

BSc- CATERING & HOTEL MANAGEMENT

I YEAR

SUB CODE	Title of the Paper
BSHM 101	French – I
BSHM 102	Hindi – I
BSHM 103	English for Hotel Management – I
BSHM 104	Basic Culinary Arts
BSHM 105	Basic Food & Beverage Service
BSHM 106	Basic Accommodation operations
BSHM 107	Basic Front Office Operations
BSHM 108	Food Science & Nutrition
BSHM 109	Principles of Management
BSHM 110	Basic Culinary Arts Lab
BSHM 111	Basic Food & Beverage Service Lab
BSHM 112	Basic Accommodation Operations Lab
BSHM 113	Basic Front Office Operations Lab
BSHM 114	Computer Awareness – I

II YEAR
BSc- CATERING & HOTEL MANAGEMENT

SUB CODE	Title of the Paper
BSHM 201	French – II
BSHM 202	Hindi – II
BSHM 203	English for Hotel Management – II
BSHM 204	Quantity Food Production
BSHM 205	Advanced Beverage Service
BSHM 206	Advanced Accommodation Operation
BSHM 207	Advanced Front Office Operation
BSHM 208	Hotel Engineering
BSHM 209	Principles of Accounting
BSHM 210	Quantity Food Production Lab
BSHM 211	Advanced Beverage Service Lab
BSHM 212	Advanced Accommodation Operations Lab
BSHM 213	Advanced Front Office Operations Lab
BSHM 214	Computer Awareness – II

BSc- CATERING & HOTEL MANAGEMENT

III YEAR

SUB CODE	Title of the Paper
BSHM 301	Advanced Culinary Arts
BSHM 302	Accommodation Management
BSHM 303	Front Office Management
BSHM 304	Specialized Food Service
BSHM 305	Hotel Law
BSHM 306	Travel & Tourism
BSHM 307	Human Resource Management
BSHM 308	Hospitality Service
BSHM 309	Cruise Line Management
BSHM 310	Advanced Culinary Arts Lab
BSHM 311	Specialized Food Service Lab
BSHM 312	Computer Awareness

Note : Since it is an annual patterns Number of Credits have been doubled to correspond to two semesters.

I YEAR Bsc., HOTEL MANAGEMENT

PAPER – I FRENCH : LE FRANÇAIS HOTELIER

UNIT I

- ❖ Prononciation
- ❖ Stress
- ❖ Accent
- ❖ Les difficultés phonétiques générales
- ❖ Les signes autographiques

UNIT II

- ❖ Les jours de la semaine
- ❖ Les mois de l'année
- ❖ Nombres
- ❖ Se présenter, Présenter quel qu'un
- ❖ Interroger quel qu'un
- ❖ Se situer dans le temps
- ❖ Professions et Nationalités
- ❖ Quelle heure est-il?
- ❖ Exprimer des vœux
- ❖ Exprimer la politesse
- ❖ Exprimer les goûts et les préférences
- ❖ Dire ce qu'on veut

UNIT III

- ❖ Présent des verbes réguliers et irréguliers : verbes en 'er', 'ir', 're', 'oir'
- ❖ Articles définis et indéfinis
- ❖ Articles contractés, Articles partitifs
- ❖ Pluriel en 's'
- ❖ Adjectifs qualificatifs – (accordance)
- ❖ Interrogation avec Est-ce-que
- ❖ Négation
- ❖ Interrogation : qui, que, quand, où
- ❖ Les pronoms relatifs simples : qui, que, où, don't
- ❖ Les pronoms toniques : moi, toi etc
- ❖ Le passé composé, L'imparfait, Plus que parfait
- ❖ Les adjectifs démonstratifs
- ❖ Les adjectifs possessifs
- ❖ La conjugaison pronominale

UNIT IV

- ❖ Conversation simple (welcoming, breakfast, ordering meal etc)
- ❖ Conversation à la réception
- ❖ Conversation de la vie quotidienne

- ❖ Conversation au restaurant
- ❖ Conversation sur le telephone

UNIT V

- ❖ Comment saluer, interroger, refuser et s'excuser
- ❖ Exprimer son accord
- ❖ Demander le prix
- ❖ Demander son chemin
- ❖ Indiquer une direction
- ❖ Les couleurs
- ❖ Nourriture et repas (Les plats français et les plats de votre pays)
- ❖ Les vêtements et la mode
- ❖ Les légumes et les fruits
- ❖ Les vins de France
- ❖ La matériel de cuisine
- ❖ La Batterie de cuisine

REFERENCE BOOKS :

1. French for Hotel Management & Tourism Industry – S.Bhattacharya
2. Nouveau sans Frontiers
3. Mantra

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HINDI - I

- 1

Objective: To enable the students to know about the word introduction.

()

(i) - :

(ii) -

.....

.....

.....

..... series

- II

Objective: To enrich the students to analyses verb and their uses

()

(i) Simple type of verbs

(ii) Verbal language

(iii) Verbs Nasal sound

- III

Objective: To make the students to know about the General terms and their uses

Example:

(i) - General terms

(ii) Tenses

(iii) I person, II- person, III - person

- IV

Objective: To understand about the Numerals in Hindi, Names of the different items etc

(i) - (1-100)

(ii) Days of the week -

(iii) Vegetables -

(iv) Fruits -

(v) Flowers -

(vi) Workers -

(vii) Relationship -

(viii) Seasons -

- V

Objective: To enrich the students to make a perfect Translation in Hindi a perfect Translation in Hindi and as well as self Introduction
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- (i) Translation in simple words
- (ii) Translation in simple sentences
- (iii) Warm greetings to customers
- (iv) A brief introduction about himself

Reference:

1. Shabari Hindi speaking course
2. Hindi for Hotel Management & Catering - Mrs. Parimala somasundaram.

COURSE OBJECTIVE:

- * To enable the students to understand the grammatical patterns and usage – in written and spoken contexts

Unit – I

1. Error analysis (spotting the error, correcting sentences)
2. Synonyms and Antonyms
3. Phrasal verbs and Idioms

Unit – II

Transformation of Sentence (Direct indirect, simple compound complex, Degrees of comparison, too... to, sothat Not, as soon as No sooner than, positive, negative, assertive, interrogative, exclamatory sentences, Active and Passive voice)

Unit – III

Tenses of the verbs
(Past, Present, future, perfect tenses)

Unit – IV

Letter writing
Report writing

Unit – V

Paragraph writing (Expression of an idea or proverb)
Essay writing (General)

Reference:

1. High School English Grammar & Composition- Wren & Martin, .Chand & Company Ltd., New Delhi
2. English for Competitive Examination – R.P. Bhatnagar, Macmillan India Ltd., Chennai
3. Contemporary English Grammar, Structure and Composition – David Green, Macmillan India Ltd., Chennai
4. Writing skill – New Century Book House Publications
5. A Remedial English Grammar for Foreign Students – F.T. Wood, Macmillan India Ltd., Chennai

UNIT I

1. Hierarchy and kitchen staff
 - 1.1 Classical brigade
 - 1.2 Staffing in various category hotels
 - 1.3 Role of executive chef
 - 1.4 Duties and responsibilities of various chef.
 - 1.5 Co-operation with other departments.

2. Kitchen layout – definition, types, advantages, specifications
 - 2.1 General layout of kitchen in small, medium and large hotel.
 - 2.2 Role of chef in receiving perishables and non perishables.
 - 2.3 Wash up area – pots and plates

UNIT II

1. Basic principles of culinary arts
 - 1.1 Aims and objectives of cooking food.
2. Characteristics of raw materials
 - 2.1 Salt
 - 2.2 Sweetening
 - 2.3 Liquid
 - 2.4 Fats and oils
 - 2.5 Egg
 - 2.6 Raising agents
 - 2.7 Thickenings
 - 2.8 Flavorings & Seasonings
 - 2.9 Spices & Herbs

UNIT III

1. Selection, classification, cuts and uses of
 - 1.1 Vegetable
 - 1.2 Fish
 - 1.3 Meat (lamb, pork, veal, beef)
 - 1.4 Poultry
2. Mis-en-place
 - 2.1 Preparation of ingredients
 - 2.2 Mixture of ingredients
 - 2.3 Texture of food
3. Various method of cooking food
 - 3.1 Dry heat
 - 3.2 Moist heat
 - 3.3 Oil as medium with examples
 - 3.4 Microwave

UNIT IV

1. Principles of foundation cooking
 - 1.1 Stocks
 - 1.2 Definition of stocks
 - 1.3 Types of stocks
 - 1.4 Preparation of stocks
 - 1.5 Recipes

- 1.6 Storage of stocks
- 1.7 Usage of stocks

- 2. Soups
 - 2.1 Classification with example
 - 2.2 Sauces
 - 2.3 Classification
 - 2.4 Recipes for mother sauces
 - 2.5 Derivatives – 2 examples in each classification component
 - 2.6 Salad and salad dressings
 - 2.7 Accompaniments and garnishes – definition and ten examples in each

- 3. Fundamentals of Indian food
 - 3.1 Different spices and condiments used in Indian cookery
 - 3.2 Blending of spices and condiments used in Indian cookery
 - 3.3 Different gravies used in Indian cookery
 - Green
 - White
 - Brown / red
 - Makhani

- 4. Staple food of Indian
 - 4.1 Rice – 5 examples
 - 4.2 Indian bread – 5 examples
- 5 Culinary terms

UNIT V

- 1.1 Introduction of regional cuisine (north, south , east, and west). Heritage characteristics and specialties of each region. Geographical and historical influence of Indian cuisine. Traditional foods of following states: Kashmir, Punjab, Rajasthan, Gujarat, Goa, Maharastra, Andhara Pradesh, Karnataka, Kerla, Tamil Nadu and Bengal
Speciality Indian cusine a. moghalai, b. hyderabadi, c. dum-pukth, d. chettinad
Speciality Indian community cusine: parsi, b. bohri, c. jain, d. brahmin .

