

**APPENDIX – A**  
**New Scheme and Syllabus**  
**FIRST 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			
1-T-1	English & Communication Skills	20	80	100	45	03	03
1-T-2	Basic Food Production & Patisserie-I	20	80	100	45	03	03
1-T-3	Food & Beverage Service-I	20	80	100	45	03	03
1-T-4	Hotel Housekeeping-I	20	80	100	45	03	03
1-T-5	Hotel Engineering & Maintenance	20	80	100	45	03	03
1-T-6	Introduction to Hotel Industry & Front Office-I	20	80	100	45	03	03
1-T-7	Food Commodities	20	80	100	45	03	03
1-T-8	Hygiene Safety & First Aid	20	80	100	45	03	03
	Library					02	
				800		24+2=26	

**PRACTICAL**

Sr. No.	Subject	Term Work Marks	Final Practical Marks	Total	Min. Pass Marks	No. of Periods	Exam Hrs.
1-P-1	English & Communication Skills	--	50	50	25	02	04
1-P-2	Basic Food Production & Patisserie-I	25	100	125	60	08	04
1-P-3	Food & Beverage Service-I	25	75	100	50	04	03
1-P-4	Hotel Housekeeping-I	25	75	100	50	04	03
1-P-5	Hotel Engineering & Maintenance	--	50	50	25	02	03
1-P-6	Front Office-I	25	50	75	40	02	03
				500		22	

Note:

Industrial Training 12 Weeks – Summer exams to be completed by MID April  
 Log Book on training should be maintained by the student and signed by Training Coordinator / Head of the Deptt./Head of Institution. Grade should be allotted as :-  
 Excellent A, Very Good-B, Good-C, Fair-D, Poor-E.

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

**1-T-1**  
**ENGLISH AND COMMUNICATION SKILL**

Theory – 80  
Sessional - 20

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Total – 100

**Objective** - This course is designed to improve Oral and Written Communication skills for proper and meaningful conversational interaction in the hospitality industry.

**Outcome:** Students are expected to learn & improve-upon communication skills.

UNIT	C O N T E N T	MARKS
<b>I</b>	<b>Comprehension of an Unseen Passage</b>	10
<b>II</b>	<b>Report Writing</b> <ul style="list-style-type: none"> <li>• Feasibility Studies</li> <li>• Sales Report</li> <li>• Report on College Gathering</li> <li>• Summer Training etc.</li> </ul>	10
<b>III</b>	<b>Business Correspondence:</b> <ul style="list-style-type: none"> <li>▪ Complaint letter</li> <li>• Enquiry letter</li> <li>• E-mail writing</li> <li>• Quotation letter</li> </ul>	10
<b>IV</b>	<b>Creating a write-up for an event in the form of notices, circulars, advertisements, press notes, memos, etc.</b>	10
<b>V</b>	<b>Writing a Bio-data / Résumé or Application for a job</b>	10
<b>VI</b>	<b>Précis Writing</b>	10
<b>VII</b>	Expressing the same idea / thought in different ways / Paragraph writing	05
<b>VIII</b>	<b>Remedial English</b> Correction of common errors with emphasis on concord, phrasal verbs, tense sequence, use of prepositions, reference and dictionary skills. <ul style="list-style-type: none"> <li>▪ Linkers and cohesive device</li> <li>▪ Hotel Related Terminology</li> <li>▪ Grammar – Correction of common errors</li> </ul>	15

**1-P-1**  
**ENGLISH AND COMMUNICATION SKILL**  
(PRACTICAL)

**Marks – 50**

**Objective** - This course is designed to improve

**A) Business Communication** in the form of --

1. Need, purpose, nature, models
2. Channels of Business communication
3. Selection of channel

**B) Organizational Communication**

1. Upward, Downward, lateral, purpose, functions
2. Written communications
  - Advertisements
  - Press notes
  - Notices
  - Circulars
  - Memos

UNIT	CONTENT	MARKS
1.	Situational role play. Students will be taught to communicate effectively in correct grammatical English while dealing with numerous problems at the working place. Handling meetings Types of meetings Structuring a meeting : agenda and minutes Conducting a meeting	15
2.	Telephone conversational skills	10
3.	Interview Techniques	10
4.	Grammar	10
5.	Newspaper Reading	05

**Books Recommended:-**

1. Wren and Martin – English Grammar
2. Examine your English by Margaret M. Malson, published by Orient Longman
3. Common Mistakes in English by T.J.Fitkies, Published by Orient Longman
4. Developing Communication Skills by Krishna Menon and Meera Banerjee, Published by Macmillan India Ltd.
5. Communications in Tourism and Hospitality, Lynn Van Der Wagen, Hospitality Press.

