

 MAHARASHTRA STATE BOARD OF TECHNICAL EDUCATION, MUMBAI TEACHING AND EXAMINATION SCHEME FOR POST H.S.C. DIPLOMA COURSES																	
COURSE NAME : DIPLOMA IN HOTEL MANAGEMENT & CATERING TECHNOLOGY																	
COURSE CODE : HM																	
DURATION OF COURSE : SIX SEMESTERS											WITH EFFECT FROM 2009-10						
SEMESTER : FIRST											DURATION : 16 WEEKS						
PATTERN : FULL TIME - SEMESTER											SCHEME : E						
SR. NO.	SUBJECT TITLE	Abbreviation	SUB CODE	TEACHING SCHEME			EXAMINATION SCHEME										SW (16001)
				TH	TU	PR	PAPER HRS.	TH (1)		PR (4)		OR (8)		TW (9)			
								Max	Min	Max	Min	Max	Min	Max	Min		
1	Fundamentals of Food Production	FFP	12346	03	--	08	03	100	40	50@	20	--	--	--	--	50	
2	Fundamentals of Food & Beverage Service	FBS	12347	03	--	02	03	100	40	50@	20	--	--	--	--		
3	Fundamentals of Housekeeping	FOH	12348	03	--	02	03	100	40	50@	20	--	--	--	--		
4	Fundamentals of Front Office	FFO	12349	02	--	02	03	100	40	50@	20	--	--	--	--		
5	Hospitality Communication	HCS	12350	03	--	02	--	--	--	--	--	25#	10	--	--		
TOTAL				14	--	16	--	400	--	200	--	25	--	--	--	50	

Student Contact Hours Per Week: **30 Hrs.**
THEORY AND PRACTICAL PERIODS OF 60 MINUTES EACH.
Total Marks : **675**
@ Internal Assessment, # External Assessment, \$ - Common to All Conventional Diploma, No Theory Examination.

Abbreviations: TH-Theory, TU- Tutorial, PR-Practical, OR-Oral, TW- Termwork, SW- Sessional Work

- Conduct two class tests each of 25 marks for each theory subject. Sum of the total test marks of all subjects is to be converted out of 50 marks as sessional work (SW).
- Progressive evaluation is to be done by subject teacher as per the prevailing curriculum implementation and assessment norms
- Code number for TH, PR, OR and TW are to be given as suffix 1, 4, 8, 9 respectively to the subject code.

Course Name : Diploma in Hotel Management and Catering Technology.

Course Code : HM

Semester : First

Subject Title : Fundamentals of Food Production.

Subject Code : 12346

Teaching and Examination Scheme:

Teaching Scheme			Examination Scheme					
TH	TU	PR	PAPER HRS.	TH	PR	OR	TW	TOTAL
03	--	08	03	100	50@	--	--	150

NOTE:

- **Two tests each of 25 marks to be conducted as per the schedule given by MSBTE.**
- **Total of tests marks for all theory subjects are to be converted out of 50 and to be entered in mark sheet under the head Sessional Work. (SW)**

Rationale:

The subject aims to familiarize & to develop basic knowledge in the science & art of cuisine & food fundamentals in the food production department.

Objectives: The student will be able to:

1. Develop knowledge & interest in the principal of food production.
2. Know different section of food production.
3. Know how to purchase, understand, storage & use of various commodities.
4. Understand basic skills required in the food production department.

Contents:

Chapter	Name of the Topic	Hours	Marks
1	Introduction To Cookery) 1.1 Culinary History, Origin of Modern Cookery, Modern Developments In Equipments & Technology. 1.2 Fuels used in cooking gas, Charcoal, wood, electricity, Precautions Advantages & Disadvantages. 1.3 Kitchen Staffing In Various Category Hotels, Duties & Responsibilities Of Chefs ,Inter Department Co-Ordination	06	16
2	Classification Of Raw Materials According To Their Functions 2.1 Salt- Types & Uses 2.2 Fats & Oil – Uses, Storage, Rendering, Classification, Hydrogenation Of Fat 2.3 Raising & Leavening Agents- Biological, Chemical, Mechanical, Lamination 2.4 Thickening & Binding Agents- Starch, Edible Gums, Egg, Coconut, Curd, Tamarind, Different Paste & Powders. 2.5 Sweating Agents- Types, Uses, And Sugar Cooking Stage. 2.6 Liquid- Types & Uses. 2.7 Flavorings & Seasonings – Types Of Herbs & Spice, Importance, Differentiate Between Herbs, Spices & Condiments 2.8 Eggs- Structure, Uses, Food Value, Composition, Selection, Storage.	14	24
3	Method Of Cooking Food 3.1 Aims & Methods of Cooking Food, Definitions, Rules, Advantages & Disadvantages. 3.2 Techniques used in pre preparation, Combining & Mixing In Preparation Of Food, Various Texture, Heat Transfer 3.3 Culinary Terms, List Of Culinary (A-J), Terms Explanation With Examples	10	20
4.	Hygiene- Safety 4.1 Personal Hygiene, Kitchen Hygiene, food hygiene 4.2 Kitchen equipments & tools, classification of kitchen equipments according to their six modes of operation, Care & up keep of kitchen equipments, gas ranges, Mixers & Grinders, Refrigerator, ovens, salamander, and food processor.	04	12

5.	Commodities	14	28
	5.1. Vegetables & Fruits- Classification, Selection, Composition, Storage, Standard Vegetables, Cuts of Potato 5.2. Classification of Fruits & Its Uses 5.3 Rice & Pulses- Various Varieties of Rice & Pulses, Different Rice Product, Uses 5.4 Fish & Shellfish- Classification With Example, Selection, Storage, Cuts Of Fish, 5.5 Poultry & Game Classification, Selection, Various Cuts Of Poultry, Trussing.		
Total		48	100

Practical:

Skills to be developed:

Intellectual skills:

1. Identify equipment required
2. Decide the quantity of material to be used for food production
3. Decide the texture

Motor Skills;

1. Use proper utensils and equipment
2. Handle the material carefully

Measure and take raw material as per the requirement

List of Practical: -

- Practical 1: Introduction
List of Equipments, Utensils, Cleaning
- Practical 2: Introduction of cards, pulses, condiments, Spices used in cooking.
- Practical 3: Introduction of vegetables
Demo – std. cuts of vegetables & potatoes.
- Practical 4: Basic methods of cooking vegetables by using cuts of vegetables –
Boiling, Frying, Steaming, Blanching, Simmering, sautéing, Roasting.
- Practical 5: 4 Course basic Indian Menu, Including simple veg. Preparation
Rice, (ale sorption method) Chapatti, plain dal.
- Practical 6: 4 Course Indian Menu
Curia Veg preparation, Jeera Rice, Pullao, Milk based sweet (Kheer)
- Practical 7: 4 Course Indian menu Chicken curry, pea Pullao, Plain Paratha. Raita. Halwa.
- Practical 8: 5 Course Indian Menu Rice Pulao (Cooking Method) Mutton preparation, Roti, Veg preparation, khoya base sweet.
- Practical 9: Demo – Cuts of Poultry
Preparation & Joining of chicken.
- Practical 10: Demo white and brown stock Chicken, Mutton, Fish.
- Practical 11: 4 Course Continental Menu
Consommé Sauti chicken preparation, Veg boiled/ Fried, Bread pudding.
- Practical 12: 4 Course Continental Menu Soups Sauti Chicken, Veg Grilled, Calinet pudding.
- Practical 13: 5 Course Continental Menu
Cream Soup Egg preparation, Potato Parsley, Caramel custard.
- Practical 14: 5 Course Continental Menu
Puree Soup Fish Orly, Veg stew, Patota Anna, Mousse (Coffee / chocolates)
- Practical 15: Bakery : Demo of Bread Making.

- Simple & enriched bread making, Bread loaf, Bread Rolls (Various Shapes)
- Practical 16: 5 Course Continental Menu
Potage Scotch egg, Veg all gratin, Fried Chicken preparation, Bread rolls.
- Practical 17: 6 Course Indian Menu
Paneer Preparation
Veg Pulao, Basic Indian Snack, Puri, Raita Fruit, Sweet milk based (Condensed)
- Practical 18: Indian Snakes Basic
Pakoda (Variations)
Chutney (Green, Tamarind), Upma, Poha.
- Practical 19: Bakery (2 Practicals)
Demo a practice of Plain saucing, Fatless spoge
Fruit cake, Madeira cake, pound cake.
- Practical 20: Demo
Classification a Identification of fish cuts of fish, such as Fillet, Darne, troncom, pipettes, Goujon etc.
- Practical 21: 5 Course continental Menu : Soup, Grilled Fish, Veg Cutlet, Green salad, Egg custard base dessert, bread rolls.
- Practical 22: Demonstration of simple cookies.
Melting moment, Nankhatai, Tricolour Biscuits, macaroons, Golden Goodies.
- Practical 23: Demonstration & preparation of Puff & Short crust pastry Veg Puffs, plain puffs, Kheema puffs, short crust, Jam tart, veg tart.

Learning Resources:**Books:**

Sr. No.	Author	Title
01	Thangam E. Philip	Modern Cookery for teaching & Trade
02	Krishna Arora	Theory of Cookery
03	J C Dubey	Basic Bakery
04	Paul Hamlyn	Larousse Gastronomique
05	Le Rol A Polsom	The Professional Chef
06	Jane Grigson	The book of Ingredients
07	Wayne Gisslen	Professional cooking
08	Wayne Gisslen	Professional Baking
09	Bernald Davis	Food Commodities
10	Jiggs Kalra	Prashad

Course Name : Diploma in Hotel Management and Catering Technology.
Course Code : HM
Semester : First
Subject Title : Fundamentals of Food & Beverage Service.
Subject Code : 12347

Teaching and Examination Scheme:

Teaching Scheme			Examination Scheme					
TH	TU	PR	PAPER HRS	TH	PR	OR	TW	TOTAL
03	--	02	03	100	50@	--	--	150

NOTE:

- Two tests each of 25 marks to be conducted as per the schedule given by MSBTE.
- Total of tests marks for all theory subjects are to be converted out of 50 and to be entered in mark sheet under the head Sessional Work. (SW)

Rationale:

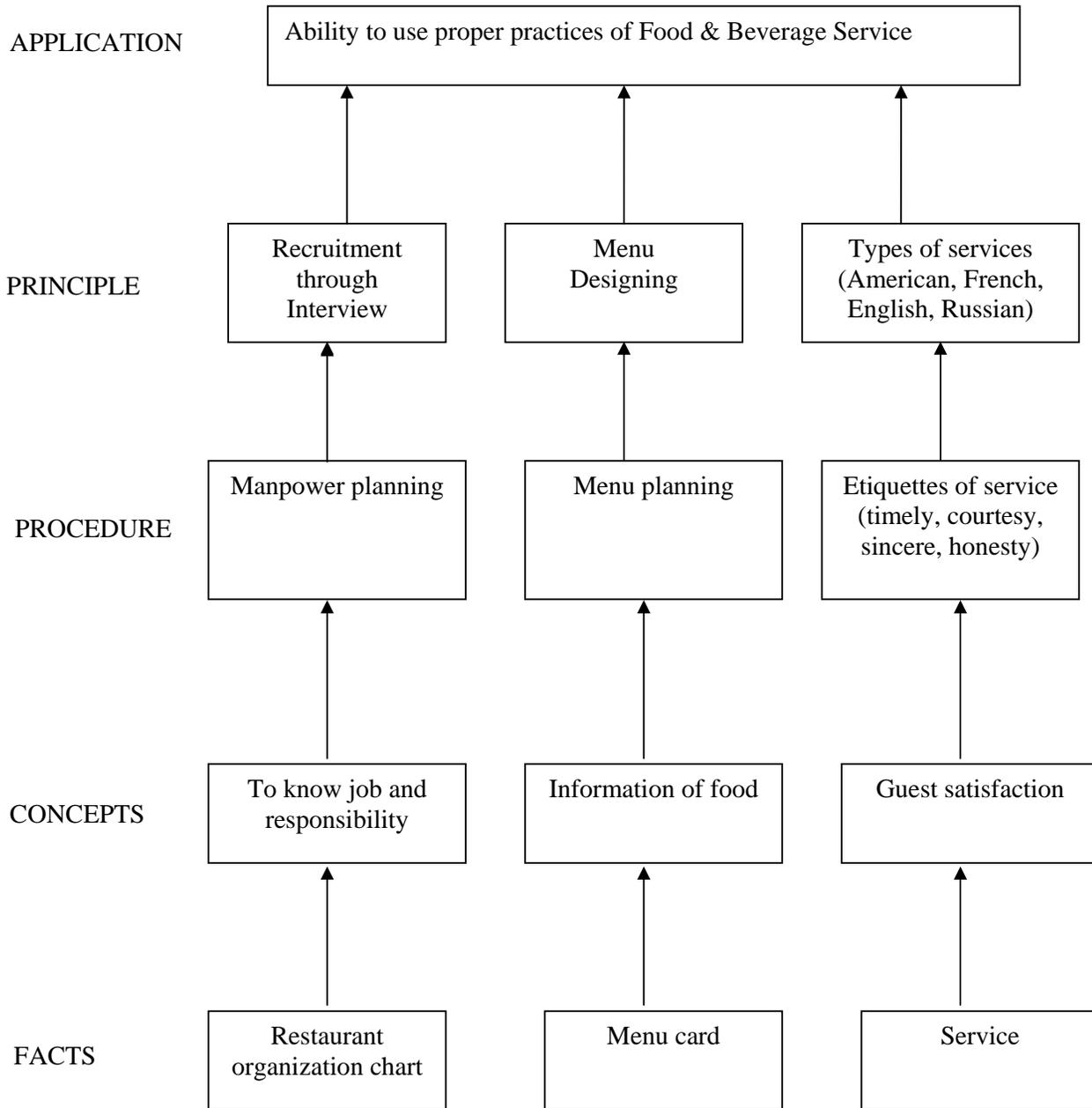
The subject aims at developing a comprehensive knowledge and understanding of food and beverage service in the hotel and catering industry. It also aims to enable the students to acquire professional competence required for food and beverage service and its related activities.

Objectives:

The student will be able to:

1. Understand the importance of food & beverage service department in the Industry.
2. Develop the professional skills, duties and responsibilities in the students required for food & beverages Service in the Industry.
3. Familiarize the different catering establishments.
4. Develop the skills in various types of services offered to the guest.

Learning Structure:



CONTENTS: Theory

Chapter	Topic	Hours	Marks
1	Importance of food & beverage service department in a hotel. 1.1 Broad categories of catering services in the Hotel Industry. 1.2 Restaurant, types of restaurants. 1.3 Airline catering 1.4 Railway catering 1.5 Ship catering. 1.6 Industrial catering. 1.7 Surface catering. 1.8 Canteen/ cafeteria. 1.9 Leisure catering. 1.10 Event catering.	04	16
2	Hierarchical structure of Food & Beverage service staff and job profiles. 2.1 Organization chart of food & beverage Staff of a luxury hotel. 2.2 Hierarchy In different outlets. 2.3 Duties And responsibilities of staff in different Outlets (Restaurant, Manager, Hostess, Captain, steward.) 2.4 Staff etiquette & attributes of good waiter. Inter-departmental relationship (within F&B and with other departments. 2.4 Pantry/ stillroom. 2.6 Food pick up areas. 2.7 Stores	10	18
3	Equipments & materials used in Restaurants 3.1 Restaurant Fixtures. 3.2 Furniture & Furnishings. 3.3 Service Equipment. a) Food containers, pots and pans. b) China, ceramic, earthenware, stoneware, melamine. c) glassware d) Silverware and cutlery. 3.4 Sideboard. 3.5. Use of serviettes, tips and types of folds.	06	16
4	The Menu 4.1 Definition. 4.2 Origin of Menu 4.3 Functions of Menu. Types Of Menu- A-la- carte And Table D Hotel along with its distinguishing factors. 4.5 Principle of menu planning 4.6 Menu compilation -4,5 Course (including Indian menus) 4.5 French 13 course Menu 4.6 General Accompaniments	12	20

5	Restaurant Set Up Prior To Service and Types Of Services	08	16
	5.1 Misen-en-Place		
	5.2 Misen- en- Scene		
	5.3 Silver Service		
	5.4 American Services		
	5.5 English Service		
	5.6 French Service		
	5.7 Russian Service		
	5.8 Grill Room Service		
	5.9 Buffet service		
5.10 Tea service (high tea, full afternoon tea)			
6	6.1 Sandwiches & Ice -Cream.	08	14
	6.1.1 Definition & Types of sandwiches.		
	6.1.2 Service of sandwiches		
	6.2 Ice-cream		
	6.2.1 Types of Ice-creams.		
6.2.2 Categories of Ice-creams			
Total		48	100

List of Practical:

Sr. No.	Topic of Practical	Skill to be developed
01	Familiarization of various equipments by showing samples of glassware and tableware. Identification of crockery and cutlery.	The students will be able to understand the different types of crockery and cutlery and develop the skills for wiping them and learn its care and maintenance.
02	Setting up of a dummy waiter for different covers	Learn the setting up of a dummy waiter and develop the skill laying up for one or more persons.
03	Laying and relaying of tablecloths	Observe the skills for laying and relaying of table cloths and practice it in the Restaurant.
04	Laying an a la carte and table d'hôte cover.	Understand the procedure for laying different types of covers and apply it by practicing in the Restaurant.
05	Etiquette towards the Guest.	Observe the attributes towards the guests and apply the mannerisms in the Industry.
06	Carrying a tray	Learn how to carry a tray and develop the skills for carrying room service and restaurant tray service.
07	Water Service	Observe and learn the skill of service of water and develop the skill for willingness for service.
08	Compilation of a three course menu, soup, main course and dessert or Hors d'oeuvres	Understand the planning of menu with various combinations and develop the skill for identifying the distinguishing features of each course.
09	Handling of spoon and forks	Observe the handling of spoon and fork and learn for different types of food and categorize it.
10	Course wise service of food	To learn the course wise service of food and develop the skill for service of food for each course.
11	Serviette folds	To lay different types of serviette folds by observing and modifying it after practicing.

Learning Resources:**Books:**

Sr. No.	Author	Title	Edition	Year of Publication	Publisher and Address
1	Dennis Lillicrap, John Cousins Robert Smith	Food and Beverage Service	7th edition	1971 / 2006	Hodder and Stoughton Educational, 338 Euston Road, London
2	Peter Howard, Jeffery Puckeridge	The Professional Waiter	3rd edition	1999	Hospitality Books (ACN 003183882) PO Box 3007, Putney NSW, Australia 2112
3	Sylvia Meyer, Edy Schmid, Christel Spiihleer	Professional Table Service	2nd edition	1998	Verlag Schureizer Write Verband, Zurich, Switzerland
4	Ecole Technique, Hoteliere Tsuji	Professional Restaurant Service	--	--	Kahakura Sobo Publishing Co. Ltd., Japan
5	Brian Varghese	Professional Food and Beverage Service Management	1st edition	1999	Rajiv Beri for Macmillan India Ltd.,

Course Name : Diploma in Hotel Management and Catering Technology.

Course Code : HM

Semester : First

Subject Title : Fundamentals of Housekeeping

Subject Code : 12348

Teaching and Examination Scheme

Teaching Scheme			Examination Scheme					
TH	TU	PR	PAPER HRS.	TH	PR	OR	TW	TOTAL
3	--	2	3	100	50@	--	--	150

NOTE:

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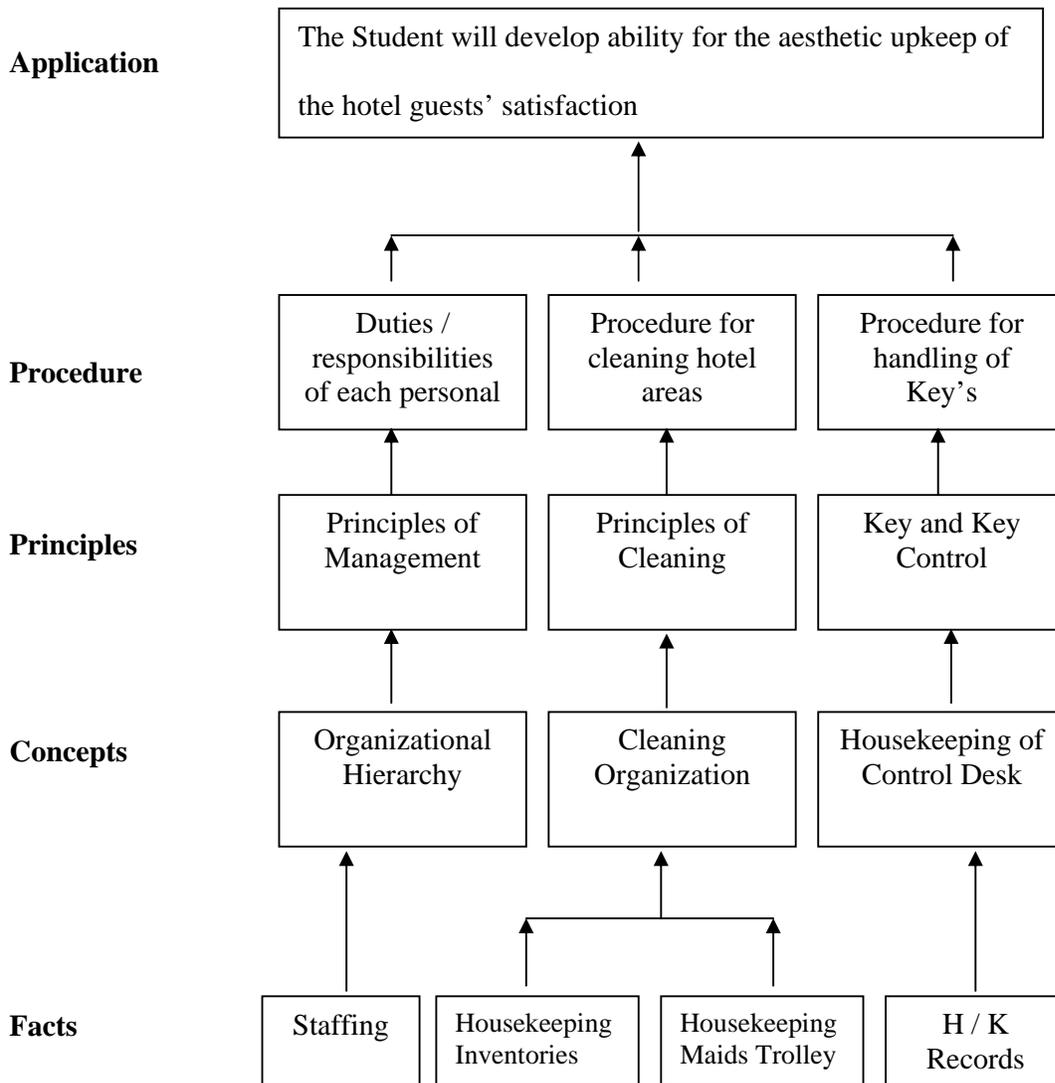
Rationale:

This course will give students the insight of housekeeping and its place in hotel industry. Students will be able to develop the basic knowledge, principles and skill involved for various tasks of housekeeping.

Objectives:

1. Understand the importance of housekeeping department in the hotel and grasp the responsibilities.
2. Draw up a classification of housekeeping inventories.
3. Appreciate the systematic planning and daily routine of housekeeping operations.
4. Enumerate the technical aspects of the cleaning of different surfaces and hotel area.

Learning Structure:



Contents: Theory

Chapter	Name of the Topic	Hours	Marks
1	<p>Introduction to Hotel Housekeeping</p> <p>1.1 Importance and functions of Housekeeping in hotels.</p> <p>1.1.1 Role of Housekeeping in hotel.</p> <p>1.1.2 Area of responsibilities of housekeeping department.</p> <p>1.2 Organizational structure of house keeping in small, medium and large hotel.</p> <p>1.3 Personal attributes of housekeeping staff.</p> <p>1.4 Duties and responsibilities of Housekeeping staff</p> <p>1.4.1 Executive Housekeeper.</p> <p>1.4.2 Deputy Housekeeping.</p> <p>1.4.3 Floor Supervisors.</p> <p>1.4.4 Public area Supervisors.</p> <p>1.4.5 Desk Supervisors.</p> <p>1.4.6 Room attendants.</p> <p>1.4.7 House porters.</p> <p>1.5 Layout of Housekeeping departments in small and medium hotel.</p> <p>1.6 Coordination of housekeeping with major departments of the hotel.</p>	10	22
2	<p>House Keeping Inventories</p> <p>2.1 Principles, reason and standards of clearing.</p> <p>2.2 Cleaning techniques: Sweeping, mopping, Dusting,, suction cleaning, laundering.</p> <p>2.3 Classification of Cleaning Equipments.</p> <p>2.3.1 Selection of cleaning equipment.</p> <p>2.3.2 Care, storage, distribution and control of cleaning equipments.</p> <p>2.3.3 Classification of cleaning Agent.</p> <p>2.4 Common cleaning Agents.</p> <p>2.4.1 Selection of cleaning Agents.</p> <p>2.4.2 Polishes and floor seals.</p> <p>2.4.3 Storage of cleaning agents.</p> <p>2.4.4 Issuing of cleaning agents.</p> <p>2.5 Guest Supplies and amenities.</p> <p>2.5.1 Standard contents.</p> <p>2.5.2 VIP and VVIP amenities.</p> <p>2.5.3 Replenishment.</p> <p>2.5.4 Guest special Requirement.</p>	10	24

3	<p>Care and cleaning of Different surfaces. 3.1 Metals: Brass, Copper, silvers, Bronze, Aluminum and steel with protective finishers. 3.2 Glasses 3.3 Plastic 3.4 Ceramics 3.5 Wood and allied surface. 3.6 Stone – marbles, granite. 3.7 Carpets. 3.8 Rexene, leather and rubber</p>	04	06
4	<p>MAIDS Service Room 4.1 Location of room. 4.2 Layout of room. 4.3 Organizing a maids trolley. 4.4 Using the trolley</p>	04	06
5	<p>KEYS AND KEY CONTROL 5.1 Types of keys used in housekeeping. 5.2. Electronic key card system. 5.3. Key control: Registers, forms 5.4. Loss of Keys.</p>	04	06
6	<p>CLEANING PREMISES 6.1 Guest room status. 6.2 Guest floor rules. 6.3 Briefing of staff and preparing for the work 6.4 Entering the guest room 6.5 Frequency of cleaning-Daily, weekly, Periodic cleaning 6.6 Organization of cleaning 6.6.1 Traditional 6.6.2 Block 6.6.3 Team 6.6.4 Deep cleaning and special projects 6.6.5 Spring cleaning 6.7 Special Cleaning tasks- 6.7.1 Bed Making 6.8 Daily cleaning of the hotel areas 6.8.1 cleaning of guest room 6.8.2 cleaning of guest bath room 6.8.3 replenishing the bed and bathroom supplies 6.8.4 cleaning of a vacated room 6.8.5 servicing a vacant room 6.8.6 servicing a VIP room 6.8.7 Second service and Turn down service 6.8.8 Dealing with “ Under repair rooms” 6.8.9 cleaning of Front and Back areas of the house 6.9 Closing down tasks after cleaning</p>	12	24
7	<p>HOUSEKEEPING CONTROL DESK 7.1 Forms, Formats, Records, Registers. 7.1.1. Key control: Registers, forms</p>	04	12

7.1.2 Log book 7.1.3 Staff placement register 7.1.4 Maintenance register 7.1.5 Memo book 7.1.6 Room status report 7.1.7 SOPs book 7.1.8 Departure register 7.1.9 Baby sitting register 7.1.10 Guest message register 7.1.11 Carpet shampooing 7.1.12 Room Inspection checklist 7.1.13 Stores indent book 7.1.14 Records for special cleaning 7.2 Lost and found 7.2.1 Procedures for lost and found articles 7.2.2 Records and registers maintained used for lost and found			
Total	48	100	

Practical:

Skills to be developed:

1. Students will develop the skill to identify the appropriate cleaning techniques to be implemented according to the area.
2. Students will acquire the skills to set up the trolley to the required standards and use the trolley correctly and safely.
3. Students will enhance their skills to use the correct cleaning equipments and agents for executing the given task/ surface.
4. Student will develop the skills of practice and sequencing for bed making.
5. Students will be able to implement the safe key control practices.
6. Students will accomplish the skills to provide the concept of quality service of the rooms to the guest.
7. Students will recognize techniques that are used for handling lost and found articles in hotel.
8. Students will acquire the skills for filling up the records and register in a systematic and professional manner.

List of practical

1. Different cleaning techniques used in cleaning- sweeping, mopping, dusting, suction cleaning
2. Organizing and Use of Maids trolley and caddy for room cleaning as per room status.
3. Work cards for cleaning and polishing of various surfaces in hotel
 - a) Metals—Brass, silver, bronze, copper, steel, aluminum
 - b).Glass
 - c). Wooden and laminated
 - d) Leather, Rexene, rubber
 - e) Ceramic and Dado
 - f) stones- marble and granite
4. Bed making—Morning and Evening Bed.
5. Handling of keys- issuing and control, records maintained
6. Entering of room, cleaning guest rooms and replenishing supplies.
7. Handling of Lost and found articles.
8. Filling up of registers and records used in housekeeping department.

List of Mini Projects:

1. Visit to the hotels and make a report on the layout and organization structure of housekeeping department. Is the layout ideal? Justify your answer
2. Visit hotel, study the rooms available and draw their layout.
3. Survey the market, list the cleaning agents with their brand names and prices
4. Survey the market, List of cleaning equipments with their brand names and prices.
5. Visit hotel and study guest supplies and amenities kept in different category hotels of city and prepare the model as supplies as assigned by the subject teacher.

Learning Resources:**Books:**

Author	Title	Edition	Year of Publication	Publisher and Address
G. Raghubalan Smritee Raghubala	Hotel housekeeping Operations and Management	First	2007	Oxford University Press, YMCA library Building, Jai singh Road New Delhi
S.K.Kaushal S.N.Gautam	Accommodation Operations and Management	First	2006	Frank Bros and co. ltd 4675-A, Ansari Road, , 21 Daryaganj, New Delhi
Joan Branson	Hotel, Hostel and Housekeeping	Fifth	1988	Edward Arnold ltd. 41 Bedford square London
Robert J. Martin	Professional MNgmt. Of Housekeeping Operations	Third	1998	John Wiley and sons inc605 3 rd avenue New York
Sudhir Andrews	Hotel Housekeeping Training Manual	Eigth	1992	TMH Publication co. ltd

CDs :

- 1) Guest room Cleaning
- 2) Bathroom cleaning

Course Name : Diploma in Hotel Management and Catering Technology.

Course Code : HM

Semester : First

Subject Title : Fundamentals of Front Office

Subject Code : 12349

Teaching and Examination Scheme:

Teaching Scheme			Examination Scheme					
TH	TU	PR	PAPER HRS.	TH	PR	OR	TW	TOTAL
02	--	02	03	100	50@	--	--	150

NOTE:

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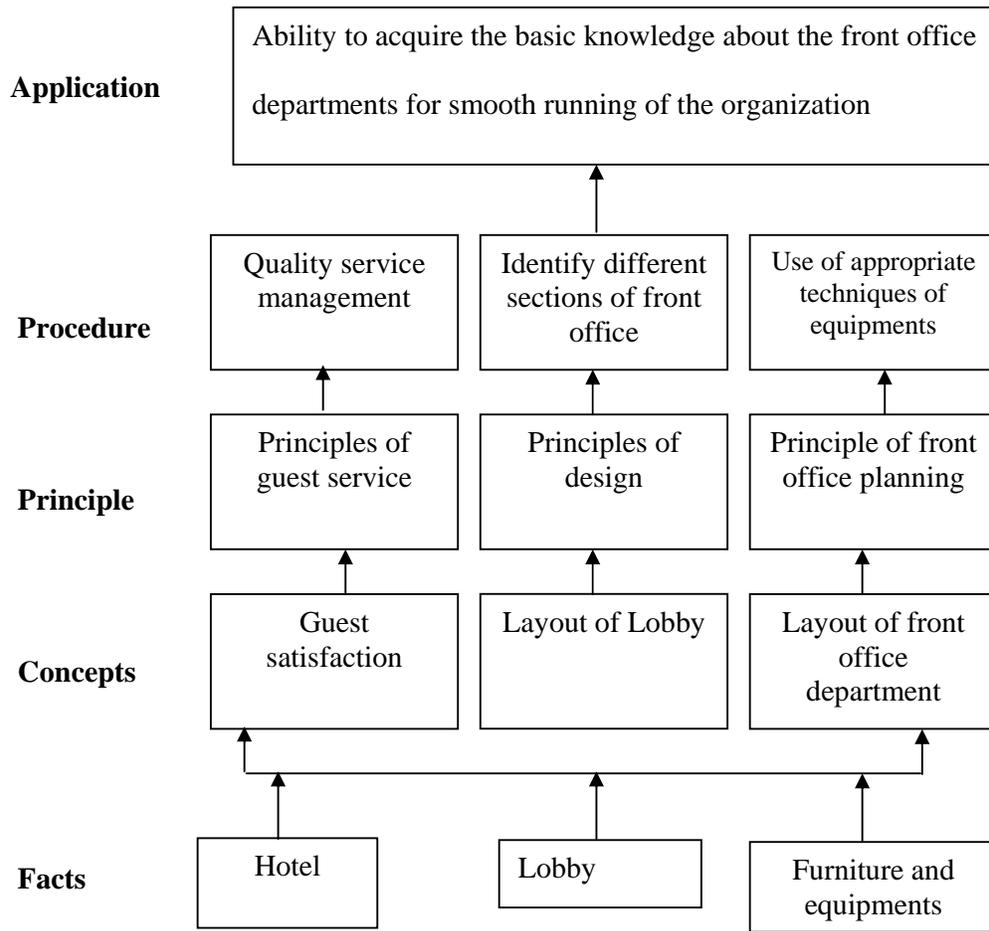
Rationale:

This course will emphasize on comprehensive knowledge and understand the importance of front office department, its role and functions. Students will acquire social skills, clerical procedure and duties for front office and its related activities.

Objectives:

1. To understand basic organization of front office operations in large medium and small hotels.
2. To recognize the importance of social skills and effective communication to front office operations.
3. To identify the use and need of different front office equipments, tools etc.
4. To acquire and develop skills required to function as an efficient and effective receptionist.

Learning Structure:



Contents:

Sr. No.	Name of the Topic	Hours	Marks
1.	Introduction to the Hotel Industry 1.9 Evolution of Hotel Industry: Western and Indian 1.10 Development and Growth of hotel Industry in India 1.11 Classification of Hotels- size, Location, Categories. Length of stay and others 1.12 Organization chart of the Hotel- small, medium, large	04	12
2.	The Front Office Department 2.1 Importance of front office Department in hotel 2.2 Function of the front office department 2.3 Principals for the designing of Layout of Lobby and sections of the front office 2.4 Organization chart of the Hotel of the front office staff- small, medium, large 2.5 Personal Qualities of Front office staff 2.5.1 Rules of the house for the front office staff 2.6 Job Description of : 2.6.1 Front office manager 2.6.2 Lobby manager 2.6.3 Bell caption 2.6.4 Bell Boy 2.6.5 Concierge 2.7 Coordination of front office with major department of hotel 2.8 Furniture and equipments used in the front office.	06	20
3.	Hotel Room 3.1 Types of room 3.2 Food plan 3.3 Room rates. 3.4 Basis of charging tariffs 3.5 Discounts offered and packages 3.6 Taxes levied (Sales, expenditure, luxury and service charges) 3.7 Use of Brochures and Tariff cards	06	14
4.	Telephone Department 4.1 Importance and basic function of department 4.2 Role and responsibilities of the telephonist 4.3 Rules for Telephonic Techniques 4.4 Do's and Don'ts of telephonic communication 4.5 Types of calls- (Internal and external, screening, holding and transfer of calls) 4.6 New technologies in telephones	06	20
5.	Bell desk and Sundry services 5.1 Importance and function of Bell Desk 5.2 Equipment at the Bell desk 5.3 Coordination of Bell desk with other departments 5.4 Handling Of Luggage 5.5 Left Luggage Procedure	06	20

	5.6 Paging (Methods involved) 5.7 Wake up Call 5.8 Mail handling 5.9 Message handling 5.10 Safety locker procedure 5.11 Vallet Services		
6.	Front office glossary and common abbreviations and symbols. Accommodation services, Vallet Services, Adjoining rooms	04	14
	Total	32	100

List of Practicals:

	Practicals based on social skills
1.	i) Behavior/attitude ii) Self presentation iii) Position iv) Posture v) Gesture vi) Expression vii) Eye contact viii) Speech ix) Non verbal speech elements Role plays can be conducted on social skills
2.	Preparing for work Handling equipments for work
3.	Handling telephones i) Telephone manners ii) How to handle call iii) How to screen calls iv) How to transfer calls
4.	Message handling (guest in room, guest not in the room)
5.	Paging – using various systems
6.	Mail handling of the guest
7.	Luggage handling & Left luggage procedure
8.	Providing information about hotel, facilities offered and city
9.	Wake up call procedure
10.	Coordination of front office and bell desk and other departments
11.	Safety locker management
	Practicals can be based on role play

Projects:

- 1) Visit to three hotels of the city; draw the layout of the lobby of the hotel. Is the layout ideal? Modify and justify them
- 2) Prepare brochures and tariff cards as per the instructions given by subject teacher (for e.g. Brochure of 3* beach resort)
- 3) Design the new formats message slip, left luggage slip, wake up call sheet etc for a commercial hotel and as assigned by the concerned subject teacher
- 4) Tourism information:
 - Countries, capitals & currencies.
 - Airport & airline information
 - Local city knowledge
 - Travel agencies

- ❑ Hotels of international and domestic origin
- ❑ Indian states and capitals
- ❑ Music & dance
- ❑ Hotel brochures and pamphlets

Learning resources: Journals and magazines

CDs personal grooming, from check in to check out, handling reservation, telephone skills

References:

Author	Title	Edition	Year of publication	Publisher And Address
Stanley Thomes	Reception. Students guide.	1994	1993. Reprint 1994	Stanley Thomes Ltd.; Ellenborough House. Wellington St. Cheltenham
Peter Abbott	Front office procedures, social skills and management	1991	1991	Butterworth Heinemann ltd. Halley Courts. Jordan Hill Oxford
Collin Dix (MHCIMA) Chris Braid (BA MHCIMA CGLI)	Front office operations. (Previously) Accommodations operations	Third	1998	PITMAN publications. 128 long acre, london
Sudhir Andrews	Hotel front office training manual	14 th	1982	Tata McGraw hill publication co. ltd.
Dennis L. Foster	Rooms at the Inn. Front office operations and administrations	1993	1992	Glencoe division of Macmillan/ McGraw hill publication co. ltd.
Grace Paige. Jane Paige.	The hotel receptionist	Second	1977	Cassell EDU ltd. Artillery house, Artillery row London
Paul B. White & Helen	Hotel reception	1966	1982	Edward Arnold ltd. 41 Bedford Sq. London
Jerome J Vallen.	Check in check out. Principles of effective front office management	Third	1974, 1980	W.M.C. Brown Publishers Dubuque. Iowa
Sue Baker, Pam Bardi Jeremy Huyton	Principles of hotel front office operations	1994	1994	Cassell Wellington House. 125 Strand. London. WC 2R OBB.
Bruce Braham	Hotel front office	1985	1985 Reprint- 1987,1988	Stanley Thomes Ltd.;
Michael L. Kasavana, I Richard M. Brooks, CH	Managing front office	Third	1991	Edu. Inst Of The AH&MA. Michigan- 48826 USA. South Harrison Rd, Pb No. 1240, East Lansing, Michigan

Course Name : Diploma in Hotel Management and Catering Technology.

