

**REGULATIONS AND SYLLABUS
FOR
ADVANCED DIPLOMA IN HOSPITALITY MANAGEMENT**

Offered by

**BHARATHIAR UNIVERSITY, COIMBATORE
FROM 2007-2008**

Under The

**UNIVERSITY INDUSTRY INTERACTION AND
CONSULTANCY SERVICE CENTER (UIICSC)
COLLABORATIVE PROGRAMME**

ADVANCED DIPLOMA IN HOSPITALITY MANAGEMENT

1. Description of the Course/Objective of the course:

Understanding the ever increasing demand for talented and creative professional in tourism and hospitality industries which accelerate the economic development of a country, the BHARATHIAR UNIVERSITY has given approval for an university industry interaction program in Hotel Management and catering Technology in institutions where infrastructural facilities are available.

2. Eligibility for admission to the course:

Any candidates who have passed 10+2/PUC/Std X11 or any other equivalent thereto are eligible for the course.

3. Lateral Entry:

The students having the required Entry Qualification of any one year Diploma or Craft Program in Hotel Management & catering Technology Trades under any University/Board can also apply for lateral entry to second year ADHM.

4. Duration of the Course:

The course shall extend over a period of two years comprising of annual pattern (calendar year from July to June) including admission and examination period for each year excluding Sundays and other public holidays as declared by the state government.)The second year shall consist of training in any of the hotel classified under three or above category for a period of 22 weeks at the end of which they will submit a training /project report. Examinations shall be conducted at the end of every year for the respective subjects.

The medium of instruction in al the theory and practical subjects shall be English

No candidate shall be eligible for the Diploma unless he/she has undergone the prescribed course of study for a period of 2 academic years (including practical training at hotel) in the institution and has passed the examination and fulfilled such conditions as have been prescribed therefore:

5. Course of Study:

FIRST YEAR

Theory papers

Functional English
Food & beverage production
Food & beverage service 1
Accommodation Operation 1
Front office operation 1
Accountancy
Fundamentals of Travel & Tourism
Basics of computer Application

Practical papers

Food & beverage production
Food & beverage service 1
Accommodation Operation 1
Front office operation 1
Basics of Computer Application

SECOND YEAR

Industrial training and its report

Theory papers

Functional English II
Food & beverage production & Patisserie
Food & beverage service II
Accommodation Operation II
Front office operation II

Practical papers

Food & beverage production & Patisserie
Food & beverage service II
Accommodation Operation II
Front office operation II

Project viva- verse

6. Requirement to appear for the Examination:

A candidate will be permitted to appear for the University Examination for any year if he/she secures not less than 90% of attendance in the number of instructional days/practical at industry during the calendar year, failing which he/she should redo that course of study.

7. Examination & Scheme of Examination:

(A) The course will follow the yearly pattern with examinations being held in March/April of each year. There will be supplementary examinations in October/November for the benefit of those candidates who have failed in the examination. Examination will be conducted at the end of each academic year by the **Bharathiar University** and the end of each year by the institute. In addition there shall be two assessment tests in a year, conducted by the institute. These marks shall be recorded separately.

(B) Internal Assessment Marks.

A total of 1020 marks are allotted for internal assessment. 25 marks for each theory paper and 50 marks for each practical paper. This assessment mark will be based on tests, assignments, and attendance in the proportion 40% for tests, 40% assignments and 20% for attendance. The performance of the students in the practical classes, including presentation records also will be counted for awarding the internal assessment marks. The teachers will maintain record of all marks awarded in respect of internal assessment. The students can represent their grievances if any in respect of marks awarded to the head of institutions for clarification.

(C). Every candidate shall be examined in the subjects according to the syllabus and course outlines prescribed from time to time.

(D) The eligibility for attending the examination shall be only for those students who:

A candidate will be permitted to appear for the University Examination for any year if he / she secure not less than 90% of attendance in the number of instructional days/ practical at industry during the calendar year, failing which he / she should redo that course of study.

(E) The minimum marks for a pass in the examinations shall be 40% in each Paper

Scheme of Examination:

FIRST YEAR

Sl. No	Paper code	Subjects	University Examinations			Total
			Duration in Hours	Internal marks	External marks	
1	07 AHM 11	Functional English I	3	40	60	100
2	07 AHM 12	Food & beverage production	3	40	60	100
3	07 AHM 13	Food & beverage service I	3	40	60	100
4	07 AHM 14	Accommodation Operation 1	3	40	60	100
5	07 AHM 15	Front office operation I	3	40	60	100
6	07 AHM 16	Accountancy	3	40	60	100
7	07 AHM 17	Fundamentals of Travel and Tourism	3	40	60	100
8	07 AHM 18	Basics of computer Application	3	40	60	100
		Practical				
9	07 AHM 19	Food & beverage production	3	50	50	100
10	07 AHM 20	Food & Beverage service 1	3	50	50	100
11	07 AHM 21	Accommodation Operation I	3	50	50	100
12	07 AHM 22	Front Office Operation I	3	50	50	100
13	07 AHM 23	Basics of Computer Application	3	50	50	100

