



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

B.Sc. (HOTEL MANAGEMENT AND CATERING TECHNOLOGY)

Code No. - 324

(Effective From 2009 – 2010)

(Distance Education)

Regulations and Syllabi

(I to VI 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. – 324

**B.Sc. (HOTEL MANAGEMENT AND CATERING
TECHNOLOGY)**
(Distance Education)

Regulations and Syllabi

(Effective from 2009 – 2010)

- 1. Eligibility:** Candidates who have passed the Higher Secondary Examination conducted by the Government of Tamilnadu, or any other examination recognized as equivalent thereto are eligible for admission to Three Year B.Sc Programme in Visual Communication.
- 2. Duration:** Three Years comprising of 6 Semesters.
- 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 (18 credits for each semester) 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				
109UHCT01	Communicative French - I	2	100	100
109UHCT02	Communication - I	2	100	100
109UHCT03	Food Production and Patisserie - I	2	100	100
109UHCT04	Food and Beverage Service - I	2	100	100
109UHCT05	Front Office Operation	2	100	100
109UHCT06	Nutrition and Food Science - I	2	100	100
109UHCP01	Practical - I: Food Production and Patisserie - I Record	2	90 10	100
109UHCP02	Practical - II: Food and Beverage Service - I Record	2	90 10	100
109UHCP03	Practical - III: Front Office Operation Record	1	90 10	100
109UHCT04	Practical - IV: Accommodation Operation Record	1	90 10	100
Total		18	1000	1000

Second Semester

Code No.	Course Title	Credit	Marks	
			EA	Total
Theory				
209UHCT01	Communicative French - II	2	100	100
209UHCT02	Communication - II	2	100	100
209UHCT03	Food Production and Patisserie - II	2	100	100
209UHCT04	Food and Beverage Service - II	2	100	100
209UHCT05	Accommodation Operation - I	2	100	100
209UHCT06	Nutrition and Food Science - II	2	100	100
209UHCP01	Practical - V: Food Production and Patisserie - II Record	2	90 10	100
209UHCP02	Practical - VI: Food and Beverage Service - II Record	2	90 10	100

209UHCP03	Front Office Operation – I Record	1	90 10	100
209UHCP04	Accommodation Operation – I Record	1	90 10	100
Total		18	1000	1000

Third Semester

Code No.	Course Title	Credit	Marks	
			EA	Total
Theory				
309UHCT01	Food Production and Patisserie – III	3	100	100
309UHCT02	Food and Beverage Service – III	3	100	100
309UHCT03	Hotel Engineering and Maintenance	3	100	100
309UHCT04	Food and Beverage Management	3	100	100
309UHCT05	Principles of Management	3	100	100
309UHCT06	Principles of Accounting RC3G	3	100	100
Total		18	600	600

Fourth Semester

Code No.	Course Title	Credit	Marks	
			EA	Total
Theory				
409UHCT01	Introduction to Tourism and Travel	4	100	100
409UHCT02	Business Communication	4	100	100
409UHCT03	Human Resource Management	4	100	100
409UHCT04	Organizational Behaviour	3	100	100
409UHCP01	Personality Development Practical – I Record	3	90 10	100
Total		18	500	500

Fifth Semester

Code No.	Course Title	Credit	Marks	
			EA	Total
Theory				
509UHCT01	Food Production and Patisserie – IV	3	100	100
509UHCT02	Food and Beverage Service – IV	3	100	100
509UHCT03	Front Office Operation – I	3	100	100
509UHCT04	Marketing and Sales Management	3	100	100
509UHCT05	Hotel Law RC5E	3	100	100
509UHCT06	Hotel Financial Management	3	100	100
Total		18	600	600

Sixth Semester

Code No.	Course Title	Credit	Marks	
			EA	Total
Theory				
609UHCT01	Food Production and Patisserie – V	3	100	100
609UHCT02	Facility Planning	3	100	100
609UHCT03	Accommodation Operation – II	3	100	100
609UHCT04	Human Rights and Human Relations RC6D Education	3	100	100
609UHCT05	Application of Computers	3	100	100
609UHCP01	Project	3	100	100
Total		18	600	600

8. Passing Requirements: The minimum pass mark (raw score) be 40% 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.

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

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
E	4.0 to 4.9	40 to 49	Third Class
F	0.0 to 3.9	0 to 39	Reappearance

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

10. 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 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 calculated to the maximum prescribed in the Regulations.

11. Syllabus

109UHCT01 - COMMUNICATIVE FRENCH – I

UNIT - I:

Introduction to Language –

Letters of the alphabet and their pronunciation distinction between vowels and consonant words and the use of different accents.

Self - Introduction:

Presenting and introducing another person

Greetings - how to greet and reply to a greetings

UNIT - II:

At the reception desk of a hotel in the restaurant dialogue

UNIT - III:

List of Names of a) Professions, b) Countries and their nationalities c) Fruits and Vegetables and Numeric from 1 to 50

The time of day

Members of the family

UNIT - IV:

Hotel and kitchen personnel in: French terms.

The names of the utensils used in kitchen & Restaurant.

UNIT - V:

Grammiere - Conjugaison - Personal Pronouns

REFERENCE BOOKS:

Le Fracals de L'hotellerie et de La Restauration - CLE - International.

109UHCT02 - COMMUNICATION - I

UNIT - I:

BUSINESS COMMUNICATION

Communication - definition, Barriers to Communication, Methods of Communication, Verbal & Nonverbal communication.

ETIQUETTE AND MANNERS

Importance of Etiquette and Manners in the Hotel Industry.
Speaking to Superiors, Speaking to a Celebrity, Speaking to Subordinates.

UNIT – II:

LETTER WRITING

Basic letter writing, planning a letter, giving a right looks to letters.
Parts of a letter.

UNIT – III:

ESSAY WRITING:

Classification of essays, Five stages of essay writing.
(Topics to be taken from current events, social issues and / or issue related to the hotel industry.)

UNIT – IV:

PRECISE WRITING:

Requirements of a good precise, Requirements of different kinds of passages.

REPORT WRITING:

Kinds of Reports, Steps in preparing Reports, Forms of Presentations.
Memorandum, Ingredients of a good business report.

UNIT – V:

SPEECHES

Public speaking, Preparing a speech, Good diction and clarity.
How to introduce a speaker, Handling Distractions.
Profile of a Good Speaker, Guidelines for the Beginners.

PRESENTATION

Presenting an Award, Accepting an Award, Debates, Group discussion.

REFERENCES :

Business Communication - M.S. Ramesh, C.C. Pattanshetti.
Cross Cultural Communication - Helen FitzGerald - Hospitality press, Melbourne.
Executives, Do You Communicate! - N. Ramasamy - T.R. Publications.

109UHCT03 - FOOD PRODUCTION & PATISSERIE – I

UNIT – I:

INTRODUCTION TO COOKERY

Levels of skills and Experience, Attitudes and Behaviour in the Kitchen, Personal Hygiene - Uniforms - Safety Procedure in Handling Equipment

Culinary History - Origin of Modern Cookery

UNIT – II:

HIERARCHY & KITCHEN STAFFING

Classical Brigade, Modern Staffing in various Category hotels, Role of Executive Chef, Duties & Responsibilities of Various chefs, Co-operation with other Departments.

UNIT – III:

KITCHEN ORGANIZATION & LAYOUT

General Layout of Kitchen in various organization, Layout of Receiving Areas, Layout of storage area, Layout of service and wash-up

UNIT – IV:

EQUIPMENT & FUEL

Various Fuels Used, Advantages & Disadvantages of each, Different equipment in Food Production.

AIMS & OBJECTS OF COOKING FOOD

Aims & Objectives of cooking food, Various textures, Various consistencies
Techniques used in preparation

UNIT – V:

METHODS OF COOKING FOOD

Roasting, Grilling, Frying, Baking, Broiling, Poaching, Boiling, Steaming, Stewing, Braising

- Principles of each of the above
- Care & Precautions to be taken with each method
- Selection of food for each type of cooking

REFERENCE BOOKS :

Theory of Catering - Kinton and Cessarani.
Practical Cookery - Kinton and Cessarani.

109UHCT04 - FOOD & BEVERAGE SERVICE - I

UNIT – I:

INTRODUCTION TO THE HOTEL INDUSTRY

Origin of Hotel Industry, Growth of Hotel Industry in India, Attributes of Food & Beverage service staff.

Different types of F & B Operations - Commercial, Welfare Catering & Transport Catering.

Overview and key characteristics of Specialty. restaurant, Coffee Shop, Banquets / Functions, Room Service, Cafeteria, Grill Room, Discotheques, Bar, Night Clubs, Outdoor Catering, Garden Cafe / Pool side.

UNIT – II:

STAFF ORGANIZATION

Organization of food & beverage service, Department Staff of various F & B outlets, Cofee Shop, Specialty Restaurant, Room Service, Banquets, Bars, Interrelation ship between F & B Service Dept. with other Depts. - Co-operation, Co-ordination, Communication. Duties & responsibilities of all Categories of F & B staff briefly.

UNIT – III:

RESTAURANT EQUIPMENT'S

Crockery & Glassware, Tableware - Cutlery & Flatware, Hollowware - Silver & Stainless Steel Linen, Furnishings & Fittings. Cleaning & Upkeep of silver, Methods of Silver cleaning.

UNIT – IV:

ANCILLARY DEPARTMENTS

Pantry / Still Room, Plate Room / Silver Room, Hot Section, Wash up, Linen Store.

UNIT – V:

RESTAURANT SERVICE

Mis-en-place, Mis-en-scene, Side boards and its uses, Arranging side boards, Basic Table laying procedures, Basic etiquette in restaurant service.

Type of meals

Breakfast - Brunch - Elevenses - Lunch - Afternoon Tea - High Tea - Dinner - Supper.

REFERENCE BOOKS:

Dennis R. Lillicrap and John A. Cousins - Food and Beverage Service - ELBS.

John Fuller - Modern Restaurant Service - A Manual for students and practitioners - Hutchinson.