Course Code : HM

Semester : First

Subject Title : Hospitality Communication.

Subject Code : 12350

Teaching and Examination Scheme:

Teaching Scheme			Examination Scheme					
TH	TU	PR	PAPER HRS	TH	PR	OR	TW	TOTAL
03	--	02	--	--	--	25#	--	25

Rational:

This subject will give the students a basis to improve their Communication Skills with the guest and their confidence.

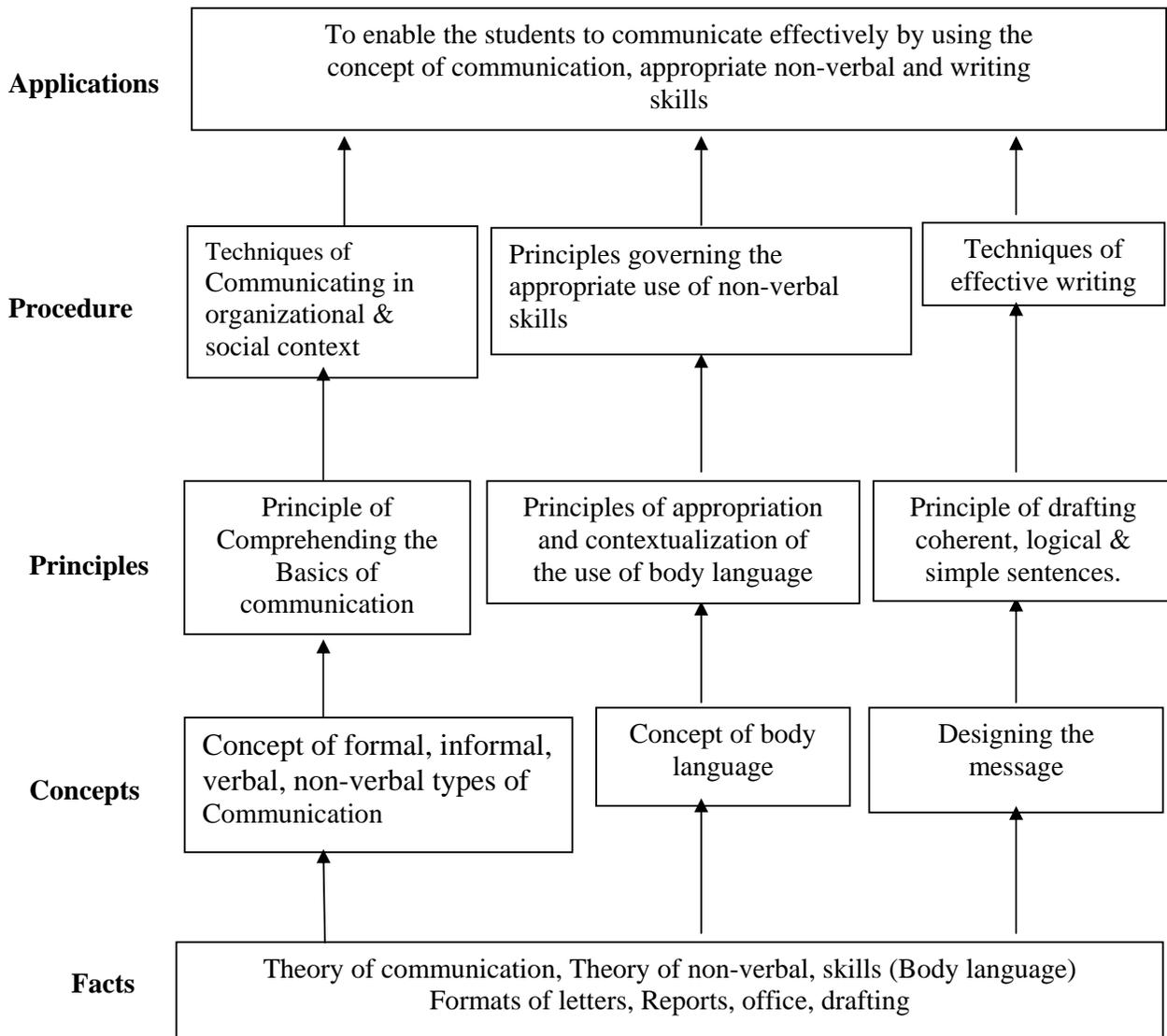
To introduce students with the process of communication so that they can identify conditions favorable to effective communication and to teach them basic and applied language skills useful for the study of technical subjects as well as communication, with a particular emphasis on writing and oral presentation skills, which are capabilities needed for professional.

Objective:

The Students will be able to:

- 1) Understand and use the basic concepts of communication and principles of effective communication in an organized set up and social context
- 2) Give a positive feedback in various situations, to use appropriate body language & to avoid barriers for effective communication
- 3) Write the various types of letters, reports and office drafting with the appropriate format.

Learning Structure:



Contents: Theory

Chapter	Name of the topic	Hours
1	THE COMMUNICATION PROCESS 1.1 The concept of communication :an introduction 1.2 The elements of communication (sender, receiver, message, medium, encoding, decoding & feedback) 1.3 Importance of effective communication:	02
2	CHANNELS OF COMMUNICATION 2.1 Internal & External communication: Formal & Informal channels 2.2 Formal channels of communication (Horizontal, Vertical, Upward & Downward communication) 2.3 Informal channel of communication – Grapevine	06
3	BARRIERS OF COMMUNICATION 3.1 Types of barriers – Physical, Mechanical, semantic, cultural, psychological 3.2 Ways of overcoming barriers of communication. 3.3 Feedback	06
4	WRITTEN COMMUNICATION 4.1 Principles of letter writing, commercial jargon, correct spelling, correct word order & Four C's of commercial correspondence. 4.2 Parts of a letter.	06
5	NON VERBAL & VISUAL COMMUNICATION 5.1 Definition of nonverbal communication 5.2 Types of non-verbal communication (Facial, expression, Gestures, Body language, Kinesics, Phonemic & Physical appearance.) 5.3 Visual communication (signs, signals, graphs)	08
6	LETTERS 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	06
7	COMPREHENSION & SUMMARIZATION 7.1 Structure of a report : Individual & committee (short & long report) 7.2 Types of report : Investigative, Progressive, & feasibility reports. 7.3 Comprehension passages related to specific fields 7.4 Précis writing & summarization	08

8	DETAILED CONTENTS ORAL COMMUNICATION 8.1 Spoken or conversational English [Stress on Telephone Conversation] 8.2 Dialogue writing for specific occasions 8.3 International Phonetic script 8.4 Presenting oral message in the form of debates, group discussions, Individual and group presentations, preparing for interviews role-playing	06
	Total	

Assignments:

1. Communication Cycle (With The Help Of Diagram)
2. Communication Situations (List Of 5 Communication situations stating the type of communication)
3. Barriers that Hinder A Particular Communication Situation. (State the type of barrier, and how to overcome them).
4. Developing A Story Or A Paragraph For The Given Topic Sentence. (In a group of 5 – 6 students)
5. Describing Various Equipments.
6. Identifying The Various Sentences With Their Type Of Writing. (e.g. Scientific, legal, colloquial etc.)
7. Business Letters
8. Letters Of Suggestion
9. Comparative Time Table Of 2 Students
10. Description of Two Different Persons. (Seeing the picture)
11. Letter To The Librarian, Principal
12. Report Writing.

Learning Resources:**Books:**

SR. No.	Author	Title
1	--	Doctor & Doctor Business Communication
2	R.C. Sharma & Krishna Mohan	Correspondence & Report writing
3	Meera bannerji & Krishan Mohan	Developing communication skills
4	R.K.Bansal & JB harrison	Spoken English
5	John sinclair	Collins cobuild English grammar
6	Burgoon michael	Human communication

 MAHARASHTRA STATE BOARD OF TECHNICAL EDUCATION, MUMBAI TEACHING AND EXAMINATION SCHEME FOR POST H.S.C. DIPLOMA COURSES																	
COURSE NAME : DIPLOMA IN HOTEL MANAGEMENT & CATERING TECHNOLOGY																	
COURSE CODE : HM																	
DURATION OF COURSE : SIX SEMESTERS										WITH EFFECT FROM 2009-10							
SEMESTER : SECOND										DURATION : 16 WEEKS							
PATTERN : FULL TIME - SEMESTER										SCHEME : E							
SR. NO.	SUBJECT TITLE	Sub. Title Abr.	SUB CODE	TEACHING SCHEME			EXAMINATION SCHEME										SW (16002)
				TH	TU	PR	PAPER HRS.	TH (1)		PR (4)		OR (8)		TW (9)			
								Max	Min	Max	Min	Max	Min	Max	Min		
1	Basic Food Production	BFP	12417	3	--	8	03	100	40	50#	20	--	--	25@	10	50	
2	Basic Food & Beverage Service	BBS	12418	3	--	2	03	100	40	50#	20	--	--	25@	10		
3	Front Office Operations	FOO	12419	3	--	2	03	100	40	50#	20	--	--	25@	10		
4	Basic Accounts for Hospitality	BAH	12420	4	--	--	03	100	40	--	--	--	--	--	--		
5	Catering Science	CTS	12421	3	--	--	03	100	40	--	--	--	--	--	--		
6	Computer Application	CMA	12422	--	--	2	--	--	--	--	--	--	--	25@	10		
7	Hospitality French	HSF	12423	1	--	2	--	--	--	--	--	--	--	25@	10		
TOTAL				17	--	16	--	500	--	150	--	--	--	125	--	50	
Student Contact Hours Per Week: 33 Hrs. THEORY AND PRACTICAL PERIODS OF 60 MINUTES EACH. Total Marks : 825 @ Internal Assessment, # External Assessment, \$ - Common to All Conventional Diploma, No Theory Examination.																	
Abbreviations: TH-Theory, TU- Tutorial, PR-Practical, OR-Oral, TW- Termwork, SW- Sessional Work ➤ Conduct two class tests each of 25 marks for each theory subject. Sum of the total test marks of all subjects is to be converted out of 50 marks as sessional work (SW). ➤ Progressive evaluation is to be done by subject teacher as per the prevailing curriculum implementation and assessment norms ➤ Code number for TH, PR, OR and TW are to be given as suffix 1, 4, 8, 9 respectively to the subject code.																	

COURSE NAME : DIPLOMA IN HOTEL MANAGEMENT AND CATERIN TECHNOLOGY

COURSE CODE : HM

SEMESTER : SECOND

SUBJECT TITLE : BASICE FOOD PRODUCTION

SUBJECT CODE : 12417

Teaching & Examination Scheme

Teaching scheme			Examination scheme					
TH	TU	PR	PAPER HRS	TH	PR	OR	TW	TOTAL
03	--	08	03	100	50#	--	25@	175

NOTE:

- Two tests each of 25 marks to be conducted as per the schedule given by MSBTE.
- Total of tests marks for all theory subjects are to be converted out of 50 and to be entered in mark sheet under the head Sessional Work. (SW)

Rational:

The subject will develop awareness of technical skills required in the food production department. It also given a comprehensive insight into the commodities required, their characteristics.

Objectives: The Student will be able to:

1. The subject will develop basic awareness of the technical skill required in the food production department.
2. Know the various riches of equipment & understand their purpose.
3. Understand why hygiene practice ins essential & know the causes of ill health resulting from failure to exercise sound hygienic principles.
4. Know the various food commodities.

Contents: Theory

Chapter	Nam eof the Topic	Hours	Marks
1	Milk & milk products :- 1.1 Introduction & processing of milk, pasteurization & homogenization, Types of milk 1.2 Cream – Introduction, processing & types 1.3 Butter - Introduction, processing & types 1.4 Cheese - Introduction, classification with examples, processing, Types, cooking with cheese & uses	06	12
2	Wheat 2.1. Structure, Composition, Types of wheat, Types of flour & its uses. 2.2. Bread – role of each ingredient steps of bread making, common bread faults, baking temperature. 3.3 Cake – role of each ingredient, method of cake making, baking temperature. 3.4 Cookies & Biscuits: Role of each ingredient, method & types, baking temperature.	10	16
3	Meat Cookery 5.1 Structure of meat 5.2 composition 5.3 factors affect tenderness of meat 5.4 cuts of Lamb & Mutton 5.5 Selection, uses of its cuts.	12	24
4	Foundation of Continental Cookery 4.1 Stock Definition of Stock, Classification, Rules for making good stocks. Standard Recipe of 1 Lit. Various Stocks, Storage of Stock 4.2 Soups – Classification, Basic Recipes, Consommés & Garnishes for Soups 4.3 Sauces – Classification of Sauces, Compositions, Basic sauces	12	22

5	Pastry:- 5.1 Short Crust B) Laminated C) Chouse D) Hot water /Rough puff 5.2 Recipe & method of preparation 5.3 Difference & use of each pastry 5.4 Care to be taken while preparing pastry 5.5 Role of each ingredients		06	14
6	Culinary Terms. 1. Kedgerree 2. Kromeskys 3. Liasion 4. Larding 5. Macedoine 6. Maitre a Hotel bulter 7. Marinade 8. Mandolin 9. Masking 10. Mire poix 11. Mise – en – place 12. Mousse 13. Navarin 14. Panada 15. Papillote 16. paysanne 17. Piquant 18. Quenelles 19. Ragout 20. Ramekins	21. Rasping. 22. Rechauffe 23. Reduce 24. Royal 25. Soboyon 26. Salami 27. Sausage 28. Searing 29. Skewer 30. Soufflé 31. Spit 32. Supreme 33. Terrine 34. Whipping 35. Tripe 36. Rennet 37. Whey 38. Proofing 39. Punching 40. Zest.	02	12
Total			48	100

List of Practical:

- Practical 1: Demo & preparation of egg cookery.
Boiled (Soft, Hard) Fried / sunny side up, double fried) Poached, scrambled, omelettes
(Plain / stuffed) , en cocotte.
- Practical 2: Demo of mother Sauces.
Béchamel, Veloute, espagnol, Hollandaise, Mayonnaise, & 3 derivatives of each, Butter
Sauce – flavored Butter.
- Practical 3: Demo of Danish Pastry & Chouse pastry with 2 byproduct of each.
- Practical 4: Demo of basic cuts of Lamb & Mutton
- Practical 5: Continental Menu (4 Course)
Cream Soup, Mutton Ragout, Spaghetti Nepotitaine, Hot Dessert.
- Practical 6: Continental Snacks.
Fried Fish, Veg Cutlet, Bird Nest (Egg) with appropriate accompaniment.
- Practical 7: Indian menu (Five Course)
Veg Shorba, Veg Preparation (Red Gravy) Rice Preparation (making by draining method) Paratha layered, curd base sweet.
- Practical 8: Indian Menu (5 Course)

- Practical 9: Chicken (White Gravy), Paratha, Raita, Rice Pulao, Milk base sweet.
Indian Menu (5 Course)
Veg Kofta, Egg Preparation, Dal, Stuffed paratha, Paneer based sweet.
- Practical 10: Bakery (2 Practical)
Bread – Garlic bread, Cheese tread, Soup sticks, Stuff buns, brioche.
- Practical 11: Bakery
Puff pastry, Cheese / paneer puff, cream horns, Short crust – fruit tart, tartlets, savory tarts.
- Practical 12: Conditional Menu (4 Course)
Soups (Non Veg), Saute Chicken, Potato prep, Fish Grilled, Hot dessert.
- Practical 13: Bakery (2 Practical)
Cakes (2 Types of each method)
Creaming Method – Fruit cake, X-mass cake,
Foam Method – Chiffon Cake
Bleaching Method – Genoese sponge.
- Practical 14: Indian Menu (6 Course)
Veg. Rich Gravy., Biryani (chicken / mutton)
Naan / Paratha, Crud Pre / Raita / Mattha, / kadhi
Indian Snacks
Burfi (Coconut / Mawa / Besan)
- Practical 15: Continental (4 Course)
Thin Soup, Grilled chicken preparation, Veg (white Sauce) Cold dessert.
- Practical 16: Continental (5 Course)
Pure Soup, Chicken (with e espagnole sauce) Veg Salad, Continental Snack, Cold Dessert. (Egg clustered base)
- Practical 17: Continental (5 Course)
Thick Soup (Non Veg), Ghrilled Veg, Mutton Steak, Potato. Preparation (Fried) baked dessert
- Practical 18: Bakery (2 Practical)
Cookies
4 types cookies (cut out)
4 types Bagged out cookies
- Practical 19: Continental (4 Course)
Chowder Soup, Fish fillet (preparation) Veg preparation (Boiled / Fried) Hot dessert, Bread Rolls.
- Practical 20: Continental (5 Course)
International Soup (Minestrone)
Mutton Steak (Preparation)
Baked Fish, Veg Preparation to be save as an accompaniment with fish.
Fruit base dessert.
- Practical 21: Continental (5 Course)
Broth Salad with mayonnaise base dressing., Sauté Chicken preparation, Rice / Noodles Milk base cold dessert.
- Practical 22: Continental (5 Course)
Consommé with Garnishes
Roti Veg. Salad with basic dressing, Mutton stew (Brown), continental snack, chocolate base desert.
- Practical 23: Indian Menu (5 Course)
Rice
Stuffed Veg. Preparation, Mutton rich gravy. , Paratha, Kheer.
- Practical 24: Indian Menu (5 Course)
Shorba

- Practical 25: Paneer with red gravy, paratha, rice, fruit base sweet.
Indian Menu (Snacks)
5 Variety dry snacks.
- Practical 26: Indian Menu (5 Course Snack).
Coconut base veg curry, curd rice, Roti / Chapati, Indian confection base sweet.
- Practical 27: Indian Menu (5 Course)
Roti Veg (Dry / Curry), Masala Bhat, Kadhi, Chutney, Curd base sweet
- Practical 28: Demo
Basic sugar cooking (different stages) by using appropriate tools & techniques.
- Practical 29: Demo
Basic carving (Veg & Fruit) & Garnishing skill, Tomato rosette Cucumber, Carrot, Radish Flower.

Learning Resources:**Books:**

Sr. No.	Author	Title
1	Thangam E. Philip	Modern Cookery for teaching & Trade
2	Krishna Arora	Theory of Cookery
3	J C Dubey	Basic Bakery
4	Paul Hamlyn	Larousse Gastronomique
5	Le Rol A Polsom	The Professional Chef
6	Jane Grigson	The book of Ingredients
7	Wayne Gisslen	Professional cooking
8	Wayne Gisslen	Professional Baking
9	Bernald Davis	Food Commodities
10	Jiggs Kalra	Prashad

COURSE NAME : DIPLOMA IN HOTEL MANAGEMENT AND CATERING TECHNOLOGY
COURSE CODE : HM
SEMESTER : SECOND
SUBJECT TITLE : BASIC FOOD & BEVERAGE SERVICE
SUBJECT CODE : 12418

Teaching & Examination Scheme

Teaching Scheme			Examination Scheme					
TH	TU	PR	PAPER HRS	TH	PR	OR	TW	TOTAL
03	--	02	03	100	50#	--	25@	175

NOTE:

- Two tests each of 25 marks to be conducted as per the schedule given by MSBTE.
- Total of tests marks for all theory subjects are to be converted out of 50 and to be entered in mark sheet under the head Sessional Work. (SW)

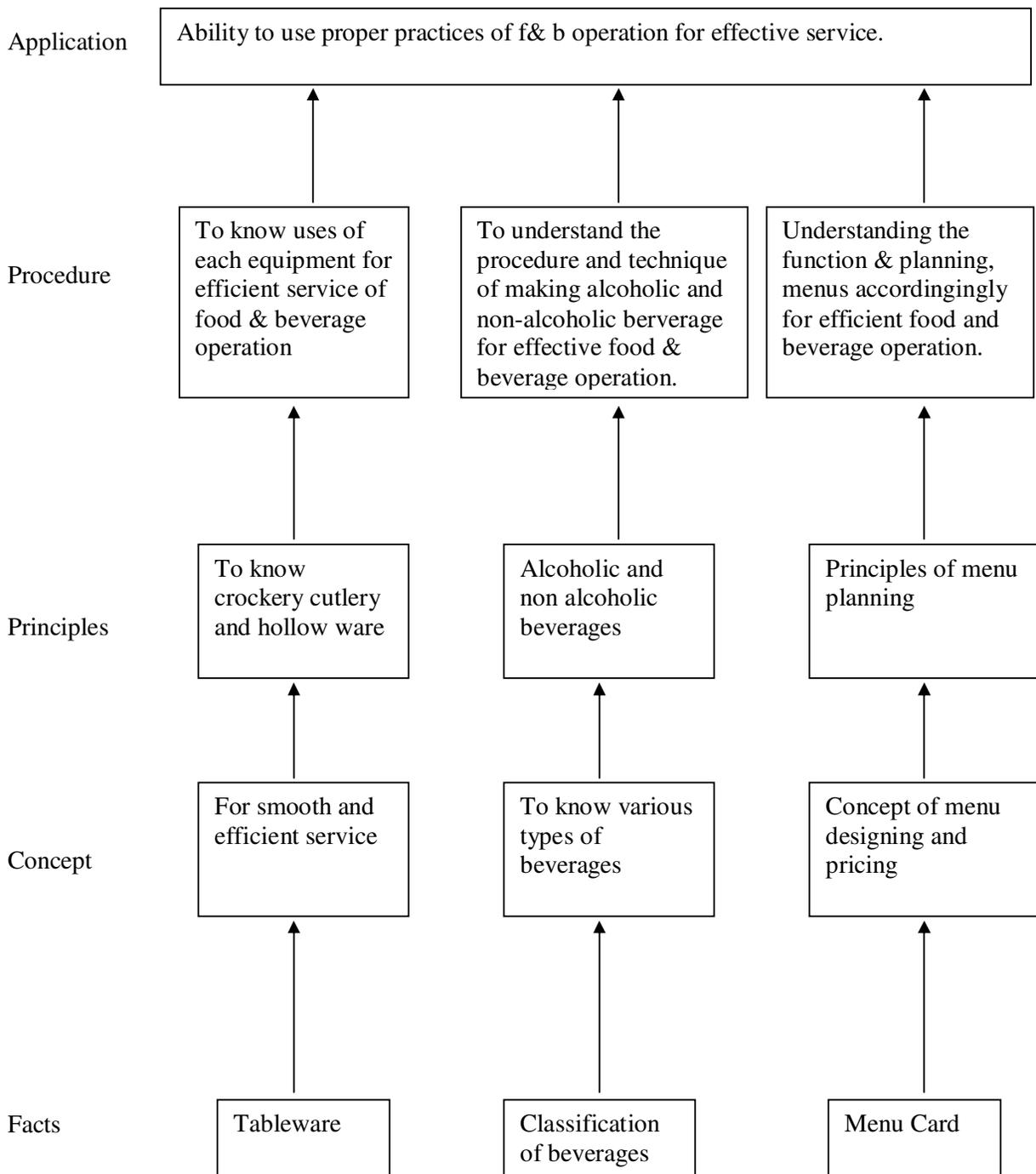
RATIONAL:

The subject Aims the student to understand the various procedures used in the restaurant, and the categorization of alcoholic and non alcoholic beverages. It will enable the students to develop technical skills which enhance proficiency in service.

OBJECTIVES: Student will be able to:

1. To understand the different types of services and identify them.
2. To understand the different outlets for selling the product.(Point of sale).
3. To differentiate alcoholic and non- alcoholic beverages. Service in the Industry.
4. To develop the skills of order taking for a guest and billing.

Learning Structure:



Contents: Theory

Chapter	Topic	Hours	Marks
1	Breakfast Service 1.1 Introduction And Definition 1.2 Types(English , Continental ,American ,Indian Buffet) 1.3 Menu, Cover For English Breakfast. 1.4 Brunch	08	14
2	Cheese and Savories 2.1 Types (Hard. Semi Hard. Soft, Fresh) 2.2 Country Of Origin And Milk And Processed From 2.3 Cover, Service And Accompaniments 2.4 Savouries , Types ,Cover Accompaniments And Service	04	12
3	Cigars and Cigarettes 3.1 Introduction To Cigars And Cigarettes 3.2 Brands And Codes 3.3 Service Procedures	04	08
4	Systems of Order Taking 4.1 Definition. 4.2 Procedure For Taking An Order 4.3 Types Of K.O.T. 4.4 bar Order Tickets	04	12
5	Non Alcoholic Beverages 5.1 Classification Chart- Non- Alcoholic Beverages. 5.2 Stimulating-Tea Coffee.(Definition, Manufacturing, Types, Service). 5.3 Nourishing-Health Drinks 5.4 Refreshing-Juices, Squashes, Crushes, Syrups. 5.5 Juices Quashes ,Crushes, Syrups 5.6 Mineral Water, And Carbonated Drinks	09	18
6	Introduction to Alcoholic Beverages 6.1 Definition And History Of Alcoholic Beverages 6.2 Classification Of Alcoholic Beverages	04	10
7	Beer Introduction And Manufacturing 7.1 Brewing Process 7.2 Types of Beer 7.3 Service of Beer	12	18
8	Methods of Billing And Payments 8.1 Cash 8.2 Credits 8.3 Accounts 8.4 Ncr / Ecr	03	08
TOTAL		48	100

Practical:**Skills to be developed:**

Intellectual Skills:

1. Communication Skills
2. Listening Skills
3. Identification of menu and type of food
4. Taking guest's orders

5. Advice about food and beverages

Motor Skills:

1. Use of Service Trays
2. Using various types of metal ware and glassware for service
3. Cleaning of table
4. Serviette Folds

List of Practical

Sr. No	Topics
1.	Revision Of The Previous Semester
2.	Compilation Of Menus 5,6,7 Courses
3.	French Classical Menu.
4.	Taking Guest Order.
5.	Course Wise Service Of Food.
6.	Pre-Plated Service.
7.	Break Fast Service. A) Service Of Continental Breakfast. B) Service Of English Breakfast. C) Breakfast Tray Set –Ups.
8.	Procedure For Tea Service. A) Service Of Afternoon Tea. B) Service Of High Tea.
9.	Water Service.
10.	Service Of Cheese And Savories.
11.	Clearance Of Food.
12.	Crumbing The Table.
13.	Serviette Folds With 5 Morning &5 Dinner Folds
14.	Service Of Non-Alcoholic Beverages.
15.	Clearance Of Dirty Soiled Ashtrays

List of Practical Oriented Projects:

1. Study The Different Types Of Tea & Coffee Available In The Market & List The Samples Available In The Market Along With Their Prices.
2. Identify At Least 25 Popular Brands Of Cigarettes Around The World.
3. Imagine You Are A Restaurant Manager. Prepare A Checklist Highlighting The Various Physical Attributes Of The Service Personnel.
4. Make A Chart Showing The Different Varieties Of Cheese With Their Prominent Characteristics.
- 5 List Down The Different Varieties Of Breakfast Cereals Along With Their Prices Available In The Market.

Learning Resources:**Books:**

Sr. No	Author	Title	Edition	Year Of Publication	Publisher And Address
1	Dennis Lillicrap, John Cousins Robert Smith	Food And Beverage Service	7 th Edition	1971 / 2006	Hodder And Stoughton Edducational, 338 Euston Road, London
2	Peter Howard, Jeffery Puckeridge	The Professional Waiter	3 rd Edition	1999	Hospitality Books (ACN 003183882) PO Box 3007, Putney NSW, Australia 2112
3	Sylvia Meyer, Edy Schmid, Christel Spiihleer	Professional Table Service	2 nd Edition	1998	Verlag Schureizer Write Verband, Zurich, Switzerland
4	Ecole Technique, Hoteliere Tsuji	Professional Restaurant Service	--	--	Kahakura Sobo Publishing Co. Ltd., Japan
5	Brian Varghese	Professional Food And Beverage Service Management	1 st Edition	1999	Rajiv Beri For Macmillan India Ltd., 315/316 Raheja Chambers, 12 Museum Road, Bangalore-560001.
6	Andrew Durkan & John Cousins	The Beverage Book	1 Edition	1995	Hodder & Stoughton educational Plc,338 euston rd, Londen

COURSE NAME : DIPLOMA IN HOTEL MANAGEMENT AND CATERING TECHNOLOGY
COURSE CODE : HM
SEMESTER : SECOND
SUBJECT TITLE : FRONT OFFICE OPERATIONS
SUBJECT CODE : 12419

Teaching & Examination Scheme

Teaching Scheme			Examination Scheme					
TH	TU	PR	PAPER HRS	TH	PR	OR	TW	TOTAL
03	--	02	03	100	50#	--	25@	175

NOTE:

- Two tests each of 25 marks to be conducted as per the schedule given by MSBTE.
- Total of tests marks for all theory subjects are to be converted out of 50 and to be entered in mark sheet under the head Sessional Work. (SW)

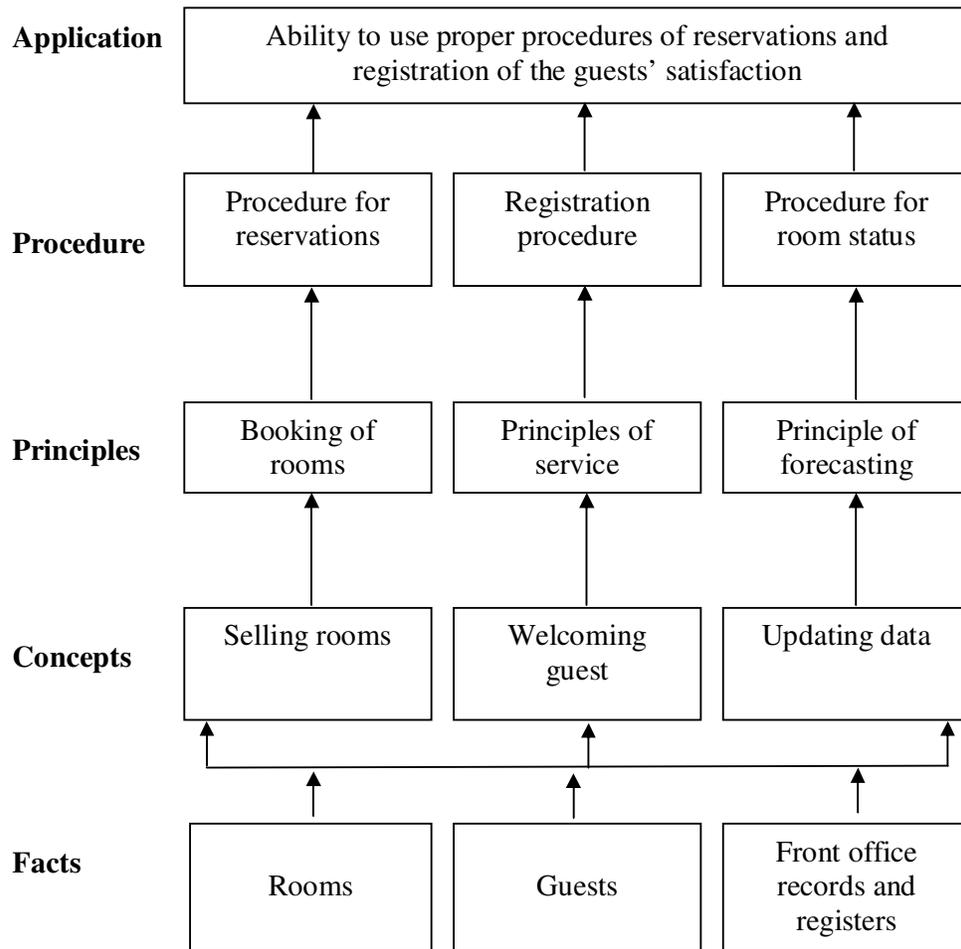
RATIONALE:

This subject intends to develop knowledge and skills required for the front office operations with special emphasis on operational techniques practiced in reservation and registration of guest.

OBJECTIVES: Student will be able to:

1. To understand the guest needs and is able to provide "Guest Satisfaction" by professional and efficient delivery of his services.
2. To comprehend the various stages of guest contact with the hotel.
3. To enable the students to book room for the prospective guest by using one of the various modes and sources of reservation.
4. To develop the skills to welcome and register the guest.

Learning Structure:



Contents: Theory

Chapter	Name of the Topic	Hours	Marks
1	JOB DESCRIPTION 1.1 Reservation manager 1.2 Reservation assistants 1.3 Reception assistants 1.4 Information assistants	04	10
2	THE GUEST CYCLE 2.1. Importance of guest cycle 2.2 Stages of guest contact with the hotel 2.3 Pre- Arrival Reservation Process 2.3.1 Importance of the reservation process 2.3.2 Function of reservation section 2.3.3 Modes of reservation 2.3.4 Sources of reservation – Affiliate and non affiliate network system 2.3.5 Guaranteed and Non Guaranteed booking 2.4 Basic reservation activities 2.5 Reservation systems and documents 2.5.1 Procedure for handling reservation request (telephone & in-person & correspondence) 2.5.2 Booking diary 2.5.3 Whitney system 2.5.4 Computerized system 2.5.5 Central reservation system 2.5.6 Charts- (density chart, advance letting chart) 2.6 Confirmations, Cancellations and amendments Of booking 2.7 Overbooking	14	24
3	Room status 3.1 Blacklist 3.2 Rules of the house for the guests 3.3 Timeshare concept 3.4 Boutique hotels concept 3.5 Room status system, 3.6 No shows 3.7 Scanty baggage procedure	04	10
4	Guest Arrival Process 4.1 Functions Of The Reception Department 4.2 Preparing For The Guest Arrival 4.2.1 Preparation For Guest Arrival In Reservation Section 4.2.2 Pre Registration 4.3 Basic Check – In Activities 4.4 Receiving, Welcoming And Greeting Guest 4.5 Registration Of Guest 4.6 Systems Of Registration 4.6.1 Manual 4.6.2 Semi Automatic 4.6.3 Automatic 4.6.4 Express Check In System 4.7 Registration Procedure For Various Categories Of Guests 4.7.1 Walk In 4.7.2 FIT 4.7.3 Scanty Baggage Guest	14	22

	4.7.4 Foreigner (C Form) 4.8 Rooming A Guest 4.9 Criteria For Taking The Advance 4.10 Escorting The Guest Notification And Updating The Records And Registers	4.7.5 Early Check In		
5	Groups 5.1 Managing Group Reservation 5.2 Group arrival procedure including crew arrivals 5.3 Handling of Group luggage		06	14
6	Arrival/ departure report, Affiliate reservation network Adds Advance deposit Allowance Affiliated hotel Alphabetical Rack/ Index All suite hotels Arrival date Arrival time Arrival/ departure and change sheet Available rooms Back office Back to back Bed and breakfast Blanket reservation Bounced reservation Booked room Black listed guest Bumped reservation Chance guest Check in Checkout Company made reservation Concierge Central reservation system Cancellation Confirmed reservation Day rate Departure date Departure notification slip Double up DNA Early arrival Family plan rate Farm out Fixed room rate Guaranteed reservation Group plan rate Information rack In season rate	Release date Reservation rack Retention charges RNA Room assignment Room availability Room rack Room rack slip Rooming a guest Rooming list Room status Scanty baggage S.I.T.S Safe deposit boxes Self check out Self registering kiosk Self registration Self registration/ check out Terminal/ kiosk Sellup Sells position Shoulder period Six P. M. release Sleep out SPATT Stay over Stop over guest Sold out Tariff Time shared Hotel TIPS Turn away Under booking Under stay Up grade Walk in Wait listed Walk out Walking a guest Watch down Whitney system	06	20

	Key and mail rack Key card Late arrival Light baggage Late hold Overselling Overbooking No show Occupancy Off season rate On the house Over stay OPax Pre-arrival Preassignment Package Rack rate Rack slip Rate cutting Refusal report Registration Registration card			
		Total	48	100

Practicals:**Skills to be developed:**

1. Communication Skill
2. Team Building
3. Preparing proper documents
4. Record Keeping

List of Practical:

	Revision of Practicals of I st semester
	Handling telephones
	1. Telephone manners
	2. How to handle call
	3. How to screen calls
	4. How to transfer calls
	Message handling (guest in room, guest not in the room)
	Providing information about hotel, facilities offered and city
1.	Dealing with reservation: by telephone, correspondence, in-person & group reservation
2.	Pre- arrival formalities
3.	Receiving and registering of guest:
4.	i) FIT
	ii) Walk- in
5.	Refusing a guest an accommodation
6.	Arrival formalities, group arrival
7.	Coordination with bell captain & other lobby staff for rooming a guest
8.	Handling and control of keys
9.	Updating the records and documents used in front office

Project:

- Obtain specimen of the type of advance booking documents and an outline of the procedures used at a selection of local hotels, and compare these with one another, relating their characteristics to the type of hotel involved.
- Obtain specimen of the type of registration documents and an outline of the check in procedure used at a selection of local hotels, and compare these with one another, relating their characteristics to the type of hotel involved.

References:

Author	Title	Edition	Year of Publication	Publisher And Address
Stanley Thomes	Reception. Students guide.	1994	1993. Reprint 1994	Stanley Thomes Ltd.; Ellenborough House. Wellington St. Cheltenham
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Grace Paige. Jane Paige.	The hotel receptionist	Second	1977	Cassell EDU ltd. Artillery house, Artillery row London
Paul B. White & Helen	Hotel reception	1966	1982	Edward Arnold ltd. 41 Bedford Sq. London
Jerome J Vallen.	Check in check out. Principles of effective front office management	Third	1974, 1980	W.M.C. Brown Publishers Dubuque. Iowa
Sue Baker, Pam Bardi Jeremy Huyton	Principles of hotel front office operations	1994	1994	Cassell Wellington House. 125 Strand. London. WC 2R OBB.
Bruce Braham	Hotel front office	1985	1985 Reprint-1987,1988	Stanley Thomes Ltd.;
Michael L. Kasavana, I Richard M. Brooks, CH	Managing front office	Third	1991	Edu. Inst Of The AH&MA. Michigan- 48826 USA. South Harrison Rd, Pb No. 1240, East Lansing, Michigan

COURSE NAME : DIPLOMA IN HOTEL MANAGEMENT AND CATERING TECHNOLOGY
COURSE CODE : HM
SEMESTER : SECOND
SUBJECT TITLE : BASIC ACCOUNTS FOR HOSPITALITY.
SUBJECT CODE : 12420

Teaching and Examination Scheme

Teaching Scheme			Examination Scheme					
TH	TU	PR	PAPER Hrs.	TH	PR	OR	TW	TOTAL
4	--	--	3	100	--	--	--	100

Note:- 40% Theoretical and 60% Numerical Questions will be asked.

Rational:

This subject impart students a systematic and in-depth knowledge of accounting principles to help them in keeping up – to – date records of all day to day happenings in a hospitality Industry and to test the profitability and Position of a Business.

Objectives:

1. To make the students familiar with the Commercial Organization.
2. To develop the ability of Classification, Recording and Presenting the accounting data with the help of Accounting Principles.
3. To test the results of Business Activity in terms of Profitability and the Position of the Business.

Learning Structure:

Create	Creation of Balance Sheet for Joint Stock Company according to prevailing Act.					
↑	↑					
Problems / Solution	Preparation of Final Statements of accounts to find out Profitability and the Position of a Business.					
↑	↑					
Methods / Procedures	Classification	Proof of Transactions	Journal Entries	Ledger posting & Balancing	Cash and Petty Cash Book	Bank Reconciliation Statement
↑	↑					
Principles	Application of Accounting Standards					
Concepts	Understanding the Accounting Concepts, Terminology and significance of accounting in Hospitality Industry.					
↑	↑					
Facts	Meaning of Commercial and Non-commercial organizations, Classification of Accounting Transaction, Features of Hospitality Business and the Guests, Arithmetic [Addition, subtraction, multiplication, division and percentage].					
	Note: Current updates are necessary in prevailing act/s, wherever applicable.					

