

Faculty of Management

P.K.University

Shivpuri (MP)



**EVALUATION SCHEME & SYLLABUS
THREE YEAR (SIX SEMESTERS)
DIPLOMA COURSE IN
DEPARTMENT OF HOTEL MANAGEMENT
&
CATERING TECHNOLOGY**

Study and Evaluation Scheme
Diploma Course in Hotel Management & Catering Technology

I SEMESTER

S. N	Name of Subject	Period Per week	EXAMINATION SCHEME									Grand Total
			THEORY					PRACTICAL				
			TH	PR	Examination		Sessional marks	Total Marks	Examination		Session Marks	
Dur	marks	Dur			Marks							
1.1	FOUNDATION COURSE IN FOOD PRODUCTION	06	12	2.5	100	40	140	06	100	40	140	280
1.2	FOUNDATION COURSE IN FOOD & BEVERAGE SERVICES	04	08	2.5	100	40	140	03	75	35	110	250
1.3	BASIC NUTRITION & PRINCIPLE OF FOOD SCIENCE	06	--	2.5	50	20	70					70
1.4	BASIC ACCOUNTANCY	06	--	2.5	50	20	70					70
1.5	COMMUNICATION SKILL	06		2.5	50	20	70					70
1.6	DISCIPLINE GAMES											15 10
	TOTAL	28	20		350	140	490		175	75	250	765

NOTE:-

- (1) Each period will be of 50 minutes duration.
- (2) Each session will be of 16 weeks.
- (3) Effective teaching will be at least 14 weeks.
- (4) Remaining periods will be utilized for revision etc.

Study and Evaluation Scheme Diploma Course in Hotel Management & Catering Technology

II SEMESTER

S.N	Name of Subject	Period Per week		EXAMINATION SCHEME								Grand Total
				THEORY				PRACTICAL				
		TH	P R	Examina Tion	Sessio n marks	Total Marks	Examina tion	Session Marks	Total Marks	Dur.	Mark s	
2.1	FOUNDATION COURSE INACCONDATION OPERATION	06	08	2.2	100	40	140	03	75	35	110	250
2.2	FOUNDATION COURSE IN FRONT OFFICE	06	08	2.5	100	40	140	03	75	35	110	250
2.3	APPLICATION OF COMPUTERS	04	04	2.5	50	20	70	03	50	20	70	140
2.4	HOTEL ENGINEERING	06	--	2.5	50	20	70	--	--	--	--	70
	DISCIPLINE GAMES											15 10
	TOTAL	22	20		300	120	420		200	90	290	735

NOTE:-

- (1) Each period will be of 50 minutes duration.
- (2) Each session will be of 16 weeks.
- (3) Effective teaching will be at least 14 weeks.
- (4) Remaining periods will be utilised for revision etc.
- (5) After the examination, The II Semester Students are scheduled for 20 weeks industrial training in Government Approved (Star Category) Hotel. It will be structured and supervised by institution. The student will submit the training report and certified log book from hotel department to hotel manager. The manager shall evaluate the student at hotel level for 100 marks for his performance and internal assessment for sessional marks will be done by the committee of institute for 40 marks and the external examiner will evaluate the student for 60 marks in IV Semester. In case, the hotel fails to award marks for allotted 100 marks, the grade should be given by the hotel. According to grade the marks will awarded by the external examiner with the help of training placement officer of the institute. Certified log book and training report duly signed by training manager/manager of hotel have to submit to institute by student.
- (6) The external examiner should be appointed from hotel industry or hotel management institute.

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Diploma in Hotel Management & Catering Technology

III SEMESTER

S.N	Name of Subject	Period Per week		EXAMINATION SCHEME								Grand Total
				THEORY				PRACTICAL				
		TH	PR	Examina Tion	marks	Session marks	Total Marks	Examina tion		Session Marks	Total Marks	
								Dur. r.	Marks			
3.1	FOOD PRODUCTION OPERATION	03	08	2.5	100	40	140	06	80	40	120	260
3.2	FOOD BEVERAGE & SERVICE OPERATION	02	04	2.5	100	40	140	03	75	35	110	250
3.3	FRONT OFFICE OPERATION	02	04	2.5	100	40	140	03	75	35	110	250
3.4	ACCOMODATION OPERATION	02	04	2.5	100	40	140	03	75	35	110	250
3.5	FOOD&BEVERAGES CONTROLS	02		2.5	100	40	140					140
3.6	HOTEL ACCOUNTANCY	04	--	2.5	50	20	70					70
3.7	FOOD SAFETY & QUALITY	04	--	2.5	50	20	70					70
3.8	MANAGEMENT IN TOURISM	04		2.5	50	20	70					70
3.9	COMMUNICATION SKILL	02		2.5	50	20	70					70
3.10	HUMAN RESOURCE MANAGEMENT	03		2.5	50	20	70					70
	DISCIPLINE GAMES											15 10
	TOTAL	28	20		750	300	1050		305	145	450	1525

Study and Evaluation Scheme
Diploma in Hotel Management & Catering Technology

IV SEMESTER

S.No	Name of Subject	Period Per week		EXAMINATION SCHEME							Grand Total
				THEORY			PRACTICAL				
		TH	PR	Examina Tion	Sessio n marks	Total Mark s	Examina tion		Session Marks	Total Marks	
							D u r.	Mark s			
4.1	INDUSTRIAL TRAINING 20 WEEKS							60	140(*)	200	200
	DISCIPLINE GAMES										15 10
	TOTAL							60	140	200	225

NOTE:-

- (1) Each period will be of 50 minutes duration.
- (2) Each session will be of 16 weeks.
- (3) Effective teaching will be at least 14 weeks.
- (4) Remaining periods will be utilised for revision etc.
- (5) (*) The Hotel manager shall evaluate the student at hotel level for 100 marks for his performance and internal assessment for sessional marks will be done by the committee of institute for 40 marks.

Study and Evaluation Scheme
Diploma in Hotel Management & Catering Technology

V SEMESTER

S.N	Name of Subject	Period Per week		EXAMINATION SCHEME								Grand Total
				THEORY				PRACTICAL				
		TH	PR	Examination		Session marks	Total Marks	Examination		Session Marks	Total Marks	
Dur.	marks			Dur.	Marks							
5.1	ADVANCE FOOD PRODUCTION OPERATION	06	12	2.5	100	40	140	06	100	50	150	290
5.2	ADVANCE FOOD & BEVERAGE OPERATION	04	08	2.5	100	40	140	03	100	50	150	290
5.3	FOOD & BEVERAGE MANAGEMENT	06	--	2.5	50	20	70	--		--		70
5.4	FINANCIAL MANAGEMENT	06	--	2.5	100	40	140	--		--		140
5.5	STRETAGIC MANAGEMENT	04		2.5	50	20	70					70
	DISCIPLINE GAMES											15 10
	TOTAL	26	20		400	160	560		200	100	300	885

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- (4) Remaining periods will be utilised for revision etc.

Study and Evaluation Scheme
Diploma in Hotel Management & Catering Technology

VI SEMESTER

S.N	Name of Subject	Period Per week		EXAMINATION SCHEME								Grand Total
				THEORY				PRACTICAL				
		TH	P R	Examina Tion		Sessio n marks	Total Mark s	Examina tion		Sessio n Marks	Total Mark s	
				Dur.	mar ks			Dur .	Mark s			
6.1	ENVIRONMEN TAL EDUCATION & DIS MANAGEMEN T	04	--	2.5		50	--	--	--	--	--	--
6.2	FRONT OFFICE MANAGEMEN T	03	06	2.5		100	40	03	100	50	150	290
6.3	ACCOMODAT ION MANAGEMEN T	03	06	2.5		100	40	03	100	50	150	290
6.4	FACILITY PLANNING	08	--	2.5		100	40	--	--	--	--	140
6.5	TOURISM MARKETING	06		2.5		50	20					70
6.6	RESEARCH PROJECT	--	08			--	--	03	100	25	125	125
	DISCIPLINE GAMES											15 10
	TOTAL	24	20		350	140	490		300	225	425	940

Carryover of I &II	30%	450
Carryover of III &IV	70%	1225
V&VI	100%	1825
Grand Total		3500

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- (1) Each period will be of 50 minutes duration.
- (2) Each session will be of 16 weeks.
- (3) Effective teaching will be at least 14 weeks.
- (4) Remaining periods will be utilised for revision etc.
- (5) (*) t is compulsory to appear & to pass in examination, but marks will not be included for division and percentage of obtained marks.

LIST OF EXPERT (SEMESTER SYSTEM)

List of experts who participated and contributes in the workshop for semester system of curriculum in Three Year Diploma Course in Hotel Management and catering technology held on 25 April 2015 at I.R.D.T.,U.P., Kanpur

1. **Shree L.B.Prasad(H.O.D,M.S.M) Government polytechnic ,Barabanki**
2. **Shri Tarun Bansal Professor I.H.M AliganjLucknow**
3. **Dr A.P.S BahaduriaProfessor Five School Of Business Kanpur**
4. **Shri N.U .Siddique Guest FacultyGovt.poly ,Kanpur**
5. **Shree AtulAgarwal Guest faculty Govt.poly ,Kanpur**
6. **Shri G.N Singh,Assistance professor I.R.D.T ,UP ,Kanpur**

**DIPLOMA COURSE IN HOTEL MANAGEMENT & CATERING TECHNOLOGY
I YEAR I SEMESTER**

1.1 FOUNDATION COURSE IN FOOD PRODUCTION

- 01. INTRODUCTION TO COOKERY**
 - a. Levels of skills and experiences
 - b. Attitudes and behaviour in the kitchen
 - c. Personal hygiene
 - d. Uniforms & protective clothing
 - e. Safety procedure in handling equipment

- 02. CULINARY HISTORY**
 - a. Origin of modern cookery

- 03. HIERARCHY AREA OF DEPARTMENT AND KITCHEN**
 - a. Classical Brigade
 - b. Modern staffing in various category hotels
 - c. Roles of executive chef
 - d. Duties and responsibilities of various chefs
 - e. Co-operation with other departments

- 04. KITCHEN ORGANIZATION AND LAYOUT**
 - a. General layout of the kitchen in various organizations
 - b. Layout of receiving areas
 - c. Layout of service and wash up

- 05. EQUIPMENT AND FUEL**
 - a. Various fuels used:-Advantages and disadvantages of each.
 - b. Different equipments used in food production

- 06. BASIC MENU PLANNING**
 - a. Types of Menu
 - b. Menu Planning Principles

- 07. AIMS & OBJECTS OF COOKING FOOD**
 - a. Aims and objectives of cooking food
 - b. Various textures
 - c. Various consistencies
 - d. Techniques used in pre-preparation
 - e. Techniques used in preparation

- 08. BASIC PRINCIPLES OF FOOD PRODUCTION**
 - i) VEGETABLE AND FRUIT COOKERY**
 - a. Introduction – classification of vegetables
 - b. Pigments and colour changes
 - c. Effects of heat on vegetables
 - d. Cuts of vegetables
 - e. Classification of fruits
 - f. Uses of fruit in cookery
 - g. Salads and salad dressings

ii) STOCKS

- a. Definition of stock
- b. Types of stock
- c. Preparation of stock
- d. Recipes
- e. Storage of stocks
- f. Uses of stocks
- g. Care and precautions

iii) SOUPS

- a. Classification with examples
- b. Basic recipes
- c. Consommés
- d. Garnishes and accompaniments

iv) SAUCES

- a. Classification of sauces
- b. Recipes for mother sauces
- c. Derivatives

v) MEAT COOKERY

- a. Introduction to meat cookery
- b. Cuts of beef/veal
- c. Cuts of lamb/muttons
- d. Cuts of pork
- e. Variety meats (offal's)

vi) EGG COOKERY

- a. Introduction to egg cookery
- b. Structure of an egg
- c. Selection of egg
- d. Uses of egg in cookery
- e. Methods of cooking egg

vii) FISH COOKERY

- a. Introduction to fish cookery
- b. Classification of fish with examples
- c. Cuts of fish
- d. Selection of fish and shell fish
- e. Cooking of fish (effects of heat)

viii) RICE, CEREALS & PULSES

- a. Introduction
- b. Classification and identification
- c. Cooking of rice, cereals and pulses
- d. Varieties of rice and other cereals

09. METHODS OF COOKING FOOD

- a. Roasting
- b. Grilling
- c. Frying
- d. Baking
- e. Broiling

- f. Poaching
- g. Boiling
- Principles of each of the above
- Care and precautions to be taken
- Selection of food for each type of cooking

10. BAKERY

i) PASTRY

- a. Short crust
- b. Laminated
- c. Choux
- d. Hot water/Rough puff
- Recipes and methods of preparation
- Differences
- Uses of each pastry
- Care to be taken while preparing pastry
- Role of each ingredient
- Temperature of baking pastry

ii) SIMPLE BREADS

- a. Principles of bread making
- b. Simple yeast breads
- c. Role of each ingredient in bread making
- d. Baking temperature and its importance

iii) PASTRY CREAMS

- a. Basic pastry creams
- b. Uses in confectionery
- c. Preparation and care in production

11. CULINARY TERMS

- a. List of culinary (common and basic) terms
- b. Uses in confectionery
- c. Preparation and care in production

12. COMMODITIES

i) Flour

- a. Structure of wheat
- b. Types of wheat
- c. Types of Flour
- d. Processing of Wheat-Flour
- e. Uses of Flour in Food Production
- f. Cooking of Flour (Starch)

ii) Shortenings (Fats & Oils)

- a. Role of Shortenings
- b. Varieties of Shortenings
- c. Advantages and Disadvantages of using various Shortenings
- d. Fats & Oils – Types, varieties, storage

iii) Raising Agents

- a. Classification of Raising Agents
- b. Role of Raising Agents
- c. Actions and Reactions

iv) Sugar

- a. Importance of Sugar
- b. Types of Sugar
- c. Cooking of Sugar-various
- d. Uses of Sugar

13. BASIC COMMODITIES

i) Milk

- a. Introduction
- b. Processing of Milk
- c. Pasteurization – Homogenization
- d. Types of Milk-Skimmed and Condensed
- e. Nutritive Value

ii) Cream

- a. Introduction
- b. Processing of Cream
- c. Types of Cream

iii) Cheese

- a. Introduction
- b. Processing of Cheese
- c. Types of Cheese
- d. Classification of Cheese
- e. Curing of Cheese
- f. Uses of Cheese

iv) Butter

- a. Introduction
- b. Processing of Butter
- c. Types of Butter

14. BASIC INDIAN COOKERY

i) Condiments & Spices

- a. Introduction to Indian food
- b. Spices used in Indian cookery
- c. Role of spices in Indian cookery
- d. Indian equivalent of spices (names)

ii) Masalas

- a. Blending of spices and concept of masalas
- b. Different masalas used in Indian cookery
 - *Wet masalas
 - *Dry masalas
- c. Composition of different masalas
- d. Varieties of masalas available in regional areas
- e. Special masala blends

iii) Thickening Agents

- a. Role of thickening agents in Indian cuisine
- b. Types of thickening agents

15. FRENCH

- a. La material de cuisine (The kitchen and its utensils)
- b. Hierarchy of kitchen personnel
- c. Methods of cooking
- d. Egg & Farinaceous
- e. Cuts of vegetables
- f. Cuts of fish
- g. Cuts of Meat
 - Lamb/Mutton
 - Pork
 - Beef
 - Veal
- h. Simple menu terminology & grammar

Note: Should be taught along with the relevant topics

PRACTICALS 1ST TERM

Introduction to cookery Demonstration classes & simple application by students

PART A BASIC WESTERN CUISINE

i. Vegetables

a. Varieties of Vegetables

b. Classification

c. Cuts of Vegetables:

Julienne

Jardinière

Mignonette

Dices

Cubes

Macedoine

Paysanne

Shred

Concasse

Mirepoix

d. Blanching of Tomatoes & Capsicum

e. Methods of Cooking Vegetables

Boiling(Potatoes, Beans, Cauliflower)

Frying (Aubergine, Potatoes)

Steaming (cabbage)

Baking (potatoes, turnip)

Braising (onion, leeks, cabbage)

ii) Stocks

Demonstration and preparation of:

White stock

Brown stock

Fish stock

iii) Sauces

Demonstration & preparation of basic mother sauces and 2-3 derivatives of each

Béchamel (+cheese sauce, mornay, mustard sauce, parsley sauce)

- Espagnole (+lyonnaise Madeira, charcutiere)
- Tomato (+Creole, Italienne, piquante)
- Veloute (+supreme, allemande, mormande)
- Hollandaise (+paliese, béarnaise)
- Mayonnaise (tartare, cocktail)

iv) Soups

Classification of soups Preparation of basic soups

- Consommé, (royale, Carmen, Clermont, ambassadrice, julienne)
- Cream (tomato, spinach, vegetables)
- Puree (lentil, peas, carrot)
- Cut vegetables (Scotch Broth, Minestrome)
- Veloute (crème de volaillepricresse, veloute dame blanche/marie-louise)
- National soup (mulligatawny, French onion oxtail)
- Bisque (Prawn, Shrimp)

v) Egg Cookery

Preparation of varieties of egg dishes Corrected and Approved by B.T.E. On Dated 02.06.2015

Boiled (soft & hard)

- Fried (sunny side up, double fried)
- Poaches
- Scrambled
- Omlette (plain, stuffed)
- En cocotte (eggs benedict)
- Starch (rice, pasta, potato)

vi) FishMongery

- Identification & classification of fish e.g. flat fish (Pomfret, Black Pomfret and Sole)
- Round fish (Surmai, Rawas, Mackerel)
- Shellfish (Clams, Mussels, Shrimps, Crabs, Lobsters)
- Cephalopods (Squid, Cuttle, Fish)
- Cuts of Fish e.g., Fillet, Darne, Troncon, Paupiette, Goujons

