

**KAVIKULGURU KALIDAS SANSKRIT
VISHWAVIDYALAYA,
RAMTEK, MAHARASHTRA**

SYLLABUS

DIPLOMA IN HOSPITALITY STUDIES

2015-2016

DIRECTION NO _____ OF _____

Whereas it is expedient to make Directions in respect of examinations leading to the Diploma in Hospitality Studies as annual Pattern for the purposes here in after appearing, I, Dr.Uma Vaidya, Vice-Chancellor, Kavikulaguru Kalidasa Sanskrit University I, am hereby pleased to make the following Direction.

- 1) This Direction may be called "Examination leading to Diploma in Hospitality Studies annual Pattern Direction, 2015.
- 2) The Direction shall come into force with effect from the date of its approval by the Management Council.
- 3) Without prejudice to the other provisions of Direction relating to the examinations in general, the provisions of the said Direction, shall apply to every candidate admitted to this course and examination.
- 4) The fees for the Admission, Examination and other different activities shall be as prescribed by the Management Council from time to time and whenever any change is made in the fees prescribed for any particular examination that shall be notified.
- 5) (i) The scope of the eligibility, subjects, papers & scheme of marking and examination pattern along with aggregate, minimum marks for passing, paper duration shall be as follows:

**Course Curriculum (Syllabus) Diploma in Hospitality Studies
(2015-16 Onwards)**

| | |
|---------------------|---|
| Name of the Course | Diploma in Hospitality Studies |
| Name of the Faculty | Shiksanashastra Tatha Sankirna Vidyashakha |
| Examination Type | Annual |
| Course Duration | 01 (Academics) + ½ year (Training) |
| Total Marks | 1150 (Academics) + 100(Training) = 1250 marks |
| Eligibility | The candidates must have Passed XII State Board examination or equivalent from Maharashtra or any other state out of Maharashtra or its equivalent examination. |

Eligibility:

a. **In the case of Diploma in Hospitality Studies** the Candidate should be an Indian National & should have passed the HSC (XII Std) Examination of Maharashtra State Board of Secondary & Higher Secondary Education or its equivalent Examination in Science/ Home science/Commerce/Arts/MCVC.

Or

Candidate should be an Indian National & should have passed the Indian School Certificate (Std XII) Examination or any other equivalent Higher Secondary (Std XII) examination of a council or Board Outside Maharashtra State with Science/ Home science/Commerce/Arts/MCVC.

The title of the papers mentioned in the syllabi may be changed by the authorities in the subsequent year.

(ii) The Medium of instruction and examination shall be Sanskrit / English/ Marathi or Hindi sanctioned by the University at the time of affiliation or MOU. In case of instruction and examination language sanctioned by the University other than Sanskrit and English the concern institute has to coordinate with the Examination section to avoid further inconvenience.

6) A collegiate candidate shall submit his application form for admission to the examination through the Principal of his / her college and in respect of University Departments, candidate through the Head of Department within the dates prescribed in this behalf by the University.

7) The examination leading to the diploma pattern shall be held at the end of year once in a year at such places and on such dates as may be decided by the University.

8) **The duration:**

The duration of the course shall be of one academic year of 180 academic days.

9) **Medium:**

The Medium of question paper and instruction shall be Sanskrit/ English/ Marathi or Hindi as decided by the University and mentioned specifically in the University affiliation letter or MOU letter. The decision of Vice Chancellor will be final in case of any dispute related to Medium of language.

10) **Fees:**

The fees for the Admission, Examination and other different activities shall be as prescribed by the Authorities of the University, from time to time and

whenever any change is made in the fees prescribed for any particular examination that shall be notified.

11) **Number of papers:**

The title of the papers mentioned in the syllabus may be changed by the authorities and such changes will be intimated to the students. The scope of the subjects shall be as indicated in the respective Syllabus.

12) **Total Marks:**

The subject to be examined shall be as per the syllabus. The examination shall comprise of aggregate of 1150 (Academics) + 100(Training) = 1250 marks. Scheme of examination pattern and marking scheme for minimum passing is prescribed as mentioned the syllabi.

The scheme of examination and number of papers for examination may be changed by the Board of Studies as per the need of the time and such changes will be notified from time to time.

The Diploma in Hospitality Studies examinations will be held in summer/Winter.

13) Examination

The end of Year examination shall have assessment from following perspective with respect to all courses:

1. Evaluation with respect to knowledge.
2. Evaluation with respect to Understanding.
3. Evaluation with respect to skill.
4. Evaluation with respect to Applications.
5. Higher Order Thinking Skills

With respect to all above components, there will be following types of questions in the examination.

1. MCQ
2. Short Questions
3. Long Answer Questions

14) Evaluation Methods:

1. A student shall be evaluated through Comprehensive Continuous Assessment (CCA) i.e. Assignments / Sessionals as well as the End of Term examination. The weight age of CCA shall be 40%, whereas the weight age of the end examination shall be 60%.

The evaluation of end of term practical viva voce examination, wherever such an examination is required to be conducted, will be carried out by a panel consisting of an internal examiner and an external examiner to be conducted at University level.

15) Admission as External Student –

There is no provision for external admission.

16) Withholding the result -

However his/her result will be withheld-

- 1) If he/she has not cleared all the examinations
- 2) If the required fee is not paid
- 3) If no due certificate is not submitted.
- 4) If the original Transfer Certificate is not submitted.
- 5) If the case is submitted to unfair means-committee.

17) Number of Attempts to clear the exam:

In case of new syllabus being implemented, the student shall have total three consecutive attempts (including the year he/she has first appeared for the exam) to clear the examination as per the old syllabus.