2nd Year

Sl. No	Paper	Subjects	University Examinations			Total
			Duration in Hours	Internal marks	External marks	
1	07 AHM 24	Industrial Exposure Training And Its Report	-	50	50	100
2	07 AHM 25	Functional English II	3	40	60	100
3	07 AHM 26	Food & beverage production & Patisserie	3	40	60	100
4	07 AHM 27	Food & beverage service II	3	40	60	100
5	07 AHM 28	Accommodation Operation II	3	40	60	100
6	07 AHM 29	Front office operation II	3	40	60	100
Practical						
7	07 AHM 30	Food & beverage production 1I	3	50	50	100
8	07 AHM 31	Food & Beverage service 1I	3	50	50	100
9	07 AHM 32	Accommodation Operation II	3	50	50	100
10	07 AHM 33	Front Office Operation II	3	50	50	100
11	07 AHM 34	Project Viva verse	-	-	100	100
GRAND TOTAL				1020	1380	2400

8. Uniform:

Students shall arrange themselves the college uniform and tool kit for the kitchen as per specification for which college can assist them or they can buy it from the college office as per availability. However, uniform and tool kit are compulsory and the charges for the same are included in the fees prescribed above.

Uniform (minimum numbers): Blazer-1, white shirt-2, Black pant-2, Chef coat-1, Chef pant-1, apron full-1, apron half-1, half white shirt-1, scarf -1, Napkin-1, tie-1, bow tie-1.

9. Medium of Instruction and Examinations:

The medium of instruction and examination will be in English.

10. Passing requirements:

i) A candidate shall be declared to have passed the examination in a subject if he/she secures not less than 40% of the marks both in the University Examinations and in the internals.

ii) A candidate who successfully completes the course and passes the examinations prescribed in all the subjects of study shall be declared to have been qualified for the Advanced Diploma Hospitality Management. The candidate must secure the minimum 40% in each paper.

iii) If a candidate does not complete the course successfully within a period of 4 years from the date of his/her joining he/she will not be eligible to receive the Advanced Diploma Hospitality Management.

11. Classification of Successful Candidates:

i) All candidates securing not less than 80% of the aggregate marks shall be declared to have passed in FIRST CLASS with DISTINCTION provided they have passed the examination in every subject in their first attempt at the earliest opportunity.

ii) All candidates securing not less than 65% of the aggregate marks shall be declared to have passed in FIRST CLASS provided they have passed the examination in every subject.

iii) All candidates securing not less than 50% of the aggregate marks shall be declared to have passed in SECOND CLASS provided they have passed the examination in every subject.

12. Conferment of the Advanced Diploma

No Candidates shall be eligible for conferment of the Advanced Diploma unless he/she has undergone the prescribed course of study for a period of not less than three years in an institution approved by University or has been exempted there from in the manner prescribed and has passed the examinations as have been prescribed therefore.

13. Question paper pattern

Theory examination will be for 100 marks with the following components which will be converted into 60 marks.

- Multiple choice / one word answers : 20 x 1 = 20 marks (no choice)
- Short notes (100 words/ one paragraph) : 5x6 = 30 marks (either/or type)
- Elaborate (300 words or 1½ paper) : 5x10 = 50 marks (either/or type)

Practical:

For practical examination the chief examiner appointed by the Bharathiar University will set a question paper consisting of practical exercises for each subject

All facilities for the practical examinations will be provided by the participating institutions it self as per requirement, meeting the expenses from the examination fees collected.

14. INDUSTRIAL WORK EXPERIENCE:

The second year students have to undergo Industrial Exposure Training in any leading Hotels through the Institution for a period of 22 weeks. After completion of Industrial Exposure Training, as they have to submit the IET Certificate and Training Report. **100%** marks will be awarded by the University after Completion of IET.

15. PROJECT REPORT

The students will choose a particular subject relevant to hotel and catering industry and prepared an in-depth [project report of no less than 5000 words which will be handed over to head of the department, prior to the commencement of final examination for onward submission to the examiner along with the training certificate issued by the hotel where the students got trained. The report can include objective, scope of the project and detailed report.

Total marks of 100 will be awarded on the project report (50 for report and 50 for presentation and viva)

16. VALUATION

The answer sheets will be valued under centralized valuation system and all expenses for the examination will be met from the examination fees collected.

The practical examination will held at the concerned institution itself and the result will be forwarded to the Bharathiar University.

17. PANEL OF THE EXAMINER

The Examiner Panel will consists of both Industry and academic oriented Person .Industry oriented person means the examiner should be eligible for 3 Years in Industry and they have a minimum qualifications of any degree or Diploma. .Academic oriented person means the examiner should be eligible for 3 Years in academics and they have a minimum qualifications of any degree or Diploma. If the main examiner is not present at the movement alternatives of the examiner list also included and the panel will be approved by the Bharathiar University before commencing the Examination.

