



St. PETER'S UNIVERSITY

St. Peter's Institute of Higher Education and Research

(Declared Under Section 3 of the UGC Act, 1956)

AVADI, CHENNAI – 600 054

TAMIL NADU

M.Sc. (HOTEL MANAGEMENT AND CATERING TECHNOLOGY)

Code No. – 429

(Effective From 2009 – 2010)

(Distance Education)

Regulations and Syllabi

(I to IV Semester)

St. PETER'S INSTITUTE OF DISTANCE EDUCATION

Recognized by Distance Education Council and

Joint Committee of UGC – AICTE - DEC, New Delhi

(Ref. F. No. DEC/SPU/CHN/TN/Recog/09/14 dated 02.04.2009 and

Ref.F.No.DEC/Recog/2009/3169 dated 09.09.2009)

St. PETER'S UNIVERSITY
St. PETER'S INSTITUTE OF DISTANCE EDUCATION
Chennai – 600 054.

Code No. – 429

M.Sc. (HOTEL MANAGEMENT AND CATERING TECHNOLOGY)
(Distance Education)

Regulations and Syllabi
(Effective from 2009 – 2010)

- 1. Eligibility:** A Candidate who has passed any Bachelor Degree examination of this University or an examination of some other University accepted as equivalent thereto, are eligible for Admission to Two Year M.Sc. Programme in Hotel Management and Catering Technology.
- 2. Duration:** Two Years.
- 3. Medium:** English is the medium of instruction and examination.
- 4. Methodology:** The methodology of distance education includes the supply of self-instructional study materials in print format and in CD, face-to-face instruction for theory and practicals for a limited period during week ends and on holidays, provision of virtual class in phased manner, dissemination of information over e-mail, Student - Support Service at various Centres of the University, Continuous Assessment and End Assessment conducted by the University at various parts of India.
- 5. Weightage for Continuous and End Assessment:** There is no weightage for Continuous Assessment unless the ratio is specifically mentioned in the scheme of Examinations. The End Assessment (EA) has 100% weightage.
- 6. Credit System:** Credit system be followed with 36 credits for each Year and each credit is equivalent to 25 hours of effective study provided in the Time Table of the formal system.

7. Scheme of Examinations

First Semester

Code No.	Course Title	Credit	Marks	
			EA	Total
Theory				
109PHCT01	Food and Beverage Controls	3	100	100
109PHCT02	Tourism Management	2	100	100
109PHCT03	Business Communication	2	100	100
109PHCT04	Facility Management	2	100	100
109PHCT05	Advanced Food Production Management	3	100	100
109PHCP01	Practical – I: Advanced Food Production Record	3	90 10	100
109PHCP02	Practical – II: Advanced Food and Beverage Service Record	3	90 10	100
Total		18	700	700

Second Semester

Code No.	Course Title	Credit	Marks	
			EA	Total
Theory				
209PHCT01	Eco Tourism	4	100	100
209PHCT02	Human Resource Management & Legal Systems	4	100	100
209PHCT03	Advanced Accommodation Management	4	100	100
209PHCT04	Hospitality Management	3	100	100
209PHCP01	Extra Disciplinary Accommodation Operations Record	3	90 10	100
Total		18	500	500

Third Semester

Code No.	Course Title	Credit	Marks	
			EA	Total
Theory				
309PHCT01	Hotel Financial Management	4	100	100
309PHCT02	Tourism Marketing and Travel Operations	3	100	100
309PHCT03	Management Information System	3	100	100
309PHCT04	Advanced Front Office Management	4	100	100
309PHCT05	Kitchen Operation and Cost Control	4	100	100
Total		18	500	500

Fourth Semester

Code No.	Course Title	Credit	Marks	
			EA	Total
Theory				
409PHCT01	Research Methodology	4	100	100
409PHCT02	Food and Beverage Department Organization	4	100	100
409PHCT03	Conceptual Skills of Accommodation Operation	4	100	100
409PHCT04	Rooms Division Yield Management	3	100	100
409PHCP01	Project and Viva Voce	3	100	100
Total		18	500	500

