

APPENDIX – D  
FINAL EXAMINATION OF HOTEL MANAGEMENT AND CATERING  
TECHNOLOGY

THEORY

Sr. No.	Subject	Marks allotted			Min. Pass Marks	No. Of Periods	Exam Hrs.
		Sessional	Final Theory	Total			
4-T-1	Computer Application & Hotel Information System	20	80	100	45	3	3
4-T-2	Entrepreneurship Development & Economics	20	80	100	45	3	3
4-T-3	Food Production & Patisserie-IV	20	80	100	45	3	3
4-T-4	Food & Beverage Service-IV	20	80	100	45	3	3
4-T-5	Hotel Housekeeping – IV	20	80	100	45	3	3
4-T-6	Research: Design & Methodology	20	80	100	45	3	3
4-T-7	Hotel Related Laws	20	80	100	45	3	3
4-T-8	Tourism & Public Relations	20	80	100	45	3	3
	Library					2	
				800		24+2+26	

PRACTICAL

Sr.No.	Subject	Term Work Marks	Final Practical Marks	Total	Min. Pass Marks	No.Of Periods	Exam Hrs.
4-P-1	Computer Application & Hotel Information System	--	50	50	25	4	3
4-P-2	Project & Training Viva (Vacation)	--	50	50	25	2	3
4-P-3	Food Production & Patisserie –IV	25	100	125	60	8	4
4-P-4	Food & Beverage Service-IV	25	100	125	60	4	3
4-P-5	Hotel House keeping – IV	25	50	75	40	2	3
4-P-6	Tourism & Public Relations	25	50	75	40	2	3
				500		22	

Note:

Outdoor Catering 10 times.

On completion on vacation training presentation is compulsory which will be evaluated by external & Internal.

**\* One practical batch will consist of 12-16 students.**

## 4-T-1

## COMPUTER APPLICATIONS &amp; HOTEL INFORMATION SYSTEM

Theory – 80  
 Sessional – 20

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 Total – 100

UNIT	CONTENT	MARKS
I	Algorithm Flowcharts Pseudo Code	10
II	Computer Languages Machine Language Assembly Language High Level Language / Low Level Languages Object Oriented Program Language Characteristics	10
III	System Analysis Introduction Cost Benefit Analysis, CAD, DFD, System Acceptance Criteria, Manuals	10
IV	Inventory, Payroll, Finance System Aims & Objectives Input / Output File Design Flow Charts CAD-DFD Menu	10
V	MS-Power Point	10
VI	Business Data Processing Introduction Data Organisation File Management Database Management Time Processing Batch Processing Real Time Processing	10
VII	Internet Introduction Basic Services, E-mail File Transfer Protocol Telnet WWW Browser Uses of Internet Understanding HTTP, HTTPS, TCP/IP Use of GPRS, GPS, WAP and Wi-Fi	10
VIII	Multimedia in Presentation Introduction Brief idea about Components – Text, Graphics Animation, Audio-Video applications Setting up a setup for multimedia presentation	10

**4-P-1**  
**COMPUTER APPLICATION & HOTEL INFORMATION SYSTEM**  
(Practicals)

Practical – 50

Unit	Content
1.	- Presentation for trainings done during 4 years of curriculum - Internet Utility Tools

**Books Recommended:**

1. Computer Fundamentals : P.K. Sinha, BPB Publications
2. Fundamentals of Computers : V. Rajaraman , Printice Hall of India
3. Master in Microsoft Office : Lonnie E, Moulsey and David M. Boodey, BPB Publications