Preparation of simple fish Dishes such as

- Saumonfrille
- PomfretMeuniere
- Sole Nornay
- Fish Orly
- Fish Colbert fish a l'anglaise

vii) Poultry

a. Cuts of Poultry

b. Preparation and jointing of Chicken

c. Preparation of Simple Dishes such as

- Poulet roti al'anglaise
- Poulet grille diable
- Poulet sauté chasseur
- Poulet sauté Maryland

viii) Meat

a. Identification of various cuts

b. Carcass demonstration of Lamb and Pork

c. Preparation of Basic Cuts such as

- Lamb and Pork Chops
- Tornado, Fillet, Steak and Escalope
- Roast leg of Lamb
- Stew

PART B
BAKERY & PATISSERIE

i.) Bread making

a. Demonstration + Preparation of Simple and enriched bread,

d. recipes

b. Bread Loaf (White and Brown)

c. Bread rolls (Various shapes)

d. French Bread

e. Brioche

ii) Simple Cakes

Demonstration + Preparation of Simple and enriched Cakes, recipes

Sponge, Genoese, Fatless, Swiss roll

Fruit Cake

Rich Cakes

Dundee, Madeira

iii) Pastry

a. Demonstration and preparation of dishes using varieties of Pastry

b. Short Crust-Jam tarts, Turnovers

c. Laminated-Palmiers, Khara Biscuits, Danish Pastry, Cream Horns

d. Choux Paste-Éclairs, Profiteroles

iv) Simple Cookies

Demonstration and preparation of simple cookies like Nan Khatai, Golden Goodies, Melting moments, Swiss tart, Tri colour biscuits, Chocolate chip Cookies, Chocolate Cream fingers, Bachelor Buttons.

v) Hot/Cold Desserts

a. Caramel Custard, Bread and Butter Pudding, Queen of Pudding, Souffle-Lemon/Pineapple, Mousse Chocolate Coffee) Bavaroise, Diplomat Pudding, Apricot Pudding.

b. Steamed Pudding – Albert Pudding, Cabinet Pudding

PART C
BASIC INDIAN CUISINE

i) Rice, cereals & pulses

a. Identification of various varieties of rice, cereals and pulses

b. Simple preparations such as

Boiled rice(drainage & absorption method)

Fried rice

Various simple dal preparation

Wheat products like chappaties, parathas, phulkas, pooris

ii) Indian masalas

a. Composition of basic Indian masalas

Green

White

Brown

Tandoori

b. Preparation of these and incorporation in simple dishes such and Vindaloo, korma, tikka, safed mas, navarattan korma.

c. Thickening, coloring and souring agents

2ND TERM TOPIC
INDIVIDUAL STUDENT PRACTICAL

Practical classes to incorporate simple menus both Indian and Continental comprising of following dishes. Each institute to formulate their own combination.

a. Soups

- Cream-vegetable, spinach, tomato, green peas
- Consommé with garnishes like royale, Carmen, madrilène, Clermont, Celestine
- National soups – Oxtail, Mulligatawny, Minestrone, vichyssoise

b. Fish

FishOrly, a'langlaise, Colbert, meuniere, poached fish, grilled fish, baked fish, such as Florentine, Mornay, Protuguese

c. Entrée –

lamb stew, hot pot, hamburgers, shepherd's pie, scotch egg, grilled steaks & lamb/pork chops, casseroles, reast chicken/leg of lamb, beef

d. Potato – all basic preparation such as boiled, baked, roast French fries, lyonnaise, mashed/creamed, parsley/parisienne

e. Vegetables

- Boiled vegetables: cabbage, cauliflower, beans
- Glazed vegetables: carrot, radish, turnip
- Fried vegetables: aborigines
- Stewed vegetables: courgetteprovencale, baked beans, ratatouille
- Braised vegetables: onion, leeks, cabbage

f. Salads – basic simple salads & dressings

- Cole slaw saladenicoise
- Russian Salad beetroot salad
- Potato salad fruit salad
- Carrot & celery waldorf salad

g. Cold Sweet – honeycomb mould, butterscotch sponge, coffee mousse, lemon sponge, trifle, blancmange, chocolate mousse, lemon soufflé

h. Hot Sweet – bread & butter pudding, caramel custard, Albert pudding, Christmas pudding

- Indian sweets** – simple ones chicoti, gajjarhalwa, kheer
- Indian rice** – dishes such as jeerapulao, vegetavle pulao, lemon rice, aloo gobi kithehari, khichdi.
- Indian breads** – chappatis, pooeis, parathas, missi roti
- Indian meat/chicken dishes** – korma, baffat, safed mas, shahjehani, jhalfrazie, hussainey curry, rogini, Tandoori chicken
- Vegetable preparation:** salads, raitas, foogath, thoran, bhajejs, bhujjia, cucumbers, dahiwadads ,preparation of paneer

REFERENCE BOOKS

1. LeRoi A. Polson The Professional Chef (4th edition)
2. Paul Hamlyn Larousse Gastronomique –Cookery Encyclopedia
3. Jane Grigson The Book of Ingredients
4. Wane Gisslen Professional Cooking
5. H.L. Cracknel and G. Noble The New Catering Repertoire (Vol-I)
6. Escoffier The Complete Guide to the Art of Modern Cookery
7. Philip E. Thangam Modern Cookery (Vol-I) For teaching & trade
8. Readers Digest Association Ltd. The Cookery Year
9. Frederic H. Semerschmid and John F. Nicolas Professional Chef's – Art of Garde Manager (4th Edition)
10. Mary Reynolds Italian Cooking for Pleasure
11. Digvijay Singh Cooking delights of maharajas
12. Madhu Jaffery Cook book (food for family & friends)
13. Letom. J. & Bode W.K.H The larder chef (food preparation & presentation) (3rd edition)
14. Wayne Gisslen Professional Baking
15. Lundberg, Donald E. & Kotsehevar Understanding cookery
16. Crnsknell & Kauffmann Practical professional cookery
17. W.K.H. Bode Classical food preparation & presentation
18. Ceserani, Kinton & Foskett Contemporary Cookery
19. Ceserani & Kinton Cookery – an Introduction
20. Bernald Davis Food Commodities
21. Jaffery, Madhur A Taste of India
22. Time Life Service The Cooking of India
23. Gisslen, Wayne Professional Baking
24. Fuller, John Chef Manual of Kitchen Management
25. Smith, Henry Classical Recipes of the World
26. ICMR, New Delhi Nutritive Value of Indian Foods
27. Jaggel Ceon & Sons Le Repertoire de la Cuisine
28. William Margaret Food Fundamental
29. Prashad
30. Understanding Baking/Bakery

**DIPLOMA COURSE IN HOTEL MANAGEMENT & CATERING TECHNOLOGY
I YEAR I SEMESTER**

1.2 FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE

01 THE HOTEL & CATERING INDUSTRY

- A. Introduction to the Hotel Industry and Growth of the hotel Industry of India
- B. Role of catering establishment in the travel /tourism industry
- C. Types of F&B operations
- D. Classification of Commercial, Residential /Non-residential
- E. Welfare Catering –Industrial /Institutional/Transport such as air , road, rail /Sea
- F. Structure of the catering industry-a brief description of each

02 DEPARTMENTAL ORGANISATION & STAFFING

- A. Organization of F&B department of hotel
- B. Principal staff of various types of F&B operations
- C. French terms related to F&B staff
- D. Duties & responsibilities of F&B staff
- E. Attributes of a waiter
- F. Inter-departmental relationships (Within F&B and other department)

03 I - FOOD SERVICE AREAS

- A. Specialty Restaurants
- B. Coffee Shop Service
- C. Cafeteria Service
- D. Fast Food Service
- E. Room Service
- F. Banquet Service
- G. Bar Service
- H. Vending Machines

II - ANCILLIARY DEPARTMENTS

- A. Pantry
- B. Food pick-up area
- C. Store
- D. Linen room
- E. Kitchen stewarding

PRACTICAL

04 F&B SERVICE EQUIPMENT

- A. Familiarization of
 - Cutlery
 - Crockery
 - Glassware
 - Flatware
 - Hollowware
 - All other equipment used in F&B Service

***French terms related to the above**

B. Care & maintenance of equipment including cleaning/polishing of EPNS Items by

- Plate Powder method
- Polivit method
- Silver dip method
- Burnishing machine

05 MEALS & MENU PLANNING

- A. Origin of Menu
- B. Objectives of Menu Planning
- C. Types of Menu
- D. Courses of French Classical Menu
 - * Sequence
 - * Examples from each course
 - * Cover of each course
 - * Accompaniments
- E. French Names of dishes
- F. Types of meals
 - * Early Morning Tea
 - * Breakfast (English, American Continental, Indian)
 - * Brunch
 - * Lunch
 - * Afternoon/High tea
 - * Dinner
 - * Supper

06 METHODS OF SERVICE

Mise- en-scene & Mise-en- place`

PRACTICAL

- A. Table laying for different meals
- B. Restaurant reservation
- C. Receiving and seating the guest
- D. Taking the order
- E. Procedure of service at table (Silver service and pre-plated service)
- F. Presentation & En cashing the bill
- G. Room Service (tray and trolley)
- H. French for receiving and greeting the guest and seating the guest
- I. French related to taking order and description of dishes

07 SIMPLE CONTROL SYSTEM

- A. KOT/Bill Control System
- B. Making bill
- C. Cash handling equipment
- D. Record keeping

08 NON-ALCOHOLIC BEVERAGES

Classification (Nourishing , Stimulating and Refreshing beverages)

A. Tea

- Origin & Manufacture
- Types & Brands

PRACTICAL: Preparation & Service

B. Coffee

- Origin& Manufacture
- Types & Brands

PRACTICAL: Preparation &Service of different types of coffee

C. Juices and Soft Drinks

PRACTICAL: Service of Juices and Soft Drinks

- Mock tail making
- Brand Names of Juices, Soft Drinks, Mineral Water ,Tonic Water

D. Cocoa & Malted Beverages

- Origin & Manufacture

PRACTICAL: Preparation & Service

09 TOBACCO

- A. History
- B. Processing for cigarettes, pipe tobacco & cigars
- C. Cigars – shapes /sizes/ colours
- D. Storage of cigarettes & cigars

PRACTICAL: Service of Cigars & Cigarettes

**DIPLOMA COURSE IN HOTEL MANAGEMENT & CATERING TECHNOLOGY
I YEAR I SEMESTER**

1.3 BASIC NUTRITION & PRINCIPLE OF FOOD SCIENCE

01 BASIC ASPECTS:

- A. Definition of the terms Health, Nutrition and Nutrients.
- B. Importance of Food – (Physiological, Psychological and Social function of food) in maintaining good health.
- C. Classification of nutrients

02 ENERGY:

- A. Definition of Energy and Units of its measurement (Kcal)
- B. Energy contribution from macronutrients (Carbohydrates, Proteins, and Fat)
- C. Factors affecting energy requirements
- D. Concept of BMR, SDA, Thermodynamic action of food
- E. Dietary sources of energy
- F. Concept of energy balance and the health hazards associated with underweight, Overweight.

03 MACRO NUTRIENTS:

Carbohydrates

- Definition
- Classification (mono, di and polysaccharides)
- Dietary Sources
- Functions
- Significance of dietary fiber (prevention/treatment of diseases)

LIPIDS:

- Definition
- Classification L: Saturated and unsaturated fats
- Dietary Sources
- Functions
- Significance of Fatty acids (PUFAs, MUFAs, SFAs, EFA) in maintaining health
- Cholesterol - Dietary sources and the Concept of dietary and blood cholesterol

PROTEINS:

- Definition
- Classification base upon amino acid composition
- Dietary sources
- Functions
- Methods of improving quality of protein in food (special emphasis on Soya proteins and whey proteins)

04 MACRO NUTRIENTS:

A. Vitamins

- Definition and Classification (water and fats soluble vitamins)
- Food Sources, function and significance of:
 - Fat soluble vitamins (Vitamin A, D, E, K)
 - Water Soluble vitamins (Vitamin C, Thiamine, Riboflavin, Niacin, Cyanocobalamin Folic acid)

B. MINERALS

- Definition AND Classification (major and minor)
- Food sources, functions and significance of: Calcium, iron, sodium, iodine & fluorine

05 WATER:

- Definition
- Dietary Sources (visible, invisible)
- Functions of water
- Role of water in maintaining health (water balance)

06 BALANCED DIET:

- Definition
- Importance of balanced diet
- RDA for various nutrients – age, gender, physiological state

07 MENU PLANNING:

- Planning of nutritionally balanced meals based upon the three food group system
- Factors affecting meal planning
- Critical evaluation of few meals served at the institutes/Hotels based on the principle of meal planning
- Calculation of nutritive value of dishes/meals

08 MASS FOOD PRODUCTION:

- Effect of cooking on nutritive value of food(QPF)

09 NEWER TRENDS IN FOOD SERVICE INDUSTRY IN RELEVANCE TO NUTRITION AND HEALTH:

- Need for introducing nutritionally balanced and health specific meals
- Critical evaluation of fast foods
- New products being launched in the market (nutritional evaluation)

REFERENCES:

1. Human Nutrition by : Guthrie HA and Picciano MF. 1995. Mosby Pub. Co. Toronto
2. Perspectives in Nutrition by: Wardlaw MW and Insel Pm. 1993 Mosby Pub. Co. Toronto
3. Food facts & Principles by: Manay & Shalaksharaswamy New Age int. 2001
4. Mudambi & Rajgopal Fundamentals of food and nutrition 4th edition 2001
5. Nutritive value of Indian foods. Indian Council of Medical Research.

PRINCIPLE OF FOOD SCIENCE

01 Definition and scope of food science and its inter – relationship with food Chemistry, food microbiology and food processing

02 CARBOHYDRATES:

- A. Introduction
- B. Effect of cooking (Gelatinization and Retro gradation)
- C. Factors affecting texture of carbohydrates (Stiffness of CHO gel & Dextrinization)
- D. Uses of Carbohydrates in food preparations

03 FAT & OILS:

- A. Classification (based on the origin and degree of saturation)
- B. Autoxidation (factors and prevention measures)
- C. Flavor reversion
- D. Refining, Hydrogenation & winterization
- E. Effect of heating on fats & oils with respect to smoke point
- F. Commercial uses of fats (with emphasis on shortening value of different fats)

04 PROTEINS:

- A. Basic structure and properties
- B. Type of proteins based on their origin (plant/animal)
- C. Effect of heat on proteins (Denaturation, Coagulation)
- D. Functional properties of proteins (Gelatin, Emulsification, Foam ability, Viscosity)
- E. Commercial use of proteins in different food preparation (like Egg Gel, Gelatin Gel, Cakes, Confectionary items Meringues, Soufflés, Custards, Soups, Curries etc.)

05 FOOD PROCESSING:

- A. Definition
- B. objectives
- C. Types of treatment
- D. Effect of factor like heat, acid, alkali on food constituents

06 EVOLUTION OF FOOD:

- A. Objectives
- B. Sensory assessment of food quality
- C. methods
- D. introduction to proximate analysis of food constituents
- E. Rheological aspects of food

07 EMULSIONS:

- A. Theory of Emulsification
- B. Types of Emulsions
- C. Emulsifying agents
- D. Role of emulsifying agent in food emulsions

08 COLLOIDS:

- Definition
- Application of Colloids system in food preparation

09 FLAVOUR:

- Definition
- Description of food flavors (tea, coffee, wine, meat, fish, spices)

10 BROWNING:

- Types (enzymatic and non-enzymatic)
- Role in food preparation
- Prevention of undesirable browning

REFERENCES:

1. Food Science by Potter & Hotchkiss
2. Principles of food science by Borgstrom and Macmillon
3. Food Chemistry by Fennima
4. Sensory Evaluation by Amerine (Academic Press)
5. Handbook of analysis and Quality Control for fruits and vegetables by Rangana S. (Tata McGraw Hill)
6. Principles of Fssd Technology by P.J. Fellows

**DIPLOMA COURSE IN HOTEL MANAGEMENT & CATERING TECHNOLOGY
I YEAR I SEMESTER**

1.4 BASIC ACCOUNTANCY

01 INTRODUCTION TO ACCOUNTING

- A - Meaning and Definition
- B - Types and Classification
- C - Principles of Accounting
- D - Systems of Accounting
- E - Generally Accepted Accounting Principles(GAAP)

02 PRIMARY BOOKS(JOURNAL)

- A.- Meaning and Definition
- B - Format of Journal
- C - Rules of debit and credit
- D - Opening entry, simple and compound entries
- E - Practicles

03 SECONDARY BOOK(LEDGER)

- A - Meaning and Uses
- B - Formats
- C - Posting
- D - Practicals

04 SUBSIDIARY BOOKS

- A - Need and Use
- B.- Classification
 - Purchase Book
 - Sales Book
 - Purchase returns
 - Sales returns
 - Journal proper
 - Practicals

05 CASH BOOK

- A - Meaning
- B - Advantages
- C - Simple, Double and Three Column
- D - Petty Cash Book with Imp rest System (simple and tabular forms)
- E - Practical

06 BANK RECONCILATION STATEMENT

- A- Meaning
- B- Reasons for difference in Pass Book and Cash Book Balances
- C- Preparation of Bank Reconciliation Statement
- D- No Practical

07 TRIAL BALANCE

- A - Meaning
- B - Methods
- C - Advantages
- D - Limitations
- E - Practical

08 FINAL ACCOUNTS

- A - Meaning
- B - Procedure for preparation of Final Accounts
- C - Difference between Trading Accounts, Profit & Loss Accounts and Balance Sheets
- D - Adjustments (Only four)
 - Closing Stock
 - Pre-paid Expenses
 - Outstanding Expenses
 - Depreciation

09 CAPITAL AND REVENUE EXPENDITURE

- A - Meaning
- B - Definition of Capital and Revenue Expenditure

NOTE: USE OF CALCULATORS IS PERMITTED.