After the last allowed attempt, if he/she fails in the exam the student has to take re admission into the same year of new course.

18) In order to pass in the Theory Examination an examinee shall obtain in each subject not less than the minimum marks as indicated in the Syllabus.

19) In order to pass in the Practical Examination an examinee shall obtain in each subject not less than the minimum marks as indicated in the Syllabus.

I. There shall be Assignments as Sessional / Continuous Class Assessment (Internal marks for theory) and the best of the two marks obtained in CCA shall be sent to the university as the College assessment marks (Internal marks for theory).

II. The HOD/Principal shall maintain in his/her office the complete record of the marks obtained by the candidate in the Assignment. The same shall be submitted, before the commencement of the University Examination, to the registrar in a sealed envelope.

20) **Scheme for internal Practical Marks**

The final Practical Examination will be conducted for 60Marks. The Internal Examination will be conducted for 40 marks. The distribution of the marks will be according to the subject:-

A) Accommodation Operations.(60Marks)

| Sr. No. | Particulars | Marks |
|---------|------------------------|-------|
| 1 | Grooming | 05 |
| 2 | Journal | 05 |
| 3 | Attendance | 05 |
| 4 | Viva | 10 |
| 5 | Written Work | 10 |
| 6 | Written Work (Formats) | 05 |
| | Total | 40 |

B) Food Production Principles

| Sr. No. | Particulars | Marks |
|---------|----------------------------------|-------|
| 1 | Attendance | 05 |
| 2 | Grooming | 05 |
| 3 | Presentation/ Written Work | 15 |
| 5 | Journal | 10 |
| 6 | Cleaning | 05 |
| | Total | 40 |

C) Food And Beverage Service.

| Sr. No. | Particulars | Marks |
|---------|----------------------|-------|
| 1 | Grooming | 5 |
| 2 | Attendance & Journal | 5 |
| 3 | Viva | 5 |
| 4 | Written Work | 5 |
| 5 | Practical | 20 |
| | Total | 40 |

- 21) The examinee at each of the examination shall have option of not being declared successful at the examination in case he/she does not secure a minimum of grade equivalent to 40% marks at the examination. This option will have to be exercised every time the application is submitted to any of the examinations. Once this option is exercised, the option shall be binding on the examinee and it shall not be evoked in under any circumstances.
- 22) A short tour/factory visit of 1-2 days shall be arranged for the Students.

23) After completion of examination an internship comprising of 24 weeks/ 06 Months Industrial training in the Hotels accepted by the Head of the Institutions shall be a compulsory part as prescribed.

24) **Ex- student:**

An examinee who either does not pass or fails to present himself at the examination shall be eligible to appear as an ex-student at any subsequent examination without prosecuting a regular course of study on payment of fresh fees and such other fees as may be prescribed in this behalf.

Provided that an examinee who fails in practical/oral examination may present him / her again for the examination in practical/oral.

REGULATIONS GOVERNING Diploma in Hospitality Studies

Title of the programme This Diploma shall be called:

Diploma in Hospitality Studies

Eligibility for admission

Any candidate who has passed the Plus Two of the Higher Secondary Board of Maharashtra or that of any other Board of Examinations in any state or any other equivalent is eligible for admission.

Duration of the programme

The duration of the Diploma will be one and a half years of academic session.

Medium of Instruction, Examination and Answering the Examination

The medium of instruction, examination and Answering examination shall be English/Marathi/ Hindi.

Lateral Admission for higher studies

The students who clear the diploma in Hospitality Studies are entitled to get lateral admission directly to second year (Third Semester) of B.Sc. H.S.

Subjects of study:

Total number of courses for the whole **Diploma in Hospitality Studies**

Program is 08

The subjects of study leading to grant Diploma in Hospitality Studies

Shall comprise the following scheme:

Scheme and Syllabus
Diploma in Hospitality Studies

Theory

| Sr. No | Subject | Marks Allotted | | | Minimum Passing Marks | No. of Classes Per week | Exam Hours. |
|--------|---------------------------------|----------------|--------------|-------|-----------------------|-------------------------|-------------|
| | | Sessi onal | Final Theory | Total | | | |
| 1-T-1 | Sanskrit | 40 | 60 | 100 | 40 | 3 | 03 |
| 1-T-2 | General English & Communication | 40 | 60 | 100 | 40 | 3 | 03 |
| 1-T-3 | Food Production Principles | 40 | 60 | 100 | 40 | 3 | 03 |
| 1-T-4 | Food and Beverage service | 40 | 60 | 100 | 40 | 3 | 03 |
| 1-T-5 | Accommodation Operations | 40 | 60 | 100 | 40 | 3 | 03 |
| 1-T-6 | Catering Science & Hygiene | 40 | 60 | 100 | 40 | 3 | 03 |
| 1-T-7 | Basic Accounts | 40 | 60 | 100 | 40 | 3 | 03 |
| 1-T-8 | Hotel Engineering | 40 | 60 | 100 | 40 | 3 | 03 |
| | Library | | | | | 2 | |
| | | 320 | 480 | 800 | | 24+2=26 | |

Practical

| Sr. No. | Subject | Term Work | Final Practic al | Total | Minimum Passing Marks | No. of Classes Per week | Exam Hours. |
|---------|---------------------------------|-----------|------------------|-------|-----------------------|-------------------------|-------------|
| 1-P-2 | General English & Communication | | 50 | 50 | 20 | 2 | 02 |
| 1-P-3 | Food Production Principles | 40 | 60 | 100 | 40 | 3 | 03 |
| 1-P-4 | Food and Beverage Service | 40 | 60 | 100 | 40 | 3 | 03 |
| 1-P-5 | Accommodation Operations | 40 | 60 | 100 | 40 | 3 | 02 |
| | | | | | | | |
| | | 120 | 230 | 350 | 140 | 11 | |

Note:

Industrial Training 24 Weeks.