**1-T-2**  
**BASIC FOOD PRODUCTION AND PATISSERIE- I**

Theory – 80  
Sessional -20  
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Total – 100

UNIT	C O N T E N T	MARKS
<b>I</b>	<b>Introduction</b> <ul style="list-style-type: none"> <li>• Definition of cooking</li> <li>• Origin of modern cookery</li> <li>• Escoffier, Marie Antonie Careme</li> <li>• Nouvelle cuisine</li> <li>• Aims &amp; objectives of cooking</li> <li>• Weight &amp; volumes Equivalent(conversion tables) (American ; British)</li> <li>• Temperature conversion °C to °F</li> <li>• Attitude &amp; Skill in Kitchen.</li> </ul>	10
<b>II</b>	<b>Kitchen Organization</b> <ul style="list-style-type: none"> <li>• Classical kitchen brigade – duties &amp; Responsibilities</li> <li>• Kitchen staffing in various categories of Hotels</li> <li>• Inter-departmental co-ordination</li> <li>• Different sections of food production department</li> <li>• Receiving Area planning.</li> </ul>	10
<b>III</b>	<b>FUELS</b> <ul style="list-style-type: none"> <li>• Advantages &amp; Disadvantage of fuels used in kitchen</li> <li>• Gas</li> <li>• Charcoal</li> <li>• Electricity</li> <li>• Tools and utensils used in kitchen</li> </ul>	08
<b>IV</b>	<b>A classification of raw materials according to their functions</b> <ul style="list-style-type: none"> <li>• Foundation material</li> <li>• Salt</li> <li>• Liquid</li> <li>• Sweetening</li> <li>• Fats &amp; Oils</li> <li>• Raising Agents</li> <li>• Thickening Agents</li> <li>• Flavors</li> <li>• Seasonings</li> <li>•</li> </ul>	10
<b>V</b>	<b>Basic Methods of Cooking</b> <ul style="list-style-type: none"> <li>• Heat Transfer : Conduction, Convection; Radiation</li> <li>• Methods: Boiling, Baking; Simmering; Stewing; Braising; Broiling; Poaching; Grilling; Roasting; Frying, Steaming.</li> <li>• Texture.</li> </ul>	12

VI	<b>Foundation of continental cookery</b> <ul style="list-style-type: none"> <li>• Stocks: Definitions; classification, Preparation, recipe of 1 lt. storage, uses, care, (7) golden rules of stock making.</li> <li>• Soups : Definitions ; Classification, Consommé (recipe 1 lt.), garnishes for all kinds of soups, accompaniments for soups</li> <li>• Sauces : Definition: Classification/ compositions, recipe of mother sauces – 1 lt. Derivatives- any 5</li> <li>• Fumets, Glazes, Essences, Aspics,</li> </ul>	12
VII	<b>Egg Cookery</b> <ul style="list-style-type: none"> <li>• Structure</li> <li>• Selection</li> <li>• Methods of Cooking</li> <li>• Uses of Eggs in Cookery</li> </ul>	08
VIII	<b>Cuts of vegetables</b> Preparation of ingredients Culinary Terms (Western Culinary Terms from Modern Cookery – I, Thangam E. Philip) Effect of heat on vegetables, meat, fish, &cheese.	10