8. Passing Requirements: The minimum pass mark (raw score) be 50% in End Assessment.

9. Grading System: Grading System on a 10 Point Scale be followed with 1 mark = 0.1 and the conversion of the Grade point as given below.

$$\begin{aligned} \text{Overall Grade Point Average (OGPA)} &= \frac{\text{Sum of Weighted Grade Points}}{\text{Total Credits}} \\ &= \frac{\sum (EA)C}{\sum C} \end{aligned}$$

10. The Overall Grade: The Overall Grade and Classification of all successful candidates be arrived at from the Overall Grade Point Average as stipulated in the following conversion Table.

Grade	Over all Grade Point Average(OGPA)	Over all weighted Average marks	Classification
0	9.0 to 10.0	90 to 100	First Class
A	8.0 to 8.9	80 to 89	First Class
B	7.0 to 7.9	70 to 79	First Class
C	6.0 to 6.9	60 to 69	First Class
D	5.0 to 5.9	50 to 59	Second Class
F	0.0 to 4.9	0 to 49	Reappearance

The Grade Sheets of successful candidates provide particulars such as (1) Overall weighted Average Marks and (2) Overall Grade.

11. Pattern of the Question Paper: The question paper for the End Assessment will be set for three hours and for a maximum of 100 marks with following divisions and details.

Part A: 10 questions (with equal distribution to all the units in the syllabus). Each question carries 2 marks.

Part B: 5 questions with either or type (with equal distribution to all the units in the syllabus). Each question carries 16 marks.

The total marks scored by the candidates will be Reduced to the maximum prescribed in the Regulations.

12. Syllabus

109PHCT01: FOOD AND BEVERAGE CONTROLS

Unit-I:

Gaining a Perspective on Selection and procurement: The concept of selection and procurement – Distribution systems – Force affecting the distribution system – An overview of purchasing functions – The organization and the administration – Buyers relationship with purchasing other company personnel.

Unit-II:

Principle of Selection and Procurement – The Purchase specification – The Optimal amount – The Optimal suppliers – The Optimal payment policy – Typical ordering procedures – Typical receiving procedures – Typical storage procedures – Security in the purchasing system.

Unit-III:

Selecting and procurement of the items: Fresh produce – Convenience foods – Processed produce and other grocery items – Dairy product / egg / meat / poultry / fish etc., - Alcoholic and Non-alcoholic beverages – Non food expense items – Furniture, fixtures and equipments

Unit-IV:

Food & Beverage control & Profitability – cost concepts – Yield management – Profit concepts – Productivity in Food & Beverage operations – the methodology of Food & Beverage control – Food & Beverage cost calculations – Maintaining Stock.

Unit-V:

Pricing concepts – Cost & Market orientation – Range of Price Discretion – Sales Volume – Price and Profit

References:

1. Hotel Management & Catering : D. Antony Ashok Kumar
2. Food & Beverage Management & Cost Control : D. Antony Ashok Kumar
3. Purchasing & Selection & Procurement For the Hospitality Industry : Willies Smith
4. Profitable Food & Beverage Management : Richard Kotas & Chandana Jayawardena

109PHCT02: TOURISM MANAGEMENT INTRODUCTION

Unit-I:

Concept of management in tourism industry – Role of managers in tourism industry – Tourism as behaviour

Unit-II:

Importance of Tourism Planning – Nature, Scope, Process, Steps and Types and limitations of planning

Unit-III:

Social and Cultural Dimensions – Societies culture and Tourism – Social & cultural behaviour – Interaction and Impacts

Unit-IV:

Economic Dimension – Types and components of Tourism – Socio-economic importance of Tourism – Tools of tourism economics

Unit-V:

Management Challenges – Leadership and Team management – Decision making – Manpower management – Organization structure – Motivating factors – Financial management

