate the practical relevance and application of communication skills.
10. Continuous Assessment: Incorporating regular assessments, including presentations, written assignments, and quizzes, to monitor student progress and provide opportunities for feedback and improvement.

The instructional strategy aims to create an active and participatory learning environment, focusing on practical skill development, application, and reflection to enhance students' communication abilities in various personal and professional settings.

### MEANS OF ASSESSMENT

- Assignments and quiz/class tests
- Mid-term and end-term written tests

### RECOMMENDED BOOKS

1. "How to Win Friends and Influence People" by Dale Carnegie
2. "Crucial Conversations: Tools for Talking When Stakes Are High" by Kerry Patterson, Joseph Grenny, Ron McMillan, and Al Switzler
3. "The Quick and Easy Way to Effective Speaking" by Dale Carnegie
4. "Influence: The Psychology of Persuasion" by Robert Cialdini
5. "Difficult Conversations: How to Discuss What Matters Most" by Douglas Stone, Bruce Patton, and Sheila Heen
6. "Nonviolent Communication: A Language of Life" by Marshall B. Rosenberg
7. "Talk Like TED: The 9 Public-Speaking Secrets of the World's Top Minds" by Carmine Gallo
8. "Made to Stick: Why Some Ideas Survive and Others Die" by Chip Heath and Dan Heath
9. "The Art of Public Speaking" by Stephen Lucas
10. "Effective Communication: The Ultimate Guide to Developing and Improving Your Communication Skills" by Wendy T. Gawronski

### SUGGESTED DISTRIBUTION OF MARKS

Topic	Time Allotted	Marks Allotted
1	8	10
2	9	10
3	8	10
4	9	10
5	8	10
6	9	10
7	8	10
8	9	10
9	8	10
10	8	10
<b>Total</b>	<b>84</b>	<b>100</b>

# Second Semester

## **2.1 FOUNDATION COURSE IN ACCOMMODATION OPERATION**

**L T P**  
**7 - 8**

### **RATIONALE**

The rationale for the Foundation Course in Accommodation Operation is to provide students with a comprehensive understanding of the principles and practices involved in managing accommodation operations in the hospitality industry. The course aims to develop students' knowledge and skills in areas such as housekeeping, room management, guest services, and maintenance. By gaining a strong foundation in accommodation operation, students will be equipped with the necessary competencies to effectively manage and maintain guest rooms, ensure guest satisfaction, and contribute to the overall success of a hospitality establishment. The course also emphasizes the importance of cleanliness, hygiene, and attention to detail in creating a welcoming and comfortable environment for guests.

### **LEARNING OUTCOMES**

The learning outcomes of the Foundation Course in Accommodation Operation are:

- Understand the fundamentals of accommodation operations, including housekeeping procedures, room management, and guest services.
- Develop practical skills in maintaining cleanliness, orderliness, and hygiene standards in guest rooms and public areas.
- Gain knowledge of different types of rooms and their features, as well as the process of assigning rooms to guests based on their preferences and requirements.
- Learn effective communication and interpersonal skills to interact with guests, handle inquiries, and provide exceptional customer service.
- Acquire knowledge of basic maintenance tasks and troubleshooting techniques to address guest complaints or issues promptly.

### **DETAILED CONTENT**

1. THE ROLE OF HOUSEKEEPING IN HOSPITALITY OPERATION
  - 1.1. Role of housekeeping in guest satisfaction and repeat business.
2. ORGANIZATION CHART OF THE HOUSEKEEPING DEPARTMENT
  - 2.1. Hierarchy in small, medium, large, and chain hotels
  - 2.2. Identifying housekeeping responsibilities
  - 2.3. Personality traits of housekeeping management personnel
  - 2.4. Duties and responsibilities of housekeeping staff
  - 2.5. Layout of the housekeeping department

3. CLEANING ORGANIZATION
  - 3.1. Principles of cleaning, hygiene & safety factors in cleaning
  - 3.2. Methods of organizing cleaning
  - 3.3. Frequency of cleaning (daily, periodic, special)
  - 3.4. Design features that simplify cleaning
  - 3.5. Use & care of equipment
4. PEST CONTROL
  - 4.1. Areas of infestation
  - 4.2. Preventive measures & control measures
5. CLEANING AGENTS
  - 5.1. General criteria for selection
  - 5.2. Classification
  - 5.3. Polishes
  - 5.4. Floor seats
  - 5.5. Use, care & storage
  - 5.6. Distribution & control
  - 5.7. Use of eco-friendly products in housekeeping
6. COMPOSITION, CARE & CLEANING OF DIFFERENT SURFACES
  - 6.1. Metals
  - 6.2. Glass
  - 6.3. Leather, leatherettes, Rexene
  - 6.4. Plastic
  - 6.5. Ceramics
  - 6.6. Wood
  - 6.7. Wall finishes
  - 6.8. Floor finishes
7. TYPES OF BEDS & MATTRESSES
8. KEYS
  - 8.1. Types of keys
  - 8.2. Computerized key cards
  - 8.3. Key control
9. ROOM LAYOUT AND GUEST SUPPLIES
  - 9.1. Standard rooms, VIP rooms
  - 9.2. Guests' special requests

## 10. AREA CLEANING

- 10.1. Guest rooms
- 10.2. Front-of-the-house areas
- 10.3. Back-of-the-house areas
- 10.4. Work routine and associated problems (e.g., high traffic areas, facade cleaning, etc.)

## 11. ROUTINE SYSTEMS AND RECORDS OF HOUSEKEEPING DEPARTMENT

- 11.1. Reporting staff placement
- 11.2. Room Occupancy Report
- 11.3. Guest Room Inspection
- 11.4. Entering Checklists, Floor Register, Work Orders, Log Sheet
- 11.5. Lost and Found Register and Enquiry file
- 11.6. Maid's report and housekeeper's Report
- 11.7. Handover Records
- 11.8. Guest's Special Requests Register
- 11.9. Record of Special Cleaning
- 11.10. Call Register
- 11.11. VIP Lists

## 12. INTERDEPARTMENTAL RELATIONSHIP

- 12.1. With Front Office
- 12.2. With Maintenance
- 12.3. With Security
- 12.4. With Stores
- 12.5. With Accounts
- 12.6. With Personnel
- 12.7. Use of Computers in Housekeeping Department

## LIST OF PRACTICAL

- 1. Room Layout and Standard Supplies
- 2. Cleaning Equipment
- 3. Cleaning of different surfaces
  - 3.1. Daily
  - 3.2. Periodic
  - 3.3. Special tasks
- 4. Maid's Trolley – Setting up a trolley
- 5. Bed making
- 6. Daily cleaning of guestrooms & bathrooms
- 7. Public Area Cleaning
- 8. Guests Room Inspection

## **INSTRUCTIONAL STRATEGY**

The instructional strategy for the Foundation Course in Accommodation Operation may include the following approaches:

1. Lectures: Conducting lectures to provide theoretical knowledge and concepts related to accommodation operations, housekeeping procedures, guest services, and safety protocols.
2. Practical Demonstrations: Organizing practical demonstrations and hands-on activities to familiarize students with essential skills such as bed-making, room cleaning, and handling guest requests.
3. Case Studies: Presenting case studies and real-life scenarios to analyze and solve problems related to accommodation operations, guest complaints, and service recovery.
4. Group Discussions: Facilitating group discussions and role-playing exercises to encourage student participation and enhance their communication and problem-solving skills in a simulated accommodation setting.
5. Guest Speakers: Inviting industry experts, guest speakers, or professionals from the accommodation sector to share their experiences, industry trends, and best practices.
6. Site Visits: Organizing visits to hotels or hospitality establishments to provide students with practical exposure to accommodation operations, front desk procedures, and housekeeping practices.
7. Technology Integration: Integrating technology tools such as property management systems, reservation software, and guest service applications to familiarize students with industry-relevant technology used in accommodation operations.

## **MEANS OF ASSESSMENT**

- Assignments and quiz/class tests
- Mid-term and end-term written tests

## **RECOMMENDED BOOKS**

1. "Hotel Front Office Management" by James A. Bardi
2. "Housekeeping Management" by Matt A. Casado
3. "Principles of Hotel Front Office Operations" by Sue Baker and Jeremy Huyton
4. "Accommodation Management: Perspectives for the International Hotel Industry" by Chris Roberts and Joanne Roberts
5. "Managing Front Office Operations" by Michael L. Kasavana and Richard M. Brooks
6. "Hotel Housekeeping: Operations and Management" by G. Raghubalan
7. "Hotel Front Office: A Training Manual" by Sudhir Andrews
8. "Hotel Housekeeping Training Manual" by Sudhir Andrews
9. "Hospitality Management Accounting" by Martin G. Jagels and Michael M. Coltman
10. "Principles of Hospitality Accounting" by Martin G. Jagels and Michael M. Coltman



### SUGGESTED DISTRIBUTION OF MARKS

<b>Topic No.</b>	<b>Time Allotted (Periods)</b>	<b>Marks Allotted (%)</b>
1	8	10
2	10	10
3	8	10
4	8	6
5	8	6
6	8	6
7	8	12
8	8	10
9	8	10
10	10	6
11	8	6
12	8	8
<b>Total</b>	<b>98</b>	<b>100</b>

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

**L T P**  
**7 - 8**

### **RATIONALE**

The rationale of the Foundation Course in Front Office Operations Theory is to provide students with a solid understanding of the fundamental concepts, principles, and practices related to front office operations in the hospitality industry. This course aims to develop students' knowledge and skills in managing guest services, reservations, check-in and check-out procedures, and overall front desk operations. By studying this course, students will gain insights into the importance of front office functions in providing exceptional customer service, maintaining efficient communication, and ensuring smooth operations within a hotel or hospitality establishment. The course also emphasizes the significance of professionalism, problem-solving abilities, and effective guest relations in front office management. Overall, the Foundation Course in Front Office Operations Theory aims to equip students with the necessary theoretical knowledge and critical thinking skills to excel in front office roles and contribute to the success of a hospitality organization.

### **LEARNING OUTCOMES**

The learning outcomes of the Foundation Course in Front Office Operations Theory include:

- Understand the roles and responsibilities of front office personnel in a hotel or hospitality establishment.
- Demonstrate knowledge of front office procedures, including guest registration, check-in, and check-out processes.
- Develop skills in managing guest inquiries, requests, and complaints effectively.
- Gain knowledge of different types of reservations and the process of managing room inventory.
- Understand the importance of communication and interpersonal skills in front office operations.
- Learn about the use of technology and front office software for managing guest information and room allocations.
- Acquire knowledge of cashiering procedures and financial transactions related to front office operations.
- Demonstrate an understanding of the importance of maintaining guest security and privacy.
- Develop problem-solving skills to handle challenging situations and resolve guest issues.
- Gain an awareness of ethical and professional standards in front office operations.

### **DETAILED CONTENT**

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

- 1.1. Tourism and its importance
- 1.2. Hospitality and its origin
- 1.3. Hotels, their evolution and growth

CORRECTED AND APPROVED BY BOARD OF TECHNICAL EDUCATION U.P. LUCKNOW IN CDC MEETING HELD ON 19-08-2023

- 1.4. Brief introduction to hotel core areas with special reference to Front Office
2. CLASSIFICATION OF HOTELS
  - 2.1. Size
  - 2.2. Star & Heritage classification as per Govt. of India
  - 2.3. Location & clientele
  - 2.4. Ownership basis
  - 2.5. Independent hotels
  - 2.6. Management contracted hotel
  - 2.7. Chains
  - 2.8. Franchise / Affiliated
  - 2.9. Supplementary accommodation
  - 2.10. Timeshares and condominium
3. TYPES OF ROOMS
  - 3.1. Single
  - 3.2. Double
  - 3.3. Twin
  - 3.4. Suites
4. ORGANIZATION
  - 4.1. Function areas
  - 4.2. Front office hierarchy
  - 4.3. Duties and responsibilities
  - 4.4. Personality traits
5. TARIFF STRUCTURE
  - 5.1. Basis of charging
  - 5.2. Plans, competition, customer's profile, standards of service & amenities
  - 5.3. Hubert formula
  - 5.4. Different types of tariffs
    - 5.4.1. Rack Rate
    - 5.4.2. Discounted Rates for corporate, Airlines, Groups & Travel Agents
6. HOTEL ENTRANCE, LOBBY AND FRONT OFFICE
  - 6.1. Layout
  - 6.2. Front office equipment (non-automated, semi-automated, and automated)
7. FRONT OFFICE AND GUEST HANDLING
  - 7.1. Introduction to the guest cycle
    - 7.1.1. Pre-arrival
    - 7.1.2. Arrival

- 7.1.3. Stay
  - 7.1.4. Departure and after departure
- 8. RESERVATION
  - 8.1. Importance of reservation
  - 8.2. Modes
  - 8.3. Channels and sources (F I T s, Travel Agents, Airline, G I T s)
  - 8.4. Types of reservation (Tentative, confirmed, guaranteed, etc.)
  - 8.5. Systems (non-automatic, semi-automatic, fully automatic)
  - 8.6. Cancellation, Amendments, and overbooking
- 9. ROOM SELLING TECHNIQUES
  - 9.1. Up-selling
  - 9.2. Discounts
- 10. ARRIVALS
  - 10.1. Preparing for guest arrivals at Reservation and Front Office
  - 10.2. Receiving of guests
  - 10.3. Pre-registration
  - 10.4. Registration (non-automatic, semi-automatic, and automatic)
  - 10.5. Relevant records for F I Ts, Groups, Air crews & VIPs
- 11. BELL DESK
  - 11.1. Functions
  - 11.2. Procedures and records
- 12. DURING THE STAY ACTIVITIES
  - 12.1. Information services
  - 12.2. Message and mail handling
  - 12.3. Key Handling
  - 12.4. Room selling technique
  - 12.5. Hospitality desk
  - 12.6. Complaints handling
  - 12.7. Guest handling
  - 12.8. Guest history
- 13. FRONT OFFICE COORDINATION WITH OTHER DEPARTMENTS OF HOTEL
- 14. GUEST ACCOUNTING (MANUAL)
  - 14.1. Guest Weekly Bill
  - 14.2. Visitors tabular ledger

## 15. FRENCH

- 15.1. Understanding and uses of accents, orthographic signs & punctuation
- 15.2. Knowledge of cardinaux
- 15.3. Days, Dates Time, month, and seasons

## PRACTICALS

### 16. Appraisal of front office equipment and furniture (Rack, counter bell desk)

- 16.1. Filling up of various Performa
- 16.2. Welcoming of Guest
- 16.3. Telephone handling
- 16.4. Role Play
  - 16.4.1. Reservation
  - 16.4.2. Arrivals
  - 16.4.3. Luggage handling
  - 16.4.4. Message and mail handling
  - 16.4.5. Paging

## **FIDELIO TRAINING (IN COMPUTER LAB)**

### **Suggestive List of Task for Fidelio Front Office Operation System**

- 1. Fidelio training – Hot Function keys
- 2. How to put a message in Fidelio
- 3. How to put a locator in Fidelio
- 4. How to check in a first-time guest
- 5. How to check in an existing reservation
- 6. How to check in a day use
- 7. How to issue a new key
- 8. How to verify a key
- 9. 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 program keys continuously
- 14. How to program one key for two rooms
- 15. How to re-program a key

## **INSTRUCTIONAL STRATEGY**

The instructional strategy for the Foundation Course in Front Office Operations Theory may include the following approaches:

- 1. Lectures: Conducting lectures to introduce and explain key concepts, theories, and principles related to front office operations. This can help students develop a solid theoretical foundation.

2. **Case Studies:** Presenting real-life case studies or scenarios that allow students to apply their knowledge and problem-solving skills to practical front office situations. This promotes critical thinking and decision-making abilities.
3. **Group Discussions:** Facilitating group discussions to encourage active participation and exchange of ideas among students. This helps in developing communication and teamwork skills while exploring various perspectives on front office operations.
4. **Role-plays:** Organizing role-playing activities where students can simulate front office scenarios, such as guest interactions, handling complaints, or managing check-in/check-out processes. This enables students to practice and enhance their communication and customer service skills.
5. **Guest Lectures:** Inviting industry professionals or guest speakers from the front office department to share their expertise and experiences. This provides valuable insights into the practical aspects of front office operations and enhances students' understanding of industry practices.

#### **MEANS OF ASSESSMENT**

- Assignments and quiz/class tests
- Mid-term and end-term written tests

#### **RECOMMENDED BOOKS**

1. "Hotel Front Office Management" by James A. Bardi
2. This comprehensive book covers all aspects of front office operations, including guest services, reservations, registration, revenue management, and more.
3. "Front Office Operations and Management" by Ahmed Ismail
4. This textbook provides an in-depth understanding of front office operations and management, including topics such as front desk procedures, guest relations, communication skills, and technology in the front office.
5. "Front Office Management in Hospitality" by Michael L. Kasavana and Richard M. Brooks
6. This book explores the key principles and practices of front office management, focusing on topics like front office organization, staffing, forecasting, and revenue management.
7. "The Theory of Hospitality and Catering" by Andrew Pennington and David Foscett
8. While not solely focused on front office operations, this textbook offers a comprehensive overview of the hospitality industry, including front office functions and guest services.
9. "Managing Front Office Operations" by Michael L. Kasavana and Richard M. Brooks

10. This practical guide covers the day-to-day operations of a front office department, including topics like reservations, check-in/check-out procedures, guest relations, and security.
11. "Hotel Front Office: Operations and Management" by Jatashankar R. Tewari

#### **SUGGESTED DISTRIBUTION OF MARKS**

<b>Topic No.</b>	<b>Time Allotted (Periods)</b>	<b>Marks Allotted (%)</b>
1	8	8
2	8	8
3	6	8
4	6	6
5	6	6
6	6	6
7	6	6
8	6	6
9	6	4
10	6	6
11	6	6
12	6	8
13	6	6
14	6	6
15	6	5
16	6	5
<b>Total</b>	<b>98</b>	<b>100</b>

### **2.3 APPLICATION OF COMPUTERS**

**L T P**

CORRECTED AND APPROVED BY BOARD OF TECHNICAL EDUCATION U.P. LUCKNOW IN CDC MEETING HELD ON 19-08-2023

## **RATIONALE**

The rationale of the subject "Application of Computers" in a diploma course in Hotel Management & Catering Technology is to equip students with the essential knowledge and skills to effectively use computer applications in the hospitality industry. In today's digital age, computers play a crucial role in various aspects of hotel operations, including reservations management, guest services, billing, inventory control, and data analysis. By understanding and applying computer technologies, students will be able to streamline processes, enhance efficiency, and deliver superior customer service. This subject aims to empower students with the necessary computer literacy and proficiency to navigate hospitality-specific software, utilize productivity tools, and leverage technology for decision-making and strategic planning.

## **LEARNING OUTCOMES**

The learning outcomes of the subject "Application of Computers" in the diploma course in Hotel Management & Catering Technology are as follows:

- Gain proficiency in using computer applications relevant to the hospitality industry.
- Develop skills in data management, word processing, and presentation software.
- Understand the fundamentals of spreadsheet applications for financial analysis and budgeting.
- Utilize database management systems for efficient storage and retrieval of guest information.
- Learn to use hospitality-specific software for reservations management, billing, and inventory control.
- Develop skills in utilizing technology for marketing and promotion in the hospitality industry.
- Apply computer skills in various hospitality-related tasks, such as report generation and analysis.

## **DETAILED CONTENT**

### **1. COMPUTER FUNDAMENTALS – THEORY**

#### **1.1. INFORMATION CONCEPTS AND PROCESSING**

- 1.1.1. Definitions
- 1.1.2. Need, Quality, and Value of Information
- 1.1.3. Data Processing Concept

#### **1.2. ELEMENTS OF A COMPUTER SYSTEM**

- 1.2.1. Definitions
- 1.2.2. Characteristics of Computers
- 1.2.3. Classification of Computers
- 1.2.4. Limitations

#### **1.3. HARDWARE FEATURES AND USES**



- 1.3.1. Components of a Computer
- 1.3.2. Generations of Computers
- 1.3.3. Primary and Secondary Storage Concept
- 1.3.4. Data Entry Devices
- 1.3.5. Data Output Devices

#### 1.4. SOFTWARE CONCEPTS

- 1.4.1. System Software
- 1.4.2. Application software
- 1.4.3. Language Classification
- 1.4.4. Compilers and Interpreters

### 2. OPERATING SYSTEM /ENVIRONMENTS – THEORY

#### 2.1. BASICS OF MS-DOS

- 2.1.1. Internal Commands
- 2.1.2. External Commands

#### 2.2. INTRODUCTION TO WINDOWS

- 2.2.1. GUI/ Features
- 2.2.2. What are Windows 11 and above?
- 2.2.3. Parts of a typical Windows and their functions

#### 2.3. WINDOWS OPERATIONS – PRACTICAL

- 2.3.1. Creating Folders
- 2.3.2. Creating Shortcuts
- 2.3.3. Copying Files / Folders
- 2.3.4. Renaming Files/Folders
- 2.3.5. Deleting Files
- 2.3.6. Exploring Windows
- 2.3.7. Quick Menus

### 3. MS-OFFICE 2019 and MS-OFFICE 365

#### 3.1. MS WORD 2019 and MS-OFFICE 365 – PRACTICAL

##### 3.1.1. CREATING A DOCUMENT

- 3.1.1.1. Entering text
- 3.1.1.2. Saving the document
- 3.1.1.3. Editing a document already saved to disk

- 3.1.1.4. Getting around the Document
- 3.1.1.5. Find and replace Operations
- 3.1.1.6. Printing the Document

### 3.1.2. FORMATTING A DOCUMENT

- 3.1.2.1. Justify Paragraphs
- 3.1.2.2. Changing Paragraph Indents
- 3.1.2.3. Setting tabs and Margins
- 3.1.2.4. Formatting Pages and Documents
- 3.1.2.5. Using Bullets and Numbering
- 3.1.2.6. Headers & Footers
- 3.1.2.7. Pagination

### 3.1.3. SPECIAL EFFECTS

- 3.1.3.1. Print Special effects e.g., Bold, Underline, Superscripts, Subscripts
- 3.1.3.2. Changing Fonts
- 3.1.3.3. Changing Case

### 3.1.4. CUT, COPY, AND PASTE OPERATION

- 3.1.4.1. Marking Blocks
- 3.1.4.2. Copying and Pasting a Block
- 3.1.4.3. Cutting and pasting a block
- 3.1.4.4. Deleting a Block
- 3.1.4.5. Using Find and Replace in a Block

### 3.1.5. USING MS-WORD TOOLS

- 3.1.5.1. Spelling and Grammar
- 3.1.5.2. Mail Merge
- 3.1.5.3. Printing Envelopes and Labels

### 3.1.6. TABLES

- 3.1.6.1. Create
- 3.1.6.2. Delete
- 3.1.6.3. Format

### 3.1.7. GRAPHICS

- 3.1.7.1. Inserting clip arts
- 3.1.7.2. Symbols (Borders/Shading)
- 3.1.7.3. Word Art

#### 3.1.8. PRINT OPTIONS

- 3.1.8.1. Previewing the document
- 3.1.8.2. Printing a whole document
- 3.1.8.3. Printing a Specific Page
- 3.1.8.4. Printing a Selected Page
- 3.1.8.5. Printing Several Documents
- 3.1.8.6. Printing More than One Copy

### 4. MS OFFICE – 2019 and MS-OFFICE 365

#### 4.1. MS-EXCEL – PRACTICAL

- 4.1.1. How to use Excel
- 4.1.2. Starting Excel
- 4.1.3. Parts of Worksheet
- 4.1.4. Navigating in a Worksheet
- 4.1.5. Getting to know mouse pointer shapes

#### 4.2. CREATING SPREADSHEET

- 4.2.1. Starting a new Worksheet
- 4.2.2. Entering the three different types of data in a worksheet
- 4.2.3. Creating simple Formulas
- 4.2.4. Formatting data for decimal points
- 4.2.5. Editing data in a worksheet
- 4.2.6. Using Auto fill
- 4.2.7. Blocking Data
- 4.2.8. Saving a Worksheet
- 4.2.9. Exiting Excel

#### 4.3. MAKING THE WORKSHEET LOOK PRETTY

- 4.3.1. Selecting cells to format
- 4.3.2. Trimming tables with Auto Format
- 4.3.3. Format Cells for:
  - 4.3.3.1. Currency
  - 4.3.3.2. Comma
  - 4.3.3.3. Percent

- 4.3.3.4. Decimal
- 4.3.3.5. Date
- 4.3.4. Changing Columns width and row height
- 4.3.5. Aligning text
  - 4.3.5.1. Top to bottom
  - 4.3.5.2. Text wrap
  - 4.3.5.3. Reordering Orientation
  - 4.3.5.4. Using Borders

#### 4.4. GOING THROUGH CHANGES

- 4.4.1. Opening worksheet files for editing
- 4.4.2. Undoing the mistakes
- 4.4.3. Moving and copying with cut, copy, and paste
- 4.4.4. Deleting cell entries
- 4.4.5. Deleting columns and rows from a worksheet
- 4.4.6. Inserting columns and rows in a worksheet
- 4.4.7. Spell Checking the worksheet

#### 4.5. PRINTING THE WORKSHEET

- 4.5.1. Previewing pages before printing
- 4.5.2. Printing from the standard toolbar
- 4.5.3. Printing a part of the worksheet
- 4.5.4. Changing the orientation of the printing
- 4.5.5. Printing a whole worksheet on a single page
- 4.5.6. Adding a header and footer to a report
- 4.5.7. Inserting page breaks in a report
- 4.5.8. Printing the formulas in the worksheet

#### 4.6. ADDITIONAL FEATURES OF A WORKSHEET

- 4.6.1. Splitting the worksheet window into two four panes
- 4.6.2. Freezing columns and row on-screen for a worksheet title
- 4.6.3. Attaching comments to a cell
- 4.6.4. Finding and replacing data in the worksheet
- 4.6.5. Protecting a worksheet
- 4.6.6. Function commands

#### 4.7. MAINTAINING MULTIPLE WORKSHEET

- 4.7.1. Moving from sheet in a worksheet

- 4.7.2. Adding more sheet to a workbook
- 4.7.3. Deleting sheets from a workbook
- 4.7.4. Naming sheet tabs other than sheet1, sheet2, and so on
- 4.7.5. Copying or moving sheets from one worksheet to another

#### 4.8. CREATING GRAPHICS/CHART

- 4.8.1. Using the chart wizard
- 4.8.2. Changing the chart with the chart toolbar
- 4.8.3. Formatting the chart's axes
- 4.8.4. Adding a text box to a chart
- 4.8.5. Changing the orientation of a 3-D chart
- 4.8.6. Using drawing tools to add graphics to the chart and worksheet
- 4.8.7. Printing a chart without printing the rest of the worksheet data

#### 4.9. EXCEL'S DATABASE FACILITIES

- 4.9.1. Setting up a database
- 4.9.2. Sorting records in the database

### 5. MS OFFICE 2019 and MS OFFICE 365

#### 5.1. MS-POWERPOINT

- 5.1.1. Making a simple presentation
- 5.1.2. Using Auto content Wizards and Templates
- 5.1.3. PowerPoint's five views
- 5.1.4. Slides
  - 5.1.4.1. Creating Slides, rearranging, modifying
  - 5.1.4.2. Inserting pictures, objects
  - 5.1.4.3. Setting up a slide show
- 5.1.5. Creating an Organizational Chart

### 6. NETWORKS – THEORY

- 6.1. Network Topology
  - 6.1.1. Bus
  - 6.1.2. Star
  - 6.1.3. Ring
- 6.2. Network Applications
- 6.3. Types of Networking
  - 6.3.1. LAN
  - 6.3.2. MAN
  - 6.3.3. WAN

#### 6.4. Network Configuration Hardware

##### 6.4.1. Server

##### 6.4.2. Nodes

#### 6.5. Channel

##### 6.5.1. Fiber optics

##### 6.5.2. Twisted

##### 6.5.3. Co-axial

#### 6.6. Hubs

#### 6.7. Network Interface Card

##### 6.7.1. Arc net

##### 6.7.2. Ethernet

#### 6.8. Network Software

##### 6.8.1. Novel

##### 6.8.2. Windows NT

### 7. Fundamentals & Use of the Internet

## **INSTRUCTIONAL STRATEGY**

The instructional strategy for the subject "Application of Computers" in the diploma course in Hotel Management & Catering Technology may include the following:

1. Lectures: Provide theoretical knowledge and conceptual understanding of computer applications in the hospitality industry. Cover topics such as computer fundamentals, operating systems, software applications, and specific hospitality-related software.
2. Practical Sessions: Conduct hands-on computer lab sessions to familiarize students with different software applications used in the hospitality industry. Allow students to practice using word processing, spreadsheet, presentation, and database management software. Provide guidance and support to ensure students develop proficiency in using these applications.
3. Case Studies and Assignments: Assign case studies and practical assignments that require students to apply computer skills and software knowledge to solve real-world problems in the context of hotel management and catering. This will enhance their critical thinking and problem-solving abilities.
4. Group Projects: Assign group projects that require students to collaborate and use computer applications to complete tasks such as creating marketing materials, managing guest information, or analyzing financial data. This will foster teamwork and communication skills.