**4-T-2**  
**ENTREPRENEURSHIP DEVELOPMENT AND ECONOMICS**

Theory – 80  
Sessional – 20

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Total – 100

UNIT	CONTENT	MARKS
I	Meaning, scope, limitation and opportunities in entrepreneurship development	08
II	Entrepreneurship opportunities in travel and Hospitality industry scheme of incentives and subsidies available for new entrepreneurs in the Hotel Industry. Making a project for an enterprise. Criteria for site selection for a new unit of Hotel	15
III	Basic types of Business organizations Ownership, Partnership, Joint Stock and Public companies, outline of corporate management, franchising	10
IV	Feasibility study for opening a new hotel / restaurant General Principles of Purchasing, criterion for selection of equipment and furniture	08
V	Nature and scope of Economic Science Theory of consumption and demand analysis Theory of production and supply	15
VI	Price Theory Price Regulation Fixation of Room Rates	08
VII	Theory of money and banking International trade	08
VIII	Public finance and public economic policy Role of Government in promoting the industry since independence	08

**4-P-2**  
**PROJECT AND TRAINING VIVA**

Practical – 50

Unit	Content
1.	Dissertation / Project on chosen topic Entrepreneurial activity during Food Festival Training Viva Voce on vocational training

**4-T-3**  
**FOOD PRODUCTION & PATISSERIE - IV**

Theory – 80  
Sessional – 20

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Total – 100

UNIT	CONTENT	MARKS
I	<p><b>International Cuisine</b></p> <ul style="list-style-type: none"> <li>• The Mexican, Greek, German, Great Britain, Lebanese (Mediterranean)</li> <li>• Menu Examples of Japanese Cuisine (Only Theory)</li> <li>• Snacks &amp; Fast Food</li> </ul>	12
II	<p><b>Larder Organization</b></p> <ul style="list-style-type: none"> <li>• Control, Laison, Equipment, Layout</li> <li>• Hors d’oeuvres</li> <li>• Salads</li> <li>• Sandwiches / Rolls / Burgers / Pizzas / Hot Dogs / Foot Longs</li> <li>• Cold Buffet</li> <li>• Farcis, terrines, pates, galantines, ballotines, mousses, quenelles types, preparation, menu. e.g.,</li> <li>• Cold Sauces, dips, chateaufroid, aspics method e.g., Preparations e.g.</li> <li>• Charcutiere</li> <li>• Sausages – types, preparation, popular sausages, SPS, cooking methods, casings, storage problems.</li> </ul>	12
III	<p><b>Confectionery</b></p> <p>Meringues – Making, factors affecting stability, cooking, types of uses.</p> <p>Chocolate work</p> <p>Fondant</p> <p>Marzipan</p> <p>Ice-Creams &amp; Sorbets</p>	10
IV	<p><b>A. Yeast</b></p> <p>Knowledge of baker’s yeast – Role in fermentation of doughs Condition favourable for its action Effect of over fermentation &amp; under fermentation Over &amp; under proving of doughs of bread &amp; fermented goods Bread improvers and bread diseases</p> <p><b>B. Sugar</b></p> <p>Types of sugar &amp; sugar boiled icings Other sundry material &amp; mixtures used in confectionery such as jam, jellies, curds, creams, custards, gelatin, agar-agar, pectin, gums (Arabic, Tragacanth) dextrin.</p> <p><b>C. Terms used in judging characteristics of confectionery products &amp; evaluation</b></p>	08

V	<p><b>A. Non-Edible Display</b> Ice-carving, Tallow sculpture, fruit &amp; vegetable display</p> <p><b>B. Pate &amp; Gammon, Ham, Bacon &amp; Gammon, Force Meat</b></p>	08
VI	<p><b>Modern Techniques in preparation:</b></p> <ul style="list-style-type: none"> <li>• Microwave, infra-red, vacuum reduction cook, chill &amp; cook, freeze</li> <li>• Convenience foods – Role of convenience foods in fast food operations, advantages &amp; disadvantages of convenience foods, labour &amp; cost saving aspect of convenience foods</li> <li>• Rechauffe Cookery</li> </ul>	12
VII	<p><b>A. Bread Making</b> Methods Faults &amp; Evaluation</p> <p><b>B. Fermented Goods</b> Types, methods of preparation, evaluation</p> <p><b>C. Characteristics of flour</b> Enriched bakery products Bakery products with soya flour, groundnut flour &amp; whole wheat meal</p>	10
VIII	<p><b>Breakfast Cookery</b> International &amp; Indian menus – preparation Classical &amp; Traditional items Power Breakfast &amp; 'Brunch' : Concept</p>	08