REFERENCE BOOKS:

- 1. Modern cookery – Thangam.E. Philip.
- 2. Practical cookery – Kinton & Ceserani.
- 3. Cookery year book – Readers Digest
- 4. Theory of catering – Mrs. K. Arora.
- 5. A taste of India – Madhur Jaffrey
- 6. World wide cook book – Marshall Cavendish
- 7. The world encyclopedia of food – Patrick Loyal.J.Ms

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UNIT-1

1. Classification of F&B operations
 - 1.1 Commercial – hotels, motels, restaurants, private hospitals, resorts, pubs, snack bars, discotheques, fast food restaurants, parlours, airlines, rail, sea catering, mobile
 - 1.2 welfare (industrial –factories, offshore, project site: institutional –student, hostel, armed forces catering hospitals, noon meal scheme)
2. Career opportunities
3. Different F&B service outlets
 - 3.1 Stand alone restaurants, coffee shop, room service, banquets, bar, bar-b-que, discotheque, off premises catering, take away, home delivery, chain of restaurants and tea boutiques
- 4 Staff hierarchy of the various F&B service outlets, their duties and responsibilities
 - 4.1 Job profile-difference between job description & specification
- 5 Attributes of food & beverage service personnel
 - 5.1 Grooming standards for F&B staff
- 6 Departmental relationship (within F&B and other departments)
 - 6.1 Co-operation, co-ordination, communication
 - 6.2 Basic principles of psychology to understand-
 - a) Guest's behaviour and immediate requirements
 - b) Managements experience

UNIT-II

7. Classification and Enumeration of service Equipment with Brand Names
 - 7.1 Furniture
 - 7.2. Linen
 - 7.3 Crockery
 - 7.4 Flatware
 - 7.5Cutlery
 - 7.6Hollow-ware
 - 7.7 Glass-ware
 - 7.8 Disposal
 - 7.9Chaffing dishes
 - 7.10 Side board
8. Items of specialist Equipment and their use
 - 8.1 Asparagus holder
 - 8.2 Pastry slice
 - 8.3 Oyster fork
 - 8.4 Pastry fork
 - 8.5 Corn –on –the cob holder
 - 8.6 Lobster pick
 - 8.7 Butter Knife
 - 8.8 Caviar Knife
 - 8.9 Fruit Knife
 - 8.10 Nut Cracker
 - 8.11 Grape Scissors
 - 8.12 Grape fruit spoon
 - 8.13 Ice cream spoon
 - 8.14 Sundae spoon
 - 8.15 Cheese Knife
 - 8.16 Snail Tong

- 8.17 Snail Dish
- 8.18 Snail Fork
- 8.19 Silver Showers
- 8.20 Preserve spoon
- 8.21 Mustard spoon
- 8.22 Sugar tongs
- 8.23 Hors d' varies Trolley /Tray
- 8.24Parfait spoon
- 8.25 Noodles tong
- 8.26 Sizzler
- 8.27 Pizza pan & Cutter
- 9. Stewarding –Role of Stewarding
- 9.1 Brief description on hygiene ,Sanitation and maintenance
- 9.2 Wash up & Storage
- 10. Restaurant pantry or still room –Lay out & Equipment &use
- 10.1 Silver Room or Plate Room- Lay out &Equipment &use
- 10.2 Hot Section –Lay out &equipment use

UNIT-III

- 11. Origin of the Menu and Menu planning objectives
- 12. Basic Types of Menu
- 12.1 Table d' hote
- 12.2 A la carte
- 12.3 Carte du juor
- 12.4 Cyclic
- 13. Menu Compiling – Considerations &Constraints
- 14. Menu Sequence & Planning menus
- 14.1 French classical menu –Compiling with Accompaniments and Garnishes with cover set up and description
- 14.2 Table d' hote (Indian, continental, and oriental)
- 14.3 A la carte – Indian, continental and oriental
- 14.4 Oriental menus (Chinese and Thai -3 dishes)
- 15. Types of Meals
- 15.1 Indian, English, American, Continental B/F and Health B/F
- 15.2 Lunch-Working lunch, Diet Lunch
- 15.3 Dinner
- 15.4 Brunch
- 15.5 High –Tea
- 15.6 Supper
- 15.7 Late Night Menu

UNIT –IV

- 16 Mis-en –place (definition &procedure)
- 16.1 briefing – Definition and points to be discussed during briefing
- 17. laying covers for different meals &menus(laying ,relaying table cloths &serviette folds)
- 18. rules and procedure for service of a meal
- 18.1 latest concepts of service (menu+rate only for host knowledge)
- 19. methods of service
- 19.1 French

- 19.2 English
- 19.3 American
- 19.4 Russian
- 19.5 Silver
- 19.6 Buffet
- 19.7 Cafeteria
- 19.8 Indian Thali/Leaf Service
- 19.9 Basics of room service
- 19.10 Basics of Banquets
- 19.11 Advantages And Disadvantages of the Above

UNIT- V

Simple sales control system
Necessary & Functions of a control system
F&B control system
K.O.T manual ,computerized
Cash & credit handling
Making Bill –Manual ,Computerized

REFERENCE BOOKS:

1. Mastering Restaurant Service- H.L . Cracknell and G. Nobis
2. Food and Beverage Training Manual –Sudhir Andrews
3. The Waiter –Fuller and Currie
4. Food and Beverage Service –D.R Lillicrap
5. Modern Restaurant /Service- John Fuller
6. Essential Table Service- John Fuller
7. Food and Beverage Management-Bernard Davis
8. Professional Food service Management-Habis Thayar
9. The Waiter and Waitress trg. Manual-Dahmer

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UNIT –I

1. Role of housekeeping in hospitality industry
2. Lay Out And Organizational Structure Of House Keeping Department
 - 2.1 Small hotel
 - 2.2 Medium hotel
 - 2.3 Large hotel
 - 2.4 Housekeeping activities at central desk
3. Types of rooms –Definitions, Dimensions
 - 3.1 Ordinary (single, double, studio, double double, executive)
 - 3.2 Suites (executive, duplex, deluxe, presidential, penthouse)
 - 3.3 Other types (e.g., cabana, Hollywood, parlour etc)
4. Departmental relationship.
 - 4.1 Front office
 - 4.2 F&B service
 - 4.3 Maintenance
 - 4.4 Security
 - 4.5 Store &Purchase
 - 4.6 Accounts
 - 4.7 H.R.D
5. Duties and responsibilities of house keeping staff
 - 5.1 Executive Housekeeper
 - 5.2 Deputy House keeper
 - 5.3 Floor super visor –Morning, Late duty and Nightshift routine duties explaining records maintained (i.e., Room inspection Checklist, House keepers Report, Floor Register, Stores Requisition, linen exchange book, Record of special cleaning & major jobs done)
 - 5.4 Store keeper: - tasks performed and records maintained
 - 5.5 Houseman:-routine duties
 - 5.6 A brief explanation of duties of linen &laundry staff

UNIT –II

6. Classification and types of equipments with diagram
 - 6.1 Brushes /Brooms
 - 6.1.1. Mops, Dusters, Pushers
 - 6.2. Mechanical
 - 6.2.1. Squeezes
 - 6.2.1. Vacuum cleaner
 - 6.2.3. Shampooing machine
 - 6.2.4. Floor burnishing machine
 - 6.2.5. Auto scrubbers
 - 6.3. Care and use of the above equipments
 - 6.4. Machine room
 - 6.5. Floor pantry
 - 6.6. Godowns
 - 6.7. House keeping stores
7. Cleaning agents

- 7.1. Classification (water-hard and soft, soaps, detergents and alkalis, acids, solvents, absorbers, deodorants, disinfectant seals and polish compositions)
- 7.1.1. Use, care and storage
- 7.1.2. Distribution and storage

UNIT-III

- 8. Operational areas of housekeeping department
 - 8.1 Guest rooms and floor pantry operations
 - 8.2 Corridors
 - 8.3 Public area: lobby, lounge, restrooms
 - 8.4 Pool side and patio areas
- 9. Cleaning procedures and frequency
 - 9.1 Daily cleaning –schedules and records
 - 9.1.1 Guest rooms
 - 9.1.2 Check out room
 - 9.1.3 Occupied room
 - 9.1.4 Vacant room
 - 9.1.5 Evening service
 - 9.1.6 Super Room cleaning
 - 9.2 Public areas – schedules and records
 - 9.2.1 Corridors
 - 9.2.2 Pool area
 - 9.2.3 Office area
 - 9.2.4 Lobby
 - 9.2.5 Lounge
 - 9.2.6 F&B Outlets
 - 9.2.7 Shopping arcade
 - 9.2.8 Health club
 - 9.2.9 Elevators /Escalators
 - 9.3 Weekly cleaning –schedules and records
 - 9.4 Periodic cleaning –schedules and records
 - 9.5 Special cleaning –schedules and records
 - 9.6 Preventive maintenance
 - 9.7 Care and cleaning of
 - 9.7.1 Floor finishes (Granite, Marbles, and Ceramic Tiles)
 - 9.7.2 Wall finishes
 - 9.7.3 Metals
 - 9.7.4 Glass
 - 9.7.5 Ceramics

UNIT -1V

- 10. Floor Operations
 - 10.1 Rules on a Guest Floor
 - 10.2 Bed making
 - 10.3 Standard Supplies provided on the guest rooms
 - 10.3.1 Normal
 - 10.3.2 VIP's
 - 10.3.3 V.I.P's and placement of supplies

- 10.3.4 Supplies on request
- 10.4 Special Services
 - 10.4.1 Baby –sitting
 - 10.4.2 Second service
 - 10.4.3 Freshen up service
 - 10.4.4 Valet service
- 10.5 Preparing a red slip

UNIT –V

- 11. Hygiene, sanitation & safety practices
 - 11.1 Personal Hygiene
 - 11.2 Hygiene and sanitation of guest rooms /public areas
 - 11.3 Waste disposal
 - 11.4 Accidents and injuries:
 - fire, falls, cuts/abrasions, lifting, burns/scalds/asphyxiation, electrical shocks
 - 11.5 First aid safety procedures and security handling
 - 11.6 Key handling procedures
 - 11.6.1 Types of keys (grand master key, floor master, sub master or section key or pass key, emergency key, room keys, office keys & store keys)
 - 11.6.2 Computerized key card
 - 11.6.3 Key control-issuing return, changing of locks, key belts, unusual occurrence
 - 11.6.4 Lost & found, missing & damaged procedures and records.

REFERENCE BOOKS:

1. Hotel House keeping Training Manual-Sudhir Andrews
2. Hotel, Hostel & Hospital Housekeeping,5th Edition- Branson

UNIT-1

1. Tourism
- 1.1 Meaning and measurement of tourism
- 1.2 Definition of a tourist-international & domestic, Excursionist
- 1.3 Tourism classification- Recreational, leisure, cultural, sports, adventure, health, conventional, incentive, pilgrimage, wildlife, eco-tourism.
- 1.4 Social benefits of tourism
- 1.5 Economic benefits of tourism
- 1.6 Cultural benefits of tourism
- 1.7 Adverse effects of tourism
- 1.8 Basic components and infrastructure for the tourism industry
- 1.9 Resources of tourism

UNIT-II

2. Introduction to the hotel industry
- 2.1 Historical background of the hospitality industry
- 2.2 Introduction and growth of hotel industry in India
- 2.3 Opportunities in the hotel industry
- 2.4 Classification of hotels based on a) Location b) Size c) Length of guests stay d) Facilities they offer (star classification)
- 2.5 Other types of accommodation atrium concept, apart hotels, hospitals, all – suites hotels, heritage hotels, limited service and full service properties, property-time share, condominium hotels
- 2.6 Types of operation-owner operated, partnership, company owned, referral hotels, franchise, management contracts, chain hotels
- 2.7 Organizational structure of medium 50-200 rooms and large hotels (more than 200 rooms)

UNIT-III

3. Introduction to front office
- 3.1 Importance of front office
- 3.2 Layout of front office & different equipments in front office
- 3.3 Hierarchy of front office staff for medium and large hotel-duties and responsibilities of front office personnel
- 3.4 Ideal qualities and attributes with emphasis on personal grooming
- 3.5 Types of rooms – single, double, twin, suites, pent house, cabana, studio, duplex cottage, inter connecting, adjacent, efficiency.
- 3.6 Tariff-definition
- 3.7 Types of plans-European, continental, American, Modified American, Bermuda plan
- 3.8 Configuration of rooms- Bed and bath room-Furniture's fixtures, fittings and accessories for (double, suite, deluxe suite)