Log Book on training should be maintained by the student and signed by Training Co-ordinator / Head of the Department / Head of Institution. Grade should be allotted as: - Excellent A, Very Good-B, Good-C, Fair-D, Poor-E.

On completion of Industrial training presentation is compulsory which will be evaluated by external and internal examiner.

Diploma in Hospitality Studies
 Industrial Training / Industrial Tour/ Scheme
 Industrial Training for 6 months.

| Course Code | Particular | | Marks allotted | | Exam Hour |
|--------------|---|----------------------|----------------|-----------------------|-----------|
| | | Allotted marks | Final | Minimum Passing Marks | |
| BSc HS P 401 | Industrial Training Evaluation of Training on 1. Log Book and Certificate 2. Project Report 3. Appraisals 4. Viva Voce | 25 25 25 25 | 100 | 40 | 2 hours |
| | Total | | 100 | 40 | |

Note: Second Phase of diploma is devoted to 06 months Industrial Training. Log Book on training should be maintained by the student and signed by Training Co-ordinator / Head of the Department Head of Institution.

- a) *Training in recognized Hotel & Resorts
- b) *Log book to be maintain.
- c) *Certificate of training to be submitted.
- d) *On completion of training presentation is compulsory.

HOTEL/RESORT TRAINING

The students of Diploma in Hospitality Studies shall be required to undergo Six month industrial Training base on the training the students will appear for the Training viva examination.

The students should submit a report of about 30 to 40 typed pages containing the reports of Industrial Training to the Head of the Department (HOD) of the college on or before the notified date of submission.

Once a student has properly completed the Diploma programme and submits the training reports satisfactorily to the HOD, he/she need not repeat the training.

**KAVIKULGURU KALIDAS SANSKRIT VISHWAVIDYALAYA,
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DIPLOMA IN HOSPITALITY STUDIES COURSE

(Annual Pattern Question Paper for all subjects)

Scheme for Theory Examination

Duration for each theory Examination : As presented in Syllabus

Maximum Marks Allotted to each Theory : 60

Suggested Distribution of Marks-

Question No. 1: Answer any two out of four Questions (Max. Marks- 12) (6X2)
Two Questions from unit I, Two Questions from unit II.

Question No. 2: Answer any two out of four Questions (Max. Marks- 12) (6X2)
Two Questions from unit III, Two Questions from unit IV.

Question No. 3: Answer any two out of four Questions (Max. Marks- 12) (6X2)
Two Questions from unit V, Two Questions from unit VI.

Question No. 4: Answer any Four out of Six Questions (Max. Marks- 12) (3X4)
One Questions from all six units.

Question No. 5: Answer any Six out of twelve Questions (Max. Marks- 12) (2X6)
Two Questions from all six units.

1-T-1

Sanskrit

Theory - 60
Internal - 40

Total - 100

Lecture: 3 Hours per Week

| B.Sc. (Hospitality Studies) Semester I Paper 1 Sanskrit | | Theory 60 Marks |
|--|--|-----------------|
| 1) Selected Prakaranas from वैद्यकीय –सुभाषित –साहित्यम् (Author - Shri Aditya Ltd. Prakarana, Mahal Nagpur Chapter - 10 - Jala Prakaranam 11 - Anna Prakaranam 12 - Vividhashitpeet Prakaranam 13 -Bhojanavidi Prakaranam | | 40 Marks |
| 2) Abhyaspustakam - (विश्वासः) प्रकाशन – संस्कृतभारती, बेंगलुरु – 85 | | 20 Marks |
| Module I - Jal Prakaran, Anna Prakaranam | | 20 Marks |
| Module II -Vividhashitpeet Prakaranam, Bhojanavidi Prakaranam | | 20 Marks |
| Module III - Abhyaspustakam | | 20 Marks |
| 3) Internal | | 40 Marks |
| ----- | | |
| Semester I Paper 1 Sanskrit Paper Pattern | | Theory 60 Marks |
| वैद्यकीयसुभाषित – साहित्यम् | | |
| Q.1 a. Translation (2 out of 4) | | 10 Marks |
| b. Reference to Context (2 out of 4) | | 10 Marks |
| c. Short notes (2 out of 4) | | 10 Marks |
| Q2. Long Answer question (1 out of 2) | | 10 Marks |
| अभ्यासपुस्तकम् | | |
| Q.3 a. Match the followings | | 05 Marks |
| b. Fill in the blanks | | 05 Marks |
| c. Complete the Sentence | | 05 Marks |
| d. Make the Sentence | | 05 Marks |