Sudhir Andrews - Food and Beverage Service Training Manual - Tata Mc Graw Hill.

109UHCT05 - FRONT OFFICE OPERATION

UNIT – I:

INTRODUCTION TO THE HOTEL & CATERING INDUSTRY:

Growth and development of the Hotel Industry down the ages.

a) Inn-Keeping

Development of Inns as a result of the establishment of money leading people to travel.

b) Progress made during the revolution in English, Compare the American inns with the English Inns.

The reasons for American leadership in the development of hotels.

c) Land Mark

Various hotel which came up and served as land mark in the development of Hotels.

d) Motels National (Domestic) and International Chains.

Two concepts that emerged in 80's

Motels

International chains, Domestic hotel chains.

UNIT – II:

FRONT OFFICE DEPARTMENT :

Functions of Front Office

Organization of Front Office

Duties and Responsibilities of Front Office Personal

Attributes of Front Office Personal

Departments of Front Office and their layouts - Reception, Back Office, Bell desk and alike.

UNIT – III:

CLASSIFICATION OF HOTELS:

General classification of Hotels based on Size, Location, Length of stay, facilities available, Clientele and their differences.

Resorts - Difference between resort and typical commercial hotel, Types of facilities provided in resorts.

UNIT – IV:

TYPES OF ROOMS:

a) Ordinary Room

Differentiate between types of rooms i.e., Single, Double, twin, twin doubled, Hollywood twin bedded room.

b) Suites

Parlors, studio room, suites, facilities and decor provided in suite types of Suite junior and duplex.

c) Other types of rooms

Efficiency rooms hospitality rooms, inter connecting rooms, penthouse and cabanas.

UNIT - V:

RESERVATION :

Function of Reservation system, Types of Reservation, Sources of Reservation - Corporate, Travel agents, Pleasure Travelers etc.,

Centralized Reservation system - Concepts in detail, Reservation process, Reservation maintenance.

REGISTRATION :

Receiving and greeting a guest, Selling skills, Types of registration, Flow of registration process and documents generated in registration process, Registration operating modes, Assignment Rooming procedure, Group arrival.

Introduction on checkout and settlement Processes.

REFERENCE BOOKS :

Hotel Receptionist - Paige and Faige

Authors - I. Joseph D. Fridgen

A.V. Seaton and Philip Alford

Managing Front Office Operations - Michal L. Kasavana.

Basic Hotel Front Office - Procedures - Peter Renner - Van Nostard, Reighold.

109UHCT06 - NUTRITION & FOOD SCIENCE - I

UNIT – I:

Introduction - Definition, Functions of Food to man, Classification of nutrients & foods Energy - Calorie - definition - energy requirements for various age groups - Proportionate distribution of calories from nutrients using food value tables - Recipes.

Digestion & Absorption

Food Groups - nutritive value of Foods.

UNIT – II:

Carbohydrates - Composition, Classification - Functions - Food Sources - Daily requirements, excess and deficiency.

Lipids - Composition, Classification - Functions - Food Sources - Daily requirements, excess and deficiency

Water - Importance, water balance, deficiency and oral rehydration.

UNIT – III:

Proteins - Composition, Classification, Functions, Food Sources and daily requirements - excess and deficiency. Vitamins & Minerals - Classification, Functions, Food Sources and daily requirements excess and deficiency.

UNIT – IV:

Introduction to Food Microbiology - its importance in relation to food handling, preparation and service.

Food Quality, Safe Food handling, Food Adulteration and consumer education.

UNIT – V:

Preservation of food - Principles of preservation, Canning of food, High temperature - Irradiation. Disinfectants - Definition - Common disinfectants - uses.

Bacteria - Morphology - Factors affecting bacterial growth - Beneficial and Harmful effects.

Yeast - Physiological factors - Economical Importance.

Moulds Growth factors and reproduction - Beneficial and harmful effects of moulds.

REFERENCE BOOKS:

Davidson C.H. Normal and Therapeutic Nutrition. Oxford IBH Publishing. Calcutta, 1986.

Krause, M. V. Horsch, M.A. and Mahan, F. - Food Nutrition and Diet therapy W.R. Saunders Company, Philadelphia 1986.

Srilakshmi. B. Dietetics, Wiley Eastern Limited Machas, 1993.

M. Swaminathan - Essentials of Food & Nutrition.

109UHCP01 - FOOD PRODUCTION AND PATISSERIE - I

1. Demonstration of identification of vegetables, processing and its preparation

IDENTIFICATION OF VEGETABLES

Varieties of vegetables

Classification

Cuts of vegetables

Blanching of tomato

Methods of cooking vegetables

- Boiling (potatoes, beans, cauliflower.)

- Frying (aubergines, potatoes.)

- Steaming - cabbage.

- Baking - potatoes, turnips.

- Braising onion, leeks, cabbage.

2. Demonstration of stocks - White, Brown, Fish stock.

3. Demonstration and preparation of Mother sauces and II - III derivatives of each.

4. Identification of fish such as flat, round, shell fish, cephalopods.

- Demonstration of cuts of fish such as fillet, dame, troncon and alike

5. Identification of poultry and demonstration of cuts and jointing.

6. Identification of various cuts of meat.

7. Identification of various spices

Practical classes to incorporate simple continental and Indian menu comprising of the following dishes and also perform preparation of bread, simple cakes, pastry and simple cookies.

* Soup - Cream - vegetable, spinach, tomato, green peas.

Consomme with garnishes.

Puree - lentils, peas, carrots

Veloutes, national soups, bisque.

- * Egg - Boiled, fried, poached, scrambled, omlettes.
- * Fish - Grilled fish, pomfret meuniere, fish mornay, fish only, fish colbert, al anglaise and alike.
- * Entrees - lamb stew, shepherds pie, grilled steaks, chicken ala king and alike.
- * Potatoes - All basic preparation such as boiled, baked, lyonnaise and alike
- * Vegetable - Boiled, glazed, fries, stewed, braised - cabbage, beans etc.
- * Cold Sweets, Hot Sweets, Simple Indian Sweets
- Bread and butter pudding, caramel custard, Albert pudding, Christmas pudding, honey comb mould, coffee mousse, trifle, souffle, gulab jamun, sheera and alike.
- * Bakery - Bread, bread rolls, French bread, few specialty breads
- Cookies - Nonkhatai, Chocolate chip, Golden goodies.

To formulate 20 sets of menu based on the above specifications for the I year Practicals apart from identifications and demonstration.

SAMPLE MENU FOR THE I YEAR PRACTICALS

MENU I

Potage Madras - Poisson ala mienueere - Pommes persiles - Haricot vert au buerrue
Bread roll - Caramel custard

MENU II

Creame Dubary - Grill steak Poivre - Baked jacket potato - Petit pois ala fransaise
French bread - Bread and Butter Pudding

MENU III

Creame de Volaille princess - Chicken ala king - Pommes de tetre croquettes
Ratatouli - Naankhattai

MENU IV

Scoth broth - Supremede valaille ala cremet - Pilafrice - Choux flour mornay French
bread - Chocalate genose sponge

MENU V

Potage minestrone - Poisson bonne femme - Pommes duchesse - Epinard au beurre
Queen of pudding

MENU VI

Potage essau - Poisson duglere - Pommes nature - Bouquet de legumes Swiss roll -
Oeuf farici clemet - Poulet roti - Biegneti d aubergines Pommes parmientier -
Muffins

MENU VII

Oeuffarici ciminy - poulet roti - biegneti d' aubergines - pommes parmientier -
muffins.

MENU VIII

Consomme brunoise - Spaghatti napolitine - Pommes pontneuf Vichy carrots -
Strawberry souffle

MENU IX

Waidrof salad - Leek and potato soup - Poached chicken with sauce supreme
Pommes alumett - Grilled cottage cheese - Plain sponge cake

MENU X

Rasam - Sambar rice - Sambar - Kozhi Kurma - Potato masala - Gulab jumun Apple
pie

MENU XI

Creme de champignons - Mecedone mayonnaise - Poisson grill tartne Epinard ale
creme - Steawed potatoes - Spiced buns - Fruit trifle

109UHCP02 - FOOD AND BEVERAGE SERVICE - I

1. Familiarization of Equipments.

Drawing various types of knives, forks, spoons etc.,
Special Equipments used in Restaurants

2. Cleaning and Polishing / wiping of Cutlery, crockery & Glassware.

3. Handling of Cutlery & Crockery.

4. Manipulating service spoon and fork for various foods.

5. Arrangement of side board - Dummy waiter and its uses.

6. Laying a Tablecloth & Relaying a Tablecloth.

7. Napkin Folds - Lunch Folds, Dinner Folds, Breakfast Folds.

8. Laying of Cover.

9. Practicing simple menu compilation and cover laying.

10. Receiving Guest - Procedures
Taking F & B Orders.

11. Service of meals - Silver service of all courses.

12. Continental breakfast cover and tray.

13. English breakfast cover and tray & American Breakfast.

14. Service of non-alcoholic beverages.

- Tea

- Coffee

- Milk based drinks

- Aerated water

- Juices

- Mineral water

- Tonic water

- Non-alcoholic mixed drinks.

109UHCP03 - FRONT OFFICE OPERATION

Students should know in detail how to operate computer systems in Front Office, knowledge of Check in, Check out, Group Arrivals, Reservation, Registration, Block Rooms, Vacant rooms, Out of order Room, Occupancy Report through the computer.

Handling of guest mails, pre-arrival of guests, during the stay of the guest, after the departure of the guest.

Practice on providing information about important tourist places, airline offices, railway timing, travel agent office, Hotels, eating places, church, cinema, temples, mosques, wild life, post office, air timings, dealing with various types of guests including sick guests.

- * Identification of various racks.
- * Identification of various proformas and use of them.
- * Concerning the arrivals of VIP, individuals and group.
- * Practice on the preparation of the departure procedure.
- * Practical work on computerized room management.
- * General knowledge about tourist places
- * Front office reports like errand card, bell captain movement list, reservation, discrepancy, room status report, SB Register, registration card, amenities voucher.
- * Telephone manners of DO'S and Don's.
- * Situation handling of guest complaints.
- * Viva-voce
- * Group discussion.