FIRST YEAR -THEORY

1. Subject Title: Functional English

Subject code: 07 AHM 11

Period per week: 3

Total period: 132

OBJECTIVE :

To develop ability in the students to have precise self expressions both in verbal and written forms and in objective reporting To make students think creatively and analytically and to develop n them correct pronunciation.

UNIT -I

Communication – barriers of communication, overcoming the barriers, listening barriers, guidelines for effective listening.

UNIT- II

Effective speaking, English for restaurant and hotel

Polite and effective enquiry, response to enquiry

Manners and etiquette in communication

UNIT - III

Addressing a group, essential qualities of a good speaker

Delivering the speech, pronunciation

Importance of speech in hotels

UNIT - IV

Using the telephone – nature of telephone activity in hotel industry

The need for developing telephone skills

The telephone skills in hospitality industry

Effective communication technique over telephone

UNIT - V

Preparation of essay writing, report writing, precise, basic letter writing, comprehension of passages , memorandum , official letters .

BOOKS:

Communication skills - A Practical Approach

Hema srinivsan – Frank bros- New Delhi

2. Subject title: Food and beverage production 1

Subject code: 07 AHM 12

Period per week: 3

Total period: 132

Objective

To develop a comprehensive knowledge of professional cookery in the hotel and catering industry. To induce in the student professional competence at commis de cuisine in any type of food production operation To give a basic idea of Indian and other types of cookery and related matters

Unit 1

Introduction to Cooking/ Cookery

Aims and objectives of cooking in hotel and Catering Sector

Definition of Cookery

Origin of cooking

Hygiene.

Unit 2

Kitchen Organization and staffing

Organization of a large Kitchen

Organization of a medium Kitchen

Duties of kitchen staff

UNIT - III

Preparation of ingredients – Mis -en – place

Washing/ peeling/ paring/ cutting/ mirepoix/ mincing/ meringue/ macedoine/ shredding/ slicing slitting / grating / grinding/ mashing/ pureeing/ pressing/ sieving/ skimming/ rendering/ filtration/ flavoring/ folding/ flotation/ evaporation or reduction/ homogenization/ emulsification.

UNIT - IV

Method of mixing food – Beating/ Blending/ Cutting in/ Creaming/ Folding/ Kneading/

Whipping/ Whisking/ Marinating

Type of Cutting

UNIT - V

Cooking raw materials – Salt/ Liquid/ Sweetening/ Fats and oils/ Raising agents/

Thickening agents/ Flavorings and Seasonings/ Eggs

REFERENCE BOOKS

FOOD PRODUCTION.

Book Name	Author	Publishers
1. Theory of cookery--	Krishna Arora	Frank & co, New Delhi
2. Modern cookery-I,II&III	Thangam Philip	Orient Longman
3. Cookery and introduction-	Kinton and cesrani	ELTS Publishers
4. Nutritive value of Indian foods –	icmr New Delhi	National Institute of Nutrition
5. Practical professional cookery -	crusknell&Kauffimann	ELTS Publishers
6. The complete guide to the art of modern cookery _	Escoffier.	
7. Flavours of spice coast	- K.M.Mathew	Penguin Books India
8 .Indian menu planner - welcome group chef.		
9..Theory Catering	David Foslett Victor Cesrani Ronald Kinton	- ELTS Publishers (Book Power)
10.Larder Chef	M.j.leto & W.K.H.BODE	Butterworth Heine Man,U.K
11.Baking	cathrin akin son	Foundry creative e Media Company Ltd.,UK
12. Creative Carving	kikkoy sihota	Roli Books New Delhi
13. Best of Chinese Cooking	sanjeev Kapoor	Popular Prkasan Ltd., Mumbai
14 Food Safety &HACCP Manual for Hotel & Restaurant in India –	shyam suir	-FHRAI

3.Subject Title: Food & beverage service 1

Subject code: 07 AHM 13

Period per week: 3

Total period: 132

OBJECTIVE :

To develop a comprehensive knowledge and understanding of restaurant services in the hotel and catering industry. To enable the student to acquire professional competence at basic level with principles of food service and its related activities. To enable the student to acquire the requisite technical skill for competent service of food and beverage.

UNIT -I

Introduction to hotel and catering industry and the growth in India- role of catering establishments in the travel and tourism industry. Structure of catering industry/Industrial institutional/transport (air, road, rail and sea)

UNIT- II

Departmental Organization and staffing-Organization of the F&B department of a hotel-Principle staff of various types of F&B operation-Duties &responsibilities of F&B staff-Attributes of good water-Inter departmental relationship(with in F&B and with other departments)

UNIT - III

Types of F&B outlets-Specialty restaurant, coffee shop, room service, cafeteria greenroom, discotheque, nightclub, bar, outdoor catering- Ancillary department-food pick up areas, stores, linen room, kitchen stewarding

UNIT - IV

Meals and menu planning

Origin of menu & menu planning objectives-basic type of menus, general menu planning ,consideration and constraints-designing the menu, sequence of courses and planning menus –French classical menu & tabled’hote (Indian and continental)-Alacrte(Indian & continental) types of meals –Indian breakfast English breakfast –American break fast-brunch -dinner-brunch-afternoon high tea –supper.