1-T-2

General English & Communication

Theory - 60
Internal - 40

Total – 100

Lecture: 3 Hours per Week

| UNIT | C O N T E N T | MARKS |
|------|---|-------|
| I | THE COMMUNICATION PROCESS <ul style="list-style-type: none">• The concept of communication :an introduction• The elements of communication (sender, receiver, message, medium, encoding, decoding & feedback)• Importance of effective communication: (in every field) CHANNELS OF COMMUNICATION <ul style="list-style-type: none">• Internal & External communication : Formal & Informal channels• Formal channels of communication (Horizontal, Vertical, Upward & Downward communication)• Informal channel of communication – Grapevine | 10 |
| II | NON VERBAL & VISUAL COMMUNICATION <ul style="list-style-type: none">• Definition of nonverbal communication• Types of non-verbal communication (Facial, expression, Gestures, Body language, Kinesics, Phonemic & Physical appearance.)• Visual communication (signs, signals, graphs, charts, maps, colour & posters) | 10 |
| III | BARRIERS OF COMMUNICATION <ul style="list-style-type: none">• Types of barriers – Physical, Mechanical, semantic, cultural, psychological• Ways of overcoming barriers of communication. | 10 |
| IV | LANGUAGE IN LETTER WRITING <ul style="list-style-type: none">• Principles of letter writing, commercial jargon, correct spelling, correct word order & Four C's of commercial correspondence.• Parts of a letter | 10 |

| | | |
|----|--|----|
| V | <p>LETTERS</p> <p>a) Job application letter, bio data, Resume b) Inquiry letter (eg for rooms) reply to enquiry letter c) Response to guest complaints d) Order letter & quotation letters e) Claim & adjustment f) Credit & collection letter g) Sales letter & circular h) Notice & Memorandum</p> | 10 |
| VI | <p>COMPREHENSION & SUMMARIZATION</p> <ul style="list-style-type: none"> • Structure of a report : Individual & committee (short & long report) • Types of report: Investigative, Progressive, & feasibility reports. <p>COMPREHENSION & SUMMARIZATION</p> <ul style="list-style-type: none"> • Comprehension passages related to specific fields • Precis writing & summarization of short paragraph | 10 |

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-3

Food Production Principles

Theory – 60

Internal -40

Total – 100

Lecture: 3 Hours per Week

| UNIT | C O N T E N T | MARKS |
|------|---|-------|
| I | Introduction <ul style="list-style-type: none">• Definition of cooking• Origin of modern cookery• Escoffier, Marie Antonie Careme• Nouvelle cuisine• Aims and objectives of cooking• Weight and volumes Equivalent (conversion tables) (American ; British)• Temperature conversion °C to °F• Attitude and Skill in Kitchen. | 10 |
| II | Kitchen Organization <ul style="list-style-type: none">• Classical kitchen brigade - duties and Responsibilities• Kitchen staffing in various categories of Hotels• Inter-departmental co-ordination• Different sections of food production department• Tools and utensils used in kitchen | 10 |
| III | FUELS <ul style="list-style-type: none">• Advantages and Disadvantage of fuels used in kitchen• Gas• Charcoal• Electricity | 10 |
| IV | Cuts of vegetables <ul style="list-style-type: none">• Preparation of ingredients Culinary Terms (Western Culinary Terms from Modern Cookery - I, Thangam E. Philip)• Cereals:- introduction to basic cereals and pulses used in Indian cooking• Methods of Cooking. | 10 |

| | | |
|----|---|----|
| V | A classification of raw materials according to their functions <ul style="list-style-type: none"> • Foundation material • Salt • Liquid • Sweetening • Fats and Oils • Raising Agents • Thickening Agents • Flavors • Seasonings • Egg | 10 |
| VI | Milk and Milk Products : <ul style="list-style-type: none"> • Introduction, • Processing of Milk, • Pasteurization, • Homogenization, • Milk in Various Forms e.g. Toned, Powder, Condensed and Evaporated etc., • Cream – Introduction, Processing and Types. • Cheese:- Introduction and types | 10 |

FOOD PRODUCTION PRINCIPLES I
(P R A C T I C A L)

Practical-100

Lecture: 6 Hours per Week

| Sr.No | C O N T E N T |
|-------|--|
| 1 | Cut of vegetable 1. intro to equip / Rota / Indenting |
| 2 | 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 |
| 3 | Continental -3(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) |
| 4 | Snack Menu- 4 South Indian ,Parathas, North Indian ,Poha / Cutlets |
| 6. | Cakes :-2 • With Shortening - pound cake, fruit cake, cup cake (Muffins and Madeleines) Madeira Cake. |
| 7. | Cookies:-2 Nankhatai, Melting Moments, Tri-colour Biscuits, Coconut Macaroons |

Books Recommended:-

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

1-T-4

Food and Beverage service

Theory 60
Internal -40

Total - 100

Lecture: 3 Hours per Week

| UNIT | C O N T E N T | MARKS |
|------|--|-------|
| I | Food and Beverage Service Outlets: Classification of food and beverage operations a) Commercial: Residential / Non-residential b) Welfare: industrial / Institutional / Transport (Air, Road, Rail, Sea). Types of outlets and types of meals served (coffee shops, snack bar/ counter service vending machines, specialty restaurants, operations, Room service). | 10 |
| II | Essential Equipments in Food and Beverage Service Familiarization and classification of equipments, Furniture (light and décor), Glassware – various types with capacities and use Tableware, Chinaware, Cutlery, Hollow ware- – various types with capacities and use, Other equipments – use. | 10 |
| III | The Food and Beverage Service Areas <ul style="list-style-type: none">• Restaurant• Coffee shop• Room Service• Bars• Banquets• Snack Bar• Executive Lounges• Business Centre• Discotheque• Night Club• Multiplexes Auxiliary Areas of the Food and Beverage Pantry/Stillroom, Food pickup areas, Stores, Linen room, Kitchen stewarding, Silver room | 10 |

| | | |
|----|--|----|
| IV | <p>The Food and Beverage Service Personnel</p> <ul style="list-style-type: none"> • The Food and Beverage Service Organization Structure • Attributes of Waiters, • Basic Etiquettes, • Do's and Don'ts of Waiter (Positive and Negative Attitude) • Mise-en-Scene • Mise-en-place | 10 |
| V | <p>The Food and Beverage Service Method</p> <ul style="list-style-type: none"> • Table Service : Silver, English, American, Russian, French • Self Service : Buffet and Cafeteria • Specialized Service : Gueridon, Lounge and Butler • Single Point Service : Takeaway, Vending, Kiosks, Food Courts and Bars• Receiving the Guest • Points to be remembered while laying a Table • Points to be observed while waiting at a table • Taking order on KOT and use of KOT | 10 |
| VI | <p>Menu</p> <ul style="list-style-type: none"> • Origin of menu • Menu Compilation • Type of menu: table d' hote, A "la carte • French classical menu • Classical food and accompaniments with cover <p>Tobacco:</p> <ul style="list-style-type: none"> • Availability, types, wrapper and sizes • Storage • Service | 10 |

