

**BHARATHIAR UNIVERSITY: COIMBATORE 641046**  
**CENTRE FOR COLLABORATION OF INDUSTRY AND INSTITUTION(CCII)**  
**DIPLOMA IN HOTEL MANAGEMENT**

(For the CCII candidates admitted from the academic year 2013 – 14 & Onwards)

**Scheme of Examination**

<b>THEOR Y PAPER</b>	<b>SUBJECT</b>	<b>Maximum Marks</b>
	<b>SEMESTER - I</b>	
1	FOOD PRODUCTION & PATISSERIE	100
2	FOOD & BEVERAGE SERVICE	100
3	PRACTICAL- FOOD PRODUCTION & PATISSERIE	100
4	PRACTICAL- FOOD & BEVERAGE SERVICE	100
5	COMMUNICATIVE ENGLISH	100
	<b>SEMESTER- II</b>	
6	HOUSE KEEPING MANAGEMENT	100
7	PRACTICAL- HOUSE KEEPING MANAGEMENT	100
8	PERSONALITY DEVELOPMENT	100
	Total	800

Eligibility: The Candidate should pass in 12<sup>th</sup> standard or its equivalent

**SEMESTER- I****PAPER-1: FOOD PRODUCTION & PATISSERIE**

**AIMS AND OBJECTIVE OF COOKING FOOD:** Aims and objective of foods, Various textures, various consistencies, Techniques used in pre-preparation, Techniques used in preparation.

**UNIT:I****Introduction To Cookery**

- (a) Levels of skills and experiences
- (b) Attitudes and behavior in the kitchen
- (c) Personal hygiene
- (d) Uniforms & protective clothing
- (e) Safety procedure in handling equipment
- (f) Culinary History- Development of the Culinary Art from the middle ages to modern cookery, modern hotel kitchen, Nouvelle Cuisine, Cuisine Minceur, Indian Regional Cuisine and Popular International Cuisine ( An Introduction ) of French, Italian and Chinese Cuisine.

**UNIT:II****Classification of cooking materials and their uses:**

- a) Foundation ingredients – Meaning, action of heat on carbohydrates, fats, proteins, minerals and vitamins.
- b) Fats and oils – Meaning and examples of fats and oils. Hydrogenation of oils, uses of fats and oils, quality for shortenings, commonly used fats and oils, their sources and uses.
- c) Raising agents – Functions of raising agents, chemical raising agents and yeast.
- d) Eggs – Uses of egg in cooking, characteristics of fresh eggs, deterioration of eggs, storage of eggs.
- e) Salt – Uses.
- f) Liquid –Water, stock, milk, fruit juices, etc., uses of a liquid.
- g) Flavourings and seasonings – Uses and examples.
- h) Sweetening agents – Uses and examples.
- i) Thickening agents.

**UNIT:III**

**Preparation Of Ingredients:** Washing, Peeling and scraping, pairing, cutting (terms used in vegetable cutting, julienne, Brunoise, Macedoine, Jardiniere, Paysanne), grating, grinding, mashing, sieving, milling, steeping, centrifuging, emulsification, evaporation, homogenization. Methods of mixing food- *B.Sc. Cat. Sci. & Hotel Magmt. (Colleges) 2010-11 REVISED Annexure No. 48 A Page 4 of 59 SCAA Dt. 23.03.2011*

Beating, Blending, Cutting, Creaming, Folding, Kneading, marinating, Sealing, Stirring, Whipping, and Whisking

#### **UNIT IV**

**Equipments used in the kitchen** Kitchen organization - Main & satellite Kitchen. Duties and responsibilities of each staff. Cooking fuels - Uses and advantages of different cooking fuels. Different equipments used in food production

#### **UNIT:V**

##### **BASIC PRINCIPLES OF FOOD PRODUCTION**

- i) VEGETABLE AND FRUIT COOKERY** Introduction – classification of vegetables, Pigments and colour changes, Effects of heat on vegetables, Classification of fruits, Uses of fruit in cookery, Salads and salad dressings
- ii) STOCKS** Definition of stock, Types of stock, Preparation of stock, Recipes, Storage of stocks, Uses of stocks, Care and precautions
- iii) SOUPS** Classification with examples, Basic recipes, Consommés, Garnishes and accompaniments
- iv) SAUCES** Classification of sauces, Recipes for mother sauces, few derivatives for each
- v) MEAT COOKERY** Introduction to meat cookery, Cuts of beef/veal, Cuts of lamb/muttons, Cuts of pork, Variety meats (offals)
- vi) EGG COOKERY** Introduction to egg cookery, Structure of an egg, Selection of egg, Uses of egg in cookery Methods of cooking egg
- vii) FISH COOKERY** A. Introduction to fish cookery, Classification of fish with examples, Cuts of fish, Selection of fish and shell fish, Cooking of fish (effects of heat)
- viii) RICE, CEREALS & PULSES** Introduction, Classification and identification Cooking of rice, cereals and pulses, Varieties of rice and other cereals

#### **REFERENCE TEXT:**

1. Practical cookery – Ronald Kinton & Victor Ceserani – Hodder Starghton.
2. Theory of Catering – Ronald Kinton & Victor Ceserani – Hodder Starghton.
3. Modern cookery vol I & II for teaching and trade – Thangam E.Philip – Orient Longman.
4. Theory of Catering, Mrs. K.Arora, Frank Brothers
5. Herrings Dictionary of Classical & Modern Cookery, Walter Bickel
6. Chef Manual of Kitchen Management, Fuller, John
7. The Professional Chef (4th edition), Le Rol A.Polsom
8. The Book of Ingredients, Jane Grigson

**PAPER – 2: FOOD & BEVERAGE SERVICE****UNIT – I**

Introduction to catering – Different types of catering establishments, Classification of Commercial, Residential/Non-residential, Welfare Catering - Industrial/Institutional/Transport such as air, road, rail, sea, etc. scope for caterers in the industry, relationship of catering industry with other industries. Status of a waiter/waitress in the catering industry. Attributes of a waiter. Personal hygiene, punctuality, personality, attitude towards guests, appearance, salesmanship and sense of urgency.