**4-P-3**  
**FOOD PRODUCTION & PATISSERIE - IV**

Term Work - 25  
Practical Marks – 100

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Total - 125

Unit	Content
1.	Microwave Menu (6 Course) 2 menus
2.	Thai Menu (6 Course) 2 Menus
3.	Mexican Menu ( 6 Course) 1 Menu
4.	Greek Menu (6 Course) 1 Menu
5.	German Menu (6 Course) 2 Menus
6.	Great Britain Menu (6 Course) 2 Menus
7.	Lebanese (Mediterranean) (6 Course) 1 Menu
8.	Snacks & Fast Food – 2 Menus
9.	Pizzas – 2 varieties
10.	Cold Buffet – 2 Menus (include cold cuts, canapes, terrines & galantine)
11.	Breakfast Cookery – 2 menus
12.	Demo on Non-Edible display
13.	Bread enriched dough
14.	Chocolate filled chocolates & chocolate decorations
15.	Marzipan – almond paste, marzipan shapes
16.	Fondant – as icing, and as filling
17.	Meringue – as icing and used as/in product
18.	Ice-Cream – 5 Varieties
19.	Sorbets – 5 varieties
20.	Mousse / Souffles – 5 varieties
21.	Sugar Boiled caridy

**Books Recommended :**

1. Theory of Cookery – Krishna Arora
2. Professional Charcutiere – John Kinsella, David Harvey, John Wiley & Sons NY
3. Food Preparation & Cooking – Stanley Thomes, Elienborough House Wellington
4. Professional Cooking – Wayne Gisselen / John Wiley & Sons
5. Professional Grade Manager – David Paul / John Wiley & Sons
6. Larouse Gastronomique
7. Basic Cookery – David R. Stevenson : Staneley Thornes Ltd.
8. Prashad – Cooking with Indian Master – Inder Singh Kalra
9. Understanding Cooking – Lundburge & Kotschevar
10. Professional Baking – Wayne Gisselen / John Willey & Sons
11. Theroy of Catering - Kinton Cesarani / Hodder & Stoughton
12. Basic Cookery – The Process Approach – Daniel R. Stevenson / Stanley Thornes

**4-T-4**  
**FOOD & BEVERAGE SERVICE - IV**

Theory – 80  
Sessional – 20

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Total – 100

UNIT	CONTENT	MARKS
I	<b>Gueridon Service</b> A) Introduction, principle and meaning Special equipments for Gueridon Service Complete procedure of Gueridon Service Use of liquor in Gueridon Service Advantage and disadvantages of Gueridon Service Space Required	12
II	<b>Gueridon Service</b> B) Carving and its method Carving trolleys and its uses Preparations of joints Preparation of special dishes	08
III	<b>Other Specialized Services</b> Afternoon Tea Service Menu Cover Order of Service High-tea Service Menu Cover Order of Service Food and beverage service in airlines	10
IV	<b>Room Service</b> Introduction, procedure Scheduling and staffing Forms and formats Order taking	10
V	<b>Planning Organization and supervision in</b> Food and beverage outlets Commercial Restaurant Fast food Outlets Mobile Catering & Vending machines	10
VI	<b>Marketing and sales in restaurant</b> Introduction Catering Consideration Types of menu / product Marketing banquet facilities Marketing Plan	12
VII	<b>Fundamentals of Food &amp; Beverage Control</b> KOTs types and function	08



	Pre determined standard Cost control procedure Sales and cash control Parts of Cotrol Guest Checks	
VIII	Standard Drink list Profitability through bar Pilferages in bar Dispensing Machine Skullduggery	10