FOOD and BEVERAGE SERVICE I
(P R A C T I C A L)

Practical -100

Lecture: 4 Hours per Week

| Books | Sr.no | C O N T E N T |
|-------|-------|--|
| | 1 | Restaurant Etiquettes |
| | 2 | Restaurant Hygiene Practices |
| | 3 | Identification OF Equipments |
| | 4 | Laying and Relaying of Table Cloth |
| | 5 | Napkin Folds |
| | 6 | Carrying a Salver and Tray |
| | 7 | Service of Water |
| | 8 | Handling Of Service Gear |
| | 9 | Carrying Plates ,Glasses |
| | 10 | Clearing ashtray |
| | 11 | Compilation and service of 4 Course, 5 Course continental menu |
| | 12 | Linen |
| | 13 | Crumbing and Clearance |
| | 14 | Thirteen course French Classical Menu. |

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 and Jenkins London 1965.
- The Waiter - Fuller John and Currie. A.J ; Hutchinson
- Food and Beverage Service- Dhawan Vijay; Franc Bros and Co.
- The Steward, Dias. P

Lecture: 3 Hours per Week

| UNIT | C O N T E N T | MARKS |
|------|---|-------|
| I | INTRODUCTION TO HOSPITALITY INDUSTRY Evolution of Hospitality Industry, Western & Indian Classification of Hotels Departmental Classification of Hotels & functions of different department Organization of Hotel (Large, Medium & Small) | 10 |
| II | INTRODUCTION TO FRONT OFFICE & HOUSEKEEPING Organization of Front Office Department Duties & responsibilities of FO staff Personality Traits of Hotel Staff Personal Grooming & Hygiene Type & Facilities of rooms, rules on guest floor Brochures & Tariffs Different types of Room Rates Basis of charging tariffs, discounts Food Plan & Packages, Taxes | 10 |
| III | THE GUEST CYCLE:- Pre-Arrival (Reservation) Arrival (Registration) Occupancy (Guest Stay) Departure (Check Out) Tele communication:- Importance of communication Co-ordination of front office with other departments Handling of telephone, telephone manners Front office terminology related to:- Reservation, Registration, Reception | 10 |
| IV | INTRODUCTION OF HOUSEKEEPING Organization, Layout of HHK Dept. Importance & role of housekeeping Duties & responsibilities of Housekeeping staff Personality Traits of Hotel Staff Co-ordination of Housekeeping dept with other departments | 10 |

| | | |
|----|---|----|
| V | <p>CLEANING AGENTS & EQUIPEMENTS Classification of Cleaning Agents & Equipments Selection, use, care & storage Distribution & Control</p> <p>CLEANING METHODS IN HOUSEKEEPING FOR ROOMS & PUBLIC AREAS Routine or Daily Cleaning, Periodical Cleaning, Spring Cleaning Cleaning & Polishing of Common Surfaces Maid's Service Room, Maid's cart Evening service, second service, Guest room Supplies</p> | 10 |
| VI | <p>LAUNDRY</p> <ul style="list-style-type: none"> • In house Vs contracting, merits and Demerits • Equipments used in a Laundry (Washing machine/ Hydro extractor/Tumbler/ calendar or flat work Iron / steam press / Cooler press / pressing tables. • Cleaning agents • Dry cleaning • Blueing • Starching • Procedures of a Laundry (work flow) • Lay out | 10 |

Accommodation Operations
(P R A C T I C A L)

Practical - 100

Lecture: 3 Hours per Week

| S no | C O N T E N T H H K |
|------|--|
| I | Public area cleaning |
| II | Cobweb cleaning |
| III | Guest Room cleaning ; |
| IV | Organizing and use of maid's Trolley |
| V | Bed making (Morning and Evening) and Toilet cleaning |

| | C O N T E N T F O |
|---|---|
| 1 | Do's and Don'ts of I. Front desk II. Back office III. Front desk |
| 2 | Grooming of Front office staff i) General hygiene ii) Posture iii) Personal Grooming |
| 3 | Handling of Brochures Handling Tariff cards |
| 4 | Industrial Visit to hotel :- Front Office |
| 5 | Telephone handling - Telephone manners, How to Handle calls, Screening calls and Transferring calls |
| 6 | Information regarding Hotel and facilities offered on telephone and in person |

Assignments FO

- ◆ Visit to three hotels of city and draw the layout of the lobby of the hotel.
- ◆ Visit to three hotels of city and collect the tariff card and brochures of the hotel.
- ◆ Tourism information of Indian States and Capital, Railway information.
- ◆ Local City Knowledge.
- ◆ 10 Names of national and international origin with their company name.