References:

- | | |
|-------------------------------------|---------------------|
| 1. Tourism and Hospitality Industry | : Fridgen |
| 2. Hotels for Tourism Development | : Dr. Jagmohan Negi |
| 3. Tourism Management | : Akshay Kumar |
| 4. Tourism Planning | : Gunclare A. |
| 5. Tourism Management | : P.N. Seth |

109PHCT03: BUSINESS COMMUNICATION

Unit-I:

Meaning of Communication – Objectives – Process – Media – Barriers

Unit-II:

Effective Business Letter – Need and Function of the Business Letter – Language and layout of business letter – Enquiries and replies – Orders and execution – Credit and Status enquiries – Claims and adjustments – Collection letters – Sales Letters – Circulars

Unit-III:

Making correspondence – Insurance correspondence – Agencies correspondence - Application for appointment – Correspondence of a company secretary – Letter of allotment – letter of regret

Unit-IV:

Meaning of report – Principles governing the preparation of report – Qualities of good report – Functions of a report – Business report – Types of reports – Reports by individuals – Reports by committees or sub committees – Directors reports – Minutes Vs Report-Drafting of resolutions and minutes of company meetings – Drafting of company meeting notices – Letters to the editor of newspapers

Unit-V:

Management of information system – Introduction – Need, definition, Objectives – Component – Differing information for different management levels, areas – Stages of MIS – Design guidelines for effective design, current trends.

Reference Books:

1. Business Communication : Homai. Pradhan, Dr. Bhende
2. Business Communication Today : Courtland L. Bovee, John V. Thill
3. Business Communication : Raymind V. Lasilekar

109PHCT04: FACILITY MANAGEMENT

Unit-I:

Introduction – General Procedure of location – Factors affecting location – Location analysis, cost analysis – Space determination – Workplace design – Layout techniques – Types of layout – Cost Comparisons

Unit-II:

Facilities Planning – The Systematic layout – Planning pattern planning consideration – Flow process and flow diagram – Procedure for determining space relationship – Architectural consideration – Difference between carpet area and plinth area – Approximate cost of construction estimation – Approximate operation areas in budget types / 5 star type hotel – Approximate other operating areas per guest room – Approximate water / electrical load requirement – estimation

Unit-III:

Facility Design: Lodging, Planning and Design – Site Design, Hotel Design – Guest rooms suites – The Lobby – Food beverage Outlets – Function Areas – Administrative offices – food Production Areas – Other Back of the House Areas.

Unit-IV:

Design of Function Areas – Receiving Area – Storage Areas – The Kitchen – Dining room – Office Space

Unit – V:

Renovation: Reasons to renovate – The life cycle of a Hotel – Types of Renovation – The Renovation Process – Other Renewal Issues

Reference:

1. Production Management : S.K. Hajra Choudhry
2. Hospitality Facility Management : David M Stipanuk & Harold Roffman N
3. Systematic Layout Planning : Richard Muther Cahners
4. Food Service Planning: Layout & Equipment : Lendal H Kotschevar, Margaut E Terrell
5. Management Operations and Research : N. Sathyanarayana

109PHCT05: ADVANCED FOOD PRODUCTION MANAGEMENT

Unit-I: KITCHEN ORGANIZATION

Hierarchy in Kitchen – functions in Kitchen, Technical, Administrative and Social – flow of work in Kitchen, Kitchen Supervision; Motivating, Organizing, Planning, Co-ordinating, Understanding, Communication, Welfare and Control – Quality in Food Production – case study.

Unit-II: LARDER

Layout of a Larder, Larder control, Equipments, Responsibilities of larder Chef, Cold cuts: Galantines, Making of Galantines, Types of Galantines, Ballontines – Pates and Terrines – Types of Pate, Pate de foie gras, Preparation of pate & Terrines – Force Meat Types – Preparation and uses – Mousses and Mousselines – Types of mousse, preparation difference between mousse and mousseline.