5. **Guest Lectures and Industry Experts:** Invite guest lecturers or industry experts who have practical experience in using computer applications in the hospitality industry. They can share insights, best practices, and real-life examples to enhance students' understanding and practical knowledge.
6. **Workshops and Training:** Organize workshops or training sessions on specific hospitality-related software or tools. Provide hands-on training and guidance to help students develop specific skills required in the industry, such as property management systems or point-of-sale software.

### **MEANS OF ASSESSMENT**

- Assignments and quiz/class tests
- Mid-term and end-term written tests

### **RECOMMENDED BOOKS**

1. "Computer Fundamentals and Applications" by P.K. Sinha and Priti Sinha
2. "Introduction to Information Technology for Hospitality" by Gary Vallen and Jerome Vallen
3. "Hospitality Information Systems and E-Commerce" by Dana V. Tesone
4. "Microsoft Office 365 & Office 2019: Introductory" by Misty E. Vermaat
5. "Database Systems: Design, Implementation, and Management" by Carlos Coronel, Steven Morris, and Peter Rob
6. "Information Technology for Management: On-Demand Strategies for Performance, Growth, and Sustainability" by Efraim Turban, Carol Pollard, and Gregory Wood

### **SUGGESTED DISTRIBUTION OF MARKS**

<b>Topic No.</b>	<b>Time Allotted (Periods)</b>	<b>Marks Allotted (%)</b>
1	10	15
2	10	15
3	12	15
4	8	15
5	10	15
6	8	10
7	12	15
<b>Total</b>	<b>70</b>	<b>100</b>

## 2.4 HOTEL ENGINEERING

L T P  
7 - -

### RATIONALE

Hotel Engineering is a crucial subject that provides students with an understanding of the various systems and processes involved in the maintenance and operation of a hotel. This course covers topics related to maintenance, fuels used in the catering industry, gas handling, electricity, water systems, refrigeration and air-conditioning, fire prevention and firefighting systems, waste disposal and pollution control, safety measures, security, equipment replacement policy, audiovisual equipment, and contract maintenance. The subject aims to equip students with the necessary knowledge and skills to effectively manage and maintain the engineering aspects of a hotel.

### LEARNING OUTCOMES

By the end of this course, students will be able to:

- Understand the role and importance of the maintenance department in the hotel industry and its relation to other hotel departments.
- Analyze different types of fuels used in the catering industry, calculate fuel requirements, and evaluate energy conservation and audit measures.
- Comprehend the principles and handling of gas, including LPG, burners, and gas banks.
- Gain knowledge of electricity fundamentals, circuits, wiring, energy consumption calculations, lighting systems, and safety precautions.
- Identify the components of water systems in hotels, including distribution, softening, hot water supply, flushing systems, and conservation techniques.
- Describe the principles of refrigeration and air-conditioning, types of refrigerants, humidity control, air conditioning units, and maintenance procedures.
- Understand fire prevention methods, types of fire extinguishers, fire detection systems, and legal requirements related to fire safety.
- Learn about waste disposal, sewage treatment, pollution control, and legal requirements regarding waste management in the hotel industry.
- Demonstrate knowledge of safety measures and accident prevention techniques.
- Understand the importance of guest, hotel, employee, and supplier security in a hotel setting.
- Analyze equipment replacement policies based on factors such as deterioration, cost effectiveness, and economic replacement cycles.
- Gain proficiency in handling audiovisual equipment, maintenance of computers, and cleaning procedures for various devices.



- Understand the necessity and advantages of contract maintenance, different types of contracts, and the tendering process.

## **DETAILED CONTENT**

1. MAINTENANCE
  - 1.1. Roll and importance of maintenance department in the hotel industry
  - 1.2. Organization chart, duties, and responsibilities of the maintenance department
2. FUELS USED IN CATERING INDUSTRY
  - 2.1. Types of fuel used, calorific value, comparative study of different fuels
  - 2.2. Calculation of fuel requirements and costs
  - 2.3. Energy conservation and energy audit
3. GAS
  - 3.1. Heat terms, units, and method of transfer
  - 3.2. LPG properties, Bunsen burner, precautions, gas bank, and manifolds
4. ELECTRICITY
  - 4.1. Fundamentals of electricity, circuits, resistance, power, and energy concepts
  - 4.2. Electric circuits, symbols, series and parallel connections, safety precautions
  - 4.3. Electric wires and types of wiring
  - 4.4. Calculation of electric energy consumption, safety precautions, types of lighting
  - 4.5. External lighting, safety in handling electrical equipment
5. WATER SYSTEMS
  - 5.1. Water distribution system in a hotel
  - 5.2. Cold water systems in India, hardness of water, water softening
  - 5.3. Cold water cisterns, swimming pools
  - 5.4. Hot water supply system, flushing systems, water taps, traps, and closets
  - 5.5. Water conservation
6. FIRE PREVENTION AND FIRE FIGHTING SYSTEM
  - 6.1. Classes of fire, methods of extinguishing fires
  - 6.2. Fire extinguishers, detectors, alarms
  - 6.3. Automatic fire detection and extinguishing devices
  - 6.4. Structural protection, legal requirements
7. WASTE DISPOSAL AND POLLUTION CONTROL
  - 7.1. Solid and liquid waste, disposal methods
  - 7.2. Sewage treatment
  - 7.3. Pollution related to the hotel industry: water, air, noise, thermal

#### 7.4. Legal requirements

### 8. SAFETY

#### 8.1. Accident prevention, slips and falls, other safety topics

### 9. SECURITY

#### 9.1. Guest, hotel, employee, and supplier security

### 10. EQUIPMENT REPLACEMENT POLICY

#### 10.1. Circumstances for equipment replacement

#### 10.2. Policies for gradually deteriorating items

#### 10.3. Economic replacement cycles

### 11. AUDIOVISUAL EQUIPMENT

#### 11.1. Various audiovisual equipment used in hotels

#### 11.2. Maintenance and cleaning of projectors, LCDs, computers, sensors

### 12. CONTRACT MAINTENANCE

#### 12.1. Necessity, advantages, and disadvantages of contract maintenance

#### 12.2. Types of contracts, tendering process, negotiation, finalization

## **INSTRUCTIONAL STRATEGY**

The instructional strategy for this course may include:

- Lectures by subject matter experts
- Practical demonstrations and hands-on activities
- Case studies and real-world examples
- Group discussions and presentations
- Guest lectures from industry professionals
- Field visits to hotels and engineering facilities
- Assignments and quizzes to assess understanding
- Mid-term and end-term written tests to evaluate knowledge

## **MEANS OF ASSESSMENT**

To evaluate students' understanding and progress, the following assessment methods may be used:

- Assignments and quizzes/class tests
- Mid-term and end-term written tests

## **RECOMMENDED BOOKS**

1. Hotel Engineering by Gurdev Singh
2. Maintenance Fundamentals for the Hospitality Industry by William D. Frye

3. Refrigeration and Air Conditioning Technology by Bill Whitman, Bill Johnson, John Tomczyk, and Eugene Silberstein
4. Fire Protection for the Design Professional by Walter T. Grondzik and Sharon McGregor
5. Water Supply and Pollution Control by Warren Viessman Jr., Mark J. Hammer, and Elizabeth M. Perez
6. Safety and Security in the Hospitality Industry by George T. Robson

**Note:** The recommended books are provided as a reference and additional resources. The students may refer to these books for further in-depth knowledge and understanding of the subject matter.

#### **SUGGESTED DISTRIBUTION OF MARKS**

<b>Topic No.</b>	<b>Time Allotted (Periods)</b>	<b>Marks Allotted (%)</b>
1	8	9
2	8	8
3	6	6
4	8	8
5	6	6
6	8	8
7	6	6
8	8	8
9	6	6
10	8	8
11	6	6
12	6	6
13	8	9
<b>Total</b>	<b>98</b>	<b>100</b>

# **Third Semester**

### **3.1 FOOD PRODUCTION OPERATION**

**L T P**  
**3 - 8**

#### **RATIONALE**

The rationale of the subject "Food Production Operation" in the diploma course in Hotel Management & Catering Technology is to provide students with a comprehensive understanding of the principles, techniques, and practices involved in food production. This subject aims to equip students with the knowledge and skills necessary to effectively manage and operate a professional kitchen. By studying food production operation, students will gain insights into menu planning, recipe development, food preparation and cooking methods, food safety and hygiene practices, and the use of kitchen equipment and tools. This knowledge is essential for aspiring chefs and culinary professionals in the hospitality industry, as it forms the foundation for creating high-quality, safe, and delicious food that meets the expectations of guests and customers.

#### **LEARNING OUTCOMES**

The learning outcomes of the subject "Food Production Operation" include:

- Develop proficiency in various culinary techniques and cooking methods.
- Acquire knowledge of different ingredients, their characteristics, and culinary uses.
- Demonstrate skills in menu planning, recipe development, and food costing.
- Apply principles of food safety and hygiene in food production processes.
- Gain expertise in managing kitchen operations, including organization, workflow, and resource management.
- Exhibit creativity and innovation in food presentation and plating techniques.
- Understand the importance of nutritional balance and dietary requirements in menu planning.
- Collaborate effectively with other kitchen staff and work as a part of a team.
- Adapt to changing food trends and culinary styles in the industry.
- Demonstrate problem-solving skills in resolving culinary-related challenges.

These learning outcomes aim to prepare students for careers in the food production sector, enabling them to work in various culinary environments such as restaurants, hotels, catering services, and food production facilities.

#### **DETAILED CONTENT**

##### **1. QUANTITY AND FOOD PRODUCTION**

###### **1.1. EQUIPMENT**

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

###### **1.2. MENU PLANNING**

- 1.2.1. Basic principles of menu planning – recapitulation
- 1.2.2. Points to consider in menu planning for various volume feeding outlets such as Industrial, Institutional, Mobile Catering Units
- 1.2.3. Planning menus for
  - 1.2.3.1. School/college students
  - 1.2.3.2. Industrial workers
  - 1.2.3.3. Hospitals
  - 1.2.3.4. Outdoor parties
  - 1.2.3.5. Theme dinners
  - 1.2.3.6. Transport facilities, cruise lines, airlines, railway
- 1.2.4. Nutritional factor for the above
- 1.3. INDENTING
  - 1.3.1. Principles of Indenting for volume feeding
  - 1.3.2. Portion size of various items for different types of volume feeding
  - 1.3.3. Modifying recipes for indenting for large-scale catering
  - 1.3.4. Practical difficulties while indenting for volume feeding
- 1.4. PLANNING
  - 1.4.1. Principles of planning for quantity food production regarding
    - 1.4.1.1. Space allocation
    - 1.4.1.2. Equipment selection
    - 1.4.1.3. Staffing
2. VOLUME FEEDING
  - 2.1. Institutional and Industrial Catering
    - 2.1.1. Types of Institutional & Industrial Catering
    - 2.1.2. Problems associated with this type of catering
    - 2.1.3. Scope for development and growth
  - 2.2. Hospital Catering
    - 2.2.1. Highlights of Hospital Catering for patients, staff, visitors
    - 2.2.2. Diet menus and nutritional requirements
  - 2.3. Off Premises Catering
    - 2.3.1. Reasons for growth and development
    - 2.3.2. Menu planning and Theme Parties
    - 2.3.3. Concept of a Central Production Unit
    - 2.3.4. Problems associated with off-premises catering
  - 2.4. Transport Catering
    - 2.4.1. Characteristics of Rail, Airline (Flight Kitchens and Sea Catering)
    - 2.4.2. Branches of Mobile Catering
  - 2.5. Quantity Purchase & Storage
    - 2.5.1. Introduction to purchasing

- 2.5.2. Purchase system
- 2.5.3. Purchasing specifications
- 2.5.4. Storage
- 3. REGIONAL INDIAN CUISINE
  - 3.1. Introduction to Regional Indian Cuisine
  - 3.2. Heritage of Indian Cuisine
  - 3.3. Factors that affect eating habits in different parts of the country
  - 3.4. Cuisine and its highlights of different states/regions/communities to be discussed under:
    - 3.4.1. Geographic location
    - 3.4.2. Historical background
    - 3.4.3. Seasonal availability
    - 3.4.4. Special equipment
    - 3.4.5. Staple diets
    - 3.4.6. Specialty cuisine for festivals and special occasions
- 4. States
  - 4.1. Andhra Pradesh, Bengal, Goa, Karnataka, Kashmir, Kerala, Madhya Pradesh, Maharashtra, North Eastern States, Punjab, Rajasthan, Tamil Nadu, and Uttar Pradesh/Uttaranchal
- 5. Communities
  - 5.1. Parsi, Chettinad, Hyderabad, Lucknowi, Avadhi, Malbari/Syrian Christian, and Bohri
- 6. Discussions
  - 6.1. Indian breads, Indian Sweets, Indian Snacks
- 7. **BASIC INDIAN COOKERY**
  - 7.1. Condiments & Spices
  - 7.2. Introduction to Indian food
  - 7.3. Spices used in Indian cookery
  - 7.4. Role of spices in Indian cookery
  - 7.5. Indian equivalent of spices (names)
  - 7.6. Masalas
  - 7.7. Blending of spices and concept of masalas
  - 7.8. Different masalas used in Indian cookery
    - 7.8.1. Wet masalas
    - 7.8.2. Dry masalas
  - 7.9. Composition of different masalas
    - 7.9.1. Varieties of masalas available in regional areas
    - 7.9.2. Special masala blends
    - 7.9.3. Thickening Agents
    - 7.9.4. Role of thickening agents in Indian cuisine
    - 7.9.5. Types of thickening agents

## **REFERENCE BOOKS**

1. Quantity Food Production
2. Taste of India
3. Flavours of India
4. Heritage of India
5. Prashad
6. Cooking Delights of the Maharajas

## **FOOD PRODUCTION OPERATION PRACTICAL**

To formulate 03 sets of menus from the following regions incorporating 09 dishes per menu as per planning at the institute level.

1. Awadh
2. Bengal
3. Goa
4. Gujarat
5. Hyderabad
6. Kashmiri
7. Maharashtra
8. Punjabi
9. Rajasthan
10. South India (Tamil Nadu, Karnataka, Kerala)

## **INSTRUCTIONAL STRATEGY**

1. "Professional Cooking" by Wayne Gisslen
2. "On Cooking: A Textbook of Culinary Fundamentals" by Sarah R. Labensky, Priscilla A. Martel, and Alan M. Hause
3. "The Professional Chef" by The Culinary Institute of America
4. "Culinary Artistry" by Andrew Dornenburg and Karen Page
5. "The Flavor Bible: The Essential Guide to Culinary Creativity, Based on the Wisdom of America's Most Imaginative Chefs" by Karen Page and Andrew Dornenburg
6. "The Professional Pastry Chef: Fundamentals of Baking and Pastry" by Bo Friberg
7. "Modernist Cuisine: The Art and Science of Cooking" by Nathan Myhrvold, Chris Young, and Maxime Bilet
8. "The Science of Good Cooking" by Cook's Illustrated
9. "Essential Cuisine" by Michel Bras

## **MEANS OF ASSESSMENT**

- Assignments and quiz/class tests



- Mid-term and end-term written tests

### **RECOMMENDED BOOKS**

1. "Professional Cooking" by Wayne Gisslen
2. "On Cooking: A Textbook of Culinary Fundamentals" by Sarah R. Labensky, Priscilla A. Martel, and Alan M. Hause
3. "The Professional Chef" by The Culinary Institute of America
4. "Culinary Artistry" by Andrew Dornenburg and Karen Page
5. "The Flavor Bible: The Essential Guide to Culinary Creativity, Based on the Wisdom of America's Most Imaginative Chefs" by Karen Page and Andrew Dornenburg
6. "The Professional Pastry Chef: Fundamentals of Baking and Pastry" by Bo Friberg
7. "Modernist Cuisine: The Art and Science of Cooking" by Nathan Myhrvold, Chris Young, and Maxime Bilet
8. "The Science of Good Cooking" by Cook's Illustrated
9. "Essential Cuisine" by Michel Bras
10. "Larousse Gastronomique: The World's Greatest Culinary Encyclopedia" by Librairie Larousse

### **SUGGESTED DISTRIBUTION OF MARKS**

<b>Topic No.</b>	<b>Time Allotted (Periods)</b>	<b>Marks Allotted (%)</b>
1	8	18
2	8	18
3	5	14

4	8	18
5	5	14
6	8	18
<b>Total</b>	<b>42</b>	<b>100</b>

### 3.2 FOOD & BEVERAGE SERVICE OPERATION

**L T P**  
**2 - 4**

#### **RATIONALE**

The rationale for the subject "Food & Beverage Service Operation" is to provide students with a comprehensive understanding of the principles and practices involved in the efficient and effective delivery of food and beverage services. The subject aims to develop students' knowledge and skills in various aspects of food and beverage service, including menu planning, table setup, order taking, food and drink presentation, customer interaction, and service etiquette. By studying this subject, students will learn the importance of providing exceptional customer service, maintaining high standards of hygiene and safety, and managing various types of service situations. The subject also emphasizes the development of teamwork, communication, and problem-solving abilities necessary for successful food and beverage service operations in the hospitality industry.

#### **LEARNING OUTCOMES**

The learning outcomes of the subject "Food & Beverage Service Operation" include:

- Demonstrate knowledge of different types of food and beverage service, such as table service, buffet service, and room service.
- Develop skills in setting up tables, arranging tableware, and creating an appealing dining ambiance.
- Acquire knowledge of menu items, including food and beverage ingredients, preparation methods, and presentation techniques.
- Demonstrate proficiency in taking accurate orders, handling customer requests, and providing recommendations.
- Apply effective communication and interpersonal skills to interact with customers and provide exceptional service.
- Gain knowledge of wine and beverage service, including proper pouring techniques, pairing suggestions, and responsible alcohol service.
- Understand the principles of upselling and suggestive selling to enhance the guest experience and increase revenue.
- Develop skills in handling and resolving customer complaints or issues in a professional and efficient manner.
- Apply food safety and hygiene practices to ensure the safety and well-being of customers.

- Demonstrate teamwork and collaboration skills while working with colleagues in a food and beverage service setting.

These learning outcomes aim to equip students with the necessary knowledge and skills to succeed in the field of food and beverage service and provide exceptional dining experiences to guests.

## **DETAILED CONTENT**

1. ALCOHOLIC BEVERAGE
  - 1.1. Introduction and definition
  - 1.2. Classification
2. WINES
  - 2.1. Definition
  - 2.2. Classification with examples
    - 2.2.1. Tables/Still/Natural
    - 2.2.2. Sparkling
    - 2.2.3. Fortified
    - 2.2.4. Aromatized
  - 2.3. Production of each classification
  - 2.4. Principles of wine regions and wines of – France, Germany, Italy, Spain, Portugal, USA, Australia
  - 2.5. New World Wines (Brand Name) - India, Chile, South Africa, Algeria, New Zealand
  - 2.6. Food and wine Harmony
  - 2.7. Storage of wine
  - 2.8. Wine Terminology (English & French)
3. BEER
  - 3.1. Introduction and Definition
  - 3.2. Types of Beer
  - 3.3. Production of beer
  - 3.4. Storage
4. SPIRITS
  - 4.1. Introduction and Definition
  - 4.2. Production of Spirit - Pot-Still Method, Patent Still Method
  - 4.3. Production of Whisky, Rum, Gin, Brandy, Vodka, Tequila
  - 4.4. Different Proof Spirits - American Proof, Gay Lussac, British Proof
5. APERITIFS
  - 5.1. Introduction & Definition - different Types of Aperitifs
6. LIQUEURS
  - 6.1. Definition & history
  - 6.2. Production of liqueurs

- 6.3. Names of liqueurs & country of origin and predominant flavor
- 6.4. Service
- 7. REGIONAL CUISINE-PRACTICALS
  - 7.1. Menu writing of regional dishes
  - 7.2. Table laying of regional dishes
- 8. COCKTAILS AND MIXED DRINKS
  - 8.1. Definition, History
  - 8.2. Golden rules for making cocktails
  - 8.3. Types of cocktails
  - 8.4. Preparation of cocktails

## **FOOD & BEVERAGE SERVICE OPERATION PRACTICALS**

1. Service of wines – Red wine, White/rose Wine, Sparkling wines, Fortified wine, Aromatized wines.
2. Service of Bottled canned beer, Draught beer.
3. Service of Spirits (Whisky, Vodka, Rum, Gin, Brandy, Tequila).
4. Service of Different types of aperitifs.
5. Service of Liqueurs.
6. Service of regional dishes.
7. Service of Cocktails.

## **INSTRUCTIONAL STRATEGY**

1. Demonstration and Practical Training: Provide hands-on training and demonstrations to familiarize students with various service techniques, such as table setup, tray service, and proper serving etiquette. Conduct practical sessions in a simulated restaurant or hotel setting to allow students to practice their skills.
2. Role-playing and Simulations: Organize role-playing activities where students can assume different roles, such as servers, bartenders, or hosts, to practice customer interactions, order taking, and handling challenging situations. Use simulations and case studies to replicate real-world scenarios and engage students in problem-solving exercises.
3. Guest Lectures and Industry Experts: Invite guest speakers, industry professionals, or experienced service staff to share their expertise, experiences, and best practices with the students. This provides valuable insights into the industry and allows students to learn from real-world examples.
4. Multimedia Resources: Utilize multimedia resources, such as videos, interactive presentations, and online modules, to enhance understanding of service techniques, customer interactions, and industry trends. These resources can be accessed both in-class and outside of class to reinforce learning.

5. Group Projects and Teamwork: Assign group projects that require students to collaborate on tasks related to menu planning, event management, or service improvement initiatives. This promotes teamwork, communication, and problem-solving skills while encouraging creativity and innovation.

### **MEANS OF ASSESSMENT**

- Assignments and quiz/class tests
- Mid-term and end-term written tests

### **RECOMMENDED BOOKS**

1. "Food and Beverage Service: A Training Manual" by Sudhir Andrews
2. "The Theory of Hospitality and Catering" by David Foskett, Patricia Paskins, and Andrew Pennington
3. "Professional Food & Beverage Service" by Brian H. Waiter and June Payne-Palacio
4. "Food and Beverage Service: A Guide to Waiter Training" by Gordon R. Lewis
5. "Principles of Food, Beverage, and Labor Cost Controls" by Paul R. Dittmer and J. Desmond Keefe III
6. "Food and Beverage Service: A Managerial Approach" by John Cousins, David Foskett, and Cailein Gillespie
7. "Food and Beverage Service: Operations and Management" by Jack D. Ninemeier and David K. Hayes
8. "Food and Beverage Service Training Manual" by Hotelier Tanji
9. "The Waiter and Waitress Training Manual" by Sondra J. Dahmer
10. "Food and Beverage Service: A Comprehensive Guide" by John Cousins, Dennis Lillicrap, and Suzanne Weekes

### **SUGGESTED DISTRIBUTION OF MARKS**

<b>Topic No.</b>	<b>Time Allotted (Periods)</b>	<b>Marks Allotted (%)</b>
1	3	10
2	4	15
3	3	10

4	4	15
5	3	10
6	4	15
7	3	10
8	4	15
<b>Total</b>	<b>28</b>	<b>100</b>

### 3.3 FRONT OFFICE OPERATION

**L T P**  
**2 - 4**

#### **RATIONALE**

The Front Office department plays a crucial role in the overall functioning of a hotel or hospitality establishment. The Front Office Operation course provides students with the necessary knowledge and skills to effectively manage the front desk and guest services. It covers topics such as reservation management, guest check-in and check-out procedures, handling guest inquiries and requests, and maintaining guest relations. The rationale behind this course is to equip students with the essential competencies required to provide exceptional customer service, handle front office operations efficiently, and contribute to the overall success of a hospitality business.

#### **LEARNING OUTCOMES**

- Understand the role and importance of the Front Office department in a hotel or hospitality establishment.
- Demonstrate proficiency in handling front desk operations, including guest check-in, check-out, and registration processes.
- Apply effective communication and interpersonal skills to interact with guests, address their inquiries, and provide exceptional customer service.
- Utilize reservation management systems and software to manage room bookings, room allocations, and guest preferences.
- Develop problem-solving and decision-making abilities to handle guest complaints, resolve conflicts, and ensure guest satisfaction.
- Implement effective strategies for managing guest accounts, billing, and payment procedures.