Contents: Theory

Chapter	Title	Hours	Marks
1	Know about the Commercial Organizations:	06	12
	<ul style="list-style-type: none"> ✍ Meaning of Commercial Organization ✍ Forms of Business Organization and features of an ideal form of Business Organization. ✍ Meaning, features, Merits, Demerits / Limitations and points of Distinction of Sole Trading, Partnership and Joint Stock Companies only. ✍ Meaning, features and points of distinction between Trading & Non-Trading / Non – Profit making organizations (Charitable Trust). ✍ Meaning, Scope, types and sources of capital for commercial and non-commercial organizations. 		
2	Accounting and Book-Keeping	04	08
	<ul style="list-style-type: none"> ✍ Meaning, scope, function, objectives and systems of Book-Keeping and Accountancy. ✍ Important Terminology [Definitions] 		
3	Classification & Accounting Cycle	08	08
	<ul style="list-style-type: none"> ✍ Classification of Expenses as Capital, Revenue and deferred. ✍ Accounting Concept and Conventions. ✍ Accounting Cycle: identification and proof of Transactions. ✍ Traditional Rules of Debit and Credit. 		
4	Journal Entries	10	08
	<ul style="list-style-type: none"> ✍ Meaning, advantages and form of presentation. 		

	<ul style="list-style-type: none"> ✍ Types of Journal Entry. ✍ Preparation of Journal Entries. 		
5	Ledger	10	12
	<ul style="list-style-type: none"> ✍ Meaning, Rules of Posting ✍ Balancing of Accounts. ✍ Preparation of Trial Balance. ✍ Meaning and Types of Errors [Theoretical Aspect] 		
6	Subsidiary Books	10	12
	<ul style="list-style-type: none"> ✍ Meaning, advantages and kinds of subsidiary books [theoretical aspect only]. ✍ Preparation of Triple Column Cash Book only. ✍ Preparation of Bank Reconciliation Statement. ✍ Preparation of Analytical Petty Cash Book under Imprest system. 		
7	Final Account	16	20
	<ul style="list-style-type: none"> ✍ Meaning and form of Trading Account ✍ Meaning and form of Profit and Loss Account. ✍ Meaning and form of Balance Sheet ✍ Preparation of Final Account for Sole Trader considering following adjustments only. <ul style="list-style-type: none"> a. Closing Stock . b. Outstanding (unpaid) and Prepaid Expenses [Clear and Hidden Adjustment] c. Advance and Accrued (outstanding) [Clear and Hidden adjustment] d. Depreciation under Fixed and Reducing methods only. ✍ Drafting a Balance Sheet for Joint Stock Company according to Prevailing Act with the help of data provided. 		
Total		64	80

Learning Recourses:**Books:**

Sr. No.	Title	Author / s	Year of Publication and Edition	Publisher
1	Hotel Accountancy and Financial Control	Ozi A. D'Cunha Glesson O. D'Cuncha	2004	The Dicky's Enterprises, Mumbai.
2	Elements of Hotel Accountancy	G. S. Rawat Dr. JMS Negi N. Gupta	1972 / 2005	Aman Publication, New Delhi.
3	Modern Accountancy - Vol. I	A. Mukharjee M. Hanif	--	Tata – MacGraw Hill Publishing Co. Ltd. New Delhi.
4	A new course in organizations of commerce	--	1995	Seth Publishers, Mumbai, Nagpur.
5	Hotel Accountancy and Finance	S. P. Jain K. L. Narang	1999	Kalyani Publishers, Ludhiana.

COURSE NAME : DIPLOMA IN HOTEL MANAGEMENT AND CATERING TECHNOLOGY
COURSE CODE : HM
SEMESTER : SECOND
SUBJECT TITLE : CATERING SCIENCE.
SUBJECT CODE : 12421

Teaching & Examination Scheme

Teaching scheme			Examination scheme					
TH	TU	PR	PAPER HRS	TH	PR	OR	TW	TOTAL
03	--	--	03	100	--	--	--	100

NOTE:

- Two tests each of 25 marks to be conducted as per the schedule given by MSBTE.
- Total of tests marks for all theory subjects are to be converted out of 50 and to be entered in mark sheet under the head Sessional Work. (SW)

RATIONALE:

The subject aims at developing a comprehensive knowledge and understanding Awareness of personal Hygiene, importance of Nutrition & balance diet.

OBJECTIVES:

The subject objective is to develop basic awareness of maintenance of hygiene standard in the industry. It also helps taken is acquire knowledge of nutritional requirements of the Human being.

Contents: Theory

Chapter	Name of the Topic	Hours	Marks
1	Introduction to nutrients 1.1 Define Food, Nutrients, Nutrition 1.2 Functions of Food 1.3 Basic Food Groups 1.4 Planning Of Balanced Diet, Calculation Of Calories, Factors Affecting Daily Requirement Of Calories	03	06
2	Carbo hydrates Composition, Classification, Sourcess,Function, Daily Requirement ,Excess , Deficiency	03	06
3	Protein Composition, Classification, Sources, Functions, Daily Requirement ,Excess , Deficiency	03	06
4	Fats Composition, Sources, Functions, Differences Between Animal Food & Vegetable Oil, Rancidity Of Fats (Oxidative, Hydrolytic & Kenotic)	03	06
5	Vitamins Sources, Composition, Functions, Fat & Water Soluble (Vitamin A,D,E,K) B Complex Vitamins (Thiamine Riboflavin, Niacin, Folic Acid), Vitamin C. Daily Requirement, Excess, Deficiency	04	08
6	Chapter-6 Minerals Sources, Functions,Deficiency (Calcium, Potassium, Iron, Sodium & Florien, Iodine	04	08
7	Water Importance Of Water And Dietary Sources, Function.	03	06
8	Colloidal chemistry 8.1 Colloidal System:- Types Of Colloids In Food, Food Examples Of Sol., Gel, Emulsions & Foam Emulsifying Agents And Their Use In Preparation Of Emulsions. 8.2 Browning Reactions In Food – Causes, Desirable & Undesrible Effect, Food Example	04	10
9	Food adulteration 9.1 food standards in india 9.2 common food adulterants present in milk, sugar, turmeric, chilli powder, tea, coffee, semolina, flour, ghee, butter, margarine and oil	04	08
10	Food additives Thickening, Stabilizing And Emulsifying Agensts	02	04
11	Food preservation and storage 11.1 Chemical 11.2 Irradiation 11.3 Low Temperature – Refrigeration & Freezing 11.4 High Temperature – Pasteurization, Canning, Dehydration And Smoking 11.5 Storage, Cold Storage, Temp. Control, Correct Use Of Refrigeration Freezer, For Storing Food Stocks, Rotation And Cooling.	06	14

12	Personal hygiene for food Handlers Personal hygiene, attitude, care of skin, hands and feet, food handlers, right clothing, positive good health, habit formation.	03	06
13	Harmful effects of microorganism 13.1 Food Poisoning And Infection 13.2 Causative Factors, Precautions To Be Taken By Food Handlers	03	06
14	Hygiene in food production and Service area 14.1 Dishwashing Methods-Manual And Machine Dishwashing, Merits And Demerits. 14.2 Protective Display Of Food 14.3 Pest Control	03	06
TOTAL		48	100

Learning Resources:**Books:**

Sr. No	Author	Title	Edition	Year of Publication	Publisher and Address
1	M. Swaminathan	Hand book of Food & Nutrition.	Fifth	1999	Printing & Publishing Co. Ltd. P.B.No.1807 No.88, Mysore Road, Bangalore- 560018
2	W. C. Frazier D. D. Westhoff	Food Microbiology	Third	1991	Tata Mc Graw-Hill Publishing Co. Ltd. 4/12 Asaf Ali Road, New Delhi – 110002
3	J.A. Stretch & H.A. Southgate	The Science of Catering	Second	1986	Edwards Arnold. 5. Michael Colleer & Col in Sussams London
4	Shubhangini Joshi	Nutrition & Dietetics	First	1999	Tata Mc Graw-Hill Publishing Co. Ltd. 4/12 Asaf Ali Road, New Delhi – 110002.
5	Sunetra Roday	Food Science & Nutrition	First	--	--

COURSE NAME : DIPLOMA IN HOTEL MANAGEMENT AND CATERING TECHNOLOGY
COURSE CODE : HM
SEMESTER : SECOND
SUBJECT TITLE : COMPUTER APPLICATION.
SUBJECT CODE : 12422

Teaching & Examination Scheme

Teaching scheme			Examination scheme					
TH	TU	PR	PAPER HRS	TH	PR	OR	TW	TOTAL
--	--	02	--	--	--	--	25@	25

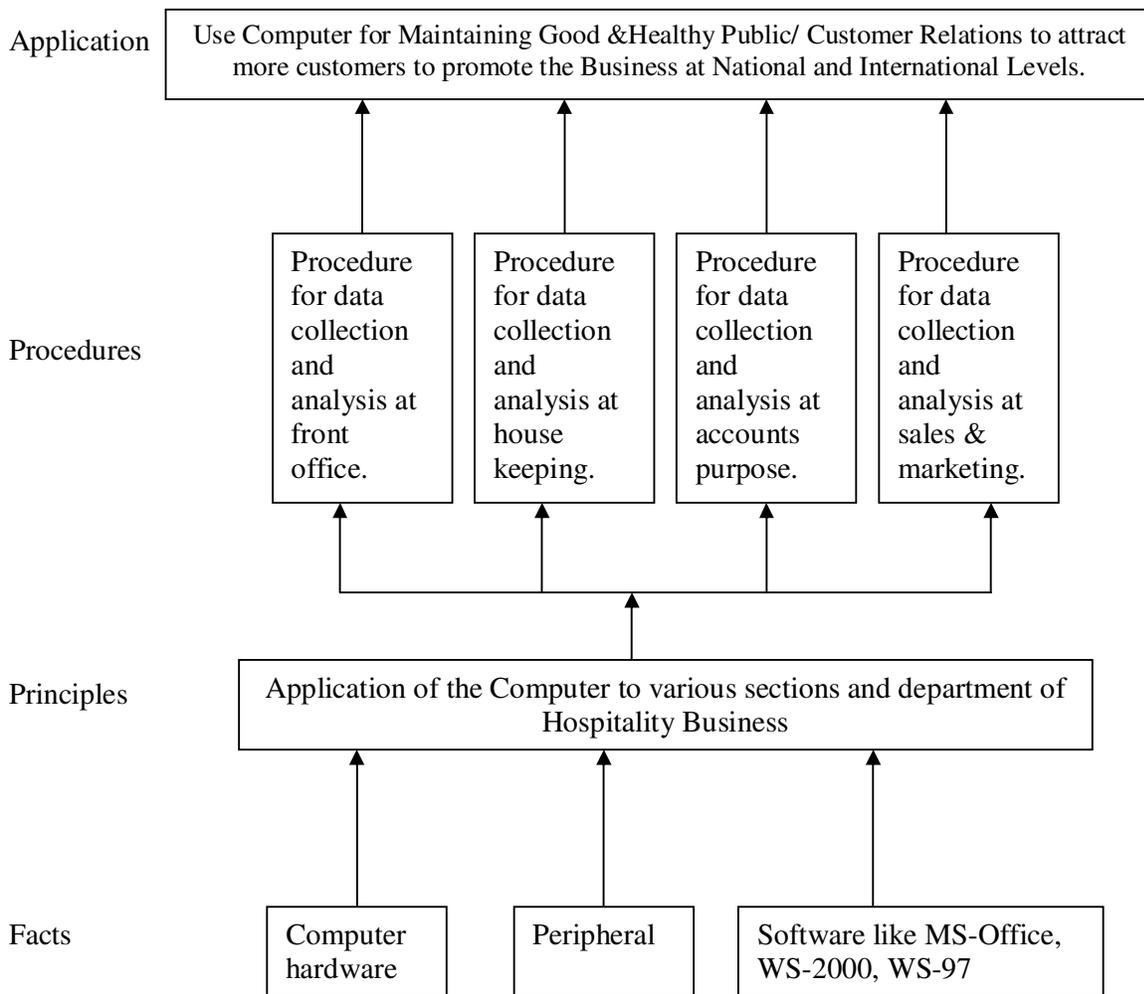
RATIONLE:

The subject aims at developing a comprehensive knowledge and understanding of computer application in the hotel and catering industry. It also aims to enable the students to acquire professional competence required for computer application and its related activities.

OBJECTIVES:

1. To understand the importance of computer application in the hotel and tourism industry.
2. To develop the computer skills in students required for hotel and catering service in the Industry.
3. To show the relationship of hotel industry with computer application.

Learning Structure:-



CONTENTS:

Chapter No.	Details
1	DOS 1.1 Introduction to dos. 1.2 Files & Folders. 1.3 Writing in Files 1.4 Reading from Files 1.5 Use of various commands.
2	WINDOS 2.1 Introduction to Windows. 2.2 Overview of windows operating system. 2.3 Overview of desktop. 2.4 Explorer. 2.5 Concept of files. 2.6 Naming convention for Files & Folders. 2.7 Creation, copying, moving, deletion and maintenance of files & folders. 2.8 Introduction to WordPad and Paint Brush creation. 2.9 Opening the contents of Files.
3	MS-WORD 3.1 Introduction to MS-office package. 3.2 Overview and features of word and menus in it. 3.3 Saving, formatting the document, print & print preview options. 3.4 Toolbars, standard, formatting and drawing toolbars objects using OLE. 3.5 Images and clip arts, word art. 3.6 Table creation, formatting the tables, searching and sorting the data in tables. 3.7 Letter/Fax/Resume making wizards, margins, menus, agenda, thesis, manuals, reports and options of letter writing. 3.8 Auto text, Auto correct, Styles, bullets and list. 3.9 Macros, Mail merge. 3.10 Key board short keys.
	MS-EXCEL 4.1 Concept of MS-Excel (workbook, worksheet, rows, cells & columns). 4.2 Entering data into cells. 4.3 Overview of menu items. 4.4 Insertion of pictures (images, clip art). 4.5 Objects of OLE using the cell references. 4.6 Editing and manipulating, copying, deletion of contents as a cell. 4.7 Formulas and functions, Conditional formatting. 4.8 Formatting searching, sorting, filtering of data. 4.9 Scenarios, goal seek, graphs and charts of 2D & 3D.
	MS-POWER POINT 5.1 Introduction to Power Point.

	<p>5.2 Overview of menu items using slides (Master & Title) using design template using OLE.</p> <p>5.3 Animation of slides.</p> <p>5.4 Slide objects adding sound effects to the slide.</p> <p>5.5 Advance option (automatic animation).</p> <p>Inserting charts and flow charts & different types of slides.</p>
6	<p>INTERNET & WEB-APPLICATION</p> <p>6.1 What is internet & web application?</p> <p>6.2 Creating email id.</p>

List of practical:

Skills to be developed: 1. Intellectual skills

2. Motor skills are developed in all the practical.

Topics

1. Prepare a power point presentation for showing hotel details. (Prepare using design templates and animation scheme using ms-power point).
2. Write a letter to the hotel manager for complaint about the store keeper. (Write with a all proper formatting using ms-word)).
3. Prepare the record of all the employees working in a hotel. (using ms-Excel)

Learning Resources:

Sr. No.	Author	Title	Edition	Publisher
01	Vikas Gupta	Comdex Computer Course Kit	First	Dreamtech
02	Henry Lucas	Information Technology for management	7 th	Tata Mc-Graw Hills
03	B.Ram	Computer Fundamentals Architecture and Organisation	Revised 3 rd	New Age International Publisher

COURSE NAME : DIPLOMA IN HOTEL MANAGEMENT AND CATERING TECHNOLOGY
COURSE CODE : HM
SEMESTER : SECOND
SUBJECT TITLE : HOSPITALITY FRENCH
SUBJECT CODE : 12423

Teaching & Examination Scheme

Teaching Scheme			Examination Scheme					
TH	TU	PR	PAPER HRS	TH	PR	OR	TW	TOTAL
01	--	02	--	--	--	--	25@	25

Rationale:

The subject aims to familiarize the student with the basic knowledge of French language which may assist the student to get a better understanding of the terminology of the food & Beverage operations and other areas of the hotel.

Objectives:

1. To understand the basic French language.
2. To better understanding the terminology.
3. To prepare French classical menu up to 13 courses.
4. To enable them to read and translate a recipe from French to English.

Content:

Chapter	Topic	Hours
1	French Vocabulary and Grammar. 1.1 Words and Verbs often used in the hotel / cruise liners. 1.2 Conjugation of French verbs and translation into the various tenses. (Past, Present & Future). 1.3 Transforming sentences into Negative/singular & plural form. Formation of sentences into French. 1.4 Formation of sentences in to French.	04
2	Conversational French 2.1 Basic French conversation sentences with Friends and guest. 2.2 Modes of introduction with friends and guests. 2.3 Knowledge of time, seasons, months, days, numbers and currency. 2.4 Conversation with regards to interaction with guest in various areas such as Front office, Restaurant, Bar, Housekeeping, Kitchen etc.	06
3	French Kitchen, Restaurant, Front Office & Bar Terminology 3.1 Knowledge of the kitchen brigade 3.2 Kitchen Equipments 3.3 Ingredients, meat/vegetable/Fruits/Fish/Herbs/Spices 3.4 Culinary terms in French 3.5 French cheeses 3.6 Knowledge of the restaurant brigade 3.7 Equipments used in the restaurant 3.8 French classical menu upto 13 courses 3.9 Menu translation from French to English & Vice-Versa 3.10 Knowledge of principal ingredients used in classical French dishes 3.11 How to read and translate a recipe from French to English 3.12 French Terminology required in handling guest check in and checking out. 3.13 How to read and write passport details in French	06
TOTAL		16

Implementation Strategies:-

The focus will be on developing practical skill which the student can use in various areas when he/ she come in contact with foreigner guest.

List of Practicals:

Role plays and Assignments to be performed by the students as assigned by the subject expert based on the curriculum.

REFERENCES

Author	Title	Edition	Year of Pub.	Publisher & Address
Alliance Française	A Voter Service	First	2001	Alliance Française Delhi & Mumbai
S. Bhattacharya	French for Hotel management & Tourism	First	--	Frank Brothers & co.Ltd,4675-A Ansari road, 21, Daryagani,New Delhi 110002
S. Bhattacharya	French for Catering students	First	--	Frank Brothers & co.Ltd,4675-A Ansari road, 21, Daryagani,New Delhi 110002
--	Oxford French Dictionary	First	2007	YMCA library building, jai singh road New Delhi 110001

 MAHARASHTRA STATE BOARD OF TECHNICAL EDUCATION, MUMBAI TEACHING AND EXAMINATION SCHEME FOR POST S.S.C. DIPLOMA COURSES																
COURSE NAME : DIPLOMA IN HOTEL MANAGEMENT & CATERING TECHNOLOGY																
COURSE CODE : HM																
DURATION OF COURSE : SIX SEMESTERS										WITH EFFECT FROM 2009-10						
SEMESTER : THIRD										DURATION : 16 WEEKS						
PATTERN : FULL TIME										SCHEME : E						
SR. NO.	SUBJECT TITLE	Abbreviation	SUB CODE	TEACHING SCHEME			EXAMINATION SCHEME									
				TH	TU	PR	PAPER HRS	TH (01)		PR (04)		OR (08)		TW (09)		SW (16003)
								MAX	MIN	MAX	MIN	MAX	MIN	MAX	MIN	
1	Food Production Operation	FPO	12457	3	--	8	3	100	40	50#	20	--	--	25@	10	50
2	Food & Beverage Service Operation	FSO	12458	2	--	4	3	100	40	50#	20	--	--	25@	10	
3	Accommodation Operation	ACO	12459	3	--	2	3	100	40	50#	20	--	--	25@	10	
4	Accounts and Costing for Hospitality	ACH	12460	3	--	--	3	100	40	--	--	--	--	--	--	
5	Human Resource Management	HRM	12461	3	--	--	3	100	40	--	--	--	--	--	--	
6	Business Communication	BCN	12462	1	--	2	--	--	--	--	--	25#	10	25@	10	
7	Hotel Engineering	HEG	12463	1	--	2	--	--	--	--	--	--	--	25@	10	
TOTAL				16	--	18	--	500	--	150	--	25	--	125	--	50

Student Contact Hours Per Week: **34 Hrs.**
THEORY AND PRACTICAL PERIODS OF 60 MINUTES EACH.
Total Marks : **850**
@ Internal Assessment, # External Assessment, \$ - Common to All Conventional Diploma, No Theory Examination.
Abbreviations: TH-Theory, TU- Tutorial, PR-Practical, OR-Oral, TW- Termwork, SW- Sessional Work

- Conduct two class tests each of 25 marks for each theory subject. Sum of the total test marks of all subjects is to be converted out of 50 marks as sessional work (SW).
- Progressive evaluation is to be done by subject teacher as per the prevailing curriculum implementation and assessment norms
- Code number for TH, PR, OR and TW are to be given as suffix 1, 4, 8, 9 respectively to the subject code.

COURSE NAME : Diploma In Hotel Management And Catering Technology
COURSE CODE : HM
SEMESTER : THIRD
SUBJECT TITLE : FOOD PRODUCTION OPERATION
SUBJECT CODE : 12457

Teaching & Examination Scheme

Teaching Scheme			Examination scheme					
TH	TU	PR	PAPER HRS	TH	PR	OR	TW	TOTAL
03	--	08	03	100	50#	--	25@	175

NOTE:

- Two tests each of 25 marks to be conducted as per the schedule given by MSBTE.
- Total of tests marks for all theory subjects are to be converted out of 50 and to be entered in mark sheet under the head Sessional Work. (SW)

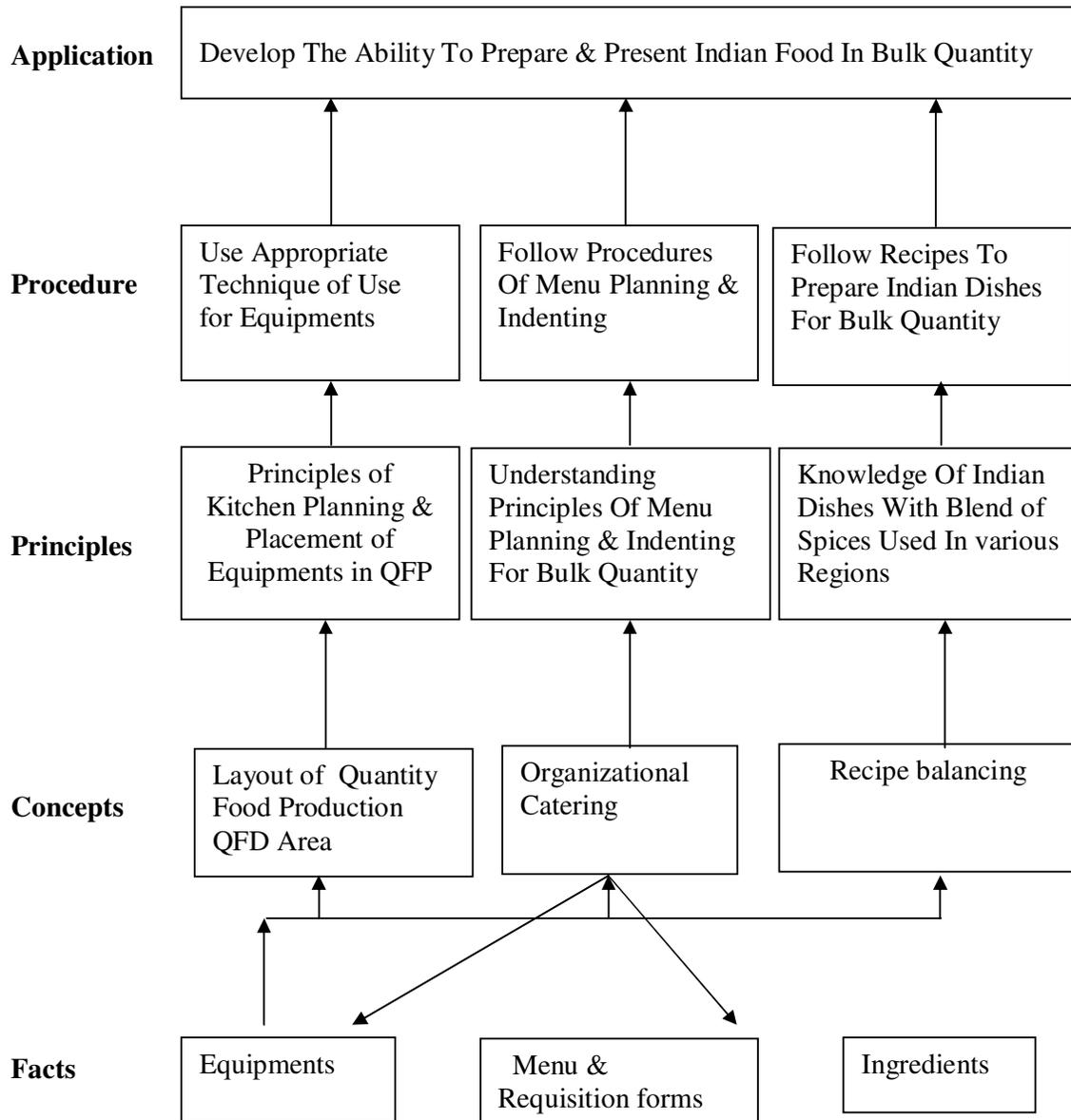
RATIONAL:

The subject intends to develop knowledge & skills required for the Indian Regional cuisine & larder work with special emphasis on operational techniques practiced in quantity food production. This will help students to produce bulk quantity. Which will be useful in Catering business.

OBJECTIVES: Student will be able to

1. Develop knowledge & interest in the Indian regional food production.
2. Know different equipment used in bulk cooking.
3. Know how to purchase, store & use various commodities in quantity cookery.
4. Understand basic skills required in the food production department.

Learning Structure:



Contents: Theory

Chapter	Title	Hours	Marks
1	Equipment care & Handling 1.1 Equipment require for mass/ volume feeding: i) Mixer, ii) Grinder, iii) Gas Burner, iv) Oven, v) Griller, vi) Knives, vii) Chopper, viii) Peeler, ix) Bakery tools, x) Char grillers, xi) Dough mixer, xii) Potato Peeler, xiii) Brat Pan, xiv) Buck Boiler, xv) Steamer, xvi) Walk in cooler, xvii) Tandoor, xviii) Deep Freezers, xix) Storage and Receiving Quays, xx) Griddle Plate 1.2 Care and maintenance of Equipments Modern development in equipments. Manufacturers address & Estimated cost of equipments	03	08
2	Kitchen Planning: <ul style="list-style-type: none"> • Types of Kitchen(Layouts) Principle and Planning for quantity food production with: <ul style="list-style-type: none"> • Space allocation • Equipment allocation • Staffing 	03	10
3	Menu Planning and Indenting: 3.1 Principles of Menu Planning: Volume feeding 3.2 Points to consider in menu planning for various volume feeding outlets: 3.2.1 Institutional catering 3.2.2 Theme Dinner 3.2.3 Industrial catering 3.2.4 Transport: Cruise, Airline, Railway 3.2.5 Hospital 3.2.6 Out door parties 3.2.7 Contract catering 3.3 Indenting 3.3.1 Principle of volume feeding 3.3.2 Portion size and various items for different types of volume feeding 3.3.3 Modifying recipe for indenting for large scale 3.3.4 Practical difficulties while indenting for volume feeding	10	20

4	3. Kitchen Stores 4.1 Principle of storage 4.2 Type of storage 4.3 Layout Of dry & cold room 4.4 Control procedures 4.5 Functions of stores manager.	04	14
5	5.1 Basic Masala Used in Indian cookery: <ul style="list-style-type: none"> • Blending of spices and masala • Different types of masalas • Types of regional masalas 5.2 Basic Indian gravies: with 10 dishes of examples <ul style="list-style-type: none"> • White • Red • Brown • Green • Kadhai / Makhani 	06	10
6.	Regional Cuisine: 6.1 Introduction to regional Indian cuisine 6.2 Heritage of Indian cuisine 6.3 Cuisine and its highlight of different states / regions / communities to be discussed under: 6.3.1 Geographic location 6.3.2 Historical background 6.3.3 Seasonal availability 6.3.4 Special equipment & Utensils 6.3.5 Staple Diet / Festival related with food 6.3.6 Accompaniments & Garnishes 6.4 States: Andhra Pradesh, Bengal, Goa, Gujarat, Karnataka, Kashmir, Kerala, Madhya Pradesh, Maharashtra, Punjab, Rajasthan, Tamil Nadu, Uttar Pradesh 6.5 Communities: Paresee, Chettinad, Lucknowi, Avadhi, Malbari, Mangalorean, Syrian Chritian, Bohari	10	20
7	Pastry & Pastry cream 7.1 Recipes & Methods of Preparation 7.2 Differences in Uses of Each Pastry 7.3 Do's and Don'ts while preparing Pastry 7.4 Role of Each Ingredient 7.5 Temperature of Baking the Following Pastries: Short Crust, Hot Water / Rough Puff 7.6 Basic Pastry Creams & their uses. 7.7 Precaution & Care in Production	12	18
Total		48	100

Practicals:-

- i) Each student will perform final practical exam individually. (Not in Group)
- ii) Each institute will prepare their own menus as per the pattern given below. Popular dishes served in Indian Restaurants may be included in the menu.

Sr.	State	No. of Menu	Minimum Dishes
1	Andhra Pradesh / Hyderabad	2	10
2	Bengal & North Eastern States	3	15
3	Goa	1	06
4	Gujrati / Bohri / Parsi	3	18
5	Karnataka / Karwar	2	10
6	Kashmir	1	08
7	Kerala	2	12
8	Madhya Pradesh	1	05
9	Maharashtra / Malwani	2	10
10	Punjab	2	12
11	Rajasthan	2	10
12	Tamilnadu / Chettinade	2	12
13	Uttar Pradesh / Dum / Awad / Lucknavi	4	20

iii) Knowledge of Basic Masalas to be applied while preparing Indian Regional Dishes.

iv) Demonstration & Practice of Short Crust Pastry, Puff Pastry, Choux Pastry, Flaky Pastry.

v) Demonstration & Practice of Pastry Creams.

Continental Menus

Fish Preparation - 2 Dishes

Chicken Preparation - 2 Dishes

Mutton/Beef/Pork - 2 Dishes

Bakery & Confectionery

Cookies - 6 Varieties

Yeast Goods Demo & Practice of Fancy Rolls, Bread Rolls, French Bread, Brown Bread & Danish Pastry

Learning Resources:

Books:

TITLE	AUTHOR
1) Modern Cookery For Teaching & Trade	Thangam E. Philip
2) Theory Of Cookery	Krishna Arora
3) Basic Bakery	J C Dubey
4) Larousse Gastronomique	Paul Hamlyn
5) The Professional Chef	Le Rol A Polsom
6) The Book Of Ingredients	Jane Grigson
7) Professional Cooking	Wayne Gisslen
8) Professional Baking	Wayne Gisslen
9) Food Commodities	Bernald Davis
10) Prashad	Jiggs Kalra

COURSE NAME : Diploma in Hotel Management And Catering Technology
COURSE CODE : HM
SEMESTER : THIRD
SUBJECT TITLE : FOOD & BEVERAGE SERVICE OPERATION
SUBJECT CODE : 12458

Teaching & Examination Scheme

Teaching Scheme			Examination scheme					
TH	TU	PR	PAPER HRS	TH	PR	OR	TW	TOTAL
02	--	04	03	100	50#	--	25@	175

NOTE:

- Two tests each of 25 marks to be conducted as per the schedule given by MSBTE.
- Total of tests marks for all theory subjects are to be converted out of 50 and to be entered in mark sheet under the head Sessional Work. (SW)

RATIONALE:

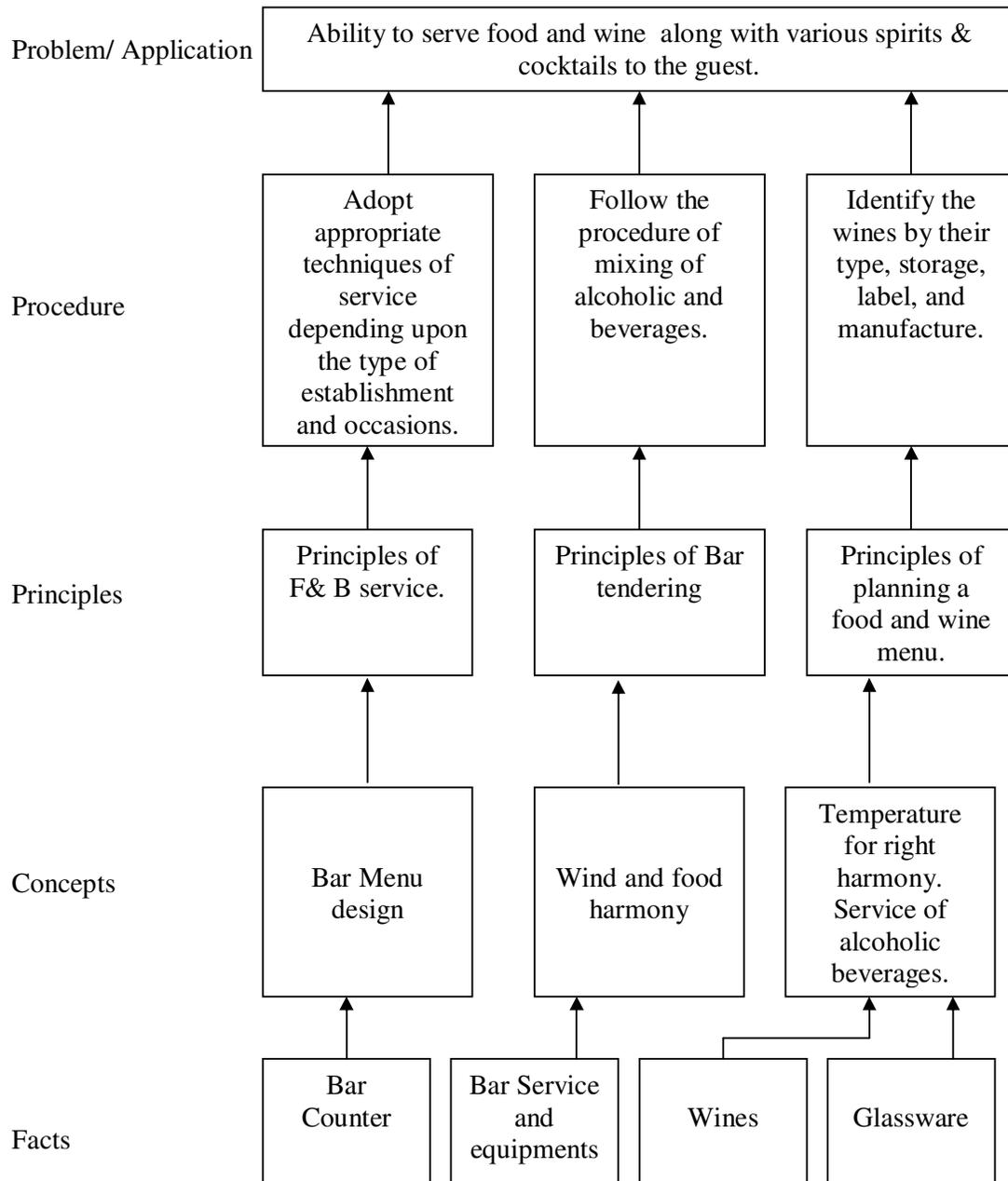
The subject aims in developing widespread knowledge of wines & spirits .The student will be able to understand its manufacturing process and application in the hospitality industry. The student will develop professional competence for preparing different types of cocktails.

OBJECTIVES:

The student will be able to:

1. Understand the importance of alcoholic beverages used in the service industry.
2. Familiarize with the different types of the alcoholic beverages.
3. Develop the professional skills to identify different types wines.
4. The student will develop serve wines.
5. Understand the manufacturing process of wines & spirits.
6. Prepare different types of cocktails & its presentation.

Learning Structure:



Contents: Theory

Chapter	Topic	Hours	Marks
1	INTRODUCTION TO ALCOHOLIC BEVERAGES. 1.1 Definition & history of alcoholic beverages Classification of alcoholic beverages. 1.2 Introduction to wines. Definition & history of wines, types of grapes. Classification of table wines. Types of wines – still, aromatized, fortified, sparkling. Manufacturing process of wines. 1.3 Food and wine harmony 1.4 Storage & service of wines with relevant glassware & its sizes. 1.5 Recognition of wine labels.(France, Italy, Spain, Portugal, Germany, India.)	04	16
2	METHODS OF WINE PRODUCTION IN VARIOUS COUNTRIES. 2.1 Germany– grading, districts, famous wines, manufacturing process. 2.2 Spain – Sherry, types ,method of manufacturing Portugal – port, types manufacturing process. Madeira – types, manufacturing process. 2.3 Italy – grading, districts & famous wines. 2.4 India- grading, districts, & famous wines.	06	12
3	WINES OF FRANCE. 3.1. Introduction. Grading of French Wines. Wine Producing districts with famous wines. 3.2. Champagne. Introduction & brief history. Manufacturing process of Champagne. Brands & shippers, bottle sizes, label language. Methods of making sparkling wines: cuvee, close, transfer, impregnation method.	06	20
4	APERITIFS & LIQUEURS. Introduction & methods of extraction of Liqueurs. Different types of liqueurs. (with base & flavours). Important brand names (Indian & Foreign). Types of aperitifs (Vermouth). Punt –e – mes, Dubbonet, straphael, campari, byrrh, angostura, pernod.	04	12
5	INTRODUCTION TO SPIRITS. 5.1. Introduction and Definition Method of Production of spirit. Pot still method Patent still method Production of spirits Whiskey	06	20

	Rum Gin Bandy Vodka 5.2 Different Proof Spirits American Proof Gay Lussac		
6	COCKTAILS & BAR EQUIPMENTS. 6.1 Introduction & definition. Methods of mixing cocktails. Build straight up shake blend layer float/top muddling On the rocks frappe stir 6.2 Rules to be observed while making cocktails. 6.3 Popular minimum five cocktails based on spirits- Brandy, Vodka, Gin, Rum, Whisky, Beer, Champagne, Wines. 6.4 Garnishes & Presentation of cocktails. 6.5 Different types of glassware & bar Equipments along with measures.	06	20
TOTAL		32	100

List of Practicals:

Sr. No	Topic of Practical	Skills to be developed
1.	Menu compiling with wines : 5 course, 6 course	The student will be able to understand the different types of menu along with food and wine harmony.
2.	Service of wine <ul style="list-style-type: none"> ▪ Red Wine ▪ White Wine ▪ Sparkling Wine 	Learn the service of different types of wine along with appropriate glassware and temperature.
3	Services of cocktails	Learn the appropriate method of serving cocktail with the correct glassware and garnishes.
4	Service of Spirits <ul style="list-style-type: none"> ▪ Whisky ▪ Vodka ▪ Rum 	Learn the method of service with relevant mixtures.

	<ul style="list-style-type: none"> ▪ Gin ▪ Brandy 	
5	Service of different types of Aperitifs and Liqueurs	Learn the skills of service for service of before and after dinner drinks.

Projects to be done:

1. Demonstrations to be arranged for the students from the experts in the industry for showing the skills for preparation of cocktails.
2. Educational visits to be arranged to famous breweries and distilleries for the students to actually see the method of preparation of wines and spirits.
3. Identify six International brands of Beer, Whisky, Cognac, Rum, Vodka and list their country of origin.
4. Collect labels and brand names of ten popular Varieties of;
 - a) Still, red, white & rose wines.
 - b) Fortified wines.
 - c) Sparkling Wines.
 - d) Aromatized Wines.
5. Make a table matching wines and food from different countries of the world.