109UHCP04 - Accommodation Operation

1. Identification of cleaning equipments
2. Practicing usage of different manual and mechanical cleaning equipment's
3. Cleaning surfaces
 - different types of floors
 - ceilings
 - walls
 - windows
 - wall covering
4. Bed making

SEMESTER - II
209UHCT01 - COMMUNICATIVE FRENCH - II

UNIT – I:

Objective of Communication

To ask for a product &
Information about a Product

- to ask / suggest
- to do
- to accept / to refuse
- to do

Grammatical
Contents

Conjugation: Present
Indicative

- (to buy, sell, pay)
- more/no..., more
 - at

Lexical Contents

The Money, Commerce,
Articles buy / sell

UNIT – II:

To ask for / propose
A product

- to accept / refuse
- to invite and to reply
- to an invitation

Partitive article

- Negation & Partitive article
 - structure with partitive
- because of / as / in my
opinion (Revise in detailed
fashion all the adjectives
already seen in Ist year)

The Meals

UNIT - III:

To suggest / giving counsel Localization
The imperative Sentences

UNIT – IV:

Dialogue related to Restaurant, Front desk

UNIT – V:

Glossary of Terms

1. Terms in Rotel French
2. Kitchen Procedures

Compilation of Six Course
French menu.

209UHCT02 - COMMUNICATION - II

UNIT – I:

COMMERCIAL CORRESPONDENCE

- * Meaning, Need and Importance of Commercial Correspondence
- * Essentials of effective business letters.
- * Kinds of business letters.
- * Offers and quotations.
- * Circular letters.
- * Notices.
- * Letters of inquiry and reply.

UNIT – II:

APPLICATION FOR A JOB

- * Curriculum vitae.
- * Facing an interview.
- * Etiquette in interview.
- * Resignation
- * Complaints and grievance

UNIT – III:

TELEPHONE ETIQUETTE

- * Telephone procedures.
- * Telephone manners.

UNIT – IV:

INTERVIEWS:

- * Definition
- * Types of Interviews
- * Preparation for Interviews.
- * Strategies for Interviewers.
- * Strategies for Interviewee

- * The interviewer and interviewee.
- * Interviewing Procedures.
- * Closing of interviews.

UNIT – V:

Public Relation Communication

Cross cultural Communication

Japanese

Americans

Chinese

Germans

Indians.

REFERENCE BOOKS:

Business Communication - M.S. Ramesh, C.C. Pattanshetti.

Cross Cultural Communication - Helen FitzGerald - Hospitality press, Melbourne

Executives - Do You Communicate! - N. Ramasamy, T.R. Publications.

209UHCT03 - FOOD PRODUCTION & PATISSERIE - II

UNIT – I:

BASICS OF FOOD PRODUCTION

VEGETABLE & FRUIT COOKERY

Introduction, Classification of vegetables, Pigments and colour changes Effects of heat on vegetable, Cuts of vegetables, Classification of fruits, Uses of fruit in cookery, Salads & Salad dressings.

STOCKS

Definition of Stock, Types of stock, Preparation of stock, Recipes, Storage of stocks, Uses of stocks, Care and precautions in stock making

SOUPS

Classification with examples, Basic recipes, Consomme Garnishes & accompaniments for Soups.

SAUCES

Classification of sauces, Recipe for mother sauces, Derivatives

UNIT – II:

MEAT COOKERY

Introduction to meat cookery, Cuts of Lamb / Mutton, Cuts of Beef / Veal Cuts of Pork, Cuts of Chicken, Variety meats (Offal's)

FISH MONGERY

Introduction to fish mongery, Classification of fish with examples Cuts of fish, Selection of fish & shellfish, Cooking of fish (effects of heat)

EGG COOKERY

Introduction to Egg Cookery, Structure of an egg, Selection of egg Uses of egg in cookery, Methods of cooking egg

UNIT – III:

RICE, CEREALS & PULSES

Introduction, Classification & Identification, Cooking of rice, cereals & pulses Varieties of rice & other cereals

FLOUR

Types of wheat, Types of flour, Processing of wheat flour, Uses of flour in food production, Cooking of flour

UNIT – IV:

SHORTENINGS (FATS & OIL)

Role of shortening. Varieties of shortenings, Advantages & Disadvantages of using different shortenings, Fats & Oil Types, varieties.

RAISING AGENTS

Classification of raising agent, Action and reactions

SUGAR

Importance of sugar, Types of sugar, Cooking of various sugar, Uses of sugar

COCOA/CHOCOLATE

Introduction, Production of cocoa, Cocoa producing regions / countries Manufacture of chocolates, Types of chocolates, Tempering of chocolates, White chocolates.

UNIT – V:

MILK

Introduction, Processing of milk, Pasteurization – Homogenization, Types of milk, e.g., skimmed, Condensed, Nutritive value

CREAM

Introduction, Processing of cream, Types of cream

BUTTER

Introduction, Processing of Butter, Types of Butter

CHEESE

Introduction, Processing of cheese, Types of cheese, Classification of cheese, Cooking of cheese. Uses of cheese.

CULINARY TERMS

List of culinary (common & basic) terms, Explanation with examples

REFERENCE BOOKS:

Theory of Catering - Kinton and Cessarani.

Practical Cookery - Kinton and Cessarani.

Modern Cookery for Teaching and Trade - Vol. I and Vol. II - Thangam Philip.

Theory of Cookery - Krishna Arora.

Chef Manual for Kitchen Management - John Fuller.

209UHCT04 - Food and Beverage Service – II

UNIT – I:

Breakfast

Types

Menu for each types

Terms used in breakfast service

Cover laying for English, Continental breakfast, American & India.

Order taking procedure – in person, Telephone and Door manners.

UNIT – II:

Menus

Origin of menu

Types

* Table de hote menu

* A la Carte menu

French Classical Menu.

Menu Terminology.

Planning Menus / Menu compiling.

UNIT – III:

Accompaniments, Cover & Service - Of all Courses in the classical menu sequence.

UNIT – IV:

Types of Service Factor for the Type of service Styles of Service / Service methods, Advantages & Disadvantages of Various types of Service.

UNIT – V:

Classification of Non - Alcoholic Beverages Tea

- Types of Teas

- Manufacturing

- Brands

Coffee

- Manufacturing

- Types of Coffee

- Brands

Milk based drinks

Juices

Soft Drinks

- Brands. Mineral and Tonic water

REFERENCE BOOKS:

Dennis R. Lillicarp and John A. Cousins - Food and Beverage Service - ELBS.

John Fuller - Modern Restaurant Service - A Manual for students and practitioners - Hutchinson.

209UHCT05 - ACCOMMODATION OPERATION I

UNIT – I:

ORGANIZATION OF THE HOUSE - KEEPING DEPARTMENT

Introduction, Layout of the Housekeeping department, Organization of the housekeeping department. Departments that Housekeeping co-ordinates with, Qualities of the Housekeeping staff.

UNIT – II:

ROOMS AND FLOOR PRACTICES

Knowledge of rooms, Rules on guest Floor, How to enter a guest room. Room cleaning procedures and guests amenities, Making a bed.. Cleaning a bathroom, Evening or turndown service, Second service.. Baby sitting.

UNIT – III:

CLEANING AGENTS AND EQUIPMENT'S

Water, soap, synthetic detergents, other cleaning agents, using cleaning agents. Cleaning cloth, mop sweepers, wetmops, brushes, carpet sweepers, cleaning trolleys, suction cleaners, rotary floor maintenance machines, shampooing machines.

UNIT – IV:

FLOOR AND FLOOR COVERING

Types of floor coverings

Carpets, carpet fibers, types of carpets, carpet sizes, carpet under lays.

Public area cleaning and various surfaces involved.

Periodical cleaning and special cleaning.

Tasks carried out, Schedules and records

UNIT – V:

LINEN AND ITS CARE.

Linen room layout and staffing, classification of linen par stock..

Linen item and their selection, Type and fabric, Size of linen stocks..

Linen control, Tips for control and storage, Linen discarding..

Records maintained..

Linen Hire.

Keys and keys control..

Lost and found procedure.

REFERENCES:

House craft (Accommodation operations) by Valerie Paul and Christine Jones.

Hotel house keeping Training manual by Sudhir Andrews..

Hotel, Hostel and Hospital House keeping by John C. Bronson and Margaret Lennox..

209UHCT06 - NUTRITION & FOOD SCIENCE - II

UNIT – I:

Balanced Diet - Meaning and importance of balanced diet - Quality and Quantity depending on age, sex, occupation and climate - Daily requirements.

Meal Planning - Factors affecting meal planning - Food choices as affected by regions - Nutritive value of Lunch menus - Critical Evaluation.

UNIT – II:

Mal nutrition – Over nutrition – Under nutrition.

Mass Food Production - Effect of cooking on the nutritive value of food in mass production.

New Concepts in Hotels, Restaurants and Fast Food Restaurants - Nutrition and Health conscious being introduced in restaurants. Critical evaluation of fast foods.

UNIT – III:

Food Emulsions - Theory of Emulsification - Types of emulsion.

Emulsifying agents and their use - preparation of emulsions.

Colloids - Definition - Difference between true solution, colloids and suspension.

UNIT – IV:

FOOD ADDITIVES

Food colors - Natural & Synthetic (permitted) colors used in Food. Flavors - Meaning - Types - Control of flavour. Kinds of additives.

Vegetable Pigments - Types and effect of acids, heat, metals, oxidation and time as conditions during cooking and processing of food.

Browning - Causes - Desirable and undesirable effects - Prevention.

UNIT – V:

Action of heat and Changes to carbohydrates, Lipids and Proteins. proteins in Food Preparation - Role in Food Preparation Proteins in gel formation - Proteins in foams.

REFERENCE BOOKS:

Davidson C.H. Normal and Therapeutic Nutrition. Oxford IBH Publishing. Calcutta. 1986.