Unit-III: STANDARDISATION PROCESS

Standardisation: The method of Standardization – Standard Yield, Yield testing, Standard Purchase Specification and its objectives, Standard Recipe – Compilation of Standard Recipe

Unit-IV: INTERNATIONAL CUISINES

Historical Background, Staple food with regional influences, specialties, common types of Cooking, Recipes, Characteristics, preparation, Cooking techniques, special cooking equipments in relation to: (a) French Cuisine (b) Italian (c) German (d) Mexican (e) Japanese

Unit-V: BAKERY

Breads, International Breads – Cakes, International recipes – Types of Pastries, Icings and Toppings – Varieties, Uses – Frozen Desserts – Types and Classification of Frozen Desserts – Ice cream types – Components and their contribution, Methodology of preparation – Different stages

Reference:

- | | |
|-----------------------------------|------------------------|
| 1. Practical Cookery | : Kinton & Cessarani |
| 2. Theory of Catering | : Kinton & Cessarani |
| 3. Practical Professional Cookery | : Kauffman & Cracknell |

109PHCP01: ADVANCED FOOD PRODUCTION

MENU-I: AMERICAN CUISINE

Tomato Juice Cocktail – Okra Soup – Fried Chicken – Boston Baked Beans – Carrot Pudding

MENU-II: GERMAN CUISINE

Cauliflower Salad – Cream of Potato Soup – Fish Balls in Spinach – Stunen Kuechen – Orange Cake

MENU-III: FRENCH CUISINE

Oeuf Diable – Consomme ambassadrice – Sole Bonne femme – Supreme de volaille ala kiev – Pommes de terre anna – Bavarois aux fruits

MENU-IV: ITALIAN CUISINE

Spaghetti with meat balls – Chicken Rissoto – Potato Croquettes – Amerit

MENU-V: GREEK CUISINE

Greek Salad – Cacik – Acgolmenono – Meat Balls in tomato Sauce – Circassian Chicken – Polpettes – Hummus bitahina – Fresh figs with wine and honey

MENU-VI: CHINESE CUISINE

Chicken Wonton Soup – Spring rolls with sweet chilli – Fish with cashew ginger marinade – Oriental Fried rice – Deep fried banana

MENU-VII: SPANISH CUISINE

Escudella Catalina – Tortillas – Pelota – Spanish Rice Omelette – Paella De Valencia – Churros

MENU-VIII: COLDCUTS

Galantine – Pate – Terrine – Ballontione

MENU-IX:

Sandwiches And Canapes

MENU-X: CENTER PIECES IN BANQUETS

Vegetable and Fruit Carvings – Ice Carving – Margarine Sculpture – Fancy Bread Display

109PHCP02: ADVANCED FOOD AND BEVERAGE SERVICE

Menu Engineering

Art of Cocktail Mixing

International Specialty food service

Yield Management of food and beverages

Case Study

SEMESTER - II

209PHCT01: ECO TOURISM

Unit-I:

Introduction to Eco Tourism – Principles of Eco Tourism – Types of Eco Tourism – Global growth and magnitude of Eco Tourism

Unit-II:

Eco Tourism Venues – Public protected areas – Modified spaces – Indigenous territories

Unit-III:

Impact of Eco Tourism – Economic Impacts – Environmental Impacts – Exploring socio-cultural impacts on local communities – Developing indicators for designations sustainability – Rural development

Unit-VI:

Planning, Management and Institutions – Management tools and techniques – Policy and planning – Eco tourism – related organizations – Eco tourism in the inter-sectoral context – The place of Eco tourism in public policy and planning

Unit-V:

The Business of Eco Tourism – Accommodations – Tour Operations – Tour guides and interpretations – The business of Eco tourism – Club organization and operations – Background on clubs – Types of clubs – Club Ownership – Club organization – Club operation

Reference:

1. The Encyclopedia of Eco Tourism : David B. Weaver
2. Hospitality today : M. Angelo & Andrew N. Vladimier

209PHCT02: HUMAN RESOURCE MANAGEMENT AND LEGAL SYSTEMS

Unit-I: NATURE AND SCOPE OF HUMAN RESOURCE MANAGEMENT

Meaning – Objectives – Functions – Importance

Unit-II: SELECTION AND RECRUITMENT

Factors influencing recruitment – Factors affecting selection – techniques of Selection – Placement policy – Job analysis – Job description – Job Evaluation

Unit-III: TRAINING AND DEVELOPMENT

Meaning – Need and Importance – Types – Training programmes – Evaluation

Unit-VI: PERFORMANCE APPRAISAL

Objectives – Factors influencing performance appraisal – Techniques – Modern techniques of performance appraisal – Quality of work life – Transfer and Promotion – Discipline and compensation

Unit-V: LEGAL SYSTEM IN BUSINESS LAW

Law relating to types of Business Organization, Sole proprietorship, Partnership, Private and public, joint stock companies salient features act, 1956 (like memorandum of Association, Articles of Association Membership, share capital, Directors remuneration, Winding of Prevention of Mismanagement etc.,) – Indian Contract Act, 1872 – Sale of goods. Conditions and warranties transaction of property – Introduction of Sales Tax and central Excise Laws – Introduction to laws regarding regulation of Industries – Industrial Licensing, Industries (Development a Regulation) Act, R.T.P. Act 1969 – Negotiable Instrument Act

Reference:

1. Personnel Management : E.E. Flippo
2. Personnel: The Management of Human Resources : Stephen P. Robbins
3. Personnel Management : Memoria. C.B.
4. Legal System in Business : P. Saravanavel
5. Business Law : S.S. Gulshan & G.K. Kapoor
6. Business Law : S.P. Iyengar & B.K. Goyal

209PHCT03: ADVANCED ACCOMMODATION MANAGEMENT

Unit-I: PLANNING AND ORGANISING

Staffing – Work Study – Measurement of work – Job analysis –
Motivating staff – Recruitment & orientation

Unit-II: INTERIOR DECORATION

Guest Room Designing – Factors affecting designing – Principles and
elements of designing – Layout planning – Role of colours, lighting system,
wall and floor finishes in interior decoration

Unit-III: RENOVATION PROCESS

Redecoration – Renovation process – Refurnishing – Types and
selection of furniture

Unit-VI: LAUNDRY MANAGEMENT

Types – Layout of OPL – Flow process – Wash cycle and dry cleaning –
Guest Laundry-procedure – Stain removal

Unit-V:

Definition of budget – Types – Purchase and selection criteria –
Controlling Systems – Inventory and stock taking – Registers and records
maintained – Concept of safeguarding assets

Reference:

1. House Craft : Valeria Paul
2. Commercial Housekeeping & Maintenance : Stanley Thornes
3. Hotel, Hostel and Hospital Housekeeping : John C. Bronson and Margaret Lennox
4. Hotel and Catering studies : Ursula Jones
5. Housekeeping and Front Office : Jones
6. Managing Housekeeping Custodial Operation : Edwin B. Feldman
7. Professional Management of House Keeping Operations (II Edn) : Robert J. Martin & Thomas J.A. Jones
8. Housekeeping Management : Margaret M. Leappa & Aleta Nitschke

209PHCT04: HOSPITALITY MANAGEMENT

Unit-I: HOSPITALITY INDUSTRY

Definition of hotel – Evolution of hotel industry – Hotel chains – Classification of hotels – Managers' role in Hotel Industry – Knowledge of various departments

Unit-II: RESTAURANT BUSINESS

Organization – Chain-Independent / Franchise

Unit-III: FOOD SERVICE DEMAND

The Changing Age Composition of our population – Other Demographic Factors – Supply Labour – Work force Diversity – Competitions with other industries

Unit-IV: THE HOTEL BUSINESS

The Economics of the Hotel business – Dimensions of the Hotel investment Decision – Brand Competition – Changes in Franchise Relationship