References:**List of Books:**

Sr. No.	Author	Title	Edition	Year of Publication	Publisher and Address
1	Dennis Lillicrap, John Cousins, Robert Smith	Food and Beverage Service	Fifth	2007	Hodder and Stoughton Educational, 338 Euston Road, London
2	Compiled by the United Kingdom Bartenders' Guide	The International Guide to Drinks	--	1994	Vermilion Random House, 20 Vauxhall Bridge road, London SW 1V2SA
3	Shatbhi Basu	The Cant Go Wrong Book Of Wines	First	1999	Business Publications Inc. 229/A, Krantiveer Rajguru Marg, Girgaon Mumbai
4	Hugh Jonshon	The World Atlas of Wine	Fourth	1994	Mitchelle Beazley Michelin House, 81 Fulham Road, London SW3 6RB
5	Rosalind Cooper	Spirits and Liquors	First	1982	M.P. Books P.O. Box 5367 Tuscon, AZ8573

COURSE NAME : Diploma In Hotel Management And Catering Technology

COURSE CODE : HM

SEMESTER : THIRD

SUBJECT TITLE : ACCOMMODATION OPERATION

SUBJECT CODE : 12459

Teaching & Examination Scheme

Teaching Scheme			Examination scheme					
TH	TU	PR	PAPER HRS	TH	PR	OR	TW	TOTAL
03	--	02	03	100	50#	--	25@	175

NOTE:

- **Two tests each of 25 marks to be conducted as per the schedule given by MSBTE.**
- **Total of tests marks for all theory subjects are to be converted out of 50 and to be entered in mark sheet under the head Sessional Work. (SW)**

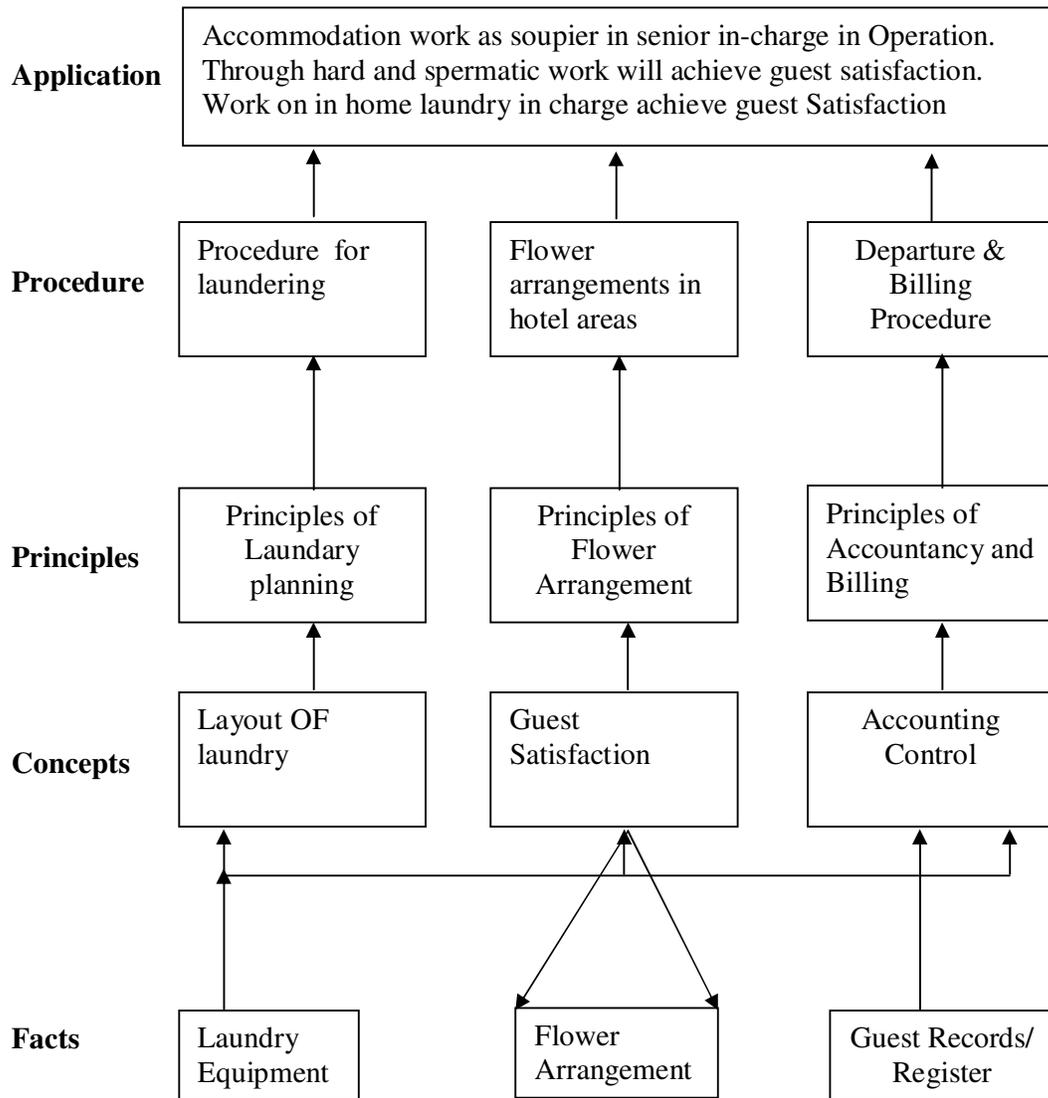
RATIONALE:

Accommodations operation is one of the important departments in Hotel. It takes care of the room lines, uniform as employees. After studying this subject student will be able to work as in-charge of Accommodation operations or laundry Operations.

OBJECTIVE:

1. Examine the criteria in the selection of linen, textiles, beddings.
2. Know the importance of the linen room.
3. Recognize the importance of sewing room.
4. Identify the inventory considerations in the selection, distribution and control of uniforms.
5. Develop the skills in various types of flower arrangement for different areas of hotel.
6. Handle the guest check out and presentation of the guest bills.

Learning Structure:



Contents: Theory

Chapter	Title	Hours	Marks
1	<p><u>TEXTILES</u></p> <p>.1 Classification of Fibers</p> <p>1.1.1 Source Based</p> <p>.2 Identification of Fibers</p> <p>1.2.1 Tactile & Visual</p> <p>1.2.2 Burning test</p> <p>.3 Textile Terminology</p> <p>.4 Characteristics of Fabrics</p> <p>1.4.1 Natural Fibers (cotton, Linen)</p> <p>1.4.2 Animal fibers (silk, wool)</p> <p>1.4.3 Manmade fibers (Synthetic, regenerated, mineral)</p> <p>.5 Fabric Construction</p> <p>.6 Textile Finishes</p> <p>.7 Use of Textiles in Hotels</p>	08	12
2	<p><u>LINEN AND LAUNDRY OPERATIONS</u></p> <p>2.1 Job description of Linen and Uniform Room Supervisor</p> <p>2.2 <u>Importance of Linen room</u></p> <p>2.2.1 Types of Linen Room</p> <p>2.2.2 Linen room activities</p> <p>2.2.3 Planning of the linen room</p> <p>2.2.4 Layout of the Linen room</p> <p>2.2.5 Classification and selection of Linen</p> <p>2.2.6 Sizes of Linen- Bed, Bathroom, Restaurant</p> <p>2.2.7 Calculation of Linen requirement</p> <p>2.2.8 Purchase and storage of Linen</p> <p>2.2.9 Linen Exchange- Procedures and records</p> <p>2.2.10 Linen control- Par stock and Stocktaking Procedure</p> <p>2.2.11 Recycling of Linen</p> <p>2.2.12 Hiring of Linen</p> <p><u>2.3 Laundry operations</u></p> <p>2.3.1 Types of Laundries</p> <p>2.3.2 Planning and Layout of on Premises laundry</p> <p>2.3.3 Laundry Equipments</p> <p>2.3.4 Laundry process</p> <p>2.3.5 Laundry Agents</p> <p>2.3.6 Dry Cleaning</p> <p>2.3.7 Guest Laundry and Valet Services</p> <p>2.3.8 Care Labels (British System)</p> <p><u>2.4 Stain Removal</u></p> <p>2.4.1 Identification Of Stains</p> <p>2.4.2 Classification Of Stains</p> <p>2.4.3 Principles Of Stain Removal</p> <p>2.4.4 Classification Of Stain Removal Procedure</p>	10	22

3	<p><u>UNIFORM AND SEWING ROOM</u> 3.1 Introduction of Uniforms 3.1.1 Selection and Design of Uniforms. 3.1.2 Establishing Par levels for Uniforms 3.1.3 Calculating Par stock of Uniform 3.1.4 Procedure for issuing and Exchange of Uniform 3.1.5 Advantages of providing Staff Uniforms <u>3.2 Sewing room</u> 3.2.1 Activities in Sewing room 3.2.2 Job description of Seamstress/ Tailor 3.2.3 Sewing area and Equipments 3.2.4 Sewing Room Operations</p>	04	16
4	<p><u>Housekeeping operations</u> <u>4.1 Stores</u> 4.1.1 Operational procedures with regard to cleaning supplies, Guest supplies and small equipment 4.1.2 Stores requisition 4.1.3 Issuing of stores to floors and public areas 4.1.4 Stocktaking and control of stores <u>4.2 Pest control</u> <u>4.2.1</u> Identification of pest and their areas of infestation <ul style="list-style-type: none"> • Wet and dry rot • Wood bores • Termite • Cockroaches • Bedbugs • Rodents • Beetles • Silver fish • Fleas • Moths • Flying insects <u>4. 2.2 Preventative, control measures and waste disposal</u></p>	05	08
5	<p><u>FLOWER ARRANGEMENT</u> 5.1 Styles of flower arrangement 5.2 Principles of flower arrangement 5.3 Equipments and accessories in flower arrangement 5.4 Conditioning of Plant material 5.5 Glossary related to Housekeeping of Ist, IInd, IIIrd Semester</p>	04	10
6	<p><u>ANCILLARY GUEST SERVICES</u> 6.1 VIP Guest handling 6.2 Change of Room Procedure 6.3 Foreign currency exchange Procedure 6.4 Guest request for various arrangements like tour/ tickets 6.5 Providing Business Centre Facilities 6.6 Glossary related to Front office of Ist, IInd, IIIrd Semester</p>	05	12

7	<u>CHECK OUT & SETTLEMENT OF GUEST BILL</u>	12	20
	7.1 Departure Procedure		
	7.1.1 Late Check out		
	7.1.2 Late Charges		
	7.1.3 Express Check-Out		
	7.1.4 Group Departure		
	7.1.5 Updating the records, room rack, filing of records		
	7.1.6 Guest History records		
	7.2 Preparing the Guest bill		
	7.2.1 Manual billing system – Guest Folio		
7.2.2 Mechanical billing NCR			
7.2.3 Computerized billing procedure			
7.2.4 Types of settlement			
7.2.5 Procedures for accepting settlements			
7.2.6 Handling cash settlements			
7.2.7 Handling credit card settlements			
7.2.8 Handling foreign exchange			
TOTAL		48	100

List of Practicals:

- 1) Revision of I and II semester front office practices 2 practicals
- 2) Revision of I semester housekeeping practicals 1 practicals
- 3) Laundering of various fabrics
 - Operating A Washing Machine
 - Hand Washing Of Various Fabrics Like Cotton, Terry Cotton, Linen
 - Starching, Stiffening And Blueing
 - Conditioning And Ironing
 - Folding of Linen distribution and inventory
- 4) Stain removal from fabrics, fibers and furniture
- 5) Handling of guest laundry
- 6) Sewing by hand and machine
 - basic stitches as hemming, running stitch, back stitch, stitching of different fasteners, monogramming
- 7) 2, 3 flower arrangements to be made for various areas in hotel
- 8) VIP guest handling procedure
- 9) Change of room procedure
- 10) Preparation of guest bills
- 11) Handling of Express checkout and late checkout guest
- 12) Practice on indenting, requisition slips and issue of housekeeping materials from the stores

List of Mini Projects

- 1) Industrial visits to report of commercial laundry and large on premises hotel laundry
- 2) Preparation and identify weaves
- 3) Calculation of linen requirement in different hotels can be given by the subject teacher.

- 4) To draw an ideal floor plan of laundry room specifications can be given by the subject teacher.
- 5) Design a uniform for hotel employees (assigned by subject teacher) .Write a detail report on the principles one has kept in mind also calculate the costing of uniform.
- 6) Make a scrap book with pictures of flowers and foliages used in flower arrangement.
- 7) Demonstration can be arranged for pest control and students should make a report on the same. Also prepare a list of chemicals used for pest control

Learning Resources:

Author	Title	Edition	Year of publication	Publisher and Address
G. Raghubalan Smritee Raghubala	Hotel housekeeping Operations and Management	First	2007	Oxford University PressYMCA library Building,Jai singh RoadNew Delhi
S. K. Kaushal S. N. Gautam	Accommodation Operations and Management	First	2006	Frank Bros and co. ltd 4675-A, Ansari Road, , 21 Daryaganj, New Delhi
Joan Branson	Hotel, Hostel and Housekeeping	Fifth	1988	Edward arnoldltd. 41 bedford square London
Robert J. Martin	Professional MNgmt. Of Housekeeping Operations	Third	1998	John Wiley and sons inc605 3 rd avenue New York
Sudhir Andrews	Hotel Housekeeping Training Manual	Eight	1992	Tata Macgraw Hills Publication co. ltd New Delhi
Stanley Thornes	Reception student guide	1st Reprint-	1994	S. Thornes ltd, Ellenborough house, Wellington St., Cheltenham.
Peter Abbott & Sue Lewry,	Front Office Procedures, Social Skills & Management	1st	1991	Butterworth Heinemann Ltd. Halley court, Jordanhill, Oxford.OX2 8EJ
Colin Dix & Chris Baird	Front Office Operations	Third	1998	Pitman Publication Ltd. Delhi.
Sudhir Andrews Front Office	Front Office Training Manual	14th	1995	Tata McGraw Hill Publication

Dennis Foster	Rooms At the Inn Front Office Operations & Administration	1st	1992	Division of Macmillan McGraw Hill Publication Co., London
Grage Paige & Jane Paige	The Hotel Receptionist	2nd	1977	Cassell Education Ltd., Artillery Road, London SW1P 1RT
Paul B White & Helen Beckley	Hotel Reception	1st	1982	Edward Arnold Ltd., 41 Bedford Square, London: WC 1BDQ
Jerome J Vellen	Check In Check Out	3rd	1980	WMC Brown Publishers
Sue Baker, Pam Breadly, Jeremy Huyton	Principles of Front Office Operations	1st	1994	Cassell Wellington House 125 Strand London: WC2R OBB
Bruce Braham	Hotel Front Office	3rd	1988	Stanley Thornes Ltd, London
Michael L Kasevana & Richard Brooks	Managing Front Office Operations	3rd	1991	Educational Institute of AHMA, Michigan- 48826, USA

Learning Resources:**Cds, Journals and magazines****[www.housekeeping](http://www.housekeepingequipments.com) equipments**

COURSE NAME : Diploma In Hotel Management And Catering Technology

COURSE CODE : HM

SEMESTER : THIRD

SUBJECT TITLE : ACCOUNTS AND COSTING FOR HOSPITALITY

SUBJECT CODE : 12460

Teaching & Examination Scheme

Teaching scheme			Examination scheme					
TH	TU	PR	PAPER HRS	TH	PR	OR	TW	TOTAL
03	--	--	03	100	--	--	--	100

NOTE:

- **Two tests each of 25 marks to be conducted as per the schedule given by MSBTE.**
- **Total of tests marks for all theory subjects are to be converted out of 50 and to be entered in mark sheet under the head Sessional Work. (SW)**

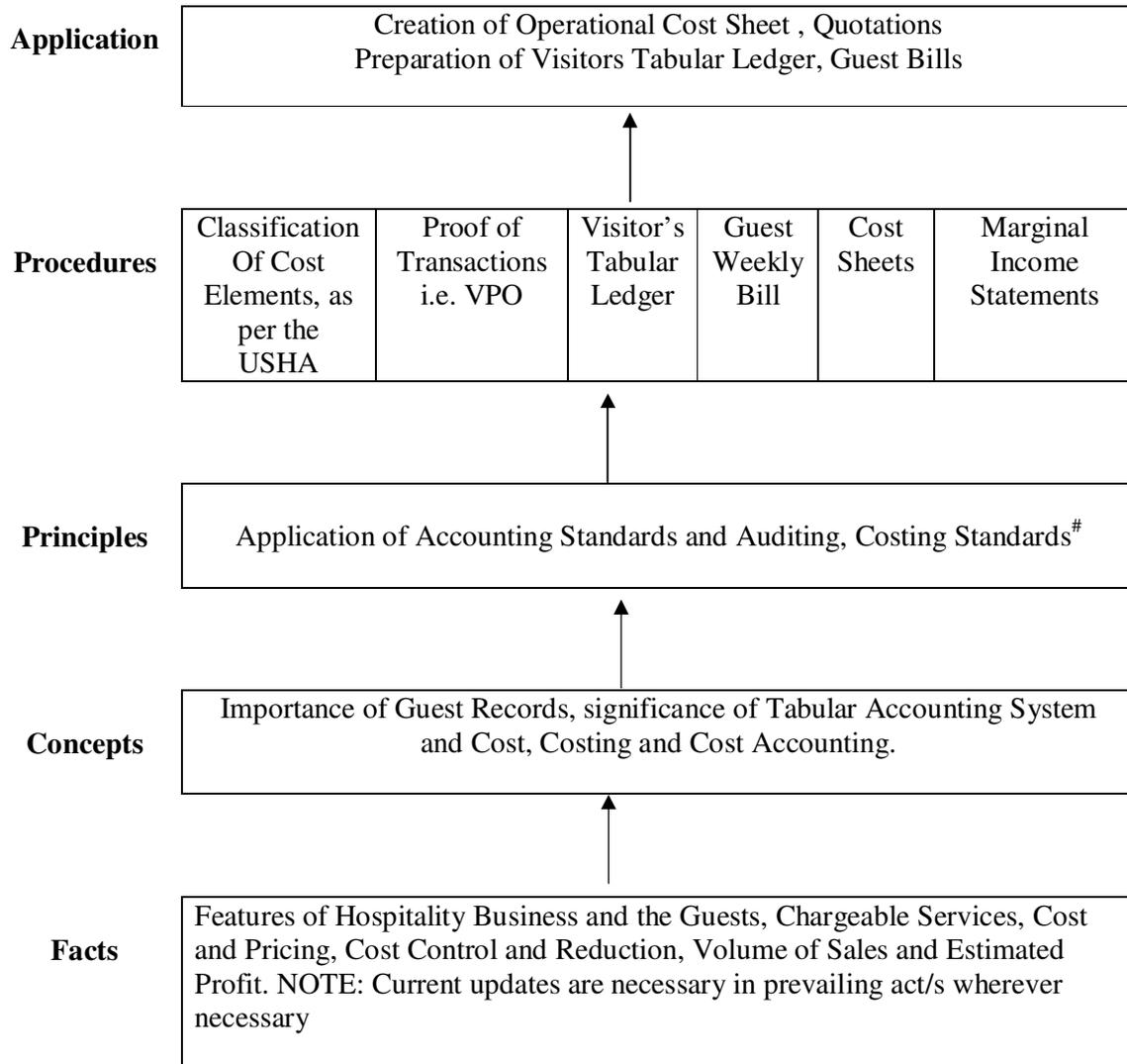
Note : 40% Theoretical and 60% Numerical Questions will be asked.

Rational : This subject impart students a systematic and in-depth knowledge of Principles of Uniform System of Hotel Accounts and Costing to help them in keeping up – to – date records of all day to day happenings in a hospitality Industry , to cast fair / competent pricing for the product and to control or Reduce the cost.

Objectives : Student will be able to:

1. Work as Good and Efficient Employee in Hotels or in Hospitality Industry or Develop own Enterprise.
2. Use Special Features of Columnar (Tabular) form of Accounting.
3. Classify, Record and Present the accounting data according the Uniform System of Hotel Accounts (USHA).
4. Understand the elements of cost, its nature and behavioral aspects.
5. Select and Use appropriate methods for costing, Cost Control and Cost Reduction.
6. Find out effective cost, Fair Price at the end of each Process, Controllable and uncontrollable factors.

Learning Structure:



Contents: Theory

Chapter	Title	Hours	Marks
1	Uniform System of Hotel Accounts [USHA] 1.1 Special features of Hotel Accounts- Meaning, Importance and Significance of Columnar System of Hotel Accounts. 1.2 Meaning, Scope, Requirement, Advantages and Limitations of <i>Uniform System of Hotel Accounts</i> (USHA) 1.3 Preparation of Income Statement under. USHA 1.4 Preparation of Income Statement for Rooms, Food and Beverages Departments (Numerical only)	08	12
2	Guest Records and Billing (Accounting Aspect) 2.1 Meaning, Features & Kinds of Hotel, Rooms and Guest. Plan of Room Sale. 2.2 Room Charges: Significance and the Methods of Charging Room Rates and modes of settling the Bill (Modes of Payment). 2.3 Important Terminology used in Guest 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. 2.4 Meaning, features, Merits, Demerits / Limitations and Form (Draft) of Visitors Tabular Ledger (VTL). 2.5 Meaning, features, Merits, Demerits / Limitations and form (draft) of Guest Weekly Bill (GWB) and points of distinction between Guest Weekly Bill and Visitors Tabular Ledger. 2.6 Problems on Preparation of VTL and GWB.	12	32
3	Night Audit 3.1 Meaning of Night Audit, Night Auditor, His Duties, Function and Responsibilities. Significance of Reports Prepared by the Night Auditor. 3.2 Problems on House Count and Computation of Ratios to show Occupancy, Turnover, Covers & Room Rates	04	16
4	Operational Costing & Cost Statements. 4.1 Meaning of Cost& Classification of Cost. Cost Centers & Units. Elements of Cost: Food/ Material, Labour, Overheads and Total Cost. 4.2 Material Pricing: Valuation of Receipt, Problems on Issue – First In First Out (FIFO), Last In First Out (LIFO) - Theory and problems. First Expiry First Out (FEFO) – Theory only. Inventory (Stock) Levels and Economic Order Quantity. 4.3 Meaning, Scope and Methods of Costing & Cost Accounting. Significance of Costing to Hospitality	16	24

	Industry. 4.3 Meaning, Necessity, Prerequisite, Area of Application, Points of Distinction and Obstacles in Cost Control and Cost Reduction. (Theory Only) 4.4 Preparation of Cost Statement with percentage analysis and Quotation.		
5	Food & Beverage Process Costing (Accounting Aspects only) 5.1 Meaning, application, features advantages and disadvantages of process costing in Hospitality Industry. 5.2 Normal and Abnormal Loss and Gains, Wastage and Scrap, By – Product / Joint Product, Equivalent Product. Effective / Yield Cost. 5.3 Problems on Process Costing	08	16
Total		48	100

Learning Resources:**Books:**

Sr. No.	Title	Author / s	Year of Publication and Edition	Publisher
1	Hotel Accountancy and Financial Control	Ozi A. D'Cunha Glesson O. D'Cuncha	2004	The Dicky's Enterprises, Mumbai.
2	Cost Accounting	D.K. Mittal Luv Mittal	2001 / 2007	Galgotia Publising Co.
3	Management Accounting	Rajesh Kothari Abhishek Gupta	2007 / 2007	MacMilan India Ltd.
4	Front Office Management	S. K Bhatnagar	2002 / 2005	Frank Bros. & Co (Publishers) Ltd.
5	Hotel Accountancy and Finance	S. P. Jain K. L. Narang	1999	Kalyani Publishers, Ludhiana.

COURSE NAME : Diploma in Hotel Management And Catering Technology
COURSE CODE : HM
SEMESTER : THIRD
SUBJECT TITLE : HUMAN RESOURCE MANAGEMENT
SUBJECT CODE : 12461

Teaching & Examination Scheme

Teaching Scheme			Examination scheme					
TH	TU	PR	PAPER HRS	TH	PR	OR	TW	TOTAL
03	--	--	03	100	--	--	--	100

NOTE:

- **Two tests each of 25 marks to be conducted as per the schedule given by MSBTE.**
- **Total of tests marks for all theory subjects are to be converted out of 50 and to be entered in mark sheet under the head Sessional Work. (SW)**

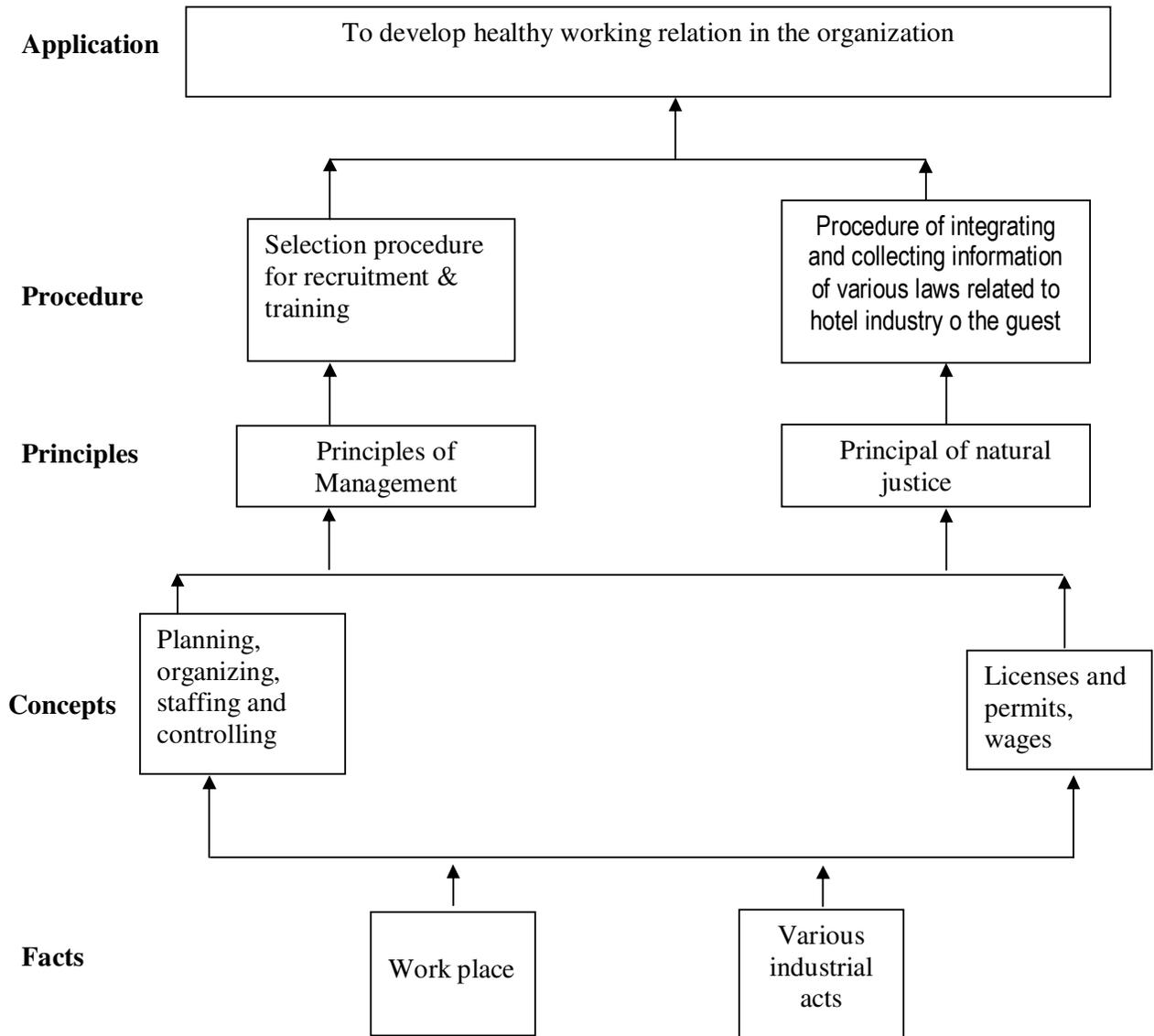
Rationale:

The understanding of human resource management will help the students in identifying its significance and the role in hotel and catering industry. The student will also acquire knowledge of law governing hotel & hospitality industry and its basic status.

Objectives:

- To signify the role of human resources in hotel industry.
- To understand the procedure for recruitment.
- To acquaint the students with basic status laws and permits.

Learning Structure:



Contents: Theory Section I- Human Resource Management

Chapter	Title	Hours	Marks
1	Introduction To Human Resource 1.1 Meaning And Definition 1.2 Need And Importance 1.3 Objectives 1.4 Human Resource In Hotel Industry. 1.5 Manpower Planning 1.5.1 Concept, Organization And Practice 1.5.2 Planning Techniques : Short Term And Long Term	06	10
2	Management By Objectives And Communication 2.1 Meaning Of M B O. 2.2 Modern Objectives Of Hotels 2.3 Major Problems In Hotel Industry 2.4 Communication Objectives 2.5 What To Communicate? Barriers To Communication 2.6 M B O In Hotels	06	08
3	Developing human resource 3.1 Job analysis 3.2 Job description 3.3 Job specification 3.4 RECRUITMENT SELECTION & INTERVIEWS) 3.4.1 Sources of recruitment 3.4.2 Selection procedure. 3.4.3 Test and Interviews 3.4.4 placement and induction	06	16
4	TRAINING AND PERFORMANCE APPRAISAL 4.1 Training – needs and importance. 4.2 Training program for hotel employees 4.3 Performance appraisal – 4.3.1 Meaning and importance. 4.3.2 Methods of performance appraisal. 4.3.3 Counseling 4.4 Communication hazards in performance appraisal. 4.5 Career Planning And Development 4.5.1 Promotions and transfers 4.5.2 Retirement and other separation process 4.6 Grievance handling and discipline 4.6.1 Developing grievance handling systems 4.6.2 Collective bargaining – Managing conflicts	08	16
Section II - Hotel Laws			
5	GUEST AND HOTEL 5.1 Hotel Owners, Managers And The Law 5.2 Occupant And A Guest 5.3 Provision Of Accommodation 5.4 Refusal Of Accommodation 5.5 Guest In Residence	06	14

	5.6 Hotels Responsibility For Guest Property 5.7 Hotels Right Of Lien Of Goods		
6	LAWS RELATING TO REGISTRATION AND APPROVAL AND BAR LICENSE 6.1 Registration And Approval Of Hotel And Restaurant 6.2 Types Of Licenses 6.2.1 Application For A License 6.2.2 Grant Of License 6.2.3 Structure Of Premises 6.3 Bar And Liquor License 6.3.1 Liquor Licensing Laws 6.3.2 Licensed Premises 6.3.3 Permitted Hours	08	18
7	LAWS RELATING EMPLOYMENT WELFARE 7.1 Employer Employee Relationship 7.1.1 Duties And Termination 7.1.2 Health And Safety 7.2 Trade Union Act 1926 7.3 Shops And Establishment Act 1948 7.4 Apprenticeship Act 1961 7.5 Minimum Wages Act 1948 7.6 Prevention of Food Adulteration act 1954	08	18
Total		48	100

List of the Books:

Sr. No.	Title of The Book	Author/S	Year Of Publication / Edition	Publisher
1	Human Resource Development And Management In The Hotel Industry	Dr. Jagmohan Negi	2000	Frank Brothers & Co. New Delhi
2	Human Resource Development And Management In The Hospitality Industry	Frank M Go/ Mary L Monochello/ Tobaum	1996 3 rd Edition	John Wiely & Sons 605, 3 rd Avenue, New York
3	Essentials Of Management	Joseph L. Massie	1994 4 th Edition	Prentice Hall Of India Pvt Ltd,
4	Management Of organizational behavior	Paul heresy Kenneth H. Blanchard	1996 6 th Edition	Prentice Hall Of India Pvt Ltd,
5	Human Resource Management	P. Jyothi D.N Vyanketesh	2007 4 th Edition	Oxford University Press New Delhi
6	Hotel And Tourism Laws	Dr. Jagmohan Negi	2001 1 st Edition	Frank Brothers & Co. New Delhi
7	Minimum Wages Act 1982	S.L Dwivedi	1999	Labour Law Agency, Tardeo,
8	Workmen's Compensation Act	S.L Dwivedi	1999	Labour Law Agency, Tardeo,
9	The Apprentice Act	Allan Panett & Micheal Boella	1996 1 st Edition	Cassell, 24 th Street, New York-10011
10	Ozi D'cunha	Laws: The Hoteliers And Caterers Must Know	June 2000 1 st Edition	Dicky's Enterprise, 309 "Shilpin", Star Built Village, Kandavili(W)

COURSE NAME : Diploma in Hotel Management And Catering Technology
COURSE CODE : HM
SEMESTER : THIRD
SUBJECT TITLE : BUSINESS COMMUNICATION.
SUBJECT CODE : 12462

Teaching & Examination Scheme

Teaching scheme			Examination scheme					
TH	TU	PR	PAPER HRS	TH	PR	OR	TW	TOTAL
01	--	02	--	--	--	25#	25@	50

NOTE:

- Two tests each of 25 marks to be conducted as per the schedule given by MSBTE.
- Total of tests marks for all theory subjects are to be converted out of 50 and to be entered in mark sheet under the head Sessional Work. (SW)

RATIONAL:

This subject will enhance the students Communication Skills at their work places Student will be able to communicate effectively write his seniors and subordinates. Able issue instructions or follow instructions as the case may be during team briefing. Follow ethics in business communication.

OBJECTIVE: The student will be able to

1. Understand effective listening strategies.
2. Communication effective.
3. Issue in structure during briefing and business ethics in communication.

Contents:

Chapter	Title	Hours
1	NATURE OF COMMUNICATION 1.1 Introduction to Business Communication 1.2 Functions of communication 1.3 Role of a manager 1.4 Tips for effective internal communication 1.5 Effectiveness in managerial communication 1.6 Strategies for improving organizational communication	02
2	EFFECTIVE LISTENING AND CONVERSATION 2.1 Importance of listening 2.1.1 Poor listening habits 2.1.2 Types of listening habits 2.1.3 Strategies for effective listening 2.1.4 Barriers of effective listening 2.2 Importance of conversations 2.2.1 Types of conversation 2.2.3 Essentials of business conversations 2.2.4 Conversation management 2.2.5 Non verbal clues in conversations 2.2.6 Successful conversations	04
3	PRESENTATIONS AND PUBLIC SPEAKING 3.1 Introduction 3.2 Business presentation and speeches 3.3 Introduction to a presentation 3.4 Main body and conclusion. 3.3 Controlling nervousness and stage fright	03
4	INSTRUCTIONS AND TEAM BRIEFING 4.1 Introduction to Instructions and team briefing. 4.2 Written instructions 4.3 Format In instructions 4.4 Verbal instructions 4.5 Briefing	02
5	ETHICS IN BUSINESS COMMUNICATION 5.1 Ethical communication 5.2 Ethics for Professional communicator 5.3 Ethical Dilemmas faced by communicator 5.4 Ethical communication on the internet 5.5 Computer ethics	02
6	BUSINESS COMMUNICATION AIDS 6.1 Introduction 6.2 Elements of effective English 6.3 Effective paragraphs 6.4 The power of reading 6.5 Punctuation and capitalization 6.6 Referencing styles 6.7 E-mail etiquette	03
Total		16

List of Practicals:

Role plays to be performed on the topics included in the curriculum. Groups of five students should be formed.

Revision of Ist Semester hospitality communications Practical (2 Practicals)

1. Identify the direction /type of flow of communication within reasons for your choice in various situations as assigned by the subject teacher.
2. Listen to any information/story/text/audio piece/audio conversation/news and write in own words and then read aloud in class. (2 Practical for listening skills)
3. Build a conversation with your classmate on the topics assigned by the teacher or of your own interest. Observe the non verbal clues hidden the conversation. Also list them (2 Practicals)
4. Identify at least ten situations in which telephonic conversation can be used.
5. Make a presentation on subject of own interest related to curriculum, present the same in class. Narrate your experience in planning, preparing and delivering it (different audio visual aids to be used) (1 Practical)
6. Organize debates, extempore on the current affairs. (2 Practicals)
7. Write instructions for a freshly appointed hotel staff (department of your choice) on how to co-ordinate with other departments. (1 practical)
8. As a HOD brief your subordinates or as assigned by subject teacher (1 practical)
9. 2 Case Study based on topics included in curriculum

References:**List of Books:**

Sr. No.	Author	Title	Edition	Year of Publication	Publisher And Address
1	Krishna Mohan Meera Banerjee	Developing Communication Skills	2 nd Edition	1994	Macmillan India Limited
2	Meenakshi Raman Prakesh Singh	Business Communication	3 rd Edition	2006	Oxford University Press, New Delhi
3	E.H Mcgrath, S.J	Basic Managerial Skills For All	6 th Edition	2004	Prentice Hall India, New Delhi
4	Bender Peter Urs	Secrets of face to face communication	--	2001	Macmillan India ltd.

COURSE NAME : Diploma in Hotel Management And Catering Technology

COURSE CODE : HM

SEMESTER : THIRD

SUBJECT TITLE : HOTEL ENGINEERING

SUBJECT CODE : 12463

Teaching & Examination Scheme

Teaching scheme			Examination scheme					
TH	TU	PR	PAPER HRS	TH	PR	OR	TW	TOTAL
01	--	02	--	--	--	--	25@	25

NOTE:

- **Two tests each of 25 marks to be conducted as per the schedule given by MSBTE.**
- **Total of tests marks for all theory subjects are to be converted out of 50 and to be entered in mark sheet under the head Sessional Work. (SW)**

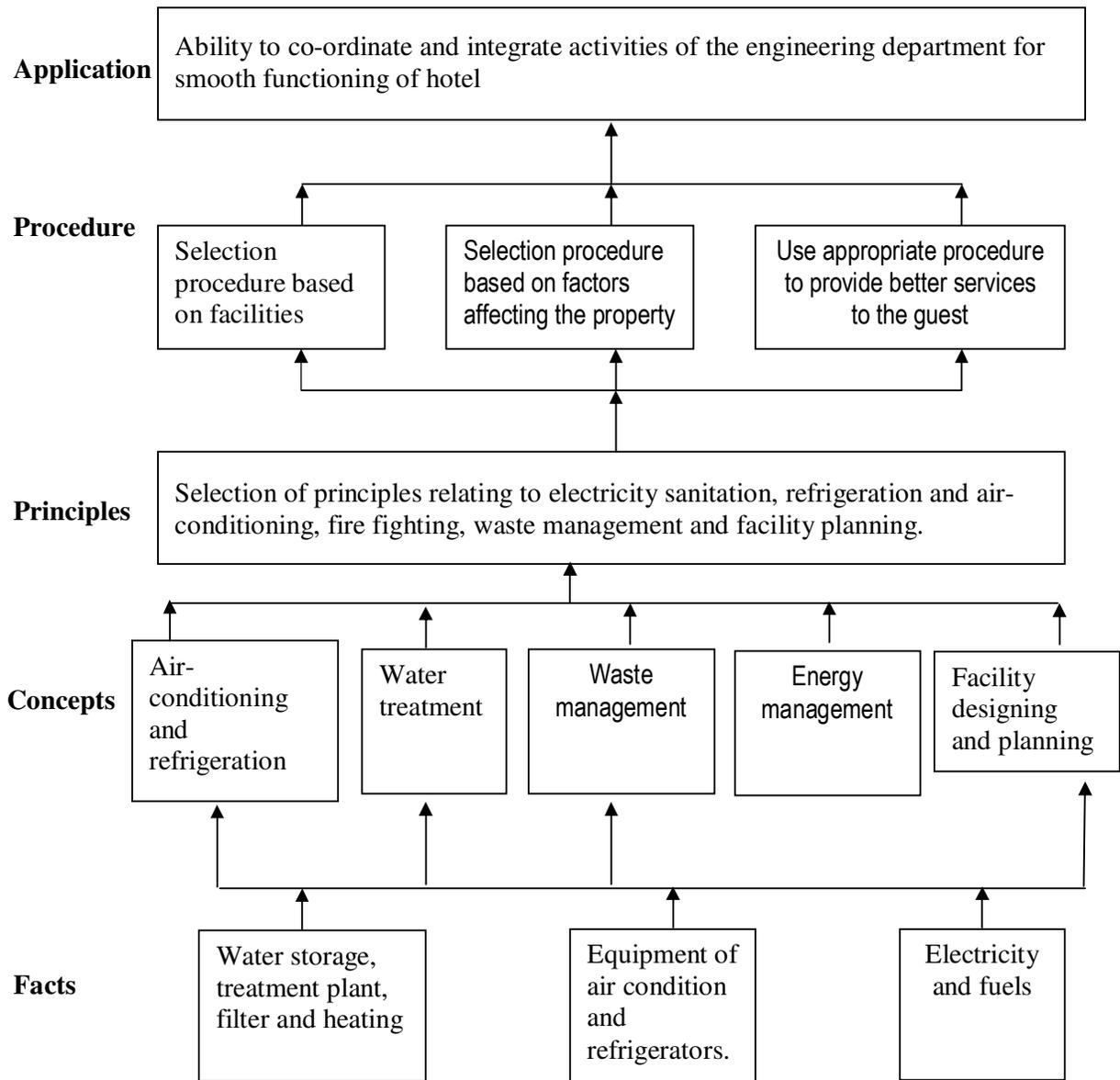
RATIONALE:

This subject will provide information regarding the basic services and different types of systems in the hotel and catering industry with emphasis on its maximum efficiency, safety and economy. This will also help the student to understand, plan, coordinate and integrate the functions of engineering department for the overall operations and assist in the management of the hotel.