**1-P-2**  
**BASIC FOOD PRODUCTION AND PATISSERIE- I**  
(PRACTICAL)

Term Work -25  
Practical- 100

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Total – 125

UNIT	CONTENT
<b>1</b>	Cut of vegetable 1. intro to equip / Rota / Indenting
<b>2</b>	Indian Menus – 10 (Six Course Menu) Roties - 6 Varieties Dal - 6 Varieties Vegetable 4 / Paneer 2 Varieties Meat 2/Chicken2/Fish2 Varieties Rice - 6 Varieties Sweets – 6 Varieties
<b>3</b>	Continental -8 (Six course menu) Soup (Thick, Thin, Cream soups) Main course (Four vegetarian, Four non-vegetarian) Accompaniments(vegetables, salads, potatoes ) Desserts (Sundae, Caramel Custard, Honeycomb mould, coffee mousse, college pudding, trifle pudding, fresh fruit platter, Chocolate pudding)
<b>4</b>	<b>Snack Menu – 4</b> South Indian Parathas North Indian Poha / Cutlets
<b>5.</b>	<b>Breads:-</b> Quick Bread- Pour batters(waffles/pancakes/popovers) Drop batters(muffins/coffee cakes/biscuits)
<b>6.</b>	<b>Cakes:-</b> <ul style="list-style-type: none"> <li>• With Shortening – pound cake, cup cake, fruit cake, layer cake</li> <li>• Un shortened-Angel cake, Sponge Cake</li> <li>• Combination- Chiffon Cake</li> </ul>
<b>7.</b>	<b>Cookies:-</b> <ul style="list-style-type: none"> <li>• Drop Cookies</li> <li>• Short dough cookies</li> <li>• Bagged out cookies</li> <li>• Rolled Cookies</li> <li>• Ice box Cookies</li> <li>• Coconut Macaroons</li> </ul>
<b>8.</b>	<b>Pastries:-</b> <ul style="list-style-type: none"> <li>• Short Crust</li> <li>• Danish</li> <li>• Flaky</li> <li>• Choux</li> </ul>

**Books Recommended:-**

- Modern Cookery Vol I&II - Philip Thangam
- Theory Of Cookery – Arora Krishna
- Professional Charcutier – Kinsella John, Harvey David, John Wiley & Sons NY
- Food Preparation & Cooking–Thornes Stanley, Ellenborough House, Wellington Street
- Professional; Cooking – Gisselen Wayne; John Wiley & Sons
- Larousse Gastronomique
- Basic Cookery – Stevenson David R; Stanley Thrones Ltd.
- Prashad – Cooking with Indian masters – Indrasingh Kalra
- Professional baking - Gisselen Wayne; John Wiley & Sons
- Understanding Cooking – Lundburge & Kotschevan
- Theory Of Catering - Kinton Cesarani; Hodder & Stoughton
- Basic Cookery – The Process Approach – Daniel R Stevenson; Stanley Thrones Ltd.

**1-T-3**  
**FOOD & BEVERAGE SERVICE – I**

Theory 80  
Sessional -20

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Total - 100

**THEORY**

<b>UNIT</b>	<b>C O N T E N T</b>	<b>MARKS</b>
<b>I</b>	<b>The Food &amp; Beverage Service Industry</b> <ul style="list-style-type: none"> <li>• Introduction to Food &amp; Beverage Service</li> <li>• Type of Catering Establishment</li> </ul>	06
<b>II</b>	<b>The Food &amp; Beverage Service Areas</b> <ul style="list-style-type: none"> <li>• Restaurant</li> <li>• Coffee shop</li> <li>• Room Service</li> <li>• Bars</li> <li>• Banquets</li> <li>• Snack Bar</li> <li>• Executive Lounges</li> <li>• Business Centre</li> <li>• Discotheque</li> <li>• Night Club</li> <li>• Multiplexes</li> </ul> <b>Auxiliary areas</b> <ul style="list-style-type: none"> <li>• Still Room</li> <li>• Pantry</li> <li>• Store Room / Silver Room</li> <li>• Kitchen Stewarding</li> </ul>	12
<b>III</b>	<b>The Food &amp; Beverage Service Personnel</b> <ul style="list-style-type: none"> <li>• The Food &amp; Beverage Service Organization Structure</li> <li>• Attitude of Waiters, Personal Hygiene, Appearance, Salesmanship, Sense of Urgency, Customer Satisfaction, Punctuality, Attitude towards Guest.</li> <li>• Basic Etiquettes,</li> <li>• Do's &amp; Don'ts of Waiter (Positive &amp; Negative Attitude)</li> </ul>	08
<b>IV</b>	<b>The Food &amp; Beverage Service Equipment</b> <ul style="list-style-type: none"> <li>• Linen</li> <li>• China</li> <li>• Table Ware (Flat &amp; Hollowware)</li> <li>• Furniture : Table, Chair, Sideboard</li> <li>• Special Equipment : Trolleys</li> </ul>	08
<b>V</b>	<b>The Food &amp; Beverage Service Method</b> <ul style="list-style-type: none"> <li>• Table Service : Silver, English, American, Russian, French</li> <li>• Self Service : Buffet &amp; Cafeteria</li> <li>• Specialized Service : Gueridon, Lounge &amp; Butler</li> <li>• Single Point Service : Takeaway, Vending, Kiosks, Food Courts &amp; Bars</li> </ul>	07
<b>VI</b>	<ul style="list-style-type: none"> <li>• Mise-en-Scene</li> <li>• Mise-en-place</li> </ul>	12