UNIT - V

Mise-en-scene and Mise-en-place (including arrangements of side board) –laying tables for different meals and menus including laying ,relaying tablecloth and folding servettes-restaurant reservation system- receiving the guest-methods of service –fresh/family-english/silver/buffet-banquet-roomservice trolley.

REFERENCE BOOKS

FOOD AND BEVERAGE SERVICE

Book Name	Author	Publishers
1. Food & beverage service-	Vijaydhawan	Frank Bros & co, New Delhi
2. Food and beverage service..	Sudier Andrews	TATA McGRAW HILL ltd.,New Delhi
3. Food and Beverage service ...	Dennis r. Lillicarp,John .A. Cousins	ELTS Publishers
4. Professional F& B Service Mgt.	Brian vergheese	Mc Millan India Ltd.,Chennai
5. Bar Tenders Guide	Peter bohrmann	Greenwich Edition London
6. Theory Catering	Daviod Foslett Victor Cesrani Ronald Kinton	- ELTS Publishers (Book Power)

4. Subject Title: ACCOMMODATION OPERATION –I

Subject code: 07 AHM 14

Period per week: 3

Total period: 132

OBJECTIVE :

To induce in student a professional competence in providing accommodation to ordinary, VIP and VVIP guests in clean and well maintained rooms. To develop a comprehensive knowledge in lay out of room, interior decoration, planning and selection of house keeping articles. To make the student understand about the various cleaning materials and agents used and hygienic and sanitation aspects of the department

UNIT -I

Introduction and Definition to the House Keeping Department in the Hotel and Catering Industry-Maintaining the House Keeping department ,Organization Chart of Hotel Industry-Hospitals-Non Commercial establishment and other domestic sectors.The universal layout model of House Keeping department.

UNIT- II

The Staffing of the Department-Job description, Job specification of the House Keeping personals-Aims and attributes of House Keeper- co-ordination with other Departments. Qualities of House Keeping staff.

UNIT - III

Procedures to be followed on- Rooms and floors. Routine methods of work Knowledge of rooms-Guest floors-Maids cart-Room Report-Room Cleaning.

UNIT - IV

Types of Hotels and Rooms-Public areas Cleaning equipments and Agents-Routine methods of work-Contracts-Room status Report and Room Assignments- Inspection-Types of services-Budgeting and Buying

UNIT - V

Lost and Found procedure, housekeeping clerical work, lost and found register-lost and found enquiry file-mind report-house keepers report-handover records-guests special request register. Records of special learning-attendance record, stock record-VIP list.

REFERENCE BOOKS

1. Hotel, Hostel, Hospital Housekeeping – Joan Brown - ELTS Publishers (Book Power)
2. Hotel Housekeeping Training Manuel- Sudhir Andrews - TATA McGRAW HILL ltd.,New Delhi
3. The professional Housekeeper...Medelin Schneider and Georgenta
4. A student hand book of house keeping - A. M Kaye
5. Catering housekeeping and front office – Jones
6. Accomodation Operation Mangement – s.kaushal – S.N.gowtham- Frank & co,New Delhi

5. Subject Title: FRONT OFFICE OPERATIONS – I

Subject code: 07 AHM 15

Period per week: 3

Total period: 132

OBJECTIVE :

The student must attend the structure of the hotel industry, importance and place of Front Office, Sections, the task which is carried by the section, planning tariffs, different types of reservation, processing and computerized reservation besides general awareness of international level.

UNIT -I

Introduction to the Hotel Industry

Definition & Origin

Type of Hotel – Downtown, Suburban Resorts, Airport Hotel, Motel, forms Hotel, Roatel

Classification of Hotel – Commercial, Airport, Resorts, Time share and condominium
Conferences & conventional

Heritage Hotels

Supplementary accommodation – youth hostel, pension,
Tourist holiday villages.
Forest lodge, Circuit houses.

- Qualities of f o staff
- Duties &responsibilities of staff
- Job description of F staff
- Co-ordination with other departments

Telephone etiquettes

UNIT- II

Front office – Introduction

Sections – Reception, Reservation, Information, Communication, bell desk, F O Cash

- Layout of F O dept.
- Functions performed by F. O
- Organization chart
- F O equipments

Types of rooms - single, double, twin, studio, triplet

Suites – Deluxe, Cottage, Penthouse

Cabana, cottage, lanai, interconnecting rooms, twin double, par lour

Room Tariff, Food Plan – AP, MAP, EP, CP

UNIT - III

Reservation

Types of reservations:

- Guaranteed &Non guaranteed

-Instant reservation
-Group reservation
CRS (central reservation system)
Reservation records- Recording books
Hotel Dairy
Charting reservation
Advance letting chart
Density reservation chart
Stop – go – chart
Perpetual year planner
Cancellations and amendments
Scanty baggage procedure.