Krause, M.V. Horsch, M.A. and Mahan, F. - Food Nutrition and Diet therapy W.R. Saunders Company, Philadelphia 1986.

Srilakshmi. B. Dietetics, Wiley Eastern Limited, Madras, 1993.

M. Swaminathan - Essentials of Food & Nutrition.

209UHCP01 - Food Production and Patisserie – II (PRACTICAL)

MARK DISTRIBUTION

Time: 3 Hrs. Marks: 50

1. Practical Record: 10 Marks
2. Uniform with Kit: 03 Marks
3. Indent Writing and Plan of Work: 05 Marks
4. Preparation of five courses menu: 24 Marks
 - a) Soup - Any Soup: 05 Marks
 - b) Rice - Any Rice Preparation: 05 Marks
 - c) Meat - Meat or Chicken or Fish: 05 Marks
 - d) Vegetable - Any Vegetable: 04 Marks
 - e) Dessert - Any Pudding or Bakery Product: 05 Marks
5. Food Presentation: 03 Marks
6. Viva-Voce: 05 Marks

209UHCP02 - FOOD AND BEVERAGE SERVICE – II (PRACTICAL)

1. Practical Record: 10 Marks
2. Uniform: 03 Marks
3. Waiters Kit: 02 Marks
4. Table laying and compiling of menu (six course): 10 Marks
5. Table Service: 10 Marks
 - a) Non Alcoholic beverages
(or)
 - b) Main course
(or)
 - c) Dessert
6. Clearance: 05 Marks
7. Identification of Crockery cutlery and service equipment's: 05 Marks
8. Viva-Voce : 05 Marks

Note : Submission of Practical Record is Compulsory.

209UHCP03 - FRONT OFFICE OPERATION – I (PRACTICAL)

1. Grooming : 05 Marks
2. Language Skill : 05 Marks
3. Practical Record : 10 Marks
4. Practicals : 20 Marks
5. Viva-Voce : 10 Marks

Note : Submission of practical Record is Compulsory.

209UHCP04- ACCOMMODATION OPERATION - I (PRACTICAL)

1. Practical Record : 10 Marks
2. Uniform with Kit : 05 Marks
3. Identification of Cleaning equipment and Cleaning Agent : 05 Marks
4. Bed - Making : 10 Marks
5. General Cleaning and Polishing : 10 Marks
6. Viva - Voce :10 Marks

Submission of Practical Record is Compulsory.

SEMESTER - III

309UHCT01 - FOOD PRODUCTION & PATISSERIE – III

UNIT – I:

INDIAN COOKERY

- Introduction of Indian food
- Spices used in Cookery
- Role of spices in Indian Cookery
- Indian Equivalent of spices (Names)

BASIC MASALAS

- Blending of Spices and Concept of masala
- Different Masalas Used in Indian Cookery.
 - Wet Masalas
 - Dry Masalas

Composition of different masalas, Varieties of masalas available in regional areas. Special Masala blends.

THICKENING AGENTS

- Types of role of Thickening Agents in Indian Cuisine
- Thickening Agents

UNIT – II:

INDIAN COOKING

- Introduction to Regional Cooking
- Factors Affecting eating habits
- Heritage of Indian Cuisine
- Differentiation of Regional Cuisine

UNIT – III:

- Cooking from the Different States under
- Geographical Location
- Historical Background
- Availability of raw material (seasonal)
- Equipment and fuel (Special)
- Staple Diet
- Speciality cuisine
- Food Prepared for Festivals and Occasions

UNIT – IV:

QUANTITY FOOD PRODUCTION

Introduction, Equipments, Menu Planning – Special emphasis on quantity food production & Planning Menu for various categories such as:

- School / Colleges Students, Industrial workers, Hospitals, Canteens, Outdoor parties.
- Theme Dinner, Transport Mobile catering, Parameters for quantity food, menu planning.

UNIT – V:

INDENTING

- Principles of Indenting
- Quantities / portion for bulk production
- Translation of recipes for indenting
- Practical difficulties involved in Indenting
-

REFERENCE BOOKS:

1. Prasad Cooking with Indian Masters
2. A taste of Indian Madhur Jaffery.
3. Flavours of India by Madhur Jaffery.
4. Cooking Delights of Maharajas
5. Rotis and Naan of Indian by Purobi Babbar.
6. The Indian Menu Planner (luster) By Welcome Group Chefs.

309UHCT02 - FOOD & BEVERAGE SERVICE – III

UNIT – I:

BEVERAGES

- Introduction of Alcoholic Beverages.
- Definition and classification of Alcoholic beverages.
- Fermentation – Define Types of Fermentation.

UNIT – II:

- Introduction of wines, Categories of wines, Color and characteristics of wines.
- History of Viticulture – Wines
- Needs of wines, seasons, Soil & areas of growth.
- Composition of Grapes
- Wine Makers Calendar
- Vinification – Harvesting – Destalking – Crushing – Pressing – Fermentation.
- Care of Wines – Racking – Fining – Filtering – Ageing – Bottles & Bottling – Corking.
- Principle Wine Producing Countries – France, Italy, Germany, Spain, Portugal, America (California)

UNIT – III:

BEER

- History (A Brief Description of how beer came into being)
- Ingredients for Production of Beer
- Brewing Process, Storage of Beer, Classification of Beer (ales, lagers, Wheat Beers.)
- Characteristics, Alcoholic Percentages.

UNIT – IV:

SPIRITS

- Definition of spirits & Alcohol
- Factors on which distillation Depends
- Proof of Spirits
- Whisky – History
- Main Types of Whiskies
- Major Whisky Producing Countries
- Scotch Whisky, Irish Whisky, American Whisky
- Canadian Whisky, Brand Names.
- Gin –History – Flavoring Agents. Production. Types of Gin, Brand names.
- Brandy – How the word brandy came about.
- Cognac (areas of production, grapes used, ages of cognac storage & attributes)

- Armagnac, Brand Names.
- Rum – Areas of Production. (Mention about - demera rum) Manufacture.
- Slow fermentation, Quick Fermentation, Distillation, Maturation, Types of Rum Brand names.
- Vodka – meaning of the term, Area of Production, Manufacture well known brands.
- Other Spirits – Arrack, absinthe, tigure, tequila, quzo, grappa, fenny, toddy and alike.

UNIT – V:

LIQUEURS

- History – Definition – Other names – types Manufacture
- Hot method – distillation, Cold method – Infusion, Percolation.
- Aging Base Spirits, Sweetening, Classification, Uses.

COCTAILS & MIXED DRINKS

- A brief history of cocktails and mixed drinks, Definition of Cocktails.
- Definition of Mixed Drinks.
- Developing a drink recipe, Bar Measures, Mixed drinks and mixed drink families.

REFERENCE BOOKS:

- **Food and beverage Service – Dennis Lillicarp**
- **Atlas of Wines – Hamlyn Publications**
- **Table and Bar – Clark**
- **International Guide to drinks.**

309UHCT03 - HOTEL ENGINEERING AND MAINTENANCE

UNIT – I:

Role and Importance of Maintenance Department:

- In Hotel Industry with emphasis on its relation with other departments of the hotel.
- Organization Chart of the Maintenance Department.
- Duties & Responsibilities of Maintenance Department.

UNIT – II:

Gas

- Heat terms and units – Methods of transfer – LPG and its properties – Principles of Bunsen Burner – Precautions to be taken while handling gas – Low and high pressure burners, Corresponding heat output.

Electricity

- Fundamentals of electricity, Insulators, conductors, Current, Potential difference, resistance, Ampere & Watt, energy Concepts: Definitions, Their Unit and Relationship with AC & DC: Single phase and 3 phase and its importance on equipment specification.
- Electricity Circuits open circuits and closed circuits, symbols of circuit elements, series and parallel connections, short circuit, earth fault fuses; MCB, earthing, reasons for placing switches on live wire side/ Electric wiring and types of wiring.
- Calculation of electric energy consumption, Safety, Precautions to be observed while using electric appliances.
- Types of Lighting, Different Lighting device Incandescent lamps, fluorescent lamps, other gas discharge lamps, illumination, Units of Illumination.

UNIT – III:

Fire Prevention & Fire fighting system:

- Classes of fire methods of extinguishing fires
- Fire Extinguishers, Portable and Stationary
- Fire detectors and Alarm.
- Automatic Fire Detectors – Cum – Extinguishing devices.
- Structural Protection.

Fuel used in Catering Industry:

- Types of Fuels used in Catering Industry – Calorific Value – Comparative study of different fuels. Calculation of amount of fuel Required and cost.

Water Systems:

- * Hardness of water, water softening. Base Exchange method. Cold water supply systems in hotels. Flushing cisterns, water taps, taps and Closets.

UNIT – IV:

Refrigeration & Air Conditioning

- Basic Principles, Latent Heat, Boiling point and its dependence on pressure, Vapour Compression, system of refrigeration and refrigerants.
- Vapour absorption system, care and maintenance on refrigerators Defrosting; types of refrigerant Units, their care and maintenance.
- Conditions for Comfort, relative humidity, humidification, dehumidifying, dew point control UNIT of air conditioning, Window type air conditioner – Central air conditioning – Preventive Maintenance.

UNIT – V:

Types of Maintenance:

- Routine maintenance, Preventive Maintenance, Scheduled Maintenance.
- Emergency & Breakdown Maintenance, Comparisons, Contract Maintenance.
- Advantages and disadvantages, Types of Contract, Price rate contract, Service contract.

Equipment replacement Policies:

- Circumstances under which equipments are generally replaced – In adequacy.
- Obsolescence, Excessive maintenance, declining efficiency.
- Replacement of Policies of Items which gradually deteriorate.
- Replace when the Current annual cost is equal to the average annual cost.
- Economic replacement for suddenly failing equipment. Analytical Problems.

REFERENCE BOOKS:

1. Practical Maintenance and equipment for hoteliers,
2. The Management of Maintenance & Engineering Systems in the Hospitality Industry – Borsenik, stutts.
3. Management Operation research – M.Satya Narayanan and Lalitha Raman.