OBJECTIVE:

1. To examine the criteria in the selection of linen, textiles, beddings.
2. To know the importance of the linen room.
3. To recognize the importance of sewing room.
4. To identify the inventory considerations in the selection, distribution and control of uniforms.
5. To develop the skills in various types of flower arrangement for different areas of hotel.
6. To enable the students to handle the guest check out and presentation of the guest bills.

Learning Structure:



Chapter	Title	Hours
1	ENGINEERING DEPARTMENT IN HOTEL INDUSTRY 1.1 Importance of engineering department in hotel industry 1.2 Organization of engineering department in 3, 4, 5 star hotel	01
2	Fuels used in hotel industry 2.1 Heat, temperature, heating units ,heat calculations, 2.2 Methods of heat transfer 2.3 Use of various conventional fuels 2.4 Importance and Use of unconventional fuels(solar energy, biogas)	02
3	Electricity 3.1 Various terms used in electricity and their units 3.2 Series and parallel circuits 3.3 Open circuits/closed circuits/ short circuits 3.4 Safety devices such as fuse and circuit breakers 3.5 Types of electric supply- single/three phase, Methods of connections etc. 3.6 Importance of earthing 3.7 Types of lamps and their applications.	04
4	Water supply and Sanitation 4.1 Hot/cold water circulation Systems in large hotels 4.2 Various plumbing fixture used for water supply 4.3 methods of water softening and treatment 4.4 Types of water closets/flushing cistern 4.5 types of sanitary traps and their application	02
5	Refrigeration and air conditioning 5.1 Definition and application of refrigeration 5.2 Principles of refrigeration 5.3 Compression/absorption refrigeration cycle 5.4 Various refrigerants used in the system and their properties 5.5 Window/split/central air conditioning systems used in hotel	03
6	Fire and Fire Extinguisher 6.1 Classification of various kinds of fires 6.2 Types of portable fire extinguisher their construction, application and usage 6.3 Stationary-fire fighting system-detectors/alarms etc	02
7	Energy management and contracts 7.1 Importance of energy conservation 7.2 Developing energy conservation programmes 7.3 Introduction and definition of maintenance contracts 7.4 Types of contracts and their applications	02
TOTAL		16

List of Practicals:

- 1) Make a list of all the gas- operated appliances in your home, hotel or collage.
(1 practical)
- 2) Using both Celsius and Fahrenheit temperatures determine the temperature of a room, a cup of hot tea, cold water from tap the oven temperature at different heat setting.
(2 practical)
- 3) Locate the position of your main fuse box or circuit or circuit breaker unit. Note the electricity board's fuse box with a metal seal, immediately below the meter.
- 4) Obtain some old fuse boxes and practice rewiring the fuses
- 5) Examine different electric appliances, reading their wattage rating from the manufacturers' labels.
- 6) Obtain catalogues and descriptive literature and note how many refer to the watt rating of the electrical appliances.
- 7) Introduction to various electrical accessories viz. plugs, multiplugs, sockets, switches, fuse, regulators, various lamps with assembly.
- 8) Using portable and stationary fire fighting equipments.
- 9) Estimation of hardness of potable water.
- 10) Replacing washers and taps and stoppage of leakage.

List of Mini Projects:

- 1) Identify and Draw the diagrams of tools used for electrical maintenance.
- 2) Draw the diagrams of different lighting accessories used.
- 3) Plot schematic diagrams of refrigerator and air- conditioner.
- 4) Demonstration on fire fighting systems.

List of the Books

Sr. No.	Title of the Book	Author/s	Year of Publication / Edition	Publisher
1	Text book of Hotel Maintenance	K.C. Arora N.C.Goyal	--	Standard Publishers and Distributors. New Delhi
2	Complete Catering Science	O.F.G Kilgour	Fifth Edition	Hienemann Professional Publishing London

 MAHARASHTRA STATE BOARD OF TECHNICAL EDUCATION, MUMBAI																
TEACHING AND EXAMINATION SCHEME																
COURSE NAME : DIPLOMA IN HOTEL MANAGEMENT & CATERING TECHNOLOGY																
COURSE CODE : HM																
DURATION OF COURSE : SIX SEMESTERS/THREE YEARS										WITH EFFECT FROM 2009-10						
SEMESTER : FOURTH										DURATION : 16 WEEKS						
FULL TIME / PART TIME: FULL TIME										SCHEME : E						
SR. NO.	SUBJECT TITLE	Abbreviation	SUB CODE	TEACHING SCHEME			EXAMINATION SCHEME									
				TH	TU	PR	PAPER HRS	TH (01)		PR (04)		OR (08)		TW (09)		SW (16004)
									Max	Min	Max	Min	Max	Min	Max	
1	Industrial Training	INT	12522	--	--	48	--	--	--	--	--	100#	40	200@	80	--
TOTAL				--	--	48	--	--	--	--	--	100	--	200	--	--
INDUSTRIAL TRAINING 8 HRS. PER DAY / INDUSTRIAL TRAINING 6 HRS. PER WEEK.																
THEORY AND PRACTICAL PERIODS OF 60 MINUTES EACH. INDUSTRIAL TRAINING 8 HRS./DAY 6 DAYS / WEEK.																
TOTAL MARKS – 300																
@ Internal Assessment, # External Assessment, No Theory Examination. Abbreviations: TH-Theory, TU- Tutorial, PR-Practical, OR-Oral, TW- Termwork, SW- Sessional Work																
<ul style="list-style-type: none"> ➤ Conduct two class tests each of 25 marks for each theory subject. Sum of the total test marks of all subjects is to be converted out of 50 marks as sessional work (SW). ➤ Progressive evaluation is to be done by subject teacher as per the prevailing curriculum implementation and assessment norms. ➤ Code number for TH, PR, OR and TW are to be given as suffix 1, 4, 8, 9 respectively to the subject code. ➤ Industrial Training To Be Evaluated In The 5th Semester. 																

COURSE NAME : DIPLOMA IN HOTEL MANAGEMENT AND CATERING TECHNOLOGY
COURSE CODE : HM
SEMESTER : FOURTH
SUBJECT TITLE : INDUSTRIAL TRAINING
SUBJECT CODE : 12522

Teaching & Examination Scheme

Teaching scheme			Examination scheme					
TH	TU	PR	PAPER HRS	TH	PR	OR	TW	TOTAL
--	--	48	--	--	--	100#	200@	300

Industrial Training **8 Hrs.** Per Day / Industrial Training **6 Hrs.** Per week.

- 1) Exposure to Industrial Training is an integral part of the 4th semester curriculum. The class would be divided into two groups or as the case may be. The 20 weeks industrial training would be divided into five weeks each in the four key areas of Food Production, Food & Beverage Service, and Accommodation Operations & Front Office Operations.
- 2) Attendance in the 4th Sem would be calculated separately for the two components of institute training and industrial training as per HMCT rules. Industrial Training will be require an input of 96 working days i.e. (16 weeks x06 days = 96 days). A student can avail leave to a maximum of 10% (10 days) only with prior permission of the hotel authorities. Similarly, the institute Principal can condone an additional 10% (10 days) on production of a medical certificate.
 - a) Students who are unable to complete a minimum of 50 days of Industrial Training would be disallowed from appearing in the term end examinations as per HMCT Examination Rules.
 - b) Students who complete more than 50 days of industrial training but are unable to complete minimum 80 days due to medical reasons may make good during the ensuring summer vacation. Such students will be treated as ‘absent’ in Industrial Training and results declared as per HMCT Examination Rules.
- 3) For award of marks, 20% marks of IT would be on the basis of feed-back from the industry in a prescribed Performance Appraisal Form (PAF). It will be the students responsibility to get this feed-back / assessment form completed from departments of the hotel for submission to the institute at the end of Industrial Training. For the remaining 80% marks, students would be assessed on the basis of seminar / presentation before a select panel. The presentation would be limited to only one key area of the student’s interest. A hard copy of the report will also have to be submitted to the panel.
- 4) Responsibilities of Institute, hotel and the student / trainee with aims & objectives have been prescribed for adherence.
- 5) Once the student has been selected / deputed for industrial Training by the institute, he / she shall not be permitted to undergo IT elsewhere. In case students make direct arrangements with the hotel for Industrial Training, these will necessarily have to be approved by the institute. Students selected through campus interviews will not seek Industrial Training on their own.

INDUSTRIAL TRAINING

Objective of industrial training is to provide to students the feel of the actual working environment and to gain practical knowledge and skills, which in turn will motivate, develop and build their confidence. Industrial training is also expected to provide the students the basis to identify their key operational area of interest.

1) RESPONSIBILITIES OF THE TRAINEE:-

- 1) Should be punctual.
- 2) Should maintain the training logbook up-to-date.
- 3) Should be attentive and careful while doing work.
- 4) Should be keen to learn and maintain high standards and quality of work.
- 5) Should interact positively with the hotel staff.
- 6) Should be honest and loyal to the hotel and towards their training.
- 7) Should get their appraisals signed regularly from the hod's or training manager.
- 8) Gain maximum from the exposure given, to get maximum practical knowledge and skills.
- 9) Should attend the training review sessions /classes regularly.
- 10) Should be prepared for the arduous for the working condition and should face them positively.
- 11) Should adhere to the prescribed training schedule.
- 12) Should take the initiative to do the work as training is the only time where you can get maximum exposure.
- 13) Should, on completion of industrial training, handover all the reports, appraisals, logbook and completion certificate to the institute.

2) RESPONSIBILITIES OF THE INSTITUTE :-

- 1) Should give proper briefing to students prior to the industrial training.
- 2) Should make the students aware of the industry environment and expectations.
- 3) Should notify the details of training schedule to all the students.
- 4) Should coordinate regularly with the hotel especially with the training manager.
- 5) Should visit the hotel, wherever possible, to check on the trainees.
- 6) Should sort out any problem between the trainees and the hotel.
- 7) Should take proper feedback from the students after the training.
- 8) Should brief the students about the appraisals, attendance, marks, logbook and training report.
- 9) Should ensure that change of I.T. hotel is not permitted once the student has been interviewed, selected and has accepted the offer.
- 10) Should ensure that change of I.T. batch is not permitted.
- 11) Should ensure trainees procure training completion certificate from the hotel before joining institute.

RESPONSIBILITIES OF THE HOTEL:-

First exposure: A young trainee's first industry exposure is likely to be the most influential in that person's career. If the managers /supervisors are unable or unwilling to develop the skills young trainees need to perform effectively, the latter will set lower standards than they are capable of achieving, their self-images will be impaired and they will develop negative attitudes towards

training, industry, and –in all probability – their own careers in the industry. Since the changes of building successful careers in the industry will decline, the trainees will leave in hope of finding other opportunities. **If on the other hand, first managers / supervisors help trainees achieve maximum potential, they will build the foundations for a successful career.**

Hotels:

- 1) Should give proper briefing session/ orientation / induction prior to commencement of training.
- 2) Should make a standardized training module for all trainees.
- 3) Should strictly follow the structured training schedule.
- 4) Should ensure cordial working conditions for the trainee.
- 5) Should co-ordinate with the institute regarding training programme.
- 6) Should be strict with the trainees regarding attendance during training.
- 7) Should check with trainees regarding appraisals, training report, log book etc.
- 8) Should inform the institute about truant trainees.
- 9) Should allow the students to interact with the guest.
- 10) Should specify industrial training's "Dos and Don'ts" for the trainee.
- 11) Should ensure issue of completion certificate to trainees on the last day training.

 MAHARASHTRA STATE BOARD OF TECHNICAL EDUCATION, MUMBAI TEACHING AND EXAMINATION SCHEME																
COURSE NAME : DIPLOMA IN HOTEL MANAGEMENT & CATERING TECHNOLOGY																
COURSE CODE : HM																
DURATION OF COURSE : 6 SEMESTERS										WITH EFFECT FROM 2009-10						
SEMESTER : FIFTH										DURATION : 16 WEEKS						
PATTERN : FULL TIME – SEMESTER										SCHEME : E						
SR. NO.	SUBJECT TITLE	Abbreviation	SUB CODE	TEACHING SCHEME			EXAMINATION SCHEME									
				TH	TU	PR	PAPER HRS	TOTAL (1)		PR (4)		OR (8)		TW (9)		SW (16005)
								Max	Min	Max	Min	Max	Min	Max	Min	
1	Advanced Food Production Skill	AFP	12592	2	--	8	3	100	40	50 #	20	--	--	25@	10	50
2	Advanced Food & Beverage Skill	AFB	12593	2	--	2	3	100	40	50 #	20	--	--	25@	10	
3	Advanced Rooms Division	ARD	12594	2	--	2	3	100	40	50 #	20	--	--	25@	10	
4	Management Accounting	MAG	12595	4	--	--	3	100	40	--	--	--	--	--	--	
5	Marketing Management	MMT	12596	2	--	--	3	100	40	--	--	--	--	--	--	
6	Management Information System	MIS	12597	--	--	4	--	--	--	50@	20	--	--	--	--	
7	Development of Professional Skill	DPS	12598	1	--	4	--	--	--	--	--	25#	10	25@	10	
TOTAL				13	--	20	--	500	--	200	--	25	--	100	--	50
<p>Student Contact Hours Per Week: 33 Hrs. THEORY AND PRACTICAL PERIODS OF 60 MINUTES EACH. Total Marks : 875 @ Internal Assessment, # External Assessment, \$ - Common to All Conventional Diploma, No Theory Examination.</p> <p>Abbreviations: TH-Theory, TU- Tutorial, PR-Practical, OR-Oral, TW- Termwork, SW- Sessional Work</p> <ul style="list-style-type: none"> ➤ Conduct two class tests each of 25 marks for each theory subject. Sum of the total test marks of all subjects is to be converted out of 50 marks as sessional work (SW). ➤ Progressive evaluation is to be done by subject teacher as per the prevailing curriculum implementation and assessment norms ➤ Code number for TH, PR, OR and TW are to be given as suffix 1, 4, 8, 9 respectively to the subject code. 																

COURSE NAME : DIPLOMA IN HOTEL MANAGEMENT AND CATERING TECHNOLOGY
COURSE CODE : HM
SEMESTER : FIFTH
SUBJECT TITLE : ADVANCED FOOD PRODUCTION SKILL
SUBJECT CODE : 12592

Teaching & Examination Scheme

Teaching Scheme			Examination Scheme					
TH	TU	PR	PAPER HRS	TH	PR	OR	TW	TOTAL
02	--	08	03	100	50#	--	25@	175

NOTE:

- Two tests each of 25 marks to be conducted as per the schedule given by MSBTE.
- Total of tests marks for all theory subjects are to be converted out of 50 and to be entered in mark sheet under the head Sessional Work. (SW)

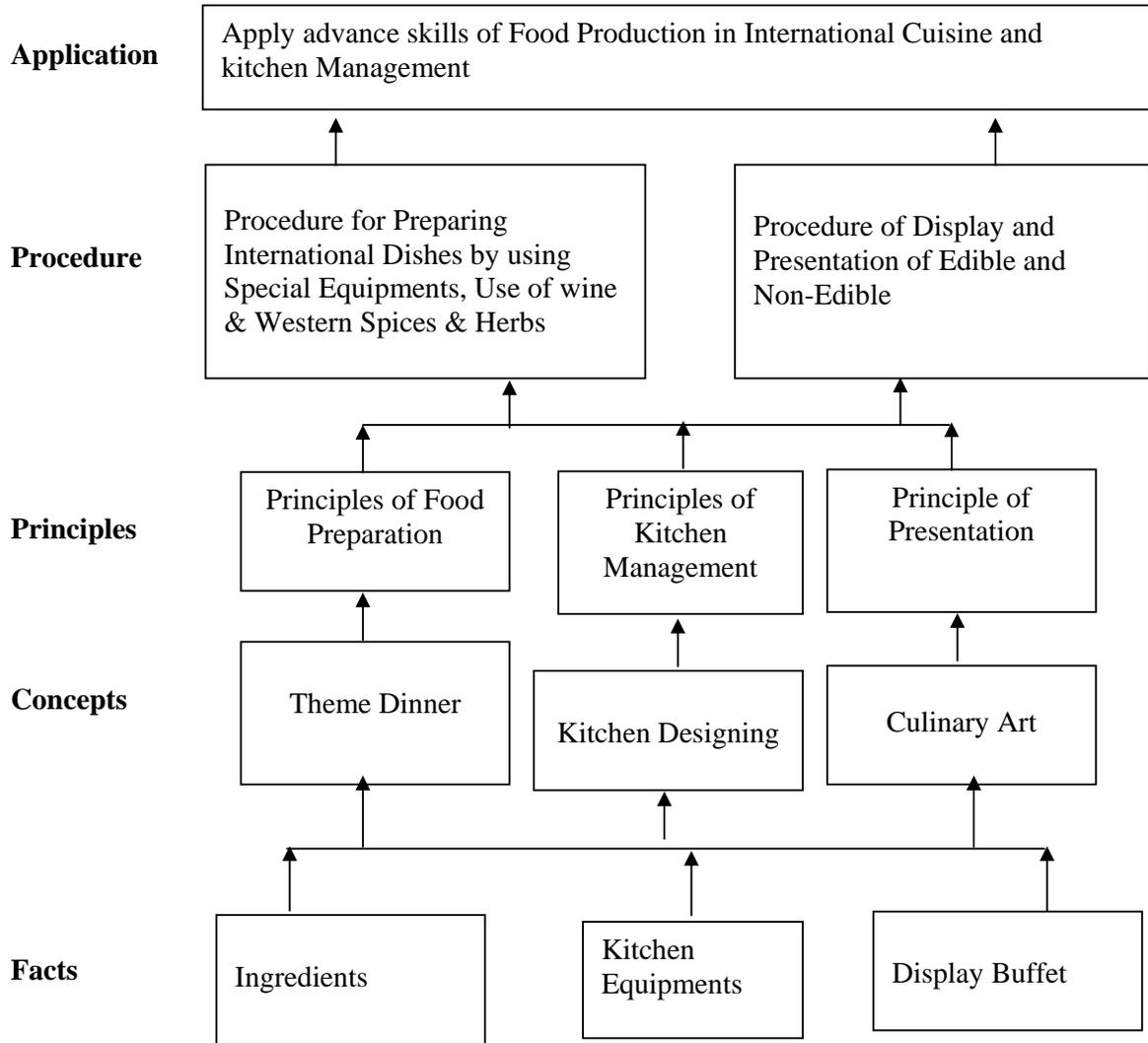
RATIONALE:

This subject focuses on development of advance skills in , International Cuisine . This will help the students in acquiring basic knowledge of kitchen and production management, layout and designing of kitchen, kitchen stewarding and cost control systems.

OBJECTIVES: The student will be able to

1. Develop knowledge & interest in International cuisine.
2. Know different wines & herbs used in cooking.
3. Know how to understand, storage & use of various commodities.
4. Understand basic skills required in the kitchen management.
5. Develop skills in preparing cold desserts

Learning Structure:



Contents:

Chapter	Title	Hours	Marks
1	Kitchen Management 1.1 Layout and Design 1.1.1 Areas of kitchen with recommended dimensions, 1.1.2 Factors affecting designing of the kitchen, 1.1.3 Principles of kitchen layout and design, 1.1.4 Placement of equipments in the kitchen, 1.1.5 Work flow in the kitchen, 1.1.6 Budgeting for kitchen equipment 1.2 Kitchen Management 1.2.1 Duty roaster, Task analysis, Allocation of work, 1.2.2 Induction & Training, Job evaluation & appraisal 1.3 Kitchen Administration 1.3.1 Maintaining records / register / logbook / leave record 1.3.2 personnel files appraisal forms / attendance registers / 1.3.3 Standard Recipe files accidents records / maintenance records. 1.3.4 Communication with other departments, Conducting meetings	08	24
2	Kitchen Stewarding 2.1 Importance of Kitchen Stewarding 2.2 Equipments found in Kitchen Stewarding Department. 2.3 Hierarchy and Staffing in Kitchen Stewarding Department 2.4 Garbage Disposal 2.4.1 Introduction 2.4.2 Ways of accumulation 2.4.3 Segregation 2.4.4 Disposal methods 2.4.5 Importance & maintenance of garbage bins	08	22
3	Uses of Herbs & Wine in Cooking 3.1 Types of Herbs 3.2 Uses of Herbs in different cuisine 3.3 Different types of wines used in the kitchen 3.4 Harmony of food & wine	04	16
4	Frozen Desserts 4.1 Types and Classification of Frozen Desserts 4.2 Ice-Creams – Definition, Method of Preparation 4.3 Additives and Preservatives used in ice-cream 4.4 Mousses & soufflés	04	16

5	International Cuisine 5.1 Geographical location, 5.2 Historical background, 5.3 Staple food 5.4 Regional influences, 5.5 Specialties, recipes, 5.6 Equipments used in relation to 5.6.1 Great Britain, 5.6.2 France, 5.6.3 Italy, 5.6.4 Spain 5.6.5 Portugal 5.6.6 Germany, 5.6.7 Mexico 5.6.8 USA E.g. France A. Introduction to France foods B. Historical background C. Regional cooking styles D. Methods of cooking E. Equipment & utensil	08	22
	Total	32	100

List of Practicals:

1. In preparation of continental dishes, dishes contains wine will be included while planning the menu.
2. Demo and practice of meringues.
3. Practice part can be covered by arranging field visit to ice-cream manufacturing companies.
4. Practice on cold desserts
5. Institute may compile their own sets of menu by using minimum five dishes from each country.

Country	No. of Menu
Great Britain	2
France	2
Italy	2
Spain and Portugal	2
Germany	1
Mexico	2
USA	1

Note:- Minimum of 20 practicals & maximum of 25 practicals to be conducted in sixth semester

Implementation Strategies

A suggestive scheme for practical session is given below:

Consommés	2 varieties
Puree	1 variety
Crème	1 variety
Veloute	2 varieties
Potage	1 variety
Fish	Pomfret, Mackarel, Ghol, Rawas and Shellfish, Meuniere, Orly, Colbert, Veronique, Thermidor, Newburg.
Entrée	Tournedos, Escalopes, Minute Stakes, Mutton and Pork Chops.
Poultry	Different preparations using different methods of cooking – sautéed, deep fried, poached, grilled, roasted (Hongroise, Maryland, Marengo, Mexican, Espagnole, Roti, A la Kiev, Coq-au-vin)
Vegetables,	24 dishes inclusive of minimum eight potato preparations. Salads and Farinaceous as accompaniment
Entremets	Bavaroise, Souffles, Mousses, Chartrause, Baba au rhum crème, caramel, crème brulles
Savouries	Canapes, Barquettes, Bignetes de fromage, sardines au croutes.
Indian Cuisine 10 menus inclusive of popular authentic dishes served in Indian	

Speciality restaurants

Rice	-	6 varieties including Biryani
Mutton & Meat Dishes-		4 varieties
Vegetables and Panee -		8 varieties
Chicken Dishes	-	4 varieties
Dal / Raita	-	8 varieties
Sweets	-	6 varieties

Students may be given opportunities to exhibit acquired skill and knowledge by organising two Theme Dinners based on Indian and International Cuisine.

Term Work: Each student has to maintain the record of the menu/receipts and calculate their cost.

References:**Books**

Author	Title	Edition	Year of Publication	Publishers Name & Address
Thangam E. Phillip	Modern Cookery Vol. 2	4 th	--	Orient Long Man Ltd., 3/6-272 Hyderabad
Krishna Arora	Theory of Cookery	--	--	Frank Bros. And Sons, 4675 A, Ansari Road, 21 Daryaganj, Delhi.
John Kinsella, David harvey	Professional Charcuterie	1 st	1996	John Wiley and Sons, NY
Stanley Thornes	Food Preparation and Cooking	--	--	Ellenborough House, Wellington Street, Cheltenham, Glos GL 501YD
Wayne Gisselen	Professional Cooking	3 rd	1995	John Wiley and Sons, NY
David Paul Larousse	The Professional Garde Manger	3 rd	1996	John Wiley and Sons, NY
Paul Hamlyn	Gastronomique	2 nd	1977	Reed Consumer Book Ltd., Mechelin House, 81 Fulham Road, London
David R. Stevenson	Basic Cookery	--	--	Stanley Thornes Ltd. Old, Stn. Drive, Leckampton, England.
Richard Kotas	Food and Beverage Management	--	--	--

Learning Resources:

- 1) Charts
- 2) Video CD's
- 3) Modules
- 4) Journals & Magazines

COURSE NAME : DIPLOMA IN HOTEL MANAGEMENT AND CATERING TECHNOLOGY
COURSE CODE : HM
SEMESTER : FIFTH
SUBJECT TITLE : ADVANCE FOOD & BEVERAGE SKILLS
SUBJECT CODE : 12593

Teaching & Examination Scheme

Teaching Scheme			Examination Scheme					
TH	TU	PR	PAPER HRS	TH	PR	OR	TW	TOTAL
02	--	02	03	100	50#	--	25@	175

NOTE:

- Two tests each of 25 marks to be conducted as per the schedule given by MSBTE.
- Total of tests marks for all theory subjects are to be converted out of 50 and to be entered in mark sheet under the head Sessional Work. (SW)

Rationale:

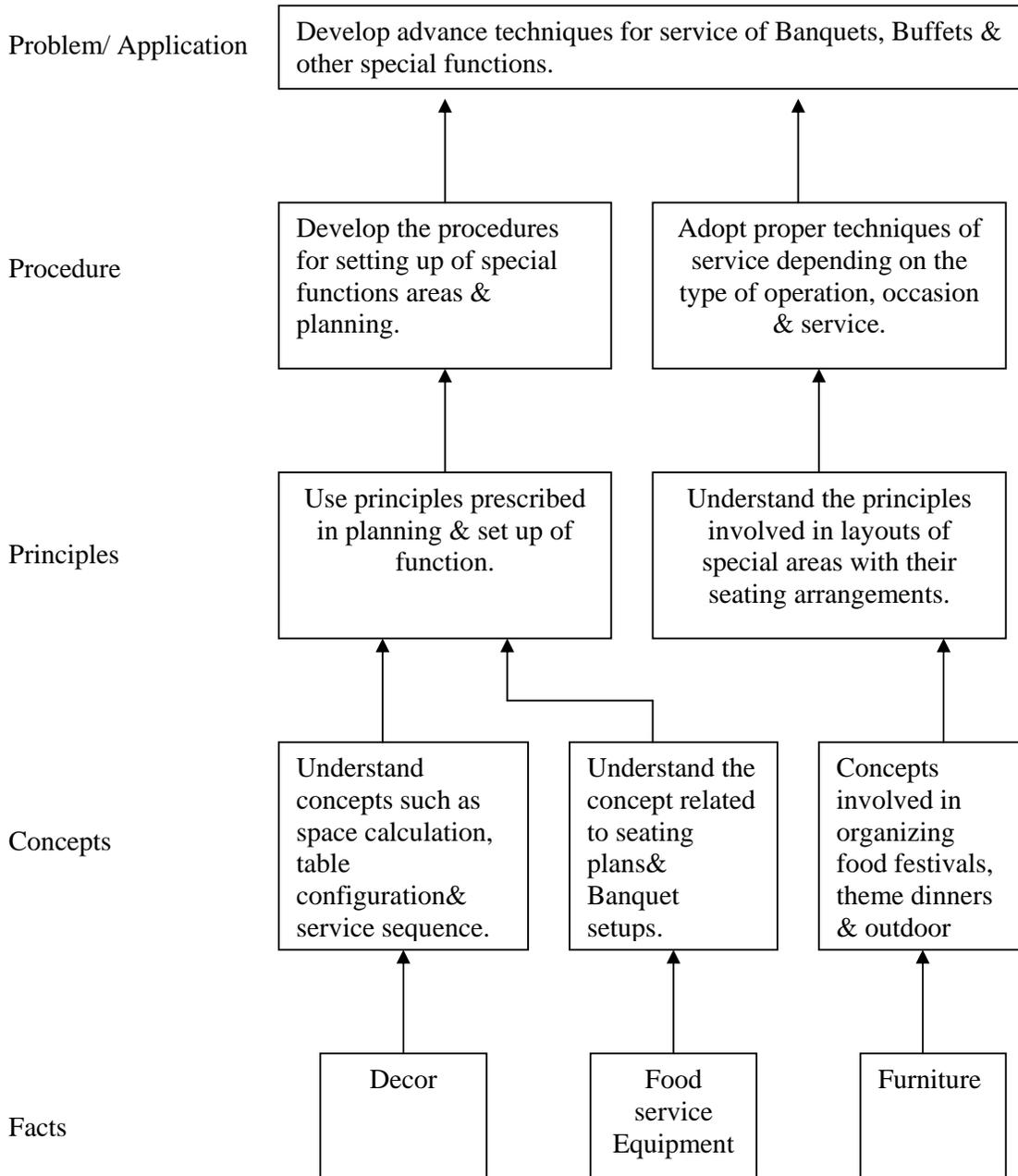
The subject will provide knowledge of various types of function Catering with different types of banquets, buffets and formal arrangements .It will also enable the students to organize theme dinners & food festivals in the institute. The subject will also impart knowledge in preparation of mock tails.

Objectives:

The student will be able to :

- 1) Understand the importance of mock tails & mixed drinks served in the industry.
- 2) Identify the different types of Banquets and learn its set up.
- 3) Learn the different styles of buffets and its application in the Hotel Industry.

Learning Structure:



Contents: Theory

Chapter	Topic	Hours	Marks
1	MOCKTAILS AND MIXED DRINKS. 1.1 Definition. 1.2 Mixed drinks. 1.3 Different types of Mocktail along with its popular recipes. 1.3.1 Fruit cup 1.3.2 Pussy Foot. 1.3.3 Saint Clements. 1.3.4 Shirley Temple./ Roy Rogers 1.3.5 Tropicana 1.3.6 Morning Glory 1.3.7 Blue Hawain. 1.3.8 Purple Rain. 1.3.9 Jingle Bell 1.3.10 Dark Surprise.	02	10
2	2. BAR OPERATIONS 2.1 History & Origin. 2.2 Types of a bar 2.3 Parts of a Bar.- The front bar & back bar & underbar 2.4 Bar staffing 2.5 Bar Equipment – small & other equipments 2.6 Opening & Closing duties.	05	16
3	FUNCTION CATERING. 3.1 BANQUETS 3.1.1 Introduction 3.1.2 Types of Banquets. 3.1.3 Organization of a Banquet Department. 3.2 Duties & Responsibilities of Banquet Staff. 3.2.1 Banquet Manager, 3.2.2 Sales Manager 3.2.3 Administration 3.2.4 Function Head Waiter 3.2.5 Dispense Bar 3.2.6 Banqueting Wine Waiter, 3.3 Function Administration. 3.3.1 Markets for banquets 3.3.2. Function Sales. 3.3.3 Booking & Administrative Procedures. 3.3.4 Banquet Menus 3.3.5 Function prospect 3.4 BANQUET PROTOCOL. 3.4.1 Space Requirement. 3.4.2 Table Plans / Arrangement. 3.4.3 Mis –en- place. 3.4.4 Service. 3.4.5 Toasting. 3.5 Meeting, Incentives, Convenetions, exposium (exhibition) (MICE) 3.5.1 Defination of each term. 3.5.2 Role of MICE for banquet department. 3.6 Outdoor Catering.(Off Premises Catering)	08	28

	3.6.1 Check list 3.6.2 List of licenses ,permits & insurance		
4	BUFFETS. 4.1 Introduction. 4.2 Types of buffet. 4.2.1 Factors to plan buffets. 4.2.2. Area Requirement. 4.3 Planning & Organization. 4.4 Menu Planning. 4.5 Sequence of Food. 4.6. Buffet Equipments.	04	14
5	PLANNING AND OPERATING VARIOUS FOOD & BEVERAGE OUTLETS. 5.1 Physical layout of functional & service area. 5.2 Objective of a good layout. 5.3 Steps in planning. 5.4 Factors to be considered while planning. A F&B outlet. 5.5 Planning décor, furniture fixtures etc. 5.6 Various set ups for seating. 5.7 Planning staff requirement. 5.8 Menu Designing. 5.9 Selecting & Planning equipments. 5.9.1 Heavy 5.9.2 Light. 5.10 Planning décor, furniture fixtures for various Food & Beverage outlet.	08	20
6	PLANNING THE ATMOSPHERE IN A RESTAURANT. 6.1. Atmosphere & Mood. 6.2 Importance. 6.3 Relating atmosphere to the customer. 6.4 Atmosphere & Marketing Concepts. 6.5 Developing the atmosphere. . 6.6 Colours. 6.7 Illumination. 6.8 Acoustics, Noise, and Music. 6.9 Exterior design of a establishment.	05	12
TOTAL		32	100

List of Practicals:

Sr. No	Topic of Practical	Skills to be developed
1.	Revision of the previous semester.	The student will be able to understand & revise the previous semester which includes planning of menus with food & Wine.
2.	Setting up of different types of banquets along with elaborate menu planning with Regional Indian Specialties for a V.I.P. guest.	Learn the service of different types of Banquets along with its Table arrangements & develop the skills for organizing a banquet in their respective institutes.
3	Different Types of Buffets.	Learn the setting of different types of buffets for different occasions.

4	Service in a Bar & order Taking Procedures.	Learn the method of order taking from a given bar menu.
5	Service of different types of Mocktails.	Learn the skills of service for service of different types of mocktails.

Projects to be done:

1. Demonstrations to be arranged for the students from the experts in the industry for showing the skills for preparation of and mocktails.
2. Educational visits to be arranged to first class establishments to observe the different types of banquet settings to enable them to know the latest trends in the Hospitality Industry.
3. Students can be sent to local hotels in order to observe different types of buffet set ups.

References:**List of Books:**

Sr. No	Author	Title	Edition	Year of Publication	Publisher and Address
1	Dennis Lillicrap, John Cousins, Robert Smith	Food and Beverage Service	Fifth	2007	Hodder and Stoughton Educational, 338 Euston Road, London
2	Edward Kazarian	Food Facilities & Planning.	Third	1994	John Wiley & Sons.
3	Bernard Davis Edward	Food & Beverage Management.	Second	1994	Bittworth Heineman.
4	S.N .Bagchi. Anita Sharma.	Text book of Food& Beverage Service.	First	2004	Sole Distributers Jindal Book Services LG_ 4A Ganpati Bhavan.4675_B/21, Ansari Road, Daryaganj, Delhi- 110002.
5	Vijay Dhawan	Food & Beverage Service.	First	2000	Frank Bros & Co Chandani Chowk, Delhi.

COURSE NAME : DIPLOMA IN HOTEL MANAGEMENT AND CATERING TECHNOLOGY
COURSE CODE : HM
SEMESTER : FIFTH
SUBJECT TITLE : ADVANCED ROOMS DIVISION
SUBJECT CODE : 12594

Teaching & Examination Scheme

Teaching scheme			Examination scheme					
TH	TU	PR	PAPER HRS	TH	PR	OR	TW	TOTAL
02	--	02	03	100	50#	--	25@	175

NOTE:

- Two tests each of 25 marks to be conducted as per the schedule given by MSBTE.
- Total of tests marks for all theory subjects are to be converted out of 50 and to be entered in mark sheet under the head Sessional Work. (SW)

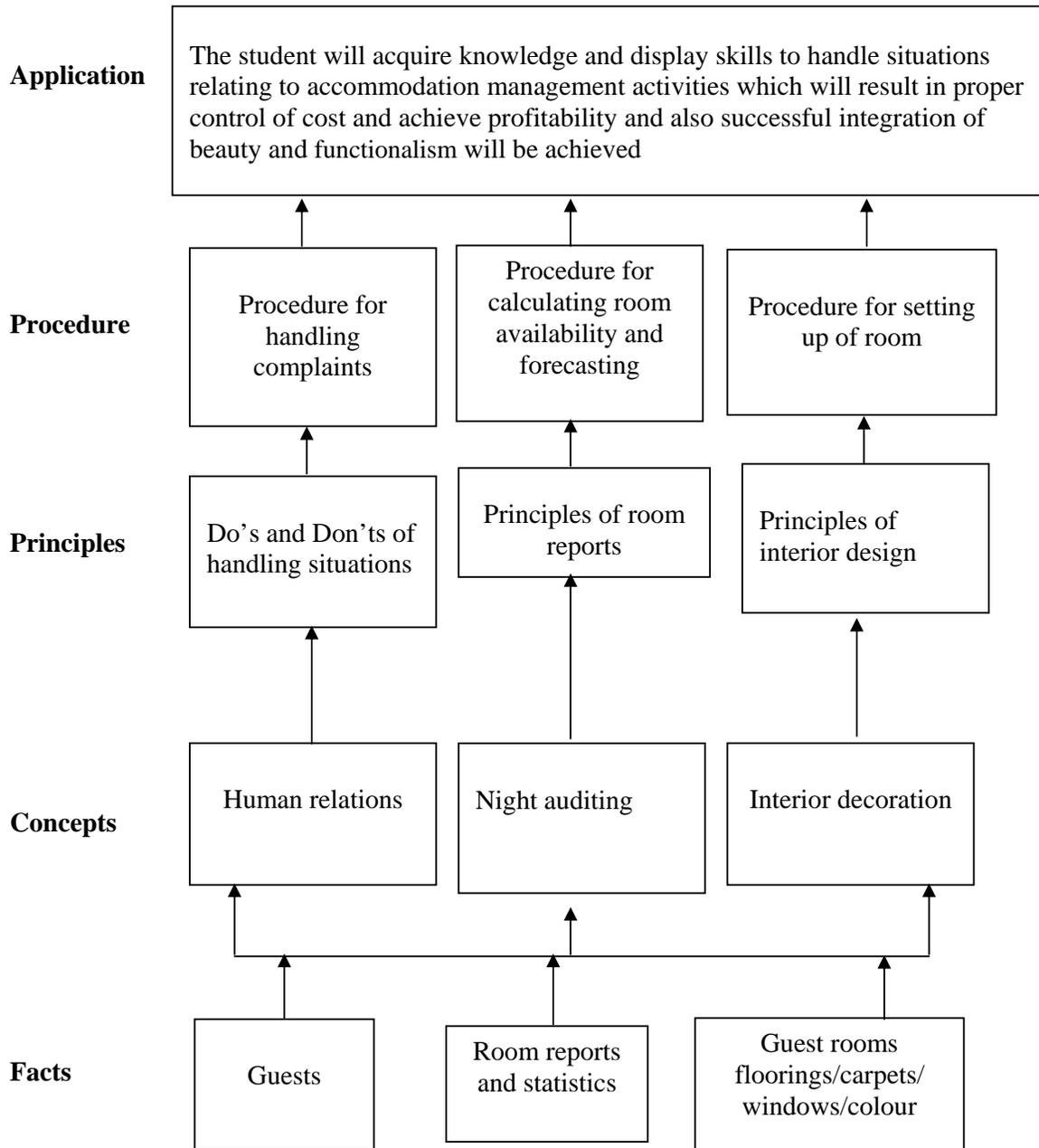
Rationale:

This course aims to establish the importance of guest relations for retaining regular clients. It also equips the student to acquire knowledge and skills necessary to consider the importance of interior designing and decoration for maintaining the esthetic look of the hotel.