**DIPLOMA COURSE IN HOTEL MANAGEMENT & CATERING TECHNOLOGY
I YEAR I SEMESTER**

1.5 COMMUNICATION SKILL

01 BUSINESS COMMUNICATION

- A. Need
- B. Purpose
- C. Nature
- D. Models
- E. Barriers to Communication
- F. Overcoming the barriers

02 LISTENING ON THE JOB

- A. Definition
- B. Levels and types of listening
- C. Listening barriers
- D. Guidelines for effective listening

03 EFFECTIVE SPEAKING

- A. Restaurant hotel English
- B. Polite and effective enquiries
- C. Addressing a group.
- D. Essential qualities of a good speaker.
- E. Audience analysis
- F. Defining the purpose of a speech, organizing the ideas and delivering the speech.

04 NON VERBAL COMMUNICATION

- A. Definition, its importance and its inevitability.
- B. Kinesics: Body movements, facial expressions, posture, eye contact etc.
- C. Proteomics: The communication use of space.
- D. Paralanguage: Vocal behavior and its impact on verbal communication.
- E. Communicative use of artifacts – furniture, plants, colors, architects etc.

05 SPEECH IMPROVEMENT

- A. Pronunciation, stress, accent.
- B. Important of speech in hotels
- C. Common phonetic difficulties
- D. Connective drills exercises
- E. Introduction of frequently used foreign sounds

06 USING THE TELEPHONE

- A. The nature of telephone activity in the hotel industry.
- B. The need for developing telephone skills
- C. Developing telephone skills

**DIPLOMA COURSE IN HOTEL MANAGEMENT & CATERING TECHNOLOGY
I YEAR II SEMESTER**

2.1 FOUNDATION COURSE IN ACCOMODATION OPERATION

01. **THE ROLE OF HOUSEKEEPING IN HOSPITALITY OPERATION**
 - A. Role of housekeeping in Guest satisfaction and Repeat Business.

02. **ORGANISATION CHART OF THE HOUSEKEEPING DEPARTMENT**
 - A. Hierarchy in small, medium, large and chain hotels
 - B. Identifying housekeeping responsibilities
 - C. Personality traits of housekeeping management personnel
 - D. Duties and responsibilities of housekeeping staff
 - E. Layout of the housekeeping department.\

03. **CLEANING ORGANISATION**
 - A. Principle of cleaning, hygiene& safety factors in cleaning.
 - B. Methods of organizing cleaning.
 - C. Frequency of cleaning daily, periodic, special.
 - D. Design feature that simplify cleaning.
 - E. Use & care of equipment.

04. **PEST CONTROL**
 - A Areas of infestation.
 - B. Preventive measures & control measures.

05. **CLEANING AGENTS**
 - A. General criteria for selection.
 - B. Classification
 - C. Polishes
 - D. Floor seats
 - E. Use, care &storage.
 - F. Distribution & control
 - G. Use of eco-friendly products in housekeeping

06. **COMPOSITION ,CARE& CLEANING OF DIFFERENT SURFACES.**
 - A. Metals
 - B. Glass
 - C. Leather, leatherettes, Rexene.
 - D. Plastic
 - E. Ceramics
 - F. Wood
 - G. Wall finishes
 - H. Floor finishes

07. **TYPES OF BEDS & MATTRESSES**

08. **KEYS**
 - A. Types of keys
 - B. Computerized key cards
 - C. Key control

09. **ROOM LAYOUT AND GUEST SUPPLIES**
 - A. Standard rooms ,VIP ROOMS
 - B. Guests special requests

10. **AREA CLEANING**
 - A. Guest rooms
 - B. Front –of-the house Areas
 - C. Back-of –the house Areas
 - D. Work routine and associated problems e.g. high traffic areas, façade Cleaning etc.

11. **ROUTINE SYSTEMS AND RECORDS OF HOUSE KEEPING DEPARTMENT**
 - A. Reporting staff placement
 - B. Room Occupancy Report
 - C. Guest Room Inspection.
 - D. Entering Checklists, Floor Register, Work Orders , Log Sheet.
 - E. Lost and Found Register and Enquiry file
 - F. Maid’s report and housekeeper’s Report
 - G. Handover Records
 - H. Guest’s Special Requests Register
 - I. Record of Special Cleaning
 - J. Call Register
 - K. VIP Lists

12. **INTER DEPARTMENTAL RELATIONSHIP**
 - A. With Front Office
 - B. With Maintenance
 - C. With Security
 - D. With Stores
 - E. With Accounts
 - F. With Personnel
 - G. Use of Computers in House Keeping department

PRACTICAL

- 01 Room Layout and Standard Supplies
- 02 Cleaning Equipment
- 03 Cleaning of different surfaces
 - Daily
 - Periodic
 - Special tasks
- 04 Maid’s Trolley –Setting up a trolley
- 05 Bed making
- 06 Daily cleaning of guestrooms & bathrooms
- 07 Public Area Cleaning
- 08 Guests Room Inspection

**DIPLOMA COURSE IN HOTEL MANAGEMENT & CATERING TECHNOLOGY
I YEAR II SEMESTER**

2.2 FOUNDATION COURSE IN FRONT OFFICE OPERATIONS

01. **INTRODUCTION TO TOURISM, HOSPITALITY & HOTEL INDUSTRY**
 - A. Tourism and its importance
 - B. Hospitality and its origin
 - C. Hotels, their evolution and growth
 - D. Brief introduction to hotel core areas with special reference to Front Office

02. **CLASSIFICATION OF HOTELS**
 - A. Size
 - B. Star
 - C. Location & clientele
 - D. Ownerships basis
 - E. Independent hotels
 - F. Management contracted hotel
 - G. Chains
 - H. Franchise / Affiliated
 - I. Supplementary accommodation
 - J. Times shares and condominium

03. **TYPES OF ROOMS**
 - A. Single
 - B. Double
 - C. Twin
 - D. Suits

04. **ORGANIZATION**
 - A. Function areas
 - B. Front office hierarchy
 - C. Duties and responsibilities
 - D. Personality traits

05. **TARIFF STRUCTURE**
 - A. Basis of charging
 - B. Plans, competition, customer's profile, standards of service & amenities
 - C. Hubert formula
 - D. Different types of tariffs
 - Rack Rate
 - Discounted Rates for corporate ,Airlines ,Groups & Travel Agents

06. **HOTEL ENTRANCE, LOBBY AND FRONT OFFICE**
 - A. Layout
 - B. Front office equipment (non automated, semi automated and automated)

07. **FRONT OFFICE AND GUEST HANDLING**

Introduction to guest cycle

 - Pre arrival
 - Arrival
 - Stay
 - Departure and after departure

08. **RESERVATION**

- Importance of reservation
- Modes
- Channels and sources (FITs, Travel Agents, Airline, GITs)
- Types of reservation (Tentative, confirmed, guaranteed etc.)
- Systems (non automatic, semi automatic, fully automatic)
- Cancellation, Amendments and overbooking

09. **ROOM SELLING TECHNIQUES**

- Up selling
- Discounts

10. **ARRIVALS**

- Preparing for guest arrivals at Reservation and Front Office
- Receiving of guests
- Pre-registration
- Registration (non automatic, semi automatic and automatic)
- Relevant records for FITs, Groups, Air crews & VIPs

11. **BELL DESK**

- Functions
- Procedures and records

12. **DURING THE STAY ACTIVITIES**

- Information services
- Message and mail handling
- Key Handling
- Room selling technique
- Hospitality desk
- Complaints handling
- Guest handling
- Guest history

13. **FRONT OFFICE CO-ORDINATION WITH OTHER DEPARTMENTS OF HOTEL**

14. **GUEST ACCOUNTING (MANUAL)**

- A. Guest Weekly Bill
- B. Visitors tabular ledger

15. **FRENCH**

- A. Understanding and uses of accents, orthographic signs & punctuation
- B. Knowledge of cardinaux
- C. Days, Dates Time, month and seasons

PRACTICAL'S

- A. Appraisal of front office equipment and furniture (Rack, counter bell desk)
- B. Filling up of various Performa
- C. Welcoming of Guest
- D. Telephone handling
- E. Role Play
- Reservation
- Arrivals

- Luggage handling
- Message and mail handling
- Paging

Fidelio Training (in computer lab)

SUGGESTIVE LIST OF TASK FOR FIDELIO FRONT OFFICE OPERATION SYSTEM

- 01 Fidelio training – Hot Function keys
- 02 How to put message in Fidelio
- 03 How to put a locator in Fidelio
- 04 How to check in a first time guest
- 05 How to check in an existing reservation
- 06 How to check in a day use
- 07 How to issue a new key
- 08 How to verify key
- 09 How to cancel a key
- 10 How to issue a duplicate key
- 11 How to extend a key
- 12 How to print and prepare registration cards for arrival
- 13 How to programme keys continuously
- 14 How to programme one key for two rooms
- 15 How to re-programme a key

**DIPLOMA IN HOTEL MANAGEMENT & CATERING TECHNOLOGY
I YEAR II SEMESTER**

2.3 APPLICATION OF COMPUTERS

Objectives:

The basic objective of the course is to introduce the student to the world of computers and computer technology .to introduce the student to the basic concept of Operating System, word Processing, database Presentation & Networking.

01 COMPUTER FUNDAMENTALS –THEORY INFORMATION CONCEPTS AND PROCESSING

- A. Definitions
- B. Need, Quality, and Value of Information
- C. Data Processing Concept

ELEMENTS OF A COMPUTER SYSTEM

- A. Definitions
- B. Characteristics of Computers
- C. Classification of Computers
- D. Limitations

HARDWARE FEATURES AND USES

- A. Components of a Computer
- B. Generations of Computers
- C. Primary and Secondary Storage Concept
- D. Data Entry Devices
- E. Data Output Devices

SOFTWARE CONCEPTS

- A. System Software
- B. Application software
- C. Language Classification
- D. Compilers and Interpreters

02. OPERATING SYSTEM /ENVIRONMENTS – THEORY BASICS OF MS- DOS

- A. Internal Commands
- B. External Commands

INTRODUCTION TO WINDOWS

- A. GUI/ Features
- B. what are Windows and Windows 95 and above?
- C. Parts of a typical windows and their functions

WINDOWS OPERATIONS – PRACTICAL

- A. Creating Folders
- B. Creating Shortcuts
- C. Copying Files / Folders
- D. Renaming Files/Folders
- E. Deleting Files

- F. Exploring windows
- G. Quick Menus

03 MS- OFFICE 2003 WORD –PRACTICAL

CREATING A DOCUMENT

- A. Entering text
- B. Saving the document
- C. Editing a document Already Saved to Disk
- D. Getting around the Document
- E. Find and replace Operations
- F. Printing the Document

FORMATTING A DOCUMENT

- A. Justify Paragraphs
- B. Changing Paragraph Indents
- C. Setting tabs on Margins
- D. Formatting Pages and Documents
- E. Using Bullets and Numbering
- F. Headers ?Footers
- G. Pagination

SPECIAL EFFECTS

- A. Print Special effects e.g. Bold, Underline, Superscripts, Subscripts
- B. Changing Fonts
- C. Changing Case

CUT, COPY AND PASTE OPERATION

- A. Marking Blocks
- B. Copying and Pasting a Block
- C. Cutting and Pasting a block
- D. Deleting a Block
- E. Using Find and Replace in a Block

USING MS-WORD TOOLS

- A. Spelling and Grammar
- B. Mail Merge
- C. Printing Envelops and Labels

TABLES

- A. Create
- B. Delete
- C. Format

GRAPHICS

- A. Inserting clip arts
- B. Symbols (Borders/Shading)
- C. Word Art

PRINT OPTIONS

- A. Previewing the document
- B. Printing a whole document

- C. Printing a Specific Page
- D. Printing a Selected Page
- E. Printing Several Documents
- F. Printing More than One Copies

04 MS OFFICE – 2003 MS- EXCEL – PRACTICAL

- A. How to use Excel
- B. Starting Excel
- C. Parts of Worksheet
- D. Navigating in a Worksheet
- E. Getting to know mouse pointer shapes

CREATING SPARED SHEET

- A. Starting a new Worksheet
- B. Entering the three different types of data in a worksheet
- C. Creating simple Formulas
- D. Formatting data for decimal points
- E. Editing data in a worksheet
- F. Using Auto fill
- G. Blocking Data
- H. Saving a Worksheet
- I. Exciting Excel

MAKING THE WORKSHEET LOOK PRETTY

- A. Selecting cells to format
- B. Trimming tables with Auto Format
- C. Format Cells for:-
 - Currency
 - Comma
 - Percent
 - Decimal
 - Date
- D. Changing Columns width and row height
- E. Aligning text
 - Top to bottom
 - Text wrap
 - Re ordering Orientation
- F. Using Borders

GOING THROUGH CHANGES

- A. Opening worksheet files for editing
- B. Undoing the mistakes
- C. Moving and copying with cut, copy and paste
- D. Deleting cell entries
- E. Deleting columns and rows from worksheet
- F. Inserting columns and rows in a worksheet
- G. Spell Checking the worksheet

PRINTING THE WORKSHEET

- A. Previewing pages before printing
- B. Printing from standard toolbar
- C. Printing a part of the worksheet
- D. Changing the orientation of the printing
- E. Printing a whole worksheet in a single pages
- F. Adding a header and footer to a report
- G. Inserting page breaks in a report
- H. Printing the formulas in the worksheet

ADDITIONAL FEATURES OF A WORKSHEET

- A. Splitting worksheet window into two four panes
- B. Freezing columns and row on-screen for worksheet title
- C. Attaching comments to cell
- D. Finding and replacing data in the worksheet
- E. Protecting a worksheet
- F. Function commands

MAINTAINING MULTIPLE WORKSHEET

- A. Moving from sheet in a worksheet
- B. Adding more sheet to a workbook
- C. Deleting sheets from a workbook
- D. Naming sheet tabs other than sheet 1, sheet 2 and so on
- E. Copying or moving sheets from one worksheet to another

CREATING GRAPHICS/CHART

- A. Using chart wizard
- B. Changing the chart with the chart toolbar
- C. Formatting the chart's axes
- D. Adding a text box to a chart
- E. Changing the orientation of a 3-D chart
- F. Using drawing tools to add graphics to chart and worksheet
- G. Printing a chart with printing the rest of the worksheet data

EXCEL'S DATABASE FACILITIES

- A. Setting up a database
- B. Sorting records in the database

05 MS OFFICE 2003 MS – POWER POINT

- A. Making a simple presentation
- B. Using Auto content Wizards and Templates s
- C. Power points five views
- D. Slides
 - Creating Slides, re-arranging, modifying
 - inserting pictures, objects
 - setting up a slide show
- E. Creating an Organizational Chart

06 NETWORKS – THEORY

A. Network Topology

- Buss
- Star
- Ring

B. Network Applications

C. Types of Networking

- LAN
- MAN
- WAN

D. Network Configuration Hardware

- server
- Nodes

E. Channel

- Fiber optics
- Twisted
- Co- axial

F. Hubs

G. Network Interface Card

- Arc net
- Ethernet

H. Network Software

- Novel
- Windows NT

07. Fundamental & Use of Internet

DIPLOMA IN HOTEL MANAGEMENT & CATERING TECHNOLOGY
2.4 HOTEL ENGINEERING

01 MAINTENANCE: Preventive and breakdown maintenance, comparisons

- A. Roll & importance of maintenance department in the hotel Industry with emphasis on its relation with other departments of the hotel.
- B. Organization chart of maintenance department, duties and Responsibilities of maintenance department

02 FUELS USED IN CATERING INDUSTRY:

- A. Type of fuel used in catering industry; calorific value; comparative study of Different fuels
- B. Calculation of amount of fuel required and cost.
- C. Energy conservation and energy audit.

03 GAS

- A. Heat terms and units; method of transfer
- B. LPG and its properties; principles of Bunsen and burner, precautions to be taken while handling gas; low and high-pressure burners. Corresponding heat output
- C. Gas bank, location, different types of manifolds

04 ELECTRICITY

- A. Fundamentals of Electricity, insulators, conductors, current, potential difference Resistance, power, energy concept; definitions, their units and relationships, AC and DC; single phase and three phase and importance on equipment specifications
- B. Electric circuits, open circuits and close circuits, symbols of circuit elements, series and Parallel connections, short circuit, fuses; MCB, ear thing, reason for placing switches on Live wire side.
- C. Electric wires and types of wiring
- D. Calculation of electric energy consumption of equipment, safety precaution to be observed while using electric appliances.
- E. Types of lighting, deferent lighting devices, incandescent lamps, fluorescent Lamps, other gas discharged lamps, illumination, and units of illumination.
- F. External lighting
- G. Safety in handling electrical equipment.