**4-P-4**  
**FOOD & BEVERAGE SERVICE - IV**  
 (PRACTICAL)

Term Work - 25  
 Practical Marks – 100

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 Total - 125

Unit	Content
1.	<ul style="list-style-type: none"> <li>• Equipment of gueridon – care and use</li> <li>• Carving on Gueridon</li> <li>• Preparation of non-flambé and flambé dishes</li> <li>• Afternoon tea : mise-en-place and service</li> <li>• Room Service</li> <li>• Classical horsd'ouvers service</li> </ul> <p style="margin-left: 20px;">Such as smoked salmon, artichokes, melon, grape fruits, Oysters, caviar, escargottes</p>

**Books Recommended:**

1. Food and Beverage Service – Lillicrap
2. Food and Beverage Control – Keister C. Douglas; Printice Hall, Ingle Wood Cliffs, New Jersey
3. Modern Restaurant Service, John Fuller, Hutchinson London
4. Food and Beverage Management and Service – The Educational Institute of the American Hotel and Hotel Association
5. The restaurant – Concept to Operation – Walker J.R.
6. Restaurant Management- Sudan A.S
7. Design and Equipment for Restaurants and Food Service
8. Food Service Facilities Planning – Edward A., Kazarian VI Publishing Co. Westport, Connecticut

**4-T-5**  
**HOTEL HOUSEKEEPING - IV**

Theory – 80  
Sessional – 20

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Total – 100

UNIT	CONTENT	MARKS
I	<b>Safeguarding Assets</b> <ul style="list-style-type: none"> <li>• Concept for safety &amp; security in HK operations</li> <li>• Concepts of safeguarding assets</li> <li>• Thefts: Employee , guest, external persons</li> <li>• Security in Hotel guest Room</li> </ul>	10
II	<b>Housekeeping Budgeting</b> <ul style="list-style-type: none"> <li>• Definition ,concept and importance</li> <li>• Types of Budget(Operational &amp; Capital)</li> <li>• Housekeeping Room Cost</li> <li>• Housekeeping Expenses</li> <li>• Labour &amp; cost analysis</li> </ul>	12
III	<b>Contract cleaning</b> <ul style="list-style-type: none"> <li>• General</li> <li>• Complete program</li> <li>• Special</li> <li>• Periodic</li> <li>• Pricing a contract</li> </ul>	08
IV	<b>Refurbishment and Redecoration</b> <ul style="list-style-type: none"> <li>• Defination</li> <li>• Factors</li> <li>• Procedures &amp;task involved</li> </ul>	10
V	<b>Planning Trends in Housekeeping</b> <ul style="list-style-type: none"> <li>• Planning guest Room ,Bathroom , Suites, lounges, landscaping</li> <li>• Planning for provision of leisure facilities for the guest</li> <li>• Boutique hotel concept</li> </ul>	10
VI	<b>Planning and organizing in House-Keeping department</b> <ul style="list-style-type: none"> <li>• Area inventory list</li> <li>• Frequency schedules</li> <li>• Performances standards</li> <li>• Productivity standards</li> <li>• Inventory levels</li> </ul>	15
VII	<b>Selection and training of Housekeeping Professional</b> <ul style="list-style-type: none"> <li>• Manpower Planning –Requirement ,selection ,Recruitment, identifying peak &amp; lean periods</li> <li>• Training in HK dept</li> <li>• Job allocation</li> <li>• Planning duty roster</li> <li>• Labour &amp; cost analysis</li> </ul>	10

VIII	Energy conservations methods and eco friendly concepts in Housekeeping <ul style="list-style-type: none"> <li>• Latest international trends &amp; standards in leading hotels of the world</li> </ul>	05
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**4-P-5**