UNIT - IV

Registration

Greeting
Transition
Check in
Rooming

UNIT - V

Telephone procedures
Value added services
Safe deposit boxes
Mail and document handling
Guest relations.

REFERENCE BOOKS

FRONT OFFICE

1. Hotel front office training manual - Sudhir Andrews - TATA McGRAW HILL Ltd.,New Delhi
2. Effective front office operation – S.Bhatnakar - Frank & co, New Delhi
3. Hotel front office - Bruce Braham -
4. Basic hotel front office procedure - Peter Franz Renner

6.Subject Title :ACCOUNTANCY

Subject code: 07 AHM 16

Period per week: 3

Total period: 132

OBJECTIVE :

To make the student understand the accounting systems and practices followed in hospitality industry. To create an awareness of proper accounting in the industry and its importance and application in the day today operation.

UNIT - I

Accounting-meaning, objectives, and basic terms.

Meaning, financial transaction, recording, classification, summarization, Analysis and interpretation- objectives.

Book keeping and accounting-users of accounting information

Basic terms (a) capital (b) liability (c) Assets (d)revenue (e) expenses (f)purchases (g)sales (h)stock (i)debtors (j)creditor

UNIT- II

Theory Base of Accounting.

Basic assumptions (a) accounting entity (b) Going concern (c)Money measurement (d) Verifiable objective (c) full disclosure (d) dual aspect

Modifying principles (a) materiality (b) consistency (c)conservatism (d) timeliness (e) practice in industries

UNIT - III

Origin and Recording of transactions

Source documents, Accounting equation-meaning and computation-Rules of debit and credit

Double entry book keeping-meaning, (a) journal (b) cash book-Single column,. (c) Petty cash book (d) day book-purchase returns, sales returns

UNIT - IV

Ledger-meaning, utility, posting, balancing-Trial balance, objectives, preparation.

Depreciation, reserves and provisions.

UNIT - V

Final accounts.,Financial statements, Trading and profit and loss account, balance sheet, further adjustments.

REFERENCE BOOKS

1. Double entry book keeping - Grewell, T. B. S. Chand & Co. New Delhi
2. Advance Accountancy - Vol. 1 - Maheswary
3. Advices Accountancy - R. L. Gupta
4. Management Accounting - R. K. Sharma, Shasi. K. Gupta
5. Elements of Hotel Accountancy - Rawatt G. S
6. Accounting in Hotel and Catering Industry - Richard Kotas

7. Subject Title: FUNDAMENTALS OF TRAVEL AND TOURISM

Subject code: 07 AHM 17

Period per week: 3

Total period: 132

OBJECTIVE :

To make the student understand the close relationship between hotel industry and travel and tourism field. To develop in them a basic knowledge about the importance of travel and Tourism industries in the present scenario and its impact on the culture and development of a country.

UNIT - I

Introduction to tourism-concept of tourism and tourists

Importance and significance of tourism.

Growth of tourism.

Role of various agencies in growth of tourism-central government, state government, Private players

UNIT- II

Positive and negative impact of tourism.

Impacts on economical, social, environmental and geographical fields.

Domestic and international tourism.

Types of tourism-Heritage, historical, adventure, sports, conference, convention etc.

UNIT - III

Tourist products-concept, difference from consumer products.

Components of tourist products.

Attraction, tourist destinations, places and tourist spots having tourist value from heritage or historic point of view, sports and recreational point of view, dance, festivals, trade fair.

UNIT - IV

Religion based tourism-Hindu, Muslim, Sikh, Jain, buddist, and Christian.

Wild life sanctuaries, National parks, adventure, eco-tourism destinations.

Facilities-Hotels, transport-air, rail, road, water.

Travel agencies and tour operators-meaning distinction between the two.

UNIT - V

Star classification in hotels-in tourism industry.

Developments and achievements of tourism industry.

REFERENCE BOOKS

1. Tourism - Past, Present and Future - A. J. Burkart, S. Medlik
2. Business of Tourism - The M & E Hotel, Hotel Catering & Tourism Service
3. Hotel Reception - Arnold Heinman

8. Subject Title: Basics of Computer Applications

Subject code: 07 AHM 18

Period per week: 3

Total period: 132

OBJECTIVE

:

To create an awareness among students use and application of computers and information technology in hospitality industry. To make them understand the use of computers in day today operation and to realize its advantages.

UNIT - I

Introduction to computer- advantages and disadvantages-various types-network (LAN/MAN/WAN), linking (time sharing /ring /bus/star)
Hardware, software-application, components of a computer

UNIT- II

Elements of computer system-central processing unit-input and output devices.
Storage devices, ports (serial and parallel)
Key board operating –special symbols special keys monitor.
Operating system- kinds of operating system-memory devices.