05 WATER SYSTEMS:

- A. Water distribution system in a hotel
- B. Cold water systems in India
- C. Hardness of water, water softening, Base Exchange method
- D. Cold water cistern swimming pools
- E. Hot water supply system in hotels
- F. Flushing system, water taps, traps and closets
- G. Water Conservation

06 REFRIGERATION & AIR-CONDITIONING:

- A. Basic principle, latent heat, boiling point and its dependence on pressure, vapour Compressor system of refrigeration and refrigerants
- B. Vapor absorption system, care and maintenance of refrigerators, defrosting, and types of Refrigerant units, their care and maintenance.
- C. Conditions for comfort, relative humidity, humidification, de-humidifying due point, Control, unit of air conditioning
- D. Window type air conditioner central air conditioning preventive maintenance.
- E. Vertical transportation, elevators, escalators

07 FIRE PREVENTION AND FIRE FIGHTING SYSTEM:

- A. Classes of fire, methods of extinguishing fires
- B. Fire extinguishers, portable and stationery
- C. Fire detectors and alarm
- D. Automatic fire detectors cum extinguishing devices
- E. Structural protection
- F. Legal requirements

08 WASTE DISPOSAL AND POLLUTION CONTROL:

- A. Solid and liquid waste, silage and sewage, disposal of solid waste
- B. Sewage treatment
- C. Pollution related to hotel industry
- D. Water pollution sewage pollution
- E. Air pollution, noise pollution, thermal pollution
- F. Legal Requirements

09 SAFETY:

- A. Accident prevention
- B. Slips and falls
- C. Other safety topics

10 SECURITY: Guest, Hotel, Employee & Supplier security

11 EQUIPMENT REPLACEMENT POLICY:

- A. Circumstances under which equipment are replaced
- B. Replacement policy of items which gradually deteriorates
- C. Replacement when the average annual cost is minimum
- C. Replacement when the present cost is minimum
- E. Economic replacement cycle for suddenly failing equipment

12 AUDIO VISUAL EQUIPMENTS:

- A. Various audio visual equipment used in hotel
- B. Care and cleaning of overhead projector, slide projector, LCD and power point Presentation units.
- C. Maintenance of computers
- D. Care and cleaning of PC, CPU, Modem, UPS, Printer, Laptops
- E. Sensors – Various sensors used in different locations of a hotel – type, uses

13 CONTRACT MAINTENANCE

- A. Necessity of contract maintenance, advantages and disadvantages of contract Maintenance Cost effectiveness. Corrected and Approved by B.T.E. On Dated 02.06.2015
- B. Essential requirements of a contract, types of contract, their comparative Advantages and disadvantages
- C. Procedure for inviting and processing tenders, negotiating and finalizing

**DIPLOMA IN HOTEL MANAGEMENT & CATERING TECHNOLOGY
II YEAR III SEMESTER**

3.1 FOOD PRODUCTION OPERATION

S.No.	Topic
01	<p>QUANTITY AND FOOD PRODUCTION EQUIPMENT</p> <p>A. Equipment required for mass/volume feeding B. Heat and cold generating equipment C. Care and maintenance of this equipment's D. Modern developments in equipment manufacture</p> <p>MENU PLANNING</p> <p>A. Basic principles of menu planning – recapitulation B. Points to consider in menu planning for various volume feeding outlets such as Industrial, Institutional, Mobile Catering Units C. Planning menus for <input type="checkbox"/> School/college students <input type="checkbox"/> Industrial workers <input type="checkbox"/> Hospitals <input type="checkbox"/> Outdoor parties <input type="checkbox"/> Theme dinners <input type="checkbox"/> Transport facilities, cruise lines, airlines, railway D. Nutritional factor for the above</p> <p>INDENTING</p> <p><input type="checkbox"/> Principles of Indenting for volume feeding <input type="checkbox"/> Portion size of various items for different types of volume feeding <input type="checkbox"/> Modifying recipes for indenting for large scale catering <input type="checkbox"/> Practical difficulties while indenting for volume feeding</p> <p>PLANNING</p> <p>Principles of planning for quantity food production with regard to <input type="checkbox"/> Space allocation <input type="checkbox"/> Equipment selection <input type="checkbox"/> Staffing</p>
02	<p>VOLUME FEEDING</p> <p>A. Institutional and Industrial Catering <input type="checkbox"/> Types of Institutional & Industrial Catering <input type="checkbox"/> Problems associated with this type of catering <input type="checkbox"/> Scope for development and growth</p> <p>B. Hospital Catering <input type="checkbox"/> Highlights of Hospital Catering for patients, staff, visitors Corrected and Approved by B.T.E. On Dated 02.06.2015 <input type="checkbox"/> Diet menus and nutritional requirements</p> <p>C. Off Premises Catering <input type="checkbox"/> Reasons for growth and development <input type="checkbox"/> Menu planning and Theme Parties <input type="checkbox"/> Concept of a Central Production Unit <input type="checkbox"/> Problems associated with off-premises catering</p> <p>D. Mobile Catering <input type="checkbox"/> Characteristics of Rail, Airline(Flight Kitchens and Sea Catering) <input type="checkbox"/> Branches of Mobile Catering</p> <p>E. Quantity Purchase & Storage</p>

	<input type="checkbox"/> Introduction of purchasing <input type="checkbox"/> Purchase system <input type="checkbox"/> Purchasing specifications <input type="checkbox"/> Storage
03	<p>REGIONAL INDIAN CUISINE</p> <p>A. Introduction to Regional Indian Cuisine B. Heritage of Indian Cuisine C. Factor that effect eating habits in different part of country D. Cuisine and its highlights of different states/regions/communities to be discussed under :-</p> <input type="checkbox"/> Geographic location <input type="checkbox"/> Historical background <input type="checkbox"/> Seasonal availability <input type="checkbox"/> Special equipment's <input type="checkbox"/> Staple diets <input type="checkbox"/> Specialty cuisine for festivals and special occasions
	<p>STATES Andhra Pradesh, Bengal, Goa, Karnataka, Kashmir, Kerala, Madhya Pradesh, Maharashtra, North Eastern States, Punjab, Rajasthan, Tamil Nadu and Uttar Pradesh/Uttaranchal</p> <p>COMMUNITIES Parsee, Chettinad, Hyderabadi, Lucknowi, Avadhi, Malbari/Syrian Christian and Bohri</p> <p>DISCUSSIONS Indian breads , Indian Sweets , Indian Snack</p>

REFERENCE BOOKS

1. Quantity Food Production
2. Taste of India
3. Flavours of India
4. Heritage of India
5. Prashad
6. Cooking Delights of the Maharajas

FOOD PRODUCTION OPERATION PRACTICAL

To formulate 03 sets of menus from the following regions in incorporating 09 dishes per menus as per planning at institute level.

- Awadh
- Bengal
- Goa
- Gujarat
- Hyderabad
- Kashmiri
- Maharashtra
- Punjabi
- Rajasthan
- South India (Tamilnadu, Karnataka, Kerala)

**DIPLOMA IN HOTEL MANAGEMENT & CATERING TECHNOLOGY
II YEAR III SEMESTER**

3.2 FOOD & BEVERAGE SERVICE OPERATION

S.No	Topic
01	ALCHOLIC BEVERAGE A. Introduction and definition B. Classification
02	WINES A .Definiton B. Classificaion with example - Tables/Still/Natural - Sparkling - Fortified - Aromatized C. Production of each classification D. Principles wine regions and wines of – France, Germany, Italy, Spain, Portugal USA, Australia E New World Wines (Brand Name)- India, Chile, South Africa, Algeria, New Zealand F. Food and wine Hannony G. Storage of wine H. Wine Terminology (English & Franch)
03	BEER A. Introduction and Definition B. Types of Beer C. Production of beer D. Storage
04	SPRITS A. Introduction and Definition B. Production of Sprit-Pot-Still Method, Patent Still Method C. Production of Whisky, Rum, Gin, Brandy, Vodka, Tequila D. Different Proof Sprits-American Proof, Gay lussac
05	APERITIFS A. Introduction & Definition- different Types of Aperitifs
06	LIQUEURS A. Definition & history B. Production of liqueurs C. Names of liqueurs & country of origin and predominant flavor D. Service
07	REGIONAL CUISINE-PRACTICAL'S A. Menu writing of regional dishes B. Table laying of regional dishes
08	Cocktails and Mixed Drinks A. Definition, History B. Golden rules for making cocktails C. Types of cocktails D. Preparation of cocktails

FOOD & BEVERAGE SERVICE OPERATION PRACTICALS

1. Service of wines – Red wine, White/rose Wine, Sparkling wines, Fortified wine, Aromatized wines
2. Service of Bottled canned beer, Draught beer.
3. Service of Spirits (Whisky, Vodka, Rum, Gin, Brandy, Tequila).
4. Service of Different types of aperitifs.
5. Service of Liqueurs.
6. Service of regional dishes.
7. Service of Cocktails.

DIPLOMA IN HOTEL MANAGEMENT & CATERING TECHNOLOGY II YEAR III SEMESTER

3. 3 FRONT OFFICE OPERATION

S.No	Topic
01	COMPUTER APPLICATION IN FRONT OFFICE OPERATION A. Fidelio/DS/Shawman.
02	FRONT OFFICE (ACCOUNTING) A. Accounting fundamentals. B. Guest and non-guest accounts. C. Accounting system (Non automated, semi automated and fully automated)
03	CHECK OUT PROCEDURES Guest accounts settlement <input type="checkbox"/> Cash and credit <input type="checkbox"/> Indian currency and foreign currency. <input type="checkbox"/> Transfer of guest accounts. <input type="checkbox"/> Express checkout.
04	CONTROL OF CASH AND CREDIT
05	NIGHT AUDITING * Functions * Audit procedures (Non automated, semi automated and fully automated)
06	FRONT OFFICE AND GUEST SAFETY AND SECURITY * Importance of security systems * Safe deposit * Key control * Emergency situations (accident, illness, theft, fire, bomb)
07	FRENCH A. Expressions de politesse et les commander et Expression d'encouragement. B. Basic conversation related to front office activities such as <input type="checkbox"/> Reservation (personal and telephonic) <input type="checkbox"/> Reception (Doorman, bellboys, receptionist etc.) <input type="checkbox"/> Cleaning of room and change of room etc.

FRONT OFFICE OPERATION PRACTICAL

	Hands on practices of computer application (Hotel Management System) related to Front office procedures such as Reservation, Registration, Guest History, Telephones, Housekeeping, Daily transactions) Front Office Accounting Procedures <input type="checkbox"/> Manual accounting <input type="checkbox"/> Machine accounting <input type="checkbox"/> Payable, Accounts Receivable, Guest History, Yield Management, Role pay. Situation handling
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SUGGESTIVE LIST OF TASKS FOR FRONT OFFICE OPERATION SYSTEM

- 1 How to make a reservation
- 2 How to create and update guest profiles.
- 3 How to create a guest folio.
- 4 How to print guest folio
- 5 How to make sharer reservation.
- 6 How to feed remarks in guest history
- 7 How to add a sharer.
- 8 How to make add on reservation.
- 9 How to amend a reservation.
- 10 How to cancel a reservation.
- 11 How to make a group reservation.
- 12 How to make a room change on the system.
- 13 How to logon cashier code.
- 14 How to close a bank at the end of each shift.
- 15 How to put a routine instruction.
- 16 How to process charges in.
- 17 How to process a guest checkout
- 18 How to check out a folio.
- 19 How to process deposit for arriving guest.
- 20 How to process deposit for in house guest.
- 21 How to check room rate variance report.
- 22 How to process part settlement.
- 23 How to tally allowance for day the at night.
- 24 How to tally paid outs for the day at night.
- 25 How to tally forex for the day at night.

**DIPLOMA IN HOTEL MANAGEMENT & CATERING TECHNOLOGY
II YEAR III SEMESTER**

3.4 ACCOMMODATION OPERATION

S.no	Topic
01	LINEN ROOM A. Activities of the Linen room B. Layout and equipment in the Linen room C. Selection criteria for various Linen items & fabrics suitable for this purpose D. Purchase of Linen E. Calculation of Linen requirements F. Linen control-procedures and records G. Stocktaking-procedures and records H. Recycling of discarded linen I. Linen Hire
02	UNIFORMS A. Advantages of providing uniforms to staff B. Issuing and exchange of uniforms; type of uniforms C. Selection and designing of uniforms D. Layout of the uniform room
03	SEWING ROOM A. Activities and areas to be provided B. Equipment provided
04	LAUNDRY A. Commercial and On-site Laundry B. Flow process of Industrial Laundering-OPL C. Stage in the Wash Cycle D. Laundry Equipment and Machines E. Layout of the Laundry F. Laundry Agents G. Dry Cleaning H. Guest Laundry/Valet service I. Stain removal
05	FLOWER ARRANGEMENT A. Flower arrangement in Hotels B. Equipment and material required for flower arrangement C. Conditioning of plant material D. Styles of flower arrangements E. Principles of design as applied to flower arrangement
06	INDOOR PLANTS A. Selection and care

ACCOMMODATION OPERATION PRACTICAL

1	Layout of Linen and Uniform Room/Laundry
2	Laundry Machinery and Equipment
3	Stain Removal
4	Flower Arrangement
5	Selection and designing of Uniforms

**DIPLOMA IN HOTEL MANAGEMENT & CATERING TECHNOLOGY
II YEAR III SEMESTER**

3.5 FOOD & BEVERAGE CONTROLS

S.No	Topic
01	<p>FOOD COST CONTROL A. Introduction of Cost Control B. Define Cost Control C. Elements of cost-Food, Labour, Overhead cost D. Basic Costing E. Food Costing F. Determination of cost and profit – food, labour, overhead, Gross profit, Net profit G. The Objective and Advantages of Cost Control H. Break Even Analysis- Break Even Point, Break Even Graph and Table</p>
02	<p>FOOD CONTROL CYCLE A. Purchasing Control B. Aims of Purchasing Policy C. Job Description of Purchase Manager/Personnel D. Types of Food Purchase E. Quality Purchasing F. Food quality Factor for different commodities G. Definition of Yield H. Test to arrive at standard yield I. Definition of Standard Purchase Specification J. Advantages of Standard yield and Standard Purchase Specification K. Purchasing Procedure L. Different Method of food Purchasing M. Sources of Supply N. Purchasing by Contract O. Periodical Purchasing P. Open Market Purchasing Q. Standing Order Purchasing R. Centralized Purchasing S. Methods of Purchasing in Hotels T. Purchase order forms U. Ordering Cost V. Carrying Cost W. Economic Order Quantity X. Practical Problems</p>
03	<p>RECEIVING CONTROL A. Aims of Receiving B. Job Description of Receiving Clerk/Personnel C. Equipment required for receiving D. Documents by the Supplier (including format) E. Delivery Notes F. Bills/Invoices G. Credit Notes H. Statements I. Record maintained in Receiving Department J. Goods Received Book K. Daily Receiving report L. Meat Tags M. Receiving Procedure N. Blind Receiving O. Assessing the performance and efficiency of receiving department P. Frauds in the Receiving Departments Q. Hygiene and cleanliness of area</p>
04	<p>STORING & ISSUING CONTROL A. Storing Control B. Aims of Store Control C. Job Description of Food Store Clerk/Personnel D. Storing Control E. Conditions of facilities and equipment F. Arrangements of Food G. Location of storage Facilities H. Security I. Stock Control J. Two types of foods received – direct stores (Perishables/non-perishables) K. Stock records Maintained Bin Cards Stock Record Cards/books L. Issuing control M. Requisitions N. Transfer Notes O. Perpetual Inventory Method P. Pricing of Commodities Q. Monthly Inventory/Stock Taking R. Stock Taking and comparison of actual physical inventory and Book Value S. Stock levels T. Practical Problems U. Hygiene & Cleanliness of area</p>
05	<p>PRODUCTION CONTROL A. Aims and Objectives B. Forecasting C. Fixed of standards Definition of standards (Quality & Quantity) Standard recipe (Definition, Objectives and various tests) Standard Portion Size (Definition, Objectives and equipment used) Standard Portion Cost (Objectives and Cost Cards) D. Computation of staff meals</p>
06	<p>SALES CONTROL A. Sales – ways of expressing selling, determining sales price, calculation of selling price, factors to be considered while fixing selling price B. Matching costs with sales C. Billing procedure – cash and credit sales D. Cashier’s Sales summary sheet</p>

**DIPLOMA IN HOTEL MANAGEMENT & CATERING TECHNOLOGY
II YEAR III SEMESTER**

3.6 HOTEL ACCOUNTANCY

S.No	Topic
01	UNIFORM SYSTEM OF ACCOUNTS : A. Introduction to uniform system accounts B. Contents of the income statement C. Practical problems D. Contents of the balance sheets (under uniform system) E. Practical problem F. Departmental income statement and expense statement (Schedule 1 to 16) G. Practical problems
02	INTERNAL CONTROLS: A. Definition and objective of internal control B. Characteristic of internal control C. Implementation and review of internal control
03	INTERNAL AUDIT AND STATUARY AUDIT : A. An introduction to internal and statutory audit. B. Definition between internal audit and statutory audit. C. Implementation and review of internal audit.
04	DEPARTMENTAL ACCOUNTING : A. An introduction of department accounting B. Allocation and apportionment C. Advantages of allocation D. Drawback of allocation. E. Basis of allocation F. Practical problems
05	TALLY: A. Creating a company. B. Creating a ledger C. Types of account D. Credit and debit E. Types of receipts F. Profit and loss statement G. Creating balance sheet H. Backing up data from tally

**DIPLOMA IN HOTEL MANAGEMENT & CATERING TECHNOLOGY
II YEAR III SEMESTER**

3.7 FOOD SAFETY & QUALITY

S.No	Topic
01	Basic introduction to food safety, Food hazards and risks, Contaminas and Food Hygiene.
02	MICRO-ORGANISMS IN FOOD : A. General characteristics of Micro-Organisms based on their occurrence and structure. B. Factors affecting there growth in food (intrinsic and extrinsic). C. Common food borne micro-organisms – a. Bacteria(Spores/Capsule) b. Fungi c. Viruses d. Parasites
03	FOOD SPOILAGE AND FOOD PRESERVATION : A. Types and causes of spoilage. B. Source of Contamination. C. Spoilage of different products (milk and milks products, cereals and cereals products, meat, eggs, fruits and vegetables, canned products). D. Basic principles of food preservations. E. Methods of preservation (High temperature, Low temperature, Drying, Preservatives and irradiation).
04	BENEFICIAL ROLE OF MICRO-ORGANISMS : A. Fermentation and role of lactic and bacteria. B. Fermentation in foods (Dairy foods, Vegetables, Indian foods Bakery products and Alcoholic beverages). C. Miscellaneous (Vinegar and antibiotic).
05	FOOD BORNE DISEASES : A. Types (infections and intoxications). B. Common diseases caused by food borne pathogens. C. Preventive measures.
06	FOOD ADDITIVES : A. Introduction B. Types (Preservative, Anti-oxidants, Sweeteners, Foods colors and flavors, Stabilizers and emulsifiers).
07	FOOD CONTAMINANTS AND ADULTERANTS : A. Introduction to food standards. B. types of food contaminants (Pesticide residues, Bacterial toxins or mycotoxins, Sea food toxins, Metallic contaminants, residues from packaging material). C. Common adulterants in foods. D. Method of their detections (Basic Principles)
08	FOOD LAWS AND REGULATIONS : A. National – PFA Essential commodities Act (FP,MPO, etc.) B. International – Codex Alimentarius, ISO C. Regulatory Agencies – WTO E. Consumer Protection Act.
09	QUALITY ASSURANCE : A. Introduction to concept of TQM, GMP and Risk Assessment. B. Relevance of Microbiological standards for food safety. C. HACCP (Basic Principle and implementation)

10	HYGIENE AND SANITATION IN FOOD SECTOR : A. General Principles of food hygiene. B. GHP for commodities, equipment, work area and personnel. C. Cleaning and disinfection (Method and agents commonly). D. Waste water and waste disposal.
11	RECENT CONCERNS : A. Emerging pathogens. B. Genetically modified foods. C. Food labeling. D. Newer trends in food packaging and technology. E. BSE (Bovine Serum Ecephthalopathy)

REFERENCES:

1	Modern Food Microbiology by jay j.
2	Food Microbiology by Frazier and Westhoff.
3	Food safety by Bhat and Rao
4	Safe food handelling by Jacob M.
5	Food Processing by Hobbs Betty.
6	PFA Rules.