**HOTEL HOUSEKEEPING - IV**  
(PRACTICAL)

Term Work - 25

Practical Marks – 50

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Total - 75

Unit	Content
1.	Creating three dimensional model of a guest rooms/Public areas with interior decorations /themes
2.	Marketing of schedules and routine checking Resorts Hotel (Beach/hill) Commercial Hotel (400rooms /450 rooms) Medium sized Hotel /3 star/100-150 rooms
3.	List of various activities that can be contracted –established
4.	Special Decorations (Planning Estimating and area) <ul style="list-style-type: none"> <li>• Christmas</li> <li>• New year</li> <li>• Anniversary of Hotel</li> <li>• Food Festival (at least 2 nos.)</li> </ul>
5.	Planning training schedules:- <ul style="list-style-type: none"> <li>• In House Staff</li> <li>• New recruits</li> <li>• Management Trainees</li> <li>• Inter departmental training or staff of other departments</li> </ul>

**Books Recommended:**

1. Professional management of Housekeeping operations ,Robert J. Martin; John Wiley & Sons ,New York.
2. Hotel, Hostel and Hospital Housekeeping, John C. Brason / Margaret Lennox, Edward Arnold Ltd. London (ELBS)
3. Hotel Housekeeping Training Manual, Sudhir Andrews,; Tata McGraw Hill – Delhi
4. Professional Housekeeping, Tucker Schneider, VNR
5. Housekeeping Management for Hotels & Residential Management, Rosemary Hurst; Heinemanin
6. Accommodation and Cleaning Service Vol. I & II, David / Allen; Hutchinson.
7. Managing H.K Operations, Margaret Kappa.
8. Housekeeping for Hotels, Motels, Hospitals, Clubs & Schools, Grace Brigham; Arnold Hienman, Indiana

## 4-T-6

## RESEARCH DESIGN AND METHODOLOGY

Theory – 80  
 Sessional – 20

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 Total – 100

UNIT	CONTENT	MARKS
I	<b>INTRODUCTION</b> Meaning and definition Scope and purpose of doing research Areas of Research Applications of Research Problems of Conducting Research	10
II	<b>PROJECT THEME</b> Identifying theme of project Selection of title Description of Universe Executive Summary Statement of Research Problem and research objectives Rationale for conducting study	10
III	<b>RESEARCH DESIGN &amp; DATA COLLECTION</b> Primary Research Secondary Research Research Approaches – Observation, Experiment, Survey Research Instrument – Questionnaire, Mechanical	20
IV	<b>SAMPLING PLAN:</b> Sampling Unit Sample Size Sample Selection Process Sampling Media	10
V	<b>FIELD WORK:</b> Planning Organizing and supervising field work	10
VI	<b>DATA ANALYSIS</b> Classification Tabulation Analysis and Interpretation	10
VII	<b>REPORT WRITING</b> Report Format Executive Summary Literature Review Findings Conclusions	10

**Books Recommended:**

1. Marketing Management : Philip Kotler – Prentice-Hall of India, New Delhi
2. Hospitality & Travel Marketing : Alastair M. Morrison, Delmar Publishers Inc.
3. Marketing Research : Harper W. Boyd, Richard D. Irwin, Inc., All India Traveller Book Seller, Delhi
4. How to Complete Your Research Project Successfully, Judith Bell; UBS Publisher Distributors, Delhi
5. How to Research and Write a Thesis in Hospitality and Tourism, James M. Paynter, John Wiley and Sons, NY, USA.
6. Travel, Tourism and Hospitality Research, Ritchie Goeldner, John Wiley