CORRECTED AND APPROVED BY BOARD OF TECHNICAL EDUCATION U.P. LUCKNOW IN CDC MEETING HELD ON 19-08-2023

- Demonstrate knowledge of safety and security procedures related to front office operations and guest privacy.
- Understand the importance of teamwork and collaboration in front office operations and coordinate effectively with other departments.
- Stay updated with industry trends, technologies, and best practices in front office operations to enhance efficiency and guest experiences.
- Apply ethical and professional conduct in all front office interactions and maintain confidentiality of guest information.

These learning outcomes aim to equip students with the necessary skills and knowledge to effectively manage front office operations, provide excellent guest service, and contribute to the overall success of a hotel or hospitality establishment.

### **DETAILED CONTENT**

1. COMPUTER APPLICATION IN FRONT OFFICE OPERATION
  - 1.1. Fidelio/DS/Shawman.
2. FRONT OFFICE (ACCOUNTING)
  - 2.1. Accounting fundamentals.
  - 2.2. Guest and non-guest accounts.
  - 2.3. Accounting system (non-automated, semi-automated, and fully automated)
3. CHECK OUT PROCEDURES
  - 3.1. Guest account settlement
    - 3.1.1. Cash and credit
    - 3.1.2. Indian currency and foreign currency.
    - 3.1.3. Transfer of guest accounts.
    - 3.1.4. Express checkout.
4. CONTROL OF CASH AND CREDIT
5. NIGHT AUDITING
  - 5.1. Functions
  - 5.2. Audit procedures (Non-automated, semi-automated, and fully automated)
6. FRONT OFFICE AND GUEST SAFETY AND SECURITY
  - 6.1. Importance of security systems
  - 6.2. Safe deposit
  - 6.3. Key control
  - 6.4. Emergency situations (accident, illness, theft, fire, bomb)
7. FRENCH
  - 7.1. Expressions de politesse et les commander et Expression d'encouragement.
  - 7.2. Basic conversation related to front office activities such as
    - 7.2.1. Reservation (personal and telephonic)
    - 7.2.2. Reception (Doorman, bellboys, receptionist, etc.)
    - 7.2.3. Cleaning of room and change of room, etc.

## **FRONT OFFICE OPERATION PRACTICAL**

1. Hands-on practices of computer applications (Hotel Management System) related to Front office procedures such as Reservation, Registration, Guest History, Telephones, Housekeeping, Daily transactions)
2. Front Office Accounting Procedures
  - 2.1. Manual accounting
  - 2.2. Machine accounting
  - 2.3. Payable, Accounts Receivable, Guest History, Yield Management, Role pay.
3. Situation handling

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

1. How to make a reservation
2. How to create and update guest profiles.
3. How to create a guest folio.
4. How to print guest folio
5. How to make sharer reservation.
6. How to feed remarks in guest history
7. How to add a sharer.
8. How to make add-on reservation.
9. How to amend a reservation.
10. How to cancel a reservation.
11. How to make a group reservation.
12. How to make a room change on the system.
13. How to logon cashier code.
14. How to close a bank at the end of each shift.
15. How to put a routine instruction.
16. How to process charges in.
17. How to process a guest checkout
18. How to check out a folio.
19. How to process deposit for arriving guest.
20. How to process deposit for in-house guest.
21. How to check room rate variance report.
22. How to process part settlement.
23. How to tally allowance for the day at night.
24. How to tally paid outs for the day at night.
25. How to tally forex for the day at night.

## **INSTRUCTIONAL STRATEGY**



1. Lectures and Presentations: Conduct lectures to provide theoretical knowledge and concepts related to front office operations. Use presentations, case studies, and real-life examples to enhance understanding.
2. Practical Training: Provide hands-on training in front office operations, including check-in and check-out procedures, handling reservations, guest services, and managing front office software systems.
3. Role Plays and Simulations: Organize role plays and simulations to simulate real-life front office scenarios and allow students to practice their skills in guest handling, problem-solving, and conflict resolution.
4. Guest Speaker Sessions: Invite guest speakers from the hospitality industry, particularly front office managers or professionals, to share their experiences, insights, and industry best practices.

#### **MEANS OF ASSESSMENT**

- Assignments and quiz/class tests
- Mid-term and end-term written tests

#### **RECOMMENDED BOOKS**

1. "Hotel Front Office Management" by James A. Bardi
2. "Front Office Operations and Management" by Ahmed Ismail and Mark Nieuwenhuizen
3. "Managing Front Office Operations" by Michael L. Kasavana and Richard M. Brooks
4. "Hotel Front Office: Operations and Management" by Jatashankar R. Tewari
5. "Front Office Management in the Hotel Industry: A Practical Approach" by Devashis Das and Abdulhameed A. Alroomi
6. "Managing Front Office Operations with Answer Sheet (AHLEI)" by Michael L. Kasavana and Richard M. Brooks
7. "Front Office Operations and Management" by Bardi, James A.
8. "Front Office: Procedures, Social Skills, Yield and Management" by Dr. Sudhir Andrews
9. "Hotel Front Office Operations and Management" by Mark Young and Karen Valenti
10. "Front Office Operations" by S. K. Bhatnagar

#### **SUGGESTED DISTRIBUTION OF MARKS**

<b>Topic No.</b>	<b>Time Allotted (Periods)</b>	<b>Marks Allotted (%)</b>
1	4	10
2	4	15
3	4	15

4	4	15
5	4	15
6	4	15
7	4	15
<b>Total</b>	<b>28</b>	<b>100</b>

### 3.4 ACCOMMODATION OPERATION

**L T P**  
**2 - 4**

#### **RATIONALE**

The subject "Accommodation Operation" is designed to provide students with a comprehensive understanding of the various aspects involved in managing the accommodation department of a hotel or hospitality establishment. The rationale behind this course is to equip students with the knowledge and skills necessary to effectively manage room inventory, ensure guest satisfaction, and maintain a high standard of cleanliness and maintenance in guest rooms and public areas. By studying this subject, students will gain insights into the operational and managerial aspects of the accommodation department, enabling them to contribute to the efficient functioning of a hotel's accommodation services.

#### **LEARNING OUTCOMES**

- Understand the functions and organizational structure of the accommodation department in a hotel or hospitality establishment.
- Demonstrate knowledge of room inventory management, including reservations, allocations, and revenue optimization.
- Develop skills in managing guest arrivals, departures, and requests for room services.

- Apply effective housekeeping practices to maintain cleanliness, hygiene, and aesthetics in guest rooms and public areas.
- Implement maintenance and repair procedures to ensure the proper functioning of facilities and equipment in the accommodation department.
- Demonstrate proficiency in handling guest complaints and resolving issues related to accommodation services.
- Apply effective communication and interpersonal skills when interacting with guests, colleagues, and other departments.
- Understand the importance of guest satisfaction and develop strategies to enhance guest experiences in the accommodation department.
- Demonstrate knowledge of safety and security measures to ensure the well-being of guests and staff in the accommodation department.
- Develop an awareness of sustainability practices and environmental considerations in accommodation operations.

### **DETAILED CONTENT**

1. LINEN ROOM
  - 1.1. Activities of the Linen room
  - 1.2. Layout and equipment in the Linen room
  - 1.3. Selection criteria for various Linen items & fabrics suitable for this purpose
  - 1.4. Purchase of Linen
  - 1.5. Calculation of Linen requirements
  - 1.6. Linen control-procedures and records
  - 1.7. Stocktaking-procedures and records
  - 1.8. Recycling of discarded linen
  - 1.9. Linen Hire
2. UNIFORMS
  - 2.1. Advantages of providing uniforms to staff
  - 2.2. Issuing and exchange of uniforms; types of uniforms
  - 2.3. Selection and designing of uniforms
  - 2.4. Layout of the uniform room
3. SEWING ROOM
  - 3.1. Activities and areas to be provided
  - 3.2. Equipment provided
4. LAUNDRY
  - 4.1. Commercial and On-site Laundry
  - 4.2. Flow process of Industrial Laundering-OPL
  - 4.3. Stages in the Wash Cycle
  - 4.4. Laundry Equipment and Machines
  - 4.5. Layout of the Laundry
  - 4.6. Laundry Agents
  - 4.7. Dry Cleaning

- 4.8. Guest Laundry/Valet service
- 4.9. Stain removal
- 5. FLOWER ARRANGEMENT
  - 5.1. Flower arrangement in hotels
  - 5.2. Equipment and material required for flower arrangement
  - 5.3. Conditioning of plant material
  - 5.4. Styles of flower arrangements
  - 5.5. Principles of design as applied to flower arrangement
- 6. INDOOR PLANTS
  - 6.1. Selection and care

### **LIST OF PRACTICALS**

- 1. Layout of Linen and Uniform Room/Laundry
- 2. Laundry Machinery and Equipment
- 3. Stain Removal
- 4. Flower Arrangement
- 5. Selection and designing of Uniforms

### **INSTRUCTIONAL STRATEGY**

The instructional strategy for the subject "Accommodation Operation" involves a combination of theoretical learning, practical training, and experiential activities to provide students with a comprehensive understanding of the operational aspects of managing the accommodation department. The following instructional strategies can be employed:

- 1. Lectures and Presentations: Theoretical concepts and principles related to accommodation operation can be delivered through lectures and presentations by experienced faculty members. This allows students to gain a foundational understanding of topics such as room inventory management, housekeeping procedures, guest services, and safety and security measures.
- 2. Case Studies and Simulations: Engaging students in case studies and simulations can help them apply theoretical knowledge to practical scenarios. This approach allows students to analyze real-world situations and make informed decisions related to room allocations, guest handling, and problem-solving in the accommodation department.
- 3. Practical Training: Hands-on practical training is essential to develop the necessary skills for managing accommodation operations. Students can be provided with opportunities to work in simulated hotel setups or actual hospitality establishments to gain experience in tasks such as room cleaning, guest check-in/check-out procedures, handling reservations, and managing guest requests.

4. **Guest Speaker Sessions:** Inviting industry professionals, including accommodation managers or front office executives, as guest speakers can provide students with valuable insights and practical knowledge. Guest speaker sessions allow students to learn from real-world experiences, industry trends, and best practices in the accommodation sector.
5. **Field Trips and Industry Visits:** Organizing field trips to hotels or hospitality establishments allows students to observe and learn from the actual operations of the accommodation department. Students can interact with professionals, observe housekeeping routines, understand room inventory management systems, and gain exposure to the overall functioning of the accommodation department.

### **MEANS OF ASSESSMENT**

- Assignments and quiz/class tests
- Mid-term and end-term written tests

### **RECOMMENDED BOOKS**

1. "Hotel Front Office Management" by James A. Bardi
2. "Managing Front Office Operations" by Michael L. Kasavana and Richard M. Brooks
3. "Hotel Housekeeping: Operations and Management" by G. Raghubalan and Smritee Raghubalan
4. "Hotel Operations Management" by David K. Hayes and Jack D. Ninemeier
5. "Front Office Management for the Veterinary Team" by Heather Prendergast
6. "Principles of Hotel Front Office Operations" by Sue Baker and Jeremy Huyton
7. "Managing Housekeeping Operations" by Margaret M. Lennox and Betsy J. Siguaw
8. "Hospitality Management Accounting" by Martin G. Jagels
9. "Rooms Division Management" by Trevor Stuart-Hill
10. "Managing Front Office Operations with Answer Sheet" by Michael L. Kasavana and Richard M. Brooks

### **SUGGESTED DISTRIBUTION OF MARKS**

<b>Topic No.</b>	<b>Time Allotted (Periods)</b>	<b>Marks Allotted (%)</b>
1	4	10
2	5	20
3	5	20

4	4	10
5	5	20
6	5	20
<b>Total</b>	<b>28</b>	<b>100</b>

### 3.5 HOTEL ACCOUNTANCY

**L T P**  
**4 - -**

#### **RATIONALE**

Hotel Accountancy is a course designed to provide students with a comprehensive understanding of accounting principles and practices specific to the hotel industry. This course aims to develop students' skills in financial management, internal controls, departmental accounting, and the use of accounting software such as Tally. By the end of the course, students should be able to apply accounting techniques effectively in hotel operations and make informed financial decisions.

#### **LEARNING OUTCOMES**

After undergoing the subject, the students will be able to:

- Gain knowledge of the uniform system of accounts used in hotels.
- Understand and analyze the contents of income statements and balance sheets.
- Apply internal control measures to safeguard hotel assets.

- Differentiate between internal audit and statutory audit and comprehend their importance in the hotel industry.
- Apply departmental accounting principles, including allocation and apportionment.
- Utilize Tally software for creating and managing hotel accounts.
- Perform practical problem-solving exercises related to hotel accountancy.

## **DETAILED CONTENT**

1. Uniform System of Accounts:
  - 1.1. Introduction to the uniform system of accounts.
  - 1.2. Contents of the income statement.
  - 1.3. Practical problems related to income statements.
  - 1.4. Contents of the balance sheets under the uniform system.
  - 1.5. Practical problems related to balance sheets.
  - 1.6. Departmental income statement and expense statement (Schedule 1 to 16).
  - 1.7. Practical problem-solving exercises.
2. Internal Controls:
  - 2.1. Definition and objectives of internal control.
  - 2.2. Characteristics of internal control.
  - 2.3. Implementation and review of internal control measures.
3. Internal Audit and Statutory Audit:
  - 3.1. Introduction to internal and statutory audit.
  - 3.2. Differentiation between internal audit and statutory audit.
  - 3.3. Implementation and review of internal audit practices.
4. Departmental Accounting:
  - 4.1. Introduction to departmental accounting.
  - 4.2. Allocation and apportionment methods.
  - 4.3. Advantages and drawbacks of allocation.
  - 4.4. Basis of allocation.
  - 4.5. Practical problem-solving exercises.
5. Tally:
  - 5.1. Creating a company in Tally software.
  - 5.2. Creating ledgers.
  - 5.3. Types of accounts in Tally.
  - 5.4. Understanding credit and debit transactions.
  - 5.5. Types of receipts in Tally.
  - 5.6. Generating profit and loss statements.
  - 5.7. Creating balance sheets.

## 5.8. Backing up data from Tally.

### INSTRUCTIONAL STRATEGY

The course will employ a combination of lectures, practical demonstrations, case studies, and hands-on exercises using Tally software. Group discussions, presentations, and real-life examples from the hotel industry will be utilized to enhance student engagement and understanding. The instructor will provide guidance and support throughout the course to facilitate student learning.

### MEANS OF ASSESSMENT

- Assignments and quizzes/class tests.
- Mid-term and end-term written tests.

### RECOMMENDED BOOKS

1. "Accounting for Hospitality Managers" by Raymond Cote
2. "Hospitality Financial Accounting" by Jerry J. Weygandt, Donald E. Kieso, and Paul D. Kimmel
3. "Financial Management for the Hospitality Industry" by William P. Andrew, James W. Damitio, and Raymond S. Schmidgall
4. "Hospitality Management Accounting" by Martin G. Jagels
5. "Hospitality Industry Financial Accounting" by Raymond S. Schmidgall and James W. Damitio
6. "Accounting and Financial Analysis in the Hospitality Industry" by Johnathan Hales and Hubert B. Van Hoof
7. "Principles of Hotel Accounting" by Jerry J. Weygandt and Paul D. Kimmel
8. "Hotel Finance: Financial Management in the Hospitality Industry" by J. Peter Lattman and Raoul S. Korner
9. "Financial Management for the Hospitality, Tourism and Leisure Industries" by Paul Collier
10. "Accounting and Finance for the International Hospitality Industry" by Peter Harris and Marco Mongiello

### SUGGESTED DISTRIBUTION OF MARKS

Topic No.	Time Allotted (Periods)	Marks Allotted (%)
1	12	25
2	12	20
3	12	25



4	12	20
5	8	10
<b>Total</b>	<b>56</b>	<b>100</b>

### 3.6 FOOD SAFETY & QUALITY

**L T P**  
**4 - -**

#### **RATIONALE**

The course on Food Safety & Quality is designed to provide students with a comprehensive understanding of the principles and practices involved in ensuring the safety and quality of food. The course aims to develop students' knowledge of foodborne hazards, microorganisms in food, food preservation techniques, beneficial roles of microorganisms, foodborne diseases, food additives, contaminants and adulterants, food laws and regulations, quality assurance, hygiene and sanitation practices, and recent concerns in the food industry. By the end of the course, students should be

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equipped with the necessary skills to contribute to the maintenance of food safety and quality in various food-related sectors.

## **LEARNING OUTCOMES**

After undergoing the subject, the students will be able to:

- Demonstrate an understanding of food safety principles, hazards, and risks.
- Identify and describe various microorganisms found in food, including their characteristics and factors affecting their growth.
- Recognize different types and causes of food spoilage, as well as methods and principles of food preservation.
- Understand the beneficial role of microorganisms in food fermentation processes.
- Identify common foodborne diseases, their types, and preventive measures.
- Describe the types and functions of food additives.
- Explain the concept of food contaminants and adulterants, their detection methods, and the importance of food standards.
- Understand national and international food laws, regulations, and regulatory agencies.
- Comprehend the principles of quality assurance, including TQM, GMP, and HACCP.
- Apply principles of hygiene and sanitation in the food sector, including cleaning, disinfection, and waste management.
- Stay informed about recent concerns in the food industry, such as emerging pathogens, genetically modified foods, food labeling, and advancements in food packaging and technology.

## **DETAILED CONTENT**

1. Basic Introduction to Food Safety, Food Hazards and Risks, Contaminants, and Food Hygiene.
2. Microorganisms in Food:
  - 2.1. General characteristics of microorganisms based on their occurrence and structure.
  - 2.2. Factors affecting their growth in food (intrinsic and extrinsic).
  - 2.3. Common foodborne microorganisms - bacteria (spores/capsule), fungi, viruses, parasites.
3. Food Spoilage and Food Preservation:
  - 3.1. Types and causes of spoilage.
  - 3.2. Sources of contamination.
  - 3.3. Spoilage of different products (milk and milk products, cereals and cereal products, meat, eggs, fruits and vegetables, canned products).
  - 3.4. Basic principles of food preservation.
  - 3.5. Methods of preservation (high temperature, low temperature, drying, preservatives, and irradiation).
4. Beneficial Role of Microorganisms:
  - 4.1. Fermentation and the role of lactic acid bacteria.

- 4.2. Fermentation in foods (dairy foods, vegetables, Indian foods, bakery products, and alcoholic beverages).
- 4.3. Miscellaneous (vinegar and antibiotics).
- 5. Foodborne Diseases:
  - 5.1. Types (infections and intoxications).
  - 5.2. Common diseases caused by foodborne pathogens.
  - 5.3. Preventive measures.
- 6. Food Additives:
  - 6.1. Introduction.
  - 6.2. Types (preservatives, antioxidants, sweeteners, food colors and flavors, stabilizers, and emulsifiers).
- 7. Food Contaminants and Adulterants:
  - 7.1. Introduction to food standards.
  - 7.2. Types of food contaminants (pesticide residues, bacterial toxins or mycotoxins, seafood toxins, metallic contaminants, residues from packaging material).
  - 7.3. Common adulterants in foods.
  - 7.4. Methods of their detection (basic principles).
- 8. Food Laws and Regulations:
  - 8.1. National - PFA Essential Commodities Act (FP, MPO, etc.).
  - 8.2. International - Codex Alimentarius, ISO.
  - 8.3. Regulatory Agencies - WTO.
  - 8.4. Consumer Protection Act.
  - 8.5. FSSAI.
- 9. Quality Assurance:
  - 9.1. Introduction to the concept of TQM, GMP, and Risk Assessment.
  - 9.2. Relevance of microbiological standards for food safety.
  - 9.3. HACCP (basic principles and implementation).
- 10. Hygiene and Sanitation in the Food Sector:
  - 10.1. General principles of food hygiene.
  - 10.2. GHP for commodities, equipment, work area, and personnel.
  - 10.3. Cleaning and disinfection (methods and commonly used agents).
  - 10.4. Wastewater and waste disposal.
- 11. Recent Concerns:
  - 11.1. Emerging pathogens.
  - 11.2. Genetically modified foods.

- 11.3. Food labeling.
- 11.4. Newer trends in food packaging and technology.
- 11.5. BSE (Bovine Spongiform Encephalopathy).

## **INSTRUCTIONAL STRATEGY**

The course will utilize a combination of lectures, discussions, case studies, audiovisual materials, and practical demonstrations. Students will be encouraged to actively participate in group activities, presentations, and hands-on exercises related to food safety and quality. The instructor will provide guidance and support throughout the course to facilitate student learning.

## **MEANS OF ASSESSMENT**

- Assignments and quizzes/class tests.
- Mid-term and end-term written tests.

## **RECOMMENDED BOOKS**

1. "Food Safety: Theory and Practice" by Paul L. Dawson
2. "Food Safety Management: A Practical Guide for the Food Industry" by Yasmine Motarjemi and Huub Lelieveld
3. "Food Safety: Basic Concepts, Recent Issues, and Future Challenges" by Omar A. Oyarzabal
4. "Food Safety: A Practical and Case Study Approach" by Andrea K. Kirk and John R. Boulton
5. "HACCP: A Practical Approach" by Sara E. Mortimore and Carol Wallace
6. "Principles of Food Sanitation" by Norman G. Marriott and Robert B. Gravani
7. "Food Safety: The Science of Keeping Food Safe" by Ian C. Shaw
8. "Food Safety for the 21st Century: Managing HACCP and Food Safety Throughout the Global Supply Chain" by Carol A. Wallace, William H. Sperber, and Sara E. Mortimore
9. "Food Microbiology and Hygiene" by Richard Hayes
10. "Food Quality Assurance: Principles and Practices" by Inteaz Alli

## **REFERENCES**

1. Modern Food Microbiology by Jay J.
2. Food Microbiology by Frazier and Westhoff.
3. Food Safety by Bhat and Rao.
4. Safe Food Handling by Jacob M.
5. Food Processing by Hobbs Betty.
6. PFA Rules.

## **7. SUGGESTED DISTRIBUTION OF MARKS**

<b>Topic No.</b>	<b>Time Allotted (Periods)</b>	<b>Marks Allotted (%)</b>
1	5	8

2	6	12
3	5	8
4	6	12
5	6	8
6	5	8
7	6	12
8	5	8
9	6	12
10	6	12
<b>Total</b>	<b>56</b>	<b>100</b>

### 3.7 MANAGEMENT IN TOURISM

**L T P**  
**4 - -**

#### **RATIONALE**

The course on Management in Tourism aims to provide students with a comprehensive understanding of management concepts, functions, and skills applicable in the tourism industry. The course seeks to familiarize learners with the principles and practices of entrepreneurship, organizational theory, organizational behavior, and managerial practices specific to the tourism sector. By the end of the course, students should be equipped with the knowledge and skills necessary to effectively manage tourism-related organizations and operations.

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## **LEARNING OUTCOMES**

After undergoing the subject, the students will be able to:

- Demonstrate an understanding of management concepts and functions.
- Comprehend the concept and functions of entrepreneurship.
- Identify different corporate forms in the tourism industry.
- Analyze management issues specific to the tourism sector.
- Understand organizational theory and its relevance to tourism organizations.
- Apply planning and decision-making processes in the context of tourism management.
- Understand the principles of organizing in a tourism organization.
- Apply monitoring and controlling techniques to manage tourism operations effectively.
- Analyze small group behavior within a tourism organization.
- Understand inter-personal behavior and its impact on organizational dynamics.
- Analyze inter-group behavior and its implications for tourism organizations.
- Understand supervisory behavior and its role in managing employees in the tourism sector.
- Explain the role and functions of tour operators in the tourism industry.
- Understand the operations and functions of travel agencies.
- Comprehend the management principles specific to the hotel industry.
- Understand the importance of public relations in tourism management.
- Analyze the convention industry and its significance in tourism.
- Plan and organize conventions effectively.
- Manage and implement conventions successfully.

## **DETAILED CONTENT**

1. Understanding Entrepreneurship and Management
  - 1.1. Management: Concept and Functions
  - 1.2. Entrepreneurship: Concept and Functions
  - 1.3. Corporate Forms in Tourism
  - 1.4. Management issues in Tourism
2. Understanding Organizational Theory
  - 2.1. Understanding Organizations
  - 2.2. Planning and Decision Making
  - 2.3. Organizing
  - 2.4. Monitoring and Controlling
3. Organizational Behavior Issues
  - 3.1. Small Group Behavior
  - 3.2. Interpersonal Behavior
  - 3.3. Inter-Group Behavior

- 3.4. Supervisory Behavior
- 4. Managerial Practices in Tourism – 1
  - 4.1. Tour Operator
  - 4.2. Travel Agencies
  - 4.3. Hotels
  - 4.4. Public Relations
- 5. Convention Promotion and Management
  - 5.1. Convention Industry
  - 5.2. Planning Conventions
  - 5.3. Management and Implementation of Conventions

## **INSTRUCTIONAL STRATEGY**

The course will employ a combination of lectures, case studies, group discussions, audiovisual materials, and real-life examples to facilitate learning. Students will be encouraged to actively participate in class activities, group projects, and presentations related to management in tourism. The instructor will provide guidance, facilitate discussions, and promote critical thinking and problem-solving skills among the students.

## **MEANS OF ASSESSMENT**

- Assignments and quizzes/class tests
- Mid-term and end-term written tests

## **RECOMMENDED BOOKS**

1. "Tourism Management: Analysis, Behavior and Strategy" by Alan Fyall, Brian Garrod, and Dimitrios Buhalis
2. "Strategic Management for Tourism, Hospitality and Events" by Nigel Evans and David Campbell
3. "Tourism Management: An Introduction" by Stephen J. Page
4. "Managing Tourism and Hospitality Services: Theory and International Applications" by Betsy Bender Stringam and Robert A. Wonsler
5. "Tourism: Principles and Practice" by John Fletcher, Alan Fyall, David Gilbert, and Stephen Wanhill
6. "Tourism: A Modern Synthesis" by Stephen J. Page
7. "Destination Management and Marketing: Breakthroughs in Research and Practice" edited by Information Resources Management Association
8. "Sustainable Tourism Management: Principles and Practices" by John Swarbrooke and Stefan Gössling
9. "Managing Tourism in a Changing World: Issues and Cases" by Chris Cooper, C. Michael Hall, and Dallen J. Timothy

10. "Tourism Management: An Introduction to Theory and Practice" by John Beech and Simon Chadwick

#### **SUGGESTED DISTRIBUTION OF MARKS**

<b>Topic No.</b>	<b>Time Allotted (Periods)</b>	<b>Marks Allotted (%)</b>
1	12	25
2	12	20
3	12	25
4	12	20
5	8	10
<b>Total</b>	<b>56</b>	<b>100</b>

### **3.8 COMMUNICATION SKILLS IN ENGLISH**

**L T P**  
**2 - -**

#### **RATIONALE**

The course on Communication Skills in English aims to develop students' proficiency in English language communication across various contexts. It focuses on understanding how communicative situations influence sentence structure, communication style, and the use of English in formal and informal conversations, official communication, diaries, notes, and print media. By the end of the

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course, students should be able to effectively express themselves in English and adapt their communication to different situations.