UNIT-IV

4. Reservation

- 4.1 Importance of reservation
- 4.2 Reservation Enquiry
 - 4.2.1 Sources of Reservation-corporate clients, group travelers, pleasure travelers/
F.I.Ts , current guests, travel agents
 - 4.2.2 Modes of Reservation-letters, fax, E-mail, telephone, in person
 - 4.2.3 Central Reservation system, global distribution system, reservation network
- 4.3 Types of Reservation
 - 4.3.1 Guaranteed Reservation(prepayment credit card, travel agent vouchers)
 - 4.3.2 Take or place bookings, back-to-back, 6 p.m release
- 4.4 Group Reservation
- 4.5 Reservation records :Standard Reservation forms, booking dairy, arrival & departure list, computerized system(guest history records)
- 4.6 Reservation confirmation, amendment and cancellation
- 4.7 Forecasting room availability
- 4.8 Overbooking
- 4.9 Rights and liabilities of travel agents in room bookings
- 4.10 Potential Reservation problems
- 4.11 Glossary terms in relation to reservation

UNIT-V

- 5. Registration
 - 5.1 Receiving the guest (at airport for hotel and at front office)
 - 5.1.1 Salesmanship
 - 5.2 Pre-registration
 - 5.3 Registration of guest(F.I.T's, Groups, crew, VIPs, VVIPs)
 - 5.4 Rooming a guest(with reservation and walk ins)
 - 5.5 Room racks(manual and computerized)
 - 5.6 Room locations, blocking of rooms issuing the room keys
 - 5.7 Creative options(in room check-in self registration)
 - 5.8 Registration records: Registration cards ,arrival & departure register, key cards or welcome cards, VIP and VVIP list, amenities voucher discrepancy report ,log book expected departure list.
 - 5.9 Glossary terms in relation to registration

Reference Books:

1. Hotel Front Office Management- James A.Bardi
2. Front Office Proceedings- Michael L.Kasavana, Richard M.Brooks,Ahla

UNIT I

1. Introduction

- 1.1 Definition, Nutrients, Importance
- 1.2 Function of food to man
- 1.3 Classification of Nutrients & foods.

2. Carbohydrates

- 2.1 Composition, Classification
- 2.2 Functions, Food sources
- 2.3 Daily requirements, excess and Deficiency.

3. Fats

- 3.1 Composition, Classification- Visible, Invisible, animal, plant, saturated & unsaturated.
- 3.2 Functions of fats & essential Fatty acids
- 3.3 Food sources including Cholesterol rich food & effect on health, effect of cooking on fats, hydrogenation & rancidity of oils-affecting health.
- 3.4 Daily Requirements, excess & Deficiency

4. Proteins

- 4.1 Composition, Classification
- 4.2 Functions
- 4.3 Food sources
- 4.4 Daily requirements ,Excess and Deficiency.

UNIT II

1. Energy

- 1.1 Calorie-Definition, energy requirements-Factors affecting it-B.M.R, S.D.A, physical activity and climate.
- 1.2 Energy requirements for various age groups. High & low density foods.
- 1.3 Effect of energy imbalance.

2. Water

- 2.1 Importance, water balance, deficiency & oral rehydration.

3. Balanced diet

- 3.1 Meaning & importance of balanced diet. Four food groups .
- 3.2 Daily requirements –Recommended food tables for school children, adolescents & adult man, women to form a basis for menu planning.

UNIT III

1. Minerals

- 1.1 classification, functions, food sources & deficiency
- 1.2 Daily requirements of calcium, iron, sodium, iodine & fluorine.

2. Vitamins

- 2.1 classification, fat soluble Vitamin A,D,E,K-functions, food sources, deficiency, daily requirements.
- 2.2 Water soluble vitamins, classification
- 2.3 B Complex-Thiamine, riboflavin, niacin, folic acid-functions, food sources, deficiency, daily requirements.
- 2.4 Ascorbic acid- functions, food sources, deficiency, daily requirements.
- 2.5 Nutritional losses upon cooking & ways to prevent it.

UNIT IV

1. Food Microbiology

- 1.1 Introduction

2. Microbes

- 2.1 Classification according to five kingdom namely monera(bacteria),fungi(yeast & moulds),algae, plant & animal.
- 2.2 Bacteria-morphology(shape, arrangement ,size & cell structure)
- 2.3 Beneficial effects of bacteria- manufacture of cheese, yoghurt, butter pickles, fermented foods like idlies, dosa, dokhla, naan & bhaturas, tea leaves curing & coffee beans , intestinal synthesis of vitamins.
- 2.4 Food Poisoning-Staphylococcal ,salmonella, clostridium botulinum, perfringens-incubation period duration, symptoms, causative foods, method of control.

3. Yeast

- 3.1 Cell –size, shape, structure.
- 3.2 Economic importance of yeast-bread, wine, beer & fermented fruit juices.

4. Moulds

- 4.1 Morphology-mucus, rhizopus, penicillium & aspergillus.
- 4.2 Beneficial effects of moulds-cheese ripening, enzymes ,antibiotics, harmful effects of moulds-mycotoxins.

UNIT V

1. Food preservation

- 1.1 Principles of Preservation, Preservation by low temperature- freezing, refrigeration, dry storage.
 - 1.2 Preservation by high temperature – canning, dehydration, smoking, Pasteurization
- 2. **Safe food handling**
 - 2.1 Personal hygiene including uniform ,medical check-up, safe food handling habits & training.
 - 2.2 Control & Eradication of pests & rodents. Garbage disposal- collection, storage & proper disposal from the premises.

REFERENCE BOOKS:

1. Nutrition & Dietetics- M.Swaminathan
2. Fundamentals of food & Nutrition- Sumathi R. Mudambi,M.V.Rajagopal
3. Microbiology- Anna K. Joshua

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PRINCIPLES OF MANAGEMENT

UNIT-I:

INTRODUCTION

- 1.1 Definition of the term management
- 1.2 Nature of Management
- 1.3 Management Vs Administration
- 1.4 Levels of Management- Top, Middle, Supervisory
- 1.5 Areas of Management
 - 1.5.1 Production Management
 - 1.5.2 Financial Management
 - 1.5.3 Marketing Management
 - 1.5.4 Personnel Management
- 1.6 Skills of Manager(Definition only)
 - 1.6.1 Human skills
 - 1.6.2 Technical skills
 - 1.6.3 Conceptual skills
 - 1.6.4 Role of Manager

UNIT-II

- 2.1 Evaluation of Management thought
 - 2.1.1 Pioneers of Management- Fredrick, Winslow Tailor, Henry Fayol
 - 2.1.2 Process of Management-Planning, Organising, Staffing, Directing, Controlling

UNIT-III

- 3.1 Planning
 - 3.1.1 Meaning
 - 3.1.2 Importance of planning
 - 3.1.3 Steps in Planning
 - 3.1.4 Management of objective – process and benefits
- 3.2 Organizing
 - 3.2.1 Process
 - 3.2.2 Principles of organization
 - 3.2.2.1 Scalar Principle
 - 3.2.2.2 Departmentalization
 - 3.2.2.3 Unity of Command
 - 3.2.2.4 Span of Control

UNIT-IV

- 4.1 Motivation
 - 4.1.1 Definition
 - 4.1.2 Theory of motivation – Maslow’s needs theory
- Leadership
 - 4.1.3 Definition
 - 4.1.4 Style leadership
 - 4.1.5 Formal & Informal leaders
 - 4.1.6 Theories of leadership
- Controlling
 - 4.1.7 Definition
 - 4.1.8 Process of control
 - 4.1.9 Management by exception

UNIT-V

5.1 Communication

5.1.1 Definition

5.1.2 Process of communication

5.1.3 Types of communication- Formal, Informal, Verbal and non verbal

5.1.4 Barriers of Communication

Decision Making

5.1.5 Definition

5.1.6 Phases: Past, present, future development

5.1.7 Test and review.

REFERENCE BOOKS:

1. Principles and Practices of Management - L.M.Prasad
2. Principles of Management –Dinker.

BASIC CULINARY ARTS LAB

PART – A

BASIC WESTERN CULINARY ARTS

1. Identification of kitchen equipment (utilization of small, medium, heavy tools).
2. Identification of provisions, groceries, fat and oils conventional food
3. Identification of vegetables as per classification (root, stem, leafy, flower, fungi, herbs)
4. Identification of fish and shell fish as per classification (flat and round), shellfish-molluscs and crustaceans.

PREPARATION OF INGREDIENTS (MISE-EN-PLACE)

5. Cuts of vegetables – cubes, rounds barrel, scoops, wedges, julienne, shrubbing, jardinière.
6. Cuts of fish – filet, darne, paupiette, goujons, supreme, delicre, torcon
7. Cuts of poultry – grilling, curry cut, tandoor, jointing, boneless supreme.
8. Demonstration and identification of carcass of lamb, lug, shoulder, neck, best end , breast, scrag-end, saddle.

9. PREPARATION OF STOCKS

White, brown, fish, emergency, vegetables stock , preservation of stock.

10. PREPARATION OF SAUCES

Mother sauces and their derivatives (2 each)

Béchamel, veloute, espagnole, tomato, hollandaise, mayonnaise, butters and compound butters.

11. INDIVIDUAL STUDENTS PRACTICAL

By compiling menus (3-4 dishes of following courses wise appropriate accompaniments)

12. SOUPS

Cream, spinach , tomato, dubary, puree- carrot, lentil.

Consomm'e – 3 varieties of garnishes.

Broth – Scotch broth, mixed vegetables

Voloute – chicken princess

National soup – mulligatawny, cabbage chowders , minestrone, French onion.

13. PREPARATION OF EGG DISHES

Boiled, fried, poached, scrambled, omelettes, (plain and stuffed) en cocotte.

PART -B MEAT

14. FISH

Mornay, Florentine, orly, muniere, Colbert, grilled, portugusise.

15. COOKING OF POULTRY

Roasting, grill, fry, sauté, , stew

16. COOKING OF MUTTON

Roasting, braising, stewing, boiling, grilling.

17. COOKING OF BEEF

Grilling, boiling, roasting, braising

PART - C VEGETABLES

18. POTATO
Mashed, creamed, parisienne, passley, boiled, baked, sauté, roast, fried.
19. VEGETABLE: BOILED (peas, carrot, spinach, cauliflower, beans, cabbage, broccoli)
GLAZED VEGETABLES (radish, carrort, turnip, beans, peas)
FRIED VEGETABLES (Aubergines)
STEWED VEGETABLES (ratatouille, cabbage, prorencal, baked beans)
BRASISED VEGETABLES (cabbage, onion, leeks, and augratin)
20. SALAD S& CARVING
Beetroot salad, salad nicoise, Russian salad, green salad.
CARVING – vegetables, fruits, thermocol, ice, butter sculpture
21. COLD SWEETS
Butter scotch sponge, honey comb mould, chocolate mousse, lemon sponge trifle, coffee mousse, blamange, lemon soufflé.
22. HOT SWEETS
Caramel custard, Christmas pudding, bread and butter pudding, albert pudding.