Assignments: HHK

1. Project on House Keeping Supplies, List of guest supplies and amenities kept in different categories of hotels of nagpur city
2. Lay out making of HK Department
3. Visit to local hotel to see House Keeping department and Rooms

Books Recommended: FO

- 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,

Books Recommended: HHK

1. G. Raghubalan Smritee Raghubalan, Hotel housekeeping Operations and Management ,First 2007,Oxford University Press, YMCA library Building, Jai singh Road, New Delhi,
2. Professional management of Housekeeping operations, Robert J. Martin,; John Wiley and Sons, New York.
3. Hotel Hostel and Hospital Housekeeping, John C. Branson/Margaret Lennox,. Edward Arnold Ltd. London (ELBS)
4. Hotel Housekeeping Training manual, Sudhir Andrews; Tata Mc Graw Hill - Delhi
5. Professional Housekeeping, Tucker Schneider, VNR
6. Housekeeping Management for Hotels and Residential Management, Rosemary Hurst; Heinemann
7. Accommodation and Cleaning Service Vol. I and II, David / Allen,; Hutchinson.
8. Managing H.K. Operations, Margaret Kappa.
9. Housekeeping for Hotels, Motels, Hospitals, Clubs and Schools, Grace Brigham; Arnold Hienman, Indiana.

1-T-6

Catering Science and Hygiene

| | |
|-------------|------------|
| Theory - 60 | Internal - |
| 40 | |
| Total - 100 | |

Lecture: 3 Hours per Week

| UNIT | CONTENT | MARKS |
|------|---|-------|
| I | <p>Introduction of food microbiology, its importance in relation food handling preparation and service.</p> <ul style="list-style-type: none"> • Bacteria, yeast, moulds, morphology and factors affecting growth of these microorganisms. <p>Beneficial effects of microorganism.</p> <ul style="list-style-type: none"> • Role of microorganism in the manufacture of fermented foods. • Dairy products. • Bakery products • Alcoholic beverages. • Vinegar <p>Harmful effect of microorganism • Food Poisoning - staphylococcus, salmonella, clostridium, botulinum and clostridium perfringers. • Food infection - food contamination sources, incubation period, prevention.</p> | 10 |
| II | <p>Definition of food, nutrients, nutrition and its relation to health, malnutrition. Functions of food, basic food groups and planning of balanced diet, Definition of calories, standard measures, daily requirements, factors that effect the daily requirement.</p> | 10 |
| III | <p>Carbohydrates-Composition, classification, sources, functions, daily requirements, excess and deficiency</p> <p>Proteins - composition, classification, sources, functions, daily requirements, excess and deficiency, supplementary value of proteins, formulation of protein rich recipes.</p> <p>Fats-Composition, classification, sources, functions, daily requirements, excess and deficiency</p> | 10 |
| IV | <p>Mineral - Importance and classification of minerals, sources, functions, daily requirements, excess and deficiency of calcium, phosphorus, iron, iodine, fluorine and sodium chloride.</p> <p>Vitamins - Importance and classification of Vitamins, Sources, Functions, Daily requirements, Excess and Deficiency of Vitamin A, D.E.K, thiamine, riboflavin, niacin, Pyridoxen (B6) Folic Acid and Cyanocablmine (B12)</p> <p>Water Balance</p> | 10 |

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|----|--|----|
| V | <p>Hygiene • The place of hygiene in the hotel and catering industry. • The importance of creating the right attitude towards hygiene securing the active co-operation of the food handlers.</p> <p>Personal hygiene of staff • Care of skin, hand and feet. • Hygienic use in cosmetic and deodorants • Relationship of right clothing to personnel comfort and as aid to efficiency. • Choice and care of protective clothing.</p> | 10 |
| VI | <p>Safety with equipment • Work equipment • Dangerous machine • Electrical equipments • Gas equipment •</p> <p>Dish washing types Manual and electronic • Dish Managing food safety • Food safety legislation • Food safety management • Food hygiene inspection</p> <p>Work place safety</p> <p>• In the bar • In the cellar • In the kitchen • In the restaurant • In housekeeping • In reception • In leisure</p> | 10 |

Books Recommended: CS

1. Michael Colleer and Coline Sussams, Success in Principles of Catering 2nd edition(1988)
2. J.A. Stretch and H.A. Southgate, The Science of Catering. 2nd edition (1986)
3. W.C. Frazier, D.D. Westhoff, Food Microbiology – 3rd edition (1991)
4. Meyer, Food Chemistry.
5. M. Swaminathan- Essentials of food and Nutrition, Volume I and II, Ganesh and Company, Madras.
6. Food and Nutrition- A text book of Home Science for senior students, Arya Publishing House, New Delhi.
7. Joshi Shubangini, Nutrition and Dietetics; Tata McGraw-Hill Publishing Company Limited.
8. C. Gopalan, B.V. Rama Shastri and S.C. Balasubramanian; Nutritive value of India Foods, National Institute of Nutrition (ICMR), Hyderabad, India.

Books Recommended:HYGIENE

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

Basic Accounts

General Objectives: students will be able to -

- Draft vouchers and maintain various types of accounts.
- Handle Cash and Bank transactions.
- Maintain up to date Guest Record.
- Prepare /present the bills and settle them.