Objective:

1. To identify the various problems guest may encounter and the procedure that front desk follows to solve.
2. To interpret and prepare a night auditors report and room forecasting.
3. To realize the importance of successful integration of beauty, expressiveness and functionalism in interior designing.
4. To understand the importance of lighting and implement the use of lighting fixtures.
5. To identify functional quality, durability and ease of maintenance of wall coverings.

LEARNING STRUCTURE:



Contents:

Chapter	Title	Hours	Marks
1	JOB DESCRIPTION 1.1 Guest Relation Executive 1.2 Night auditor	02	04
2	GUEST RELATIONS : HANDLING GUEST PROBLEMS 2.1 Types Of Gust Problems 2.2 Skills Necessary For Dealing With Problems 2.3 Solving Problems 2.4 Handling Complaints 2.5 Course Of Action To Take When Handling Problems 2.6 Follow Up 2.7 Communication Skills 2.8 Complaints Are Sales Opportunities Not Threat	04	12
3	ACCOMMODATION STATISTICS 3.1 Revision Of Ratios Studied In Hotel Costing 3.2 Importance Of Reports And Statistics 3.3 Front Office Statistics 3.3.1 Overstay Percentage 3.3.2 Under Stay Percentage 3.3.3 No-Show Percentage 3.3.4 Cancellation Percentage 3.3.5 Calculation Of Foreign Guest And Their Percentage 3.3.6 Calculation Of Rooms Occupied By Foreigner 3.3.7 Potential Capacity F The Hotel 3.3.8 Calculation Of Available Capacity 3.4 Determination Room Availability 3.5 Forecasting 3.6 Overbooking 3.7 Various Daily Reports And Their Distribution 3.8 Month Ending Report	08	24
	INTERIOR DESIGNING 4.1 Objectives Of Interior Design 4.2 Types Of Design 4.2.1 Structural Design 4.2.2 Decorative Design 4.3 Elements Of Design 4.4 Principles Of Design 4.5 Units Of Design 4.6 Designing For The Disabled 4.6.1 Reservations 4.6.2 Transportation 4.6.3 Registration Counters 4.6.4 Guestrooms 4.6.5 Exercise And Health Facilities 4.7 Planning Trends In Hotels 4.7.1 Space Allocation		

4	<p>4.7.2 Structural Design 4.7.3 Entrance 4.7.4 Lobbies 4.7.5 Guestrooms 4.7.6 Ensuite Bathrooms 4.7.7 Resident Circulation 4.7.8 Conference Rooms, Banquet halls, Ballrooms Cloakrooms 4.7.9 Leisure Facilities 4.8 Approach For Selection Decoration And Furnishing Of An Area 4.9 Colours 4.9.1 Dimension Of Colour 4.9.2 Colour Wheel 4.9.3 Colour Schemes And Harmonies 4.9.4 Planning Colour Schemes 4.10 Lighting 4.10.1 Importance Of Lighting 4.10.2 Types Of Lighting 4.10.3 Methods Of Lighting 4.10.4 Lighting Fixtures 4.10.5 Lighting Plans 4.10.6 Lobbies And Entrance Areas 4.10.7 Restaurant And Public Areas 4.10.8 Guest Room And Corridors 4.10.9 Standard Lamps And Table Lamps</p>	06	20
5	<p>ROOM FURNISHINGS 5.1 Floor Coverings And Finishes 5.1. Selection Of Floorings 5.1.2 Sub Floors Type Of Floorings And Their Characteristics Cleaning Of Floor Coverings Importance Floor Maintenance 5.2 Soft Floor Coverings: Carpets 5.2.1 Types Of Floorings And Characteristics 5.2.2 Selection Of Carpets 5.2.3 Carpet Laying 5.2.4 Care And Cleaning Of Carpets 5.3 Wall Coverings 5.3.1 Types Of Wall And Wall Coverings 5.3.1.1 Paints (Types Of Paints With Examples) 5.3.1.2 Wall Paper 5.3.1.3 Fabric Wall Coverings 5.3.1.4 Plastics 5.3.1.5 Glass Wall Coverings 5.3.1.6 Metal Wall Coverings 5.3.1.7 Maintenance Of Wall Coverings</p>	06	20

6	WINDOWS AND WINDOW TREATMENT 6.1 Importance And Structure Of Windows 6.1.1 Types And Design Of Windows 6.1.2 Window Treatments 6.1.2.1 Stiff Treatments (Blinds, Shades, Shutters ,Screens) 6.1.2.2 Soft Window Treatments 6.1.2.1 Types Of Curtains 6.1.2.2 Curtain Headings And Accessories 6.1.2.3 Types Of Curtain Pleats 6.1.2.4 Measurement An Installation Of Drapes 6.1.2.5 Care And Cleaning Of Window Treatments 6.2 Furniture Arrangement 6.2.1 Selection Of Furniture 6.2.2 Types Of Furniture 6.2.3 Sizes Of Guest Room And Furniture Used In Guest Rooms 6.3 Guest Room Fixture And Fittings 6.3.1 Types Of Fixtures And Fittings (Doors, Windows ,Locks, Guestroom Safe, Telephone, Minibar, Air Conditioner, Heating Equipment, Sanitary Fittings) 6.3.2 Beds, Mattresses And Bedding (Limited To Types) 6.3.3 Care Of Beds, Mattresses And Beddings 6.3.4 Guestroom Accessories	06	20
	TOTAL	32	100

List of Practicals:

1. Revision of previous semesters of front office and housekeeping should be practiced for **four** practicals (it should be performed In combination of 3, 4 procedures of front office and housekeeping)
2. Role play on handling guest complaints and emergencies 2 practicals
3. Calculation of occupancy ratio and forecasting of the rooms available for sale as assigned by the subject teacher
4. As a night auditor, prepare the different daily reports for the management 2 practicals
5. Prepare a colour wheel with the use of colour aids
6. Plan a guest room of the budget hotel and chalk out the colour schemes and lighting for the same or as assigned 1 practical
7. As a executive housekeeper, calculate the curtain material required to stitch subject expert should provide the data as number and types of rooms along with the curtain pleats.
8. Cleaning and maintenance of floor coverings, carpets and wall coverings.

List of mini projects:

- Visit a hotel of your city and submit a report on the contents of the guest room. Compare the same with two different rooms of a hotel.

The report should consist:

1. Furniture arrangement.
2. Soft furnishings used.

3. Accessories.
4. Types of fixtures and fittings in the guest room.
5. Guest supplies and their placement.
6. Assignments can be given on floor coverings, window treatments.

References:

Author	Title	Edition	Year of Publication	Publisher and Address
G. Raghubalan Smritee Raghubala	Hotel housekeeping Operations and Management	First	2007	Oxford University PressYMCA library Building,Jai singh RoadNew Delhi
S.K.Kaushal S.N.Gautam	Accommodation Operations and Management	First	2006	Frank Bros and co. ltd 4675-A, Ansari Road, , 21 Daryaganj, New Delhi
Joan Branson	Hotel, Hostel and Housekeeping	Fifth	1988	Edward arnoldltd. 41 bedford square London
Robert J. Martin	Professional Mgmt. of Housekeeping Operations	Third	1998	John Wiley and sons inc605 3 rd avenue New York
Sudhir Andrews	Hotel Housekeeping Training Manual	Eight	1992	Tata Macgraw Hills Publication co. ltd New, Delhi
Stanley Thornes	Reception student guide	1st Reprint-	1994	S. Thornes ltd, Ellenborough house, Wellington St., Cheltenham.
Peter Abbott & Sue Lewry	Front Office Procedures, Social Skills & Management	1st	1991	Butterworth Heinemann Ltd. Halley court, Jordanhill, Oxford.OX2 8EJ
Colin Dix & Chris Baird	Front Office Operations	Third	1998	Pitman Publication Ltd. Delhi.
Sudhir Andrews Front Office	Front Office Training Manual	14th	1995	Tata McGraw Hill Publication
Dennis Foster	Rooms At the Inn Front Office Operations & Administration	1st	1992	Division of Macmillan McGraw Hill Publication Co., London
Grage Paige & Jane Paige	The Hotel Receptionist	2nd	1977	Cassell Education Ltd., Artillery Road, London SW1P 1RT
Paul B White & Helen Beckley	Hotel Reception	1st	1982	Edward Arnold Ltd., 41 Bedford Square, London: WC 1BDQ
Jerome J Vellen	Check In Check Out	3rd	1980	WMC Brown Publishers
Sue Baker, Pam Breadly,	Principles of Front Office Operations	1st	1994	Cassell Wellington House 125 Strand

Jeremy Huyton				London: WC2R OBB
Bruce Braham	Hotel Front Office	3rd	1988	Stanley Thornes Ltd, London
Michael L Kasevana & Richard Brooks	Managing Front Office Operations	3rd	1991	Educational Institute of AHMA, Michigan-48826, USA

COURSE NAME : DIPLOMA IN HOTEL MANAGEMENT AND CATERING TECHNOLOGY

COURSE CODE : HM

SEMESTER : FIFTH

SUBJECT TITLE : MANAGEMENT ACCOUNTING

SUBJECT CODE : 12595

Teaching and Examination Scheme:

Teaching scheme			Examination scheme					
TH	TU	PR	PAPER HRS	TH	PR	OR	TW	TOTAL
04	--	--	03	100	--	--	--	100

:

NOTE:

- **Two tests each of 25 marks to be conducted as per the schedule given by MSBTE.**
- **Total of tests marks for all theory subjects are to be converted out of 50 and to be entered in mark sheet under the head Sessional Work. (SW)**

Rational:

This subject impart students a systematic and in-depth knowledge of process of identification, accumulation, preparation, analysis, interpretation and communication of the financial information gathered by accounting department, in accordance with the principles of management to provide the tool to the management in decision making and control.

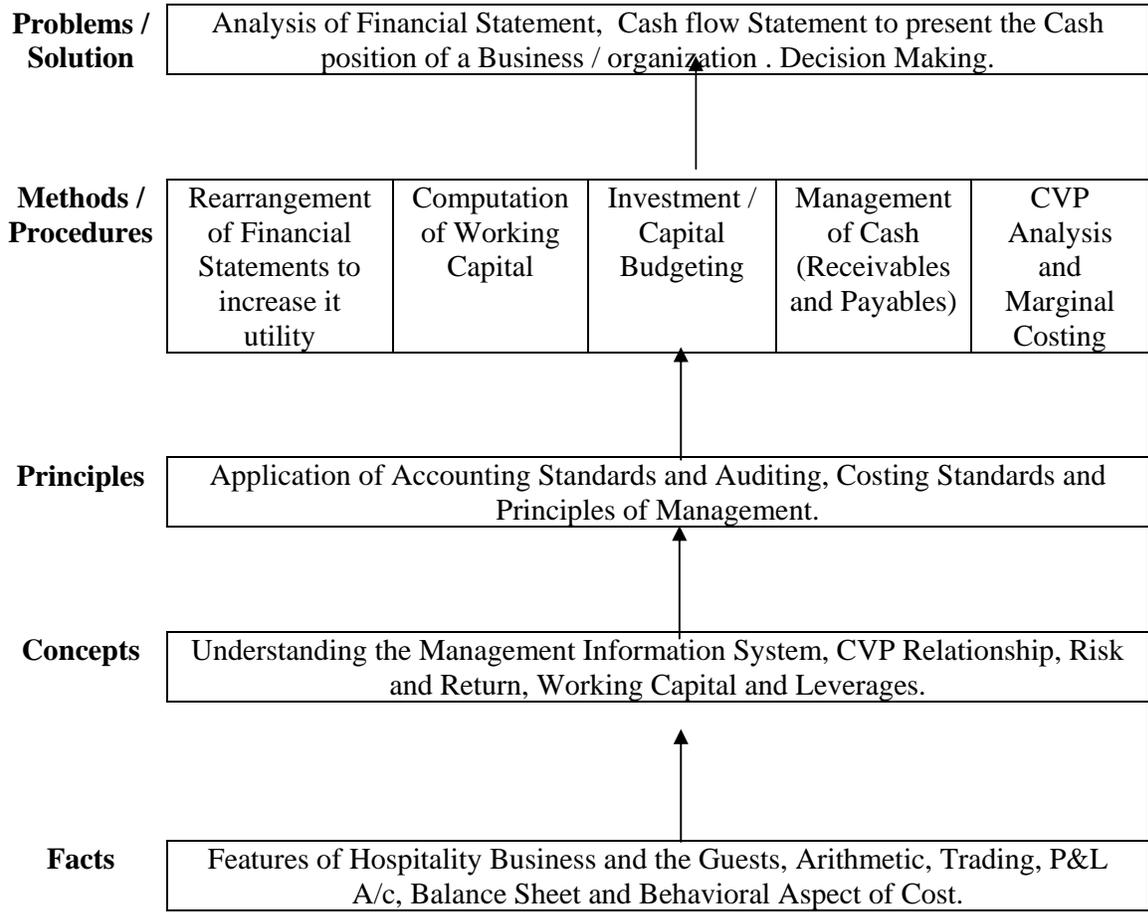
Objectives :

1. To identify the strength and the Weakness of the Business in a Monetary terms.
2. To learn Do's and Don'ts from the past experience.
3. To take the right decisions at the right time, based on the analysis of Financial statements.
4. To decide through strategy, system and Structure the responsibility of achieving maximum returns by minimizing risk.

Note:

1. Current updates are necessary in prevailing act/s, wherever applicable.
2. Approximately 40% Theoretical and 60% Numerical Questions will be asked.

Learning Structure:



Contents: Theory

Chapter	Title	Hours	Marks
1	Management of Cash (Receivable and Payables) 1.1 Meaning of Cash, Motive for Cash Holding. Optimum Cash Management and Relative Theories / Models & its Significant application to Hospitality Industry. 1.2 Cash Budget and Cash Flow Analysis as a tool of Cash Management. 1.3 Problems based on Cash Budget and Cash Flow Analysis.	16	28
2	Forecast of Working Capital 2.1 Working Capital – Meaning, Scope and Kinds. Factors affecting the working capital for Hospitality and Other Industries. Sources to finance Working Capital. 2.2 Problems based on forecasting of working capital.	06	08
3	Ratio Analysis [Financial Analysis] 3.1 Financial Statement – Meaning, Nature, Objectives and Characteristics of Ideal Financial Statement. Use and Limitations of Financial Statement. Anatomy of Income Statement and Balance Sheet. 3.2 Meaning, Concept, Types, Methods of Financial Analysis. Ratio Analysis – Meaning, Classification, Nature, Scope, Significance to Hospitality Industry and Limitations. 3.3 Problems on Profitability, Liquidity, Solvency, Return / Overall Profitability and Turnover Ratios.	10	16
4	Business Budgets 4.1 Meaning of Budget, Features, Requirements for ideal Budgets (Key Factors), Kinds of Budget and Points of Distinction, Advantages and Disadvantages & its Significance to Hospitality Industry. 4.2 Meaning, Objectives, Functions, Advantages, Limitations and Prerequisites or essentials of Budgetary Control. 4.3 Capital Budget – Meaning, Features, Methods of Evolution of Capital Budget. Roll of Depreciation in Capital Budgeting. 4.4 Problems on Flexible Budgets, Operational / functional Budgets & Capital Budgeting.	16	24
5.	Variance Analysis [Standard Costing] (Practical Aspect) 5.1 Meaning, Features, Area of Application, Advantages and Disadvantages. Significance of Variance Analysis to Hospitality Industry. Points of Distinction between Standard Cost, Historical Cost and Estimated Cost. Normal Standards and Revised Standards. Controllable and uncontrollable factors / elements. 5.2 Problems of Material and Sales Variances only.	06	08

6	CVP analysis and Decision Making (Marginal Costing) 6.1 Meaning of CVP, BEP, Margin of Safety : Objectives, application, assumptions, advantages and Disadvantages. Presentation of CVP / BEP Charts. 6.2 Meaning, Necessity, Scope, advantages and disadvantages of Marginal Costing & its Significance to Hospitality Industry in decision making. 6.3 Problems on - <ul style="list-style-type: none"> • Computation of BEP, MOS, Expected Profit and Sales • Make / Hire or Buy. • Dropping a Line / Product. • Acceptance of an order at a special Price. • Roll of Key / Limiting factor in decisions. 	10	16
	TOTAL	64	100

Learning Resources:**Books**

Sr. No.	Title (Alphabetical Order)	Author / s	Year of Publication and Edition	Publisher
1	Basic Financial Accounting for Management	Paresh Shah	<u>2007</u> 2008	Oxford University Press
2	Financial and Cost Control Techniques in Hotel and Catering Industry	Dr. Jagmohan Negi	1987	Metropolitan, New Delhi – 02
3	Financial Management	S. C. Kuchhal	1969 / 2005	Chaitanya Publication House
4	Hotel Accountancy and Financial Control	Ozi A. D'Cunha Glesson O. D'Cuncha	2004	The Dicky's Enterprises, Mumbai.
5	Hotel Finance	Anand Iyengar	2008	Oxford University Press
6	Management Accounting	R. K. Gupta Shashi K. Gupta	1991 / 2000	Kalyani Publishers.
7	Management Accounting	Rajesh Kothari Abhishek Gupta	2007 / 2007	MacMillan India Ltd.

COURSE NAME : DIPLOMA IN HOTEL MANAGEMENT AND CATERING TECHNOLOGY
COURSE CODE : HM
SEMESTER : FIFTH
SUBJECT TITLE : MARKETING MANAGEMENT
SUBJECT CODE : 12596

Teaching & Examination Scheme

Teaching scheme			Examination scheme					
TH	TU	PR	PAPER HRS	TH	PR	OR	TW	TOTAL
02	--	--	03	100	--	--	--	100

NOTE:

- **Two tests each of 25 marks to be conducted as per the schedule given by MSBTE.**
- **Total of tests marks for all theory subjects are to be converted out of 50 and to be entered in mark sheet under the head Sessional Work. (SW)**

Rationale:

This subject intends to develop understanding of the set up and organization of the marketing department and its application in the hotel industry. It also prepares the students to create innovative strategies for the promotion of hotel and catering business.

Objectives: The Student Should be able to

1. Understand the importance of service marketing.
2. Acquaint the students with the current trends related to hospitality industry.
3. Understand the marketing strategies adopted for promotion of products and services of hotel industry.

Learning Structure:



Contents: Theory

Chapter	Topic	Hours	Marks
1	INTRODUCTION TO MARKETING 1.1 Definition and Evolution of Markets. 1.2 Essentials and Classification of Markets. 1.3 Functions of Marketing. 1.4 Modern Concepts of Marketing. 1.5 Difference between Sales and Marketing. 1.6 Implementing the Modern Marketing Concepts. 1.7 Tourism Marketing.	04	18
2	MARKETING STRATEGY FOR A HOTEL 2.1 Formulation & Implementation of Overall Marketing Strategy. 2.2 Strategies for Marketing Inputs: 2.2.1 Optimal Product Mix 2.2.2 Optimal Promotion Mix 2.2.3 Optimal Pricing 2.2.4 Optimal Place Mix. 2.3 Strategic Marketing Tasks: 2.3.1 Planning the Business Mix 2.3.2 Deciding the Position or Image 2.3.3 Encouraging and Rewarding Frequent Customers. 2.4 Evaluation of Overall Marketing Strategy.	04	16
3	Service Marketing 3.1 Definition & Introduction. 3.2 Goods Vs Services. (Intangibility, Inseparability, Variability and Perish ability). 3.3 Classification of Services. Features, Characteristics and Marketing Problems of Services 3.4 HOTEL PRODUCT STRATEGY 3.4.1 Definition and Classification. 3.4.2 Salient Features of Hotel Product. 3.4.3 Levels of a Product. 3.4.4 New Product Development and Launch. 3.4.5 Product Life Cycle 3.5 HOTEL PRICING STRATEGY 3.5.1 Definition and Importance. 3.5.2 Objective & Policies in Pricing. 3.5.3 Pricing of Room Tariff and Food & Beverage items. 3.5.4 Pricing of Function and Packages.	06	20
4	CONSUMER BEHAVIOUR 4.1 Objectives 4.2 Factors Affecting Consumer Behaviour 4.3 Types of Consumer Behaviour i.e. Complex, Variety Seeking, Habitual & Dissonance Reducing. 4.4 Consumer Needs. 4.5 Consumer Awareness	06	16
5	MARKETING RESEARCH 5.1 Definition, Objectives and Procedure. 5.2 Sources & Analysis of Information for Hotel: Use of Computers for the Marketing Research.	06	18

	5.3 Functions of Marketing Research in the Hotel Industry. 5.4 Hotel Promotion Strategy 5.4.1 Advertising 5.4.2 In-house Selling. 5.4.3 Telephone Selling. 5.4.4 Strategy for Restaurant Sale. 5.4.5 Sales Letter and Mailing Shots. 5.4.6 Improving Sales Techniques, Public Relation and Personal Selling.		
6	Set Up of the Sales and Marketing Department in the Hotel Industry 6.1 Set up & Organization Chart of Sales and Marketing Department (Big, Medium & Small). 6.2 Types of Sales Offices (Corporate Office, Regional Office & Unit Office).	06	12
TOTAL		32	100

Learning Resources:**Books:**

Author	Title	Edition	Year of Publication	Publishers Name & Address
Neil Wearne	Hospitality Marketing	1 st Published In 1994 and Reprinted In 1997	1997	Hospitality Press Pvt. Ltd., 38, Riddell Parade, P. O. Box No. 426 Elsternwick Victoria 3185 Australia.
S. M. Jha	Hotel Marketing	1 st Edition	1998	Himalaya Publishing House "Ramdoot", Dr. Bhalerao Marg, Girgaon, Mumbai – 400 004.
Philip Kotler, Siew Meng Leong, Swee Hoon Ang, Chin Tiong Tan	Marketing Management	8 th Edition	1996	Prentice Hall, Simon & Schuster (Asia) Pvt. Ltd., 317, Alexandra Road, #04-01, IKEA Building, Singapore 159 965
Philip Kotler, John Bowen, James Makens	Marketing For Hospitality & Tourism	--	1996	Prentice Hall, Inc. New Jersey
Jagmohan Negi	Marketing And Sales Strategies For Hotels And Travel Trade	1 st Edition	2002	S. Chand And Company New Delhi

COURSE NAME : DIPLOMA IN HOTEL MANAGEMENT AND CATERING TECHNOLOGY
COURSE CODE : HM
SEMESTER : FIFTH
SUBJECT TITLE : MANAGEMENT INFORMATION SYSTEM
SUBJECT CODE : 12597

Teaching & Examination Scheme

Teaching Scheme			Examination Scheme					
TH	TU	PR	PAPER HRS	TH	PR	OR	TW	TOTAL
--	--	04	--	--	50@	--	--	50

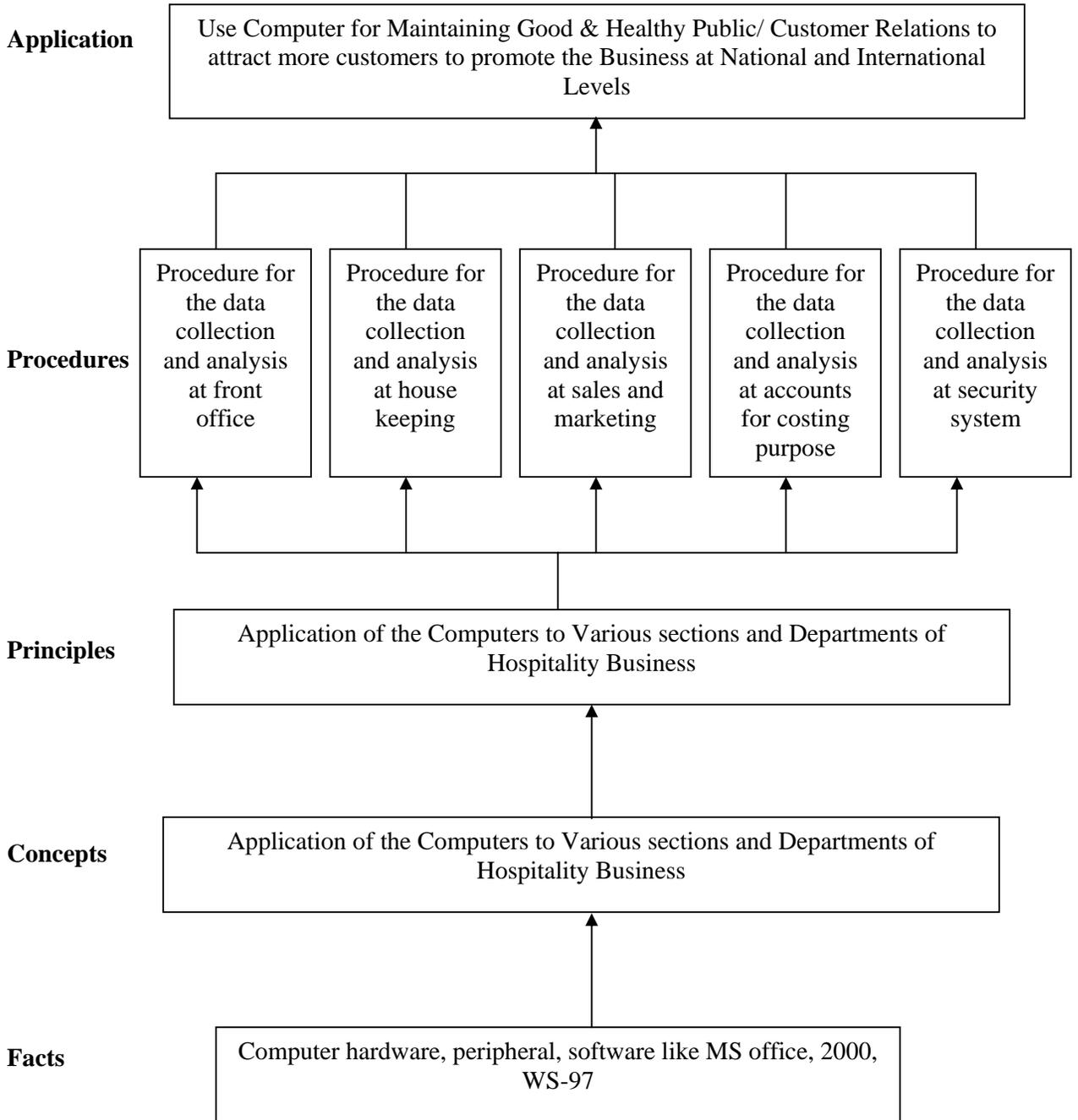
Rationale:

In today's modernised hotel and catering industries computerisation has become most important for the efficient and effective operation of their business. Hence it is essential for students to have computer knowledge as well as they should be able to carry out the maximum utilisation of the same pertaining to hospitality business. The students are expected to collect the data from various departments of hotel industry and carry out analysis. The students are also expected to get an idea about the policy decisions taken by the hotel's management regarding their short term and long term policies by using data analysis.

Objective:

In today's world computer has become the most important thing in day to day life of any industry. So the students should have the knowledge of computer and they should able do the maximum utilization of it in their work. The student should collect the data from various departments of hotel industry and carry out analysis.

LEARNING STRUCTURE



List of Contents:

Chapter	Topic
1	Management Information system 1.1 Concepts 1.2 MIS Designs and functions 1.3 Managing multi processor environments 1.4 MIS Security issues 1.5 MIS performance evaluation
2	Hotel Information System 2.1 The HIS concept 2.2 HIS Terminology 2.3 HIS In-House 2.4 HIS Hardware 2.5 HIS Software Modules <ul style="list-style-type: none"> ▪ Reservation ▪ Guest Accounting ▪ Room Management ▪ General Management
3	Computer Based Reservation System 3.1 Global distribution system 3.2 Inter sell agencies 3.3 Central Reservation Systems (CRs) 3.4 Affiliate and non affiliate Systems 3.5 Property Level Reservation Systems 3.6 Reservation Inquiry 3.7 Determination of availability 3.8 Creation of reservation record 3.9 Maintenance of reservation records 3.10 Generation of reports 3.11 New Developments 3.12 Reservation through the internet
4	Rooms Management Applications 4.1 Rooms Management Modules 4.2 Room Status 4.3 Room and rate Assignment 4.4 In House guest Information functions 4.5 Housekeeping functions 4.6 Generation of Reports
5	5.1 Guest Accounting Module 5.2 Types of Accounts 5.3 Posting entries to Accounts 5.4 Night audit routine 5.5 Account settlement 5.6 Generation of reports
6	Property Management System Interfaces 6.1 Point of sale Systems(POS) 6.2 Cash Accounting System (CAS) 6.3 CAS/PMS Advantages and concerns

	6.4 Electronic Locking Systems 6.5 Energy Management Systems 6.6 Auxillary Guest Services. 6.7 In room Vending Systems 6.8 Guest Information Systems
7	Accounting Applications 7.1 Account Receivable Module 7.2 Account payable Module 7.3 Payroll module 7.4 Inventory module 7.5 Purchasing module 7.6 Financial reporting module

Implementing Strategies

Student shall be given sufficient practice to learn the basics of computer application. This will help the student to understand the use of computer for various application in hotel industry.

References :

Sr. No	Author	Title	Edition	Publishers and Address
1	O.Brien	Management Information systems	4 th	Tata McGraw-Hill & Hill International Editions
2	W. S. Jawadekar	Management Information systems	--	Tata McGraw-Hill & Hill International Editions

COURSE NAME : DIPLOMA IN HOTEL MANAGEMENT AND CATERING TECHNOLOGY
COURSE CODE : HM
SEMESTER : FIFTH
SUBJECT TITLE : DEVELOPMENT OF PROFESSIONAL SKILL
SUBJECT CODE : 12598

Teaching & Examination Scheme

Teaching scheme			Examination scheme					
TH	TU	PR	PAPER HRS	TH	PR	OR	TW	TOTAL
01	--	04	--	--	--	25#	25@	50

Rationale:

This course will reflect the importance of both professional development and the skills that enable individual to practice it at work place in groups. The students will develop skills to perform a given task in the stipulated time.

OBJECTIVES: The student will be able to:

1. Understand the importance of professional skills.
2. Identify the importance of time management.
3. Manage the stress at the workplace.
4. Work in groups.

List of Practicals:

Chapter	Topic	Hours
1	Introduction to Self development	06
	1.1 Time Management	
	1.1.1 The Process Of Time Planning	
	1.1.2 How To Plan Your Time	
	1.1.3 Ways To Get Most Out Of Your Time Management	
	1.1.4 Urgent Vs Important Jobs	
	1.1.5 Time Matrix	
	1.1.6 Time Management In Groups	
	1.2 Stress And Emotion	
	1.2.1 Stress Physiology And Health	
	1.2.2 Coping Styles Or Strategies	
	1.2.3 Strategies To Overcome Stress	
	1.2.4 Importance Of Good Health To Avoid Stress	
	1.2.5 Stress And Yoga	

	1.2.6 Emotional Stability And Self Control 1.2.7 People Skills Influence 1.2.8 Emotional Intelligence 1.3 Frustration 1.3.1 Introduction Of Frustration 1.3.2 Causes Of Frustration 1.3.3 Effects Of Frustration 1.3.4 Solutions For Avoiding frustration	
2	HEALTH And ETHICS 2.1 Introduction 2.1.1 Health – Food, Exercise, Rest 2.1.2 Body – Observation, Protection 2.1.3 Dietary Guidelines 2.1.4 Addictions 2.2 Introduction To Ethics 2.2.1 What Are Basic Of Ethics 2.2.2 How Ethics Help To Ensure Positive Interpersonal Relations 2.2.3 Code Of Ethics 2.2.4 Individual And Ethics- Issues 2.2.5 Personal Value System	02
3	MOTIVATION AND LEADERSHIP 3.1 Theories Of Motivation 3.2 Self Motivation – Contributing 3.3 Attitudes And Attitude Replacement 3.4 Leadership 3.4.1 Qualities of a good leader 3.4.2 Leadership styles	02
4	GROUPS AND COMMUNICATION IN GROUPS 4.1 Introduction To Groups 4.1.1 Why Groups? 4.1.2 Group Formation 4.1.3 Group Think And Its Pitfalls 4.1.4 Group Dynamics 4.2 Introduction To Communication In Groups 4.2.1 Communication 4.2.2 Cooperation 4.2.3 Collaboration 4.2.4 Teams And How To Make Them Effective	03
5	Introduction to interpersonal skills 5.1 What Is Conflict 5.2 Resolution Of Conflict 5.3 Sources Of Interpersonal Conflict, Interpersonal Conflict- Transactional Analysis, Johari Window 5.4 Strategies For Resolving Interpersonal Conflict Negotiations	02
6	SWOT Analysis 6.1 Concept of SWOT Analysis 6.2 How to SWOT Analysis	01
TOTAL		16

Role plays and Assignments to be performed by the students as assigned by the subject expert based on the curriculum.

Print Material:

Author	Title	Edition	Year of Pub.	Publisher & Address
Fred Luthans	Organisational Behavior	Sixth	1992	McGraw Hill
Kenneth a kiewra Nelson F. Dubois	Learning to learn	-	1998	Allyn and Bacon
E.H. Megrath	Basic managerial skills for all	Third	1989	Prentice hall of India Ltd.
P.D. Kulkarni & B.B. Sharama	Independent study techniques	-	1986	T.T.T.I. Chandigarh
Dr.R.L.Bhatia	Managing Time	First	1994	Wheeler Publishing
Tim Hindle	Manage Your Time	“	1998	Dring Kindersley
Elizabeth Hierney	101 ways to better communication	1 st Edition	2001	Kogan Page
Glenn Parker	Team Building	First	2002	Viva Books Pvt Ltd. Mumbai
Elizabeth M. Christopher	Leadership Training	First	2002	Viva Books Pvt Ltd. Mumbai

REFERENCES

Web Resources: www.mindtools.com, www.samcerto.com, www.stress.org.uk,
www.coopcomm.org/workbook.htm, www.mapnp.org/library/grp_skill/theory/theory.htm

 MAHARASHTRA STATE BOARD OF TECHNICAL EDUCATION, MUMBAI TEACHING AND EXAMINATION SCHEME																
COURSE NAME : DIPLOMA IN HOTEL MANAGEMENT & CATERING TECHNOLOGY																
COURSE CODE : HM																
DURATION OF COURSE : SIX SEMESTERS/THREE YEARS										WITH EFFECT FROM 2009-10						
SEMESTER : SIXTH										DURATION : 16 WEEKS						
PATTERN : FULL TIME – SEMESTER										SCHEME : E						
SR. NO.	SUBJECT TITLE	Abbreviation	SUB CODE	TEACHING SCHEME			EXAMINATION SCHEME									
				TH	TU	PR	PAPER HRS	TOTAL (1)		PR (4)		OR (8)		TW (9)		SW (16006)
								Max	Min	Max	Min	Max	Min	Max	Min	
1	Food Production Management	FPM	12668	2	--	8	3	100	40	50#	20	--	--	25@	10	50
2	Food & Beverage Management	FBM	12669	2	--	2	3	100	40	50#	20	--	--	25@	10	
3	Rooms Division Management	RDM	12670	2	--	2	3	100	40	50#	20	--	--	25@	10	
4	Tourism	TRM	12671	2	--	--	3	100	40	--	--	--	--	25@	10	
5	Professional Practices	PPS	12672	1	--	2	--	--	--	--	--	25#	10	25@	10	
6	Elective (Any One)															
	Confectionary Bakery & Larder Work	CBL	12673	2	--	4	--	--	--	50#	20	50#	20	25@	10	
	Bar Tendering	BTD	12674	2	--	4	--	--	--	50#	20	50#	20	25@	10	
	Rooms Division.	RDN	12675	2	--	4	--	--	--	50#	20	50#	20	25@	10	
TOTAL				11	--	18	--	400	--	200	--	75	--	150	--	
Student Contact Hours Per Week: 29 Hrs.																
THEORY AND PRACTICAL PERIODS OF 60 MINUTES EACH.																
Total Marks : 875																
@ Internal Assessment, # External Assessment, \$ - Common to All Conventional Diploma, No Theory Examination.																
Abbreviations: TH-Theory, TU- Tutorial, PR-Practical, OR-Oral, TW- Termwork, SW- Sessional Work																
➤ Conduct two class tests each of 25 marks for each theory subject. Sum of the total test marks of all subjects is to be converted out of 50 marks as sessional work (SW).																
➤ Progressive evaluation is to be done by subject teacher as per the prevailing curriculum implementation and assessment norms																
➤ Code number for TH, PR, OR and TW are to be given as suffix 1, 4, 8, 9 respectively to the subject code.																

COURSE NAME : HOTEL MANAGEMENT AND CATERING TECHNOLOGY**COURSE CODE : HM****SEMESTER : SIXTH****SUBJECT TITLE : FOOD PRODUCTION MANAGEMENT****SUBJECT CODE : 12668****Teaching & Examination Scheme**

Teaching scheme			Examination scheme					
TH	TU	PR	PAPER HRS	TH	PR	OR	TW	TOTAL
02	--	08	03	100	50#	--	25@	175

NOTE:

- **Two tests each of 25 marks to be conducted as per the schedule given by MSBTE.**
- **Total of tests marks for all theory subjects are to be converted out of 50 and to be entered in mark sheet under the head Sessional Work. (SW)**

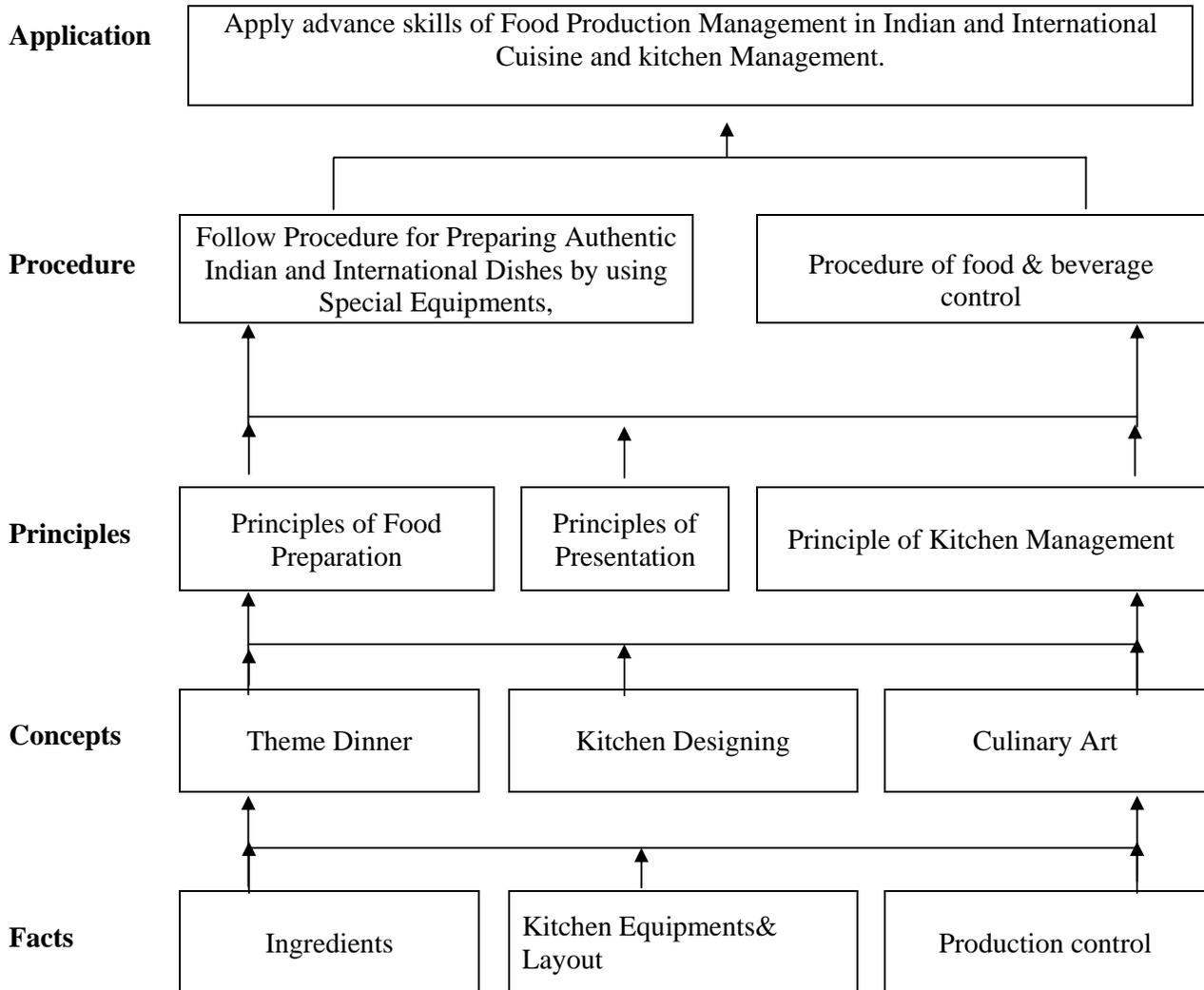
Rational:

This subject focuses on development of advance skills in International Cuisine, store, and kitchen management. This will help the students in acquiring basic knowledge of kitchen and production control, layout and designing of kitchen & recipe balancing.