## **LEARNING OUTCOMES**

After undergoing the subject, the students will be able to:

- Understand the impact of communicative situations on sentence structure and communication.
- Write formal letters following appropriate conventions.
- Write informal letters using conversational language.
- Engage in formal conversations and face-to-face interactions.
- Participate in informal conversations and face-to-face interactions.
- Conduct effective telephone conversations.
- Understand and utilize various forms of official communication such as memoranda, reports, minutes of meetings, and emails.
- Demonstrate effective interviewing techniques.
- Engage in debates, discussions, speeches, and seminar talks confidently.
- Maintain diaries for private and general purposes.
- Write travelogues to document experiences.
- Take effective notes and present information using tables, charts, and graphs.
- Write articles for newspapers and journals.
- Understand advertising techniques and write advertisements.
- Utilize electronic social media platforms for advertising, promotion, and publicity.

## **DETAILED CONTENT**

1. Unit1 : Letters
  - 1.1. Some concepts in communication
  - 1.2. Formal Letters – 1
  - 1.3. Formal Letters – 2
  - 1.4. Informal Letters – 1
  - 1.5. Informal Letters – 2
2. Unit 2: Conversation
  - 2.1. Formal Conversation – 1 (Face to Face 1)
  - 2.2. Formal Conversation – 2 (Face to Face 2)
  - 2.3. Informal Conversation – 1 (Face to Face 1)
  - 2.4. Informal Conversation – 2 (Face to Face 2)
  - 2.5. Discussion
  - 2.6. Telephone Conversation
3. Unit 3: Other Forms of Official Communication
  - 3.1. Memoranda

- 3.2. Reports 1
- 3.3. Reports 2
- 3.4. Minutes of Meetings
- 3.5. Writing emails, Use of electronic social media like Facebook, Twitter, etc., for advertising, promotion, and publicity
- 4. Unit 4: Interviews and Public Speaking
  - 4.1. Interviews
  - 4.2. Debates
  - 4.3. Discussion
  - 4.4. Speeches
  - 4.5. Seminar talks
- 5. Unit 5: Diaries, Notes, Tables, and Figures
  - 5.1. Diaries: Private
  - 5.2. Diaries: General
  - 5.3. Travelogues
  - 5.4. Notes
  - 5.5. Tables, Charts, and Graphs
- 6. Unit 6: Mass Media: Print
  - 6.1. Writing for Newspaper-1
  - 6.2. Writing for Newspaper-2
  - 6.3. Articles for Journals
  - 6.4. Advertising-1
  - 6.5. Advertising-2

**Audio Resources:**

- 1. Letters (Unit 1)
- 2. Conversation: Role Relations and Tone in conversations (Unit 2)
- 3. Making a Public Speech (Unit 4)

**Video Resources:**

- 1. Debating Skills (Unit 4)
- 2. Appearing for an Interview (Unit 4)
- 3. Visualizing and TV script introduction to TV production techniques (Unit 8)

**INSTRUCTIONAL STRATEGY**

- 1. Interactive Lectures: Conducting interactive lectures to provide theoretical knowledge and concepts related to English communication skills. The lectures can include examples, case studies, and discussions to engage students and enhance their understanding.

2. **Language Practice Sessions:** Organizing language practice sessions to improve students' proficiency in English. These sessions can involve activities such as group discussions, debates, role-plays, and presentations to develop their speaking and listening skills.
3. **Writing Assignments:** Assigning writing tasks such as essays, reports, and emails to improve students' written communication skills. Providing feedback and guidance on grammar, vocabulary, and structure can help them enhance their writing proficiency.
4. **Listening and Comprehension Exercises:** Incorporating listening exercises, such as audio clips, speeches, or videos, to enhance students' listening skills and comprehension abilities. Engaging in discussions and comprehension questions related to the audio material can improve their understanding.
5. **Pronunciation and Phonetics Practice:** Conducting exercises and activities focused on pronunciation, stress patterns, intonation, and phonetics. Providing guidance and practice opportunities can help students improve their pronunciation and overall oral communication skills.
6. **Role-plays and Simulations:** Organizing role-plays and simulations of real-life communication scenarios to enhance students' ability to communicate effectively in English. These activities can help them develop confidence, interpersonal skills, and the ability to handle different communication situations.

## **MEANS OF ASSESMENT**

- **Written Assessments:** This can include written assignments, essays, reports, or tests that evaluate students' written communication skills, grammar, vocabulary, and overall language proficiency.
- **Oral Presentations:** Assigning individual or group presentations where students demonstrate their ability to communicate effectively in English, use appropriate language, and deliver information clearly and coherently.
- **Listening Comprehension Tests:** Conducting listening exercises or assessments where students listen to audio clips, speeches, or conversations and answer questions to evaluate their listening skills and comprehension abilities.

## **RECOMMENDED BOOKS**

1. "Effective Communication Skills" by M. Farouk Radwan
2. "English for Business Communication" by Simon Sweeney
3. "The Art of Public Speaking" by Dale Carnegie
4. "The Oxford Guide to Effective Writing and Speaking" by John Seely
5. "English for Presentations" by Marion Grussendorf
6. "Better English Pronunciation" by J.D. O'Connor
7. "The Quick and Easy Way to Effective Speaking" by Dale Carnegie
8. "English Grammar in Use" by Raymond Murphy

9. "How to Write and Speak Better" by Rudolph Flesch
10. "The Elements of Style" by William Strunk Jr. and E.B. White

#### **SUGGESTED DISTRIBUTION OF MARKS**

<b>Topic No.</b>	<b>Time Allotted (Periods)</b>	<b>Marks Allotted (%)</b>
1	12	25
2	8	15
3	12	25
4	8	10
5	8	10
6	8	10
<b>Total</b>	<b>28</b>	<b>100</b>

### **3.9 HUMAN RESOURCE MANAGEMENT**

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#### **RATIONALE**

The course on Human Resource Management aims to equip students with the knowledge and skills necessary to effectively manage human resources in organizations, with a particular focus on the hotel

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industry. The course covers various aspects of human resource planning, development, and management, including HRD applications, personnel office functions, job evaluation, recruitment and selection, training and development, motivation, performance appraisal, employee benefits, labor laws, and emerging trends in the field. By the end of the course, students should be able to apply HRM principles and practices to optimize human resource performance and contribute to organizational success.

### **LEARNING OUTCOMES**

After undergoing the subject, the students will be able to:

- Understand the concepts and principles of Human Resource Management.
- Conduct human resource planning and forecast HR needs.
- Implement HRD applications relevant to the hotel industry.
- Demonstrate knowledge of personnel office functions and operations.
- Analyze the hotel environment and culture and its impact on HRM.
- Design and implement HRD systems.
- Conduct job evaluation and develop job descriptions.
- Apply various job evaluation methods.
- Perform task analysis and demand and supply forecasting.
- Utilize Human Resource Information Systems (HRIS) effectively.

### **DETAILED CONTENT**

1. Human Resource Planning
  - 1.1. Micro Study of Present HR
  - 1.2. HR Inventory and Audit
  - 1.3. Causes and Estimation of Separation
  - 1.4. Net HR Requirement
  - 1.5. Macro Audit and Estimation of Human Resource
2. HRD Applications in the Hotel Industry
3. Relevance of HRD in the Hotel Industry
4. Personnel Office
  - 4.1. Functions
  - 4.2. Operations
5. Hotel Environment and Culture
6. HRD System
7. Job Evaluation
  - 7.1. Concepts
  - 7.2. Scope
  - 7.3. Limitations
8. Job Analysis and Description

9. Job Evaluation Methods
10. Task Analysis
11. Demand and Supply Forecasting
12. Human Resource Information System
13. Human Resource Audit
14. Human Resource Accounting Practices
15. Recruitment and Selection
16. Attracting and Retaining Talents: Strategic Interventions
17. Induction and Placement
18. Staff Training and Development
19. Training Methods and Evaluation
20. Motivation and Job Enrichment: Maslow's Hierarchy
21. Motivation and Productivity
22. Career Planning
23. Employee Counseling
24. Performance Monitoring and Appraisal
25. Transfer, Promotion, and Reward Policy
26. Disciplinary Issues
27. Employee Grievance Handling
28. Compensation and Salary Administration
29. Employee Benefits and Welfare Schemes
30. Labor Law and Regulations Related to the Hotel Industry
31. Ethos and Values: Culture, Gender Sensitivities, Dos and Don'ts in Professional and Personal Life
32. Emerging Trends and Perspectives
33. Impacts of Mergers and Acquisitions on Human Resource Practice

### **INSTRUCTIONAL STRATEGY:**

The course will be delivered through a combination of lectures, case studies, group discussions, role plays, and practical exercises. Guest lectures from industry experts and visits to hotel organizations may also be included to provide practical insights. The emphasis will be on active student participation and engagement to enhance learning outcomes.

### **MEANS OF ASSESSMENT**

1. Assignments and quizzes/class tests
2. Mid-term and end-term written tests

### **RECOMMENDED BOOKS**

- Human Resource Management: Mamoria & Mamoria, Himalaya Publishing House
- Human Resource Management: C. B. Gupta, Sultan Chand & Sons
- Human Resource Management: V S P Rao

### **SUGGESTED DISTRIBUTION OF MARKS**

<b>Topic No.</b>	<b>Time Allotted (Periods)</b>	<b>Marks Allotted (%)</b>
1 To 10	12	35
11 To 20	12	35
21 To 32	12	30
<b>Total</b>	<b>36</b>	<b>100</b>

# Fourth Semester

## **4.1INDUSTRIAL TRAINING (20 WEEKS)**

### **RATIONALE**

The Industrial Training course is designed to provide students with practical experience and exposure to real-world hotel operations. It aims to bridge the gap between theoretical knowledge and practical application by allowing students to work in a professional hotel environment. The training will enable

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students to develop essential skills, gain industry insights, and understand the various departments and functions within a hotel.

### **LEARNING OUTCOME**

Upon completion of the Industrial Training course, students should be able to:

- Apply theoretical knowledge and skills acquired during the diploma program in a practical setting.
- Develop competency in various hotel operations and departments.
- Gain hands-on experience in guest service, front office operations, food and beverage service, housekeeping, and other relevant areas.
- Understand the organizational structure and workflow of a hotel.
- Acquire professional behavior, etiquette, and communication skills.
- Adapt to a professional work environment and work effectively as part of a team.
- Demonstrate problem-solving and decision-making abilities in real-life situations.
- Develop a holistic perspective of the hospitality industry and its career opportunities.

### **DETAILED CONTENT**

#### **1. Week 1: Orientation and Department Familiarization**

- 1.1. Introduction to the hotel and its departments
- 1.2. Overview of the training program and expectations
- 1.3. Familiarization with hotel policies and procedures
- 1.4. Introduction to safety and emergency procedures

#### **2. Week 2-4: Front Office Operations**

- 2.1. Reservation management and handling guest inquiries
- 2.2. Check-in and check-out procedures
- 2.3. Room allocation and room status monitoring
- 2.4. Handling guest complaints and resolving issues
- 2.5. Cash handling and billing procedures
- 2.6. Night auditing and reporting

#### **3. Week 5-8: Food and Beverage Service**

- 3.1. Table setup and restaurant service techniques
- 3.2. Taking orders and suggestive selling
- 3.3. Food and beverage presentation and delivery
- 3.4. Wine and beverage service
- 3.5. Handling guest special requests and dietary restrictions
- 3.6. Cash handling and POS system operations

#### **4. Week 9-12: Housekeeping Operations**

- 4.1. Room cleaning and servicing procedures
- 4.2. Linen and laundry management

- 4.3. Inventory control and supplies management
- 4.4. Room inspections and maintenance reporting
- 4.5. Guest amenities and requests handling
- 4.6. Lost and found procedures

## **5. Week 13-16: Kitchen Operations**

- 5.1. Basic food preparation techniques and station setup
- 5.2. Assisting in food production and plating
- 5.3. Understanding food safety and hygiene standards
- 5.4. Assisting in inventory control and stock management
- 5.5. Observing kitchen workflow and teamwork
- 5.6. Following recipes and portion control

## **6. Week 17-20: Specialized Department Exposure**

- 6.1. Rotations in various specialized departments (e.g., sales and marketing, events, human resources)
- 6.2. Project work and assignments related to department functions
- 6.3. Participating in department meetings and activities
- 6.4. Understanding the role and responsibilities of each department
- 6.5. Observing and assisting in department-specific tasks

Note: The specific departmental rotations and activities may vary based on the hotel's availability and requirements.

## **ASSESSMENT**

The Industrial Training course will be assessed based on the student's performance and conduct during the training period. The assessment criteria may include:

- 1. Supervisors' evaluations and feedback
- 2. Weekly reports and journals documenting tasks, challenges, and learning experiences
- 3. Presentation of a comprehensive training report at the end of the program
- 4. Professionalism, punctuality, and attitude demonstrated during the training
- 5. Performance in specific departmental tasks and assignments

Note: The specific assessment criteria and weightage will be communicated by the training coordinator.

## **COMPLETION AND CERTIFICATION**

Upon successful completion of the 20-week Industrial Training, students will receive a certificate from the hotel or training institution validating their training experience and participation.

## **IMPORTANT NOTE**

The Industrial Training course is subject to the availability of hotel training partners and their agreement to host students for the



# Fifth Semester

## 5.1 ADVANCE FOOD PRODUCTION OPERATIONS

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### RATIONALE

The subject "Advance Food Production Operations" aims to provide students with comprehensive knowledge and skills in advanced culinary techniques and operations. The course covers topics such as larder work, charcuterie, international cuisines, bakery and confectionery, production management, and product research development. Practical sessions are also included to reinforce theoretical concepts and allow students to develop hands-on culinary skills.

### LEARNING OUTCOMES

After undergoing the subject, the students will be able to:

- Demonstrate proficiency in larder work, including the layout and equipment used.
- Understand the terms and control systems associated with larder operations.
- Comprehend the duties and responsibilities of a larder chef.
- Explain the techniques and processes involved in charcuterie, including sausage-making, forcemeats, brines, and curing.
- Prepare and present a variety of charcuterie products, such as ham, bacon, galantines, pates, mousses, chaud froid, aspic, and gelee.

### DETAILED CONTENT

#### 1. UNIT 1: LARDER

##### 1.1. LAYOUT & EQUIPMENT

- 1.1.1. Introduction of Larder Work
- 1.1.2. Definition
- 1.1.3. Equipment found in the larder
- 1.1.4. Layout of a typical larder with equipment and various sections

##### 1.2. TERMS & LARDER CONTROL

- 1.2.1. Common terms used in the Larder and Larder Control
- 1.2.2. Essentials of Larder Control
- 1.2.3. Importance of Larder Control
- 1.2.4. Devising Larder Control Systems
- 1.2.5. Leasing with other Departments
- 1.2.6. Yield Testing

##### 1.3. DUTIES AND RESPONSIBILITIES OF THE LARDER CHEF

- 1.3.1. Functions of the Larder
- 1.3.2. Hierarchy of Larder Staff

- 1.3.3. Sections of the Larder
- 1.3.4. Duties & Responsibilities of Larder Chef

## **2. UNIT 2: CHARCUTERIE**

### **2.1. SAUSAGE**

- 2.1.1. Introduction to Charcuterie
- 2.1.2. Sausage - Types & Varieties
- 2.1.3. Casings - Types & Varieties
- 2.1.4. Fillings - Types & Varieties
- 2.1.5. Additives & Preservatives

### **2.2. FORCEMEATS**

- 2.2.1. Types of forcemeats
- 2.2.2. Preparation of forcemeats
- 2.2.3. Uses of forcemeats

### **2.3. BRINES, CURES & MARINADES**

- 2.3.1. Types of Brines
- 2.3.2. Preparation of Brines
- 2.3.3. Methods of Curing
- 2.3.4. Types of Marinades
- 2.3.5. Uses of Marinades
- 2.3.6. Difference between Brines, Cures & Marinades

### **2.4. HAM, BACON & GAMMON**

- 2.4.1. Cuts of Ham, Bacon & Gammon.
- 2.4.2. Difference between Ham, Bacon & Gammon
- 2.4.3. Processing of Ham & Bacon
- 2.4.4. Green Bacon
- 2.4.5. Uses of different cuts

### **2.5. GALANTINES**

- 2.5.1. Making of galantines
- 2.5.2. Types of Galantine
- 2.5.3. Ballotines

### **2.6. PATES**

- 2.6.1. Types of Pate
- 2.6.2. Pate de foie gras
- 2.6.3. Making of Pate
- 2.6.4. Commercial pate and Pate Maison
- 2.6.5. Truffle - sources, Cultivation and uses and Types of truffle.

### **2.7. MOUSSE & MOUSSELINE**

- 2.7.1. Types of mousse
- 2.7.2. Preparation of mousse
- 2.7.3. Preparation of mousseline
- 2.7.4. Difference between mousseline

### **2.8. CHAUD FROID**

- 2.8.1. Meaning of Chaud froid
- 2.8.2. Making of chaud froid & Precautions

- 2.8.3. Types of chaud froid
- 2.8.4. Uses of chaud froid
- 2.9. ASPIC & GELEE
  - 2.9.1. Definition of Aspic and Gelee
  - 2.9.2. Difference between the two
  - 2.9.3. Making of Aspic and Gelee
  - 2.9.4. Uses of Aspic and Gelee
- 2.10. QUENELLES, PARFAITS, ROULADES
  - 2.10.1. Preparation of Quenelles, Parfaits, and Roulades
- 2.11. NON EDIBLE DISPLAYS
  - 2.11.1. Ice carvings
  - 2.11.2. Tallow sculpture
  - 2.11.3. Fruit & Vegetable Displays
  - 2.11.4. Salt dough
  - 2.11.5. Pastillage
  - 2.11.6. Jelly logo
  - 2.11.7. Thermacol work
- 2.12. APPETIZERS & GARNISHES
  - 2.12.1. Classification of Appetizers
  - 2.12.2. Examples of Appetizers
  - 2.12.3. Historic importance of culinary Garnishes
- 2.13. SANDWICHES
  - 2.13.1. Parts of Sandwiches
  - 2.13.2. Types of Bread
  - 2.13.3. Types of filling - classification
  - 2.13.4. Spreads and Garnishes
  - 2.13.5. Types of Sandwiches
  - 2.13.6. Making of Sandwiches
  - 2.13.7. Storing of Sandwiches
- 2.14. USE OF WINE AND HERBS IN COOKING
  - 2.14.1. Ideal uses of wine in cooking
  - 2.14.2. Classification of herbs
  - 2.14.3. Ideal uses of herbs in cooking

### **3. UNIT 3: INTERNATIONAL CUISINE**

- 3.1. GREAT BRITAIN
  - 3.1.1. Geographic location
  - 3.1.2. Historical background
  - 3.1.3. Staple food with regional influences
  - 3.1.4. Specialties
  - 3.1.5. Recipes
  - 3.1.6. Equipment in relation to Great Britain
- 3.2. FRANCE
  - 3.2.1. Geographic location
  - 3.2.2. Historical background

- 3.2.3. Staple food with regional influences
- 3.2.4. Specialties
- 3.2.5. Recipes
- 3.2.6. Equipment in relation to France
- 3.3. ITALY
  - 3.3.1. Geographic location
  - 3.3.2. Historical background
  - 3.3.3. Staple food with regional influences
  - 3.3.4. Specialties
  - 3.3.5. Recipes
  - 3.3.6. Equipment in relation to Italy
- 3.4. SPAIN & PORTUGAL
  - 3.4.1. Geographic location
  - 3.4.2. Historical background
  - 3.4.3. Staple food with regional influences
  - 3.4.4. Specialties
  - 3.4.5. Recipes
  - 3.4.6. Equipment in relation to Spain & Portugal
- 3.5. SCANDINAVIA
  - 3.5.1. Geographic location
  - 3.5.2. Historical background
  - 3.5.3. Staple food with regional influences
  - 3.5.4. Specialties
  - 3.5.5. Recipes
  - 3.5.6. Equipment in relation to Scandinavia
- 3.6. GERMANY
  - 3.6.1. Geographic location
  - 3.6.2. Historical background
  - 3.6.3. Staple food with regional influences
  - 3.6.4. Specialties
  - 3.6.5. Recipes
  - 3.6.6. Equipment in relation to Germany
- 3.7. MIDDLE EAST
  - 3.7.1. Geographic location
  - 3.7.2. Historical background
  - 3.7.3. Staple food with regional influences
  - 3.7.4. Specialties
  - 3.7.5. Recipes
  - 3.7.6. Equipment in relation to the Middle East
- 3.8. ORIENTAL
  - 3.8.1. Geographic location
  - 3.8.2. Historical background
  - 3.8.3. Staple food with regional influences
  - 3.8.4. Specialties
  - 3.8.5. Recipes



- 3.8.6. Equipment in relation to Oriental cuisine
- 3.9. MEXICAN
  - 3.9.1. Geographic location
  - 3.9.2. Historical background
  - 3.9.3. Staple food with regional influences
  - 3.9.4. Specialties
  - 3.9.5. Recipes
  - 3.9.6. Equipment in relation to Mexican cuisine
- 3.10. ARABIC
  - 3.10.1. Geographic location
  - 3.10.2. Historical background
  - 3.10.3. Staple food with regional influences
  - 3.10.4. Specialties
  - 3.10.5. Recipes
  - 3.10.6. Equipment in relation to Arabic cuisine

#### **4. UNIT 4: BAKERY & CONFECTIONERY**

##### **4.1. ICINGS & TOPPINGS**

- 4.1.1. Varieties of icing
- 4.1.2. Using icings
- 4.1.3. Difference between icings & Toppings
- 4.1.4. Recipes

##### **4.2. FROZEN DESSERTS**

- 4.2.1. Types and classification of Frozen desserts
- 4.2.2. Ice-creams-Definitions
- 4.2.3. Methods of preparation
- 4.2.4. Additives and preservatives used in Ice-cream manufacture

##### **4.3. MERINGUES**

- 4.3.1. Making of Meringues
- 4.3.2. Factors affecting stability
- 4.3.3. Cooking Meringues
- 4.3.4. Types of Meringues
- 4.3.5. Uses of Meringues

##### **4.4. BREAD MAKING**

- 4.4.1. Role of ingredients in bread Making
- 4.4.2. Bread Faults
- 4.4.3. Bread Improvers

#### 4.5. CHOCOLATE

- 4.5.1. History
- 4.5.2. Sources
- 4.5.3. Manufacture & Processing of Chocolate
- 4.5.4. Types of chocolate
- 4.5.5. Tempering of chocolate
- 4.5.6. Cocoa butter, white chocolate, and its applications

### 5. UNIT 5: PRODUCTION MANAGEMENT

#### 5.1. KITCHEN ORGANIZATION

- 5.1.1. Kitchen Organization
- 5.1.2. Allocation of Work - Job Description, Duty Rosters
- 5.1.3. Production Planning
- 5.1.4. Production Scheduling
- 5.1.5. Production Quality & Quantity Control
- 5.1.6. Forecasting Budgeting
- 5.1.7. Yield Management

#### 5.2. PRODUCT & RESEARCH DEVELOPMENT

- 5.2.1. Testing new equipment
- 5.2.2. Developing new recipes
- 5.2.3. Food Trails
- 5.2.4. Organoleptic & Sensory Evaluation

#### 5.3. FRENCH

- 5.3.1. Culinary French
- 5.3.2. Classical recipes (recettes classique)
- 5.3.3. Historical Background of Classical Garnishes
- 5.3.4. Offals / Games
- 5.3.5. Larder terminology and vocabulary

Note: Relevant topics should be taught along with the respective subtopics.

## **LIST OF PRACTICALS**

Three course menus to be formulated featuring International Cuisines

1. French
2. Oriental
  - 2.1. Chinese
  - 2.2. Thai
3. Italy, Germany, Spain, Greece, Mexican, Mediterranean, and Lebanese

## **SUGGESTED MENU**

### **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
- Homard Thermidor
- Salade Waldorf
- Vienna Rolls
- Mousse Au Chocolat

#### **MENU 10**

- 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 Noodles

#### **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 Noodles

#### **INTERNATIONAL**

##### **SPAIN**

- Gazpacho
- Pollo En Pepitoria
- Paella
- Frittata De Patata
- Pastel De Mazaana

##### **ITALY**

- Minestrone
- Ravioli Arabeata

- Fettuccine Carbonara
- Pollo Alla Cacciatore
- Melanzane Parmigiane
- Grissini
- Tiramisu

#### **GERMANY**

- Linsensuppe
- Sauerbraten
- Spätzle
- German Potato Salad
- Pumpernickel
- Apfelstrudel

#### **U.K.**

- Scotch Broth
- Roast Beef
- Yorkshire Pudding
- Glazed Carrots & Turnips
- Roast Potato
- Yorkshire Curd Tart
- Crusty Bread

#### **GREECE**

- Soupe Acogolemeno
- Moussaka A La Greque
- Dolmas
- Tzatziki
- Baklava
- Harlequin Bread

#### **BAKERY & PATISSERIE PRACTICALS**

MUST INCLUDE:

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

#### DEMONSTRATION OF: Charcuterie

- Galantines
- Pate
- Terrines
- Mousselines

### PRACTICAL GUIDELINES

- Every student will prepare a 3-course menu along with a dessert preparation from the Bakery and Confectionary system.
- 4 Chit system usually incorporates or in-basket exercise for the same.
- Students must submit an intent with the cost of indent.
- Students should be assessed on individual preparation of the menu.

### INSTRUCTIONAL STRATEGY

1. Lectures: Engage students through interactive lectures that cover advanced culinary techniques, menu planning, and international cuisines. Use multimedia resources, demonstrations, and real-life examples to enhance understanding.
2. Practical Sessions: Provide hands-on training in advanced cooking techniques, food presentation, and plating. Allow students to experiment with different ingredients, flavors, and textures to develop their creativity and expertise.
3. Case Studies: Present case studies related to the food production industry, such as successful restaurant concepts, innovative menu designs, or celebrity chef enterprises. Analyze and discuss the strategies, challenges, and success factors involved.
4. Industry Visits and Guest Speakers: Organize visits to upscale restaurants, hotels, or culinary events to expose students to the latest trends and practices in food production. Invite industry professionals and experienced chefs as guest speakers to share their expertise and insights.
5. Group Projects: Assign group projects that involve designing and executing a themed menu, organizing a culinary event, or creating a concept for a new food product. This encourages teamwork, problem-solving, and practical application of advanced food production skills.