309UHCT04 - FOOD AND BEVERAGE MANAGEMENT

UNIT – I:

Food and beverage operation:

- Sectors of food and beverage operations.
- Introduction to food and beverage operations.
- Factors concerned with food and beverage operations.
- Markers, Policies, Demands, planning and design of facility.
- Controlling of cost, Monitoring customer satisfactions.
- Elements of operations.
- Responsibilities of food and Beverage Management.
- Constraints of food and beverage management.

UNIT – II:

Introduction to control

- Cost Control, Define Control,
- Objective and advantages of control methodology and phases of control.
- Cycles of Control

Introduction Food Cost Control

Control procedures, requirements of control system, F&B Control Department.

Purchasing

Aims of purchasing. Purchasing staff, Source of Supply, Selection of supplier, Types of food purchase, quality purchasing. Definition of SPS, Advantages of SPS, Purchasing procedure. Different methods of purchasing. Purchasing order form, Ordinary cost, Carrying Cost Eq.

Receiving Control

Aims of receiving, Receiving staff, Equipment for receiving, Document given by Suppliers bills/invoices/cash memo/credit notes, Records maintained in receiving department. GRB Meat Tags, Receiving procedure – Blind receiving. Assessing the performance and efficiency of receiving department, Fraud in Receiving, Hygiene & Cleanliness.

UNIT – III:

Storage and Inventory Control

Storing control, Aims of store control, store room personnel, Facilities and equipment arrangement of food, Location of storage facilities, Security. Stock control types of store, Received , Record Maintained, Issuing Control, requisition transfer note stock taking. Cashier summary Sheet.

Production Control

Aims of Production Control, Forecasting, Initial forecasting, Final Forecasting, Fixed standards, Standard yield definition, Objective. Yield cooking loss. Butcher test standard recipe advantage. How to write the recipe, Standard portion size definition objective, uses, Standard portion cost.

Food Sales Control

KOT, Bills, KOT cum Bills, Analysis Cashier summary sheet.

Inventory control

Importance, objective, method, levels and technique, Perpetual Inventory, Monthly Inventories, Pricing of commodities. Comparison of physical and perpetual Inventory.

UNIT – IV:

Beverage Sales Control

Purchasing, Receiving, Strong, Issuing, Production control. Standard recipe Standard portion size, bar frauds, Books Maintained Beverage control structure, Principles of organization, Scalar principle, Departmentation, Unity of Command, Span of Command, Balance between Centralisation and Decentralisation.

309UHCT05 - PRINCIPLES OF MANAGEMENT

UNIT – I

Introduction

Evolution, Development, Management thinkers and their contribution, School of Management.

Role of Managers

Tasks of professional Managers, Management system, Managerial Skills,

UNIT – II:

Organisational Climate:-

Organisation Culture & Managerial Ethics. Nature of Organisation of change.

Management Process:-

Planning, Organising, Leading, Controlling & communication & Decision Making.

UNIT – III:

Planning:-

Definition, Mission, Objective, goals, levels type, nature of planning, Procedure

Reception of opportunities, Establishment of goals.

Appraisal of planning premise.

Decision Making:-

Definition, Phases, Development/ Selection

Test/ Review

Exploring of action paths & Selection of a course of action

UNIT – IV:

Communication :-

Definition, Step by Step Process, Types of Formal / Informal,

Verbal / Non Verbal Barriers.

Organising:-

Definition, Step by step process , Organisation Structure common Features,

Division of Labour, Co – ordination, Accomplishment of Goals, Authority –

responsibility structure, Principles of organisation scalar principle,

Departmentation, Unity of Command, Span of command, Balance between

centralisation and decentralisation.

UNIT – V:

Leadership :

Motivation, Definition, Needs, rewards, Theories. Hierarchy of needs (Maslow)

Hygiene (Herzberg,) Expectancy (Vroom,) Leadership, Definition, Theories.

(Blake & Mouton,) Situational leadership, Controlling.

REFERENCE BOOKS :

1. Daver – The Management Process
2. Kooniz & O Donell – Principles of Management
3. Earnest Dale – Management Theory & Practices.

309UHCT06 - PRINCIPLES OF ACCOUNTING RC3G

UNIT – I:

Introduction – Double Entry system – Meaning / Advantages, Concepts, Journal, Ledger. Trial Balance. Subsidiary books. Ledger, Trial Balance. Cash Book, Petty Cash Book.

Simple Final Accounts (Without Adjustments)

Trial Accounts (Errors) – Preparing Trial Balance from the list of ledger balances.

Final Accounts (Trading / P & L / BS) – Using their previous journal / Ledger problems and preparing final accounts.

UNIT – II:

Final Accounts with Adjustments :

Final Account – Working out a problem covering all adjustments.

Meaning of Financial Accounting.

Concepts & Conventions – their implications.

Books of original entry – the Journal, Ledger, Trial Balance, Balance Sheet.

A Case Study – Numerical

Department Accounting in Hotels – Need and Advantages Numericals. Uniform System : Presentation of Income Statement.

UNIT – III:

Depreciation – Meaning and Methods.

Inventory Valuation – the FIFO, LIFO and their impact on reported profit, Inflation and FIFO & LIFO.

UNIT – IV:

Analysis of Financial statements

Types of Ratio and how to calculate them.

Tools Funds Flow

Meaning & Uses.

UNIT – V:

Auditing ; Meaning, Uses, Advantages.

Types – Continuous, Periodical.

Machines & Accounting.

SEMESTER - IV

409UHCT01 - INTRODUCTION TO TOURISM & TRAVEL

UNIT – I:

Tourism phenomenon Concept, Definition Historical evolution and development
Transport systems, Air transport, Railways, Road, Sea and waterways. Indian and international examples

UNIT –II:

Travel agencies, History and development of travel agencies, role and function. Indian and international examples, Tourism organization and associations, Role and function of

- a) World tourism organization
- b) ASTA, UFTAA, PATA, IATA etc. Basic concept for international tourism

UNIT – III:

Tourism industry Major & minor components
Types of tourism resources of sports, cultural, historical, nature based, sports and adventure tourism

UNIT – IV:

Types of tours Importance of tour operations
Major national and international tour operators
Importance and role of tourist guides

UNIT – V:

Travel formalities and regulations
Passports, functions, types, issuing authority, procedure for obtaining passport etc
VISAS: functions, type, issuing authority, procedure for obtaining VISA. Other travel legislations
Foreign exchange Countries and currencies, procedure for obtaining foreign exchange foreign exchange counters, customs formalities, immigration etc

REFERENCE BOOKS:

- 1) Hotels for tourism development – Dr. Jagmohan Negi, Metropolitan
- 2) Profile of Indian tourism – Shalinin Singh
- 3) Tourism today – Ratandeep Singh
- 4) Dynamics of tourism – Pushpinder S. Gill
- 5) Introduction to tourism – Seth. P.N., Sterling
- 6) Tourism, past, present and future – Bukhart
- 7) Tourism principles and policies – A. K. Bhatia, Sterling
- 8) Travel agents and tourism – Merrisen James
- 9) Tourism and cultural heritage of India – Acharaya Ram
- 10) Culture and art of India – Mukerjee. A
- 11) International Tourism, Francois Vellas & Lionel Bickerel, Macmillan Business

409UHCT02 - BUSINESS COMMUNICATION

UNIT – I:

Business communication
Need, purpose, nature, models
Channels of Business communication
Selection of channel

UNIT – II:

Organisational communication
1. Upward, downward, lateral, purpose, functions
2. Written communications, memos, circulars, notices, advertisements, press notes

UNIT – III:

Communicating with outside world: Business letters of different types, e-mail writing and manners. Communicating within groups, nature, purpose, merits, demerits Role and humour

UNIT – IV:

III Handling meetings
1. Types of meetings
2. Structuring a meeting: agenda and minutes
3. Conducting a meeting

SUGGESTED BOOKS:

Sharma, R.C., and Mohan, K., " Business Correspondence and Report Writing",
Tata McGraw Hill, 1994
Gartside, L., "Model Business Letters", Pitman,
Communications in Tourism & Hospitality, Lynn Van Der Wagen, Hospitality Press

409UHCT03 - HUMAN RESOURCE MANAGEMENT

UNIT – I:

Evolution, Role and Status of Human Resource Management in India – Structure and Function of Human Resource Management – Systems View of HRM. Manpower Planning – Concept, Organisation and Practice, Manpower Planning Techniques – Short-Term and Long-Term Planning.

UNIT – II:

Recruitment and Selection – Job Analysis – Description – Job Specification – Selection Process
– Tests and Interviews – Placements and Induction. Performance Appraisal – Purpose – Factors Affecting Performance Appraisal – Methods and systems of Performance Appraisal .

UNIT – III:

Counseling Training and Development – Need and Importance – Assessment of Training Needs – Training and Development of Various Categories of Personnel. Career Planning and Development – Career Counselling – Promotion and Transfers – Retirement and other Separation Process.

UNIT – IV:

Wages and Salary Administration – Development, Sound Compensation Structure, Direct & Indirect costs, Fringe benefits, CTC (Cost to company) concept and its implications – Regulatory Provisions – Incentives. Grievance Handling and Discipline – Development Grievance Handling Systems – Collective

UNIT – V:

Bargaining –Managing Conflicts.
Laws / Acts / Statutory mechanism in Indian context related to HRM issues especially hospitality Sector.

REFERENCE BOOKS:

1. Arun Monappa & S. Saiyuddain: Personal Management, Tata McGraw Hill.
2. Pramod Verma: Personnel Management in Indian Organisations.
3. Edwin b. Flippo: Personnel Management, McGraw Hill.