PART – D

1. Demonstration and preparation of rice, cereals and pulses.
(Boiled rice, draining and absorption method, pulao varieties, simple dal, chapatti/ pulka, paratha, poories)
2. INDIAN MASALAS
Demonstration and preparation basic Indian masalas
(green, white, brown, red, makhni), (mutton palak, khorma curry makhni, fish curry masala, fried fish).
Vegetables, preparation of poriyal, jhalfraizi, panir mutter, sutchi, cucumber raita, cuchumber.
INDIAN SWEETS
Rice kheer, kesari, gajar halwa, gulab jamun.

BASIC FOOD & BEVERAGE SERVICE LAB

1. Familiarisation and handling of Equipments

2. Drawing of various types of spoons ,Forks , Sugar pot ,Coffee pot,Tea pot and other small equipments
3. Methods of cleaning and up keep of silver , polishing methods silvo, Burnishing
4. Arrangements of side board
5. Laying &relaying of table cloth
6. Laying up of table for various meals and menus
7. Different type of Napkin Folding
8. Receiving the guest (procedures)
9. Taking orders
10. Silver service &clearance course by course
11. Service of Non –Alcoholic beverages
12. Presenting &setting of bills(cash & credit)
13. Arrangement and carry of Room service Trays.
14. Frilling

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BASIC ACCOMMODATION OPERATION LAB

- a. Identification of cleaning equipments
- b. Identification of cleaning Agents
- c. Cleaning of various surfaces

- d. Basic cleaning operations- Dusting, Sweeping, Mopping, Scrubbing, Polishing, Vacuuming
- e. Cleaning of Guest Room
- f. Cleaning of Bathroom
- g. Bed making/ Morning & evening attention
- h. Public Area cleaning
 - 1. Dining Area
 - 2. Staircase
 - 3. Corridors
 - 4. Office areas
 - 5. Lobby and reception areas
- i. Daily cleaning, weekly cleaning, periodic cleaning

BASIC FRONT OFFICE OPERATIONS LAB

- ❖ Students must be aware of uses of all stationeries in front office

- ❖ Forecasting of rooms
- ❖ Taking reservation , cancellation ,amendments ,processing reservation
- ❖ Receiving & registering of FIT groups crew,VIPs through role play
- ❖ Extempore for polite speaking
- ❖ Improving the conversational skills and mannerism
- ❖ Etiquettes body language , grooming and greeting

Situations handling (over booking room change,turn away)

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COMPUTER AWARENESS - I

PC PACKAGES LAB – MS-WORD

- 1. Prepare a bio-data with photo using text styles**

2. Prepare a college course details with headings, bullets and numbering
3. Prepare a document in a newspaper format with header and footer
4. Create a calendar by using auto format
5. Prepare a contemporary letter using templates
6. Create a mark sheet using tables. And find out the total marks
7. Prepare a business letter for more than one company using mail merge

PC PACKAGES LAB – MS-EXCEL

1. Prepare the addressing methods in excel
2. Describe the type of function
3. Draw a graph by using your own data
4. Prepare an Individual pay bill preparation for a employee in an organization
5. Prepare a Mark list preparation for a student
6. Prepare a Worksheet preparation for a company
7. Prepare a Inventory Preparation
8. Prepare a Electricity Bill Preparation

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SECOND YEAR

B.Sc., Catering and Hotel Management

FRENCH – II - LE FRANCAIS HOTELLIER

Unit I

- Enchainement des ideas (Opposition, cause, consequence, But)
- Quelque chose, ne.....rien
- Quel qu un, ne.....personne
- Description physique d'une personne
- Decrivez une chose et localisez
- Le climat
- Les saisons
- La famille
- La partie du corps

UNIT II

- Futur
- Conditional present
- Conditional passé
- Present progressif
- Futur proche
- Passé recent
- Pronoms demonstratifs: Celui etc.,

UNIT III

- Conversation generale
- Conversation des autres services
- Conversation sur la reservation
- Conversation au comptoir.

UNIT IV

- Les fetes tradionanelles en France et de votre pays
- Les Monuments en France et de votre pays
- Le transports
- Le Sport
- Les animaux
- Exprimer la qunatite
- Exprimer la frequence d'une action
- Exprimer une opinion

UNIT IV

- Les pronorms complements d'object direct
- Les pronorms complements d'object indirect
- Les pronorms en ety
- Participes present / gerondifs
- Voix active et passive
- Comparatives et superlatives
- Le style direct et indirect

Reference Books:

1. French for Hotel Management and Tourism Industry – Bhattacharya
2. Nouveau san Frontiers
3. Mantra

II YEAR

**B.Sc., Catering and Hotel Management
HINDI - II**

Objective: To enable the students understand the situational and functional Hindi words:

- ()
(i) , - Singular, Plural
(ii) - Gender

- 2

Objective: To enable the students understand grammatical patterns and usage for written and spoken skills:

- ()
(i) - Give synonymous Words
(ii) - Give opposite words

- 3

Objective: To enable the students to learn the phrases and idioms and to improve the dialogue skills:

- (i)
Eg: - Self help is the best
help.
(ii) - Greetings to the

customers.

- 4

Objective: To familiarize the students with spoken forms needed specially in connection with question and answers.

- (i) - [-]
- Question patterns.
(ii) - Fill in the blanks.

- 5

Objective: To make the students Perfect Translator as well as communicator:

()

1. Translation into Hindi (Sentences)
2. Translation into English (Sentences)

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II YEAR

B.Sc., Catering and Hotel Management

ENGLISH FOR HOTEL MANAGEMENT- II

Course Objectives:

1. To enable the learners to use English for Comprehension and communication while engaged in the hospitality industry.
2. To enable learners to use English formal expression with appropriate stress and intonation.
3. To enable learners to distinguish between British, American and Indian English varieties familiarizing themselves with some of the phonological, grammatical and lexical differences in them.

UNIT I

Fluency practice – reading words, phrases clauses and sentences – asking with questions or yes or no questions – providing responses to questions – Describing using appropriate language e.g. Hotels are often described in terms of the type of food served by them etc.,

UNIT II

English speech sounds – stress (both primary and secondary) intonation – practice in transcription marking stress and intonation – practice with words, phrases, and clauses connected with the hospitality.

UNIT III

Distinction between form and function – Language required for performing functions such as greeting (formal & informal) – Receiving Guests - Answering telephone calls – Answering questions asked by clients at the front office reception etc – Giving information about board. Lodging & recreation facilities available in the hotel – Answering queries relating to tariff rates, Checking and check out timings etc.

UNIT IV

Describing guests referring to their nationality language or language by them. E.g. she speaks Chinese language and she must therefore be a Chinese. He speaks north American English. He must be therefore be either from USA or from Canada – He is a European – As he speaks British English, he must be from England etc – Describing guests referring to their complexion, colour of hair, eyes etc., e.g. she is blonde / she is a brunette / He is dark in complexion and he has curling hair / He is tanky etc.,

UNIT IV

Difference between British American and Indian Varieties of English focusing on phonology, Grammar and lexis – words and phrases connected with the hospitality industry may be presented for the purpose of illustration.

UNIT VI

- a) Use of phrasal verbs and idioms while interacting with tourists in hotels.
- b) Using question tag while serving food, drinks, booking room etc.,
- c) Idioms (both British and American) in conversation / dialogue.

UNIT VII

Information transfer – From catalogues / price lists of Eatables to paragraph writing – preparation of check lists for receiving guests or for serving dinner to guests etc – Report writing, Letter Writing (formal and informal)

UNIT VIII

Oral expression – making short speeches – Indian and Foreign Tourists – Vegetarian and non-vegetarian food – Hotel in small town and Metropolitan cities – the role of Hotels in the hospitality industry etc.

Reference Books:

1. Geoffrey Leach – Communicative Grammar of English
2. J.D.O. Conner – Better English Pronunciation, Cambridge University Press.
3. Michael Swan – Practical English Usage, ELBS Publications, Oxford.

II YEAR

DR. M.G.R. UNIVERSITY
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B.Sc., Catering and Hotel Management

QUANTITY FOOD PRODUCTION

UNIT I

- 1.1 Introduction to large scale production
- 1.2 Menu planning, staffing, equipments used, methods of cooking followed for different types of catering establishments. Examples: Roadways, Air lines, Railways, sea (Luxury and cargo)

Welfare catering: Examples: Hospitals, Schools, industrial canteen.

- 1.3 Utilization of left over, reheating

- 1.4 Design and lay out of quantity training kitchen

UNIT II

Menu planning and standard recipes

- 2.1. Definition of Menu, types of menu, Menu Compiling
- 2.2. Establishments of standard recipes and its advantages
- 2.3. Balancing of recipes
- 2.4. Control cycle – purchase, receiving, storing, issuing, preparation and presentation.
- 2.5. Portion control, cost control

UNIT III

Selection factors of equipments for quantity food production, maintenance, design, to different needs, installation process and safety procedures.

Examples:

- | | |
|--------------------------|--------------------------|
| a. High – Pressure range | b) Rice and Idly steamer |
| c. De fat fryer | d) Food processor |
| e. Wet grinder | f) Potato peeler |
| g. Oven | |

Basic knowledge to be given the students regarding maintenance and quality manufactures of kitchen equipments.

UNIT IV - Detailed study on Indian cuisine.

- 4.1. Garnishes in Indian cuisine.
- 4.2. Introduction to regional cuisine
- 4.3. Specialty cuisine Examples: Magalia, Hyderbadi, Kashmir, Kerala, West Bengal, Punjabi, Goan, Chetinadu
- 4.4. Cultural and religious impact on cuisine.

UNIT V – Structure of Wheat, types of flour, composition of flour

- 5.1 Wap flour
- 5.2 Basic Pastries
- 5.3 Raising Agents
- 5.4 Different type of Bread making, cake making, common fault, remedies.
- 5.5 Cookies.

Reference Books:

1. Theory of Cookery - Krishna Arora
2. Theory of Catering - Cinton and Cesroni
3. Basic Backing - Se Dubai

II YEAR

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B.Sc., Catering and Hotel Management

ADVANCED BEVERAGE SERVICE

UNIT I Introduction to wine

- History
- Grape and vinegar (at least 6 names)

- Basic terminologies – Yeast, Fermentation, bloom, must, sugar, casks, bins, racks, vineyard, decanting, blending
- Step by step process of wine making – Harvesting, destalking, crushing, fermentation, racking, ageing, bottling and corking
- Categorization of wines – strength; table or natural / sparkling coloured wine / white wine / rose wine – taste; sweet wine / dry wine.

UNIT II Principle wine producing regions of France

- Bordeaux: 3 red wines & 3 white wines names and Characteristics
- Burgundy: 3 red wines & 3 white wines names and Characteristics
- Champagne: Grape varieties used, method of production, at least 3 internationally famous names.
- Rhone: 3 red wines & 3 white wines names and Characteristics
- Alsace: 3 red wines & 3 white wines names and Characteristics
- Loire: 3 red wines & 3 white wines names and Characteristics

UNIT III Wines from other countries, storage and service of wines.