Theory 60
Internal 40
Total 100

| UNIT | Topic & Content | Marks |
|------|--|-------|
| I | <p>Book – keeping & Accountancy:</p> <p>Specific Objectives :</p> <ol style="list-style-type: none"> 1. State the meaning, Scope (area of application), Objective, Advantages and Disadvantages of Book-keeping and Accountancy & differentiate them. 2. Write meaning of various Accounting terminology, concepts & conventions. 3. Differentiate transactions as real, nominal and personal & apply rules of debit and credit. 4. Draft vouchers, make head wise ledger posting, balancing and Trial Balance <p>Double entry System.</p> <ul style="list-style-type: none"> ➤ Meaning, Scope (area of application), Objective, Advantages and Disadvantages, distinction between Book-Keeping and Accountancy and their systems. ➤ Double Entry System: Principles, Application, Nature, Advantages and limitations. Classification of Income and Expenditures as a Capital, Revenue and Deferred. Practical application. ➤ Classification of transactions as Real, Nominal & Personal with rules of Debit and Credit. Practical Application. <p>*Note: Questions asking to Pass Journal entries are eliminated from curriculum and examination for Diploma level course.</p> | 10 |
| II | <p>Vouchers & Ledger Posting.</p> <p>Specific Objectives:</p> <ol style="list-style-type: none"> 1. Draft vouchers. 2. Make head wise ledger posting, balancing and draft Trial Balance. <p>Vouchers:</p> <ul style="list-style-type: none"> ➤ Meaning, importance as a proof of transactions and substitutes to Journal. Kinds/types of evidential documents. Class assignment on drafting and filling vouchers. <p>Ledger:</p> <ul style="list-style-type: none"> ➤ Meaning, Importance, heads of account and Draft/format. Problems on Direct Ledger entries, balancing of Ledger & preparation of Trial Balance. | 10 |

| | | |
|-----|--|----|
| III | <p>Cash Book and Petty cash Book:</p> <p>Specific Objectives :</p> <ol style="list-style-type: none"> 1. State the importance of cash book as principle book. 2. Record Cash & bank transactions with discount, contra entries and overdraft facility. 3. State the meaning of petty cash and prepare analytical petty cash book under imprest system. <p>Cash Book:</p> <ul style="list-style-type: none"> ➤ Meaning, Special feature of a Cash Book as a Primary Book. Classification of Cash Book as Single, Double and Triple column. Discount: Meaning, its types and treatment with Distinction. ➤ Meaning and accounting treatment of Bank overdraft and contra entries. ➤ Problems on Triple column cash Book Only. <p>Petty Cash Book:</p> <ul style="list-style-type: none"> ➤ Meaning, special feature and methods of drafting petty cash book. Meaning of House Bank, Cash Bank, Cash Float and Due Back. Imprest system of Petty Cash Book with its advantages and application. ➤ Problems on Analytical Petty Cash Book. | 10 |
| IV | <p>Basics of Hotel Accounting:</p> <p>Specific Objectives :</p> <ol style="list-style-type: none"> 1. State the methods of room charging and apply to given situations. 2. Write different terminologies used in Guest record and billing. 3. Prepare House count table and calculate various ratios to state occupancy. 4. Prepare Departmental Income statement with percentage analysis. <p>Room Charges:</p> <ul style="list-style-type: none"> ➤ Significance and the Methods of Charging Room Rates and modes of settling the Bill (Modes of Payment). ➤ Important Terminology used in Guest record & Billing – EMT, VPO / CPO, Discount (different Kinds) and Allowance, Account Transfer, Chance Sales, Tips and Advances, Miscellaneous Charge Vouchers, Service Charges and Luxury Taxes, etc. <p>House count Table and Ratios:</p> <ul style="list-style-type: none"> ➤ Meaning, features, Merits, Demerits / Limitations and Form (Draft) of House count table and calculation of various ratios related to occupancy. <p>Departmental Income Statement with percentage analysis:</p> <ul style="list-style-type: none"> ➤ Meaning, features, Merits, Demerits / Limitations and Form (Draft) of Departmental Income statement and percentage analysis. ➤ Preparation of income statement with the help of data given. | 10 |
| V | <p>Guest Records</p> <p>Specific Objectives :</p> <ol style="list-style-type: none"> 1. Write different terminologies used in Guest record and billing. 2. Prepare VTL [Visitors Tabular Ledger]. <p>Visitors Tabular Ledger (VTL):</p> <ul style="list-style-type: none"> ➤ Meaning, features, Merits, Demerits / Limitations and Form (Draft) of Visitors Tabular Ledger (VTL). Problems on Preparation of VTL | 10 |
| VI | <p>Guest Billing</p> <p>Specific Objectives :</p> | 10 |

| | | |
|--|---|--|
| | <p>1. Write different terminologies used in Guest record and billing.</p> <p>2. Prepare GWB [Guest Weekly Bill].</p> <p>Guest Weekly Bill (GWB):</p> <p>➤ Meaning, features, Merits, Demerits / Limitations, form (draft) and points of distinction between Guest Weekly Bill and Visitors Tabular Ledger. Problems on Preparation of GWB.</p> | |
|--|---|--|

Compulsory Assignment [TERM WORK]:

Use separate A4 size practical book for assignment to ensure uniformity.

Skills to be developed -

Intellectual Skills:

- Learn to classify the transaction and understand various evidential documents.
- Understand heads of account, standard format, ledger posting and Balancing.
- Understand cash and bank transactions and their recording.
- Understand the need of accurate guest records and importance of tabular ledger system.
- Understand Ordering, receiving, storing and issuing of material.
- Learn elements of cost & Allocation of Overheads in quotation or job cost sheet.

Motor Skills:

- Able to prepare evidential documents (vouchers, receipts, cash/credit memos, KOT).
- Record transaction in ledger, balance it and interpret.
- Able to prepare cash book, compare with bank pass book and reconcile the difference.
- Handle guest record, able to prepare and present the bill to the guest and settle it.
- Handle material Ordering, receiving, storing and issuing.
- Able to prepare unit / job cost sheet, quotations and analyze the relationship with sale.