	<ul style="list-style-type: none"> <li>• Receiving the Guest</li> <li>• Points to be remembered while laying a Table</li> <li>• Points to be observed while waiting at a table</li> <li>• Taking order on KOT &amp; use of KOT</li> </ul>	
<b>VII</b>	<b>Menu</b> <ul style="list-style-type: none"> <li>• Origin of Menu</li> <li>• Menu compilation</li> <li>• Type of Menu : Table d' hote, A 'la Carte</li> <li>• French Classical Menu</li> <li>• Classical Food &amp; Accompaniments with Cover</li> </ul>	12
<b>VIII</b>	<ul style="list-style-type: none"> <li>• Service of Ice-cream</li> <li>• Service of Breakfast</li> <li>• Service of Cheese</li> <li>• Service of Salads &amp; Sandwiches</li> <li>• Classification of Beverages</li> <li>• Services of non Alcoholic Beverages</li> </ul> <b>Tobacco</b> <ul style="list-style-type: none"> <li>• Availability, Types, Wrapper &amp; Sizes</li> <li>• Storage</li> <li>• Service</li> </ul>	15

**1-P -3**  
**FOOD & BEVERAGE SERVICE – I**  
(PRACTICAL)

Term Work – 25  
Practical -75  
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Total - 100

UNIT	CONTENT
1	Restaurant Etiquettes
2	Restaurant Hygiene Practices
3	Identification OF Equipments
4	Laying & Relaying of Table Cloth
5	Napkin Folds
6	Carrying a Salver & Tray
7	Service of Water
8	Handling Of Service Gear
9	Carrying Plates ,Glasses
10	Clearing ashtray
11	Compilation and service of French Classical Menu, 3 Course, 5 Course & 7 Course
12	Service of Cigars
13	Service of Non Alcoholic Beverages
14	Linen
15	Crumbing & Clearance

**Books Recommended:**

- Food and Beverage Service – Lillicrap. D.R. ; Edward Arnold Ltd. London
- Professional Food and Beverage Service Management – Verghese Brian; Macmillan India Ltd.
- Food and Beverage management and Service –Waiter; Barrie & Jenkins London 1965.
- The Waiter – Fuller John & Currie. A.J ; Hutchinson
- Food and Beverage Service- Dhawan Vijay; Franc Bros & Co.
- The Steward, Dias. P

**1-T-4**  
**HOTEL HOUSEKEEPING – I**

Theory 80  
Sessional -20

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Total - 100

UNIT	C O N T E N T	MARKS
<b>I</b>	<b>INTRODUCTION</b> <ul style="list-style-type: none"> <li>• Introduction and Importance of Hotel House-Keeping Department</li> <li>• Basic layout of House keeping Department</li> <li>• Co-ordination of House-Keeping with other departments of the hotel</li> <li>• Responsibility of House- Keeping department</li> </ul>	10
<b>II</b>	<b>House Keeping Department</b> <ul style="list-style-type: none"> <li>• Organization of HK department. (Large / medium/Small)</li> <li>• Job description &amp; Job specification of staff in the House Keeping department.</li> <li>• Professionalism in House Keeping</li> <li>• Aims of professional House keeper</li> <li>• Qualities of House Keeping staff</li> <li>• Guest Relations &amp; Human Relation</li> </ul>	10
<b>III</b>	<b>Briefing, Debriefing,</b> <ul style="list-style-type: none"> <li>• Daily cleaning –(Occupied / Departure / Vacant/ Under Repair /VIP)</li> <li>• Weekly cleaning</li> <li>• Spring cleaning</li> <li>• Public area cleaning (Lobby/cloakroom/Restaurant/ Bar/Banquet Halls / Admin officer lifts &amp; Elevations / staircase /Back areas / Front areas/ Corridor)</li> <li>• Contract Cleaning</li> <li>• Evening service</li> <li>• Second service</li> </ul>	10
<b>IV</b>	<ul style="list-style-type: none"> <li>• House Keeping desk – Importance, Role, Co-ordination, Role during, Emergencies.</li> <li>• General operations of control desk.</li> <li>• House Keeping Pantry – Indenting from stores, layout of floor pantry.</li> <li>• Handling Lost &amp; Found – Guest articles &amp; Hotel articles.</li> <li>• Reports, Forms, Formats &amp; Registers used in House Keeping department.</li> <li>• Maid's cart</li> <li>• Guest Room supplies – Standard, Regular; VIP &amp; VVIP, Replacement of guest supplies &amp; amenities.</li> <li>• Employee check in area</li> <li>• Gate pass</li> </ul>	10