**DIPLOMA IN HOTEL MANAGEMENT & CATERING TECHNOLOGY
II YEAR III SEMESTER**

3.8 MANAGEMENT IN TOURISM

The course has been designed to familiarize the learners with the Management concepts, functions and skills keeping in view their applicability in tourism.

Syllabus

Block-1 Understanding Entrepreneurship and Management

Unit 1 Management: Concept and Functions

Unit 2 Entrepreneurship: Concept and Functions

Unit 3 Corporate Forms in Tourism

Unit 4 Management issues in Tourism

Block-2 Understanding Organizational Theory

Unit 5 Understanding Organizations

Unit 6 Planning and Decision Making

Unit 7 Organizing

Unit 8 Monitoring and Controlling

Block-3 Organizational Behavior Issues

Unit 9 Small Group Behavior

Unit 10 Inter Personal Behavior

Unit 11 Inter Group Behavior

Unit 12 Supervisory Behavior

Block-4 Managerial Practices in Tourism – 1

Unit 13 Tour Operator

Unit 14 Travel Agencies

Unit 15 Hotels

Unit 16 Public Relations

Block-5 Convention Promotion and Management

Unit 17 Convention Industry

Unit 18 Planning Conventions

Unit 19 Management and Implementation of Conventions

**DIPLOMA IN HOTEL MANAGEMENT & CATERING TECHNOLOGY
II YEAR III SEMESTER**

3.9 COMMUNICATION SKILLS IN ENGLISH

This course aims at making you aware of how a communicative situation influences the choice of sentences structure and communication, formal and informal conversation, official communication, diaries, notes and use of English for i.e. Print.

Block 1 Letters

Unit 1 Some concepts in communication

Unit 2 Formal Letters – 1

Unit 3 Formal Letters – 2

Unit 4 Informal Letters – 1

Unit 5 Informal Letters – 2

Block 2 Conversation

Unit 6 Formal Conversation – 1

Face To Face 1

Unit 7 Formal Conversation – 2

Face To Face 2

Unit 8 Informal Conversation – 1

Face To Face 1

Unit 9 Informal Conversation – 2

Face To Face 2 Discussions

Unit 10 Telephone Conversation

Block 3 Others Forms of Official Communication

Unit 11 Memoranda

Unit 12 Reports 1

Unit 13 Reports 2

Unit 14 Minutes of Meetings

Unit 15 Telegrams and Telexes

Block 4 Interviews and Public Speaking

Unit 16 Interviews

Unit 17 Debates

Unit 18 Discussion

Unit 19 Speeches

Unit 20 Seminar talks

Block 5 Diaries, Note, Tables and Figures

Unit 21 Diaries: Private

Unit 22 Diaries: General

Unit 23 Travelogues

Unit 24 Notes

Unit 25 Tables, Charts and Graphs

Block 6 Mass Media: Print

Unit 26 Writing for Newspaper-1

Unit 27 Writing for Newspaper-2

Unit 28 Articles for Journals

Unit 29 Advertising- 1

Unit 30 Advertising- 2

Audio 1 Letters (Block 1)

2. Conversation: Role Relations and Tone in conversations (Block 2)

3 Making a Public Speech (Block 4)

Videos 1 Debating Skills (Block 4)

2. Appearing for Interview (Block 4)

3. Visualizing and T.V. script introduction to T.V. production techniques (Block 8)

**DIPLOMA IN HOTEL MANAGEMENT & CATERING TECHNOLOGY
II YEAR III SEMESTER**

3.10 HUMAN RESOURCE MANAGEMENT

S.No	Topic
01	Human Resource Planning A. Micro- Study of present H.R., H. R. inventory, H. R. Audit, Natural Separation, Causes of separation, Estimation, Net H.R. requirement B. Macro- Audit, Natural separation, Estimation of Human Resource
02	HRD applications in Hotel Industry
03	Relevance of HRD in Hotel Industry
04	Personnel Office A. Functions B. Operations
05	Hotel Environment and Culture
06	HRD System
07	Job Evaluation A. Concepts B. Scope C. Limitations
08	Job Analysis and Description
09	Job Evaluation Methods
10	Task Analysis
11	Demand and Supply Forecasting
12	Human Resource Information System
13	Human Resource Audit
14	Human Resource Accounting Practices
15	Recruitment and Selection
16	Attracting and Retaining Talents Strategic Interventions
17	Induction and Placement
18	Staff Training and Development
19	Training Methods and Evaluation
20	Motivation and Job Enrichment

21	Motivation and Productivity
22	Career Planning
23	Employee Counseling
24	Performance Monitoring and Appraisal
25	Transfer ,Promotion ,and Reward Policy
26	Disciplinary Issues
27	Employee' Grievance Handling
28	Compensation and Salary Administration
29	Employee Benefits and Welfare Schemes
30	Labour Law and Regulations Related ton Hotel Industry
31	Gender Sensitivities
32	Emerging trends and Perspectives
33	Impacts of Merger and Acquisitions on Human Resource Practice

**DIPLOMA IN HOTEL MANAGEMENT & CATERING TECHNOLOGY
II YEAR IV SEMESTER**

4.1 INDUSTRIAL TRAINING

20 WEEKS

LIST OF FRONT OFFICE EQUIPMENT'S:

S.NO.	ITEMS	NUMBER
1.	RECEPTION COUNTER	1
2.	COMPUTER	5
3.	FAX MACHINE	1
4.	TELEPHONE	2
5.	WHITNEY RACK	1
6.	KEY AND MAIL RACK	1
7.	MESSAGE RACK	1
8.	BELL DESK	1
9.	BELL TROLLEY	1
10.	INVENTORY OF FORMATS	
	<input type="checkbox"/> Registration card	
	<input type="checkbox"/> Reservation form	
	<input type="checkbox"/> Form C	
	<input type="checkbox"/> Bell Boy Card	
	<input type="checkbox"/> Lobby Control Sheet	
	<input type="checkbox"/> Arrival and Departure Register	
	<input type="checkbox"/> Encashment Certificate	
	<input type="checkbox"/> Guest Folio	
	<input type="checkbox"/> Guest Receipt	
	<input type="checkbox"/> Visitor's Paid Out	
	<input type="checkbox"/> Luggage Tags	
	<input type="checkbox"/> Guest Meal Coupon	

BAKERY EQUIPMENT'S:

Pizza cutter	4 no
Pizza peels	2 no.
Ring mould (small & big)	24 no.
Jelly mould (assorted)	3 dozen
Rolling pins (big & small)	24 no.
Tin openers (two different kinds)	6 small, 1 big
Savoring moulds	100 no.
Baba moulds	100 no.
Madeline moulds	100 no.
Caramel moulds	100 no.
Tartlet moulds (plain & fluted)	200 no.
Barquettemoulds	36 no.
Palette knives	36 no.
Serrated knives	4 big, 4 small
Set of knives	2 no.
Cutting boards	12 no.
Cooking ranges	3 no.
Pan for sugar boiling	2 no

Bakery sheets	50 no.
Swiss roll tray	12 no
Patty tins	25 no.
Muffin moulds	100 no.
Pie tins, Pie dishes (Borosil)	6 no
Karahi	2 big, 2 small
Cooker	1 no
Graters	6 no
Bread tins (small & big)	20 no.
Cake tins (different shapes & sizes) Mostly 7" in diameter	
Wooden spoons (Assorted)	3 dozen
Piping bags cloth- two sizes	2 dozen each
Doughnut cutter	12 no
Check cake tin	12 no.
Cream horn mould	100 no.
Piping nozzle (different kinds)	1 dozen each
Turn table	2 no.
Measuring jugs	12 no.
Measuring spoon	2 Sets
Bhagonas	12 no
S.S Mixing bowls	25 no.
S.S Thali	25 no
Storing containers (plastic & aluminum)	(10 + 10) no
Knife sharpner	2 no
Scoopers	36 no
Scoops	6 no
Sieves	6 no
Candy Thermometer	2 no
Pastry brushes	2 dozen
Pastry cutters(different shapes & sizes)	1 dozen each
Dough scrapers	6 no
Egg beaters	36 small & 12 big
Stock pots	2 no
Loose bottom cake tins & pie tins	12 no.
Dust bins	6 no
Cooking ladles	6 no.
Tube cake tin	12 no.
Oven (electrical) Double Deck	01 no
Oven(gas)	01 no
Cooking Range	01 no.
Exhaust Fan	01 no.
Refrigerator Double Door	01 no

COMPUTER LAB LIST OF EQUIPMENT'S:

- 45 COMPUTERS WITH ALL ACCESSORIES LATEST VERSION
- MODEM
- INTERNET CONNECTION
- 45 COMPUTER TABLES
- 45 COMPUTER CHAIRS
- AIR CONDITIONER
- C.V.T
- O.H.P
- LAN
- DESKJET PRINTER

EQUIPMENT OF HOUSE KEEPING:

ITEMS	QUANTITY
CHAMBER MAID TROLLEY	2
WIPER (METAL)	
(PLASTIC)	
COLINS	24
BRASSO	12
SILVO	12
TOILET BRUSH (PLASTIC)	12
(METAL)	12
BUCKETS	10
MUGS	25
SOFT BROOMS	20
HARD BROOMS	
TEEPOL	
DUSTERS	24
CARPET BRUSH	12
FEATHER BRUSH	12
DUSTBINS	15
MOPS	24
DUST PANS	6
PHENYLS	5
VACUUM CLEANER	2
BLANKET	10
MATTRESS	4
FLOWER VASES	24
PIN HOLDERS	24
MULTI PURPOSE CLEANERS	10
ROTO BRUSH	6
WASHING MACHINE (HEAVY DUTY)	1
IRONING BOARD WITH IRON	1
FLOOR SCRUBBING BRUSH	12
(LONG HANDLE)	
HAND SCRUBBING (PLASTIC)	24
(METAL)	24
TOOTH BRUSH	24
PLASTIC DISH	6
COBWEB REMOVER	15
(E STICK)	
DRY MOP	24
GLASSES	12
CLEAN WELL SOLUTION	2
TALC POWDER	4
DARA LIQUID POLISH	4
GLYCEROL	2 bottle
BOREX POWDER	2 bottle
HYDROCHLORIC ACID	5 bottles
ACETON	5 bottle
HYDROGEN PEROXIDE	5bottle
METHYLATED SPIRIT	1 ltr
LINEN	

SINGLE BED SHEET (WHITE)	12
DOUBLE BED SHEET	12
BED COVERS	4
DRAPERY	
CURTAINS (HEAVY)	4
TOWELS	
BATH TOWELS	12
HAND TOWELS	12
FACE TOWELS	12
BATH MATS	6
FURNITURE AND FITTINGS	
BED (SINGLE)	4
DRESSING TABLE	2
TABLE LAMPS	2
LUGGAGE RACK	2
TELEVISION	1
MINI REFRIGERATOR	1
TELEPHONE	1
SOFA CHAIRS	4
FOLDING CHAIRS	6
CENTER TABLE	2
SIDE TABLE	2
CUPBOARD	2
AIR CONDITIONER	1
NYLON TAPESTRY BRUSH	6
VIM	1KG
NIRMA	2 KG
HARPIC	1 LT
GLASS DISH	2
DETOL SOAP BARS	
PLASTIC BLADES (WIPER)	6
STAINLESS STEEL LADLE	6
PILLOW COVERS	12
THREAD	4
MANSION POLISH	1KG
VINEGAR	2 LIT
TAMARIND	1 KG
SULPURIC ACID	1 ltr
NEEDLES	10
COMMON SALT	2 KG

KITCHEN EQUIPMENT:

S.No.	ITEM	TOTAL
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S.No.	ITEM	TOTAL
1	Almirah	3
2	Aluminum bhagona (3 Lts)	6
3	Aluminum bhagona (5 Lts)	6
4	Aluminum bhagona (25 lts)	1
5	Aluminum bhagona (40 lts)	1
6	Aluminum saucepan (10' dia)	3
7	Bain Marie (5 sections)	1
8	Baking sheet	6

9	Belan (med)	5
10	Belan (small)	3
11	Casserole	3
12	Chimta	6
13	Chopping board (fiber)	17
14	Conical strainer (big)	1
15	Conical strainer (M)	1
16	Stock Ladle	1
17	Deep fridge	1
18	Dustbin (plastic)	1
19	Exhaust fan	2
20	Flour strainer	3
21	Frying pan (big)	1
22	Frying pan (Med)	5
23	Frying pan steel (small)	11
24	Gas range (1 burners)	1
25	Gas range (4 burners)	7
26	Gas range (6 burners)	1
27	Grater (square)	7
28	Hot plate	1
29	Imam dasta	1
30	Iron palta (big)	3
31	Iron parat	1
32	Iron pauni (Big)	1
33	Iron pauni (med)	2
34	Jalebikadai	1
35	Kadai (big)	1
36	Kadai (med)	2
37	Ladle (big, steel)	1
38	Lighter	1
39	Mallet	2
40	Masala dani	2
41	Mincer	1
42	Mixer grinder	2
43	Non-stick frying pan	2
44	Oven	1
45	Paneertikka skewer	12
46	Parat (big)	3
47	Parat (med)	2
48	Potato masher	2
49	Potato scooper	1
50	Pressure cooker (10 ltrs)	2
51	Pressure cooker (5 ltrs)	2
52	Pyrex dish	5
53	Refrigerator	1
54	Rice strainer (Big, aluminum)	1

55	Roti tawa	17
56	Roti tawa range	1
57	Round thali (big, steel)	7
58	Round thali (small)	14
59	Salamander	2
60	Service table	2
61	Service thali (5 compartments.)	105
62	Shallow bowl (18" dia)	8
63	Shallow bowl (20" dia)	2
64	Silbatta	2
65	Sizzler plate	2
66	Soup strainer	14
67	Steel bhagona (10 lts)	12
68	Steel bhagona (2 lts)	2
69	Steel bhagona (3 lts)	9
70	Steel bhagona (40 lts)	3
71	Steel bhagona (5 lts)	7
72		26
73	Steel jug	9
74	Steel ladle (2½" dia)	9
75	Steel ladle (3" dia)	19
76	Steel ladle (4" dia)	14
77	Steel palta (small)	10
78	Steel palta (small, perforated)	11
79	Steel pauni (med)	2
80	Steel pauni (small)	4
81	Steel plate	20
82	Steel rice strainer (small)	5
83	Steel saucepan (10' dia)	1
84	Steel saucepan (12' dia)	3
85	Steel saucepan (8" dia)	1
86	Table with garbage trash	1
87	Taka taktawa	1
88	Tandoori jodi	1
89	Tandoor	1
90	Td.chicken skewer	8
91	Wire whisk	4
92	Wok (Chinese kadai)	3
93	Working table	17

RESTAURANT EQUIPMENT:

Item	No.
TABLES	16
CHAIRS	58
SIDE BOARD	6

BAR COUNTER	1
CUPBOARDS	4
RACKS	1
JOINT PLATES	84
RICE PLATES	15
TEA STRAINERS	10
BUTTER DISHES	15
COFFEE POTS	4
CONSOMME CUPS	40
SNAIL DISH	2
CRUET SETS	15
BUD VASES	10
AIRCONDITIONER	2
FANS	10
CHANDELIER	1
GUERIDON TROLEY	2
WINE BUCKET WITH STAND	1
TEA/COFFEE MACHINE	1
WALL MIRROR	1
SAUCE BOAT	1
MASTER BOARD	1
IMPORTED WINE OPENER	1
IMPORTED CITRUS SQUEEZER	1
CORK SCREW	1
CORK SCREW WITH CAP	1
BAR MEASURE(DBL. CUP)	1
SALAMANDER	1
CAKE SLICER	2
SOUP LADLE	1
GLASSWARE	
WHITE WINE GLASS	24
RED WINE GLASS	24
ROLLY POLLY	24
BEER GOBLETS	24
PONY TUMBLERS	50
CHAMPAGNE TULIP	6
HI BALL	100
BRANDY BALLOON	6
SHOT GLASS	6
CHAMPAGNE FLUTE	6
CUT GLASS DECANTER 750 ml.	1
PILSNER GLASS	6
WHITE WINE GLASS GOLD BAND	12
CHAMPAGNE TULIP GOLD RIM	6

Cutlery & Crockery	
A P SPOON	75
A P FORK	75
JOINT KNIFE	75
SOUP SPOON	24
SERVICE FORK	20
SERVICE SPOON	20
DESSERT SPOON	50
DESSERT FORK	24
FISH KNIFE	24
FISH FORK	24
TEA SPOON	20
CHESSE KNIFE	2
SNAIL FORKS	2
STEAK KNIFE	6
SUGAR POT	2
COFFEE SPOON	2
BUTTER DISH	15
CREAMER	6
TEA POTS	12
PLATTERS ASSORTED	25
SERVICE BOWLS	25
SIDE PLATES GOLD LINE	12
MEAT PLATES GOLD	12
SIDE PLATE	48
SALVERS	6
DESSERT PLATE	62
TEA CUPS	48
TEA SAUCERS	51
ASH TRAY	10
SOUP BOWLS	25
PLASTIC TRAY	12
COFFEE SPOONS	20
WATER JUGS	8
SOUP PLATES	21
WATER JUGS EPNS	3
DESSERT FORK GOLD HANDLE	10
AP KNIFE GOLD PLATED	11
DESSERT SPOON GOLD PLATED	12
TEA SPOON	8
EQUIPMENT WITH LOGO	
CHOP STICKSTAND	6
CHINESE TEA CUPS	6
CHINESE TAE SAUCER	6
CHINESE BOWL	6
CHINESE SPOON	6

JAM POTS	6
CONDIMENTS BOWL	6
CURRY BOWL	12
TEA CUPS	11
DESSERT PLATES	21
DINNER PLATE	12
SIDE PLATE	36
TEA SAUCER	27
DEMI TASSE CUP	6
DEMITASSE SAUCER	6
CONSOMME CUPS	12
BUD VASE	6
CRUET SETS	6
EGG CUPS	6
NAPPY BOWLS	12
ASH TRAY	6
DINNING HALL	
BAIN MARIE	1
SERVICE TABLE	4
SERVICE SPOON	8
SERVICE FORK	8
LADLES	3
DINNING TABLES	8
DINNING CHAIRS	56
AP SPOONS	115
AP FORKS	115
GLASSES	90
WATER JUGS	8
BHOJAN THALI	100
LINEN	
HAND TOWELS	6
TABLE CLOTHS	30
NAPKINS	60
SLIP CLOTHS PINK	11
SLIP CLOTHS CHOCOLATE	7
GREEN SATIN	1

**DIPLOMA IN HOTEL MANAGEMENT & CATERING TECHNOLOGY
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5.1 ADVANCE FOOD PRODUCTION OPERATIONS

Unit 1

LARDER

1- LAYOUT & EQUIPMENT

- A. Introduction of Larder Work
- B. Definition
- C. Equipment found in the larder
- D. Layout of typical larder with equipment and various sections.