Objectives: The students will be able to:

1. Develop knowledge & interest in International cuisine.
2. Know different specialized equipments.
3. Know how to manage production unit.
4. Understand basic skills required in the food production control.
5. Developed skill in recipe balancing.

Learning Structure:



Contents:

Chapter	Title	Hours	Marks
1	International Cuisine 1.1 Geographical location, 1.2 Historical background, 1.3 Staple food 1.4 Regional influences, 1.5 Specialties, recipes, 1.6 Equipments used in relation to 1.6.1 Great Britain, 1.6.2 France, 1.6.3 Italy, 1.6.4 Spain 1.6.5 Portugal 1.6.6 Germany, 1.6.7 Thailand, 1.6.8 China, 1.6.9 Mexico, 1.6.10 Arabian Countries. 1.6.11 e.g. FRENCH Culinary French Classical recipes (recettes classique) Historical Background of Classical Garnishes Offals/Game Larder terminology and vocabulary	04	20
2	Specialized Equipments 2.1 Modern development in specialized equipment manufacturers. 2.2 Selection of specialized equipments and manufacturers, 2.3 Care and upkeep of specialized equipments Buffalo Chopper, 2.4 Bone Saw, Bread slicing machine, Gravity slicer, Combination oven, Microwave oven, Dough sheeter, French fries cutting machine, etc	04	12
3	3.1 PRODUCTION MANAGEMENT 3.1.1 Kitchen Organization 3.1.2. Allocation of Work-Job Description, Duty Rosters 3.1.3 Production Planning 3.1.4 Production Scheduling 3.1.5 Production Quality & Quantity Control 3.1.6 Forecasting Budgeting 3.1.7 Yield Management 3.2 PRODUCT & RESEARCH DEVELOPMENT 3.2.1 Testing new equipment, 3.2.2 Developing new recipes 3.2.3 Food Trails 3.2.4 Organoleptic & Sensory Evaluation	08	20

4	Stores Management 4.1 Stores layout and Planning 4.2 Standard purchase, Standard Purchase Specification 4.3 Inventories – Types and Importance 4.4 Stock Taking – Different Types, Stock Evaluation, Stock Outs, Problems related to Stock Taking. 4.5 Dealing with Suppliers 4.6 Records and Documents, Computerized Stores Control System.	06	16
5	Food & Beverage Production Control. 5.1 Food Production Control 5.2 Standardized Recipe 5.3 Standard Yield. 5.4 Standard Portion Size. 5.4 Food Production planning. 5.5 Beverage Control. 5.6 Standard Drink Recipe.	08	20
6	Recipe Balancing 6.1 Principles of recipe balancing in cake making and bakery 6.2 Action of different ingredients and the role played in baking.	02	12
Total		32	100

Practical:

Institute may compile their own sets of menu by Referring Suggested menu. Minimum five dishes from each country.

Country	No. of Menu
Great Britain	1
France	1
Italy	2
Spain and Portugal	1
Germany	1
Thailand	2
China	2

Four to Five course menus to be formulated featuring International Cuisines

FRENCH ORIENTAL, Chinese, Thai

ITALY, GERMANY, SPAIN, GREECE, MEXICAN, MEDITERRANEAN AND LEBANESE

SUGGESTED MENUS**FRENCH****MENU 01**

- Consommé Carmen
- Pullet Sauté Chasseur
- Pommes Loretta
- Haricots Verts
- Salad de Betterave
- Brioche
- Baba au Rhum

MENU 02

- Bisque D'écresse
- Escalope De Veau viennoise

- Pommes Batailles
- Courge Provencale
- Epinards au Gratin

MENU 03

- Crème Du Barry
- Darne De Saumon Grille
- Sauce paloise
- Pommes Fondant
- Petits Pois A La Flamande
- French Bread
- Tarte Tartin

MENU 04

- Veloute Dame Blanche
- Cote De Porc Charcuterie
- Pommes De Terre A La Crème
- Carottes Glace Au Gingembre
- Salade Verte
- Harlequin Bread
- Chocolate Cream Puffs

MENU 05

- Cabbage Chowder
- Poulet A La Rex
- Pommes Marguises
- Ratatouille
- Salade De Carottées Et Céleris
- Clover Leaf Bread
- Savarin Des Fruits

MENU 06

- Barquettes Assortis
- Stroganoff De Boeuf
- Pommes Persilles
- Salade De Chou-Cru
- Garlic Rolls
- Crêpe Suzette

MENU 07

- Duchesse Nantua
- Poulet Maryland
- Croquette Potatoes
- Salade Niçoise
- Brown Bread
- Pâte Des Pommes

MENU 08

- Kromeskies
- Filet De Sols Walweska
- Pommes Lyonnaise
- Funghi Marirati
- Bread Sticks
- Souffle Milanaise

MENU 09

- Vol-Au-Vent De Volaille Et Jambon
- Homard Thermidor
- Salade Waldorf
- Vienna Rolls
- Mousse Au Chocolat

MENU 10

- Crabe En Coquille
- Quiche Lorraine
- Salade de Viande
- Pommes Parisienne
- Foccacia
- Crème Brûlée
- Plus 4 Buffets - Cold Buffet
- Hot Continental
- Indian Continental

CHINESE

MENU 01

- Prawn Ball Soup
- Fried Wantons
- Sweet & Sour Pork
- Hakka Noddles

MENU 02

- Hot & Sour soup
- Beans Sichwan
- Stir Fried Chicken & Peppers
- Chinese Fried Rice

MENU 03

- Sweet Corn Soup
- Shao Mai
- Tung-Po Mutton
- Yangchow Fried Rice

MENU 04

- Wonton Soup
- Spring Rolls
- Stir Fried Beef & Celery
- Chow Mein

MENU 05

- Prawns in Garlic Sauce
- Fish Szechwan
- Hot & Sour Cabbage
- Steamed Noddles

INTERNATIONAL

SPAIN

- Gazpacho
- Pollo En Pepitoria
- Paella
- Fritata De Patata

- Pastel De Mazaana

ITALY

- Minestrone
- Ravioli Arabeata
- Fettocine Carbonara
- Pollo Alla Cacciatore
- Medanzane Parmigiane
- Grissini
- Tiramisu

GERMANY

- Linsensuppe
- Sauerbaaten
- Spatzale
- German Potato Salad
- Pumpernicklr
- Apfel Strudel

U.K.

- Scotch Broth
- Roast Beef
- Yorkshire Pudding
- Glazed Carrots & Turnips
- Roast Potato
- Yorkshire Curd Tart
- Crusty Bread

GREECE

- Soupe Avogolemeno
- Moussaka A La Greque
- Dolmas
- Tzaziki
- Baklava
- Harlequin Bread

Term Work: Each student has to maintain the record of the menu/receipts and calculate their cost.

References:**Books**

Author	Title	Edition	Year of Publication	Publishers Name & Address
Thangam E. Phillip	Modern Cookery Vol. 2	4 th	--	Orient Long Man Ltd., 3/6-272 Hyderabad
Krishna Arora	Theory of Cookery	--	--	Frank Bros. And Sons, 4675 A, Ansari Road, 21 Daryagang, Delhi.
John Kinsella, David harvey	Professional Charcuterie	1 st	1996	John Wiley and Sons, NY
Stanley Thornes	Food Preparation and Cooking	--	--	Ellenborough House, Wellington Street,

Author	Title	Edition	Year of Publication	Publishers Name & Address
				Cheltenham, Glos GL 501YD
Wayne Gisselen	Professional Cooking	3 rd	1995	John Wiley and Sons, NY
David Paul Larousse	The Professional Garde Manger	3 rd	1996	John Wiley and Sons, NY
Paul Hamlyn	Gastronomique	2 nd	1977	Reed Consumer Book Ltd., Mechelin House, 81 Fulham Road, London
David R. Stevenson	Basic Cookery	--	--	Stanley Thornes Ltd. Old, Stn. Drive, Leckampton, England.
Richard Kotas	Food and Beverage Management	--	--	--

Learning Resources:

1. Charts
2. Video CD's
3. Modules
4. Journals & Magazines

COURSE NAME : HOTEL MANAGEMENT AND CATERING TECHNOLOGY
COURSE CODE : HM
SEMESTER : SIXTH
SUBJECT TITLE : FOOD & BEVERAGE MANAGEMENT
SUBJECT CODE : 12669

Teaching & Examination Scheme

Teaching scheme			Examination scheme					
TH	TU	PR	PAPER HRS	TH	PR	OR	TW	TOTAL
02	--	02	03	100	50#	--	25@	175

NOTE:

- Two tests each of 25 marks to be conducted as per the schedule given by MSBTE.
- Total of tests marks for all theory subjects are to be converted out of 50 and to be entered in mark sheet under the head Sessional Work. (SW)

Rationale:

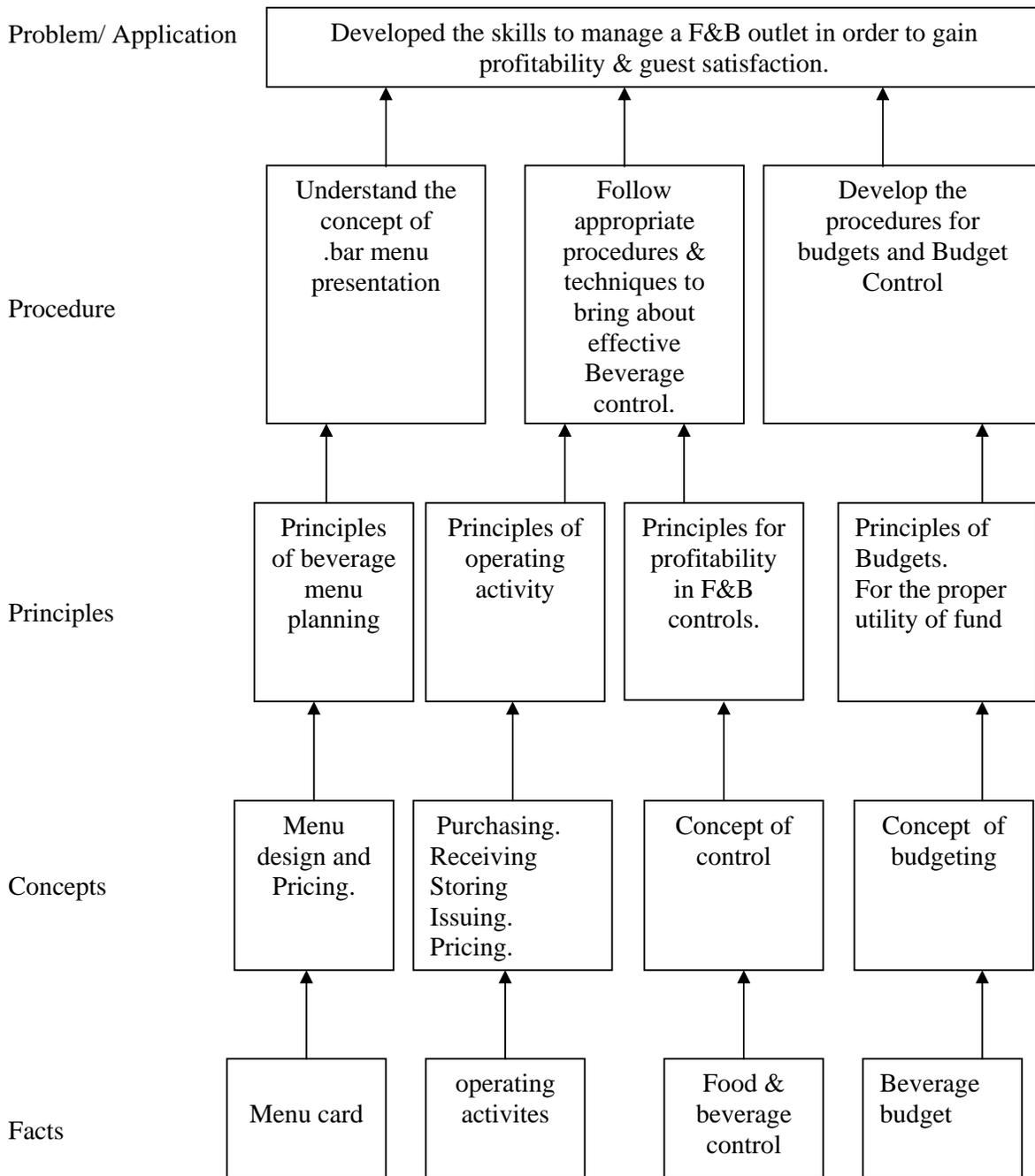
The student will acquire knowledge on food & beverage management. It will enable the students to develop skills in Beverage control, designing beverage menu card, controlling stores and planning budgets for the beverages.

Objectives:

The student will be able to:

1. Understand beverage controls s.
2. Control storeroom issues.
3. Planning of Beverage Menu Card.
4. To Plan budgets for the beverages.

Learning Structure:



Contents:

Chapter	Topic	Hours	Marks
1	FOOD & BEVERAGE SERVICE CONTROL 1.1 Objectives of F& B control. 1.2 Fundamentals of F&B control 1.3. Obstacles of F&B control 1.4. food control check list. 1.5. Records maintained in F&B department.	08	20
2	BASIC OPERATING ACTIVITIES. 2.1.Purchasing. 2.2Receiving 2.3Storing 2.4Issuing. 2.5 Pricing.	04	20
3	BEVERAGE CONTROL PROCEDURE. 3.1 calculation of beverage cost. 3.2 Banquet and Function Bar system. 3.3 Bar Procedures. 3.4 Malpractices in the bar Beverage Control. 3.5 Standard Drink Recipe 3.6 Use of automatic dispensing machine-advantages &disadvantages	08	22
4	MENU & BEVERAGE LIST. 4.1 Basic menu criteria. 4.2 Beverage list. 4.3 Type of beverage list. 4.4 General Presentation. 4.5 Bar check list. 4.6 Menu merchandising. 4.7 Revenue Control. 4.8 Manual System. 4.9 Machine System.	08	22
05	BUDGETS AND BUDGETARY CONTROL:- 5.1 Definition for Budget and Budgetary control 5.2 Classification of Budgets 5.3 Master Budget Examples for operating and Capital Budget	04	16
TOTAL		32	100

List of Practicals:

1	Assignment on Records maintained in F&B department.	The student will be able to recall previous knowledge and implement it. To perform the assignment.
2	Presentation of bar menu card.	Learn the techniques for taking order in bar.
3	Bar menu	Menu designing and planning
4	Service in a bar & Bar order taking procedures.	Learn the techniques of preparing a Beverage Order ticket & service of different types of beverages served in a bar.
5	Set up of bar counter	Island bar , double decker bar , back bar,

Projects to be done:

1. Students may be sent for hotel visits to interact with Industry professionals in operation control of Food & Beverage control department. Assignments may be given in the form of mini projects in menu designing, food & beverage controls & planning of service areas.
2. Prepare a budget for food & Beverage Department for preparation of a food festival in your establishment.
3. Prepare a standard Purchase Specification for a item given by your faculty.
4. As Food & Beverage Service manager of a new hotel. How would you forecast the sales volume.
5. Conduct a research on operating expenses that are likely to occur in a hotel with five food & beverage outlets.
6. Imagine yourself to be the Food & Beverage controller. Make a report on your job responsibilities.
7. Imagine you are a purchase manager of a large hotel. Highlight your role in making the hotel profitable.
8. Prepare a brief note highlighting the job opportunities in Hotel Industry.

List of Books:

Sr. No	Name of the author	Title	Edition	Year of Publication	Publishers Name & Address.
1.	Clement Ojugo	Practical Food & Beverage Cost Control.	--	--	Delmers Publishers, Columbia Circle Box 15015 ,Albany, New York.
2.	Douglos C. Keister	Food & Beverage Control.	Second	--	Prentice Hall, Englewood Cliffs, New Jersey 07632.
3.	Ozi D' Cunha & Gleson D' Cunha.	Budgeting, Costing and Controls	2001	2001	Dickey' s Enterprise.
4.	Sally Stone & Richard Kotas.	Food & Beverage Management.	1998	1994	--

COURSE NAME : HOTEL MANAGEMENT AND CATERING TECHNOLOGY
COURSE CODE : HM
SEMESTER : SIXTH
SUBJECT TITLE : ROOMS DIVISION MANAGEMENT
SUBJECT CODE : 12670

Teaching & Examination Scheme

Teaching scheme			Examination scheme					
TH	TU	PR	PAPER HRS	TH	PR	OR	TW	TOTAL
02	--	02	03	100	50#	--	25@	175

NOTE:

- Two tests each of 25 marks to be conducted as per the schedule given by MSBTE.
- Total of tests marks for all theory subjects are to be converted out of 50 and to be entered in mark sheet under the head Sessional Work. (SW)

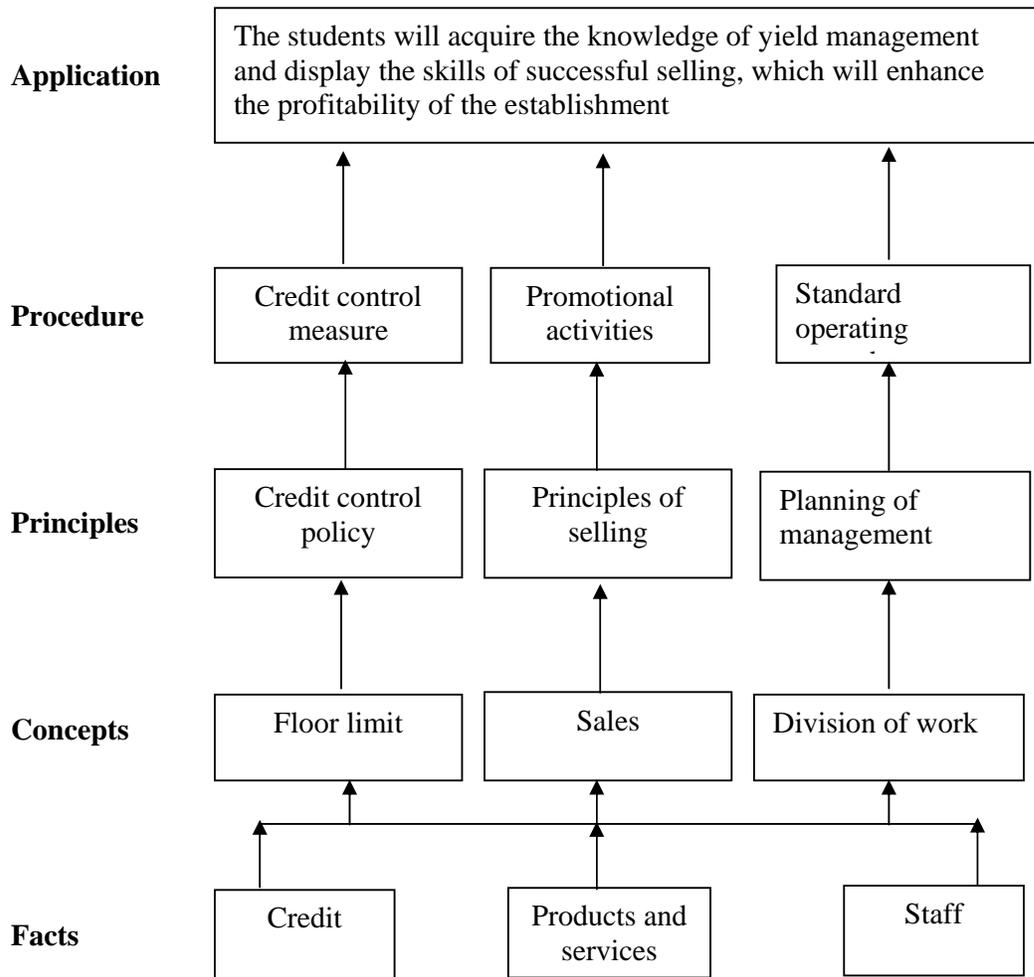
Rationale:

This subject focuses on managerial aspects in room division management. This will help the students in acquiring knowledge of demand and supply of hotel products, credit control. It also aims to impart knowledge on planning and organizing the housekeeping department and to consider all aspects of cost control to establish profitability.

Objective:

1. To understand the applications of yield management.
2. To identify the measures for credit control.
3. To illustrate the role of front office in hotel's marketing program.
4. To understand the importance of staffing pattern in housekeeping department.
5. To appreciate the significance of contracts and outsourcing.

Learning Structure:



Contents:

Chapter	Title	Hours	Marks
1	YIELD MANAGEMENT 1.1 Importance Of Yield Management 1.2 Room Sales Mix Percentage 1.3 Discount Fixation 1.4 Control Of Reservation Period 1.5 Yield Management Team 1.6 Measuring Yield 1.7 Objectives Of Yield Management 1.8 Benefits Of Yield Management 1.9 Tools And Strategies For Yield Management	04	12
2	CREDIT CONTROL 2.1 Meaning And Objectives Of Credit Control 2.2 Hotel Credit Control Policy 2.2.1 Guest With Guaranteed Bookings 2.2.2 Corporate Accounts Holders 2.2.3 Credit Card Credit Control Measures: 2.2.3.1 Check In 2.2.3.2 During Occupancy 2.2.3.3 Check Out 2.2.3.4 After Departure 2.2.3.5 Other Sales Department 2.2.3.6 Protection Of Hotel Funds	06	16
3	SELLING HOTEL PRODUCT: ROOMS AND SERVICES 3.1 Importance Of Marketing 3.2 Reception As Sales Department 3.3 Selling Techniques For The Receptionist 3.3.1 ABC of selling 3.3.2 Up Selling 3.3.3 Down Selling 3.3.4 Personal Selling 3.3.5 Add-ons Or Extra 3.4 Principles Of Successful Selling 3.5 Selling Techniques And Telephone 3.6 Corporate Sales 3.7 Group And Tours 3.8 Incentive Tours 3.9 Promotional Tools For Selling 3.10 Glossary Of Front Office Related To iii And V Semester	06	20

4	MANAGEMENT IN HOUSEKEEPING 4.1 Planning Process 4.2 Division Of Work 4.3 Area Inventory Lists 4.4 Frequency Schedules 4.5 Performance Standards 4.6 Productivity Standards 4.7 Staffing Pattern 4.7.1 Job Allocation 4.7.2 Determining Staff Strength 4.7.3 Staffing Guide 4.7.4 Planning Duty Rosters 4.7.5 Fixed And Rotating Duty Rosters 4.8 Daily Routines And Systems 4.8.1 The Housekeeping Day-Opening The House, Briefing, Room Assignments, Handover Of Keys, Room Status Check 4.8.2 Supervision And Guest Room Inspection	06	16
5	BUDGETING FOR HOUSEKEEPING 5.1 Importance Of Budgeting 5.1.1 Types of Budgets 5.1.2 Housekeeping Expenses 5.1.3 Budget Planning Process 5.1.4 Income Statement of The Rooms Division 5.1.5 Controlling Expenses 5.2 Inventory Control And Stocktaking 5.3 Purchasing 5.3.1 Principles If Purchasing 5.3.2 Stages In Purchasing 5.3.3 Types of Purchasing 5.3.4 Purchasing Standards For: Guest Supplies, Linen And Uniforms, Cleaning Supplies 5.4 Issuing And Control Of Records	04	18
6	CONTRACT CLEANING AND RENOVATION 6.1 Defining Contracts And Outsourcing 6.1.1 Contract Services In Housekeeping 6.1.2 Hiring Contract Providers 6.1.3 Pricing of Contracts 6.1.4 Advantages And Disadvantages of Contract Services 6.2 Hotel Renovation 6.2.1 Reasons To Renovate 6.2.2 Types Of Renovation 6.2.3 Subsidiary Process In Renovation 6.2.4 Snagging List 6.3 Glossary Related To Housekeeping of VI Semester	06	18
TOTAL		32	100

List of Practicals:

1. Role plays as Front office, lobby, reservation managers and executive housekeeper should be practiced including front office and housekeeping (Performance should include operational and managerial skills developed in all semesters.) 4 Practicals
2. Prepare a yield report, as a front office manager on the data given by the faculty 1 practical
3. Practice on credit control measures assigned by subject expert 1 Practical

4. Role-plays to be performed for selling the hotel product: rooms and services for various prospective clients of the hotel: corporate, groups, travel agents along with the promotional aids used for sales. 2 Practicals
5. Work out the productivity standards for the floor supervisor and chambermaids
6. Plan and practice the daily routine of housekeeping. 1 Practical
7. Perform the procedure adopted for the purchase of housekeeping inventory. (Inventories to be assigned by the subject expert) 1 Practical
8. Special decoration for special occasion

List of Mini Projects:

- 1) Draw up the contract specifications for the cleaning of public areas of hotel management institute
- 2) Determine the staff strength required for housekeeping of a resort and plan the duty rosters for the same.
- 3) Preparation of operational housekeeping budget of a 3 star hotel
- 4) Prepare a snag list for the renovation of the areas given.

- **Case studies to be done as assigned by subject expert**

Learning resources:**Cds, Journals and magazines**

www.google/housekeeping.com

Learning Resources: Book

Author	Title	Edition	Year of publication	Publisher and Address
G. Raghubalan Smritee Raghubala	Hotel housekeeping Operations and Management	First	2007	Oxford University Press YMCA library Building, Jai singh Road New Delhi
S.K.Kaushal S.N.Gautam	Accommodation Operations and Management	First	2006	Frank Bros and co. ltd 4675-A, Ansari Road, , 21 Daryaganj, New Delhi
Joan Branson	Hotel, Hostel and Housekeeping	Fifth	1988	Edward arnold ltd. 41 bedford square London
Robert J. Martin	Professional MNgmt. of Housekeeping Operations	Third	1998	John Wiley and sons inc605 3 rd avenue New York
Sudhir Andrews	Hotel Housekeeping Training Manual	Eight	1992	Tata Macgraw Hills Publication co. ltd New Delhi
Stanley Thornes	Reception student guide	1st Reprint-	1994	S. Thornes ltd, Ellenborough house, Wellington St., Cheltenham.
Peter Abbott & Sue Lewry	Front Office Procedures, Social	1st	1991	Butterworth Heinemann Ltd.

	Skills & Management			Halley court, Jordanhill, Oxford.OX2 8EJ
Colin Dix & Chris Baird	Front Office Operations	Third	1998	Pitman Publication Ltd. Delhi.
Sudhir Andrews Front Office	Front Office Training Manual	14th	1995	Tata McGraw Hill Publication
Dennis Foster	Rooms At the Inn Front Office Operations & Administration	1st	1992	Division of Macmillan McGraw Hill Publication Co., London
Grage Paige & Jane Paige	The Hotel Receptionist	2nd	1977	Cassell Education Ltd., Artillery Road, London SW1P 1RT
Paul B White & Helen Beckley	Hotel Reception	1st	1982	Edward Arnold Ltd., 41 Bedford Square, London: WC 1BDQ
Jerome J Vellen	Check In Check Out	3rd	1980	WMC Brown Publishers
Sue Baker, Pam Breadly, Jeremy Huyton	Principles of Front Office Operations	1st	1994	Cassell Wellington House 125 Strand London: WC2R OBB

COURSE NAME : HOTEL MANAGEMENT AND CATERING TECHNOLOGY**COURSE CODE : HM****SEMESTER : SIXTH****SUBJECT TITLE : TOURISM****SUBJECT CODE : 12671****Teaching & Examination Scheme**

Teaching scheme			Examination scheme					
TH	TU	PR	PAPER HRS	TH	PR	OR	TW	TOTAL
02	--	--	03	100	--	--	25@	125

NOTE:

- **Two tests each of 25 marks to be conducted as per the schedule given by MSBTE.**
- **Total of tests marks for all theory subjects are to be converted out of 50 and to be entered in mark sheet under the head Sessional Work. (SW)**

Rationale:

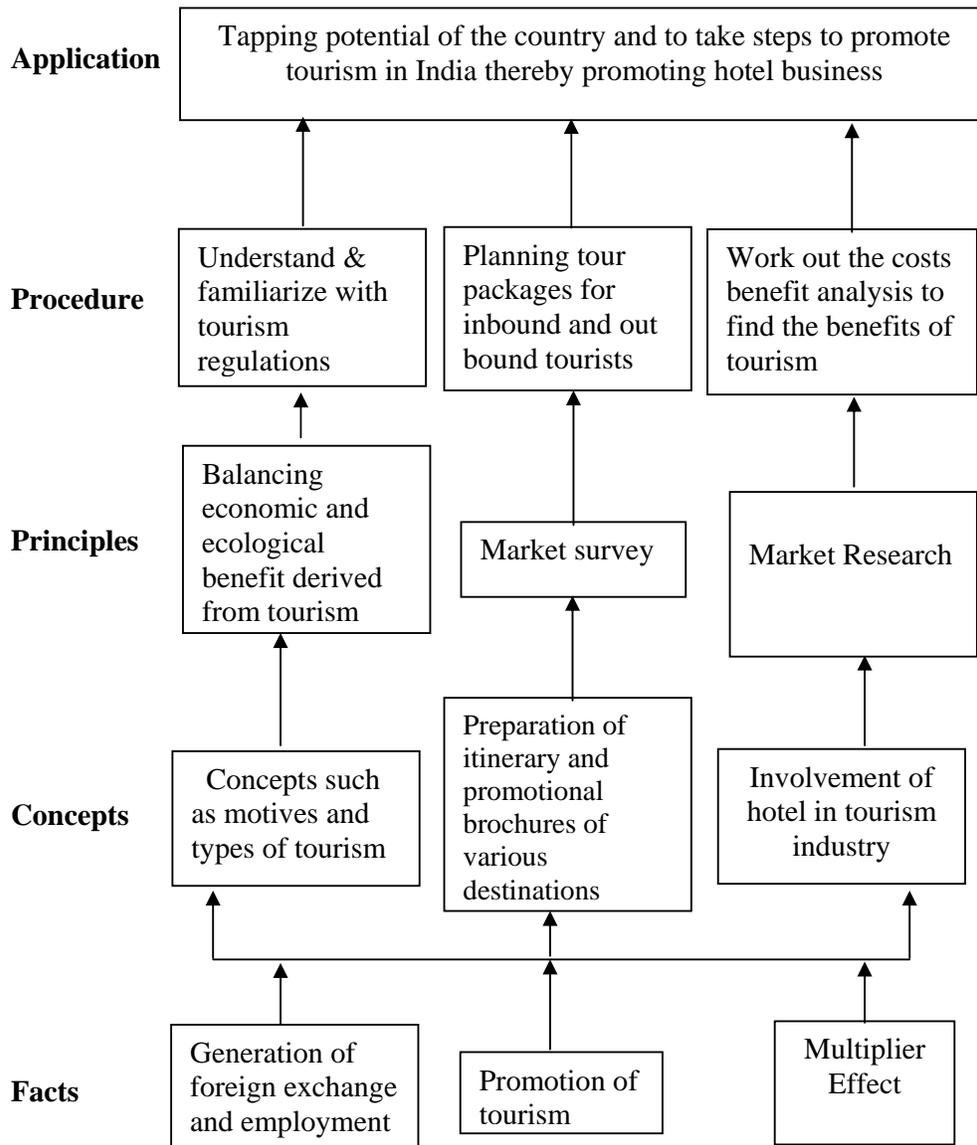
This subject deals with the importance of tourism and its role in the growth of hotel industry. This also helps the students to analyze the potential of tourism at untapped destination to leverage the development of tourism.

Objectives:

The student will be able to:

- 1) Acquaint the students with the latest trends in tourism.
- 2) Enable the students to understand the importance of tourism in growth of hotel industry.
- 3) Familiarize the students with regulations in context with inbound and outbound tourism.
- 4) Introduce the students with new avenues of entrepreneurship in hospitality industry.

Learning Structure:



Contents:

Chapter	Title	Hours	Marks
1	TOURISM: A WORLD WIDE PHENOMENON 1.1 Introduction 1.2 Historical evolution and development 1.3 Concept & Definition 1.3.1 Tourism 1.3.2 Tourist 1.3.3 Tourism Products 1.4 Motives Of Tourism 1.4.1 Physiological Motives 1.4.2 Psychological Motives 1.5 Types Of Tourism 1.5.1 Domestic Tourism (Inbound Tourism) 1.5.2 International Tourism (Out Bound Tourism) 1.5.3 Alternative Tourism	03	10
2	TOURISM AS A INDUSTRY 2.1 Tourism Industry 2.2 Constituents Of Tourism Industry 2.2.1 Primary Constituents 2.2.2 Secondary Constituents 2.2.3 Tertiary Constituents 2.3 Travel formalities and Regulations 2.3.1 Passport: functions, types, issue authority, procedure for obtaining passport. 2.3.2 VISAS: functions, types, issue authority, procedure for obtaining VISA. Other travel legislation 2.3.3 Foreign exchange regulations: countries and currencies, procedure for obtaining foreign exchange, foreign exchange counters, custom formalities, imagination 2.3.4 In-Bound And Out – Bound Regulations 2.3.5 Health Regulation 2.3.6 Law And Order Regulations 2.3.7 Food & Accommodation Regulation 2.3.8 Environment Protection And Conservation	04	16

3	TOURIST DESTINATION 3.1 Introduction 3.2 People And Their Environment 3.2.1 Pull And Push Factors 3.2.2 Demand Led Systems 3.3 Carrying Capacity Of The Destination 3.3.1 Socio-Cultural Impact 3.3.2 Environmental Impact Of Tourism 3.3.3 Ecological Impact Of Tourism 3.4 Cultural Pollution Caused By Tourism 3.5 Garbage Control 3.5.1 Pollution Caused By Garbage 3.5.2 Types Garbage 3.5.3 Use Of Eco -Friendly Methods Of Garbage Disposal 3.6 Tourism And Development Planning 3.7 Travel Statistics 3.7.1 Category Of Travel Statistics 3.7.2 Methods Of Measurement	05	16
4	ROLE OF TOURISM IN ECONOMY 4.1 Contribution Of Tourism To Employment Generation 4.2 Foreign Exchange Earning 4.3 Multiplier Effect Of Tourism 4.4 Concepts And Definition Of Demand For Tourism 4.4.1 Consumer Behavior And Tourism Demand and supply 4.4.2 Determinants Of Tourism Demands and supply 4.4.3 Measuring The Demands and supply 4.4.4 Pattern Of Demand and supply 4.5 Tourism Finance 4.5.1 Sources Of Finance 4.5.2 Government Role In Financing 4.5.3 Various Incentives Offered To Tourism Industry	05	12
5	TOURISM INDUSTRY ORGANIZATION & INFRASTRUCTURE 5.1 Introduction To Various National And International Tourism Organization (WTO, ASTA, UFTAA IATA, PATA, NTO, ICAO & TAAI) 5.1.1 Role Of Organizations In Promoting Tourism 5.1.2 Various Functions Of Organizations 5.2 Accommodation And Tourism 5.2.1 primary accommodation 5.2.2 secondary accommodation 5.3 Transport systems In Tourism 5.3.1 air transport 5.3.2 railways 5.3.3 road 5.3.4 sea and waterways: domestic and international examples 5.4 Intermediaries In Tourism 5.5 Attractions	05	14

6	TOUR OPERATIONS 6.1 Travel Agency Operations: 6.1.1 Ticketing 6.1.2 Booking 6.1.3 Special Services 6.2 Tour Operators Operations: 6.2.1 Main Partner 6.2.2 Types of Tours 6.2.3 Major National And International Tour Operators 6.2.3 Package Tour 6.2.4 Planning of An Itinerary 6.2.5 Costing of Tours 6.2.6 Promotional Material Used By Travel Agents Tourist Transport Operators 6.3 Travel Agents 6.3.1 Role And Functions Of Travel Agents 6.3.2 Travel Desks At Hotel 6.4 Guides And Escorts 6.4.1 Role of Guides And Escorts 6.4.2 Guiding As A Technique 6.4.3 Escorting A Tour 6.4.4 Tourist Expectations 6.5 Tourist Information Sources 6.5.1 Importance of Information 6.5.2 Sources of Information 6.5.2.1 Government Tourist Offices 6.5.2.2 Private Agencies 6.5.2.3 Media	06	18
7	TOURISM MARKETING 7.1 Definition And Concept of Marketing 7.2 Characteristic of Tourism Products 7.3 Marketing of Tourism Products 7.4 Marketing Mix For Tourism 7.5 Implementing 7 Ps of Marketing In Tourism	04	14
Total		32	100

Assignments:

1. Make a assignment on various tourist destinations in and around city.
2. Make an assignment on various monuments in India.
3. Make an assignment on various places of historical importance in India.
4. Make an assignment on various world heritage sites in India.

Mini projects:

1. Make short itineraries of untapped tourist destination in your district.
2. Design promotional literature and brochures for various tourist destinations as assigned by subject teachers.