V	<b>Hotel Guest Room</b> <ul style="list-style-type: none"> <li>• Types and basic layout of guest room</li> <li>• Layout of corridor; Rules on guest floor</li> </ul> Furniture / Fixture / Fittings / Soft furnishings / Accessories / Guest supplies / Amenities in a guest Room (to be dealt in brief only)	08
VI	<b>Cleaning Equipment</b> <ul style="list-style-type: none"> <li>• Types of equipments</li> <li>• Operating</li> <li>•</li> <li>•</li> <li>•</li> <li>• s of equipment</li> <li>• Storage, use, upkeep, Maintenance</li> <li>• Selection</li> <li>• Brand Names</li> </ul>	10
VII	<b>Cleaning Agents</b> <ul style="list-style-type: none"> <li>• Types of cleaning agents</li> <li>• Characteristics of good cleaning agent</li> <li>• Ph scale and cleaning with their application</li> <li>• Cleaning products (Domestic / Industrial)</li> <li>• Brands Names.</li> <li>• Distribution &amp; Control</li> </ul>	10
VIII	<b>Laundry</b> <ul style="list-style-type: none"> <li>• In house Vs contracting, merits &amp; Demerits</li> <li>• Equipments used in a Laundry (Washing machine/ Hydro extractor/Tumbler/ calendar or flat work Iron / steam press / Cooler press / pressing tables.</li> <li>• Cleaning agents</li> <li>• Dry cleaning</li> <li>• Blueing</li> <li>• Starching</li> <li>• Procedures of a Laundry (work flow)</li> <li>• Lay out</li> <li>• Stains &amp; stain Removal</li> </ul>	12

**1-P-4**  
**HOTEL HOUSEKEEPING – I**  
(P R A C T I C A L)

Term Work -25  
Practical -75

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Total -100

UNIT	C O N T E N T
<b>I</b>	<b>Cleaning &amp; polishing of surfaces</b> Glass Laminated Surface Wood & allied surface Metals : copper, Brass, silver, aluminum & steel Leather, rexin, plastic & ceramic
<b>II</b>	<b>Cobweb cleaning</b> Sweeping, Mopping
<b>III</b>	a) Guest Room cleaning ; Bed making & Toilet cleaning b) Publish area cleaning
<b>IV</b>	<b>Organizing &amp; use of maid's Trolley</b>
<b>V</b>	<b>Washing of fabric :</b> Hand wash, Machine wash, Blueing of fabric, starching (Rice /sago / Branded starching material) Ironing.

**Assignments:**

- ❖ List of cleaning agents – Brand name & prices
- ❖ List of guest supplies in different categories of hotels- Project on House Keeping Supplies
- ❖ List of equipment used in HK – Brand names – manufactures – along with specification
- ❖ Lay out making of HK Department
- ❖ Visit to a Laundry
- ❖ Visit to local hotel to see House Keeping department & Rooms

**Books Recommended:**

1. Professional management of Housekeeping operations, Robert J. Martin,; John Wiley & Sons, New York.
2. Hotel Hostel & Hospital Housekeeping, John C. Branson/Margaret Lennox,. Edward Arnold Ltd. London (ELBS)
3. Hotel Housekeeping Training manual, Sudhir Andrews; Tata Mc Graw Hill – Delhi
4. Professional Housekeeping, Tucker Schneider, VNR
5. Housekeeping Management for Hotels & Residential Management, Rosemary Hurst; Heinemann
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.