- Wines from Spain- chief regions producing wines, important wine-sherry different types & its characteristics.
- Wines from Italy: Chief regions producing wines, at least 3 important wine names & characteristics
- Wines from Portugal: Chief regions producing wines, at least 3 important wine names & characteristics
- Wines from Germany: Chief regions producing wines, at least 2 important wines (hock & moselle) names & characteristics
- Wines from Austria, Hungary & Australia: At least 2 important wine names & characteristics
- Storage of white, red & sparkling wines, cellar, dispensing bar
- Service of wines: wine glasses, its characteristics and other equipment for the service of wine, setting up of wine glasses, special points to be remembered in the services of white wine and champagne
- Wine with food combinations – some important points to be remembered by the wine waiter.

UNIT IV

BEERS & SPIRITS

- History – a brief description of the ingredients used.
- Process of making beer
- Types of beer – lager, ale, porter & stout, service-beer, international & domestic brand names at least 5 names.

WHISKY

- History, preparation & process in brief –distillation process-pot still & patent still.
- Types of Whiskies – Scotch, irish, bourbon, rye and Canadian
- Service of Whisky
- International and Domestic brand names each

BRANDY

- History, preparation & process in brief
- Types of Brandy – cognac, armagnac
- Service of Brandy
- International and Domestic brand names at least 5 names.

RUM

- History, preparation & process in brief
- Types of rum – full bodies (Jamaican, Barbados, Trinidad, Demerara) – light bodied (Virgin islands & Cuban)
- Service of Rum
- International and Domestic brand names atleast 5 names

Vodka

- History, preparation & process in brief
- Service of Vodka
- International and Domestic brand names atleast 5 names

UNIT V

Liqueurs & Cocktails – other spirits

- A brief note on (a)Tequila, b)Grappa, (c)Mare, (d)Cider, (e) Aquavit, (f) Calvados, (g) Perry, (h) Mead, (i) Arrack, (j) sake, (k) Fenny
- A brief note on the production process, infusion method & Distillation.
- A knowledge of atleast 10 international names with respect to their country origin, Sprit base, flavour and colour.
- Classification and ageing of liqueurs (Advocate, aurum, Benedictine, Cointreau, Crème de menthe, Drambuie, Forbidden fruit, Baileys, Irish Cream, Tia Maria)
- BITTERS – Campari & Angoustra bitters.
- APERITIFS – Hot and cold aperitifs (Hot buttered rum, Collins, Eggnog, Fizz, Irish Coffee, Hiball)

Cocktails

- A brief History
- Definitions
- Methods of mixing
- Instruments & Equipments used in cocktails
- Recipe of atleast three cocktails from each base
- Methods of mixing cocktails
- Brandy based (Side car, Between the sheets, Mikado)
- Whiskey Based (Hiball, Manhattan, Whiskey sour)
- Rum based (Daiquiri cocktail, Grasshopper, Cuban Libra)
- Vodka based (Screw driver, Bloody Mary, Black Russian)

- Gin based (Gimlet, Negroni cocktail, Gin fizz)
- Beer based (Sahndy, Red eve)
- Glossary of the wine terms & Sprints terms, Autolysis, Barrel, Beeswing, Binning, Block Rot, Blending, Bota, Brut, Charpente, Bloom, Must, Fermentation, Decanding, corky, cardie, Disgoging, Finning, Glatisation, Hoghead, Lees, Noble rot, Solera.

TOBACCO

Reference Books:

1. Food and Beverage Service – Lily Crap
 2. Food and Beverage Service – Vijay Dawan
 3. Bar & Beverage Management – Ahma
 4. Grossman's Guide to Beverages - Grossman
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II YEAR

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B.Sc., Catering and Hotel Management

ADVANCED ACCOMODATION OPERATION

UNIT I FABRICS AND FIBERS

- 1.1 Definition of fiber
- 1.2 Classification of fiber

- 1.3 The origin, characteristics and use of each item in the hotel to be explained
- 1.4 Spinning
- 1.5 Yarns
 - 1.5.1 Degree of twists (hard, Medium, and soft)
 - 1.5.2 Types (Single, simple ply, double ply, novelty, and text)
- 1.6 Methods of construction (Knitting, Weaving and bonding)
- 1.7 Fabrics commonly used (Flannelette, calico, corduroy, damask, drill, seer sucker, brocade, denim, glass fiber, rayon, satin, sheer-tapestry, populin, terry-toweling cloth, tweeds, velvet and gabardines). Identification of these fabrics and their uses in the industry.

UNIT II LINEN AND LAUNDRY

- 2.1 Hotel Linen
- 2.2 Classification of Linen
 - 2.2.1 Items classified as bed linen and bath linen; their sizes
 - 2.2.2 Items classified as table linen; their sizes
 - 2.2.3 Selection criteria for the linen items (bed sheets, pillow slips, towels & bathmats, table cloths, servietts)
- 2.3 Selection criteria and calculation material required for soft furnishings (curtains, bed spreads, upholstery and cushions)
- 2.4 Linen Rooms
 - 2.4.1 Activities of linen room
 - 2.4.2 Location, equipment and layout of linen room (basic rules)
 - 2.4.3 Purchase of linen / linen hire / quality and quantity
 - 2.4.4 Storage and inspection
 - 2.4.5 Issuing of linen to floors and departments – procedures and records
 - 2.4.6 Despatch and delivery from laundry – procedure and records
 - 2.4.7 Stocktaking - procedure and records
 - 2.4.8 Condemned linen and cut down - procedure and records
 - 2.4.9 Marking and monogramming
- 2.5 Sewing Room
 - 2.5.1 Activities and area provided
 - 2.5.2 Equipment required
- 2.6 Duties and responsibilities of Linen room staff
 - 2.6.1 Linen Keeper – routine duties and records maintained
 - 2.6.2 Linen room attendant routine and records maintained
 - 2.6.3 Tailors and seamstress – task performed
- 2.7 Uniforms and Uniform Rooms
 - 2.7.1 Purpose of uniform,

- 2.7.2 Number of sets, issuing procedure and exchange of uniforms
- 2.7.3 Designing a uniform – functional and aesthetic considerations
- 2.7.4 Layout planning of a uniform room (basic consideration)
- 2.8 Laundry
 - 2.8.1 Duties and responsibilities of laundry staff (Laundry manager, Shift-in-leader, dry cleaning supervisor, spotter cum presser, laundry clerk, valet runner, laundry attendants)
 - 2.8.2 Importance and principles.
 - 2.8.3 Flow process of industrial laundering (collection, transportation, arrival, sorting, weighing, loading, washing, rinsing, starching, hydro-extraction, unloading. Tumbling, finishing (calendar/ steam press) folding, airing and storing, transfer and use.
 - 2.8.4 Stages in wash cycle (flush-suds-bleach, rinse and sour & soft-extract, break and soaking)
 - 2.8.5 Role of Laundry agents
 - 2.8.6 Classification of Laundry agents (Synthetic detergent, build soap detergent, enzyme action detergents – explain briefly)s
 - 2.8.7 Pitt scale and relevance in laundering
 - 2.8.8 Other laundering agents (alkali, bleaches, sour, conditioners, Starch)
 - 2.8.9 Dry-cleaning.
- 2.9 Guest Laundry
 - 2.9.1 Services offered (dry-cleaning, washing, ironing – express and normal)
 - 2.9.2 Collection and delivering laundry
 - 2.9.3 Care and laundering guest articles
 - 2.9.4 Advantages and disadvantages of – off premises and on premises laundry.

UNIT III STAIN REMOVAL & PEST CONTROL

- 3.1. Stain Removal
 - 3.1.1. Definition
 - 3.1.2. Importance and Immediate action
 - 3.1.3. Classification of stains
 - 3.1.4. General stain removal
 - 3.1.5. Classification of stain removal methods (Physical absorption, friction, heat, chemical detergents, solvents, chemicals and bleaches)
 - 3.1.6. General rules on specific agents used for removal of above stains.
- 3.2. Pest control
 - 3.2.1. Definitions of Pests and control
 - 3.2.2. Areas of infection
 - 3.2.3. Prevention and control of Pests
 - 3.2.4. Responsibility of housekeeping in Pest Control.

UNIT IV MANAGEMENT THEORY AND HOUSE KEEPING ADMINISTRATION

- 4.1. Executive house keeper as manager (motivation and productivity) – Aim to motivate employees and increase the productivity thereby reducing turnover, absenteeism and subordination.
 - 4.1.1. Researching the motives
 - 4.1.2. Conduct exit interviews
 - 4.1.3. Delegation
 - 4.1.4. Rewards and motivation
- 4.2. Man power planning for House keeping Department
 - 4.2.1. Staffing for house keeping operation
 - 4.2.2. Job specification and Job description
 - 4.2.3. Selecting employees
 - 4.2.4. Source of Employees
 - 4.2.5. Processing of applicants
 - 4.2.6. Interview
 - 4.2.7. Orientation
 - 4.2.8. Induction and training of house keeping staff
 - 4.2.9. Job procedures and duty rota's preparations & specifications
 - 4.2.10. Evaluation and performance appraisal
- 4.3. Characteristics exhibited by housekeeping employees
 - 4.3.1. Cultural diversity (rational minorities)
 - 4.3.2. Language (many are only conversant to the vernacular language)
 - 4.3.3. Little formal education – functionally illiterate (attracts). This aspect will have a set back in departmental operations.
 - 4.3.4. Lower socio-economic background: often need to be taught about hygiene, punctuality.
 - 4.3.5. Many workers often have emotional and economic problem and also depending problems. Executive housekeeper is the only manager with in the hotel who faces the problems at the regular intervals. So the housekeeper has to prepare for such eventualities.
 - 4.3.6. Administer the survey on a periodic basis twice a year in order to maintain the current employee attitude and this information collected to assist strategic policy making decisions in the day-to-day operations of the department.
- 4.4. Recommendations of situational Leadership
- 4.5. Material Planning: Managing equipments and supplies
 - 4.5.1. Material Budgets: capital expenditure budgets and pre-opening budgets.
 - 4.5.2. Inventory control
 - 4.5.3. Material Classification, Principles of accounting – current assets, fixed assets, Inventory, Life expectancy etc.,
 - 4.5.4. Pre-opening operations: temporary storage, moving into property, disposition of spares (1-10% components to be kept stock on hand for all capital items)

- 4.5.5. Guest room furniture and fixtures: mattresses, guest room safes, minibar lighting, furniture, audio-visual equipment.