### MEANS OF ASSESSMENT

- Assignments and quiz/class tests
- Mid-term and end-term written tests



## RECOMMENDED BOOKS

1. "Advanced Bread and Pastry" by Michel Suas
2. "The Professional Chef" by The Culinary Institute of America
3. "Modernist Cuisine: The Art and Science of Cooking" by Nathan Myhrvold, Chris Young, and Maxime Bilet
4. "Culinary Artistry" by Andrew Dornenburg and Karen Page
5. "The Flavor Bible: The Essential Guide to Culinary Creativity, Based on the Wisdom of America's Most Imaginative Chefs" by Karen Page and Andrew Dornenburg
6. "Larousse Gastronomique" by Librairie Larousse
7. "On Food and Cooking: The Science and Lore of the Kitchen" by Harold McGee
8. "The Pastry Chef's Companion: A Comprehensive Resource Guide for the Baking and Pastry Professional" by Glenn Rinsky and Laura Halpin Rinsky
9. "The Professional Pastry Chef: Fundamentals of Baking and Pastry" by Bo Friberg
10. "The Art of Fermentation: An In-Depth Exploration of Essential Concepts and Processes from Around the World" by Sandor Ellix Katz

## SUGGESTED DISTRIBUTION OF MARKS

Topic No.	Time Allotted (Periods)	Marks Allotted (%)
1	18	25
2	15	13
3	18	25
4	18	25
5	15	12
<b>Total</b>	<b>84</b>	<b>100</b>

## **5.2 ADVANCED FOOD & BEVERAGE OPERATIONS**

**L T P**

**4 - 7**

### **RATIONALE**

The course on Advanced Food & Beverage Operations is designed to provide students with an in-depth understanding of the intricacies and complexities of food and beverage service in the hospitality industry. This course builds upon the foundational knowledge gained in the basic food and beverage service course and focuses on advanced concepts, techniques, and management strategies. It aims to equip students with the necessary skills and knowledge to handle complex food and beverage operations and effectively manage customer experiences.

### **LEARNING OUTCOMES**

- Develop advanced knowledge of food and beverage service techniques: Students will acquire a comprehensive understanding of advanced food and beverage service techniques, including tableside cooking, flambé, carving, and specialty beverage preparation. They will be able to execute these techniques with precision and professionalism.
- Demonstrate proficiency in menu engineering and cost control: Students will learn to analyze menus, assess their profitability, and make strategic decisions to maximize revenue. They will understand the principles of cost control, portion management, and inventory management to ensure financial sustainability in food and beverage operations.
- Apply customer relationship management strategies: Students will acquire skills in effectively managing customer relationships, understanding customer preferences, and providing personalized service. They will learn to anticipate and exceed customer expectations, resolve complaints, and create memorable dining experiences.
- Develop leadership and team management skills: Students will gain the ability to lead and manage a diverse team of food and beverage service professionals. They will learn effective communication, delegation, and motivational techniques to ensure a high level of performance and customer satisfaction.
- Understand contemporary trends and innovations in food and beverage service: Students will explore emerging trends, concepts, and technologies in the food and beverage industry. They will stay updated with advancements in sustainable practices, dietary restrictions, fusion cuisine, and experiential dining to meet the evolving demands of customers.
- Enhance problem-solving and decision-making abilities: Students will develop critical thinking skills to analyze complex operational challenges and make informed decisions. They will learn to

address issues related to service quality, staffing, menu planning, and customer satisfaction, ensuring efficient and smooth operations.

The learning outcomes of Advanced Food & Beverage Operations focus on equipping students with the necessary knowledge, skills, and competencies to excel in managing and delivering exceptional food and beverage service experiences in the hospitality industry.

## **DETAILED CONTENT**

### **1. Unit 1: PLANNING & OPERATING VARIOUS F&B OUTLETS**

- 1.1. Physical layout of functional and ancillary areas
- 1.2. Objective of a good layout
- 1.3. Steps in planning
- 1.4. Factors to be considered while planning
- 1.5. Calculating space requirement
- 1.6. Various setups for seating
- 1.7. Planning staff requirement
- 1.8. Menu planning
- 1.9. Constraints of menu planning
- 1.10. Selecting and planning heavy-duty and light equipment
- 1.11. Requirement of quantities of equipment required like crockery, glassware, steel or silver, etc.
- 1.12. Suppliers & manufacturers
- 1.13. Approximate cost
- 1.14. Planning decor, furnishing fixtures, etc.

#### **PRACTICAL**

### **2. Unit 2: F & B STAFF ORGANIZATION**

- 2.1. Categories of Staff
- 2.2. Hierarchy
- 2.3. Job description and specification
- 2.4. Duty roster

#### **PRACTICAL**

- Supervising Food & Beverage outlets

### **3. Unit 3: MANAGING F&B OUTLET**

- 3.1. Supervisory skills
- 3.2. Developing efficiency
- 3.3. Standard Operating Procedure

#### **PRACTICAL**

- Supervising Food & Beverage outlets

### **4. Unit 4 : FUNCTION CATERING**

#### 4.1. BANQUETS

- 4.1.1. History
- 4.1.2. Types
- 4.1.3. Organization of Banquet department
- 4.1.4. Duties & responsibilities
- 4.1.5. Sales
- 4.1.6. Booking procedure
- 4.1.7. Banquet menus

#### 4.2. BANQUET PROTOCOL

- 4.2.1. Space Area requirement
- 4.2.2. Table plans/arrangement
- 4.2.3. Misc-en-place
- 4.2.4. Service
- 4.2.5. Toasting

#### 4.3. INFORMAL BANQUET

- 4.3.1. Reception
- 4.3.2. Cocktail parties
- 4.3.3. Convention
- 4.3.4. Seminar
- 4.3.5. Exhibition
- 4.3.6. Fashion shows
- 4.3.7. Trade Fair
- 4.3.8. Wedding
- 4.3.9. Outdoor catering

#### PRACTICAL

- Calculation of Space for Banquets, Banquet Menu & Service

### 5. Unit 5: FUNCTION CATERING

#### 5.1. BUFFETS

- 5.1.1. Introduction
- 5.1.2. Factors to plan buffets
- 5.1.3. Area requirement
- 5.1.4. Planning and organization
- 5.1.5. Sequence of food
- 5.1.6. Menu planning
- 5.1.7. Types of Buffet
- 5.1.8. Display
- 5.1.9. Sit-down
- 5.1.10. Fork, Finger, Cold Buffet
- 5.1.11. Breakfast Buffet
- 5.1.12. Equipment

- 5.1.13. Supplies
- 5.1.14. Check-list

#### PRACTICAL

- Setting of various types of Buffet

### 6. Unit 6: GUERIDON SERVICE

- 6.1. History of gueridon
- 6.2. Definition
- 6.3. General consideration of operations
- 6.4. Advantages Dis-advantages
- 6.5. Types of trolleys
- 6.6. Factors to create impulse, Buying - Trolley, open kitchen
- 6.7. Gueridon equipment
- 6.8. Gueridon ingredients

#### PRACTICAL

Preparing items on Gueridon trolley

- Crêpe Suzette
- Banana au Rhum
- Peach Flambé
- Rum Omelette
- Steak Diane
- Pepper Steak

### 7. Unit 7: I- BAR OPERATIONS

- 7.1. Types of Bars
  - 7.1.1. Cocktail
  - 7.1.2. Dispense
- 7.2. Area of Bar
- 7.3. Front Bar
- 7.4. Back Bar
- 7.5. Under Bar (Speed Rack, Garnish Container, Ice well, etc.)
- 7.6. Bar Stock
- 7.7. Bar Control
- 7.8. Bar Staffing
- 7.9. Opening and closing duties

#### PRACTICAL

- Designing and setting the bar for the above sub-topics

### II- COCKTAILS & MIXED DRINKS

- 7.10. Definition and History
- 7.11. Classification
- 7.12. Recipe, Preparation and Service of Popular Cocktails
  - 7.12.1. Martini - Dry & Sweet

- 7.12.2. Manhattan - Dry & Sweet
- 7.12.3. Dubonnet
- 7.12.4. Roy-Roy
- 7.12.5. Bronx
- 7.12.6. White Lady
- 7.12.7. Pink Lady
- 7.12.8. Side Car
- 7.12.9. Bacardi
- 7.12.10. Alexandra
- 7.12.11. John Collins
- 7.12.12. Tom Collins
- 7.12.13. Gin FIZZ
- 7.12.14. Pimm's Cup - no. 1, 2, 3, 4, 5
- 7.12.15. Flips
- 7.12.16. Noggs
- 7.12.17. Champagne Cocktail
- 7.12.18. Between the Sheets
- 7.12.19. Daiquiri
- 7.12.20. Bloody Mary
- 7.12.21. Screw Driver
- 7.12.22. Tequila Sunrise
- 7.12.23. Gin-Sling
- 7.12.24. Planters Punch
- 7.12.25. Singapore Sling
- 7.12.26. Pina Colada
- 7.12.27. Rusty Nail
- 7.12.28. B&B
- 7.12.29. Black Russian
- 7.12.30. Margarita
- 7.12.31. Gimlet-Dry & Sweet
- 7.12.32. Cuba Libre
- 7.12.33. Whiskey Sour
- 7.12.34. Blue Lagoon
- 7.12.35. Harvey Wall Banger
- 7.12.36. Bombay Cocktail

#### PRACTICAL

- Preparation of cocktails

### **8. Unit 8: KITCHEN STEWARDING**

- 8.1. Importance
- 8.2. Opportunities in kitchen stewarding
- 8.3. Record maintaining
- 8.4. Machines used for cleaning and polishing
- 8.5. Inventory

## **PRACTICAL**

- Using and Operating Machines

### **9. PRACTICAL GUIDELINES**

- 9.1. Grooming & Disposition: 10 Marks
- 9.2. Food Service Skills: 20 Marks (Lunch Operation)
- 9.3. Beverage Service Skill: 20 Marks (Lunch Operation)
- 9.4. Gueridon Operation: 20 Marks (Lunch Operation)
- 9.5. Practical Journal: 10 Marks
- 9.6. Service Record Performance: 10 Marks (Around Year)
- 9.7. Viva: 10 Marks
- 9.8. Every student has to perform on mocktail/sundae preparation, one gueridon preparation, and supervisory tasks during lunch operation.

### **INSTRUCTIONAL STRATEGY**

1. Lectures: Conducting lectures to deliver the theoretical foundation of advanced food and beverage operations. This can include topics such as menu engineering, cost control, customer relationship management, industry trends, and leadership skills.
2. Case Studies: Presenting real-life case studies to analyze complex operational scenarios and encourage critical thinking. Students can examine challenges faced by food and beverage establishments and develop strategies to overcome them, applying their knowledge and problem-solving skills.
3. Practical Demonstrations: Organizing practical sessions to demonstrate advanced food and beverage service techniques. This can involve hands-on training in tableside cooking, flambé, carving, and specialty beverage preparation. Students can observe and practice these techniques under the guidance of experienced instructors.
4. Industry Visits and Guest Speakers: Arranging visits to upscale restaurants, hotels, or catering establishments to provide students with exposure to advanced food and beverage operations in a real-world setting. Inviting guest speakers, such as industry experts or successful food and beverage professionals, to share their experiences and insights can also enhance the learning experience.
5. Simulations and Role-Plays: Creating simulated scenarios or role-playing exercises to simulate challenging situations in food and beverage service. Students can engage in role-playing activities where they assume various positions within a food and beverage establishment, such as manager, server, or chef, and make decisions based on the given scenario.
6. Group Projects and Presentations: Assigning group projects that require students to analyze and develop strategies for specific food and beverage service challenges. Students can work collaboratively to research, design, and present their findings, fostering teamwork, research skills, and effective communication.

7. Industry Internships or Practicum: Providing opportunities for students to gain practical experience through internships or practicum in renowned food and beverage establishments. This hands-on experience allows students to apply their knowledge, skills, and competencies in a real-world setting, further enhancing their understanding of advanced food and beverage operations.

#### **MEANS OF ASSESSMENT**

- Assignments and quiz/class tests
- Mid-term and end-term written tests

#### **RECOMMENDED BOOKS**

1. "Advanced Food and Beverage Service" by Judy A. Bittinger and Pamela P. Meredith
2. "Food and Beverage Management" by Bernard Davis, Andrew Lockwood, and Peter Alcott
3. "Managing Food and Beverage Operations" by Jack D. Ninemeier and David K. Hayes
4. "Food and Beverage Cost Control" by Lea R. Dopson and David K. Hayes
5. "Food and Beverage Service: A Training Manual" by Sudhir Andrews
6. "The Professional Server: A Training Manual" by Edward G. Eargle
7. "Advanced Beverage Service" by WSET (Wine & Spirit Education Trust)
8. "The Oxford Companion to Food" edited by Alan Davidson and Tom Jaine
9. "The Theory of Hospitality and Catering" by David Foskett, Patricia Paskins, and Andrew Pennington
10. "Food and Beverage Service Training Manual" by Sudhir Andrews

#### **SUGGESTED DISTRIBUTION OF MARKS**

<b>Topic No.</b>	<b>Time Allotted (Periods)</b>	<b>Marks Allotted (%)</b>
1	6	10
2	7	15
3	7	15
4	6	10
5	8	15
6	8	15
7	8	10
8	6	10
<b>Total</b>	<b>56</b>	<b>100</b>



## **5.3 FOOD & BEVERAGE MANAGEMENT**

**L T P**

**6 - -**

### **RATIONALE**

Food & Beverage Management is a crucial subject in the field of hospitality and catering. It provides students with an understanding of the principles and practices involved in managing food and beverage operations within the industry. The rationale for including this subject in the curriculum is to equip students with the necessary knowledge and skills to effectively plan, organize, and control food and beverage services in various hospitality establishments. It covers aspects such as menu planning, pricing, cost control, quality management, customer service, and innovation in food and beverage offerings.

### **LEARNING OUTCOMES**

- Understand the principles and concepts of food and beverage management.
- Demonstrate knowledge of menu planning, pricing strategies, and cost control techniques.
- Apply effective management strategies to optimize food and beverage operations.
- Develop skills in ensuring food quality, safety, and hygiene standards.
- Enhance customer service skills and foster positive guest experiences.
- Analyze industry trends and adapt food and beverage offerings to meet changing customer demands.
- Apply financial management techniques for profitability and budget control.
- Develop effective communication and teamwork skills in a food and beverage management context.
- Understand the importance of sustainability and ethical considerations in food and beverage operations.
- Stay updated with emerging technologies and innovations relevant to food and beverage management.

By achieving these learning outcomes, students will be well-prepared to take on managerial roles in the food and beverage sector of the hospitality industry, demonstrating their knowledge, skills, and competencies in successfully managing food and beverage operations.

### **DETAILED CONTENT**

1. Unit 1 COST DYNAMICS
  - 1.1. Elements of Cost
  - 1.2. Classification of Cost
2. Unit 2 SALES CONCEPTS
  - 2.1. Various Sales Concepts
  - 2.2. Uses of Sales Concept

3. Unit 3 INVENTORY CONTROL

- 3.1. Importance
- 3.2. Objective
- 3.3. Method
- 3.4. Levels and Technique
- 3.5. Perpetual Inventory
- 3.6. Monthly Inventory
- 3.7. Pricing of Commodities
- 3.8. Comparison of Physical and perpetual Inventory

4. Unit 4 BEVERAGE CONTROL

- 4.1. Purchasing
- 4.2. Receiving
- 4.3. Storing
- 4.4. Issuing
- 4.5. Production Control
- 4.6. Standard Recipe
- 4.7. Standard Portion Size
- 4.8. Bar Frauds
- 4.9. Books maintained
- 4.10. Beverage Control

5. Unit 5 SALES CONTROL

- 5.1. Procedure of Cash Control
- 5.2. Machine System
- 5.3. ECR
- 5.4. NCR
- 5.5. Preset Machines
- 5.6. POS
- 5.7. Reports
- 5.8. Thefts
- 5.9. Cash Handling

6. Unit 6 BUDGETARY CONTROL

- 6.1. Define Budget
- 6.2. Define Budgetary Control
- 6.3. Objective
- 6.4. Frame Work
- 6.5. Key Factors
- 6.6. Types of Budget
- 6.7. Budgetary Control

7. Unit 7 BREAKEVEN ANALYSIS

- 7.1. Breakeven Chart
- 7.2. P V Ratio
- 7.3. Contribution
- 7.4. Marginal Cost
- 7.5. Graphs

8. Unit 8 MENU MERCHANDISING

- 8.1. Menu Control
- 8.2. Menu Structure
- 8.3. Planning
- 8.4. Pricing of Menus
- 8.5. Types of Menus
- 8.6. Menu as Marketing Tool
- 8.7. Layout
- 8.8. Constraints of Menu Planning

9. Unit 9 MENU ENGINEERING

- 9.1. Definition and Objectives
- 9.2. Methods
- 9.3. Advantages

10. Unit 10 MIS

- 10.1. Reports
- 10.2. Calculations of actual cost
- 10.3. Daily Food Cost
- 10.4. Monthly Food Cost
- 10.5. Statistical Revenue Reports
- 10.6. Cumulative and non-cumulative

**INSTRUCTIONAL STRATEGY**

- 1. Lectures: Delivering lectures to introduce and explain key concepts, theories, and industry practices related to food and beverage management.
- 2. Case Studies: Analyzing real-world case studies to understand the challenges and decision-making processes involved in managing food and beverage operations.
- 3. Group Discussions: Engaging students in group discussions to exchange ideas, share experiences, and analyze different perspectives on food and beverage management issues.
- 4. Practical Demonstrations: Conducting practical demonstrations and hands-on activities to develop skills in menu planning, cost control, food presentation, and beverage service techniques.

CORRECTED AND APPROVED BY BOARD OF TECHNICAL EDUCATION U.P. LUCKNOW IN CDC MEETING HELD ON 19-08-2023

5. Guest Speakers: Inviting industry professionals and experts to share their experiences and insights into food and beverage management.
6. Field Visits: Organizing visits to food and beverage establishments, such as hotels, restaurants, and catering companies, to provide students with practical exposure and firsthand experience of the operations.

### **MEANS OF ASSESSMENT**

- Assignments and quiz/class tests
- Mid-term and end-term written tests

### **RECOMMENDED BOOKS**

1. "Food and Beverage Management" by Bernard Davis and Andrew Lockwood
2. "Managing Food and Beverage Operations" by Jack D. Ninemeier and David K. Hayes
3. "Food and Beverage Cost Control" by Lea R. Dopson and David K. Hayes
4. "Food and Beverage Service: A Training Manual" by Sudhir Andrews
5. "Principles of Food, Beverage, and Labor Cost Controls" by Paul R. Dittmer and J. Desmond Keefe III
6. "Food and Beverage Management and Service" by John Cousins, David Foskett, and Cailein Gillespie
7. "Food and Beverage Service Training Manual" by Andrews D'Costa
8. "Hospitality Management: A Contemporary Approach" by Roy C. Wood
9. "Food and Beverage Operations and Supervision" by Jack E. Miller and Carol A. King
10. "Food and Beverage Management: For the Hospitality, Tourism and Event Industries" by Bernard Davis and Andrew Lockwood

### SUGGESTED DISTRIBUTION OF MARKS

<b>Topic No.</b>	<b>Time Allotted (Periods)</b>	<b>Marks Allotted (%)</b>
1	8	9
2	9	12
3	8	9
4	6	10
5	8	9
6	9	12
7	8	9
8	8	9
9	9	11
10	9	10
<b>Total</b>	<b>84</b>	<b>100</b>

## 5.4 FINANCIAL MANAGEMENT

L T P

6 - -

### RATIONALE

Financial management is a critical aspect of any organization, including the hospitality industry. It enables effective decision-making regarding financial resources, budgeting, cost control, and profitability. Understanding financial management principles is essential for successful operation and sustainable growth of hospitality establishments. It helps managers optimize financial performance, allocate resources efficiently, and make informed strategic decisions.

### LEARNING OUTCOMES

- Develop a comprehensive understanding of financial management principles and concepts in the hospitality industry.
- Analyze financial statements and interpret financial data to assess the financial health of a hospitality organization.
- Apply budgeting techniques and cost control measures to manage financial resources effectively.
- Understand pricing strategies, revenue management, and profit optimization techniques in the hospitality context.
- Evaluate investment opportunities and make informed financial decisions based on financial analysis.
- Comprehend financial regulations, laws, and ethical considerations relevant to financial management in the hospitality industry.
- Develop financial plans and forecasts to support strategic planning and decision-making.
- Communicate financial information effectively to stakeholders, both within and outside the organization.

By achieving these learning outcomes, students will be equipped with the necessary knowledge and skills to excel in financial management roles within the hospitality industry. They will be able to contribute to the financial success of hospitality organizations and make sound financial decisions to drive profitability and sustainable growth.

### DETAILED CONTENT

1. Unit 1 FINANCIAL MANAGEMENT
  - 1.1. MEANING & SCOPE
    - 1.1.1. Meaning of business finance
    - 1.1.2. Meaning of financial management
    - 1.1.3. Objectives of financial management
2. Unit 2 FINANCIAL STATEMENT
  - 2.1. ANALYSIS AND INTERPRETATION
    - 2.1.1. Meaning and types of financial statements
    - 2.1.2. Techniques of financial analysis
    - 2.1.3. Limitations of financial analysis

- 2.1.4. Practical problems
- 3. Unit 3 RATIO ANALYSIS
  - 3.1. Meaning of ratio
  - 3.2. Classification of ratios
  - 3.3. Profitability ratios
  - 3.4. Turnover ratios
  - 3.5. Financial ratios
  - 3.6. Du Pont Control Chart
  - 3.7. Practical Problems
- 4. Unit 4 FUNDS FLOW ANALYSIS
  - 4.1. Meaning of funds flow statement
  - 4.2. Uses of funds flow statement
  - 4.3. Preparation of fund flow statement
  - 4.4. Treatment of provision for taxation and proposed dividends (as non-current liabilities)
  - 4.5. Practical problems
- 5. Unit 5 CASH FLOW ANALYSIS
  - 5.1. Meaning of cash flow statement
  - 5.2. Preparation of cash flow statement
  - 5.3. Difference between cash flow and fund flow analysis
  - 5.4. Practical problems
- 6. Unit 6 FINANCIAL PLANNING
  - 6.1. MEANING & SCOPE
    - 6.1.1. Meaning of Financial Planning
    - 6.1.2. Meaning of Financial Plan
    - 6.1.3. Capitalization
    - 6.1.4. Practical problems
- 7. Unit 7 CAPITAL EXPENDITURE
  - 7.1. Meaning of Capital Structure
  - 7.2. Factors determining capital structure
  - 7.3. Point of indifference
  - 7.4. Practical problems
- 8. Unit 8 WORKING CAPITAL MANAGEMENT
  - 8.1. Concept of working capital
  - 8.2. Factors determining working capital needs
  - 8.3. Overtrading and undertrading
- 9. Unit 9 BASICS OF CAPITAL BUDGETING
  - 9.1. Importance of Capital Budgeting
  - 9.2. Capital Budgeting appraising methods

- 9.3. Payback period
- 9.4. Average rate of return
- 9.5. Net present value
- 9.6. Profitability index
- 9.7. Internal rate of return
- 9.8. Practical problems

### **INSTRUCTIONAL STRATEGY**

- Lectures: Provide comprehensive lectures that cover the fundamental concepts, theories, and principles of financial management in the context of the hospitality industry. These lectures should include real-world examples and case studies to enhance understanding and practical application.
- Case Studies: Present case studies that simulate financial management scenarios in hospitality organizations. Encourage students to analyze financial data, identify issues, and propose appropriate financial strategies and solutions. This will help develop critical thinking and problem-solving skills.
- Group Discussions: Facilitate group discussions to encourage active participation and exchange of ideas among students. Assign specific financial management topics or case studies for discussion, allowing students to analyze different perspectives and learn from each other's experiences.
- Financial Analysis Projects: Assign individual or group projects that involve conducting financial analysis of real or hypothetical hospitality organizations. Students should analyze financial statements, assess financial ratios, and make recommendations for financial improvement or strategic decision-making.
- Guest Speakers: Invite industry professionals, such as financial managers or chief financial officers from hospitality organizations, to share their experiences and insights on financial management practices. This provides students with practical knowledge and industry perspectives.
- Technology Integration: Utilize financial management software and tools to demonstrate practical applications and facilitate hands-on learning. Encourage students to use spreadsheet software for financial analysis, budgeting, and forecasting exercises.
- Experiential Learning: Organize field trips or visits to hospitality organizations where students can observe and interact with financial management professionals in action. This provides a practical understanding of how financial management principles are applied in real-world settings.

### **MEANS OF ASSESSMENT**

- Assignments and quiz/class tests
- Mid-term and end-term written tests



## RECOMMENDED BOOKS

1. "Financial Management in the Hospitality Industry" by William P. Andrews and Raymond S. Schmidgall
2. "Hospitality Financial Management" by Robert E. Chatfield and Michael C. Dalbor
3. "Financial Management for the Hospitality Industry" by John W. Gibson and Raymond S. Schmidgall
4. "Financial Management for Hospitality Decision Makers" by Gabor Forgacs and David S. Cronenberger
5. "Principles of Hospitality Financial Management" by James W. Damitio and Cathy A. Enz
6. "Financial Management for Hospitality and Tourism" by Ady Milman and Levent Altinay
7. "Hospitality Financial Management: Case Studies, Current Trends, and Practical Applications" by Jagels and Connolly
8. "Financial Analysis for Hospitality Management" by Jon Hales
9. "Hospitality Financial Accounting" by Jerry J. Weygandt, Donald E. Kieso, and Paul D. Kimmel
10. "Principles of Finance in Hospitality Management" by Jan deRoos and Ahmet Bayraktar

## SUGGESTED DISTRIBUTION OF MARKS

Topic No.	Time Allotted (Periods)	Marks Allotted (%)
1	9	10
2	9	12
3	10	10
4	9	12
5	9	12
6	10	10
7	10	12
8	9	12
9	9	10
<b>Total</b>	<b>84</b>	<b>100</b>

## 5.5 STRATEGIC MANAGEMENT

**L T P**  
**4 - -**

### RATIONALE

The study of strategic management is essential in the field of hotel management and catering technology as it equips students with the knowledge and skills to make informed decisions and effectively manage hospitality businesses in a competitive and dynamic industry. Strategic management enables students to understand the long-term goals of an organization, analyze the external environment, formulate effective strategies, and implement them to achieve sustainable competitive advantage.