409UHCT04 - ORGANIZATIONAL BEHAVIOR

UNIT – I:

Organisational behavior – Definition, relevance and scope
Foundation of individual behavior, Environment, personal, organizational and psychological factors Personality, perception, attitudes, learning

UNIT – II:

Foundation of group behavior
Group dynamics, group formation, group tasks, group decision making
Leadership nature and theories-trait theory, behavioural and fielders contingency theories

UNIT – III:

Interpersonal communication, barriers and ways of overcoming the barriers.
Organizational communication, informal communication

UNIT –IV:

Organisational Conflict
Reasons and ways of overcoming conflict
Organization Structure – behavioural implications of different structures

UNIT –V:

Organizational change, Resistance to change and ways of overcoming the resistance
Organizational culture, How created and sustained.

REFERENCE BOOKS:

Stephen P Robbins; Essential of Organisational Behaviour, New Delhi, Prentice Hall of India
New Strom and Davis; Organisational Behaviour – Human Behaviour work, New York McGraw Hill
Fred Lechans; Organisation Behaviour, McGraw Hill, New York
Aswathappa K; Organisational Behaviour, Himalaya Publishing House, Mumbai
B. P. Singh; Organisational Behaviour, Dhanpat Rai & Sons
Umasharan; Organisational Behaviour, Tata McGraw Hill Publishing House, New Delhi
Arun Monappa; Personnel Management, Tata McGraw Hill Publishing company, New Delhi
Subha Rao P; Human Resource Management, Himalaya Publishing, Bombay

409UHCP01 - PERSONALITY DEVELOPMENT PRACTICAL – I

Personality Profile

Personality and self-concept, Elements of Personality, Determinants of Personality, causes of deranged

Personality, Personality Analysis.

Personality Enrichment

Grooming, Personal hygiene, Social and Business and Dining Etiquettes, Body Language –use and misuse, Art of good Conversation, Art of Intelligent Listening.

Stress management

Meaning, purpose, techniques.

Personality Development Strategies

Communication Skills, Presentation Skills, Public Speaking, Extempore Speaking, importance and art of 'Small Talk' before serious business.

Interpersonal Skills

Dealing with seniors, colleagues, juniors, customers, suppliers, contract workers, owners etc. at work place

Group Discussion

Team behaviour, how to effectively conduct yourself during GD, do's and don'ts, clarity of thoughts and its expression

Telephone conversation

Thumb rules, voice modulation, tone, do's & don'ts, manners and accent.

REFERENCE BOOKS:

1. Personal Management and Human Resources
By: C.S.Venkata Ratanam and B.K.Srivastava
Published By: Tata Mcgraw Hill Publishing Ltd. New Delhi
2. Human Behaviour at Work
By: Keith Davis
Published By: Tata Mcgraw Hill Publishing Ltd. New Delhi
3. I'm OK, You're OK
By: Thomas A. Harris
Published By: Pan Books, London and Sydney
4. Pleasure of your Company
By: Ranjana Salgaocar
Published By: Pyramid Publishers, Goa
5. How to get the job you want
By: Arun Agarwal, Published By: Vision Books, New Delhi
6. Get That Job, Rohit Anand & Sanjeev Bikhchandani, Harper Collins

SEMESTER – V

509UHCT01 - FOOD PRODUCTION & PATISSERIE – IV

UNIT – I:

LARDER

- Layout

Introduction to Larder Work, Definition. Equipment found in the larder
Layout of typical larder with equipment and, Various sections.

- Terms

Common terms used in the Larder

- Control

Essentials of Larder Control, Importance of Larder Control, Devising Larder
Control Systems, Leasing with other departments, Yield Testing.

- Duties and responsibilities of Larder Chef.

Function of the Larder, Organization of Larder Staff, Sections of the Larder
Duties & Responsibilities of Larder Chef.

UNIT – II:

CHARCUTIERE

- Sausages

Introduction to charcutiere, Sausage – Types & Varieties, Casings – Types &
Varieties Fillings Types & Varieties, Additives & Preservatives.

- Forcemeats

Types of forcemeats, Preparation of forcemeats, Uses of forcemeats

- Marinades, Cures, Brines

Types of Brines, Preparation of Brines. Methods of curing, Types of
Marinades – Uses of Marinades. Differences between Brines. Cures &
Marinades.

- Bacon, Ham, Gammon

Cuts of Ham, Bacon & Gammon, Differences between Ham, Bacon &
Gammon Processing of Ham & Bacon, Green bacon, Uses of the different
cuts.

UNIT – III:

CHARCUTIERE

- Galantines

- Making of Galantines, Types of Galantine, Ballotines

- Pates and Terrines

- Types of pate, Pate de foie gras, Making of pate. Commercial pate and
maison

- Truffle – sources, cultivation and uses and types of truffle.
- Mousses and Mousselines
- Types of mousse (savoury), Preparation of mousse, Preparation of mousse line
- Difference between mousse and mousseline.
- Chaud froid
- Meaning of Chaud Froid, Making of Chaud Froid & Precautions
- Types of Chaud Froid, Uses of Chaud Froid.
- Aspic and Gelee
- Definition of Aspic and Gelee, Difference between the two
- Making of Aspic & Gelee, Uses of Aspic & Gelee.

UNIT – IV:

APPETIZERS AND GARNISHES

- Classification of Appetizers, Examples of Appetizers
- Historic importance of Culinary Garnishes
- Explanation of different Garnishes

UNIT – V:

SANDWICHES

- Parts of Sandwiches, Types of Bread, Types of filling – Classification
- Spreads and Garnishes, Types of Sandwiches. Making of Sandwiches
- Storing of Sandwiches

REFERENCE BOOKS :

1. Practical Cookery – Kinton & Ceserani – Hodder & Strouhton Educational, London.
2. The complete cookery manual – Anthony D. Reilly – Longman Group Ltd., UK.
3. The theory of Catering – Kinton & Ceserani – Hodder & Strouhton Educational, London.
4. Food Preparation – Clive Finch
5. Time Life – Good Cook Series
6. Practical Professional Catering – Cracknessl
7. Time Life – Good Finch
8. Daniel R Stevenson – Stanl Thrones Ltd.
9. The complete cookery manual – Anthony o’ Reilly, Longman, UK.

509UHCT02 - FOOD & BEVERAGE SERVICE - IV

UNIT – I:

Room Service :

Type of Room Service, Centralized, Decentralized, Mobile, List of equipments Trolley & tray setup. House rules of room service waiter. Room Service menus.

Afternoon Tea Services :

Menu for High Tea and After Tea, Cover for High Tea & A.N. Order of service. Reception Tea Services.

UNIT – II:

BAR

- Introduction to Bar – Types of bar : Dispense cocktail, Bar counter parts – Front, back, under bar equipment, furniture, staffing, linen, location;
- Bar stock and bar inventory;
- Bar Control – Bar control system, stock taking good received book. off – sale book. cellar stock ledger, bin cards overage and shortage, cellar control.

Tobacco :

Important Tobacco producing countries of the world. Quality cigars & cigarettes served in the industry, terms used to denote sizes & colour of the wrapper, storage of cigars.

UNIT – III:

BANQUETS :

- Types – formal, informal, organization of banquet department;
- History of banquets, Duties and responsibilities of banquet staff;
- Seating arrangements, menu planning, facilities available for banquet function
- Booking procedures, mis-en-place, types of services;
- Toasting and sequence of events.

UNIT – IV:

BUFFETS :

- Introduction
- Space requirement, factors affecting a successful buffet – No. of pax, planning and organizing sequence of food. Type of buffet - display, kind of meal. Type of buffet – sitting, standing, finger buffet, Danish buffet – sitting, standing finger buffet, Danish buffet;
- Cold buffet – Equipment required. Gastronomes rules.

UNIT – V:

GUERIDON SERVICES :

- Mise-en-place for gueridon, special equipments;
- Gueridon service – Taking order, method of serving dishes at the table, gueridon lay up
- Carving at the table – tools method
- Carving trolley – mis-en place presentation, safety factors;
- Gueridon Service of – smokedeel, smoked salmon, cavier, sole grillee, poached sole, double fillet steak, steak tartar teak diane, roast chicken, flambé chicken breast pear flambé banana flambé, crepe suzette – both theory and practicals

REFERENCE BOOKS :

1. Lillicrap, Cousins, Food & Beverage Service, Hodder & Stoughton Educational, UK.
2. Sudhir Andrews, Food & Beverage Service, Tata Mc Graw Hill Publishing Co. Ltd., New Delhi.
3. Curry AJ Burrie and Jenkins, The Waiter, London.
4. John Fuller, Modern Restaurant Service.

509UHCT03 - FRONT OFFICE OPERATION – I

UNIT – I:

Front office salesmanship ;

Upselling techniques : upgrading, Front office reception as a Sales department, guidelines to selling – by telephone, face to face, selling to the business person, conference and group business – how to compete in the market.

UNIT – II:

Guest relation and social skills :

The role of Guest Relations Officer : types of guest problems ; skills necessary for dealing with problems ; solving problems; handling complaints; course of action to be taken when handling problems, follow up action, telephone handling skills.

Flow of guest information between sections of front office and other departments, importance of log books, reservations, reception, mail and information, bell desk, front office cashier, telephone, housekeeping department, sales department, engineering department, accounts department.

Information / bell desk / concierge, functions of the information department; handling guest mail, messages, registered and insured mail, guest tickets and special requests, information binder, lobby hierarchy, duties of bell desk, luggage handling, running errands, vending stamps, scanty luggage guest, control on bell captain, concept of concierge.

UNIT – III:

Functions of Front Office Accounting System :

Guest accounting cycle, the check out procedure, settlement of guest accounts, late checkouts, methods of account settlement and procedures for accepting such settlements.

Cash settlements – local currency, foreign currency, traveler's cheques personal cheques, bank credit cards, credit settlement, settlement of corporate accounts, settlement by credit cards, travel agents vouchers. Creating a good and lasting impression, updating front office records, room status / room rack, alphabetical guest register; arrival / departure register; departure information notice; guest history cards.

- (e) Issuing key and escorting the guest, role of bell desk – bell captain, bellboy – arrival errand card, key card.
- (f) Completing the forms – arrival & departure register, 'c' form, alphabetical guest register, and guest folio arrival Information notice.
- (g) Housekeepers report – H.K. discrepancy report, various terms SB, DND, sleeper, S.O, OOO, V/R, O, V, C/D.
- (h) Turning away a guest, handling overbooking at the reception counter.
- (i) Taking room position formula, its factor that affect position – plus and minus position.