UNIT V Stock Taking, Flower Arrangements & Interior Decoration

- 5.1 Stock taking
 - 5.1.1 Purpose
 - 5.1.2 Items stocked in house keeping department (assets)
Assets- fixed and inventory (departmentwise) in the hotel.
 - 5.1.3 Control measures
 - 5.1.4 Formats used
- 5.2 Flower arrangements
 - 5.2.1 Purpose of flower arrangement, placement and level of placements with relevant examples.
 - 5.2.2 Equipment and materials used
 - 5.2.3 Conditioning of plant materials
 - 5.2.4 Styles of flower arrangement (western, Japanese, freestyle)
 - 5.2.5 Principles of flower arrangement, design, scale, balance, focal point, rhythm, texture, repetition, unity and harmony)
- 5.3 Decorations during various occasions
- 5.4 Horticulture – indoor plants
- 5.5 Interior Decoration
 - 5.5.1 Lighting
 - 5.5.2 Colour
 - 5.5.3 Furniture and fixtures
 - 5.5.4 Wall: wall coverings
 - 5.5.5 Floor: floor finishes
 - 5.5.6 Redecoration / refurbishing
 - 5.5.7 Snagging list.

REFERENCE BOOKS:

1. Hotel, Hostel, Hospital House Keeping – Joan C.Brason & Margaret Lennox
2. Professional House Keeper – Madelin Schnsider & Georgina Turker.

II YEAR

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B.Sc., Catering and Hotel Management

ADVANCED FRONT OFFICE OPERATION

UNIT I

1.1. LOBBY

- Stages of guest with the hotel (pre-arrival, arrival, during stay, departure)
- Procedures for left luggage, Scanty baggage and safe deposit facility.
- Guest mail handling
- Paging

1.2. BELL DESK

- Job description of Bell captain and Bell Boy.
- Errand Card

1.3 TELEPHONES

- Qualities of good telephone operator
- Equipments in use (PBX, PABX)
- Various Register in use.
- Different telephone codes
- Wake-up call procedures

UNIT II GUEST ACCOUNTING

- Job description of front office cashier
- Records and ledgers maintained by cashier (Visitor's tabular ledger, guest weekly bill, allowance voucher, paid out voucher, foreign currency encashment, credit cards, telephone voucher report, petty cash voucher etc.)
- Ways of settling bills.

UNIT III NIGHT AUDITING

- Functions of night Auditing
- Job description of night auditor
- Daily supplementary Rooms rates
- Night Audit process
- Preparing Night Audit reports
-

UNIT IV PLANNING AND EVALUATING FRONT OFFICE OPERATIONS

- Establishing room rates
- Rule of thumb approach & Hubbart formula
- Forecasting room availability
- Room revenue analysis
- Evaluating occupancy ratio, house count, bed occupancy percentage, average room revenue, average revenue per guest, over stay percentage, under stay percentage, no show percentage, cancellation percentage, and foreign guest occupancy percentage.
- Break even and pricing analysis.

UNIT V YIELD MANAGEMENT

- Concept of yield management and measuring yield
- Objectives and benefits of yield management
- Potential average for single and double room rate
- Multiple occupancy percentage

- Rate spread
- Potential average rate
- Yield & identical yield
- Equivalent occupancy
- Required non-room revenue for guest

Reference Books:

1. Hotel Front Office Management – S.K. Batnagar
2. Hotel Reception – Arnold Heinman
3. Basic Hotel Front Office – Peter Franny Renner
4. Effective Front Office Operations – M.Kesavan

II YEAR

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HOTEL ENGINEERING

UNIT I

- 1.1. Introduction to tools: Pliers, Screw drivers, Spanners, Nose Pliers, Punch, Hammer, Tester, Backsaw Frame, Pipe Wrench die – set Chisel, saw, measuring equipment, multi-meter, Voltmeter, Ammeter, test lamps and hand drilling machine.
- 1.2. Electrical Accessories: Switches, Sockets, Plug Pin, Multi Plug and their different types, Lamp holders, , adapters, Balart, Starter, types of cables.
- 1.3. Testing of supply system by tester and test lamp.
- 1.4. Plumbing Materials: GI pipe, PVC pipe, Galvanized Electrical Conduits, couplings, Elbow, Nipple, reducers, union fittings, valves, bib tap, float valve and closet.

UNIT II Organisation and Maintenance Department

- a. Role and maintenance department in hotel & catering industries.
- b. Organisation chart of Maintenance department
- c. Duties and responsibilities of staff in maintenance department.
- d. Energy sources – hear unit & Heat Transfer
- e. Precautions while handling LPG
- f. High Pressure and Low pressure burners & corresponding heat output.
- g. Type of Fuel – Calorific Value
- h. Calculation of account of fuels used in catering industry and its cost factor.

UNIT III

- a. Electricity – Fundamentals of Electricity.
- b. Definition of insulators, conductors, current potential difference, resistance power.
- c. Energy and their Units relationship.
- d. AC and DC, single phase, double phase, three phases and its importance on equipment specification.
- e. Electric circuit open and close, series and parallel connection
- f. Sort circuit and fuse earth thing
- g. Safety precaution to be observed while using electrical appliances.
- h. Energy conservation methods and programmes adopter in hotels.
- i. Water and sanitary system,
- j. Gold and hot water system used in hotel and catering industry.

UNIT IV

- a. Refrigeration and Air-conditioning
- b. Basic principles
- c. Comparison type refrigeration system defrosting
- d. Window and central Air-conditioning
- e. Fire safety, fire triangle classification of fire.
- f. Type of fire extinguisher – automatic sprinkler system
- g. Fire deduction system, smoke detectors
- h. Thermal Detectors fire exit – evacuation plan

- i. Security – Electronic locks – burglar alarms
- j. Surveillance camera

UNIT V

- a. Types of flooring, steps, corridor
- b. Types of wall finishes
- c. Types of furniture, car maintenance
- d. Breakdown annual programme in maintenance
- e. Contract Maintenance
- f. Advantage and disadvantages
- g. Types of contracts – price rate, lump sum contract
- h. Waste disposal and pollution control.

Reference Books:

- 1. Practical Maintenance and equipment for Hoteliers – D.C.Gladwell
- 2. Modern Maintenance – a) Eleno, b) Miller, c) Jerome, d) W.Blood
- 3. The Management of Maintenance and Engineering systems in Hospitality industry Borseink F.D. John Weley
- 4. Teach Yourself – Gas, Electricity Wilmay, C.W.

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PRINCIPLES OF ACCOUNTING

UNIT I

Principles of Accounting – Nature and purposes of Accounting –
book Keeping – Basic Financial Statement.

UNIT II

Accounting concepts: a) Entity concepts b) Dual Aspect Concept,
c) Money measurement concept, d) Cost concept, e) Going
concern concept.

UNIT III

i) Journal, ii) Ledger iii) Trial Balance iv) Limitations

UNIT IV

Accounting Mechanics: i) Adjustment Entries, ii) Closing Entries,
c) Subsidiary Books, iv) Purchase Books, v) Sales Books

UNIT V

Final Accounts: a) Profit and Loss Accounts, b) Fixed assets and
Depreciation Accounting.

Reference Books:

3. Advanced Accountancy – Jain and Narang – Kalyani Publishers
4. Advanced Accountancy – Shukla & Grewal – S.Chand
Publishers

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QUANTITY FOOD PRODUCTION LAB

UNIT I

- 1.1. Cuts of fish

- 1.2. Cuts of Lamb
- 1.3. Cuts of Beef
- 1.4. Cuts of Pork
- 1.5. Cuts of Poultry

UNIT II

- 2.1. Preparation of white stock, brown stock
- 2.2. Preparation of thin soup, Thick Soup, international Soup (two soup in each categories)
- 2.3. Preparation of Basic sauces and two derivatives in each sauce.

UNIT III REGIONAL CUISINES

Objective: The student must be able to understand and the different ingredients used in the regional cuisine and must be able to plan and prepare to the region.

3.1 Hyderabad

- I. Gosht Briyani
- II. Mirchi-Ka-salan / Bagara Baingan
- III. Dum-ka-Murgh
- IV. Boorani Raita
- V. Double-ka-meetha

3.2 KERALA

- a. Nei Choru, Samba Soru, (Red Pounded Rice)
- b. Avial
- c. Erucherry
- d. Meen moilee
- e. Ada pradhamam

3.3 PUNJAB

- a. Lassi
- b. Aloo Paratha makkai-ki-Roti
- c. Paneer Makhni dal Makhani
- d. Machili Amirtsari
- e. Pudina Pulao
- f. Gajar – KA – Halwa

3.4 KASHMIR

- a. Kashmiri Pulas
- b. Mutton Roganjosh
- c. Rajma Gogi
- d. Kashmir Khameeri Roti
- e. Adrakwala Murgh

3.5 MAHARASTRA

- a. Dahi Shorba all varieties of chat items
- b. Vangi Bath
- c. Mutton Kolapuri
- d. Goan Fish curry
- e. Puran poli

3.6 BENGAL

- a. Macher Jhol, Doi Jhol

- b. Ghee Bath
- c. MAcher matha monger dal
- d. Rasmalai
- e. Gulab Jamun

3.7 TAMIL NADU

- a. Kozhi Rasam
- b. Yeravaruval
- c. Chicken Chettinad
- d. URali Roast
- e. Beans Usili
- f. Sambar
- g. Samba Soru
- h. Pusanikai Halwa

3.8 GOA

- a. Sea food Rice
- b. Mutton Vindaloo
- c. Veg. Xacutti
- d. Goan Fish curry
- e. Bibica

3.9 BREAKFAST MENU

- a. Idly / Dosa / Uthappam
- b. Pongal / Sambhar / Chutney (3 Varieties)
- c. Poori Bhaji
- d. Aloo Paratha
- e. Medu vadai / sambar vadai / curd vadai / masala vadai
- f. Kitchadi (rava)
- g. Bread butter / jam / Marmalade / Toast
- h. Egg (all Varieties)
- i. Muffins / brioche / croissant / Danish pastry
- j. Hot Beverages

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ADVANCED BEVERAGE SERVICE LAB

1. Identification of Glasswares.
2. Wine

- Writing a menu n French with wine accompanying
 - Taking wine orders
 - Presentation of Postures, Wine list
 - Service of wine
 - White, Red, Champagne & Rose
 - Presentation of Basket
 - Wine label reading
 - Opening the bottle using corkscrew
 - Decanning
 - Serving
 - 3. Taking order for other Alcoholic Beverages
 - 4. Service of sprits
 - Neat
 - On the Rocks
 - Long Drinks
 - 5. Service of beer
 - 6. Taking order for Cocktails, Preparation and service of Cocktails
 - 7. Service of Aperitif, Liqueurs and Beer
 - 8. Service of Cigars and Cigarettes
- ****
-

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ADVANCED ACCOMODATION OPERATION LAB

FLOWER ARRANGEMENTS

1. Laundry.

2. Identification of Fabrics
3. Stain Removal
4. Theme Decoration – Birthday / conference / Regional

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FRONT OFFICE OPERATION LAB

- Telephone skills
- Handling guest mails
- Handling guest messages
- Handling credit card procedures
- Practice on preparation of guest accounts & folios
- Taking reservation

COMPUTER AWARENESS – II

PC PACKAGES LAB – POWER POINT

1. Create a slide show presentation for a seminar (choose your own topics)
 - a. Enter the text in the outline view
 - b. Create Non-bulleted and bulleted text