### LEARNING OUTCOMES

- Analyze the external environment and identify opportunities and threats in the hospitality industry.
- Evaluate the internal resources and capabilities of an organization to identify strengths and weaknesses.
- Formulate strategic goals and objectives that align with the organization's mission and vision.
- Develop strategic plans and action steps to achieve the organization's goals.
- Apply analytical tools and techniques to assess the competitive landscape and make strategic decisions.
- Implement and monitor strategic initiatives to ensure their successful execution.
- Evaluate the effectiveness of strategic management efforts and make adjustments as needed.
- Understand the ethical and social responsibilities associated with strategic decision-making in the hospitality industry.
- Demonstrate effective leadership and communication skills to drive strategic change within an organization.
- Understand emerging trends and technologies in the hospitality industry and their implications for strategic management.

By achieving these learning outcomes, students will be well-prepared to navigate the complex and dynamic business environment of the hospitality industry, make strategic decisions that drive organizational success, and contribute to the sustainable growth and profitability of hospitality businesses.

### DETAILED CONTENT

1. Unit 1 ORGANISATIONAL STRATEGY
  - 1.1. MISSION
    - 1.1.1. Mission Statement Elements and its importance
  - 1.2. OBJECTIVES
    - 1.2.1. Necessity of formal objectives
    - 1.2.2. Objective Vs Goal
  - 1.3. STRATEGY
    - 1.3.1. DEVELOPING STRATEGIES
      - 1.3.1.1. Adaptive Search

- 1.3.1.2. Intuition search
  - 1.3.1.3. Strategic factors
  - 1.3.1.4. Picking Niches
  - 1.3.1.5. Entrepreneurial Approach
- 2. Unit 2 ENVIRONMENTAL AND INTERNAL RESOURCE ANALYSIS
  - 2.1. Need for Environmental Analysis
  - 2.2. Key Environmental Variable Factors
  - 2.3. Opportunities and Threats
    - 2.3.1. Internal resource analysis
  - 2.4. Functional Areas Resource Development Matrix
    - 2.4.1. Strengths and Weaknesses
    - 2.4.2. Marketing
    - 2.4.3. Finance
    - 2.4.4. Production
    - 2.4.5. Personnel
    - 2.4.6. Organization
- 3. Unit 3 STRATEGY FORMULATION
  - 3.1. STRATEGY (GENERAL) ALTERNATIVES
    - 3.1.1. Stability Strategies
    - 3.1.2. Expansion Strategies
    - 3.1.3. Retrench Strategies
    - 3.1.4. Combination Strategies
  - 3.2. COMBINATION STRATEGIES
    - 3.2.1. Forward integration
    - 3.2.2. Backward integration
    - 3.2.3. Horizontal integration
    - 3.2.4. Market penetration
    - 3.2.5. Market development
    - 3.2.6. Product development
    - 3.2.7. Concentric diversification
    - 3.2.8. Conglomerate diversification
    - 3.2.9. Horizontal diversification
    - 3.2.10. Joint Venture
    - 3.2.11. Retrenchment
    - 3.2.12. Divestiture
    - 3.2.13. Liquidation
    - 3.2.14. Combination
- 4. Unit 4 STRATEGIC ANALYSIS AND CHOICE (ALLOCATION OF RESOURCES)
  - 4.1. FACTORS INFLUENCING CHOICE
    - 4.1.1. Strategy formulation
  - 4.2. INPUT STAGE
    - 4.2.1. Internal factor evaluation matrix
    - 4.2.2. External factor evaluation matrix
    - 4.2.3. Competitive profile matrix
  - 4.3. MATCHING STAGE

- 4.3.1. Threats opportunities - weaknesses - strengths matrix (TOWS)
  - 4.3.2. Strategic position and action evaluation matrix (SPACE)
  - 4.3.3. Boston consulting group matrix (BCGM)
  - 4.3.4. Internal - External matrix
  - 4.3.5. Grand Strategy matrix
- 4.4. DECISION STAGE
  - 4.4.1. Quantitative Strategic Planning matrix (QSPM)
- 5. Unit 5 POLICIES IN FUNCTIONAL AREAS
  - 5.1. Policy
  - 5.2. Product policies
  - 5.3. Personnel policies
  - 5.4. Financial policies
  - 5.5. Marketing policies
  - 5.6. Public relation policies
- 6. Unit 6 STRATEGIC IMPLEMENTATION REVIEW AND EVALUATION
  - 6.1. Mckinsey 7-s framework
  - 6.2. Leadership and management style
  - 6.3. Strategy review and evaluation
  - 6.4. Measure Organizational Performance
  - 6.5. Take corrective actions

## **INSTRUCTIONAL STRATEGY**

The instructional strategy for strategic management in the context of hotel management and catering technology involves a combination of theoretical concepts, case studies, practical exercises, and experiential learning. The goal is to provide students with a comprehensive understanding of strategic management principles and equip them with the skills necessary to analyze, formulate, and implement effective strategies. The following instructional strategies can be employed:

1. Lectures and Discussions: The instructor can deliver lectures on strategic management theories, frameworks, and concepts, engaging students in discussions to encourage critical thinking and application of knowledge.
2. Case Studies: Real-world case studies can be analyzed and discussed to understand how strategic management principles are applied in the hospitality industry. Students can work individually or in groups to analyze cases, identify strategic issues, and propose appropriate solutions.
3. Group Projects: Assigning group projects related to strategic management allows students to work collaboratively, apply strategic analysis tools, and develop strategic plans for specific hospitality organizations or scenarios.
4. Simulation Exercises: Utilizing business simulation software or role-playing exercises can provide students with hands-on experience in making strategic decisions, evaluating their impact, and managing the consequences.

5. Guest Speakers: Inviting industry professionals or experts in strategic management to deliver guest lectures or share their experiences can provide practical insights and industry perspectives.
6. Industry Visits and Field Trips: Organizing visits to hotels, restaurants, or other hospitality establishments can expose students to real-world strategic management practices, allowing them to observe and learn from industry professionals.

#### **MEANS OF ASSESSMENT**

- Assignments and quiz/class tests
- Mid-term and end-term written tests

#### **RECOMMENDED BOOKS**

1. "Strategic Management: Concepts and Cases" by Fred R. David and Forest R. David
2. "Exploring Corporate Strategy: Text and Cases" by Gerry Johnson, Richard Whittington, and Kevan Scholes
3. "Strategic Management: Concepts and Applications" by Fred R. David and Forest R. David
4. "Crafting & Executing Strategy: The Quest for Competitive Advantage" by Arthur A. Thompson Jr., Margaret A. Peteraf, John E. Gamble, and A.J. Strickland III
5. "Strategic Management: Concepts" by Frank T. Rothaermel
6. "Strategic Management: Theory & Cases: An Integrated Approach" by Charles W.L. Hill and Gareth R. Jones
7. "Strategic Management and Competitive Advantage: Concepts and Cases" by Jay B. Barney and William Hesterly
8. "Strategy Safari: A Guided Tour Through The Wilds of Strategic Management" by Henry Mintzberg, Bruce Ahlstrand, and Joseph Lampel
9. "Competitive Strategy: Techniques for Analyzing Industries and Competitors" by Michael E. Porter
10. "Strategic Management: Theory and Practice" by John A. Parnell

#### **SUGGESTED DISTRIBUTION OF MARKS**

<b>Topic No.</b>	<b>Time Allotted (Periods)</b>	<b>Marks Allotted (%)</b>
1	9	15
2	9	15
3	10	20

4	9	15
5	9	15
6	10	20
<b>Total</b>	<b>56</b>	<b>100</b>

## 5.6 UNIVVERSAL HUMAN VALUES

**L-T-P**  
**2 1**

### Course Objectives

This introductory course input is intended

1. To help the students appreciate the essential complementarity between 'VALUES' and 'SKILLS' to ensure sustained happiness and prosperity, which are the core aspirations of all human beings
2. To facilitate the development of a Holistic perspective among students towards life and profession as well as towards happiness and prosperity based on a correct understanding of the Human reality and the rest of Existence. Such a holistic perspective forms the basis of Universal Human Values and movement towards value-based living in a natural way
3. To highlight plausible implications of such a Holistic understanding in terms of ethical human conduct, trustful and mutually fulfilling human behavior and mutually enriching interaction with Nature

Thus, this course is intended to provide a much needed orientational input in value education to the young enquiring minds.

### Course Methodology

1. The methodology of this course is explorational and thus universally adaptable. It involves a systematic and rational study of the human being vis-à-vis the rest of existence.
2. It is free from any dogma or value prescriptions.
3. It is a process of self-investigation and self-exploration, and not of giving sermons. Whatever is found as truth or reality is stated as a proposal and the students are facilitated to verify it in their own right, based on their Natural Acceptance and subsequent Experiential Validation.
4. This process of self-exploration takes the form of a dialogue between the teacher and the students to begin with, and then to continue within the student leading to continuous self-evolution.
5. This self-exploration also enables them to critically evaluate their pre-conditionings and present beliefs.

### The syllabus for the lectures is given below:

- After every two lectures of one hour each, there is one hour practice session.
- The assessment for this subject is as follows:
- Sessions Marks (Internal): 20
- Practical Marks (External): 30
- Total Marks: 50

## **UNIT 1: Course Introduction - Need, Basic Guidelines, Content and Process for Value Education**

1. Understanding the need, basic guidelines, content and process for Value Education
2. Self-Exploration–what is it? - its content and process; ‘Natural Acceptance’ and Experiential Validation- as the mechanism for self-exploration
3. Continuous Happiness and Prosperity- A look at basic Human Aspirations
4. Right understanding, Relationship and Physical Facilities- the basic requirements for fulfillment of aspirations of every human being with their correct priority
5. Understanding Happiness and Prosperity correctly- A critical appraisal of the current scenario
6. Method to fulfill the above human aspirations: understanding and living in harmony at various levels

## **UNIT 2: Understanding Harmony in the Human Being - Harmony in Myself!**

1. Understanding human being as a co-existence of the sentient ‘I’ and the material the Body’
2. Understanding the needs of Self (‘I’) and ‘Body’ - *Sukh* and *Suvidha*
3. Understanding the Body as an instrument of ‘I’ (I being the doer, seer and enjoyer)
4. Understanding the characteristics and activities of ‘I’ and harmony in ‘I’
5. Understanding the harmony of I with the Body: *Sanyam* and *Swasthya*; correct appraisal of Physical needs, meaning of Prosperity in detail
6. Programs to ensure *Sanyam* and *Swasthya*  
-Practice Exercises and Case Studies will be taken up in Practice Sessions.

## **UNIT 3: Understanding Harmony in the Family and Society- Harmony in Human-Human Relationship**

1. *Understanding Harmony in the family – the basic unit of human interaction*
2. Understanding values in human-human relationship; meaning of *Nyaya* and program for its fulfillment to ensure *Ubhay-tripti*;
  - a. Trust (*Vishwas*) and Respect (*Samman*) as the foundational values of relationship
3. Understanding the meaning of *Vishwas*; Difference between intention and competence
4. Understanding the meaning of *Samman*, Difference between respect and differentiation; the other salient values in relationship
5. Understanding the harmony in the society (society being an extension of family): *Samadhan*, *Samridhi*, *Abhay*, *Sah-astitva* as comprehensive Human Goals
6. Visualizing a universal harmonious order in society- Undivided Society (*Akhand Samaj*), Universal Order (*Sarvabhaum Vyawastha* )- from family to world family!  
-Practice Exercises and Case Studies will be taken up in Practice Sessions.

## **UNIT 4: Understanding Harmony in the Nature and Existence - Whole existence as Co-existence**

1. Understanding the harmony in the Nature
2. Interconnectedness and mutual fulfillment among the four orders of nature-recyclability and self-regulation in nature
3. Understanding Existence as Co-existence (*Sah-astitva*) of mutually interacting units in all-pervasive space
4. Holistic perception of harmony at all levels of existence  
-Practice Exercises and Case Studies will be taken up in Practice Sessions.

## **UNIT 5: Implications of the above Holistic Understanding of Harmony on Professional Ethics**

1. Natural acceptance of human values
2. Definitiveness of Ethical Human Conduct
3. Basis for Humanistic Education, Humanistic Constitution and Humanistic Universal Order
4. Competence in professional ethics:
  - a) Ability to utilize the professional competence for augmenting universal human order
  - b) Ability to identify the scope and characteristics of people-friendly and eco-friendly production systems,
  - c) Ability to identify and develop appropriate technologies and management patterns for above production systems.
5. Case studies of typical holistic technologies, management models and production systems
6. Strategy for transition from the present state to Universal Human Order:
  - a) At the level of individual: as socially and ecologically responsible engineers, technologists and managers
  - b) At the level of society: as mutually enriching institutions and organizations
7. To inculcate Human Values among Students: The Role of self ,Parents and Teachers  
-Practice Exercises and Case Studies will be taken up in Practice Sessions.

### **Practical Session also Includes Different Yogic Exercises and Meditation Session**

## **INSTRUCTIONAL STRATEGY**

The content of this course is to be taught on conceptual basis with plenty of real world examples.

## **MEANS OF ASSESSMENT**

- Assignments and quiz/class tests,
- Mid-term and end-term written tests
- Practical assessment

## **Reference Material**

The primary resource material for teaching this course consists of The text book (Latest Edition)

1. Gaur, R Asthana, G P Bagaria, A foundation course in Human Values and professional Ethics, Excel books, New Delhi.
2. The teacher's manual (Latest Edition)
3. Gaur, R Asthana, G P Bagaria, A foundation course in Human Values and professional Ethics – Teachers Manual, Excel books, New Delhi.

In addition, the following reference books may be found useful for supplementary reading in connection with different parts of the course:

1. B L Bajpai, 2004, *Indian Ethos and Modern Management*, New Royal Book Co., Lucknow. Reprinted 2008.
2. PL Dhar, RR Gaur, 1990, *Science and Humanism*, Commonwealth Publishers.
3. Sussan George, 1976, *How the Other Half Dies*, Penguin Press. Reprinted 1986, 1991
4. Ivan Illich, 1974, *Energy & Equity*, The Trinity Press, Worcester, and HarperCollins, USA

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5. Donella H. Meadows, Dennis L. Meadows, Jorgen Randers, William W. Behrens III, 1972, *limits to Growth*, Club of Rome's Report, Universe Books.
6. Subhas Palekar, 2000, *How to practice Natural Farming*, Pracheen(Vaidik) Krishi Tantra Shodh, Amravati.
7. A Nagraj, 1998, *Jeevan Vidya ek Parichay*, Divya Path Sansthan, Amarkantak.
8. E.F. Schumacher, 1973, *Small is Beautiful: a study of economics as if people mattered*, Blond & Briggs, Britain.
9. A.N. Tripathy, 2003, *Human Values*, New Age International Publishers.

#### Relevant websites, movies and documentaries

1. Value Education websites, <http://uhv.ac.in>, <http://www.aktu.ac.in>
2. Story of Stuff, <http://www.storyofstuff.com>
3. Al Gore, *An Inconvenient Truth*, Paramount Classics, USA
4. Charlie Chaplin, *Modern Times*, United Artists, USA
5. IIT Delhi, *Modern Technology – the Untold Story*
6. Case study Hevade Bazar Movie
7. RC Shekhar, *Ethical Contradiction*, Trident New Delhi
8. *Gandhi A., Right Here Right Now*, Cyclewala Production

#### SUGGESTED DISTRIBUTION OF MARKS

Unit	Time Allotted (Periods)	Marks Allotted (%)
1	08	20
2	08	20
3	08	20
4	08	20
5	10	20
<b>Total</b>	<b>42</b>	<b>100</b>

# **Sixth Semester**

## 6.1 ENVIRONMENTAL STUDIES

**L T P**

**3 - 2**

### **RATIONALE**

A diploma holder must have knowledge of different types of pollution caused due to industries and constructional activities so that he may help in balancing the ecosystem and controlling pollution by various control measures. He should also be aware of environmental laws related to the control of pollution. He should know how to manage the waste. Energy conservation is the need of hour. He should know the concept of energy management and its conservation.

### **LEARNING OUTCOMES**

After undergoing the subject, the student will be able to:

- Comprehend the importance of ecosystem and sustainable
- Demonstrate interdisciplinary nature of environmental issues
- Identify different types of environmental pollution and control measures.
- Take corrective measures for the abatement of pollution.
- Explain environmental legislation acts.
- Define energy management, energy conservation and energy efficiency
- Demonstrate positive attitude towards judicious use of energy and environmental protection
- Practice energy efficient techniques in day-to-day life and industrial processes.
- Adopt cleaner productive technologies
- Identify the role of non-conventional energy resources in environmental protection.
- Analyze the impact of human activities on the environment

### **DETAILED CONTENTS**

1. Introduction (04 Periods)
  - 1.1 Basics of ecology, eco system- concept, and sustainable development, Resources renewable and non-renewable.
2. Air Pollution (04 Periods)
  - 2.1 Source of air pollution. Effect of air pollution on human health, economy, plant, animals. Air pollution control methods.
3. Water Pollution (08 Periods)

3.1 Impurities in water, Cause of water pollution, Source of water pollution. Effect of water pollution on human health, Concept of dissolved O<sub>2</sub>, BOD, COD. Prevention of water pollution- Water treatment processes, Sewage treatment. Water quality standard.

4. Soil Pollution (06 Periods)

4.1 Sources of soil pollution

4.2 Types of Solid waste- House hold, Hospital, From Agriculture, Biomedical, Animal and human, excreta, sediments and E-waste

4.3 Effect of Solid waste

4.4 Disposal of Solid Waste- Solid Waste Management

5. Noise pollution (06 Periods)

Source of noise pollution, Unit of noise, Effect of noise pollution, Acceptable noise level, Different method of minimize noise pollution.

6. Environmental Legislation (08 Periods)

Introduction to Water (Prevention and Control of Pollution) Act 1974, Introduction to Air (Prevention and Control of Pollution) Act 1981 and Environmental Protection Act 1986, Role and Function of State Pollution Control Board and National Green Tribunal (NGT), Environmental Impact Assessment (EIA).

7. Impact of Energy Usage on Environment (06 Periods)

Global Warming, Green House Effect, Depletion of Ozone Layer, Acid Rain. Eco-friendly Material, Recycling of Material, Concept of Green Buildings.

## LIST OF PRACTICALS

1. Determination of pH of drinking water
2. Determination of TDS in drinking water
3. Determination of TSS in drinking water
4. Determination of hardness in drinking water
5. Determination of oil & grease in drinking water

6. Determination of alkalinity in drinking water
7. Determination of acidity in drinking water
8. Determination of organic/inorganic solid in drinking water
9. Determination of pH of soil
10. Determination of N&P (Nitrogen & Phosphorus) of soil
11. To measure the noise level in classroom and industry.
12. To segregate the various types of solid waste in a locality.
13. To study the waste management plan of different solid waste
14. To study the effect of melting of floating ice in water due to global warming

## **INSTRUCTIONAL STRATEGY**

In addition to theoretical instructions, different activities pertaining to Environmental Studies like expert lectures, seminars, visits to green house, effluent treatment plant of any industry, rain water harvesting plant etc. may also be organized.

## **MEANS OF ASSESSMENT**

- Assignments and quiz/class tests,
- Mid-term and end-term written tests

## **RECOMMENDED BOOKS**

1. Environmental and Pollution Awareness by Sharma BR; Satya Prakashan, New Delhi.
2. Environmental Protection Law and Policy in India by Thakur Kailash; Deep and Deep Publications, New Delhi.
3. Environmental Pollution by Dr. RK Khitoliya; S Chand Publishing, New Delhi
4. Environmental Science by Deswal and Deswal; Dhanpat Rai and Co. (P) Ltd. Delhi.
5. Engineering Chemistry by Jain and Jain; Dhanpat Rai and Co. (P) Ltd. Delhi.
6. Environmental Studies by Erach Bharucha; University Press (India) Private Ltd., Hyderabad.
7. Environmental Engineering and Management by Suresh K Dhamija; S K Kataria and Sons, New Delhi.
8. E-books/e-tools/relevant software to be used as recommended by AICTE/UBTE/NITTTR, Chandigarh.

## **Websites for Reference:**

<http://swayam.gov.in>

### **SUGGESTED DISTRIBUTION OF MARKS**

<b>Topic No.</b>	<b>Time Allotted (Periods)</b>	<b>Marks Allotted (%)</b>
1	04	10
2	04	10
3	08	20
4	06	14
5	06	14
6	08	20
7	06	12
<b>Total</b>	<b>42</b>	<b>100</b>

## 6.2 FRONT OFFICE MANAGEMENT

**L T P**  
**3 - 6**

### RATIONALE

Front Office Management is a crucial aspect of hotel operations as it directly interacts with guests and plays a pivotal role in creating a positive impression of the hotel. The rationale for including Front Office Management in the curriculum is to equip students with the necessary knowledge and skills to effectively manage front desk operations, guest services, and reservations. It focuses on developing their understanding of guest communication, customer service, revenue management, and overall guest satisfaction.

### LEARNING OUTCOMES

- Understand the functions and responsibilities of front office personnel in a hotel or hospitality establishment.
- Demonstrate proficiency in managing guest arrivals, departures, and overall guest services.
- Apply effective communication skills to interact with guests, handle inquiries, and resolve complaints.
- Utilize hotel management software and systems to efficiently manage reservations, room allocations, and guest billing.
- Develop knowledge and skills in revenue management, including managing room rates, occupancy levels, and maximizing revenue opportunities.
- Demonstrate an understanding of security procedures and protocols related to front office operations.
- Apply problem-solving and decision-making skills in various front office scenarios.
- Develop leadership and supervisory skills to effectively manage front office staff and ensure smooth operations.

By achieving these learning outcomes, students will be well-prepared to handle front office operations and contribute to the overall success of a hotel or hospitality establishment.

### DETAILED CONTENT

#### 1. Unit 1: PLANNING & EVALUATING FRONT OFFICE OPERATIONS

- 1.1. Forecasting techniques
- 1.2. Forecasting room availability
- 1.3. Useful forecasting data
  - 1.3.1. % of walking
  - 1.3.2. % of overstay
  - 1.3.3. % of understay
- 1.4. Forecast formula
- 1.5. Sample forecast forms

#### 2. Unit 2: BUDGETING

- 2.1. Making of front office budget
- 2.2. Factors affecting budget planning
- 2.3. Capital operation budget for front office

- 2.4. Refining budgets
- 2.5. Forecasting room revenue
- 3. Unit 3: COMPUTER APPLICATION IN FRONT OFFICE OPERATION**
  - 3.1. Use of MIS in Hotels
  - 3.2. PMS
  - 3.3. Reservations - GDS, CRS InterCell Agencies
- 4. Unit 4: YIELD MANAGEMENT**
  - 4.1. Concept and importance
  - 4.2. Applicability to rooms division
  - 4.3. Capacity management
  - 4.4. Discount allocation
  - 4.5. Duration control
    - 4.5.1. Measurement of yield
    - 4.5.2. Yield management software
    - 4.5.3. Yield management team
- 5. Unit 5: FRONT OFFICE ARRANGEMENTS**
  - 5.1. Lease
  - 5.2. Franchise
  - 5.3. Affiliation
  - 5.4. MGMT Contract
  - 5.5. Sole Proprietor

## **PRACTICALS**

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

1. Night audit
2. Income audit
3. Accounts

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

1. HMS Training - Hot Function keys?
2. How to put a message?
3. How to put a locator?
4. How to check in a first-time guest?
5. How to check in an existing reservation?
6. How to check in a day use?
7. How to issue a new key?
8. How to verify a key?
9. 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 arrivals?
13. How to program keys continuously?
14. How to program one key for two rooms?

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15. How to re-program a key?
16. How to make a reservation?
17. How to create and update guest profiles?
18. How to update guest folio?
19. How to print a guest folio?
20. How to make a sharer reservation?
21. How to add remarks in guest history?
22. How to add a sharer?
23. How to make an add-on reservation?
24. How to amend a reservation?
25. How to cancel a reservation?
26. How to make a group reservation?
27. How to make a room change on the system?
28. How to log on a cashier code?
29. How to close a bank at the end of each shift?
30. How to put a routing instruction?
31. How to process charges?
32. How to process a guest check out?
33. How to check out a folio?
34. How to process a deposit for arriving guests?
35. How to process a deposit for in-house guests?
36. How to check the room rate variance report?
37. How to process part settlements?
38. How to tally allowances for the day at night?
39. How to tally paid outs for the day at night?
40. How to tally forex for the day at night?
41. How to pre-register a guest?
42. How to handle the extension of a guest stay?
43. Handle deposit and check-ins with a voucher
44. How to post a payment?
45. How to print checked-out guest folios?
46. Check out using foreign currency?
47. Handle settlement of city ledger balance?
48. Handle payment for room-only to Travel Agent?
49. Handle banquet event deposits?
50. How to prepare for sudden system shutdown?
51. How to check out standing batch totals?
52. How to do a credit check report?
53. How to process late charges on a third party?
54. How to process late charges to a credit card?
55. How to check out during system shutdown?
56. Handling part settlements for long-staying guests?
57. How to handle paymaster folios?
58. How to handle bills on hold?

## **INSTRUCTIONAL STRATEGY**

1. Lecture-based Instruction: Provide comprehensive lectures covering the key concepts, theories, and principles of front office management. Use multimedia aids, case studies, and real-world examples to enhance understanding.
2. Practical Training: Conduct practical sessions in a simulated front office environment to develop practical skills such as guest check-in/check-out, handling reservations, managing guest requests, and using hotel software systems.
3. Role-Playing and Simulations: Engage students in role-playing exercises and simulations to practice guest interactions, problem-solving, and decision-making in various front office scenarios.
4. Guest Speaker Sessions: Invite industry professionals, such as front office managers or experienced hoteliers, to share their insights, experiences, and best practices with the students.
5. Group Discussions and Debates: Encourage students to actively participate in group discussions, debates, and case studies related to front office management to foster critical thinking and problem-solving skills.
6. Field Trips: Organize visits to hotels or hospitality establishments to provide students with firsthand exposure to front office operations and practical insights.
7. Assignments and Projects: Assign individual or group projects that require students to analyze and propose solutions to real-world front office management challenges.
8. Industry Internship/Practicum: Facilitate internships or practicum experiences in hotels or hospitality establishments, allowing students to apply their knowledge and skills in a professional setting.