UNIT - III

Introduction to MS-DOS-file name-directory display-creating directories (MD/CD/RD),
formatting floppy.
Copy (within the directory) Floppy to hard disc and vice versa
Disc copy –erase/del file (single file and wild file), rename.

UNIT - IV

Word processing-capabilities of word processing.
Introduction to Excel-rearranging work sheets, formatting worksheets.

UNIT - V

Introduction to mail – MS mail and office application
Introduction to internet concepts.

REFERENCE BOOKS

1. Understanding M S DOS and work book on WS 4 - K. S. Nagaragan
2. Computer and common sense

PRACTICALS

9. SUBJECT TITLE : FOOD AND BEVERAGE PRODUCTION - I

Subject code: 07 AHM 19

Familiarization of kitchen equipment, handling equipments

Familiarization of raw materials

Preparation of ingredients (demonstration)

Preparations of stocks and sauces

10 MENUS

10. SUBJECT TITLE : FOOD AND BEVERAGE SERVICE - I

Subject code: 07 AHM 20

Familiarization of equipments, types of knives, spoons, fork, etc..

Methods of cleaning ware-arrangements of side boards,

Laying and relaying of table cloth

Mis-en-scene, mise-en-place

Laying up of various meals and menus

Compiling simple menu

Different types of napkin folding-

Laying a cover

Service of different types of food-cleaning and holding palates and cutleries

Changing ash trays

11. SUBJECT TITLE : ACCOMMODATION OPERATION - I

Subject code: 07 AHM 21

Identification of cleaning equipments, selection, use, mechanism ad maintenance

Identification of cleaning agents, polishing (metals)

Cleaning and polishing (wood, plastic. leather)

Glass cleaning and polishing

Methods of cleaning (moping, wet moping, vacuums cleaning, sweeping,

Bed making.

12. SUBJECT TITLE : FRONT OFFICE OPERATION – I

Subject code: 07 AHM 22

Identification and familiarization of all stationary items in front office,

Taking reservation, cancellation and change, processing reservations

Telephone conversation

Chart's showing availability of rooms, practice on room management system, idea about reception, information, cash counters, and activities

13. SUBJECT TITLE : BASICS OF COMPUTER APPLICATION

Subject code: 07 AHM 23

Create a document and edit it as follows

Find, replace options –cut copy – paste option –undo, and redo options

Format- document, using, bold, italics-underlines, center, left align, right align

Create work sheet copy, insert and delete, row and columns,

Format a work sheet (bold style, Italian style)

Printing work sheets, opening a document, and typing text, saving spell check, copy a file, rename a file, l delete a file

Sending e mails save and print topics from internet

SECOND YEAR

THEORY

14. Subject Title: Industrial Exposure Training

Subject code: 07 AHM 24

Period of Training: 22 Weeks

Beginning of the second year, students have to undergo Industrial Exposure Training in any leading Hotels through the Institution for a period of 22 weeks.

15. Subject Title: Functional English II

Subject code: 07 AHM 25

Period per week: 3

Total period: 132

UNIT - I

Speeches and presentations

Elocution, Group discussion, Debate

UNIT- II

Business correspondence – Quotation, official order, records of dispute, Notice and circulars.

UNIT - III

Writing Bio-data for job interview, job description

Letters of application and Resignation

UNIT - IV

Interviews, role playing techniques, job description

UNIT - V

Telephone etiquettes

BOOKS:

Communication skills - A Practical Approach

Hema srinivsan – Frank bros- New Delhi

REFERENCE BOOKS

Business Communication - m. Bal Subramanian

Essentials of Business Communication - Reddy, Appannaiah, Nagarag, Raja Rao

Business Communication - U. S. Raj, S. M. Rai

How to Write Business Letters - Ann Dobson

Business Communication - Homri Pradhan, D . S . Bhende, Vijaya Tthakva

16. Subject Title: FOOD AND BEVERAGE PRODUCTION & PATESSERIE

Subject code: 07 AHM 26

Period per week: 3

Total period: 132

UNIT –I

Method of Cooking Food – Cooking Techniques/ Basic method of Cookery Boiling/
Poaching/ Steaming/ Stewing/ Braising/ Grilling/ Baking/ Frying

UNIT- II

Stock/ Sauce/ Soup/ Fish/ Meat/ Poultry – in detail

UNIT - III

Sand witches – Salads – Accompaniments – Garnishes- Portion control – Cooking Fuel
Translation of English Cookery words to Hindi and Malayalam
Menu Planning
Food & Nutrition

UNIT – IV

Principles of Food Storages
Preservation of food
Menu planning
Low calorie Diets
Sandwiches
Convenience foods
Food Safety &HACCP Manual for Hotel & Restauran

UNIT – V

Bakery identification and handling of raw materials
identification Pastry and bakery equipments
Methods of cake making –rubbing, creaming, bread baking, cookies.
Basic pastry creams- uses of confectionary and care in preparation.
Sponges - different types of sponge cakes.
Pastry recipes - puff pastry, short pastry, sweet pastry, choux pastry .
Methods of Bread making – types

REFERENCE BOOKS

FOOD PRODUCTION.