**1-T-5**  
**HOTEL ENGINEERING AND MAINTENANCE**

Theory 80  
Sessional -20

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Total – 100

UNIT	CONTENT	MARKS
<b>I</b>	<b>Maintenance</b> Definition of maintenance, scope, objectives of maintenance, role and importance of maintenance department, Organizational chart, Duties and responsibilities of maintenance department, Types of maintenance. External and Internal wall finishes, Different types of paints, Causes and cure of dampness.	12
<b>II</b>	<b>Fuels and Gas</b> Definition of fuel, types, calorific value, characteristics of good fuel, comparison of solid, liquid and gaseous fuels. Definitions of heat, temperature, modes / methods of heat transfer, L.P.G. (Liquefied Petroleum Gas) and its properties, Principle and construction of gas burner, Precautions to be taken while using gas.	10
<b>III</b>	<b>Electricity</b> Fuse, Circuit Breaker, Socket, Switch, Plug, Importance of earthing, AC and DC system of supply, power in ac single phase and three phase, Calculation of electricity bill, Wiring system, Precautions to be taken while using electrical appliances.	10
<b>IV</b>	<b>Lighting Systems</b> Basic definitions, light sources, natural light, artificial light, lighting system design, Methods of lighting (Direct, Indirect), Types of lamps: incandescent, electric discharge lamps.	08
<b>V</b>	<b>Water and Waste Water Systems</b> Hard and soft water, types of hardness, Methods of water softening (Lime soda process, Ion exchange process, zeolite method), Cold and hot water distribution system, Various plumbing fixtures, Water taps, traps and closets, Flushing system.	10
<b>VI</b>	<b>Refrigeration and Air conditioning</b> Definition, Pressure, Energy, Heat, Temperature, latent heat, specific heat, boiling point, dry and wet bulb temperature, defrosting, refrigerant: types, properties of good refrigerant, unit of refrigeration, Vapour compression refrigeration cycle. Condition of comfort, Types of AC systems : Central AC, Window AC, Working of AC and its components Ventilation : its need and types.	10
<b>VII</b>	<b>Safety in Hotel Industry</b> Classification of fire, causes of fire, Methods and types of fire extinguishers (portable and stationary), Fire detector (Smoke and Temperature), Fire prevention, fire notification.	08
<b>VIII</b>	<b>Communication Systems and Transportation</b> Uses, maintenance and care of telephone system, telex, fax, mobile,	12

	internet (e-mail) etc. Elevators, Escalators: Their operation and maintenance, Document transportation.	
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**1-P-5**  
**HOTEL ENGINEERING AND MAINTENANCE**  
( P R A C T I C A L )

**Marks: 50**

**Demonstrations / Field Visits**

1. Principle and Construction of gas burner
2. Electrical Accessories: Fuse, Switch, Socket, Plug etc.
3. Wiring Systems
4. Lighting Systems and types of lamps
5. Signs and Symbols
6. Hot and Cold Water Distribution System
7. Plumbing Fixtures
8. Different types of taps: Bib tap, Pillar tap, Waste – not tap
9. Refrigerator / Vapour Compression system in hotel
10. Air Conditioner: Window AC
11. Safety Systems: Fire Extinguishers, Fire detectors, alarm etc.
12. Functioning of Elevator and Escalator
13. Soldering and Disordering
14. Maintenance Tools: Tester, Screw driver, Wire cutter, Plier, Chisel, Rip saw, Hack saw, Claw hammer

**Books Recommended:**

- Hospitality Facilities Management and Design -David M. Stipanuk, Harold Roffmann; Publication : Educational Institute, AHMA
- How Things Work – The Universal Encyclopedia of Machines , Volume 1 and 2
- The Management of Maintenance and Engineering Systems in the Hospitality Industry - Frank D. Borsenik , Alan T. Stutts, John Wiley & Sons Inc., New York.
- Air Conditioning Engineering; W. P. Jones, English Language Book Society
- Refrigeration and Air Conditioning - Domkundwar
- A Text Book of Hotel Maintenance- Goyal and Arora

**1-T-6**  
**INTRODUCTION TO HOTEL INDUSTRY AND FRONT OFFICE-I**

Theory 80  
Sessional -20

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Total - 100

UNIT	C O N T E N T	MARKS
<b>I</b>	<b>INTRODUCTION TO HOTEL INDUSTRY</b> <ul style="list-style-type: none"> <li>• Definition of Hotel</li> <li>• Development of Hotel industry with reference to India and world</li> <li>• Classification of Hotel</li> <li>• Star classification</li> <li>• Locations</li> <li>• Size</li> <li>• Type of Clientele</li> <li>• Different Department of hotel</li> </ul>	15
<b>II</b>	<b>Introduction to Front Office Department</b> <ul style="list-style-type: none"> <li>• Different sections of front office department</li> <li>• Layout of Front Office (lobby and back office )</li> <li>• Equipments and furniture of Front Office</li> <li>• Staff organization of front office (small, medium, large, hotels)</li> <li>• Types of rooms</li> <li>• Food Plans</li> <li>• Food plans signs,</li> <li>• Symbols and abbreviations used operations in Front office operations.</li> </ul>	10
<b>III</b>	<b>Importance and Role of Front Office staff.</b> <ul style="list-style-type: none"> <li>• Personality traits of front office staff</li> <li>• Duties and responsibilities of Receptionist</li> <li>• Job description of front office Manager</li> <li>• Lobby manager</li> <li>• Receptionist</li> <li>• Reservationists</li> </ul>	10
<b>IV</b>	<b>Tele Communication</b> Importance of communication Co-ordination of front office with other departments. Handling of Telephone Telephone Manners	10
<b>V</b>	<b>Hotel Brochures and Tariffs.</b> Different types of room rates Basis of charging tariffs Use of brochure and tariffs	05
<b>VI</b>	<b>Reservation</b> <ul style="list-style-type: none"> <li>• Meaning and Need of Reservation</li> <li>• Sources of Reservation</li> <li>• Reservation Process</li> <li>• Advance letting out chart</li> <li>• Density chart</li> <li>• Booking diary</li> </ul>	15