Unit-V: THE PRINCIPLES OF HOSPITALITY MANAGEMENT

Planning in Organizations – Departmentalization – Selection and Employment – Characteristic of control system – Element of leading and Directing – The Environment

References:

1. Managing Hospitality : Robert H. Woods
2. Introduction to Management in the Hospitality Industry

209PHCP01: ACCOMMODATION OPERATIONS

1. Laundry Operation
2. Stains and Stain Removal methods
3. Cost Estimation
4. Housekeeping plans into action
5. Training and evaluating supervisors and managers
6. Guest room designing (Model Presentation)

SEMESTER – III
309PHCT01: HOTEL FINANCIAL MANAGEMENT

Unit-I: FINANCIAL MANAGEMENT

Financial functions – Nature and Scope – Its relationship with other functions – Finance organization

Unit-II: FINANCIAL FORECASTING

Interpretation and analysis of financial statements – Actual performance and model statements – Preparation and uses

Unit-III: FINANCIAL PLANNING AND CONTROL

Break even analysis operation leverage – Profit cost analysis

Unit-IV: LIQUIDITY MANAGEMENT

Current liabilities management – Size and source – money market, Banks – regulation of working capital finance Dehejia committee – Marathe committee

Unit-V: LONG TERM CAPITAL MANAGEMENT

Cost of capital basic concepts rational and assumptions cost of retained earnings – Capital structure decision of the firm-composition and source of long term funds – Financial leverage – factors determining fund requirements – Budgetary control – Performance – Zerobase budgeting – Financial information system

Reference:

- | | |
|---|----------------------|
| 1. Fundamentals of Financial Management | : James C. Van Horne |
| 2. Financial management and Policy | : James C. Van Horne |
| 3. Financial Management – Theory & Practice | : Prasanna Chandra |
| 4. Fundamentals of Financial Management | : Prasanna Chandra |

309PHCT02: TOURISM MARKETING AND TRAVEL OPERATORS

Unit-I:

Introduction – Defining tourism and marketing concepts – Tourism as a product – Tourism planning – Tourism Development

Unit-II: MARKETING TOOLS AND PLANNING

The Product mix – Interactive marketing – International marketing – Private and public tourism marketing – Business perspectives and planning for marketing

Unit-III: RESEARCH AND MANAGEMENT

Research and tourism – Types of research – The research process – research consultants

Unit-IV: TOURISM POLICY

Policy defined – US Tourism Policy – tourism policy around the world – International tourism organization

Unit-V: TRAVEL AND TRANSPORT OPERATIONS

Introduction – Travel decision – Scheduled airline development – Technical aspects of airline services – Airline costs – Air Fares – revenues and load factors – Business travel – Responding to delayed – Travelers – Management strategies to gain passenger loyalty

Reference:

- | | |
|-----------------------------------|---------------------|
| 1. Tourism & Hospitality industry | : Fridgen |
| 2. Hotels for Tourism Development | : Dr. Jagmohan Negi |
| 3. Marketing Research | : G.C. Beri |
| 4. Travel Management | : Bishwar R. Ghosh |

309PHCT03: MANAGEMENT INFORMATION SYSTEM

Unit-I: INTRODUCTION

System Concept – system classification – elements of systems: Input, Output, process, Information system for managers – Role of MIS

Unit-II: SYSTEM ANALYSIS AND DESIGN

The work of system analyst – The assignment brief and mutual investigation – feasibility study system design – Data collection and preparation – Detailed system Design – Implementation – Evaluation and maintenance of MIS – Pitfalls in mis-development

Unit-III: FUNCTIONAL MANAGEMENT INFORMATION SYSTEM

Production information system – marketing information system – Accounting Financial Information system – Personal information system – Interrelationship of functional management information systems