UNIT – IV:

Credit Control :

The meaning of credit control: objectives of credit control measures; hotel credit control policy; guest with guaranteed booking's; corporate credit accounts; accounts settled by credit cards, credit control measures at check in, credit control measures at check out; after guest departures, preventing skippers – on arrival, during the stay, on the day of departure, the right of lieu.

Front Office Accounting :

Types of folios (guest, master, non-guest), allowances paid VPD manual, folio & VTL Billing machines (mechanical & electronic) check out procedure – role of bell desk, cashier. Late checkouts.

Front Office statistics and reports :

Calculations of various statistics: House count, room count, percentage of occupancy, percentage of double occupancy, percentage of foreign occupancy, percentage of domestic occupancy, average room realiation, average length of stay, percentage of no shows, percentage of walk – ins, percentage of early arrivals and departure.

F.O. Security Functions :

The role of F.O in key control, electronic card key handlined the grand master key, last keys, damaged keys, keys given against key cards.

Safe deposit boxes (lockers) keys and their control, safe deposit registration card.

How to deal with lost and found

Emergency procedures, medical, robbery / theft, fire, death.

UNIT – V:

Forecasting :

Importance of forecast, how to forecast, useful forecasting data; format of reservation forecasts; how to calculate a reservation forecast (room revenue).

Tarrifs :

Establishing of room rates. (1) The rule of thumb approach, (2) Flubbart formula, differential room rates, seasonal rates.

Yield Management:

Concept of yield management: hospitality applications; measuring yield, formulas.

Different rates – potential average single rate, multiple rates, potential average double rate, multiple occupancy percentage, rate spread, potential average rate, room rate achievement factor.

Booking horizons (booking lead time) using booking forecast, to maximise yield; multiple rates, displacement of transient business.

REFERENCE BOOKS :

- 1) Principles of hotel front office operations by Sue Becker, Pam Bradley and Feremy Hyton. Published by Castle 1994.
- 2) Managing Front Office Operation by Michael & Kasavana; 3rd Edition, Published by van Nostrand and Reinhold.
- 3) Hotel and Motel front desk personnel by Grace Paige, Fane Parge, Published by Van Nostrand and Reinhold.
- 4) F.O. Procedures. social skills & management by Petrabbol & Sue Lewry, Publishers Butter Worth Huneman.

509UHCT04 - MARKETING AND SALES MANAGEMENT

UNIT – I:

Fundamentals of Marketing :

Overview of service sector and hospitality – The hotel and the Catering Industry – Definition of market, marketing and selling – The marketing concept – methods and scope of marketing research – sources of information – marketing environment.

Market Segmentation :

Market segmentation – benefits – Bases for market segmentation – types – Differences between consumer behavior and buyer behavior – Consumerism – Marketing Information research (MIS) – Characteristics of MIS – differences between MIS and Marketing Research.

UNIT – II:

Introduction to the Marketing Mix

Product :

Definition of product and service – The hotel product and its components of physical aspects, service and image-New product development – Brand names – overview of a marketing plan – product life cycle – product differentiation in Hotel and catering industry.

Price:

Principles of prices – Influences upon prices decision making – pricing techniques – initiating price changes – cost oriented and market oriented pricing strategies.

Place :

Distribution – Scope of distribution – channel functions and flow – organizational patterns in hospitality marketing channels – Location of services – current trends in hotel and catering industry.

Promotion :

Promotion – promotional mix promotion process – kinds of sales promotion advertising – salesman – selection. training – advertising agency – media selection – type of media – sales promotion.

UNIT – III:

Introduction to Promotional activities :

The role of promotion – promotion mix in terms of advertising / selling / sales promotion / direct mail / sponsorship / merchandising / Public Relations publicity – communication problems – budgeting the promotion mix.

Advertising :

Introduction – Aims of advertising – The advertising Industry – Advertising styles – Advertising objectives historical view – pretesting / post testing – media planing – other testing methods.

Sales Promotion, Direct Sales, Sponsorship Management :

Introduction – Managing sales promotion – budgeting for sales promotion – various promotional techniques – Direct mail – Advantages and Disadvantages – Listing contents of a mail shot – Identifying target audiences – Identifying sponsorship activities and potential sponsors – Negotiating sponsorship contracts – Evaluation.

Selling and sales management :

Definition – sales task – Determining the sales force structure – Selecting sales person – Role of sales Manager, Public Relations.

UNIT – IV:

International Marketing :

International Marketing – emergence of global marketing-significance of international marketing for developing countries – liberalization – role of foreign MNC.

UNIT – V:

Social Responsibilities of Business – Social Responsibilities of Business – Introduction – changing trends in social responsibilities of business, social responsibilities towards different group.

Marketing of Services :

Business – goals of business – growth of service marketing – classification of service marketing – business ethics – current trends in marketing.

REFERENCE BOOKS :

1. Marketing Management – Philip Kotler.
2. Marketing Management – Rajan Nair.
3. Marketing Research – D.D. Sharma.
4. Advertising Management – Rajiv Batra, John G. Mayers,
5. Marketing Management – S.A. Sherlekar.

509UHCT05 - HOTEL LAW RC5E

UNIT – I:

Introduction :

- Law and Society.
- Evolution of Law.
- Sources of Indian Law.
- Classification of Law.
 - Mercantile and Industrial Law.
 - Civil and Criminal Law.
 - Constitutional Law.
 - Taxation Law etc.,
- List of Licenses and Permits required operating hotels, restaurants and other catering establishments under various local state and union laws.
- Procedure of Procurement, renewal, suspension and termination of licenses.

UNIT – II:

Evaluation of Mercantile Law :

- List of various acts.
- Indian contract act 1872.
- Sale of goods Act 1930.
- Partnership Act 1932.
- Companies Act 1956.
- MRTP ACT 1969.
- Consumer protection Act.
- Negotiable instrument Act 1981.
- Insurance Act 1939.
- Essential Commodities Act.
- Carriage of Goods Act.

UNIT – III:

- Indian Contract Act, 1872 :
- Definitions.
- Essentials of a Contract.
- Valid Void and Voidable agreements.
- Time and place of performance.
- Contract of Bailment and Pledge.

UNIT – IV:

Industrial Law :

- Importance.
- Evolution of Industrial Law.
- List of various acts dealing with Industrial law.
- Factories Act 1947.
- Industrial Dispute Act 1947.
- Industrial employment. (Standing order Act) 1946.
- Contract Labour Act.
- Payment of Wages Act 1936.
- Minimum Wages Act 1948.
- Employers State Insurance Act 1953.
- Provident Fund Act 1952.
- Gratuity Act 1972.
- Bonus Act 1965.
- Salient provisions regarding opening and closing hours
- Employment of women, children and young persons.
- Spread over weekly off.
- Leave.
- Health and safety and hygiene provisions.
- Penalties for defaulters.

UNIT – V:

Hotel and Lodging Rate Control:

Definitions

Fair rates, Hotel or lodging house, Manager of a hotel, owner of a lodging house, laying guest, premises, tenant & tenement.

- Hotel & lodging houses: Appointment of controller and fixation of fair rates.
- Revision of fair rates: Notes of fair rate, charges not recoverable in excess of fair rate.
- No eviction to be made if fair rate paid.
- Manager of a hotel or owner of a lodging house may recover possession.
- Default penalties.
- Lien of innkeeper.

Food Legislation

Short title :

- Extended & Commencement.
- Definitions.

The Central Committee for Food Standards :

- Central food laboratory.
- Food inspectors and their powers and duties
- Procedure to be followed by food inspectors.
- Purchaser may have food analyzed.
- Report of public analyst.
- Notification of food poisoning and penalties.

Purchase right – Guarantee and Warranty

Special contracts – Contract of Insurance

- Natural & scope of the act.
- Partial disablement.
- Total disablement.
- Employers liability in case of partial and total disablement arising out of and in the course of the employment.

REFERENCE BOOKS :

Mercentile Law N.D. Kapoor.

509UHCT06 - HOTEL FINANCIAL MANAGEMENT

UNIT – I:

Types of Business Organisation :

- a) Sole Proprietorship.
Partnership.
Joint Stock Companies.
Co-operative Society.
- b) Formation, Registration & Management of Business Organization

UNIT – II:

Introduction to Final Accounts :

Preparation & Presentation of Final Accounts of various Business Organization.

UNIT – III:

Financial Management :

- Objectives of Financial Management.
- Optimum Financial decision making – Profit maximisation approach – Wealth maximization approach.
- Scope and functions of Financial Management.
- Investment decision – Capital budgeting – Working capital management – Financing decisions – Dividend policy.
- Cost volume profit analysis and break, even point analysis.
- Meaning – Principles of measuring costs and benefits – break even analysis and cost / profit / volume / break even chart – Angle of incidence – Margin of safety cash break even chart – profit volume ratio – assumption advantages and limitation of cost, volume, profit, analysis problems and review questions

UNIT – IV:

Budget & Budgetary Control :

Meaning : Purpose of budgeting – Budget committee – types of budgets i.e., operating budget / capital budget – preparation of budget (steps involved),

advantages and problems of budgeting – budgetary control – variance analysis for cost control.

UNIT – V:

Standard Costing :

- Historical costing – concept of standard cost – nature of standard costing – types of cost standards – advantages and limitations of standard costing.
- Importance of working capital – Need for working capital – components of working capital – relevant methods of control projection of working capital.