	<ul style="list-style-type: none"> <li>• Reservation form</li> <li>• Whitney system of Reservation</li> <li>• Whitney rack</li> <li>• Whitney slip</li> </ul>	
<b>VII</b>	<b>Registration</b> Meaning and importance of Registration Registration Procedure – Arrival stage Guest with advance reservation Walk-in guest – right for reservation, advance payment policy. Registration Records Registration Form, register Expected arrival list Arrival list House list Notification slip	10
<b>VIII</b>	<b>Front office terminology related to :</b> Reservation Reception Registration	05

**1-P-6**  
**FRONT OFFICE-I**  
**(PRACTICAL)**

Term Work - 25  
Practical -50

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Total-75

UNIT	CONTENT
1	Do's and Don'ts of Front desk ii) Back office iii) Front desk
2	Grooming of Front office staff i) General hygiene ii) Posture iii) Personal Grooming
3	Developing of Personality Traits of front-office staff
4	Communication skills exercise Reading Speaking Listening
5	Handling of Brochures
6	Handling Tariff cards
7	Industrial Visit to hotel :- Front Office
8	Telephone handling – Telephone manners
9	Telephone phrases
10	Information regarding Hotel on telephone & in person
11	Knowledge of records and formats used in reservation
12	Basic knowledge of records of pre registration and arrival
13	Reservation Procedure Types of reservation Advance Letting out chart Density Chart Use of Booking Diary
14	General Information regarding City
15	Places of tourist Interest in and around city
16	Shopping Centre, Hotels and Restaurants in the City
17	Knowledge of Indian States, Union territory and Capitals
18	Languages Of India
19	Geographical Knowledge about your state and city location

**Books Recommended:**

- Andrews S., Hotel Front Office Training Manual, Tata Publishing company limited, 1982.
- D. Collins, Accommodation Operations, Plymouth Macdonald Evans, 1967.
- Villen Jerome J., Check in check out, Iowa WMC Brown Co., 1976.
- Tourist Information Series, Publication Division, Ministry of information and broadcasting Government of India, Delhi.
- Kaul, S.N., Tourist India, International Taj Building Bombay.
- Robert C. Fisher, India and Nepal Hodder and Stoughton London, 1981.
- Dr. Singh R.K., Front Office Management, Aman Publication,

**1-T-7**  
**FOOD COMMODITIES**

Theory 80  
Sessional -20

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Total – 100

UNIT	CONTENT	MARKS
<b>I</b>	<b>Cereals : types storage &amp; uses of</b> <ul style="list-style-type: none"> <li>• Wheat</li> <li>• Rice</li> <li>• Oats &amp; rye</li> <li>• Barley</li> <li>• Maize</li> <li>• Arrowroot</li> <li>• Sago</li> <li>• Tapioca</li> <li>• Sorghum</li> <li>• Ready to eat cereals</li> <li>• Uncooked Breakfast cereal.</li> </ul>	12
<b>II</b>	<b>Pulses</b> <ul style="list-style-type: none"> <li>• Types, Products &amp; storage uses of pulses.</li> </ul>	08
<b>III</b>	<b>Vegetable fruits &amp; nuts</b> <ul style="list-style-type: none"> <li>• Classification ,Selection, storage &amp; uses</li> </ul> <b>Herbs, spices and condiments</b> <ul style="list-style-type: none"> <li>• Description and uses in catering</li> </ul> <b>Colours, flavors and essence.</b> <b>Fats and oils</b> Types, sources, storage and uses	12
<b>IV</b>	<b>Milk &amp; Milk products</b> (Classification, composition, processing, storage & Uses.) <ul style="list-style-type: none"> <li>• Milk</li> <li>• Cream</li> <li>• Curd &amp; yoghurt</li> <li>• Khoa</li> <li>• Cheese</li> <li>• Manufacturing, classification and uses.</li> </ul>	12
<b>V</b>	<b>Meat &amp; Meat products</b> (Sources, storage & uses) <ul style="list-style-type: none"> <li>• Beef &amp; Veal</li> <li>• Lamb &amp; Mutton</li> <li>• Pork &amp; pork products</li> </ul>	12
<b>VI</b>	<b>Sources, Storage and use</b> <ul style="list-style-type: none"> <li>• Fish &amp; Shell fish</li> <li>• Poultry &amp; Game</li> </ul>	8
<b>VII</b>	<b>Eggs</b> <ul style="list-style-type: none"> <li>• Structure, composition, types, storage and uses.</li> </ul>	8
<b>VIII</b>	<b>Non alcoholic beverages</b> <ul style="list-style-type: none"> <li>• Tea, Coffee, cocoa (processing &amp; uses)</li> </ul> Fruit beverages, Fruit juice, Fruit drink, Fruit squash, Fruit cordial, Fruit punches, Sherbets.	8