II. TERMS & LARDER CONTROL

ms used in the Larder and Larder Control

- B. Essentials of Larder Control
- C. Importance of Larder Control
- D. Devising Larder Control Systems
- E. Leasing with other Departments
- F. Yield Testing

III. DUTIES AND RESPONSIBILITIES OF THE LARDER CHEF

- A. Functions of the Larder
- B. Hierarchy of Larder Staff
- C. Sections of the Larder
- D. Duties & Responsibilities of Larder Chef

Unit 2

CHARCUTIERIE

I. SAUSAGE

- A. Introduction to Charcutierie
- B. Sausage - Types & Varieties
- C. Casings - Types & Varieties
- D. Fillings - Types & Varieties
- E. Additives & Preservatives

II. FORCEMEATS

- A. Types of forcemeats
- B. Preparation of forcemeats
- C. Uses of forcemeats

III. BRINES, CURES & MARINADES

- A. Types of Brines
- B. Preparation of Brines
- C. Methods of Curing
- D. Types of Marinades
- E. Uses of Marinades
- F. Difference between Brines, Cures & Marinades

IV. HAM, BACON & GAMMON

- A. Cuts of Ham, Bacon & Gammon.
- B. Difference between Ham, Bacon & Gammon
- C. Processing of Ham & Bacon
- D. Green Bacon
- E. Uses of different cuts

V. GALANTINES

- A. Making of galantines
- B. Types of Galantine
- C. Ballotines

VI. PATES

- A. Types of Pate
- B. Pate de foie gras
- C. Making of Pate
- D. Commercial pate and Pate Maison
- E. Truffle - sources, Cultivation and uses and Types of truffle.

VII. MOUSE & MOUSSELINE

- A. Types of mousse
- B. Preparation of mousse
- C. Preparation of mousseline
- D. Difference between mousseline

VII. CHAUD FROID

- A. Meaning of Chaudfroid
- B. Making of chaudfroid & Precautions
- C. Types of chaudfroid
- D. Uses of chaudfroid

IX. ASPIC & GELEE

- A. Definition of Aspic and Gelee
- B. Difference between the two
- C. Making of Aspic and Gelee
- D. Uses of Aspic and Gelee

X. QUENELLES, PARFAITS, ROULADES

Preparation of Quenelles, Parfaits and Roulades

XI. NON EDIBLE DISPLAYS

- A. Ice carvings
- B. Tallow sculpture
- C. Fruit & Vegetable Displays
- D. Salt dough
- E. Pastillage
- F. Jelly logo
- G. Thermoaccol work

XII APPETIZERS & GARNISHES

- A. Classification of Appetizers
- B. Examples of Appetizers
- C. Historic importance of culinary Garnishes

XIII SANDWICHES

- A. Parts of Sandwiches
- B. Types of Bread
- C. Types of filling - classification
- D. Spreads and Garnishes
- E. Types of Sandwiches
- F. Making of Sandwiches
- G. Storing of Sandwiches

XIV USE OF WINE AND HERBS IN COOKING

- A. Ideal uses of wine in cooking
- B. Classification of herbs
- C. Ideal uses of herbs in cooking

Unit 3 I -INTERNATIONAL CUISINE

- A. Geographic location
- B. Historical background
- C. Staple food with regional influences
- D. Specialties
- E. Recipes
- F. Equipment in relation to :

- Great Britain
- France
- Italy
- Spain & Portugal
- Scandinavia
- Germany
- Middle East
- Oriental
- Mexican
- Arabic

II-CHINESE

- A. Introduction to Chinese foods
- B. Historical background
- C. Regional cooking styles
- D. Methods of cooking
- E. Equipment & utensils

Unit 4

BAKERY & CONFECTIONERY

I. ICINGS & TOPPINGS

- A. Varieties of icing
- B. Using of Icings
- C. Difference between icings & Toppings
- D. Recipes

II. FROZEN DESSERTS

- A. Types and classification of Frozen desserts
- B. Ice-creams-Definitions
- C. Methods of preparation
- D. Additives and preservatives used in Ice-cream manufacture

III. MERINGUES

- A. Making of Meringues
- B. Factors affecting the stability
- C. Cooking Meringues
- D. Types of Meringues
- E. Uses of Meringues

IV. BREAD MAKING

- A. Role of ingredients in bread Making
- B. Bread Faults
- C. Bread Improvers

V. CHOCOLATE

- A. History
- B. Sources
- C. Manufacture & Processing of Chocolate
- D. Types of chocolate
- E. Tempering of chocolate
- F. Cocoa butter, white chocolate and its applications

Unit 5

I-PRODUCTION MANAGEMENT

- A. Kitchen Organization
- B. Allocation of Work-job Description, Duty Rosters
- C. Production Planning
- D. Production Scheduling
- E. Production Quality & Quantity Control
- F. Forecasting Budgeting
- G. Yield Management

II-PRODUCT & RESEARCH DEVELOPMENT

- A. Testing new equipment,
- B. Developing new recipes
- C. Food Trails
- D. Organoleptic & Sensory Evaluation

III- FRENCH

- Culinary French
- Classical recipes (recettesclassique)
- Historical Background of Classical Garnishes
- Offals / Games
- Larder terminology and vocabulary

Note: Should be taught along with the relevant topics.

PRACTICAL

Three course menus to be formulated featuring International Cuisines

- 01 FRENCH
- 02 ORIENTAL a) Chinese b) Thai
- 03 ITALY, GERMANY, SPAIN, GREECE, MEXICAN, MEDITERANIAN AND LEBANESE

SUGGESTED MENUS

FRENCH

MENU 01

Consommé Carmen
Poulet Sauté Chasseur
Pommes Laretta
Haricots Verts
Salade de Betterave
Brioche
Bada au Rhum

MENU 02

Bisque D' écrevisse
Escalope De Veauviennoise
Pommes Batailes
CourgeProvencale
Epinards au Gratin

MENU 03

Crème Du Barry
Darne De Saumon Grille
Sauce paloise
Pommes Fondant
PetitsPois A La Flamande
French Bread
TarteTartin

MENU 04

Veloute Dame Blanche
Cote De Porc Charcuterie
Pommes De Terre A La Crème
Carottes Glace Au Gingembre
Salade Verte
Garlequin 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 Nautua
Poulet Maryland
Croquette Potatoes
Salade Nicoise
Brown Bread
Pâte Des Pommes

MENU 08

Kromeskies
Filet De Sols Walweska
Pommes Lyonnaise
Funghi Marirati
Bread Sticks
Soufflé 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
Focaccia
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
Chao Mai
Tung-Po Mutton
Yangchow Fried Rice

MENU 04

Yanton 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
Frittata De Patata
Pastel De Mazaana

ITALY

Minestrone
Ravioli Arabeata
FettocineCarbonara
PolloAlla Cacciatore
MedanzaneParmigiane
Grissini
Tiramisu

GERMANY

Linsensuppe
Sauerbaaten
Spatzale
German Potato Salad
Pumpnicklr
Apfel Strudel
U.K. Scotch Broth
Roast Beef
Yorkshire Pudding

Glazed Carrots & Turnips
Poast Potato
Yorkshire Curd Tart
Crusty Bread

GREECE

SoupeAcogolemeno
Moussaka A La Greque
Dolmas
Tzaziki
Baklava
Harlequin Bread

BAKERY & PATISSERIE PRACTICAL'S

MUST INCLUDE

- Decorated Cakes
- Gateaux
- International Breads
- Sorbets, Parfaits
- Hot / Cold Desserts

DEMONSTRATION OF

Charcuterie Galantines
 Pate
 Terrines
 Mousselines

Practical Guidelines:

Every student will prepare a 3 course menu along with a dessert preparation from Bakery and confectionary system.4 Chit systems usually incorporate or in basket exercise for the same. Student has to submit indent with cost of indent. Student should be assessed on individual preparation of the menu.

Note: Different menus should be plan by internal examiner for every student at least 15 menus.

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5.2 ADVANCE FOOD & BEVERAGE OPERATIONS

Unit 1 PLANNING & OPERATING VARIOUS F & B OUTLET

- A. Physical layout of functional and ancillary areas
- B. Objective of a good layout
- C. Steps in planning
- D. Factors to be considered while planning
- E. Calculating space requirement
- F. Various set ups for seating
- G. Planning staff requirement
- H. Menu planning
- I. Constraints of menu planning
- J. Selecting and planning of heavy duty and light equipment
- K. Requirement of quantities of equipment required like crockery, Glassware, steel or silver etc.
- L. Suppliers & manufactures
- M. Approximate cost
- N. Planning Dècor, furnishing fixture etc.

PRACTICAL

Unit 2 F & B STAFF ORGANISATION

- A. Categories of Staff
- B. Hierarchy
- C. Job description and specification
- D. Duty roster

PRACTICAL

Supervising Food & Beverage outlets

Unit 3 MANAGING F&B OUTLET

- A. supervisory skills
- B. developing efficiency
- C. standard Operating Procedure

PRACTICAL

Supervising Food & Beverage outlets

Unit 4 FUNCTION CATERING

I-BANQUETS

- A. History
- B. Types
- C. Organization of Banquet department
- D. Duties & responsibilities
- E. Sales
- F. Booking procedure
- G. Banquet menus

II- BANQUET PROTOCOL

- Space Area requirement
- Table plans / arrangement

- Misc-en-place
- Service
- Toasting

III- INFORMAL BANQUET

- Reception
- Cocktail parties
- Convention
- Seminar
- Exhibition
- Fashion shows
- Trade Fair
- Wedding
- Outdoor catering

PRACTICAL

Calculation of Space for Banquets, Banquet Menu & Service

Unit 5 FUNCTION CATERING

BUFFETS

- A. Introduction
- B. Factors to plan buffets
- C. Area requirement
- D. Planning and organization
- E. Sequence of food
- F. Menu planning
- G. Types of Buffet
- H. Display
- I. Sit down
- J. Fork, Finger, Cold Buffet
- K. Breakfast Buffet
- L. Equipment
- M. Supplies
- N. Check list

PRACTICAL

Setting of various types of Buffet

Unit 6 GUERIDON SERVICE

- A. History of gueridon
- B. Definition
- C. General consideration of operations
- D. Advantages Dis-advantages
- E. Types of trolleys
- F. Factor to create impulse, Buying - Trolley, open kitchen
- G. Gueridon equipment
- H. Gueridon ingredients

PRACTICAL

Preparing items on Gueridon trolley

- Crêpe Suzette
- Banana au Rhum
- Peach Flambé
- Rum Omlette
- Steak Diane
- Pepper Steak

Unit 7 I- BAR OPERATIONS

- A. Types of Bar
 - Cocktail
 - Dispense
- B. Area of Bar
- C. Front Bar
- D. Back Bar
- E. Under Bar (Speed Rack, Garnish Container, Ice well etc.)
- F. Bar Stock
- G. Bar Control
- H. Bar Staffing
- I. Opening and closing duties

PRACTICAL : Designing and setting the bar for above sub-topics

II- COCKTAILS & MIXED DRINKS

- A. Definition and History
- B. Classification
- C. Recipe, Preparation and Service of Popular Cocktails
 - Martini - Dry & Sweet
 - Manhattan - Dry & Sweet
 - Dubonnet
 - Roy-Roy
 - Bronx
 - White Lady
 - Pink Lady
 - Side Car
 - Bacardi
 - Alexandra
 - John Collins
 - Tom Collins
 - Gin FIZZ
 - Pimm's Cup - no. 1,2,3,4,5
 - Flips
 - Noggs
 - Champagne Cocktail
 - Between the Sheets
 - Daiquiri
 - Bloody Mary
 - Screw Driver
 - Tequila Sunrise
 - Gin-Sling
 - Planters Punch
 - Singapore Sling
 - Pinacolada
 - Rusty Nail
 - B&B
 - Black Russian
 - Margarita
 - Gimlet-Dry & Sweet
 - Cuba Libre
 - Whisky Sour
 - Blue Lagoon
 - Harvey Wall Banger
 - Bombay Cocktail

PRACTICAL Preparation of cocktails

Unit 8 KITCHEN STEWARDING

- A. Importance
- B. Opportunities in kitchen stewarding
- C. Record maintaining
- D. Machine used for cleaning and polishing
- E. Inventory

PRACTICAL: Using and Operating Machines

Practical Guidelines :

Grooming & Disposition	10 Marks
Food Service Skills	20 Marks (Lunch Operation)
Beverage Service Skill	20 Marks(Lunch Operation)
Gueridon Operation	20 Marks (Lunch Operation)
Practical Journal	10 Marks
Service Record Performance	10 Marks(Around Year)
Viva	10 Marks

Every student has to perform on mocktail/sundac preparation, one fueridon preparation and supervisory task during lunch operation.

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5.3 FOOD & BEVERAGE MANAGEMENT

Unit 1 COST DYNAMICS

- A. Elements of Cost
- B. Classification of Cost

Unit 2 SALES CONCEPTS

- A. Various Sales Concepts
- B. Uses of Sales Concept

Unit 3 INVENTORY CONTROL

- A. Importance
- B. Objective
- C. Method
- D. Levels and Technique
- E. Perpetual Inventory
- F. Monthly Inventory
- G. Pricing of Commodities
- H. Comparison of Physical and perpetual Inventory

Unit 4 BEVERAGE CONTROL

- A. Purchasing
- B. Receiving
- C. Storing
- D. Issuing
- E. Production Control

- F. Standard Recipe
- G. Standard Portion Size
- H. Bar Frauds
- I. Books maintained
- J. Beverage Control

Unit 5 SALES CONTROL

- A. Procedure of Cash Control
- B. Machine System
- C. ECR
- D. NCR
- E. Preset Machines
- F. POS
- G. Reports
- H. Thefts
- I. Cash Handling

Unit 6 BUDGETARY CONTROL

- A. define Budget
- B. Define Budgetary Control
- C. Objective
- D. Frame Work
- E. Key Factors
- F. Types of Budget
- G. Budgetary Control

Unit 7 BREAKEVEN ANALYSIS

- A. Breakeven Chart
- B. P V Ration
- C. Contribution
- D. Marginal Cost
- E. Graphs

Unit 8 MENU MERCHANDISING

- A. Menu Control
- B. Menu Structure
- C. Planning
- D. Pricing of Menus
- E. Types of Menus
- F. Menu as Marketing Tool
- G. Layout
- H. Constraints of Menu Planning

Unit 9 MENU ENGINEERING

- A. Definition and Objectives
- B. Methods
- C. Advantages

Unit 10 MIS

- A. Reports
- B. Calculations of actual cost
- C. Daily Food Cost
- D. Monthly Food Cost
- E. Statistical Revenue Reports
- F. Cumulative and non-cumulative

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5.4 FINANCIAL MANAGEMENT

- Unit 1** **FINANCIAL MANAGEMENT MEANING & SCOPE**
A. Meaning of business finance
B. Meaning of financial management
C. Objectives of financial management
- Unit 2** **FINANCIAL STATEMENT ANALYSIS AND INTERPRETATION**
A. Meaning and types of financial statements
B. Techniques of financial analysis
C. Limitations of financial analysis
D. Practical problems
- Unit 3** **RATIO ANALYSIS**
A. Meaning of ratio B. Classification of ratios
C. Profitability ratios D. Turnover ratios
E. Financial ratios F. Du Pent Control Chart
G. Practical Problems
- Unit 4** **FUNDS FLOW ANALYSIS**
A. Meaning of funds flow statement
B. Uses of funds flow statement
C. Preparation of fund flow statement
D. Treatment of provision for taxation and proposed dividends (as non – current liabilities)
E. Practical problems
- Unit 5** **CASH FLOW ANALYSIS**
A. Meaning of cash flow statement
B. Preparation of cash flow statement
C. Difference between cash flow and fund flow analysis
D. Practical problems
- Unit 6** **FINANCIAL PLANNING
MEANING & SCOPE**
A. Meaning of Financial Planning
B. Meaning of Financial Plan
C. Capitalization
D. Practical problems
- Unit7** **CAPITAL EXPENDITURE**
A. Meaning of Capital Structure
B. Factors determining capital structure
C. Point of indifference
D. Practical problems
- Unit 8** **WORKING CAPITAL MANAGEMENT**
A. concept of working capital
B. factors determining working capital needs
C. over trading and under trading
- Unit 9** **BASICS OF CAPITAL BUDGETING**
A. importance of Capital Budgeting
B. Capital Budgeting appraising methods
C. Payback period
D. Average rate of return E. Net present value
F. Profitability index
G. Internal rate of return H. Practical problems