## **MEANS OF ASSESSMENT**

- Assignments and quiz/class tests
- Mid-term and end-term written tests

## **RECOMMENDED BOOKS**

1. "Hotel Front Office Management" by James A. Bardi
2. "Front Office Management in Hospitality" by Michael L. Kasavana and Richard M. Brooks
3. "Front Office Operations and Management" by Ahmed Ismail
4. "Managing Front Office Operations" by Michael L. Kasavana and Richard M. Brooks
5. "Hotel Front Office: A Training Manual" by Sudhir Andrews
6. "Front Office Management for the Veterinary Team" by Heather Prendergast
7. "Front Office Operations and Management" by S. K. Bhatnagar
8. "Managing Front Office Operations with Answer Sheet (AHLEI)" by Michael L. Kasavana and Richard M. Brooks
9. "Front Office Management for the Veterinary Team" by Jane Davidson
10. "Front Office Operations and Management" by Jatashankar R. Tewari and Sudhir Andrews

### **SUGGESTED DISTRIBUTION OF MARKS**

<b>Topic No.</b>	<b>Time Allotted (Periods)</b>	<b>Marks Allotted (%)</b>
1	9	25
2	8	13
3	9	25
4	9	25
5	8	12
<b>Total</b>	<b>42</b>	<b>100</b>

## **6.3 ACCOMMODATION MANAGEMENT**

**L T P**

**3 - 6**

### **RATIONALE**

The course in Accommodation Management is designed to provide students with a comprehensive understanding of the principles and practices involved in effectively managing accommodation operations in the hospitality industry. It aims to develop students' knowledge and skills in areas such as room reservations, housekeeping operations, guest services, maintenance, and security. By studying this course, students will gain a strong foundation in managing the various aspects of accommodation operations and contribute to the overall success of a hotel or lodging establishment.

### **LEARNING OUTCOMES**

Upon completion of the course in Accommodation Management, students will be able to:

- Demonstrate a comprehensive understanding of the key principles and concepts related to accommodation management in the hospitality industry.
- Apply effective strategies for managing room reservations, including inventory control, revenue management, and online distribution channels.
- Develop and implement efficient housekeeping operations, including cleanliness standards, inventory management, and guestroom maintenance.
- Provide exceptional guest services, including handling guest inquiries, complaints, and special requests.
- Understand and implement security measures to ensure the safety and well-being of guests and employees.
- Apply effective maintenance practices to maintain the physical assets of the accommodation establishment.
- Demonstrate effective leadership and communication skills in managing the accommodation department and coordinating with other departments.
- Understand and adhere to relevant legal and ethical considerations in accommodation management.
- Analyze industry trends and best practices in accommodation management and adapt strategies accordingly.
- Demonstrate problem-solving and decision-making skills in resolving operational challenges and optimizing accommodation services.

These learning outcomes are designed to equip students with the necessary knowledge and skills to excel in managing the accommodation department of a hotel or lodging establishment.

### **DETAILED CONTENT**

#### **1. Unit 1: PLANNING AND ORGANISING THE HOUSEKEEPING DEPARTMENT**

- 1.1. Area inventory list
- 1.2. Frequency schedules
- 1.3. Performance and Productivity standards
- 1.4. Time and Motion study in housekeeping operations
- 1.5. Standard Operating manuals - Job procedures
- 1.6. Job allocation and work schedules
- 1.7. Calculating staff strengths & Planning duty rosters, team work and leadership in housekeeping
- 1.8. Training in HKD, devising training programmes for HK Staff
- 1.9. Inventory level for non-recycled items
- 1.10. Budget and budgetary controls
- 1.11. The budget processes
- 1.12. Planning capital budget
- 1.13. Planning operation budget
- 1.14. Operating budget - controlling expenses - income statement
- 1.15. Purchasing systems - methods of buying
- 1.16. Stock records - issuing and control

## **2. Unit 2: HOUSEKEEPING IN INSTITUTIONS & FACILITIES OTHER THAN HOTELS**

### **3. Unit 3: CONTRACT SERVICES**

- 3.1. Types of contract service
- 3.2. Guidelines for hiring contract services
- 3.3. Advantages & disadvantages of contract services

### **4. Unit 4: SAFETY AND SECURITY**

- 4.1. Safety awareness and accident prevention
- 4.2. Fire safety and fire fighting
- 4.3. Crime prevention and dealing with emergency situations

## **5. Unit 5: ENERGY AND WATER CONSERVATION IN HOUSEKEEPING OPERATIONS**

### **6. Unit 6: INTERIOR DECORATION**

- 6.1. Elements of design
- 6.2. Colour and its role in décor - types of colour schemes
- 6.3. Windows and window treatment
- 6.4. Lighting and lighting fixtures
- 6.5. Floor finishes
- 6.6. Carpets
- 6.7. Furniture and fittings
- 6.8. Accessories

### **7. Unit 7: LAYOUT OF GUEST ROOMS**

- 7.1. Sizes of rooms, sizes of furniture, furniture arrangement
- 7.2. Principles of design
- 7.3. Refurbishing and redecoration

## **LIST OF PRACTICALS**

1. First Aid
  - 1.1. First aid kit
  - 1.2. Dealing with emergency situations
2. Special Decorations
3. Layout of a guest room
4. Team cleaning
5. Devising training modules/standard operating procedures/inspection checklists

## **PRACTICAL GUIDELINES**

1. Layout of a guest room graph paper (on scale) 20 Marks
2. Team cleaning 10 Marks
3. First Aids 20 Marks
4. Special Decoration (Team Job) 20 Marks
5. SOPs – written Exercise 10 Marks
6. Practical Journals 10 Marks
7. Viva 10 Marks

Students must be given 30 minutes for each exercise except (3, 6, 7).

## **INSTRUCTIONAL STRATEGY**

1. Lectures: The instructor can deliver lectures to provide theoretical knowledge and concepts related to accommodation management. This can include topics such as room reservations, housekeeping operations, guest services, maintenance, and security.
2. Case Studies: Real-life case studies can be used to engage students in critical thinking and problem-solving. Students can analyze and discuss case scenarios related to accommodation management, applying the concepts and principles learned in class.
3. Group Discussions: Students can participate in group discussions to exchange ideas, share experiences, and debate various aspects of accommodation management. This allows for collaborative learning and the exploration of different perspectives.
4. Practical Demonstrations: Practical demonstrations can be conducted to showcase various tasks and skills involved in accommodation management. This can include activities such as room inspection, front desk operations, handling guest inquiries, and housekeeping procedures.
5. Industry Visits and Guest Speakers: Inviting industry professionals as guest speakers or arranging visits to hotels and lodging establishments can provide students with firsthand exposure to the

operations and management of accommodation facilities. This helps bridge the gap between theory and practice.

### MEANS OF ASSESSMENT

- Assignments and quiz/class tests
- Mid-term and end-term written tests

### RECOMMENDED BOOKS

1. "Food Production Operations" by Parvinder S. Bali and Manisha Kapoor
2. "Food and Beverage Service" by Dennis Lillicrap and John Cousins
3. "Front Office Management in Hospitality" by Michael L. Kasavana and Richard M. Brooks
4. "Accommodation Operations" by Gary K. Vallen and Jerome J. Vallen
5. "Introduction to Tourism and Hospitality Industry" by Clayton W. Barrows and Tom Powers
6. "Principles of Hotel Management" by R. M. Sethi
7. "Financial Management in the Hospitality Industry" by William P. Andrew and James W. Damitio
8. "Strategic Management in the Hospitality Industry" by Michael D. Olsen, John R. Brotherton, and Cheri A. Young
9. "Food Safety and Quality Management" by Ronald H. Schmidt and Gary C. Weaver
10. "Human Resource Management in the Hospitality Industry" by Michael J. Boella and Steven Goss-Turner

### SUGGESTED DISTRIBUTION OF MARKS

Topic No.	Time Allotted (Periods)	Marks Allotted (%)
1	3	12
2	5	13
3	6	13
4	6	12
5	5	12
6	6	13
7	6	13
8	5	12
<b>Total</b>	<b>42</b>	<b>100</b>

## 6.4 FACILITY PLANNING

L T P

8 - -

### RATIONALE

Facility planning is the process of designing and organizing physical spaces to support the efficient and effective functioning of various operations within an organization. It involves analyzing current and future needs, considering factors such as capacity, layout, equipment, safety, and accessibility, and making strategic decisions to optimize the use of space and resources. The rationale behind facility planning is to create an environment that enhances productivity, promotes safety and well-being, and supports the organization's goals and objectives.

### LEARNING OUTCOMES

Engaging in facility planning can provide individuals with several valuable learning outcomes, including:

- **Analytical and problem-solving skills:** Facility planning requires analyzing complex data, identifying operational needs, and finding innovative solutions to optimize space and resources. Through the process of facility planning, individuals can develop and enhance their analytical and problem-solving skills, enabling them to tackle a wide range of challenges effectively.
- **Project management abilities:** Facility planning often involves coordinating multiple stakeholders, managing timelines, and ensuring adherence to budgets. By engaging in facility planning exercises, individuals can develop project management skills, such as planning, organizing, and overseeing the implementation of facility-related projects.
- **Understanding of operational efficiency:** Facility planning necessitates a comprehensive understanding of organizational processes and workflow. By assessing and optimizing the flow of people, materials, and information within a facility, individuals can gain insights into operational efficiency and learn how to enhance it.
- **Knowledge of safety and compliance standards:** Facility planning involves incorporating safety measures and ensuring compliance with relevant regulations and standards. Individuals engaged in facility planning can learn about occupational health and safety requirements, building codes, accessibility guidelines, and other related aspects, thereby promoting a culture of safety and compliance.
- **Strategic thinking and foresight:** Facility planning requires individuals to think strategically and consider long-term implications. By considering future needs, growth projections, and industry trends, individuals can develop strategic thinking skills and cultivate a forward-looking mindset, enabling them to make informed decisions that align with organizational goals.



Overall, facility planning provides individuals with a holistic understanding of space utilization, resource optimization, safety considerations, and strategic decision-making, empowering them to contribute to the efficient and effective functioning of organizations across various industries.

### **DETAILED CONTENT**

#### **1. Unit 1 HOTEL DESIGN**

- 1.1. Design Consideration
- 1.2. Attractive Appearance
- 1.3. Efficient Plan
- 1.4. Good location
- 1.5. Suitable material
- 1.6. Good workmanship
- 1.7. Sound financing
- 1.8. Competent Management

#### **2. Unit 2 FACILITIES PLANNING**

The systematic layout planning pattern (SLP)

- 2.1. Planning consideration
  - 2.1.1. Flow process & Flow diagram
  - 2.1.2. Procedure for determining space considering the guiding factors for guest room/public facilities, support facilities & services, hotel administration, internal roads/budget hotel/
- 2.2. Architectural consideration
  - 2.2.1. Difference between carpet area, plinth area, and super built area, their relationships, reading of blueprints (plumbing, electrical, AC, ventilation, FSI, FAR, public Areas)
  - 2.2.2. Approximate cost of construction estimation
  - 2.2.3. Approximate operating areas in budget type/5-star types hotel approximate other operating areas per guest room
  - 2.2.4. Approximate requirement and Estimation of water/electrical load gas, ventilation

#### **3. Unit 3 STAR CLASSIFICATION OF HOTEL**

- 3.1. Criteria for star classification of hotel (Five, four, three, two, one & heritage)

#### **4. Unit 4 I- KITCHEN**

- 4.1. Equipment requirement for commercial kitchen
  - 4.1.1. Heating - gas/electrical
  - 4.1.2. Cooling (for various catering establishments)
- 4.2. Developing Specification for various Kitchen equipments
- 4.3. Planning of various support services (pot wash, wet grinding, chef room, larder, store & other staff facilities)

#### **II-KITCHEN LAYOUT & DESIGN**

- 4.4. Principles of kitchen layout and design
- 4.5. Areas of the various kitchens with recommended dimension
- 4.6. Factors that affect kitchen design
- 4.7. Placement of equipment
- 4.8. Flow of work

- 4.9. Space allocation
- 4.10. Kitchen equipment, manufactures and selection
- 4.11. Layout of commercial kitchen (types, drawing a layout of a commercial kitchen)
- 4.12. Budgeting for kitchen equipment

### **III- KITCHEN STEWARDING LAYOUT AND DESIGN**

- 4.13. Importance of Kitchen stewarding
- 4.14. Kitchen stewarding department layout and design
- 4.15. Equipment found in kitchen stewarding department

## **5. Unit 5 STORES - LAYOUT AND DESIGN**

- 5.1. Stores layout and planning (dry, cold and bar)
- 5.2. Various equipment of the stores
- 5.3. Work flow in stores

## **6. Unit 6 ENERGY CONSERVATION**

- 6.1. Necessity for energy conservation
- 6.2. Methods of conserving energy in different areas of operation of a hotel
- 6.3. Developing and implementing energy conservation programs for a hotel

## **7. Unit 7 CAR PARKING**

Calculation of car park area for different types of hotels

## **8. Unit 8 PLANNING FOR PHYSICALLY CHALLENGED**

## **9. Unit 9 PROJECT MANAGEMENT**

- 9.1. Introduction to Network analysis
- 9.2. Basic rules and procedure for network analysis
- 9.3. C.P.M. and PERT
- 9.4. Comparison of CPM and PERT
- 9.5. Classroom exercises
- 9.6. Network crashing determining crash cost, normal cost

## **INSTRUCTIONAL STRATEGY**

The choice of instructional strategy for facility planning will depend on various factors, including the target audience, learning objectives, available resources, and the desired level of engagement. Here are a few instructional strategies that can be effective for teaching facility planning:

1. **Lecture and Presentation:** This strategy involves a structured presentation format where an instructor delivers information on facility planning concepts, principles, and best practices. Visual aids such as slides, diagrams, and case studies can be used to enhance understanding. This strategy is useful for introducing foundational knowledge and theoretical aspects of facility planning.

2. **Case Studies:** Case studies provide real-world scenarios and examples that allow learners to apply facility planning concepts to practical situations. Learners can analyze existing facilities, identify challenges, and propose solutions based on their understanding of facility planning principles. This strategy promotes critical thinking, problem-solving skills, and the application of theoretical knowledge in a practical context.
3. **Group Discussions and Brainstorming:** Group discussions and brainstorming sessions encourage active participation and collaboration among learners. They can be used to explore different perspectives, share experiences, and generate ideas related to facility planning. Learners can discuss challenges, propose solutions, and engage in critical analysis of facility layouts and designs. This strategy promotes peer learning, communication skills, and the exchange of ideas.
4. **Simulation and Virtual Environments:** Simulations and virtual environments can provide learners with hands-on experiences in facility planning. Virtual tools and software can be used to create realistic scenarios where learners can design and optimize facility layouts, analyze workflow, and test different strategies. This strategy allows learners to experiment, make decisions, and observe the consequences in a risk-free and interactive environment.
5. **Field Visits and Guest Speakers:** Field visits to existing facilities or inviting industry professionals as guest speakers can provide learners with real-world insights into facility planning. Learners can observe different facility designs, interact with professionals, and gain practical knowledge about the challenges and considerations involved in facility planning. This strategy enhances experiential learning and exposes learners to diverse perspectives and industry practices.
6. **Project-Based Learning:** In a project-based learning approach, learners undertake a facility planning project from start to finish. This could involve designing a layout for a new facility, optimizing an existing facility, or addressing specific challenges within a given facility. Learners work in teams, conduct research, analyze data, and present their findings and recommendations. This strategy fosters critical thinking, teamwork, problem-solving, and project management skills.
7. **Online Learning and E-Learning Modules:** Online learning platforms and e-learning modules can provide self-paced instruction on facility planning. These resources can include video lectures, interactive modules, quizzes, and practical exercises. Learners can access the materials at their convenience, engage with interactive content, and track their progress. This strategy offers flexibility, scalability, and the ability to cater to different learning styles.

## **MEANS OF ASSESSMENT**

- Assignments and quiz/class tests
- Mid-term and end-term written tests

## **RECOMMENDED BOOKS**

1. "Facilities Planning" by James A. Tompkins, John A. White, Yavuz A. Bozer, and J.M.A. Tanchoco

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2. "Facility Planning and Design for Health, Physical Activity, Recreation, and Sport" by Thomas H. Sawyer, Jo Anne S. Tucker, and Stephen A. Ross
3. "Facilities Planning and Design" by Alberto Garcia-Diaz
4. "Introduction to Facilities Planning" by James A. Tompkins
5. "The Facility Manager's Guide to Environmental Health and Safety" by Bernard T. Lewis
6. "Facilities Planning for School Library Media and Technology Centers" by Steven M. Baule
7. "Production and Operations Analysis" by Steven Nahmias

#### **SUGGESTED DISTRIBUTION OF MARKS**

<b>Topic No.</b>	<b>Time Allotted (Periods)</b>	<b>Marks Allotted (%)</b>
1	12	10
2	13	13
3	12	13
4	13	10
5	12	10
6	13	12
7	12	12
8	13	10
9	12	10
<b>Total</b>	<b>112</b>	<b>100</b>

## 6.5 TOURISM MARKETING

L T P  
6 - -

### RATIONALE

Tourism marketing is the strategic planning and implementation of promotional activities to attract and engage tourists and travelers. It involves understanding customer needs and preferences, creating compelling marketing messages, selecting appropriate communication channels, and effectively promoting destinations, attractions, accommodations, and travel services. The rationale behind tourism marketing is to generate awareness, interest, and demand for a particular destination or tourism product. It plays a crucial role in stimulating economic growth, driving revenue for businesses in the tourism sector, and supporting local communities.

### LEARNING OUTCOMES

Engaging in the study of tourism marketing can provide individuals with several valuable learning outcomes, including:

- **Understanding of Tourism Industry Dynamics:** Through the study of tourism marketing, individuals gain insights into the complexities and dynamics of the tourism industry. They learn about market segmentation, consumer behavior, destination branding, competitive analysis, and the role of marketing in driving tourism growth. This understanding helps individuals navigate the industry and make informed decisions.
- **Marketing Strategy Development:** The study of tourism marketing equips individuals with the knowledge and skills to develop effective marketing strategies. They learn how to conduct market research, identify target markets, position destinations and products, develop marketing messages, select appropriate marketing channels, and evaluate the effectiveness of marketing campaigns.
- **Consumer Insights and Customer Relationship Management:** Tourism marketing emphasizes understanding customer needs, preferences, and motivations. Individuals learn how to analyze customer data, conduct market research, and develop customer profiles. They also gain knowledge about customer relationship management techniques to enhance customer satisfaction, loyalty, and advocacy.
- **Communication and Promotion Skills:** The study of tourism marketing enhances individuals' communication and promotional skills. They learn how to create compelling marketing messages, design engaging promotional materials, utilize various communication channels (such as digital marketing, social media, and traditional advertising), and measure the impact of promotional activities.

### DETAILED CONTENT

1. Unit - 1 Understanding Entrepreneurship and Management

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- 1.1. Introduction to Tourism Marketing - Approaches, Relevance, and Role
  - 1.2. Market Segmentation
  - 1.3. Tourism Markets: International and Domestic
2. Unit - 2    Market Analysis
  - 2.1. Marketing Research
  - 2.2. Competitive Analysis and Strategies
  - 2.3. Forecasting for Tourism and its Products
  - 2.4. Role of Technology in Tourism Marketing
3. Unit - 3    Developmental Role of Marketing
  - 3.1. Role of Public Organization
  - 3.2. Role of Local Bodies
  - 3.3. Role of NGOs
  - 3.4. Socially Responsible Marketing
  - 3.5. Social Marketing
4. Unit - 4    Marketing Mix
  - 4.1. Product Designing
  - 4.2. Pricing Strategies
  - 4.3. Promotion Strategies
  - 4.4. Distribution Strategies
  - 4.5. The Fifth P: People, Process, and Physical Evidence
5. Unit - 5    Marketing Mix: Specific Situations
  - 5.1. Familiarization Tours
  - 5.2. Seasonal Marketing
  - 5.3. Tourism Fairs and Travel Markets
6. Unit - 6    Destination Marketing
  - 6.1. Regions, Cities, Leisure Spots
  - 6.2. Events, Activities, Individuals
  - 6.3. Shopping, Education, and Culture
  - 6.4. Marketing Local Foods
7. Unit - 7    Accommodation Marketing
  - 7.1. Star Category Hotels
  - 7.2. Alternate Accommodation
  - 7.3. Supplementary Accommodation

#### 7.4. Linkages in the Trade

### 8. Unit - 8 Transport and Travel Services Marketing

- 8.1. Airlines Marketing
- 8.2. Tourist Transport Marketing
- 8.3. Travel Agency Marketing
- 8.4. Tour Operators Marketing

## **INSTRUCTIONAL STRATEGY**

Instructional strategies for teaching tourism marketing:

1. Case Studies: Analyze real-world examples to apply tourism marketing concepts.
2. Group Projects and Presentations: Foster teamwork and apply knowledge to develop marketing plans.
3. Guest Speakers and Industry Experts: Gain insights from professionals in the tourism marketing field.
4. Role-Playing and Simulations: Engage in interactive activities to experience marketing scenarios.
5. Interactive Workshops and Activities: Participate in hands-on exercises to reinforce learning.
6. Online Learning Modules and Resources: Access self-paced materials for additional learning.
7. Industry Site Visits and Field Trips: Visit destinations and marketing organizations to observe practices.

These strategies promote active learning, critical thinking, and practical application of tourism marketing skills.

## **MEANS OF ASSESSMENT**

- Assignments and quiz/class tests
- Mid-term and end-term written tests

## **RECOMMENDED BOOKS**

1. "Tourism Marketing: A Collaborative Approach" by Alan Fyall, Brian Garrod, and Youcheng Wang
2. "Strategic Marketing for Tourism, Hospitality, and Events" by Nigel Morgan and Annette Pritchard
3. "Destination Marketing: An Integrated Marketing Communication Approach" by Steven Pike
4. "Tourism Marketing: A Strategic Approach" by R.C. Buckner and C. R. Butler
5. "Marketing in Travel and Tourism" by Victor T.C. Middleton, Alan Fyall, and Michael Morgan
6. "Tourism Marketing: Communicating with the Traveler" by Muzaffer Uysal and Richard Perdue
7. "Marketing Tourism Destinations: A Strategic Planning Approach" by Simon Hudson and Louise Hudson

### **SUGGESTED DISTRIBUTION OF MARKS**

<b>Topic No.</b>	<b>Time Allotted (Periods)</b>	<b>Marks Allotted (%)</b>
1	10	10
2	12	15
3	10	13
4	10	10
5	12	15
6	10	12
7	10	12
8	10	11
<b>Total</b>	<b>84</b>	<b>100</b>



## 6.6 RESEARCH PROJECT

L T P  
- - 8

### RATIONALE

Conducting research projects in hotel and tourism management contributes to knowledge expansion by investigating new concepts and filling gaps in existing knowledge. These projects also address real-world industry challenges, generating insights and solutions for improved operational efficiency and guest experiences. They stimulate innovation, encourage creative problem-solving, and contribute to the continuous advancement of the industry. Research projects provide evidence-based insights that guide decision-making in the industry, inform business strategies, and optimize resource allocation. They also make valuable academic contributions by adding to the body of knowledge, enabling researchers to publish findings and engage in scholarly discussions. Additionally, research projects foster collaboration and networking opportunities with industry professionals and academic institutions, leading to further research endeavours and professional development.

### LEARNING OUTCOMES

- Development of research skills
- Enhancement of critical thinking and problem-solving abilities
- Proficiency in data analysis and interpretation
- Improved communication and presentation skills
- Deepened industry knowledge and expertise
- Understanding of ethical considerations in research

### DETAILED CONTENT

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 research and deciding the topic, which could be based on its relevance, feasibility, coverage, accuracy, research objectivity, and ethics.

Based on the above principles, the research project would be prepared by a student under the guidance of a faculty member familiar with 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 examiners 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 2nd year, and topics for research allotted to students. In the 3rd year, the student will undertake practical field research and preparation of the project. At the term end, the research project will be presented before a panel. The research project will carry a weightage of 100 marks equivalent to six credits.

## ASSESSMENT BREAKDOWN

1.	Introduction	10 Marks
2.	Research Objectives	10 Marks
3.	Research Methodology	10 Marks
4.	Data Analysis and Findings	20 Marks
5.	Conclusion and Recommendations	10 Marks
6.	Viva	20 Marks
7.	Project Supervisor's Report	20 Marks

## INSTRUCTIONAL STRATEGY

1. Case studies: Analyze real-world scenarios and industry challenges.
2. Role-playing and simulations: Engage learners in realistic scenarios and decision-making activities.
3. Field trips and site visits: Provide firsthand exposure to industry operations.
4. Guest speakers and industry experts: Gain insights and networking opportunities from professionals.
5. Group projects and presentations: Foster teamwork and problem-solving skills.
6. Interactive workshops and demonstrations: Allow learners to practice relevant skills.
7. Online learning and technology integration: Utilize digital resources for self-paced learning.
8. Reflective discussions and debates: Encourage critical analysis and articulate arguments.
9. Mentorship and internship programs: Provide practical exposure and guidance.
10. Continuous assessment and feedback: Monitor progress and provide constructive feedback.

## MEANS OF ASSESSMENT

- Assignments and quiz/class tests
- Mid-term and end-term written tests

## RECOMMENDED BOOKS

1. "Hotel Management and Operations" by Michael J. Kasavana and Richard M. Brooks
2. "Hospitality Strategic Management: Concepts and Cases" by Cathy A. Enz
3. "Tourism: Principles, Practices, Philosophies" by Charles R. Goeldner and J. R. Brent Ritchie
4. "Managing Front Office Operations" by Michael L. Kasavana and Richard M. Brooks
5. "Marketing for Hospitality and Tourism" by Philip Kotler, John T. Bowen, James Makens, and Seyhmus Baloglu
6. "Hospitality Financial Management" by Robert E. Chatfield and Michael C. Dalbor
7. "Strategic Management for Hospitality and Tourism" by Fevzi Okumus, Levent Altinay, and Prakash Chathoth
8. "Tourism Management: An Introduction" by John Beech and Simon Chadwick
9. "Revenue Management for the Hospitality Industry" by David K. Hayes and Allisha Miller
10. "Managing Tourism and Hospitality Services: Theory and International Applications" by B. Prideaux, R. Cooper, and A. C. Lockington

## **10.RESOURCE REQUIREMENT**

### **10.1 PHYSICAL RESOURCES**

#### **(A) Space requirement**

Norms and standards laid down by All India Council for Technical Education (AICTE) are to be followed to work out space requirement in respect of class rooms, tutorial rooms, drawing halls, laboratories, space required for faculty, student amenities and residential area for staff and students.