- c. **Apply appropriate text attributes**
 2. **Create slide show presentation for an invitation**
 - a. **Insert an object from a bitmap file**
 - b. **Enter the text in the slide view**
 - c. **Apply appropriate text attributes**
 - d. **Rotate the object to 45 degree**
 - e. **Apply shadow to the object**
 3. **Create a slide show presentation to display percentage of marks in each semester for all students**
 - a. **Use bar chart (x-axis: semester; y-axis: % of marks)**
 - b. **Use different presentation template and different transition effect for each slide**
 - c. **Use different text attributes in each slide**

MS-ACCESS

1. **Create a database for sorting the marks scored by the student in the universality exams**
2. **Create a database for sorting the date of joining by the employee in the organization**
3. **Create queries to select records that matches specific condition**
4. **Develop forms to enter data in to the student marks database**
5. **Develop forms to enter data into the employee database**

III YEAR

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B.Sc., Catering and Hotel Management

MAJOR –IX ADVANCED CULINARY ARTS

Unit – I

Objective: to be familiar with popular international cuisine, knowledge about the cooking methods and presentation of dishes

- 1:1 Nouvelle cuisine
 - 1:2 Italian pastas and varieties
 - 1:3 Mexican and Spanish
 - 1:4 Oriental and Thai cuisine
- Also to plan food festival with a theme

Unit – II

Objectives: To know various aspects and activities of garde-manger

- 1:1 Functions and importance of garde-manger
- 1:2 Equipments and tools connected to garde-manger
- 1:3 Cold food preparation presentations of hors d'oeuvre, aspic, salads and salad dressings
- 1:4 Cold cuts – pates, mousse, galantine, ballotine, salmi, sausages
- 1:5 buffet presentation

Unit – III

Objectives: Forecasting and kitchen management

- 1:1 Kitchen supervision (technical supervision, administrative function)
- 1:2 elements of supervision, kitchen forecasting, planning, organizing, commanding
- 1:3 Responsibilities of supervisor staff
- 1:4 Pattern to suit different requirements of organization
- 1:5 Standard of hygiene in food production, safety in kitchen
- 1:6 Relations between potential hazardous food and food-borne illness

Unit – IV

- 1:1 Developing a new recipe, balancing recipe
- 1:2 Standard purchase specification and recipe testing
- 1:3 standard portion, portion control, food cost percentage, analysis of results with causes and remedies

Unit – V

To be familiar with preparation of gateaux, icing, chocolate and ice cream

- Danish and its varieties
- Different types of Icing
- Different types of sugar
- Chocolate – basic preparations
- Ice cream preparations

MAJOR – X ACCOMMODATION MANAGEMENT

Unit – I

- 1.1 Executive house keeper as a manager (motivation and productivity)
Aim – to motivate employees and increase the productivity thereby reducing turnover, absenteeism and subordination
 - 1.1.1 researching the motives
 - 1.1.2 conduct exit interviews
 - 1.1.3 Delegation
 - 1.1.4 Rewards and motivation

- 1.2 Man power planning for housekeeping department
 - 1.2.1 staffing for housekeeping
 - 1.2.2 Job specification & Job description
 - 1.2.3 Selecting employees
 - 1.2.4 Source of employees
 - 1.2.5 Processing of applicants
 - 1.2.6 Interview
 - 1.2.7 Orientations
 - 1.2.8 Induction and training of house keeping staff
 - 1.2.9 Job procedures and duty rota's preparations & specifications
 - 1.2.10 Evaluation and performance appraisal

- 1.3 Characteristics exhibited by housekeeping employees
 - 1.3.1 Cultural diversity (rational minorities)
 - 1.3.2 Language (many are only conversant to the vernacular language)
 - 1.3.3 Little formal education – functionally illiterate (attracts). This aspect will have a set back in departmental operations
 - 1.3.4 Lower socio economic background: often need to be taught about hygiene, punctuality.
 - 1.3.5 Many workers often have emotional and economic problem and also depending problem. Executive housekeeper is the only manager within the hotel who faces these problems at regular intervals. So the housekeeper has to prepare for such eventualities
 - 1.3.6 Administer the survey on a periodic basis twice a year in order to maintain current employee attitude and this information collected to assist strategic policy making decisions in the day-to-day operations of the department

- 1.4 Recommendation of situational leadership
- 1.5 Material planning managing equipments and supplies
 - 1.5.1 Material budgets: capital expenditure budgets, operating budgets, and pre-opening budgets
 - 1.5.2 Inventory control
 - 1.5.3 Material classification, principles of accounting – current assets fixed Assets, inventory, life expectancy etc
 - 1.5.4 Pre – opening operations: temporary storage, moving into property, disposition of spares (1-10% components to be kept stock on hand for all capital items)
 - 1.5.5 Guest room furniture and fixtures: mattresses, guest room safes, minibar lighting, furniture, audio-visual equipments

Unit – II

Contracts, Pricing Methods, Purchase and budgeting

- 2.1 Contract cleaning (outsourcing)
 - 2.1.1 Types
 - 2.1.2 Methods of pricing contract
- 2.2 Leasing – merits & demerits
- 2.3 Purchasing procedures – formal & informal
- 2.4 Stores and stock control
- 2.5 Budgets & budgetary control

Unit – III

Principles of Interior Decoration

3.1 Importance of interior design

3.1.1 Basic elements of art and principles of interior design

3.2 Factors affecting interior design

3.3 Role of color in interior design (qualities of color classification and standard color harmonies. Factors affecting color schemes)

Unit – IV

Aspects of Interior Design

4.1 Lighting and lighting systems in hotels

4.2 Floors and floor coverings / carpets

4.3 Wall and window treatments

4.4 Furniture, fixtures & upholsteries

4.5 Roles of accessories in interior decoration

4.6 Decoration for special occasions

Unit – V

Layout of Rooms redecoration and Refurbishment, safety and first

5.1 Layouts of rooms and suites and how the physical layout affects systems and special considerations for physically challenged guests

5.2 Redecoration and refurbishing of guest rooms/decorating for special occasion and snagging list

5.3 Role of housekeeper in safety awareness, accident prevention, hygiene and first aid procedures

5.4 Guest room supervision

5.5 Public area supervision

5.6 Laundry management

5.7 Linen room management

Reference:

1. Hotel, Hostel, Hospital House Keeping – Joan C. Brason & Margaret Lennox
2. Professional House keeper – Madelin Schnsider & Georgina Turker
3. Accommodation & Cleaning Services – David M.Allen

MAJOR – XI FRONT OFFICE MANAGEMENT

Unit – I

Planning & Evaluating front office operations:

Forecasting ability – budgeting for operations – forecasting room revenue – Estimating expenses – Evaluating front office operations – Hotel statement of Income – Room division income statement – Room division budget report operating ratio & ration standards

Unit – II

Group Sales:

Group room sales – Group booking data – Group booking pace – Group booking lead time displacement of transient business – Transient room sales – Food & beverage activity – special events – using yield management – Potential high & low demand tactics – implementing revenue strategies – a) Hurdle rate – minimum length of stay – b) close to arrival c) Self through

Unit – III

Front office marketing & Sales:

The role of front office in marketing & sales – Need for sales – Identifying the market – market price – purpose of selling (Maximum revenue, achieving customer satisfaction) planning a point – of sale front office set objectives brain store areas fro promotion evaluation alternative incentive programme – Budgeting for point of sales front office – feedback – customer choice – selling – personal selling. a) Automatic selling b) Better selling c) Creative selling – Telephone selling through letter/ fax by activity interest desire action.

Unit – IV

Customer relations managements:

Customer segment (customer satisfaction tracking system) – Customer relations manager, attributes of CRM – Importance and functions – Public relations – definition major activities of press relations – product publicity – lobbying – counseling – process – research – establishing the marketing objectives – implementing the marketing pr plan – major tools in marketing public relations – publications – news – speeches – public service activities – identify media .

Unit – V

Property management system:

Definition of PMS and importance – selecting a PMS – importance of need analysis – procedures for performing need analysis (selecting a term, analysing the flow of guest through the hotel, communicating information, management review of information, choosing software, (marketing and sales night auditing accounting housekeeping maintenance, food berverages)

Reference:

1. Hotel front office management – James a bardi
2. Hotel front office management – Kasavana and broops
3. Front office traning manual – Sudhir Andrews
4. Managing front office operation – ahna

MAJOR – XII – SPECIALISED FOOD SERVICE

Restaurant:

Physical layout introduction objectives of a good layout decision to be taken prior to the actual plan - Steps in planning location type of operation space allocation planning the functional and supporting areas. Equipment selection factors to be considered while planning a restaurant décor, furnishing and fittings. Furniture – table chairs – side boards – linen crockery – Bone china, China – stoneare, glass tables ware –blow, pressed, cut galss (crystal) table ware – flatware cutlery and hollow ware. Calculating space for dining areas,

types of seating to be provided – tables, chairs, booth, counters, banquette or combination.

Table size desired table shapes desired pattern of table arrangement aisle spaced required No., of service stations needed staff requirements duty rosters restaurant etiquettes.

Gueridon serviced:

Impulse by, how to create impulse buying

- all trolleys
- Open kitchen
- Buffet
- Visuals
- Locations
- History of gueridon general points to be considered while doing gueridon service. Advantages and disadvantages of gueridon service

Gueridon Equipments:

- Trolleys
- Flambe lamp
- Suzette pans
- Hot plates
- Cutting boards
- Service cutlery
- Carving set
- Salad bowls
- Mixing utensils
- Fuels – gas, spirit, solid fuel
- Gueridon ingredients
- Proprietary saucers
- Sugar
- Alcohol
- Spices and condiments
- Linen

Staffing

- Chef de rang
- commis
- Duties & responsibilities of both
- Space requirements

Function Catering:

Banquets, History of banquets, types of banquets (formal & informal)

Organization of the banquet dept.

Banquets

Duties of responsibilities of banquetting staff

- ❖ Function selling minus
- ❖ Facilities available seating plans
- ❖ Theatre

- ❖ Class room
- ❖ Formal
- ❖ Booking procedures telephones/telex in person
- ❖ Letter
- ❖ Booking diary
- ❖ Contract/memorandum
- ❖ Prospectus
- ❖ Function Notification
- ❖ Weekly and daily formal gatherings
- ❖ Table plans / arrangements
- ❖ Name cards
- ❖ Seating plan
- ❖ Mis-on-place
- ❖ Service
- ❖ Toasting and sequence of events Banqueting exercise. Case studies in banqueting. In format gathering
- ❖ Reception
- ❖ Cocktail parties
- ❖ Conventions
- ❖ Seminars
- ❖ Exhibitions
- ❖ Fashion shows
- ❖ Trade fairs – weddings

Buffers

- ❖ Introduction
- ❖ Space requirements factors or aspects effecting a successful buffet. No.of guests
- ❖ Aspiration of the host
- ❖ Depth of the host's pockets's planning and orgninsing
- ❖ Sequence of food
- ❖ Principles of mercandising
- ❖ Cooperating and mutual understanding
- ❖ Types of buffet
- ❖ Display
- ❖ Full/sit down
- ❖ Fork / stand up
- ❖ Danish buffet
- ❖ Cold buffet

Essential equipments for buffet, Gastronomical rule of buffet.Menu planning, supervision Buffet check list

Room Services:

- ❖ Types of room service
 - Centralized
 - Decentralized
 - Mobile
 - List of equipments Trolley and tray set up House rules of room service waiter room service menus

Control systems:

Necessity of a good control system. Functions of a control system. Types of kot's taking orders – presenting bills. Duplicate checking systems.