**DIPLOMA IN HOTEL MANAGEMENT & CATERING TECHNOLOGY
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5.5 STRATEGIC MANAGEMENT

Unit 1 ORGANIZATIONAL STRATEGY

A. MISSION

- Mission Statement Elements and its importance

B. OBJECTIVES

- Necessity of formal objectives
- Objective Vs. Goal

C. STRATEGY

- DEVELOPING STRATEGIES
 - Adaptive Search
 - Intuition search
 - Strategic factors
 - Picking Niches
 - Entrepreneurial Approach

Unit 2 ENVIRONMENTAL AND INTERNAL RESOURCE ANALYSIS

- A. Need for Environmental Analysis
- B. Key Environmental Variable Factors
- C. Opportunities and Threats
 - * Internal resource analysis
- D. Functional Areas Resource Development Matrix
- E. Strengths and Weaknesses
 - * Marketing
 - * Finance
 - * Production
 - * Personnel
 - * Organization

Unit 3 STRATEGY FORMULATION

A. STRATEGY (GENERAL) ALTERNATIVES

- Stability Strategies
- Expansion Strategies
- Retrench Strategies
- Combination Strategies

B. COMBINATION STRATEGIES

- Forward integration
- Backward integration
- Horizontal integration
- Market penetration
- Market development
- Product development
- Concentric diversification
- Conglomerate diversification
- Horizontal diversification
- Joint Venture
- Retrenchment
- Divestiture
- Liquidation
- Combination

Unit 4 STRATEGIC ANALYSIS AND CHOICE (ALLOCATION OF RESOURCES)

A. FACTORS INFLUENCING CHOICE

- Strategy formulation

B. INPUT STAGE

- Internal factor evaluation matrix
- External factor evaluation matrix
- Competitive profile matrix

C. MATCHING STAGE

- Threats opportunities - weaknesses - strengths matrix (TOWS)
- Strategic position and action evaluation matrix (SPACE)
- Boston consulting group matrix (BCGM)
- Internal - External matrix
- Grand Strategy matrix

D. DECISION STAGE

- Quantitative Strategic Planning matrix (QSPM)

Unit 5 POLICIES IN FUNCTIONAL AREAS

A. POLICY

B. PRODUCT POLICIES

C. PERSONNEL POLICIES

D. FINANCIAL POLICIES

E. MARKETING POLICIES

F. PUBLIC RELATION POLICES

Unit 6 STRATEGIC IMPLEMENTATION REVIEW AND EVALUATION

A. MCKINSEY 7-S FRAMEWORK

B. LEADERSHIP AND MANAGEMENT STYLE

C. STRATEGY REVIEW AND EVALUATION

- Measure Organizational Performance
- Take corrective actions

DIPLOMA IN HOTEL MANAGEMENT & CATERING TECHNOLOGY

II YEAR VI SEMESTER

6.1 ENVIRONMENTAL EDUCATION & DISASTER MANAGEMENT

RATIONALE:

A diploma student must have the knowledge of different types of pollution caused due to industrialization and construction activities, so as he may help in balancing of eco-system and control pollution by providing controlling measures. They should be also aware of the environmental laws for effectively controlling the pollution of environment. The topics are to be taught in light of legislation Para-3.

TOPIC WISE DISTRIBUTION OF PERIODS:

S.NO.	TOPIC	L T P
1.	Introduction	6
2.	Pollution	4
	1 Water Pollution	8
	2 Air Pollution	8
	3 Noise Pollution	4
	4 Radio Active Pollution	6
	5 Solid Waste Management	6
	Legislation	
	Environmental Impact Assessment	4
	Disaster Management	6
	TOTAL	56

DETAILED CONTENTS

1. INTRODUCTION :

-Basics of ecology, Ecosystem, Biodiversity Human activities and its effect on ecology and eco system, different development i.e. irrigation, urbanization, road development and other engineering activities and their effects on ecology and eco system, Mining and deforestation and their effects, Lowering of water level , Urbanization. Biodegradation and Biodegradability, composting, bio remediation, Microbes .Use of biopesticides and biofungicides Global warning concerns, Ozone layer depletion, Greenhouse effect, Acid rain,etc.

2. POLLUTION :

Sources of pollution, natural and man made, their effects on living environments and related legislation.

2.1 WATER POLLUTION:

Factors contributing water pollution and their effect. Domestic waste water and industrial waste water, Heavy metals, microbes and leaching metal. Physical, Chemical and Biological Characteristics of waste water

- Indian Standards for quality of drinking water, Indian Standards for quality of treated waste water, Treatment methods of effluent (domestic waste water and industrial/ mining waste water), its reuse/safe disposal.

2.2 AIR POLLUTION:

Definition of Air pollution, types of air pollutants i.e.SPM, NOX, SOX, GO, CO2, NH3, F, CL, causes and its effects on the environment. Monitoring and control of air pollutants, Control measures techniques. Introductory Idea of control equipment in industries i.e

- A. Settling chambers
- B. Cyclones
- C. Scrubbers (Dry and Wet)
- D. Multi Clones
- E. Electro Static Precipitations
- F. Bog Fillers.

Ambient air quality measurement and their standards, Process and domestic emission control, Vehicular Pollution and Its control with special emphasis of Euro-I, Euro-II, Euro-III and Euro IV

2.3 NOISE POLLUTION:

Sources of noise pollution, its effect and control

2.4 RADIOACTIVE POLLUTION:

Sources and its effect on human, animal, plant and material, means to control and preventive measures

2.5 SOLID WASTE MANAGEMENT:

Municipal solid waste, Biomedical waste, Industrial and Hazardous waste, Plastic waste and its management.

3. LEGISLATION:

Preliminary knowledge of the following Acts and rules made there under-
The Water (Prevention and Control of Pollution) Act - 1974.

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6.2 FRONT OFFICE MANAGEMENT

Unit 1 PLANNING & EVALUATING FRONT OFFICE OPERATIONS

- A. Forecasting techniques
- B. Forecasting Room availability
- C. Useful forecasting data
 - % of walking
 - % of overstaying
 - % of under stay
- D. Forecast formula
- E. Sample forecast forms

Unit 2 BUDGETING

- A. Making of front office budget
- B. Factors affecting budget planning
- C. Capital operation budget for front office
- D. Refining budgets
- E. Forecasting room revenue

Unit 3 COMPUTER APPLICATION IN FRONT OFFICE OPERATION

- A. Use of MIS in Hotels
- B. PMS
- C. Reservations-GDS, CRS Inter cell Agencies

Unit 4 YIELD MANAGEMENT

- A. concept and importance
- B. applicability to rooms division
 - Capacity management
 - Discount allocation
 - Duration control
- C. Measurement yield
- D. Yield management software
- E. Yield management team

Unit 5 Front Office Arrangements

- Lease
- Franchise
- Affiliation
- MGMT Contract
- Sole Proprietor

PRACTICAL'S

Hands on practice of computer application (Hotel Management System) related to frontoffice procedures such as

- Night audit,
- Income audit,
- Accounts,

SUGGESTIVE LIST OF TASKS FOR FRONT OFFICE OPERATION SYSTEM

S.No.	Topic
1	HMS Training - Hot Function kiys
2	How to put message
3	How to put a locator
4	How to check in a first time guest
5	How to check in an existing reservation
6	How to check in a day use
7	How to issue a new key
8	How to verify key
9	How to cancel a key
10	How to issue a duplicate key
11	How to extend a key
12	How to print and prepare registration cards for arrivals
13	Hot to programme keys continuously
14	How to programme one key for two rooms
15	How to re-programme a key
16	How to make a reservation
17	How to create and update guest profiles
18	How to update guest folio
19	How to print guest folio
20	How to make sharer reservation
21	How to feed remarks in guest history
22	How to add a sharer
23	How to make add on reservation
24	How to amend a reservation
25	How to cancel a reservation
26	How to make group reservation
27	How to make a room change on the system
28	How to log on cashier code
29	How to close a bank at he end of each shift
30	How to put a routing instruction
31	How to process charges
32	How to process a guest check out
33	How to check out a folio
34	How to process deposit for arriving guest
35	How to process deposit for in house guest
36	How to check room rate variance report
37	How to process part settlements
38	How to tally allowance for the day at night
39	How to tally paid outs for the day at night
40	How to tally forex for the day at night
41	How to pre-register a guest
42	How to handle extension of guest stay
43	Handle deposit and check ins with voucher

44	How to post payment
45	How to print checked out guest folio
46	Check out using foreign currency
47	Handle settlement of city ledger balance
48	Handle payment for room only to Travel Agent
49	Handle of banquet event deposits
50	How to prepare for sudden system shutdown
51	How to checkout standing batch totals
52	How to do a credit check report
53	How to process late charges on third party
54	How to process late charges to credit card
55	How to check out during system shutdown
56	Handling part settlements for long staying guest
57	How to handle paymaster - folios
58	How to handle bills on hold

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6.3 ACCOMMODATION MANAGEMENT

Unit 1 PLANNING AND ORGANISING THE HOUSE KEEPING DEPARTMENT

- A. Area inventory list
- B. Frequency schedules
- C. Performance and Productivity standards
- D. Time and Motion study in House Keeping operations
- E. Standard Operating manuals - Job procedures
- F. Job allocation and work schedules
- G. Calculating staff strengths & Planning duty rosters, team work and leadership inhouse keeping
- H. Training in HKD, devising training programmes for HK Staff
- I. Inventory level for non recycled items
- J. Budget and budgetary controls
- K. The budget process
- L. Planning capital budget
- M. Planning operation budget
- N. Operating budget - controlling expenses - income statement
- O. Purchasing systems - methods of buying
- P. Stock records - issuing and control

Unit 2 HOUSEKEEPING IN INSTITUTIONS & FACILITIES OTHER THAN HOTELS

Unit 3 CONTRACT SERVICES

- A. Types of contract service
- B. Guidelines for hiring contract services
- C. Advantages & disadvantages of contract services

- Unit4 SAFETY AND SECURITY**
 A. Safety awareness and accident prevention
 B. Fire safety and fire fighting
 C. Crime prevention and dealing with emergency situation

Unit5 ENERGY AND WATER CONSERVATION IN HOUSEKEEPING OPERATIONS

- Unit6 INTERIOR DECORATION**
 A. Elements of design
 B. Colour and its role in décor - types of colour schemes
 C. Windows and window treatment
 D. Lighting and lighting fixtures
 E. Floor finishes
 F. Carpets
 G. Furniture and fittings
 H. Accessories

- Unit7 LAYOUT OF GUEST ROOMS**
 A. Sizes of rooms, sizes of furniture, furniture arrangement
 B. Principles of design
 C. Refurbishing and redecoration

PRACTICAL

S.No.	Topic
1	First Aid A.First Aid Kit B. Dealing with emergency situation
2	Special Decorations
3	Layout of a guest room
4	Team cleaning
5	Devising training modules/standard operating procedures/inspection check lists

PRACTICAL GUIDELINES:

Layout of a guest room graph paper (on scale)	20 Marks
Team cleaning	10 Marks
First Aids	20 Marks
Special Decoration (Team Job)	20 Marks
SOPs – written Exercise	10 Marks
Practical Journals	10 Marks
Viva	10 Marks

Student must give a time for 30 minutes for each exercise except (3,6,7)

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6.4 FACILITY PLANNING

S.No	Topic
Unit 1	<p>HOTEL DESIGN</p> <ul style="list-style-type: none"> A. Design Consideration <ul style="list-style-type: none"> - Attractive Appearance - Efficient Plan - Good location - Suitable material - Good workmanship - Sound financing - Competent Management
Unit 2	<p>FACILITIES PLANNING</p> <p>The systematic layout planning pattern (SLP)</p> <p>Planning consideration</p> <ul style="list-style-type: none"> A. flow process & Flow diagram B. procedure for determining space considering the guiding factors for guest room/ public facilities, support facilities & services, hotel administration, internal roads/ budget/ hotel/ <p>Architectural consideration</p> <ul style="list-style-type: none"> A. Difference between carpet area plinth area and super built area, their relationships, reading of blue print (plumbing , electrical, AC, ventilation, FSI, FAR, public Areas) B. Approximate cost of construction estimation C. Approximate operating areas in budget type/5 star types hotel approximate other operating areas per guest room D. Approximate requirement and Estimation of water/electrical load gas, ventilation
Unit 3	<p>STAR CLASSIFICATION OF HOTEL</p> <p>Criteria for star classification of hotel (Five, four, three, two, one & heritage)</p>
Unit 4	<p>I- KITCHEN</p> <ul style="list-style-type: none"> A. Equipment requirement for commercial kitchen <ul style="list-style-type: none"> <input type="checkbox"/> Heating - gas / electrical <input type="checkbox"/> Cooling (for various catering establishment) B. Developing Specification for various Kitchen equipments C. Planning of various support services (pot wash, wet grinding, chef room, larder, store & other staff facilities) <p>II-KITCHEN LAY OUT & DESIGN</p> <ul style="list-style-type: none"> A. Principles of kitchen layout and design B. Areas of the various kitchens with recommended dimension C. Factors that affect kitchen design D. Placement of equipment E. Flow of work F. Space allocation G. Kitchen equipment, manufactures and selection H. Layout of commercial kitchen (types, drawing a layout of a commercial kitchen) I. Budgeting for kitchen equipment <p>III- KITCHEN STEWARDING LAYOUT AND DESIGN</p> <ul style="list-style-type: none"> A. Importance of Kitchen stewarding B. Kitchen stewarding department layout and design C. Equipment found in kitchen stewarding department

Unit 5	STORES - LAYOUT AND DESIGN A. Stores layout and planning (dry, cold and bar) B. Various equipment of the stores C. Work flow in stores
Unit 6	ENERGY CONSERVATION A. Necessity for energy conservation B. Methods of conservation energy in different area of operation of a hotel C. Developing and implementing energy conservation program for a hotel
Unit 7	CAR PARKING Calculation of car park area for different types of hotel
Unit 8	PLANNING FOR PHYSICALLY CHALLENGED
Unit 9	PROJECT MANAGEMENT A. Introduction to Network analysis B. Basic rules and procedure for network analysis C. C.P.M. and PERT D. Comparison of CPM and PERT E. Classroom exercises F. Network crashing determining crash cost, normal cost

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6.5 TOURISM MARKETING

This course familiarizes the students with Marketing concepts, techniques and skills as required in the marketing to tourism products and attractions.

S.No	Topic
Unit 1	Understanding Entrepreneurship and Management Introduction to Tourism Marketing - Approaches, Relevance and Role Market Segmentation Tourism Markets: International and Domestic
Unit 2	Market Analysis Marketing Research Competitive Analysis and Strategies Forecasting for Tourism and its Products Role of Technology in Tourism Marketing
Unit 3	Developmental Role of Marketing Role of Public Organization Role of Local Bodies Role of NGOs Socially Responsible Marketing Social Marketing
Unit 4	Marketing Mix Product Designing Pricing Strategies Promotion Strategies Distribution Strategies The Fifth P: People, Process and Physical Evidence
Unit 5	Marketing Mix: Specific Situations Familiarization Tours Seasonal Marketing Tourism Fairs and Travel Markets
Unit 6	Destination Marketing Regions, Cities, Leisure Spots Events, Activates, Individuals Shopping, Education and Culture Marketing Local Foods
Unit 7	Accommodation Marketing Star Category Hotels Alternate' Accommodation Supplementary Accommodation Linkages in the Trade

Unit 8	Transport and Travel Services Marketing Air lines Marketing Tourist Transport Marketing Travel Agency Marketing Tour Operators Marketing
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6.6 RESEARCH PROJECT

The purpose of research is to seek answers to problems through the application of scientific methodology, which guarantees that the information is reliable and unbiased. This information is utilized to make conclusions and recommend solutions. Good research depends on addressing key points based on a checklist approach. Some elementary factors need to be kept in mind while preparing a research and deciding the topic, these could be based on its relevance, feasibility, coverage, accuracy and research objectivity and ethics. Based on the above principles, the research project would be prepared by a student under guidance of a faculty member, familiar with the scientific research methodology. The research would clearly spell out the objective, its findings, the methodology adopted, a conclusion and recommendations. The research project will then be presented to a panel of internal and external examiner through a report and viva voce. Two hours per week have been allocated for guiding students in undertaking the research project. Research Methodology has already been taught in the 2nd year and topic for research allotted to students. In the 3rd year the student will undertake practical field research and preparation of the project. At term end, the research project will be presented before a panel. The research project will carry weightage of 100 marks equivalent to six credits.

Introduction	10 Marks
Research Objectives	10 Marks
Research Methodology	10 Marks
Data Analysis and finding	20 Marks
Conclusion and recommendation	10 Marks
Viva	20 Marks
Project Supervisor Report's	20 Marks

(Weekly assessment by maintaining a diary by the student and feedback about development of study)

GUEST SPEAKERS & SELF STUDY

As per the teaching scheme, two hours per week have been allocated for inviting Guest Speakers from the industry who would give a firsthand input in the operational areas of hospitality management and allied service sectors. It would be mandatory to conduct at least 15 guest lectures per academic year for the benefit of 3rd year students who are to be prepared for entry to the industry. Relevant topics may be identified for guest speakers, creating a good academic interface with the industry. Besides, student must be encouraged to undertake self-study through assignments, including inputs from internal and external libraries, internet access, field visits, etc.