**Books Recommended:**

1. Kinton Ronald, Ceserani Victor: The Theory of Catering, ELBS Publication.
2. Manay Shakuntala, Shadakshara Swami, m: Food, facts & principles.

1-T-8

**HYGIENE, SAFETY AND FIRST AID**Theory 80  
Sessional -20-----  
Total – 100

UNIT	CONTENT	MARKS
I	<ul style="list-style-type: none"> <li>• The place of hygiene in the hotel &amp; catering industry.</li> <li>• The importance of creating the right attitude towards hygiene securing the active co-operation of the food handlers.</li> </ul>	6
II	<ul style="list-style-type: none"> <li>• Personal hygiene of staff</li> <li>• Care of skin, hand &amp; feet.</li> <li>• Hygienic use in cosmetic and deodorants</li> <li>• Relationship of right clothing to personnel comfort and as aid to efficiency.</li> <li>• Choice and care of protective clothing.</li> </ul>	8
III	<ul style="list-style-type: none"> <li>• Hygienic storage condition, care of food, Dry food storage, containers used, canned foods, ventilated storage, storage of non edible material.</li> <li>• Storage of cooked food, semi perishable and perishable foods, spoilage of foods, factors affecting spoilage, precaution against spoilage.</li> </ul>	10
IV	<ul style="list-style-type: none"> <li>• Hygiene in kitchen</li> <li>• Natural &amp; artificial ventilation</li> <li>• Disinfectants</li> <li>• Types of waste &amp; its disposal</li> <li>• Dish washing</li> <li>• Hand washing machine- comparative merits &amp; demerits.</li> <li>• Automatic &amp; non automatic machines</li> </ul>	8
V	<ul style="list-style-type: none"> <li>• Safety with equipment</li> <li>• Work equipment</li> <li>• Dangerous machine</li> <li>• Electrical equipments</li> <li>• Gas equipment</li> <li>• Fire protection &amp; safety</li> </ul>	8
VI	<ul style="list-style-type: none"> <li>• Managing food safety</li> <li>• Food safety legislation</li> <li>• Food safety management</li> <li>• Food hygiene inspection</li> </ul>	10
VII	<b>Work place safety</b> <ul style="list-style-type: none"> <li>• In the bar</li> <li>• In the cellar</li> <li>• In the kitchen</li> <li>• In the restaurant</li> </ul>	10

	<ul style="list-style-type: none"> <li>• In housekeeping</li> <li>• In reception</li> <li>• In leisure</li> </ul>	
<b>VIII</b>	<b>Introduction to first aid</b> <ul style="list-style-type: none"> <li>• Principles of first aid</li> <li>• Various types of bandages, slings, tourniquet etc.</li> <li>• Fracture, types.</li> <li>• Facilities to be maintained in hotel for first aid.</li> <li>• First aid to be administered to patient in case of fire, orthopedic casualties, drowning casualties, electric shock casualties, suffocation casualties.</li> </ul>	20

**Books Recommended:**

1. Trickett Jill – Food hygiene for food handlers- second edition. The Macmillan press Ltd. 1992.
2. J.A. Stretch & H.A. Southgate – The science of catering 2<sup>nd</sup> edition 1986 Edward Arnold.
3. Michael Colleer & Colin Sussams – Success in principles of catering second edition 1988
4. Hater Roy – Safety in Catering – A guide for supervisors and managers. The Macmillon press Ltd. 1988.
5. Principles of first aid – St. John’s Ambulance Brigade, Red cross society.