Book Name	Author	Publishers
1. Theory of cookery--	Krishna Arora	Frank & co, New Delhi
2. Modern cookery-I,II&III	Thangam Philip	Orient Longman
3. Cookery and introduction-	Kinton and cesrani	ELTS Publishers
4. Nutritive value of Indian foods –	icmr New Delhi	National Institute of Nutrition
5. Practical professional cookery -	crusknell&Kauffimann	ELTS Publishers
6. The complete guide to the art of modern cookery _	Escoffier.	
7. Flavours of spice coast	- K.M.Mathew	Penguin Books India
8 .Indian menu planner - welcome group chef.		
9.Theory Catering	Daviod Foslett Victor Cesrani Ronald Kinton	- ELTS Publishers (Book Power)
10.Larder Chef	M.j.leteo & W.K.H.BODE	Butterworth Heine Man,U.K
11.Baking	cathrin akin son	Foundry creative e Media Company Ltd.,UK
12. Creative Carving	kikkoy sihota	Roli Books New Delhi
13. Best of Chinese Cooking	sanjeev Kapoor	Popular Prkasan Ltd., Mumbai
14 Food Safety &HACCP Manual for Hotel & Restaurant in India –	shyam suir	-FHRAI

17. Subject Title: FOOD AND BEVERAGE SERVICE – II

Subject code: 07 AHM 27

Period per week: 3

Total period: 132

UNIT - I

Non alcoholic beverages: tea, types of teas, coffee, types of coffee, brands, juices, soft drinks, mineral and tonic water.

UNIT - II

Simple control system-necessity and functions of a control system- F&B control cycle-making bills-theft control procedure-record keeping.

UNIT- III

F&B Service equipments- Classification of equipments, familiarization of equipments-criteria for equipment selection and requirements-crockery-tableware-(silver and stainless steel)-glassware-linen including furnishing-other equipments-care and maintenance of equipments including silver polishing

UNIT - IV

Alcoholic Beverages-classification - production

Wine –classification, producing countries

Beer – Types – Storage –Services Spirits

UNIT - V

Whisky, Rum, Gin, Brandy, Vodka, Tequila

And its services – Types – Storage –Services Spirits

REFERENCE BOOKS

FOOD AND BEVERAGE SERVICE

Book Name	Author	Publishers
1. Food & beverage service-	Vijaydhawan	Frank Bros & co, New Delhi
2. Food and beverage service..	Sudier Andrews	TATA McGRAW HILL ltd.,New Delhi
3. Food and Beverage service ...	Dennis r. Lillicarp,John .A. Cousins	ELTS Publishers
4. Professional F& B Service	Mgt.Brian vergheese	Mc Millan India Ltd.,Chennai
5. Bar Tenders Guide	Peter bohrmann	Greenwich Edition London
6. Theory Catering	Daviod Foslett	- ELTS Publishers (Book Power)
	Victor Cesrani	
	a. Ronald Kinton	

18. Subject Title: ACCOMMODATION OPERATION – II

Subject code: 07 AHM 28

Period per week: 3

Total period: 132

UNIT -I

Pest and waste disposal-Odour control-room Interiors-Classification of floorings-Carpets care-furnishing

UNIT- II

Flower arrangements-safety and first Aid-Key control-security operations.

UNIT- III

Staff scheduling and Briefing-Role of Desk Control-Structuring the department Staffs.

UNIT- IV

Laundry and Linen Room procedures Equipments and accessories- Storage Conditions- Stain Removals and Laundry operations-Exchange of linen and Uniforms – Stock taking –Distribution methods.

UNIT- V

Staff requirement in house keeping department, job allocation, work schedule, duty rosters, training, performance appraisals, and job procedures.

REFERENCE BOOKS

1. Hotel, Hostel, Hospital Housekeeping – Joan Brown - ELTS Publishers (Book Power)
2. Hotel Housekeeping Training Manuel- Sudhir Andrews - TATA McGRAW HILL ltd.,New Delhi
3. The professional Housekeeper...Medelin Schneider and Georgenta
4. A student hand book of house keeping - A. M Kaye
5. Catering housekeeping and front office – Jones
6. Accomodation Operation Mangement – s.kaushal – S.N.gowtham- Frank & co,New Delhi