Unit-IV: FUNDAMENTAL OF COMPUTER AND DATABASE SYSTEMS

General characteristics of Computer information system: The important of computer – Type of computers – information systems CPU I/O devices, computer software – operating system programming language – Application software. Manual system computer system – Information as a resources – meaning of Data base components of database – DBMS – Data base technology – Operations data base – comparison of DBMS – Design principles of data base – Data base administration – Advantages and disadvantages of data base

Unit-V: COMPUTER POWER: SOURCE AND SELECTION

Collection purchase – computer rental from the manufacture – Computer lease from a third party – Acquisition of a used computer – Computers – Service centres – third sharing – Companies Facilities management companies – The criteria for choice – Computer system selection Acquiring a small business computer – Source selection

Reference:

1. Principles of Management information systems : G.M. Scott Mcgraw-Hill Ed
2. Management information system : Davis & Oison
McGraw-Hill

309PHCT04: ADVANCED FRONT OFFICE MANAGEMENT

Unit-I:

Front office Operations – The guest cycle – Front office system – Front office forms – The front desk – Front office equipments – Front office computers application

Unit-II:

Front office Responsibilities – Front office communication – Inter departmental communications – Guests service – Guest relations – Front office security functions

Unit-III:

Front office Management – Management functions – establishing Room rates – Forecasting room availability – Budgeting for operations – Evaluation front office operation

Unit-IV:

Yield Management – The concept of yield and management – Measuring yield – Elements of yield management – Using yield management

Unit-V:

The Night Audit – Functions – Operation modes – Night audit process – Verifying night audit – automated system update

Reference:

1. Front Office Procedure : Saton
2. Basic Hotel Front office Procedures : Peter Renner
3. Front office procedures : Peter Abbott
4. Principles of hotel front office : Sue Becker, Pam Bradley and Feremy
Operations
5. Managing front office operations : Michael and Kasavana
6. Hotel and motel front desk personnel : Grace paige
7. Front Office procedures social skills : Petrabbol & Sue Lewry
And management

309PHCT05: KITCHEN OPERATION AND COST CONTROL

Unit-I: KITCHEN MANAGEMENT

Kitchen management skills, Attitude, Behaviour in Kitchen, Personal Hygiene, Importance of Sanitation in kitchen, Safety procedures to be followed in Kitchen, Handling Modern Kitchen equipments, rechauffing

Unit-II: KITCHEN LAYOUT

General planning layout of Kitchen in a star hotel – Types of Kitchen, Layout of Receiving area, Storage area, Service and wash up area

Unit-III: KITCHEN COMMODITIES

Extensive study of Kitchen ingredients and its various characters of Vegetables, Fruits, Meat, Poultry, Game, fish, Rice, cereals, Cocoa, Chocolate

Unit-IV: COST CONTROLS

Menu Compilation and Balancing of Recipes – Portion control, Standard portion Sizes – Receiving: Definition, Functions, Blind receiving – Indenting: Definition, Functions Principles of Indenting – Food cost control Importance, Relevance of Food Costing System – Purchasing: Definition, types, Importance Purchase Order – Cost Controls Procedures and methods – Inventory. Records

Reference:

- | | |
|--|--|
| 1. Practical Cookery | : Ronald Kington Victor Ceserani |
| 2. The Theory of Catering | : Kinton & Ceserani |
| 3. Practical Professional Catering | : Kauffman and Crakcnell |
| 4. Food & Beverage Management | : Richard Kotas & Chandana Jayawardena |
| 5. Food & Beverage Management & Cost control | : D. Antony Ashok Kumar |

409PHCT01: RESEARCH METHODOLOGY

Unit-I: INTRODUCTION

Meaning of research – Objectives of Research – Types of Research – Research Approaches – Importance of Knowing how research is done – Research process – Criteria of good research

Unit-II: RESEARCH DESIGN

Unit-III: SAMPLING DESIGN

Unit-IV: METHODS OF DATA COLLECTION AND PROCESSING

Unit-V: ANALYSIS OF DATA AND REPORT WRITING

Reference:

1. Research Methodology : C.R. Kothari

409PHCT02: FOOD AND BEVERAGE DEPARTMENT ORGANIZATION

Unit-I:

Functions of Food and Beverage Department – Planning – Coordinating – Controlling – Duties and Responsibilities of F & B Personnel

Unit-II:

Organizational Structure – Span of Control – Levels of Management – Delegation of Authority – Division of Work

Unit-III:

Staffing – recruitment and Training – Duty Rota – Motivation – Performance Appraisals

Unit-IV:

Food and Beverage Communication Skills – Internal and External communication – channels of Communications – Handling F & B complaints

Unit-V:

Service concepts – Service Standards – Standard Specifications – Service Methods

Reference:

1. Food & Beverage Management & Cost Control : D. Antony Ashok Kumar
2. Food & Beverage Service : Dennis R. Lillicrap & John A. Cousins
3. Modern Restaurant Service : John Fuller

409PHCT03: CONCEPTUAL SKILLS OF ACCOMMODATION OPERATIONS

Unit-I: CONCEPTUAL PLANNING

Conceptual planning – Organizing House Keeping department – Importance of forecasting – Coordinating – Controlling

Unit-II:

Staffing and wage Scheduling – Selecting and Training – Job description and Job Specification – Work Scheduling-Rotational and tight – Contract Service – Criteria for Work-load (Equal distribution of work)

Unit-III:

Budget Budgetary control – Importance of Budgetary Control – Capital of Operational Expenditure Budget – Variance analysis – Pre opening Budget – Inventory Control

Unit-IV:

Material planning – supplies and Equipment – Selection Criteria – Guest Supplies – selection of Cleaning Equipment and Cleaning Agents – Storage and care

Unit-V:

House Keeping and Environmental Control – Pest Control – Waste water treatment and disposal – Environmental service – Environmental Pollution

Reference:

1. House Craft : Valeria Paul
2. Commercial House Keeping And Maintenance : Stanley Thornes
3. Hotel, Hostel and Hospital House Keeping : John C. Bronson and Margaret Lennox
4. Hotel and Catering Studies : Ursula Jones
5. Housekeeping and Front office : Jones
6. Managing housekeeping Custodial Operation : Edwin B. Feldman
7. Professional Management of House Keeping Operations (II Edn) : Robert J. Martin
8. Housekeeping Management : Marget M. Leappa and Aleta Nitschke

409PHCT04: ROOMS DIVISION YIELD MANAGEMENT

Unit-I: FRONT OFFICE MANAGEMENT

Planning and Organizing – Coordinating – Staffing – Controlling and Evaluating

Unit-II: ESTABLISHING ROOM RATES AND FORECASTING

Market conditions – Rule of Thumb and Hubbart formula – Forecasting Room availability – Forecasting Data

Unit-III: YIELD MANAGEMENT

Definition and concept – Meaning – Elements – Yield Management Strategies

Unit-IV: ROOMS DIVISION MANAGEMENT

Forecasting rooms Revenue – Estimating Expenses – Revenue analysis – Rooms Division income statement – Rooms Division Budget Reports

Reference:

1. Front Office Procedure : Seaton
2. Basic Hotel Front Office : Peter Renner
Procedures (II den)
3. Front Office Procedures : Peter Abbott
4. Principles of hotel front office : Sue Becker, Pam Bradley and Feremy
Hyton Operations
5. Managing Front office : Michael and Kasavana
Operations
6. Hotel and Motel front desk : Grace Paige
Personnel
7. Front Office Procedures – Social : Petrabbol and Sue Lewry
Skills and management

409PHCP01: PROJECT AND VIVA VOCE

Project topic should be selected based on hospitality industry (The topics may cover hotels, restaurant, Front office and Accommodation Operations, and resort management, Catering establishments like air, rail, industrial, Convenience foods and health foods)

The topic should be approved by the Head of the Department. The presentation of the project should strictly follow the Guidelines