MAJOR PRACTICAL – IX

HOTEL LAW

Unit – I

Objective: To have only a basic knowledge on the various acts applicable to catering establishments

1. Introduction object of law. The various laws applicable to catering establishments. Procurement of licences of permits required to operate hotels restaurants and other catering establishments
2. Study of fixation of tariff for various taxes viz. Luxury, expenditure, sales, surcharge.

Unit – II

1. Shops and establishment act, tamilnadu catering establishment act, working condition, welfare, health and safety measure, powers of inspectors. Definitions of factory, occupier, worker, adult, adolescent, calendar year, day week, manufacturing process.
2. The industrial disputes act 1947 Definition: Strike lockout, retrenchment, layoff, award, settlement. Authorities under the act, public utility service.
3. Trade union act 1926 – scope. Registration, rights and privileges of regd. Trade union, social security.
4. The payment of Wages Act 1936. Definitions: wage workman, industrial establishment, employer, employee, factory rules for payment of wages, deductions allowed.
5. The minimum wages act 1948 scope, fixation and revision of wages – obligation of employers rights of workers administrative authorities.
6. The employees provident fund act 1952 – What is provident fund. Rights and obligations of employer and employee. Powers of government.
7. The payment of bonus act 1965. What is bonus. Maximum and minimum bonus. Bonus Bs. Performance incentive, bonus in case of new establishments, obligation and rights of employers and employee
8. The employees state insurance act 1948 . Scope contribution. Benefits, rights, obligation of employer and employee adjudication of disputes.
9. The payment of Gratuity act 1972. Scope rate of gratuity rights and obligations of employer and employee recovery of gratuity. Short notes on gratuity trust.
10. Apprenticeship act, contract regulation (abolition) act.

Unit – III

1. Mercantile law.
 - a. The Contract act 1872- Definition, valid/void contract, validity of contract, void arrangement, illegal agreement, requirements, performance (when a communication becomes complete legally)
 - b. The sale of goods act 1930. Definition, Conditions and warranties, performance right of unpaid vendor.
 - c. The contract of Bailment, definition, rights and duties of bailor and bailee in keepers liabilities
 - d. Law of insurance – General principles, fire insurance/burgle/riots/natural calamities, fidelity insurance – meaning and effect, Public liability insurance – meaning and effect

Unit – IV

Consumer Law

1. The consumer protections act 1986.
2. The prevention of food adulteration act 1954.
3. The standard weight and measure act 1976.

4. The essential commodities act 1955.
5. The food hygiene (Amendment) Regulations 1990
6. The food safety act 1990
Prohibition of Excise Act – relevant to hotel industry.

Unit – V

1. Types of organization
2. Company law 1956: Definition, private company, public company.
3. The partnership act 1932: Definition, formation
4. Law of Agency: Definition, creation, rights and duties of agent
5. Share and debenture: types
6. Basic knowledge of legal aid

TRAVEL AND TOURISM

Unit – I

1. Contribution of Tourism in Indian Economy
2. Role of Govt. in tourism Industry – Central and State Governments
hierarchy with functions

3. Incentives / subsidies and tax from central / state governments for Tourism and Hotel projects
4. Role of private sectors in Tourism industry.

Unit – II

Tourism information and Documentation

1. Tourism information – distribution channels
2. Media – Print media, visual media
3. Domestic market
4. International market
5. Passport, Visa, types of visa obtaining procedures
6. Non visa countries
7. Visa and certificate of registration regulations for foreigners in India

Unit - III

Tourism Agencies

1. Historical development of travel agencies
2. Thomas cook, Cox & Kings American express
3. Profile of a Travel Agency
4. Legislative requirements
5. Organization of a Travel agency and functions
6. Travel agencies in India – SITA, Mercury Travels, TCI, TAAI it's functions
7. Airlines – Historical Development
8. Need for a National Airline; International Airlines coming to India
9. Freedom of Air
10. Charts – Types of charts

Unit – IV

Tourism in South India

1. Religious Tourism in Tamil Nadu, Pondicherry,
2. Tourist Festivals in Tamil Nadu, Pondicherry
3. Hill resorts – Mahabalipuram, Kanyakumari, Rameswaram
4. Beach resorts – Ooty, Kodaikanal, Yercaud
5. Theme resorts – Black Thunder, Kishkintha, MGM
6. Adventure tourism – Mudumalai, Yercaud
7. Tourist important places in Andhra Pradesh, Karnataka, Kerala and pondicherry

Unit – V

South India (Tamilnadu, Kerala, Karnataka, Andhra Pradesh, Pondicherry)
Folk, arts, crafts, handicrafts and souvenirs for the promotion of tourism.

HUMAN RESOURCE MANAGEMENT

Unit – I

Introduction to personnel department and role of personnel manager –
Define and role of HRD – Organizational structure – Hierarchies – types

Unit – II

Job Design – Job analysis, job description, job enlargement, job rotation, job specification – definition – job evaluation – meaning, type and uses – recruitment – sources of recruitment – selection – application, interviews – types, test – types, group selection procedure manpower planning

Unit – III

Induction and training – meaning and advantage – purpose of training – types and methods of training – aids used while training – performance appraisal – definition – types of performance appraisal – performance rewards – wages and salary administration – organizational behaviour – culture change – methods – role – status

Unit – IV

Industrial relations – trade unionism – definition – role of trade union in the Indian scenario – collective bargaining – grievance handling – procedure – employee participation in management in relation to good industrial relations participative management – labour welfare measure – disciplinary procedure, Brief on model standing order, house rules

Unit – V

Personnel management – definition – systems – HRIS (Human resource information system) employee productivity – manpower audit – other forms like ESI, medical leave, gratuity, PF etc. – organization manpower through technology, market, span of control, product and services – HR budget

Reference books:

1. Personnel management arun monappa & S.Saiyuddain
2. Personnel Management in Indian Organization
3. Personnel management by Edwin B. flippo

HOSPITALITY SERVICES

Unit – I

Transport Catering – Classification – Air, Rail, Ship and Luxury coaches.
Air catering – planning of Menus – Organisation service – Airline Tray service – Importance of flight Kitchen units – Limitations of Air catering
Rail catering – Planning of Menus – organization of service – Refreshment stalls in Railway stations –Pantry car service – Role of Indian railway catering & Tourism Corporation – Palace of wheels

Unit – II

Ship catering – Catering service in passenger ships – Cruise line catering – compiling of Food and Wine Lists for cruise liner catering.

Unit – III

Hospital catering – Planning of Menu for Invalids – Importance of Diet Kitchen – Hospital Tray Service

Unit – IV

Industrial catering – Planning of Kitchen and Food service Areas – Role of cyclic menus – Benefits of subsidy offered by the management.
Institutional catering – Food service units in Research institutions such as C.A.R., C.S.I.R., and I.C.M.R., - Planning of menus

Unit – V

Out- door catering – Types of functions – contracted and speculative functions – organization of Food Production and food services areas – problems in outdoor catering
Miscellaneous forms of catering such as club catering, Prison catering and catering in armed forces

CRUISE LINE MANAGEMENT

Unit – I

1. Introduction about Cruise line.

2. Classification of Cruise.
3. Departments in cruise Ships
4. Cruise ship plan
5. Hierarchies of higher Executives
6. Duty & responsibility of departments head
7. Definition of Cruise, Itinerary, Home port, Embarkations disembarkations, Hanger, Immigration, Dry-dock & Wet – dock

Unit - II

Introduction, Hierarchies, Duty & Responsibility of all the departments

1. Captain
2. Staff Captain
3. Chief Engineer
4. Cruise Director
5. Food & Beverage Director
6. Purser
7. Concierge
8. Reception
9. Galley
10. Dining Room
11. Bar
12. Cabin Stewards
13. Entertainer
14. Gift shop
15. Photo shop
16. Medical center
17. Training department
18. Spa
19. store
20. Deck stewards

Unit – III

Introduction of United States of Public Health Rules

1. Introduction of U.S.P.H
2. Mandatory of Inspection
3. U.S.P.H. Standard in
 - a. Galley
 - b. Store
 - c. Food & Beverage service
 - d. House Keeping
 - e. Engine department

Unit – IV

Mandatory Training Programme for crew & Passenger

1. Introduction of sign in & Sign off crew member
2. U.S. Cost Guard Drill for Passenger
3. U.S Cost Guard Drill for Crew member
4. Mandatory of Life board drill
5. Mandatory of life board drill
6. Mandatory of fire drill for crew Member
7. Life Jacket, Crew Number, Boar drill cord
8. Master Station, Assembly station
9. Code allegation (Alpha, Bravo, Oscar, Pappa, Delta)
10. Emergency Exit

11. Emergency plan or Escape route
12. Fire Zone, Fire screen door, Water tight door

Unit – V

1. Seafarer engagement, mustering and traveling expenses
2. General rule of pay
3. Food, Accommodation, Bedding amenities and personal safety Equipment
4. Duration of service
5. Termination of service
6. Working hours
7. Vacation
8. Compensation for personal effects
9. Sickness and injury
10. Death and Disability Insurance

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ADVANCED CULINARY LAB

- Cold foods – preparation of different types of cold cuts
- Dishes - 2 varieties
- Gallantine – 2 varieties
- Cold meats – 2 varieties

- Stuffed meat – leg of lamb
- Forced meat preparation
- Compound salad – 10 varieties
- Craving – Fruit and vegetable Ma

Reference:

Theory of catering Clinton and cesroni
Practical cookery
Larrouse

SPECILISED FOOD SERVICE LAB

1. Banquets:

Planning – Table carrying

- Special occasions
- Banquet cocktail party

2. Room Service:

Taking the order in rooms, proper loading of trays, carrying and service, mise-en-place and service of breakfast in rooms – setting breakfast trays – trolley service

3. Flower arrangements:

Basic principles and shapes – suitable placing arrangement on different sizes and shapes of table in a restaurant.

COMPUTER AWARENESS – III

PHOTOSHOP

1. Design a Visiting card

2. **Design a Identity card**
3. **Design a letter pad with LOGO**
4. **Create an advertisement for news paper and Poster creation**
5. **Design a calendar with pictures**
6. **Design a Magazine**
7. **Create a front page for a Magazine**
8. **Design a CE cover**
9. **Design Banners and cutouts**

F L A S H

1. **Drawing and painting original art in flash**
2. **Creating simple objects using flash**
3. **Creating a frame-by-frame animation techniques**
4. **Develop a program for animation with motion twenning**
5. **Develop a program for animation with shape Twenning**
6. **Develop a program for adding sound to your movies**
7. **Create a simple animations techniques movie clip and graphic symbols**

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