Learning Resources**Reference Books:**

Sr. No.	Author	Title	Edition	Year of Publication	Publisher And Address
1	Dr. Jag Mohan Negi	Foundations For Tourism Development	--	2002	Galgotia Publishing Company
2	Dr. Jag Mohan Negi	Tourism Development And Resource Conservation	1 st Edition	1990	Metropolitan New Delhi
3	Chris Cooper John Fletcher David Gilbert Stephen Wanhill	Tourism-Principals And Practice	1 st Edition	1993	Pitman Publishing 128, Long Acre, London
4	Willam Gratner	Tourism Development Principles, Processes And Policies	--	1996	Van Nostrand Reinhold 115 Fifth Avenue, New York
5	Edward Inskeep	Tourism Planning: An Integrated And Sustainable Development Approach	--	--	Van Nostrand Reinhold 115 Fifth Avenue, New York
6	Tapan K Panda Sitikantha Mishra Bivraj Bhushan Parida	Tourism Management- The Socio-Economic And Ecological Perspective	--	2004	Orient Longman Private Limited Himayatnagar Hyderabad
7	Ratandeep Singh	Infrastructure of Tourism in India	--	1996	Kanishka Publisher, Distributors, New Delhi 110 002
9	Maneet Kumar	Tourism Today: An Indian Perspective	--	--	Kanishka Publisher, Distributors, New Delhi 110 002
10	Kunal Chattopadhyaya	Economics Impact of Tourism Development	--	--	Kanishka Publisher, Distributors, New Delhi 110 002
11	Ratandeep Singh	Tourism Today Structure, Marketing, Profile	--	--	Kanishka Publisher, Distributors, New Delhi 110 002
12	R. K. Malhotra	Encyclopaedia of Hotel	Set of 10 Vol	--	Anmol Publication Pvt. Ltd.,

		Management and Tourism			New Delhi 110 002
13	R. K. Sinha	Leisure Tourism	--	1999	Dominanat Publisher & Distributors, 116-A, South Anarkali, Delhi 110051.
14	Yashodhara Jain	Tourism Development (Problems and Prospects)	--	1998	S. B. Nangia, A. P. M. Publishing Corporation, 5, Ansari Road, Darya Ganj, New Delhi 110 002

COURSE NAME : HOTEL MANAGEMENT AND CATERING TECHNOLOGY
COURSE CODE : HM
SEMESTER : SIXTH
SUBJECT TITLE : PROFESSIONAL PRACTICE
SUBJECT CODE : 12672

Teaching & Examination Scheme

Teaching scheme			Examination scheme					
TH	TU	PR	PAPER HRS	TH	PR	OR	TW	TOTAL
01	--	02	--	--	--	25#	25@	50

Rationale:

This subject deals with the significance of group of people working together to achieve a common goal, communication plays a important role in the process of sending and receiving business messages. The subject also enables people come together and shares their ideas at various workplaces and helps the organization to prosper.

Objectives:

1. To acquaint the students with the soft skills required for professional approach.
2. To enable the students to understand the importance of preparations for interviews and how to present oneself successfully.
3. To familiarize the students to organize a successful meeting.
4. To understand the concept of group discussions and team presentations.

Contents:

Chapter	Title	Hours
1	Business Writing 1.1 Introduction of Business writing 1.2 Written business communication 1.3 Resume writing 1.4 Kinds of business letters 1.5 Business Proposals 1.6 Formats of proposals 1.7 Proposal layout and design 1.8 Five key elements of winning Business proposals 1.9 Report writing	04
2	Interviews 2.1 Introduction 2.2 Principles of Interviewing 2.3 Preparations of Interviews 2.4 Success in an Interviews 2.5 Tips of Interviewing questions 2.6 Style of Interviewing	04
3	Meetings and conferences 3.1 Introduction 3.2 Planning a meeting 3.3 Meeting a process 3.4 How to lead effective meetings 3.5 Strategies issues related to effective meetings 3.6 Evaluating meetings – 3.7 Minutes 3.8 Planning a conference 3.9 Effective meetings via video conferencing 3.10 Web conferencing	04
4	Group Discussions and Team Presentations 4.1 Introduction 4.2 Methodolgy of group Discussions 4.3 Guidelines for group Discussions 4.4 role functions in Group Discussions 4.5 Type of functional behavior 4.6 Improving group performance 4.7 Team Presentations	04
TOTAL		16

List of Practical:

Revision of I, III, V semester related to this subject should be performed assigned by subject expert.	4 Practicals
Resume writing and letter of application should be practiced	1 Practicals
Work in a group of 3-4 for Writing of business letters assigned. Brain storming of contents to be written. Discuss and then finally draft the letter.	1 Practical
Preparation of proposal describing the event to be organized in your institute	1 Practical
Mock telephonic interviews to be practiced	1 Practical
Mock personal interviews will include preparing oneself for the interview.	2 Practicals

Plan and process the meeting of all heads of the department assigned by subject expert.

2 Practicals

Conduct mock Gds in a group on the topics allotted. One person should be neutral observer.

Observer should note the strength and weakness of individual and inform them.

2 Practicals

Case studies to be assigned on all the topics included in the curriculum one each

References:

Web Resources: www.mindtools.com, www.samcerto.com, www.stress.org.uk,
www.coopcomm.org/workbook.htm, www.mapnp.org/library/grp_skill/theory/theory.htm

Print Material:

Author	Title	Edition	Year of Pub.	Publisher & Address
Fred Luthans	Organisational Behavior	Sixth	1992	McGraw Hill
Kenneth a kiewra Nelson F. Dubois	Learning to learn	--	1998	Allyn and Bacon
E.H. Megrath	Basic Managerial Skills for all	Third	1989	Prentice hall of India Ltd.
P.D. Kulkarni & B.B. Sharama	Independent Study Techniques	--	1986	T.T.T.I. Chandigarh
Dr.R.L.Bhatia	Managing Time	First	1994	Wheeler Publishing
Tim Hindle	Manage Your Time	First	1998	Drling Kindersley
Elizabeth Hierney	101 ways to better Communication	1 st Edition	2001	Kogan Page
Glenn Parker	Team Building	First	2002	Viva Books Pvt Ltd. Mumbai
Elizabeth M. Christopher	Leadership Training	First	2002	Viva Books Pvt Ltd. Mumbai

COURSE NAME : HOTEL MANAGEMENT AND CATERING TECHNOLOGY
COURSE CODE : HM
SEMESTER : SIXTH
SUBJECT TITLE : CONFECTIONARY BAKERY & LARDER WORK (ELECTIVE)
SUBJECT CODE : 12673

Teaching & Examination Scheme

Teaching scheme			Examination scheme					
TH	TU	PR	PAPER HRS	TH	PR	OR	TW	TOTAL
02	--	04	--	--	50#	50#	25@	125

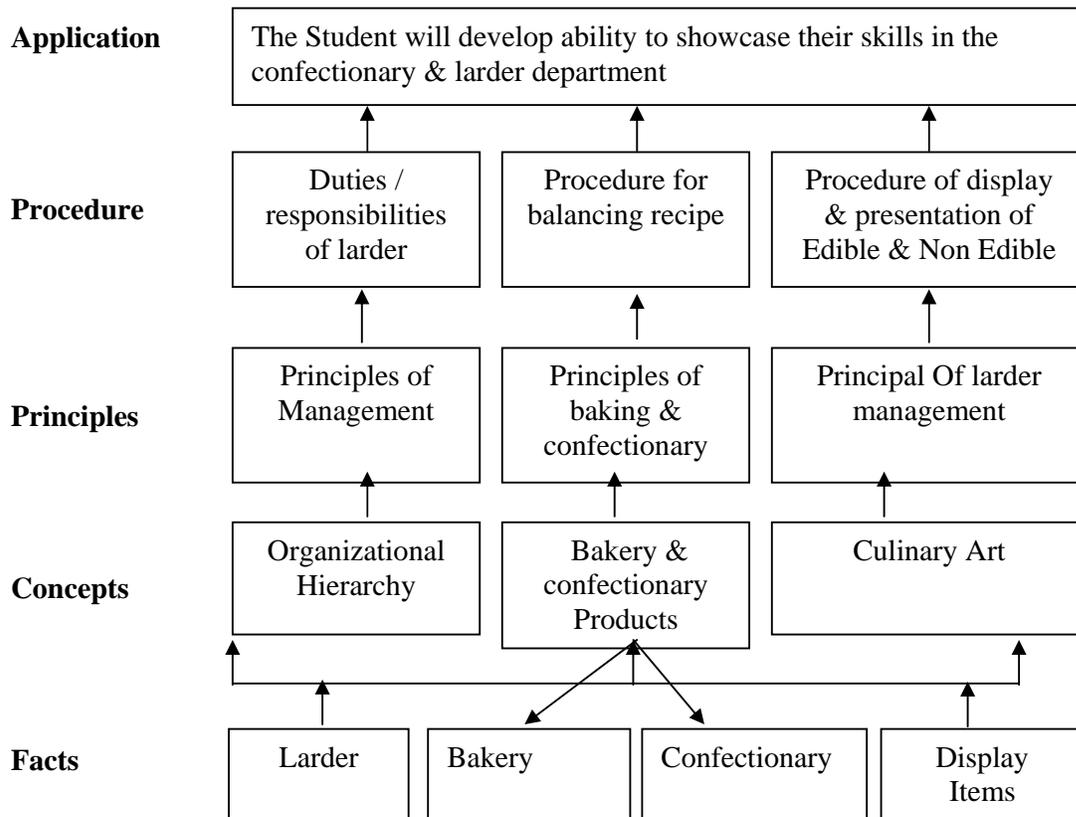
Rational:

The subject aims to specialized and to develop operation knowledge in the science & art of cuisine. The students will be developed a professional skill in Confectionary bakery & larder work.

Objectives: The student will be able to

1. Develop knowledge & interest in the larder department.
2. Know different section in bakery & larder department.
3. Know different accompaniments & garnishes.
4. Understand basic skills required in confectionary department.

Learning Structure:



Contents:

Chapter	Title .	Hours
1	<p>LARDER</p> <p>1.1 Layout & Equipment</p> <p>1.1.1 Introduction of Larder Work</p> <p>1.1.2 Definition</p> <p>1.1.3 Equipment found in the larder</p> <p>1.1.4 Layout of a typical larder with equipment and various sections</p> <p>1.2 Terms & Larder Control</p> <p>1.2.1 Common terms used in the Larder and Larder control</p> <p>1.2.2. Essentials of Larder Control</p> <p>1.2.3 Importance of Larder Control</p> <p>1.2.4 Devising Larder Control Systems</p> <p>1.2.5 Leasing with other Departments</p> <p>1.2.6 Yield Testing</p> <p>1.3 Duties and Responsibilities of The Larder Chef</p> <p>1.3.1. Functions of the Larder</p> <p>1.3.2. Hierarchy of Larder Staff</p> <p>1.3.3 Sections of the Larder</p> <p>1.3.4. Duties & Responsibilities of larder Chef</p>	06

2	<p>02 Charcuterie</p> <p>2.1 Sausage</p> <p>2.1.1. Introduction to charcuterie</p> <p>2.1.2 Sausage – Types & Varieties</p> <p>2.1.3 Casings – Types & Varieties</p> <p>2.1.4 Fillings – Types & Varieties</p> <p>2.1.5 Additives & Preservatives</p> <p>2.2 Forcemeats</p> <p>2.2.1 Types of forcemeats</p> <p>2.2.2 Preparation of forcemeats</p> <p>2.2.3 Uses of forcemeats</p> <p>2.3 Brines, Cures & Marinades</p> <p>2.3.1 Types of Brines</p> <p>2.3.2 Preparation of Brines</p> <p>2.3.3 Methods of Curing</p> <p>2.3.4 Types of Marinades</p> <p>2.3.5 Uses of Marinades</p> <p>2.3.6 Difference between Brines, Cures & Marinades</p> <p>2.4 Ham, Bacon & Gammon</p> <p>2.4.1 Cuts of Ham, Bacon & Gammon.</p> <p>2.4.2 Differences between Ham, Bacon & Gammon</p> <p>2.4.3 Processing of Ham & Bacon</p> <p>2.4.4 Green Bacon</p> <p>2.4.5 Uses of different cuts</p> <p>2.5 Galantines</p> <p>2.5.1 Making of galantines</p> <p>2.5.2 Types of Galantine</p> <p>2.5.3 Ballotines</p> <p>2.6 Pates</p> <p>2.6.1 Types of Pate</p> <p>2.6.2 Pate de foie gras</p> <p>2.6.3 Making of Pate</p> <p>2.6.4 Commercial pate and Pate Maison</p> <p>2.6.5 Truffle – sources, Cultivation and uses and Types of truffle.</p> <p>2.7 Mousse & Mousseline</p> <p>2.7.1 Types of mousse</p> <p>2.7.2 Preparation of mousse</p> <p>2.7.3 Preparation of mousseline</p> <p>2.7.4 Difference between mousse and mousseline</p> <p>2.8 Chaud Froid</p> <p>2.8.1 Meaning of Chaud froid</p> <p>2.8.2 Making of chaud frod & Precautions</p> <p>2.8.3 Types of chaud froid</p> <p>2.8.4 Uses of chaud froid</p>	10
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	2.9 Aspic & Gelee 2.9.1 Definition of Aspic and Gelee 2.9.2 Difference between the two 2.9.3 Making of Aspic and Gelee 2.9.4 Uses of Aspic and Gelee 2.10 Quenelles, Parfaits, Roulades 2.10.1 Preparation of Quenelles, Parfaits and Roulades 2.11 Non Edible Displays 2.11.1 Ice carvings 2.11.2 Tallow sculpture 2.11.3 Fruit & vegetable Displays 2.11.4 Salt dough 2.11.5 Pastillage 2.11.6 Jelly Logo 2.11.7 Tharmacol work	
3	Accompaniments & garnishes & salad 3.1 French classical menu 3.2 classical vegetable accompaniments 3.2.1 Popular International dishes 3.4 Classical potato Preparation 3.5 Classical garnishes 3.5.1 Indian/Asian 3.5.2 Western Food 3.6 Classification of salad 3.6.1 Types 3.6.2 Dressing 3.6.3 Parts of salad 3.6.4 Vegetable based/Meat/Pasta/Sea food/Pulses/Cereals	05
4.	Advanced Confectionary 4.1 Sugar craft 4.2 Cold puddings & sweets 4.3. Chocolate 4.3.1 History 4.3.2 Sources 4.3.3 Manufacture & Processing of Chocolate 4.3.4 Types of chocolate 4.3.5 Tempering of chocolate 4.3.6 Cocoa butter, white chocolate and its applications	06
5.	Bakery 5.1 Sandwiches/Rolls/Burgers/ pizzas/Hotdogs/foot longs 5.2 Types 5.2 Preparation 5.3 Selection of spreads/ Fillings 5.4 Classical sandwiches 5.5 Canapés 5.6 Presentation style & garnishes.	05
Total		32

PRACTICALS**MUST INCLUDE**

- Decorated Cakes
- Gateaux

- International Breads
- Sorbets, Parfaits
- Hot/Cold Desserts

Demonstration of Charcuterie Galantines

- Pate
- Terrines
- Mousselines
- Chocolates
- Vegetables Carving
- Ice- Carving

References:

Author	Title	Edition	Year of Publication	Publishers Name & Address
Thangam E. Phillip	Modern Cookery Vol. 2	4 th	--	Orient Long Man Ltd., 3/6-272 Hyderabad
Krishna Arora	Theory of Cookery	--	--	Frank Bros. And Sons, 4675 A, Ansari Road, 21 Daryagan, Delhi.
John Kinsella, David harvey	Professional Charcuterie	1 st	1996	John Wiley and Sons, NY
Stanley Thornes	Food Preparation and Cooking	--	--	Ellenborough House, Wellington Street, Cheltenham, Glos GL 501YD
Wayne Gisselen	Professional Cooking	3 rd	1995	John Wiley and Sons, NY
David Paul Larousse	The Professional Garde Manger	3 rd	1996	John Wiley and Sons, NY
Paul Hamlyn	Gastronomique	2 nd	1977	Reed Consumer Book Ltd., Mechelin House, 81 Fulham Road, London
David R. Stevenson	Basic Cookery	--	--	Stanley Thornes Ltd. Old, Stn. Drive, Leckampton, England.
Richard Kotas	Food and Beverage Management	--	--	--

Learning Resources:

1. Charts
2. Video CD's
3. Modules
4. Journals & Magazines

COURSE NAME : HOTEL MANAGEMENT AND CATERING TECHNOLOGY
COURSE CODE : HM
SEMESTER : SIXTH
SUBJECT TITLE : BAR TENDERING (ELECTIVE)
SUBJECT CODE : 12674

Teaching & Examination Scheme

Teaching scheme			Examination scheme					
TH	TU	PR	PAPER HRS	TH	PR	OR	TW	TOTAL
02	--	04	--	--	50#	50#	25@	125

Rational:

The aim of the courses will be to develop and increase knowledge, skill, customer service, self-confidence, accuracy and most importantly of all professionalism all round.

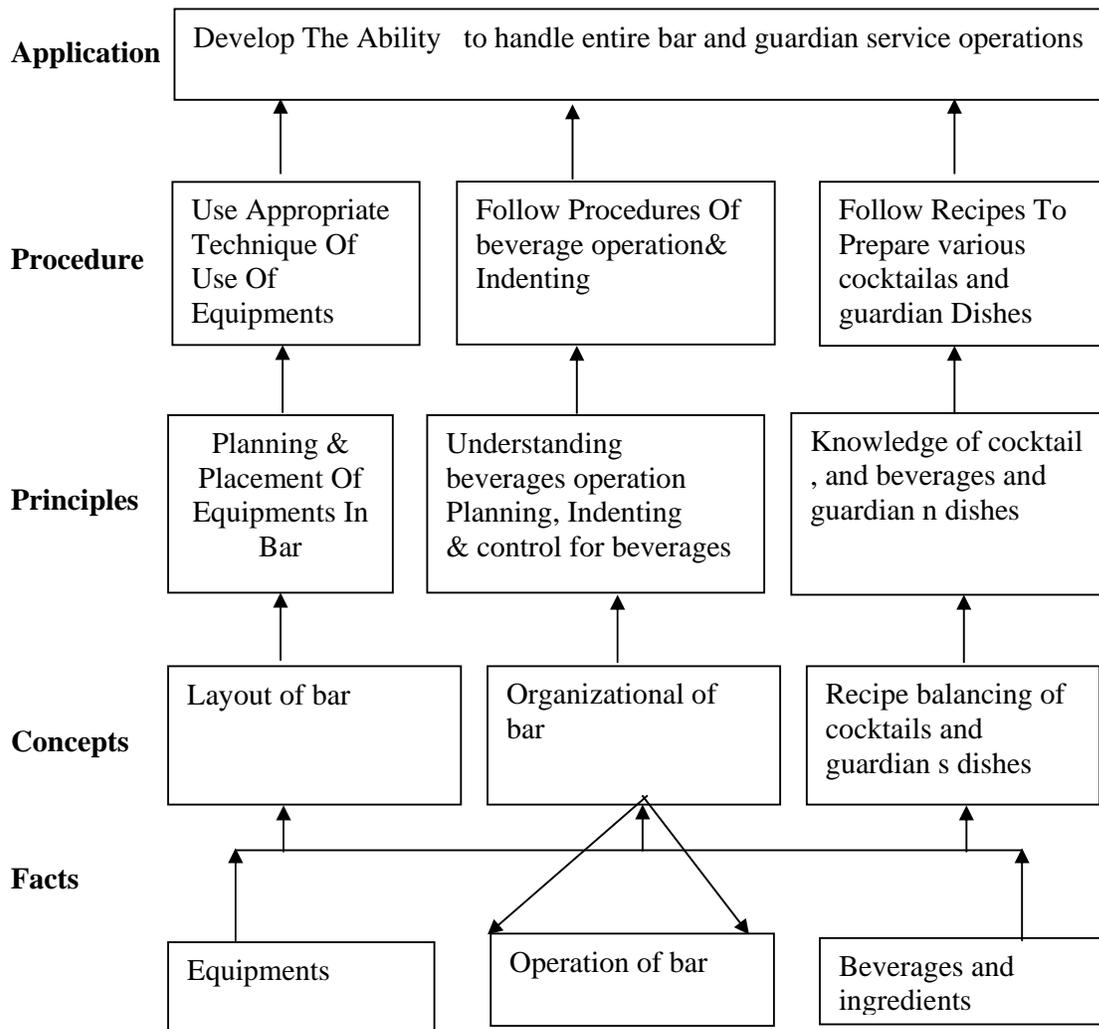
A course will developed a skill in a student such as customer service, and sales in bar Bar Preparation/Keep, Garnishes and Presentation, Product Knowledge, Spirits and Liqueurs, Free-pouring Techniques and Accuracy, Mix logy/Classic and Contemporary Drink Preparation, guardian service, flambéing and carving.

Objective:

The student will be able to Learn:

- 1) Handling of guests in a Bar.
- 2) The specialized equipments used in a Bar.
- 3) Preparation of the work place.
- 4) Opening & closing of a bar.
- 5) Methods of preventing skullduggery in a Bar.
- 6) Skills of guardian service and flambing.
- 7) Skills of carving.

Learning Structure:



Contents:

Chapter	Title	Hours
1	THE BAR ATTENDANT. 1.1 Bartenders. 1.2 Qualities Required for a Bartender. 1.3 The Bar attendants Job.& its Job description. 1.4 Personal Presentation. 1.5 customer handling. 1.6 The Bartender as a sales person. 1.7 Pointers for effective selling. 1.8 Guidelines for bar attendants. 1.9 Do's & Don'ts for professional refusal of service.	04
2	The Bar & Bar Equipment. 2.1 The.Bar. 2.2 Types of bar. 2.3 Design of the Bar. 2.4 Bar Equipment. 2.5 Major Equipment. 2.6 Bar Utensils. 2.7 Checklist of Bar Equipment. 2.8 Consumable supplies 2.9 Use of Ice in a bar. 2.10 Glassware 2.10.1 The right glass. 2.10.2 Types of Glassless. 2.10.3 Use of glass washing machine. 2.10.4 Drying glasses. 2.10.5 Storing & Handling glasses. 2.10.6 Chilling glasses.	06
3	Bar And Bottle Shop Duties. 3.1 Bar Duties 3.1.1 Preparing the workstation. 3.1.2 Care of the workstation. 3.1.3 Closing the bar. 3.1.4 Handling money in a Bar. 3.1 4.1 The cash Register. 3.1 4.2 Types of cash register- Manual, Electromechanical, Electronic Cash Register. 3.4.3 Preparing to use cash register. 3.4.4 Operating the cash register. 3.4.5 Good rules for handling cash. 3.4.6 Disputes about money. 3.1.5 Use of Gaming machines. 3.1.6 Other forms of bar gaming	04

4	Storage & Bar controls. 4.1 Maintenance of beverage storeroom control. 4.2 Computation of daily or weekly bar cost using 4.2.1 Adjusted Requisitions bar cost formula 4.2.2 The Bar Inventory Bar cost Formula.. 4.3 Stock Control. 4.5.1 Purpose of stock control. 4.6 Stock levels. 4.7 Stock control in the bar.	04
5	Bar Skulduggery 5.1 Identifying and Methods of preventing skulggerey in a bar. 5.2 Management Skulggerey. 5.4 Service personnel skulggerey.	02
6	Liquor Licenses 6.1 Authority & eligibility for a liquor license 6.2 License & permit required for a Bar. 6.3 Local authorities and permisson	02
7	Gueridon Service & Carving. 7.1 History & Definition 7.2 Placing of gueridon trolley 7.3 Mise-en place and its importance in gueridon service 7.4 Equipments used in gueridon service 7.5 Dialogues and interaction with the guest while doing gueridon service. 7.6 Safety and precaution to be taken while performing gueridon service. 7.7 Advantages & Disadvantages of Gueridon service. 7.8 Methods of flambéing 7.8.1 Waterfall flambéing 7.8.2 Snake Flambé 7.8.3 spoon flambéing 7.9 .Types of liquor used for flambeing	10
TOTAL		32

List of Practicals

Demonstration on the following topic must include

Introduction to Flair.
 Guidelines for Flair.
 Basic Tricks.
 Advanced Tricks.
 Flaming Flair.
 Bar Tricks & bar Jokes

Practical 01

- **(The customer)**
 - Customer Service
 - Customer Service. The Shaker Way
 - Impeccable Service
 - Conceptualization
 - Complaint Handling
 - Teamwork & Interaction

- **Module Two (the bar environment) Hotel bar visit./Restaurant Bar**
 Station Structure
 Bar Preparation/Keep
 Bar Close/Breakdown Procedures
 Glassware, styles and brands
 Garnishes and Presentation Parts I & II
 Bar Preparation/Keep Licensing Laws and Weights and Measures
 Free-pouring Techniques and Accuracy
- **Module Three (the mechanics of bartending) Assignment on Equipments.**
 The Service Process
 Tools of the Trade
 Tricks of the Trade
 The Simple Serves

Module Four (introduction to cocktails)

Structure of the Cocktail Shaker Menu Part I

Methods Part I

Shaker Menu Part II

Methods Part II

Pousse Caf s/Shooters

Examinations Written, Practical and Free-pouring exams

- **Operational systems** - Standard operating procedures & service manuals for each aspect of service (from how to receive a guest to the procedure to settle a bill).
- **Beverage specifications** - Itemized list of Standard recipe, Procedure, Garnish, Glassware, Service style, Presentation and Costing.
- **Inventory & Controls** - A proper & effective format of all the inventories (food & beverage) to ensure correct Recipe Portioning & controlling of Beverages & Food to maximize the profitability and minimize pilferage & spoilage.

Formats - Recipe cards, Beverage transfers, Requisition sheets, Sales summary sheet, Inventory sheet, Spoilage report sheet, Reverse inventory sheet, Consumption analysis

Bar Designing – Space Economy, Space Management & convenience, Fabrication, Interiors & Theme.

Menu Designing – Balance, Availability & Feasibility, Costing, Moving dead & slow moving items.

Cost Controls

Positive thinking & Stress management.

Marketing & management skills.

Attitude.

Personality Development

Demonstration along with the practice at least 5 cocktails from each base

Whisky based

- a) Highland cooler..
- b) Manhattan.
- c) Mint Julep.
- d) Old Fashioned.

- e) Whisky Sour.
- f) Rusty Nail.
- g) Whisky Collins.
- h) Whisky Fizz.

Gin Based Cocktails.

- a) Claridge.
- b) Clover Club.
- c) Gibson.
- d) Dry Martini.
- e) Snake in the grass.
- f) Tom Collins.
- g) Singapore Sling.
- h) Fallen Angel.

Brandy Based Cocktails.

- a) Blue Lady.
- b) Brandy Alexander.
- c) Depth Charge.
- d) Sidecar.
- e) Olympic.
- f) Stinger.
- g) Brandy Vermouth.
- h) Paradise.

Rum Based Cocktails.

- a) Bacardi.
- b) Cuba Libre.
- c) Daiquiri.
- d) Little Princess.
- e) Planters Punch.
- f) Dunlop.
- g) Little Devil.
- h) Parisian Blonde.

Vodka Based Cocktails.

- a) Black Russian.
- b) Bloody Mary.
- c) Havery Walbanger.
- d) Moscow Mule.
- e) Piano Player.
- f) White Russian.
- g) Quiet Sunday.
- h) Screwdriver.

Tequila Cocktails.

- a) Brave Bull.
- b) Margarita.
- c) Mocking Bird.
- d) Tequila Sunrise.
- e) Mulled Wine.

Champagne Cocktails.

- a) Bellini.
- b) Black Velvet.
- c) Bucks Fizz.
- d) Champagne Cocktail.

Other Cocktails.

- a) Americano.
- b) Cobblers.
- c) Coolers.
- d) Daises.
- e) Negoroni.
- f) Sherry Cup.
- g) Round the world.
- h) Golden dream.
- i) Flips.

Mixed Drinks.

- a) Cindrella cocktail.
- b) Cranberry & Orange chill.
- c) Fruit Punch.
- d) Apple Cup.
- e) Avocado Cooler.
- f) Kiwi Cooler.
- g) Mint & lime Refresher.
- h) Raspberry Lemonade.
- i) Redcurrant Shrub.
- j) Strawberry Crush.

Gueridon Service

Steaks.

- a) Double Fillet Steak.
- b) Steak Tartare.
- c) Steak Diane.

Dessert.

- a) Peach Flambe.
- b) Banana Flambe.
- c) Cherries Flambe.
- d) Strawberries Romanoff.
- e) Pineapple Flambe.
- f) Crepes Suzette..
- g) Icecream flambé

Beverages

- a) irish coffee
- b) Café Royale

Carving Joints.

- a) Best end of Lamb.
- b) Saddle of Lamb.
- c) Suckling pig
- d) Beef loaf

Poultry.

- a) Roast Chicken.
- b) Roast Duck.

List of Books:

Sr. No	Author	Title	Edition	Year Of Publication	Publisher And Address
1	George Elis	Bar Attendants Handbook.	2 nd Edition	1997.	Global Books & subscription services, New Delhi.
2	Douglas C. Keister	Food & Beverage Control.	2 rd Edition	--	Prentice Hall, Englewood cliffs, New Jersey.
3	--	Bombay prohibition Act. Bombay Police Act. 1949.	--	--	--
4	Mitchell Beazley.	Bar & Cocktail Book.	--	1995	Reed Consumer books LTD, Michelen house,81 fulham Road,London
5	Gram Brown. Karon Hepner.	The Waiters Handbook	Second Edition.	2000.	Global Books & subscription services. M-3 Ashoka Apartments. Ranjit Nagar Commercial Complex. New Delhi.
6	Alex Barker	Cocktail Essentials	--	1996.	Grange Books. The Grange Yard, London.
7	Dennis Lillicrap & John Cousins.	Food & Beverage Service.	Seventh	2006.	Hodder Arnold.

COURSE NAME : HOTEL MANAGEMENT AND CATERING TECHNOLOGY
COURSE CODE : HM
SEMESTER : SIXTH
SUBJECT TITLE : ROOM DIVISION (ELECTIVE)
SUBJECT CODE : 12675

Teaching & Examination Scheme

Teaching scheme			Examination scheme					
TH	TU	PR	PAPER HRS	TH	PR	OR	TW	TOTAL
02	--	04	--	--	50#	50#	25@	125

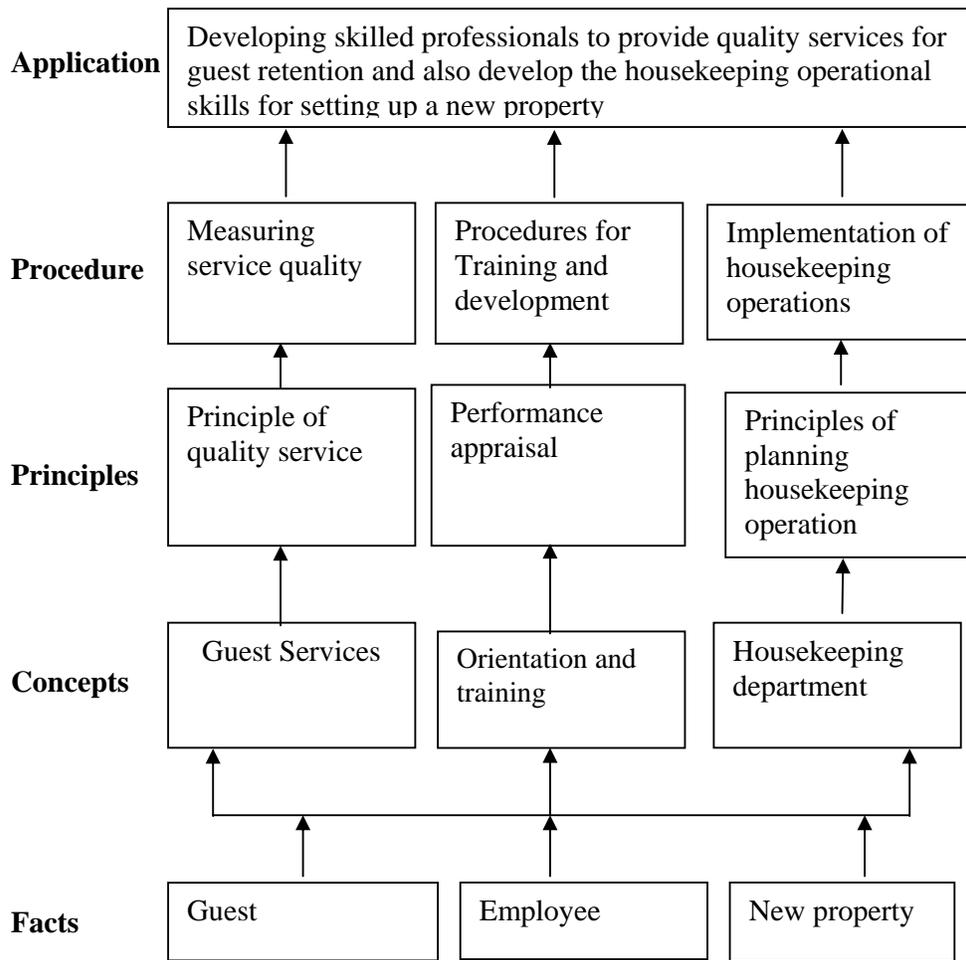
Rationale:

The subject aims to develop a professional equipped with the knowledge of quality service management, structuring of room rates and train the trainers. It also equips the professional to acquire knowledge necessary to successfully operate a new property and incorporate emerging trends in housekeeping.

Objectives:

- 1 To understand the importance of quality in services.
- 2 To enable to plan for effective training.
- 3 To understand various ways of fixation of room rates.
- 4 To enumerate the task involved in setting up of housekeeping department in a soon to be opening property.
- 5 To have comprehensive knowledge of public relations.

Learning Structure:



Contents:

Chapter	Title	Hours
1	MANAGANING QUALITY GUEST SERVICES 1.1 History Of Quality Management 1.2 Quality Management In Manufacturing 1.3 Quality Management Defined 1.4 Quality Management Denied 1.5 Gap In Quality Services 1.6 Implementing Guest Service 1.7 Service Quality Design 1.7.1 Foolproof Service Using "Poka-Yoke" 1.7.2 Comment cards	06
2	ROOM REVENUE 2.1 Factors Determining Room Rate 2.2 Guess Work Approach 2.3 Rule Of Thumb Approach 2.4 Bottom-Up Approach 2.5 Operating Cost Approach 2.6 Room Rate Based On Square Footage 2.7 Room Rates For Long Term Lets 2.8 Calculations Of Rates For Functional Rates 2.9 Hubbart Formula 2.10 Determination Of Hotel Room Tariff 2.11 Allocation Of Common Overheads	06
3	TRAINING 1.1 Introduction 1.2 Learning Needs 1.3 Training Objectives 1.4 Training Methods 1.4.1 The Telling Method 1.4.2 The Showing Method 1.4.3 The Doing Method 1.5 Task Detailing 1.6 Training Plan 1.7 The Trainer 1.8 Guest Service Training 1.9 Excellence In Hospitality 1.10 Managing Stress 1.11 Decision making 1.12 Team building 1.13 Conflict management	08

4	<p>CHANGING TRENDS IN HOUSEKEEPING</p> <p>4.1 Introduction 4.2 Outsourcing 4.3 Eco-Friendly Amenities, Product And Process 4.3.1 Toiletries 4.3.2 Energy conservation products 4.3.3 Ozone treatment 4.3.3.1 Room ozonizers 4.3.3.2 Ozonizers for lobbies and corridors 4.3.3.3 Ozonizing air- scrubbers in bars and pubs 4.3.3.4 water treatment with ozone (disinfections of drinking water, swimming pool treatment Ozonization Recirculated water, ozone in laundries)</p> <p>4.4 Time And Motion Study</p> <p>4.4.1 Ergonomics 4.4.2 New Scientific Techniques</p> <p>4.5 IT - SAVY housekeeping</p> <p>4.5.1 The Latest In It Amenities</p> <p>4.5.2 IT - In The Housekeeping Department</p> <p>4.5.2.1 housekeeping Software 4.5.2.2 forecasting GRA requirement 4.5.2.3 daily housekeeping scheduling 4.5.2.4 housekeeping history and GRA performance repots</p>	04
5	<p>NEW PROPERTY OPERATIONS</p> <p>5.1 Starting Up Of Housekeeping</p>	02
6	<p>PUBLIC RELATION</p> <p>6.1 Introduction 6.2 Qualities Of PR 6.3 Major Areas Of PR Activity 6.4 Types Of Public Relations 6.5 The Role Of PR In Hospitality Industry 6.6 PR Medias 6.6.1 Print Media 6.6.2 Electronic Media 6.6.2 Visual Media 6.7 Planning PR Campaigns 6.8 PR Liasioning</p>	06
TOTAL		32

List of Practicals:

1. Prepare a tally sheet- a spread sheet – that could be used by the front desk to analyze complaints that are registered there or forwarded there from the executive offices.
2. Prepare and briefly discuss a list of six quality guarantees that are defined narrowly enough to be communicated easily and achieved successfully (for e.g. Room service delivered within 30 minutes).
3. Develop a dialogue for the hotel staff during the situation (assigned) for quality service

For e.g. the ski resort is empty and no wonder _ there hasn't been any snow for two weeks. A telephone call comes in requesting a reservation for a party of six couples for two days hence.

4. Working with a colleague, practice saying aloud the statements, which are regularly used in hotel 10 times Tape it and explain the changes in your voices after you have repeated.
5. Practice on training emphasis this month deals with employee-guest and employee-employee interaction. Management wants to develop to help lower end employees feel comfortable during greeting occasions. Train some fellow classmates to initiate a series of greetings under the circumstances provided.
For eg. The employee meets a new, unfamiliar staff member at the time clock.
6. Establish a list of rewards (and measures for earning the incentives) for desk clerks. For bell servers, for reservationists.
7. Prepare a training plan for fresh employee who has joined Food and Beverage department. Or
Assignments: assigned
8. As a front office manager, determine the room rack rate of a hotel(assigned) to be charged from the guest
9. Collect information on the latest innovations and trends in housekeeping from various hospitality magazines and website. Submit a report and develop a implementation strategy for your institutes housekeeping department.
10. Practical Use of IT in housekeeping
11. Conception and designing of guestroom including making floor plans, wall elevations and templates and finally creating three dimensional model of a guest room/ publics area with interior decoration themes. Prepare approximate cost for the area assigned.
12. Preparation of checklist of the housekeeping responsibilities in the countdown of the launch of a new property in your city
13. Practical on opening of new hotel operations
 1. Design division of work document
 2. House break up plan showing room sections and house division on the same.
 3. Prepare a staffing guide for the department
 4. Prepare the budget for first six months of housekeeping operations considering inventories and staff.
14. Plan a PR campaign for the event organized in your institute (Arrange a press conference and press releases

Case studies and mini projects can be assigned for term work by the subject expert

Visit a hotel/service industry and prepare a checklist /suggestions for the same

References:

Author	Title	Edition	Year of Publication	Publisher and Address
G. Raghubalan Smritee Raghubala	Hotel housekeeping Operations and Management	First	2007	Oxford University, Press YMCA library Building, Jai singh Road New Delhi
S.K.Kaushal S.N.Gautam	Accommodation Operations and Management	First	2006	Frank Bros and co. ltd 4675-A, Ansari Road, , 21 Daryaganj, New Delhi
Joan Branson	Hotel, Hostel and Housekeeping	Fifth	1988	Edward arnold ltd. 41 bedford square London
Robert J. Martin	Professional MNgmt. Of Housekeeping Operations	Third	1998	John Wiley and sons inc 605 3 rd avenue New York
Sudhir Andrews	Hotel Housekeeping Training Manual	Eight	1992	Tata Macgraw Hills Publication co. ltd New Delhi
Stanley Thornes	Reception student guide	1st Reprint-	1994	S. Thornes ltd, Ellenborough house, Wellington St., Cheltenham.
Peter Abbott & Sue Lewry	Front Office Procedures, Social Skills & Management	1st	1991	Butterworth Heinemann Ltd. Halley court, Jordanhill, Oxford.OX2 8EJ
Colin Dix & Chris Baird	Front Office Operations	Third	1998	Pitman Publication Ltd. Delhi.
Sudhir Andrews Front Office	Front Office Training Manual	14th	1995	Tata McGraw Hill Publication
Dennis Foster	Rooms At the Inn Front Office Operations & Administration	1st	1992	Division of Macmillan McGraw, Hill Publication Co., London
Grage Paige & Jane Paige	The Hotel Receptionist	2nd	1977	Cassell Education Ltd., Artillery Road, London SW1P 1RT
Paul B White & Helen Beckley	Hotel Reception	1st	1982	Edward Arnold Ltd., 41 Bedford Square, London: WC 1BDQ
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