List of Compulsory Assignment [TERM WORK]:

Note:

* While allotting the marks to the performed experiment/assignment SPA should be considered.

| | | |
|---|---|-----|
| S | = Skill, Knowledge & Performance in Submission. | 40% |
| P | = Presentation and punctuality. | 40% |
| A | = Attendance during the specific assignment. | 20% |

| Sr. No | Unit | Topic of Assignment [To be solved by the students in practical book] | marks |
|--------|------|---|-----------|
| 1. | 1 | 4 problems on Classification of transactions as real, nominal, personal, capital, revenue and deferred. | 10 |
| 2. | 2 | 4 problems for Preparation of Vouchers, Cash & Credit memos, Receipts, KOT. | 20 |
| 3. | 2 | 4 Problems on Ledger entries, Balancing and Trial Balance. | 20 |
| 4. | 3 | 4 Problems each on Triple column cash book and Petty Cash Book | 20 |

| | | | |
|----|---|---|-----|
| 5. | 4 | 4 problems on <i>Basis of room charging.</i> | 10 |
| 6. | 4 | 4 problem on departmental income statement | 40 |
| 7. | 5 | 4 problems on <i>Visitors Tabular Ledger (VTL).</i> | 40 |
| 8. | 6 | 4 problems on <i>Guest Weekly Bill (GWB).</i> | 40 |
| | | Total | 200 |

Will Converted to 40 marks while filling mark sheet [Individual marks of the student x 40 / 200].

Learning Resources:

1. List of Reference Books:

| Sr. No. | Title (Alphabetical Order) | Author / s | Year of Publication and Edition | Publisher |
|---------|--|---|---------------------------------|--|
| 1. | Elements of Hotel Accountancy | G. S. Rawat Dr. JMS Negi N. Gupta | 1972 / 2005 | Aman Publication, New Delhi. |
| 2. | Financial and Cost Control Techniques in Hotel and Catering Industry | Jagmohan Negi | -- | -- |
| 3. | Front Office Management | S. K Bhatnagar | 2002 / 2005 | Frank Bros. & Co (publishers) Ltd. |
| 4. | Fundamentals to Financial Analysis | Sandeep Bapat | 1986 Limited edition | Champion, Nagpur. |
| 5. | Hotel Accountancy and Financial Control | Ozi A. D'Cunha Glesson O. D'Cuncha | 2004 | The Dicky's Enterprises, Mumbai. |
| 6. | Hotel Management | Jagmohan Negi | 2005 | Himalaya Publishing House |
| 7. | Modern Accountancy - Vol. I | A. Mukharjee M. Hanif | -- | Tata - MacGraw Hill Publishing Co. Ltd. New Delhi. |

2. CDs, PPT or Audio Visuals, Software (if any): Tally, MICROS-FIDELIO, CLERK HOTEL MANAGEMENT, OTA HOTEL MANAGEMENT & tailor-made or customized software may be observed in hotels during in-house training,

3. IS, BIS and International Codes:

4. Websites : WWW.MICROS-FIDELIO.EU, WWW.KWHOTEL.COM, WWW.CLERKHOTEL.COM

5. Implementation Strategy:

- The subject/contents should be taught and completed in the number of hours provided.
- Teacher should give demonstration by solving 1 or 2 problems in the classroom and assign problems to the students as prescribed.
- Audio Visual aids (ICT) should be used wherever/whenever possible and available.

- d. Development of Printed Study material and question bank by the concern teacher and distribution is strongly recommended for better understanding and learning of the concept/content.**
- e. Industrial visits or Expert's guest lectures should be arranged for better exposure and environmental awareness of the student.

6. List of Equipment:

- 1. Non – programmable commercial calculator.**
- 2. 30 cm. Ruler.**
- 3. Pen (blue or black only), pencil and eraser.**

Hotel Engineering

Theory 60

Internal -40

Total – 100

Lecture: 3 Hours per Week

| UNIT | C O N T E N T | MARKS |
|------|---|-------|
| I | Maintenance and Replacement Policy Definition of maintenance, scope, objectives of maintenance, role and importance of maintenance department, Organizational chart of Department in 3/4/5 star hotel . | 10 |
| II | Duties and responsibilities of maintenance department staff. Types of maintenance with examples of each, Advantages and disadvantages. Contract of Maintenance Definition and procedure, types. Advantages and disadvantages | 10 |
| III | Water and Sanitation. Water purification methods. Methods of water softening (Ion exchange, Zeolite process) Cold and hot water distribution system. Various plumbing fixtures. Types of sanitary traps and their applications. Types of water closets and flushing. Sinks, basins Calculation of water requirement and its bill. | 10 |
| IV | Fuels and Electricity. Methods of heat transfer. Units of heat. Solid, Liquid, Gas, Electricity, Biogas fuels. Importance of earthing. Safety devices such as fuse, circuits breaker. Methods of lighting (Direct, Indirect), Types of electric supply (single phase, Three phase), Calculation of electricity bill. | 10 |
| V | Energy conservation and Safety in hotel Industry Importance of energy conservation. Simple methods of Energy conservation. Classification of fire ,symbols. Methods and types of fire extinguishers. Fire detectors, alarm. Various security system for hotel (Key control, Door, valuable guest, CCTV). | 10 |

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|----|---|----|
| VI | Refrigeration and Air conditioning 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 |
|----|---|----|

Books Recommended:

1. Trickett Jill - Food hygiene for food handlers- second edition. The Macmillan press Ltd. 1992.
6. J.A. Stretch and H.A. Southgate - The science of catering 2nd edition 1986 Edward Arnold.
7. Michael Colleer and Colin Sussams - Success in principles of catering second edition 1988
8. Hater Roy - Safety in Catering - A guide for supervisors and managers. TheMacmillon press Ltd. 1988.
9. Principles of first aid - St. John's Ambulance Brigade, Red cross society.