#### **(B) Equipment requirement:**

Following Laboratories are required for Diploma Programme in Hotel Management and Catering Technology

- Foundation Course Food Production Laboratory
- Foundation Course In Food & Beverage Service Laboratory
- Foundation Course In Accommodation Operation Laboratory
- Foundation Course In Front Office Theory Laboratory
- Application of Computer Laboratory
- Food Production Operation Laboratory
- Food and Beverage Service Operation Laboratory
- Front Office Operation Laboratory
- Accommodation Operation Laboratory
- Advance Food Production Operation Laboratory
- Advance Food And Beverage Operation Laboratory
- Environmental Engineering Lab
- Front Office Management Laboratory
- Accommodation Management Laboratory

**LIST OF EQUIPMENT HOEL MANAGEMENT AND CATERING TECHNOLOGY  
FOOD PRODUCTION (KITCHEN) GENERAL EQUIPMENT LIST**

S.No	EQUIPMENT	QUANTITY	PRICE (RS.)	TOTAL (RS.)
<b>HEAVY DUTY AND MEDIUM</b>				
1.	MICROWAVE OVEN	1	-	-
2.	RATT PAN-SHALLOW TILTING FRYPAN	2	-	-
3.	GRIDDLE/GRILL	2	-	-
4.	COLD COUNTER (WITH SANDWICH UNIT)	1	-	-
5.	TORULSEN (REACH IN COLLER)	1	-	-
6.	WALK IN COOLER	1	-	-
7.	DEEP FREEZERS	1	-	-
8.	SALAMANDERS	2	-	-
9.	SLICING MACHINE (GRAVITY SLICER)	3	-	-
10.	DISH WASHING MACHINE	1	-	-
11.	PRECISION SCALES	3	-	-
12.	PASTA MACHINE - SMALL TABLE MODEL	1	-	-
13.	DOUGH MIXER - WITH ATTACHMENTS	1	-	-
14.	FOOD MIXER - WITH ATTACHMENTS	1	-	-
15.	RICH BOILER	1	-	-
16.	STOCKPOTS	3	-	-
17.	MASALA GRINDER	3	-	-
18.	DEEP FRYER	2	-	-
19.	CONVECTION OVEN	1	-	-
20.	MEAT BAND SAW (FOR REGIONS ONLY)	1	-	-
21.	FOOD WASTE DISPOSAL UNIT	1	-	-
22.	FISH KETTLES	2	-	-
23.	TANDOOR WITH RODS	1	-	-
24.	ELECTRIC POTATO PEELER (10-15 KG.)	2	-	-
25.	BUFFALO CHOPPER/MINCER	1	-	-
26.	4 BURNER GAS RANGE WITH OVEN AND WORK TABLE AND STAINLESS STEEL AND SINK WITH DRAINING BOARD	60	-	-

S.No	EQUIPMENT	QUANTITY	PRICE (RS.)	TOTAL (RS.)
<b>LIGHT EQUIPMENT</b>				
27.	MEAT THERMOMETERS	2	-	-
28.	MEAT FORKS	12	-	-
29.	FILLETING KNIVES	10	-	-
30.	BUTCHERS KNIVES	6	-	-
31.	BONING KNIVES	6	-	-
32.	BUTCHERS SAW	2	-	-
33.	CLEAVERS	2	-	-
34.	CUTLET BAT	2	-	-
35.	FISH SCISSORS	3	-	-
36.	CHEFS KNIVES CASE (8 PER CASE)	2	-	-
37.	CARVING KNIVES	2	-	-
38.	MANDOLIN	2	-	-
39.	BIRDS NEST MOULDS	2	-	-
40.	LARGE BRASS DEGCHI	6	-	-
41.	IRON KADAI (DIFFERENT SIZES)	3	-	-
42.	DOSA TAWA	2	-	-
43.	IDLI STAMMER	2	-	-
44.	CHAPATTI PUFFER	2	-	-
45.	POORI MACHINE MANUAL	1	-	-
46.	OMELETS PAN-NON-STICK	30	RS. 250.00	RS. 7,500.00
47.	FRY PAN	30	RS. 450.00	RS. 13,500.00
48.	CHINESE KADAI (WOK)	24	RS. 1,500.00	RS. 36,000.00
49.	MEAT HAMMER	24	RS. 300.00	RS. 7,200.00
50.	PIZZA CUTTER	30	RS. 200.00	RS. 6,000.00
51.	POTATO MASHER	24	RS. 175.00	RS. 4,200.00
	TOTAL		RS. 2,875.00	RS.74,400.00
<b>BAKERY</b>				
1.	BAKERY OVEN WITH PLATES			2
2.	PROVING CABINET			2
3.	ICE CREAM/SORBET MACHINE			1
4.	NYLOCAST CHOPPING BOARD			2
5.	REFRIGERATED MARBLE TOP PASTRY BENCH			3
6.	FAT THERMOMETERS			2
7.	SUGAR THERMOMETERS			2
8.	PARISIENNE SCOOPS			6
9.	LEMON GROOVERS			6
10.	KNIFE STEELS			30
11.	SACCROMETER			2
12.	PASTRY PINCHER			12
13.	CROQUEMBOUCHE CONE			6
14.	CREAM WHIPPER (ELECTRIC)			2
15.	LONG-HANDLED FLAT SPOON (PALTA)			12

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16.	HALWAI KADAI	12
17.	JALEBI TAWA	2
18.	LONG-HANDLED DRAINING SPOON	12
19.	LONG-HANDLED WOODEN SPOON	12
20.	BREAD TINS	30
21.	CAKE TIN ROUND	30
22.	CAKE TIN RECTANGULAR	30
23.	BAKING TRAYS (SMALL AND LARGE)	30
24.	UNDERLINING TRAYS	72
25.	JELLY MOLDS	30
26.	BORQUETTE MOLDS	30
27.	TARTLETTE MOLDS	30
28.	FLAN RINGS	30
29.	SAVARIN MOLDS	30
30.	MUFFIN TRAYS	60
31.	BRIOCHE MOLDS	30
32.	DOUGHNUT CUTTER	6
33.	FANCY MOLDS ASSORTED	6
34.	ANIMAL CUTTER	6
35.	VOL AU VENT CUTTER	6
36.	PIPING BAGS	30
37.	NOZZLES ASSORTED	6
38.	COOLING RACKS - RECTANGULAR AND ROUND	20
39.	ROLLING PINS	60
40.	SERRATED ROLLING PINS	30
41.	QUICHE MOLDS	30
42.	PRALINE	30
43.	CHOCOLATE MOLDS (ASSORTED)	30
44.	EASTER EGG MOLDS	30
45.	SLOTTED S/S SPOON	30
46.	S/S BOWL, FLAT AND ROUND BOTTOM EACH	60
47.	EGG SLICER	30
48.	LEMON SQUEEZER	30
49.	TIN OPENERS	30
50.	SCOOPER NOISETTE - 6 SETS	6
51.	MUGS S/S	60
52.	KADAI BRASS	30
53.	COLD COUNTER	2
54.	DEEP FREEZERS	2
55.	PRECISION SCALES	3
56.	DOUGH MIXER	2
57.	CONVECTION OVEN	1
58.	ICE-CREAM/SORBET MACHINE	1
59.	LARGE BRASS DEGCHI	6
60.	IROI. KADAI	12
61.	ROLLING PIN	30
62.	ROUND LADLE	30

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63.	GRATER	30
64.	WOODEN SPOON AND SPATULA EACH	30
65.	SAUTE PAN	30
66.	MEASURING JUG	60
67.	S/S DEGCHI WITH LID	30
68.	S/S BOWL FLAT AND ROUND EACH	60

## LIST OF FRONT OFFICE EQUIPMENTS

S.NO	ITEMS	NUMBER
1.	RECEPTION COUNTER	1
2.	COMPUTER	5
3.	FAX MACHINE	1
4.	TELEPHONE	2
5.	WHITNEY RACK	1
6.	KEY AND MAIL RACK	1
7.	MESSAGE RACK	1
8.	BELL DESK	1
9.	BELL TROLLEY	1
10.	INVENTORY OF FORMATS	
	1.1. REGISTRATION CARD	
	1.2. RESERVATION FORM	
	1.3. FORM C	
	1.4. BELL BOY CARD	
	1.5. LOBBY CONTROL SHEET	
	1.6. ARRIVAL AND DEPARTURE REGISTER	
	1.7. ENCASHMENT CERTIFICATE	
	1.8. GUEST FOLIO	
	1.9. GUEST RECEIPT	
	1.10. VISITOR'S PAID OUT	
	1.11. LUGGAGE TAGS	
	1.12. GUEST MEAL COUPON	



### BAKERY EQUIPMENTS

S.NO.	ITEMS	NUMBER
1	PIZZA CUTTER	4 NO.
2	PIZZA PEELS	2 NO.
3	RING MOULD (SMALL & BIG)	24 NO.
4	JELLY MOULD (ASSORTED)	3 DOZEN
5	ROLLING PINS (BIG & SMALL)	24 NO.
6	TIN OPENERS (TWO DIFFERENT KINDS)	6 SMALL, 1 BIG
7	SAVORING MOULDS	100 NO.
8	BABA MOULDS	100 NO.
9	MADLINE MOULDS	100 NO.
10	CARAMEL MOULDS	100 NO.
11	TARTLET MOULDS (PLAIN & FLUTED)	200 NO.
12	BARQUETTE MOULDS	36 NO.
13	PALETTE KNIFES	36 NO.
14	SERRATED KNIFES	4 BIG, 4 SMALL
15	SET OF KNIFES	2 NO.
16	CUTTING BOARDS	12 NO.
17	COOKING RANGES	3 NO.
18	PAN FOR SUGAR BOILING	2 NO.
19	BAKERY SHEETS	50 NO.
20	SWISS ROLL TRAY	12 NO.
21	PATTY TINS	25 NO.
22	MUFFIN MOULDS	100 NO.
23	PIE TINS, PIE DISHES (BOROSIL)	6 NO.
24	KARAH	2 BIG, 2 SMALL
25	COOKER	1 NO.
26	GRATERS	6 NO.
27	BREAD TINS (SMALL & BIG)	20 NO.
28	CAKE TINS (DIFFERENT SHAPES & SIZES)	MOSTLY 7" IN DIAMETER
29	WOODEN SPOONS (ASSORTED)	3 DOZEN
30	PIPING BAGS CLOTH- TWO SIZES	2 DOZEN EACH
31	DOUGHNUT CUTTER	12 NO.
32	CHECK CAKE TIN	12 NO.
33	CREAM HORN MOULD	100 NO.
34	PIPING NOZZLE (DIFFERENT KINDS)	1 DOZEN EACH
35	TURN TABLE	2 NO.
36	MEASURING JUGS	12 NO.
37	MEASURING SPOON	2 SETS
38	BHAGONAS	12 NO.
39	S.S MIXING BOWLS	25 NO.
40	S.S THALI	25 NO.
41	STORING CONTAINERS (PLASTIC & ALUMINUM)	(10 + 10)NO.
42	KNIFE SHARPNER	2 NO.

43	SCOOPERS	36 NO.
44	SCOOPS	6 NO.
45	SIEVES	6 NO.
46	CANDY THERMOMETER	2 NO.
47	PASTRY BRUSHES	2 DOZEN
48	PASTRY CUTTERS (DIFFERENT SHAPES & SIZES)	1 DOZEN EACH
49	DOUGH SCRAPERS	6 NO.
50	EGG BEATERS	36 SMALL & 12 BIG
51	STOCK POTS	2 NO.
52	LOOSE BOTTOM CAKE TINS & PIE TINS	12 NO.
53	DUST BINS	6 NO.
54	COOKING LADLES	6 NO.
55	TUBE CAKE TIN	12 NO.
56	OVEN (ELECTRICAL) DOUBLE DECK	1 NO.
57	OVEN (GAS)	1 NO.
58	COOKING RANGE	1 NO.
59	EXHAUST FAN	1 NO.
60	REFRIGERATOR DOUBLE DOOR	1 NO.

	<b>COMPUTER LAB - LIST OF EQUIPMENTS</b>
1	45 COMPUTERS WITH ALL ACCESSORIES (LATEST VERSION)
2	MODEM
3	INTERNET CONNECTION
4	45 COMPUTER TABLES
5	45 COMPUTER CHAIRS
6	AIR CONDITIONER
7	C.V.T
8	O.H.P
9	LAN
10	DESKJET PRINTER

## EQUIPMENT OF HOUSEKEEPING

1. S.No.	ITEMS	QUANTITY
2.	CHAMBER MAID TROLLEY	2
3.	WIPER (METAL)	24
4.	WIPER (PLASTIC)	24
5.	COLLINS	24
6.	BRASSO	12
7.	SILVO	12
8.	TOILET BRUSH (PLASTIC)	12
9.	TOILET BRUSH (METAL)	12
10.	BUCKETS	10
11.	MUGS	25
12.	SOFT BROOMS	2
13.	HARD BROOMS	16
14.	TEEPOL	5
15.	DUSTERS	24
16.	CARPET BRUSH	12
17.	FEATHER BRUSH	12
18.	DUSTBINS	15
19.	MOPS	24
20.	DUST PANS	6
21.	PHENYLS	5
22.	VACUUM CLEANER	2
23.	BLANKET	10
24.	MATTRESS	4
25.	FLOWER VASES	24
26.	PIN HOLDERS	24
27.	MULTI-PURPOSE CLEANERS	10
28.	ROTO BRUSH	6
29.	WASHING MACHINE (HEAVY DUTY)	1
30.	IRONING BOARD WITH IRON	1
31.	FLOOR SCRUBBING BRUSH (LONG HANDLE)	12
32.	HAND SCRUBBING (PLASTIC)	24
33.	HAND SCRUBBING (METAL)	24
34.	TOOTH BRUSH	24
35.	PLASTIC DISH	6
36.	COBWEB REMOVER (E STICK)	15
37.	DRY MOP	24
38.	GLASSES	12
39.	CLEAN WELL SOLUTION	2
40.	TALC POWDER	4
41.	DARA LIQUID POLISH	4
42.	GLYCEROL	2 BOTTLES
43.	BORAX POWDER	2 BOTTLES
44.	HYDROCHLORIC ACID	5 BOTTLES
45.	ACETON	5 BOTTLES

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46.	HYDROGEN PEROXIDE	5 BOTTLES
47.	METHYLATED SPIRIT	1 LTR.
48.	LINEN	
49.	SINGLE BED SHEET (WHITE)	12
50.	DOUBLE BED SHEET	12
51.	BED COVERS	4
52.	DRAPERY	
53.	CURTAINS (HEAVY)	4
54.	TOWELS	
55.	BATH TOWELS	12
56.	HAND TOWELS	12
57.	FACE TOWELS	12
58.	BATH MATS	6
59.	FURNITURE AND FITTINGS	
60.	BED (SINGLE)	4
61.	DRESSING TABLE	2
62.	TABLE LAMPS	2
63.	LUGGAGE RACK	2
64.	TELEVISION	1
65.	MINI REFRIGERATOR	1
66.	TELEPHONE	1
67.	SOFA CHAIRS	4
68.	FOLDING CHAIRS	6
69.	CENTER TABLE	2
70.	SIDE TABLE	2
71.	CUPBOARD	2
72.	AIR CONDITIONER	1
73.	NYLON TAPESTRY BRUSH	6
74.	VIM	1 KG
75.	NIRMA	2 KG
76.	HARPIC	1 LT
77.	GLASS DISH	2
78.	DETTOL SOAP BARS	4
79.	PLASTIC BLADES (WIPER)	6
80.	STAINLESS STEEL LADLE	6
81.	PILLOW COVERS	12
82.	THREAD	4
83.	MANSION POLISH	1 KG
84.	VINEGAR	2 LIT
85.	TAMARIND	1 KG
86.	SULPHURIC ACID	1 LTR
87.	NEEDLES	10
88.	COMMON SALT	2 KG

### **KITCHEN EQUIPMENT**

### **RESTAURANT EQUIPMENT**

<b>S.No</b>	<b>ITEMS</b>	<b>No.</b>
1.	TABLES	16
2.	CHAIRS	58
3.	SIDE BOARD	06
4.	BAR COUNTER	01
5.	CUPBOARDS	04
6.	RACKS	01
7.	JOINT PLATES	84
8.	RICE PLATES	15
9.	TEA STRAINERS	10
10.	BUTTER DISHES	15
11.	COFFEE POTS	04
12.	CONSOMME CUPS	40
13.	SNAIL DISH	02
14.	CRUET SETS	15
15.	BUD VASES	10
16.	AIRCONDITIONER	02
17.	FANS	10
18.	CHANDELIER	01
19.	GUERIDON TROLEY	02
20.	WINE BUCKET WITH STAND	01
21.	TEA/COFFEE MACHINE	01
22.	WALL MIRROR	01
23.	SAUCE BOAT	01
24.	MASTER BOARD	01
25.	IMPORTED WINE OPENER	01
26.	IMPORTED CITRUS SQUEEZER	01
27.	CORK SCREW	01
28.	CORK SCREW WITH CAP	01
29.	BAR MEASURE (DBL. CUP)	01
30.	SALAMANDER	01
31.	CAKE SLICER	02
32.	SOUP LADLE	01

### GLASSWARE

S.NO	ITEM	QTY
1.	WHITE WINE GLASS	24
2.	RED WINE GLASS	24
3.	ROLLY POLLY	24
4.	BEER GOBLETS	24
5.	PONY TUMBLERS	50
6.	CHAMPAGNE TULIP	06
7.	HI BALL	100
8.	BRANDY BALLOON	06
9.	SHOT GLASS	06
10.	CHAMPAGNE FLUTE	06
11.	CUT GLASS DECANTER 750 ml.	01
12.	PILSNER GLASS	06
13.	WHITE WINE GLASS GOLD BAND	12
14.	CHAMPAGNE TULIP GOLD RIM	06

### CUTLERY & CROCKERY

S.NO	ITEM	QTY
1.	A P SPOON	75
2.	A P FORK	75
3.	JOINT KNIFE	75
4.	SOUP SPOON	24
5.	SERVICE FORK	20
6.	SERVICE SPOON	20
7.	DESSERT SPOON	50
8.	DESSERT FORK	24
9.	FISH KNIFE	24
10.	FISH FORK	24
11.	TEA SPOON	20
12.	CHESSE KNIFE	02
13.	SNAIL FORKS	02
14.	STEAK KNIFE	06
15.	SUGAR POT	02
16.	COFFEE SPOON	02
17.	BUTTER DISH	15
18.	CREAMER	06
19.	TEA POTS	12

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20.	PLATTERS ASSORTED	25
21.	SERVICE BOWLS	25
22.	SIDE PLATES GOLD LINE	12
23.	MEAT PLATES GOLD	12
24.	SIDE PLATE	48
25.	SALVERS	06
26.	DESSERT PLATE	62
27.	TEA CUPS	48
28.	TEA SAUCERS	51
29.	ASH TRAY	10
30.	SOUP BOWLS	25
31.	PLASTIC TRAY	12
32.	COFFEE SPOONS	20
33.	WATER JUGS	08
34.	SOUP PLATES	21
35.	WATER JUGS EPNS	03
36.	DESSERT FORK GOLD HANDLE	10
37.	AP KNIFE GOLD PLATED	11
38.	DESSERT SPOON GOLD PLATED	12
39.	TEA SPOON	08

#### EQUIPMENT WITH LOGO

S.NO	ITEM	QTY
1.	CHOP STICKSTAND	06
2.	CHINESE TEA CUPS	06
3.	CHINESE TAE SAUCER	06
4.	CHINESE BOWL	06
5.	CHINESE SPOON	06
6.	JAM POTS	06
7.	CONDIMENTS BOWL	06
8.	CURRY BOWL	12
9.	TEA CUPS	11
10.	DESSERT PLATES	21
11.	DINNER PLATE	12
12.	SIDE PLATE	36
13.	TEA SAUCER	27
14.	DEMI TASSE CUP	06
15.	DEMITASSE SAUCER	06
16.	CONSOMME CUPS	12
17.	BUD VASE	06
18.	CRUET SETS	06
19.	EGG CUPS	06

20.	NAPPY BOWLS	12
21.	ASH TRAY	06

### DINNING HALL

S.NO.	ITEM	QTY.
1.	BAIN MARIE	01
2.	SERVICE TABLE	04
3.	SERVICE SPOON	08
4.	SERVICE FORK	08
5.	LADLES	03
6.	DINNING TABLES	08
7.	DINNING CHAIRS	56
8.	AP SPOONS	115
9.	AP FORKS	115
10.	GLASSES	90
11.	WATER JUGS	08
12.	BHOJAN THALI	100

### LINEN

S.NO	ITEM	QTY
1.	HAND TOWELS	06
2.	TABLE CLOTHS	30
3.	NAPKINS	60
4.	SLIP CLOTHS PINK	11
5.	SLIP CLOTHS CHOCOLATE	07
6.	GREEN SATIN	01

ENVIRONMENT ENGINEERING LABORATORY			
1.	pH Meter	01	500
2.	Turbidity Meter	01	5000
3.	Oven with Temperature Controller and Forced Air Circulation Type	01	20000
4.	B.O.D. Incubator	01	25000
5.	Water Analysis Kit	01	5000
6.	High Volume Sampler	01	40000
7.	Electrical Balance for weighing upto 1/10 of milligram (capacity)	01	1000



## 11. EVALUATION STRATEGY

An evaluation strategy for a three-year diploma program in Hotel Management & Catering Technology may include the following components:

1. Continuous Assessment: Regular assessments throughout the program to evaluate students' understanding and progress in various subjects. This can include quizzes, assignments, projects, presentations, and practical demonstrations.
2. Examinations: Conducting periodic written examinations to assess students' knowledge and comprehension of the program's core concepts, theories, and practical skills.
3. Practical Assessments: Evaluating students' practical skills through hands-on assessments in areas such as food preparation, culinary techniques, housekeeping, front desk operations, and event management.
4. Industry Internship Assessment: Assessing students' performance during their industry internship or work placement to evaluate their ability to apply knowledge and skills in real-world hotel and catering settings. This can include feedback from supervisors and written reports.
5. Case Studies and Projects: Assigning case studies and projects that require students to apply their knowledge and problem-solving skills to analyze and propose solutions to real-world hotel and catering scenarios.
6. Group Presentations: Evaluating students' ability to work effectively in teams and deliver coherent and engaging presentations on relevant topics in hotel management and catering.
7. Practical Examinations: Conducting practical examinations where students are assessed on their ability to perform specific tasks or techniques related to food preparation, service, and other practical aspects of hotel and catering operations.
8. Skill-based Assessments: Assessing students' proficiency in specific skills such as customer service, communication, leadership, and teamwork through role-playing exercises, simulated scenarios, or practical assessments.
9. Final Project or Dissertation: Assigning a final project or dissertation that requires students to undertake independent research or a comprehensive case study on a specific aspect of hotel management or catering technology. This project is evaluated based on research methodology, analysis, findings, and presentation.
10. Feedback and Self-Assessment: Encouraging students to participate in feedback sessions, self-assessment exercises, and reflection activities to evaluate their own progress, identify areas for improvement, and set goals for their personal and professional development.

It is important to ensure that the evaluation strategy aligns with the program's learning outcomes, provides a comprehensive assessment of students' knowledge, skills, and competencies, and promotes a fair and transparent evaluation process. Regular feedback and constructive guidance should be provided to students to support their learning and growth throughout the program.

## **12. RECOMMENDATIONS FOR EFFECTIVE IMPLEMENTATION OF CURRICULUM**

To ensure effective implementation of the curriculum for a three-year diploma program in Hotel Management & Catering Technology, consider the following recommendations:

1. **Clear Learning Objectives:** Define clear and specific learning objectives for each course/module in the curriculum. These objectives should align with industry requirements and provide a roadmap for students' learning outcomes.
2. **Practical Orientation:** Emphasize hands-on practical training throughout the program. Provide students with ample opportunities to gain practical experience in hotel operations, culinary skills, front desk management, event planning, and other relevant areas. Establish partnerships with industry stakeholders to facilitate internships, apprenticeships, and on-the-job training.
3. **Industry-Experienced Faculty:** Recruit faculty members with industry experience and expertise in hotel management and catering. This will ensure that students receive practical insights, real-life examples, and industry-relevant knowledge. Encourage faculty to stay updated with current trends and practices through professional development activities.
4. **Modern Teaching Methods:** Incorporate innovative and interactive teaching methods to engage students actively. Use a variety of instructional approaches, including case studies, role-plays, simulations, group projects, guest lectures, and technology-based learning tools. Encourage critical thinking, problem-solving, and creativity in classroom activities.
5. **Practical Facilities and Resources:** Provide state-of-the-art facilities and resources to support practical training. This may include well-equipped kitchens, restaurants, front desk simulation areas, and event management spaces. Invest in industry-standard equipment, software, and technology to familiarize students with the tools they will encounter in their careers.
6. **Industry Collaborations:** Establish partnerships and collaborations with hotels, restaurants, catering companies, and other industry organizations. This will facilitate guest lectures, industry visits, internships, and guest chef demonstrations. Encourage industry professionals to participate in curriculum development, review, and advisory committees.
7. **Continuous Quality Assurance:** Implement a system for continuous quality assurance and program evaluation. Regularly assess the program's effectiveness, student outcomes, and faculty performance. Collect feedback from students, alumni, and industry partners to identify areas for improvement and make necessary adjustments to the curriculum.
8. **Soft Skills Development:** Emphasize the development of essential soft skills such as communication, teamwork, leadership, and customer service throughout the program. Incorporate activities and assignments that enhance students' interpersonal skills, cultural awareness, and professionalism.
9. **Career Guidance and Placement Support:** Offer career guidance services and provide students with support in job placements and internships. Develop strong connections with industry recruiters and organize career fairs, networking events, and alumni mentorship programs.

By implementing these recommendations, the curriculum for the three-year diploma program in Hotel Management & Catering Technology can provide students with a well-rounded education, equip them with industry-relevant skills, and enhance their employability in the dynamic field of hospitality and catering.

### 13. LIST OF PARTICIPANTS

A list of esteemed experts who made significant contributions to the development of the curriculum for the Three-year (Six-Semester) Diploma in Hotel Management and Catering Technology at I.R.D.T., U.P., Kanpur on May 19, 2023, is honorably named below:

<b>Name</b>	<b>Designation</b>	<b>Institution</b>
Dr. Sudhanshu Rai	Incharge, Hotel & Tourism Management	C.S.J.M. University, Kanpur
Dr. Warshi Singh	Assistant Professor	Tourism Institute of Management, C.S.J.M. University, Kanpur
Shri Saurabh Tripathi	Assistant Professor, Hotel & Tourism Management	C.S.J.M. University, Kanpur
Dr. A. P. Bhaudauriya	Professor	P.S.I.T., Kanpur
Shri Quamarujama	Lecturer, English	G.P Dehi, Harak, Barabanki
Shri Sandeep Singh	Guest Faculty	G.P., Kanpur
Shri Farhatjaha Siddqui	Guest Faculty	G.P., Kanpur
Shri Pravesh Verma	Assistant Professor, Course Coordinator	I.R.D.T., Kanpur