19. Subject Title: FRONT OFFICE OPERATION – II

Subject code: 07 AHM 29

Period per week: 3

Total period: 132

UNIT -I

Mail services and messages- procedures

Luggage handling procedure

UNIT -II

Bell Desk activities

Keys – Different types of keys

Electronic key card system

UNIT- III

Vouchers- Visitors Paid Out

 Allowance voucher

 Transfer voucher

 Room change voucher

 Miscellaneous charge voucher

Allowance and Discount

Credit card handling

Forecasting Room availability

UNIT - IV

Affiliation – Referral Hotels

 Chain Hotels

 Lease agreement

 Apartment Hotels

UNIT - V

Types of Ownership – Sole Proprietorship

 Partnership: General

 Limited

 Company

REFERENCE BOOKS

FRONT OFFICE

1. Hotel front office training manual - Sudhir Andrews - TATA McGRAW HILL
ltd.,New Delhi
2. Effective front office operation – S.Bhatnagar - Frank & co, New Delhi
3. Hotel front office - Bruce Braham -
4. Basic hotel front office procedure - Peter Franz Renner

PRACTICALS

20. SUBJECT TITLE : FOOD AND BEVERAGE PRODUCTION & PATESSERIE **Subject code: 07 AHM 30**

QTK (Quantity Training Kitchen)

10 four course Indian menu

4 courses of Pastries, bread rolls, cakes, puff pastry, cookies and Cold products

21. SUBJECT TITLE : FOOD AND BEVERAGE SERVICE- II

Subject code: 07 AHM 31

Recollection and revision of previous topics, laying the table, taking order of wine, service of wine,

Spirit, beer, wine

Service of regional dishes

Service of alcoholic beverages in room

Banquet table arrangements.

Arrangement of service trolley and room service tray.

Mock bar bar service , champagne service and clearance.

Cocktail demo – at least 10 cocktail.

Event Management

22. SUBJECT TITLE : ACCOMMODATION OPERATION – II

Subject code: 07 AHM 32

Identifications of table linen room linen, bath linen-selection, use, care, and maintenance

Linen exchange procedure from store-floor-pantry-laundry

Laundry- basic principals

Stain removal-identification of stains and cleaning agents

Flower arrangement basic principals, conditioning of plants, Styles of flower arrangements-theme decorations.

23. SUBJECT TITLE : FRONT OFFICE OPERATION – II

Subject code: 07 AHM 33

Identification of various racks

Identification of various performs and use of them concerning the arrival of VIP,

Individual and group receiving the greetings the guest.

Departure procedure

Handling of credit card procedure.

Practice on bill compilation presentation and settlement procedure

24. Subject title: Project (Research Report)

Subject code: 07 AHM 34

The students will choose a particular subject relevant to hotel and catering industry and prepared an in-depth [project report of no less than 5000 words which will be handed over to head of the department. The report can include objective, scope of the project and detailed report.

REFERENCE BOOKS

FOOD PRODUCTION.

Book Name	Author	Publishers
1. Theory of cookery--	Krishna Arora	Frank & co, New Delhi
2. Modern cookery-I,II&III	Thangam Philip	Orient Longman
3. Cookery and introduction-	Kinton and cesrani	ELTS Publishers
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7. Flavours of spice coast	- K.M.Mathew	Penguin Books India
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10.Larder Chef	M.j.letto & W.K.H.BODE	Butterworth Heine Man,U.K
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4. Professional F& B Service	Mgt.Brian vergheese	c Millan India Ltd.,Chennai
5. Bar Tenders Guide	Peter bohrmann	Greenwich Edition London
6. Theory Catering	David Foslett Victor Cesrani a. Ronald Kinton	- ELTS Publishers (Book Power)

ACCOMODATION & OPERATIONS

Book Name	Author	Publishers
1. Hotel, Hostel, Hospital Housekeeping – Joan Brown - ELTS Publishers (Book Power)		
2. Hotel Housekeeping Training Manuel- Sudhir Andrews - TATA McGRAW HILL ltd.,New Delhi		
3. The professional Housekeeper...Medelin Schneider and Georgenta		
4. A student hand book of house keeping - A. M Kaye		
5. Catering housekeeping and front office – Jones		
6. Accomodation Operation Mangement – s.kaushal – S.N.gowtham- Frank & co,New Delhi		

FRONT OFFICE OPERATIONS

Book Name	Author	Publishers
1. Hotel front office training manual - Sudhir Andrews - TATA McGRAW HILL i. ltd.,New Delhi		
2. Effective front office operation – S.Bhatnakar - Frank & co, New Delhi		
3. Hotel front office - Bruce Braham -		
4. Basic hotel front office procedure - Peter Franz Renner		

BOOKS:

Communication skills - A Practical Approach

Hema srinivsan – Frank bros- New Delhi

FUNDAMENTALS OF TRAVEL AND TOURISM

Book Name	Author	Publishers
1. Tourism - Past, Present and Future - A. J. Burkart, S. Medlik		
2. Business of Tourism - The M & E Hotel, Hotel Catering & Tourism Service		
3. Hotel Reception - Arnold Heinman		

BASICS OF COMPUTER APPLICATION

1. Understanding M S DOS and work book on WS 4 - K. S. Nagaragan
2. Computer and common sense

Hotel accountancy

1. A systematic approach to accounting - Dr. K.G.C. Nair and Dr. Dipa
- 2.Elements of hotel accountancy - Rawat G.S, Gupta