**4-T-7**  
**HOTEL RELATED LAWS**

Theory – 80  
Sessional – 20

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Total – 100

UNIT	CONTENT	MARKS
I	Need for Law Types and Application of Law in Hotel Operations	10
II	Basic Principles of Civil & Criminal Liability, Indian Contract act (Sections 1-30)	10
III	<b>Licenses &amp; Permits</b> Licenses & Permits for Hotels and catering establishments – Procedure for procurement. Bye-laws of hotels & restaurants under municipal corporations Renewal, suspension & termination of licenses Essential commodities Act.	10
IV	Importance of Industrial Laws Effective procedure for employment Discharge & dismissal of employee Minimum Wages Act. Payment of Wages Act. Shops & Establishment Act.	10
V	Factories Act Trade Union Act. Apprentices Act Law relating to foreign exchange	10
VI	Law of Tenancy Inn-Keeper guest relationship Inn-Keepers Lien Distinction between guest and tenant	10
VII	Liquor Legislation: Types of licenses and permits Drinking in licensed premises	10
VIII	Prevention of Food Adulteration Act. Consumer Protection Act	10

**Books Recommended:**

1. The industries Act Development and Regulation Act 1989, Allahabad Law Agency
2. The Workmen’s Compensation Act, Allahabad Law Agency
3. The Payment of Wages Act. Allahabad Law Agency
4. The Employees Provident Fund Act 1989, Allahabad Law Agency
5. The Industrial Dispute Act 1947, Akalank Publications
6. The Insurance Act 1938, Akalank Publications
7. Bombay Industrial Relations Act. 1946, Central Law Agency
8. Factories Act 1948, Central Law Agency
9. Industrial Dispute Act 1990, Central Law Agency

**4-T-8**  
**TOURISM AND PUBLIC RELATIONS**

Theory – 80  
Sessional – 20

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Total – 100

UNIT	CONTENT	MARKS
I	Detention, meaning and tourism Growth & Development of tourism Basis of origin of tourism: Accommodation (Hotels, Motels, etc.), Transportation (Air, Road, Rail, Water) Other Facilities – Supporting Services	12
II	Impact of Tourism Economic Impact on Tourism Social & Cultural Impact of Tourism Environment & Ecological Effect	12
III	Role of travel agency in tourism Profile of modern travel agency Role of tour operators, guides and escorts Package tours Planning of itinerary	12
IV	National & International Tourist Organization IUOTO, WTO, PATA, IATA, ICAO Tourist organization in India Management and marketing of tourism in India	08
V	Evolution of Public Relation Definition of Public Relation Growth of Public Relation	08
VI	Importance of Public Relation Qualities of Public Relation Personnel Public Relation in an Organization Internal and External Public Relation Public Relation in crises	10
VII	Public Relation in Management Ethics of PR Organization Public Relation Department Planning of Public Relation Budgeting of Public Relation	08
VIII	Public Relation and Communication Public Relation and Advertising Purpose of Public Relation Advertising Public Relation and Publicity	10

**4-P-8**  
**TOURISM AND PUBLIC RELATIONS**

Term Work - 25  
Practical Marks – 50

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Total - 75

Unit	Content
1.	Handling Emergencies in Hotel
2.	Handling Various PR Situation
3.	Dealing with different type of guests
4.	Marketing of a Hotel
5.	Upselling of rooms
6.	General Awareness update
7.	Local Information ( City Hotel / Distance)
8.	Updating on the local / national current affairs
9.	Developing Tourism related knowledge
10.	Preparation of Itinerary
11.	Package Tour
12.	Knowledge of various airlines
13.	Knowledge of Time of national and international airlines
14.	Update of rates / fares of national and international airline.

**Books Recommended:**

1. Black Sam, Practical Public Relation – Sir Issar Pitman and Sons Ltd. London 1970
2. Andrews S., Hotel Front Office, Training Manual, Tata McGraw Hill 1982
3. Dukes Peter, Hotel Front Office Management and Operation, 3<sup>rd</sup> Edition Jowa Prown, 1970
4. Robert C. fisher FODOR, India and Nepal, Hodder and stroughton London, 1987
5. Rawat G.S. Elements of Hotel Accountancy, Rawat Publication, New Delhi, 1972.
6. Kaul S.N. Tourist India, Tourist India, International Taj Building, Bombay