LIST OF EQUIPMENT

Food Production (Kitchen) General Equipment List Heavy Duty and medium

Microwave oven - 1, ratt pan-shallow tilting frypan - 2, Griddle/grill - 2, Cold counter (with sandwich unit) - 1, Torulsen (Reach in collar) - 1, Walk in Cooler - 1, Deep freezers - 1, Salamanders - 2, Slicing machine (gravity slicer) - 3, Dish Washing machine - 1, Precision scales - 3, Pasta machine - small table model - 1, Dough mixer - with attachments - 1, Food Mixer - with attachments - 1, Rich boiler - 1, Stockpots - 3, Masala grinder - 3, Deep fatrye -2, Convection oven - 1, Meat band saw (for regions only) -1, Food waste disposal unit - 1, Fish kettles - 2, Tandoor with rods - 1, Electric potato peeler (10-15 kg.) - 2, Buffalo chopper/mincer - 1, 4 burner gas range with oven and work table and stainless steel and sink with draining board - 60.

Light Equipment

Meat Thermometers - 2, Meat forks - 12, Filleting knives - 10, Butchers knives - 6, Boning knives - 6, Butchers saw - 2, Cleavers - 2, Cutlet bat - 2, Fish scissors - 3, Chefs knives case (8 per case) - 2, Carving knives - 2, mandolin - 2, Birds nest moulds - 2, Large Brass degchi - 6, Iron Kadai (different sizes) - 3, Dosatawa - 2, Idlistamer - 2, Chapatti Puffer - 2, Poori Machine manual - 1, Omelette pan-non stick - 30, Fry pan - 30, Fish slicers - 30, Frying spoon - 30, round laddle - 30, Grater - 30, roastingtork - 30, Wooden Spon and spatula each - 30, Saute pan-small and medium each - 30, Measuring jug - 30, Wire whisks - 30, Brasingpanwith lid - 30, Conical strainer - 30, Colander - 30, Potato peeler - 30, Brass Degchi with lid - 30, Stainless steel degchi with lid - 30, S/s bowl, flat and round bottom each - 60.

Kitchen Equipment (per 100 Students)

Brass Pan 12" with lids - 6, Brass Pan 18" with lids-4, B.-ass Pan 24" with lids -4, Alumunium Pans with lids and handles -4, Brass Karai 1 B" -2, Brass Karai 24" -1, Flat spoons iron(Palta) -4, Round spoon 18" with wooden handle -12, Perforated spoons(iron) -6, Metal strainers - 2, Steel trays -1, Doz., Alumunium Trays -6, Rice servers - 2, Working tables stainless steel - 10, Sauce pans brass with handles -6, Sinks stainless steel - 6, Egg beaters -6, Graters stainless steel -4, Plastic containers

-1 Doz. (1 kg. each), Grinding stone - 2, Cleavers heavy stainless steel - 4, Hot water boiler electric -1,
Fry Pan S/S 30 Rs. 250 7500.00
Non Stick Frying Pan 30 Rs. 450.00 13500.00
Chinese Kadai (Wok) 24 Rs. 1500.00 36000.00
Meat Hammer 24 Rs. 300.00 7200.00
Pizza Cutter 30 Rs. 200.00 6000.00
Potato Masher 24 Rs. 175.00 4200.00

Bakery

Bakery over with plates - 2, Proving Cabinet - 2, Ice Cream/ Sorbet machine - 1, Nylocast chopping Board - 2, Refrigerated marble top pastry bench - 3, Fat Thermometers - 2, Sugar Thermometers - 2,

Parisiennescoopes - 6, Lemon Groovers - 6, Knive steels - . 30, Saccrometer - 2, Pastry pincher - 12, Croquembouche cone - 6, Cream whipper (electric) - 2, Long handled flat spoon(Palta) - 12,
Halwaikadai - 12, JalebiTawa - 2, Long handled draining spoon - 12, Long handled wooden spoon - 12, Bread tins - 30, Cake tin round - 30, Cake tin rectangular - 30, Baking trays (small and large) - 30, Underlining trays - 72, Jelly moulds - 30, Borquettemoulds - 30, Tartlettemoulds - 30, Flan rings - 30, Savarin moulds - 30, Muffin trays - 60, Brioche moulds - 30, Doughnet cutter - 6, Fancy moulds assorted - 6, Animal cutter - 6, Vol au vent cutter - 6, Piping Bags - 30, Nozzels assorted - 6, Cooling racks - rectangular and round - 20, Rolling pins - 60, Serrated rolling pins - 30, Quiche moulds 30,
Praline - 30, Chocolate moulds (assorted) - 30, Easter egg moulds - 30, Slotted s/s spoon - 30, s/s bowl, flat and round bottom each - 60, Egg slicer - 30, Lemon squeezer - 30, Tin openers - 30, Scooper noisette - 6 sets, Mugs s/s - 60, Kadai brass - 30, Cold counter - 2, Deep freezers - 2, Precision scales - 3, Dough mixer - 2, Convection oven - 1, Ice-cream/ sorbet machine - 1, Fat thermometers - 2, Large brass degchi - 6, Iroi. kadai - 12, Rolling pin - 30, Round ladle - 30, Grater -
Corrected and Approved by B.T.E. On Dated 02.06.2015
30, Wooden spoon and spatula each - 30, Saute pan - 30, Measuring jug - 60, s/s degchi with lid - 30, s/s Bowl flat and round each - 60.

Kitchen Equipment Norms for a Bakery (Per student)

Work table with marble top - 1, Enamel bowl small - 1, Enamel bowl large - 1, Brass thal - 2, Steel degchi - 1, Enamel mug - 2, Rolling pin - 1, Egg beater 1, Wooden spoon - 1, Scrapper - 1, Table

spoon - 1, Fork - 1, Measuring jug enamel - 1, Tea spoon - 1, Measuring spoon set - 1, Sink - 1, s/s
degchi - 1, Wire whisk - 1, Comb for decoration - 1, Piping bags with set of nozzles - 1,
Strainer s/s -
1, s/s sieve - 1.

Food and Beverage Service Laboratory Equipment

Heavy Duty Equipment

Chafing dishes - 12, Coffee making machine - 1, Flammable rechaude - 1, Flammable pan-oval - 3,
Flammable pan-round - 3, Hot plate - 1, Juice chiller 1, Juice extractor - 1, Ice-making machine - 1,
Ice-flaking machine - 1, Plate dispenser electric - 1, Waring blender -1, Drink mixer -1,
Gueridon - 1,
Hors d'oeuvres/sweet - 1, Room service/ Carving - 1, Cigar cutter - 1, Cocktail shaker - 1,
Cocktail
strainer - 1, Bar spoon - 2, Check-flow pourer - 6, Corkcrew twin lever - 6, "ork screw-waiters
friend -
36, Hydrometer - 1, Ice bucket - 1 i Ice tongs - 3, Non-drip portable bottle stand - 1. Optic
measure
pourer - 6, Pushup measure pourer - 4, Measure jiggers - 2, Nta mug grater - 2, Salvers 12'- 24,
>alvers-15'- 12, Wine cooler -, Wine cr4'oler - 3, Wine rack - 1, Bread and Butter plates -
288,
Consomme cups - T,44, Coffee cups - 144, Flash plate 20cm - 144, Sweet plate 18 cms - 144,
Dinner
plate 25 cms - 144, Tea cups - 144, Avocado shells - 12, Asparagus plates - 6, Egg dish round
earned - 12, Fish dishes - 12, Oyster plates - 12, Scallop shells - 12, Salad plates 12, Butter
knives -
24, Cheese knives - 3, Coffee spoon - 72, Dessert fork 144, Dessert knife - 144, Dessert
spoons -
144, Dinner fork - 144, Dinner knife - 144, Fish Knife - 72, Fish fork - 72, Fruit knife - 36,
Fruit fork -
36, Gateau slice - 6, Grape fruit knife - 3, Grape fruit spoon - 36, Lobster crackers - 3, Lobster
pick -
3, Mustard spoon - 12, Pastry fork - 36, Service spoon - 72, Service fork - 72, Steak knives -
12.
Soup spoons - 144, Sugar tongs - 6, Butter dish with cover - 12, Candle sticks - 12, Chill cups
- 12,
Coups - 36, Cruet set - oil and vinegar - 3, Cruete set - pepper and salt - 36, Coffee pots - 36,
Creamers - 12, Entree dishes - 24, Escargot dish/ tongs/ forks - 6, Finger bowls - 24, Hors
d'oeuvres
tray - 3, Milk jugs - 24, Menu stands - 24, Mustard pots - 24, Sauce boats - 12, Silver flat - 12,
Sugar
bowls - 12, Tea stainer - 24, Toast rack - 6, Water jugs - 24, Brandy ballon - 24, Champagne
flute -
24, Champagne saucer - 60, Claret glass - 60, Goblet - 144, High ball glass - 60, Hock glass -
24,
Juice glass - 144, Liquor glass - 24, Port glass 24, Sherry glass - 24, Whisky saucer - 24,
Cocktail
glasses - 24, Ashtray 60, Bread Boats - 24, Carving knife - 1, Carving Board - 2, Corn on the
cob

holder - 12, Fruit stand - 2, Pepper mill - 12, Plate cover - 36, Sugar bowl - 6, Table numbers - 1 to 48, Trays - 24.

Front Office Equipment and Furniture Equipment

Room rack - 1, Information rack -1, Date and time stamping Machine - 2, Message light system - 1,
Reservation rack - 1, Space availability board -1, Call bell - 1, Trinning telephone - 4,
Registration
card holder - 3, Postal scale - 1, Front office. posting machine - 1, Guest folio tray - 1, Cash box - 1,
Credit card Imprinter - 1, Calculating machine -2, Typewriter - 2, Wall clock - 1, Luggage Trolley - 1

Furniture

Reception counter - 1, Information counter - 1, F.O. cashiers counter - 1, Bell desk - 1, Lobby desk -
1, Mail and key rack - 1, Mail sorting rack - 1, Mail forwarding file - 1, Duplicate key rack - 1, Notice
Board - 1, Bulletin board - 1, Chalk board with stand - 1, Guest history filing cabinet - 1,
Reservation
filing cabinet - 1, Reservation office table/ chair - 1.

Housekeeping Equipment Room

Fan/ A.C - 1, Fitted carpet, single beds - 2, Bed heads - 2, Bed sheets - 2, Telephone - 1, Bed side
Lamps - 2, Chest for drawers - 1, Wardrobe - 1, Desk - 1, Desk lamp - 1, Mirror - 1, Full length
mirror - 1, Pictures/ Luggage rack 1, Arm chairs - 2, Coffee table - 1, Studying lamp - 1,
Upright
chair - 1, Curtains - as per requirement.

Bathroom

Shower curtains - as per requirement, Exhaust fan - as per requirement, Shelving - as per requirement, Toilet roll holders - as per requirement, Towel rails - as per requirement.

Housekeeping

Vacuum cleaner -1, Wet pickup machine -1, Scrubbing machine - 1, Carpet 1, Maids trolley - 1,
Cleaners trolley - 1, Box carpet sweeper - 1.

Laundry

Sinks - 4, Laundry tables - 2, Laundry 'trolley - 1, Washing machine/ tumbler Drier (20 kg. - 1) (5

kg. - 1), Steam press - 1, Ironing Board - 2, Calendar - 1, Dry clean machine (1 0/1 5 kg.)- 1.

Glass Cleaning Kit Rs. 10000.00

Flower Arrangement Equipment :

1. Foam (Floral)	Rs. 200.00
2. Grey/Brown Foam	Rs. 200.00
3. Chicken Wire	Rs. 200.00
4. Pin Holder	Rs. 100.00
5. Prong	Rs. 100.00
6. Florist's Cone	Rs. 200.00
7. Adhesive Clay	Rs. 50.00
8. Secaterus	Rs. 200.00
9. Wire Cutter	Rs. 300.00
10. Cocktail Sticks	Rs. 550.00
11. Candle Holder	Rs. 100.00
12. Vases & Jugs Baskets	Rs. 2000.00
13. Rose Bowl	Rs. 600.00
14. Candle Cup	Rs. 200.00
15. Floral Foam Container	Rs. 550.00
16 Mop Wringer Trolley	Rs.15000.00
17. Hand Caddy	Rs. 1000.00
18. Ladder	Rs. 10000.00
19. V-Sweeper (Dry Mop)	Rs. 10000.00
20. Wet Mop (Kentuckey Mop)	Rs. 10000.00
21. Squeegee	Rs. 2000.00
22. Linen trolley	Rs. 8000.00
23. Janitor's Trolley	Rs. 10000.00
24. Sainbins	Rs. 1000.00
25. Carpet Shampoo Machine	Rs. 60000.00
26 Lint Free Glass Duster	Rs. 500.00
27. Scrim	Rs. 500.00
28. Chamois Leather	Rs. 1000.00

FOOD SCIENCE (Equipment and Furniture Requirement)

Refrigerator - 1, Incubator - 1, Hot air oven - 1, Autoclave - 1, Physical balances - 1, One pan balance - 1, Compound microscope - 10, Gas ranges - 2, Hot water bath - 1, Water distillation operator - 1, Steel almirah - 1, Apparatus racks - 4, Laboratory tables - 10, Stools - 20, Water taps fitted in laboratories tables - 10, Wire basket - 10, S/S (Medium size) - 4, Buckets (plastic) 2, Waste bin -1, Petri plates – 12 dozens, Test tube - 500, Glass slides (packet) -6, Brass spirit lamps - 12, s/s mug - 10, Inoculating loops - 20, Dropping reagent bottles(Brown glass)- 4 dozens, Tongs - 1 dozen, Test tube holders 1 dozen, Measuring spoon - 2 sets, Spatula - 10, Test tube stands - 10 big and 10 small, Pipette stands - 10, Glass apparatus-beakers - 100 ml, 250 ml, 500 ml – 1 dozen each, Measuring cylinders - 100cc-1 dozen, 1000cc-2 dozen, Conical flasks 250cc - 1 dozen, 500cc - 6 no., Pipettes 1 ml, 10ml, 20ml each, Pestle and mortar - 2, Burettes - 2, Funnels small and medium – 6 each.

Audio-visual and reproduction equipment

Overhead Projector - 6, Trolley for OHP - 6, Transparency sheets - 1500" Transparency frames -1000, Marking pens-permanent - 100, Marking penswater soluble - 100, Transparency

erasers - 24, Slice Projectors - 1, Slide Trays(for 50 slides) - 10, Carousel Slide projector - 2, Projection screen wall 1, Video Cassette recorder - 1, Color TV/monitor - 1, Portable cassette records - 1, Photocopier - 1, Electronic stencil cutter - 1, Flip Board-portable - 3, Flannel board-portable - 1, Magnetic board portable - 1, Desk top publishing machine - 1.

COMPUTER LAB

LIST OF EQUIPMENT'S

- 45 COMPUTERS WITH ALL ACCESSORIES LATEST VERSION
- MODEM
- INTERNET CONNECTION
- 45 COMPUTER TABLES
- 45 COMPUTER CHAIRS
- AIR CONDITIONER
- C.V.T
- O.H.P
- LAN
- DESKJET PRINTER

RESTAURANT EQUIPMENT

ITEM	NO.
TABLES	16
CHAIRS	58
SIDE BOARD	6
BAR COUNTER	1
CUPBOARDS	4
RACKS	1
JOINT PLATES	84
RICE PLATES	15
TEA STRAINERS	10
BUTTER DISHES	15
COFFEE POTS	4
CONSOMME CUPS	40
SNAIL DISH	2
CRUET SETS	15
BUD VASES	10
AIRCONDITIONER	2
FANS	10
CHANDELIER	1
GUERIDON TROLEY	2
WINE BUCKET WITH STAND	1
TEA/COFFEE MACHINE	1
WALL MIRROR	1
SAUCE BOAT	1

MASTER BOARD	1
IMPORTED WINE OPENER	1
IMPORTED CITRUS SQUEEZER	1
CORK SCREW	1
CORK SCREW WITH CAP	1
BAR MEASURE(DBL. CUP)	1
SALAMANDER	1
CAKE SLICER	2
SOUP LADLE	1
GLASSWARE	
WHITE WINE GLASS	24
RED WINE GLASS	24
ROLLY POLLY	24
BEER GOBLETS	24
PONY TUMBLERS	50
CHAMPAGNE TULIP	6
HI BALL 100	100
BRANDY BALLOON	6
SHOT GLASS	6
CHAMPAGNE FLUTE	6
CUT GLASS DECANTER 750 ml.	1
PILSNER GLASS	6
WHITE WINE GLASS GOLD BAND	12
CHAMPAGNE TULIP GOLD RIM	6
Cutlery & Crockery	
A P SPOON	75
A P FORK	75
JOINT KNIFE	75
SOUP SPOON	24
SERVICE FORK	20
SERVICE SPOON	20
DESSERT SPOON	50
DESSERT FORK	24
FISH KNIFE	24
FISH FORK	24
TEA SPOON	20
CHESSE KNIFE	2
SNAIL FORKS	2
STEAK KNIFE	6
SUGAR POT	2
COFFEE SPOON	2
BUTTER DISH	15
CREAMER	6
TEA POTS	12
PLATTERS ASSORTED	25

SERVICE BOWLS	25
SIDE PLATES GOLD LINE	12
MEAT PLATES GOLD	12
SIDE PLATE	48
SALVERS	6
DESSERT PLATE	62
TEA CUPS	48
TEA SAUCERS	51
ASH TRAY	10
SOUP BOWLS	25
PLASTIC TRAY	12
COFFEE SPOONS	20
WATER JUGS	8
SOUP PLATES	21
WATER JUGS EPNS	3
DESSERT FORK GOLD HANDLE	10
AP KNIFE GOLD PLATED	11
DESSERT SPOON GOLD PLATED	12
TEA SPOON 08	