REFERENCE BOOKS :

1. S.N. Maheswari – Management of Accounting
2. C.B.Gupta – Business Organisation
3. I.M. Pandey – Financial Management.

609UHCT01 - FOOD PRODUCTION AND PATISSERIE - V

UNIT – I:

INTERNATIONAL CUISINE

- Geographic location
- Historical background
- Staple food with regional influences
- Specialities
- Recipes

Characteristics, preparation, cooking techniques and equipments in relation to :

- French Cuisine, Chinese cuisine, Italian cuisine, Oriental cuisine
- Mexican cuisine

UNIT –II:

Nouvelle Cuisine :

- a) Introduction to Nouvelle cuisine and it's founder.
- b) Salient Feature – i.e., Health foods / natural flavours / free from starch etc.,
- c) Overview of common dishes and preparations time / service
- d) Garnishes & sauce / natural food accompaniments

UNIT - III:

Standard Recipe Card :

- a) Objective and purpose
- b) Compilation
- c) Standardization process
- d) Recipe Bank, Adaptation of Original recipe

Future Perspective :

- a) Trends in the Food Industry.
- b) An International scenario of food habits.
- c) Future Hotel & Catering Establishment
- d) Technological Advancement Raw material substitutes
- e) Availability of manpower and requisite skill

UNIT – IV:

Bakery :

Layout & Equipments of a 5 Star Kitchen Bakery

BREAD MAKING

Role of ingredients in bread making. Bread Faults, Bread Impressers.

PASTRY

Short Crust, Laminated, Choux

Hot Water / Rough Puff

Recipes and methods of preparation, Differences, Uses of each pastry care to be taken while preparing pastry, Role of each ingredient.

UNIT – V:

ICING AND TOPPINGS

Varieties of Icings, Uses of Icings, Difference between Icings & Toppings Recipes.

FROZEN DESSERTS

Types & Classification of Frozen Desserts, Ice-Creams Definitions methods of preparation, Additives & preservatives used in ice-cream manufacture.

MERIGUES

Making of Meringues, Factors affecting the stability, cooking meringues types of meringues, uses of meringues.

REFERENCE BOOKS :

Practical Cookery – Kinton & Ceserani – Hooder & Strouhton Educational, London.

The Complete Cookery Manual – Anthony D Reilly – Longman Ground Ltd, UK.

Food Prepration – Clive Finch.

Time Life – Good Cook Series.

Practical Professional Catering – Cracknell.

Professional Baking – Grisslen Wayhe.

Daniel R.Steven Son – Stanl Thrones Ltd.

Practical Baking – William, J.Swetan.

609UHCT02 - FACILITY PLANNING

UNIT – I:

Hotel Design

Design consideration, Attractive appearance, Efficient plan Good location Suitable Material Good workmanship Sound Financing Competent management Evaluation of accommodation needs thumb rules Ensuing that the hotel must combine the integrated function of housing feeding, entertainment, rentals, services, maintenance and light manufacturers.

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 types hotel. Approximate after/electrical load requirement – estimation

UNIT-III:

Star Classification of Hotel Criteria for star classification of hotel

UNIT – IV:

Kitchen

Physical layout – introduction, objectives of good layout. Layout of commercial Kitchen – sample layout. Space requirements – equipment's work area. Equipment requirement for commercial kitchen. Specification of different equipment's planning of various supporting services.

UNIT – V:

Restaurant

Physical layout – Introduction, Objectives of good layout planning a restaurant – Decision, Decision prior to planning steps in planning – Location, space allocation, staffing, equipment's and erection, furniture and linen, cutlery and crockery requirements; Space – Dining area, type of seating, table arrangements; Assistant Restaurant costing – Performance measure : Sales mix elements of cost, cover turnover, Average Check, stock turnover, sales per cover, sales per square meter.

REFERENCE BOOKS :

1. Systematic layout planning – Richard Murther Cahners books division of sahnars publishing company, Inc. 89 Frenklin Street, Boston.
2. Food service planning – Layout & Equipment Lendal H.Kotshevar, Margaut E. Terrell.
3. Management Operations and Research L N. Sathyanarayana, Latitha Raman Himalaya Publishing House.

609UHCT03 - ACCOMODATION OPERATION - II

UNIT – I:

Fabrics and Fibres

Definition of a fibre, Classification of Fibres, Fabric construction, Types of Weaves.

UNIT – II:

Laundry.

- a) Layout of a fully mechanized laundry.
- b) Flow process of industrial laundrying. (Transport to laundry, arrival, marking, soring, stain removal, weighing, loading, washing, drying, ironing, folding, checking and repairing, distribution)
- c) Wash cycle and Dry-cleaning
- d) Guests laundry procedure and care
- e) Stain removal (Rules of stain removal, treating an unknown stain)

UNIT – III:

Stock Taking

Procedure and record maintenance.

1. Planning and organizing the house keeping department of a five star Hotel.
2. Recruiting, selecting, hiring and orienting house keeping supervisors and room maids.
3. Motivating the operations staff. (House maids and Housemen)
4. Job specification and job description of Executive House keeper, Assistant keeper and other staffs.

UNIT-IV:

1. Importance of interior design, factors affecting Interior design of guest rooms and public areas.
2. Role of colour in interior design, qualities of colour, classification and standard colour harmonies factors affecting colour schemes.
3. Layout of rooms and rules and how the physical layout affects system.
4. Special consideration for the rooms for physically handicapped and disabled.

UNIT – V:

1. Redecoration and refurnishing of the guestrooms.
2. Snagging list
3. Budget and Budgetary controls of the House keeping Department
4. Types of Principles of Flower arrangement.

REFERENCE BOOKS :

House Craft (Accommodation operation) by Valerie Paul and Christine Jones.

Commercial House keeing and maintenance by Stanely Thornes.

Hotel, Hostel and Hospital House keeping by John C.Bronson and Margaret Lennox.

Hotel and catering Studies by – Ursula Jones

Housekeeping and Front Office – by Jones

609UHCT04 - HUMAN RIGHTS AND HUMAN RELATIONS RC6D EDUCATION

UNIT – I:

Introduction :

- Definition of Human Rights & Human Relations.
- Scope of Human Rights – Need for the Study of Human Rights
- Categories of Human Relations and Human rights

UNIT – II:

Human Rights Instructions – International & National :
United Nations Human Rights Commission – National Human Rights
Commission – State Human Rights Commission.

UNIT – III:

- Civil and Political rights
- Economic Relations & Human Rights, Social Relations & Human Rights.

UNIT – IV:

Instruments :
UDHR, International convention on civil and political rights, International
convention on economic and social rights, National Human Rights act –
National Commission for minorities, SC ST and woman.

UNIT – V:

Students Activity :
Assignment / Case Study / Term paper etc.

REFERENCE BOOKS :

1. UNDHP – program – Annual reports.
2. Human Rights and Social Movements – Aravind Kumar
3. Human Rights under the Indian Constitution – P.L. Mehta Meena Urma.
4. National Human Rights Commission of India – Arun Kumar Pillai.

609UHCT05 - APPLICATION OF COMPUTERS

UNIT – I:

Introduction to Computers

Computer Systems, Advantages and disadvantages, Origin and history types, Network (LAN/MAN/VAN) LINKING (time sharing/Ring/bus/star)

Kinds and components of a Computer, Hardware, Software, Operating Application (higher level Languages / Utility) Compiler & Interpreter Components of a computer.

ELEMENTS OF A COMPUTER SYSTEM

Central Processing Unit, Clock Speed, Chips, Input & Output Devices, Storage Devices, Manipulating data, Binary terms, ASCII Code Ports (Serial & Parallel) Control cards, Real time clock, CGA Card.

KEYBOARD OPERATION

Special symbols, special keys, monitor (Colour / Mono chrome)

OPERATING SYSTEMS

Fundamentals of Operating systems – Uses of Operating systems.

UNIT – II:

WORD PROCESSING Capabilities of Word Processing – MS WORD

UNIT – III:

MS – EXCEL

Exercise : 1

Creating a worksheet, Entering a label, value, copy demand simple mathematical operations, Save and Exit.

Exercise : II

Retrieve exercise – I, increase cell width, Decrease cell width entering decimals, Entering currency % using function keys (F2 & F6)

Exercise : III

Retrieve Exercise2, Relative and absolute cell address various functions & Function keys

Exercise : IV

Retrieve Exercise 3, creating graphs

Exercise : V

Printing Graph

Exercise : VI

Database management, SORT, FILL, QUERY

Exercise : VII

Windows (using function keys), fixing title date, time formatting

UNIT – IV:

Introduction to Database Management Systems :

Kinds of DBMS packages, Dbase III plus, Field, record file – types of files. Creating database file.

Naming field, types (Character, Numerical, memo, Logical date) width, same structure.

Modify Structure :

Deleting Field, Inserting Field, Changing default drive, Quit.

Retrieve the structure created in Exercise – I

Append, Enter data, Edit Record (backspace, del,) Moving between Records, Save. Viewing data, using, display, list, display all / display.

Exercise – VIII

Use the following commands –

Go to, Skip, Edit, Del, Pak, Append, Browse.

Exercise – IX

Indexing, Sorting, Printing

Exercise – X

Search, Global replace and change, locate and continue insert and recording in a field.

Exercise – XI

Create a database file with name, Entering a memo, saving a memo, Display a memo.

Exercise – XII

Label creating, Generating & Printing table, Calling directory in Dbase, Copy a structure.

Append, Delete / erase a file, Rename a file.

Exercise – XIII

Creating, generating and printing a report form

UNIT – V:

Hotel Management / Restaurant Management / Package demonstration :

- Fidelio System, PMS and HMS
- Office automation and Computer presentation on Power point.
- Possible teaching aids including – Audio – Visual for each topic.

Topics for Practical using Computer Lab :

Windows 98

Features of Windos

Excel

Introduction to Excel

Data sort, date filters, valid criteria, functions, invalid criteria, redundant criteria, functions.

Power Point

Working with power point, parts of power point window and various tool bars.

Slide manipulation, fonts, graph, tables and templates.

Networks

Computer networking, communication systems, Distributed systems.

Internet and World wide Web, Electronic Mailing system, Internets.

REFERENCE BOOKS :

1. Manual of Dbase III Plus.
2. Understanding Dbase III Plus by Alan Simpson
3. DBASE III Plus Made Simple – R.K.Taxali.
4. MS-OFFICE –Microsoft Corporation

609UHCP01 – PROJECT