**UNIT – II**

Staff organization – The principle staff of different types of restaurants, duties and responsibilities of restaurant staffs. Inter-departmental relationships (Within F&B and other department) Principal staff of various types of F&B operations Types of restaurants: overview and key characteristics of coffee shop, continental restaurants, specialty restaurants, pubs, night clubs, discotheques, snack and milk bar, Cafeteria Service, Fast Food Service, Room Service ,Banquet Service, Bar Service, Vending Machines

**UNIT – III**

Operating equipments: Classification of crockery, cutlery, glassware, hollowware, flatware, special equipments – Upkeep and maintenance of equipments.

**UNIT – IV**

Ancillary departments: Pantry, still room, silver room, wash-up and hot-plate. Restaurant service: Misen scene, Misen place. Points to be remembered while laying a table, do's and don'ts in a restaurant, dummy waiter and its uses during service.

**UNIT – V** Different types of menu: Origin of menu, table d'hote menu, a la carte menu, French classical menu. Planning of simple menus; food and their usual accompaniments .

**Food & Beverage Terminology related to the inputs of the semester REFERENCE TEXT:**

1. The Waiter – John Fuller & A.J.Currie – Hutchinson.
2. Modern Restaurant Service. A manual for students & Practitioners – John Fuller – Hutchinson.
3. Food & Beverage Service – Dennis R.Lillicrap & John A. Cousins – ELBS.
4. Food & Beverage Service Training Manual - Sudhir Address – Tata Mc Graw – Hill.
5. Modern Restaurant Service –John Fuller, Hutchinson
6. Food & Beverage Service Management-Brian Varghese

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**PRACTICAL -1: FOOD PRODUCTION & PARTISSERIE**

1. Proper usage of a Kitchen Knife and Hand Tools.
2. Understanding the usage of small equipment.
3. Basic Hygiene practices to be observed in the Kitchen.
4. Safety practices to be observed in the kitchen: First Aid for cuts and burns.
5. Identification of Raw Materials.

**.A- Basic Indian Cuisine-Individual practical for students-10 sets of menu.****i) Rice, cereals & pulses-(minimum of 10 varieties)****ii) Various simple dal preparations (minimum of 10 varieties )**

**iii) Wheat products** like, chapattis, parathas, phulkas, pooris **B-Indian masalas-** Composition of basic Indian masalas a) Green • White • Masala • Kadhai b) Preparation of these and incorporation in simple dishes such as Vindaloo, korma, tikka, safed mas, navrattan korma. (minimum of 10 varieties c) Thickening, coloring and souring agents. **C-Indian sweets** (minimum of 10 varieties)

**PRACTICAL -II: FOOD & BEVERAGE SERVICE**

1. Appraising and drawing of cutlery, crockery, glassware and miscellaneous equipments.
2. Serviette folds.
3. Laying and relaying of table cloths.
4. Cleaning and polishing / wiping of cutlery, crockery and glassware.
5. Carrying a light tray.
6. Carrying a heavy tray.
7. Carrying glasses.
8. Handling cutlery and crockery.
9. Manipulating service spoon and fork.
10. Service of water.
11. Arrangement of sideboard.
12. Table d'hote cover laying.
13. A la carte cover laying.
14. Practice of simple menu compilation.
15. Receiving the guests, presenting the menu, taking orders.
16. Service of Hors d'oeuvre.
17. Service of soup, fish, pastas.
18. Service of main course.
19. Service of salads.
20. Service of sweet.

21. Service of Cheese.
22. Service of non – alcoholic drinks, tea, coffee.
23. Continental breakfast cover and tray set up.
24. English breakfast cover and tray set up.
25. Taking orders through telephone for room service.
26. Changing ashtray during service.
27. Presenting the bill.

### **Paper 3: COMMUNICATIVE ENGLISH**

#### **UNIT –I**

Noun  
Pronoun  
Adjective

#### **UNIT – II**

Verb  
Adverb

#### **UNIT –III**

Conjunction  
Preposition  
Interjection

#### **UNIT – IV**

Kinds of Sentences

#### **UNIT –V**

Patterns of sentences

#### **Reference Books-**

1. A Practical English Grammar -A.J Thomson and A.V.Martinet
2. English Grammar -Wren and Martin

**SEMESTER-II****Paper 4: HOUSE KEEPING MANAGEMENT-****UNIT I****INTRODUCTION**

Meaning and definition· Importance of Housekeeping, Responsibility of the Housekeeping department, A career in the Housekeeping department Role of Housekeeping in guest satisfaction and repeat Business Introduction to Housekeeping Department objective, Types of establishments; organizational structure of housekeeping department (small, medium large); duties and Job Description and Job Specification responsibilities & Role of Key Personnel in Housekeeping Attributes and Qualities of the Housekeeping staff - skills of a good Housekeeper Facilities planning and Design of Housekeeping Department and relevant sub sections

**UNIT II Functions of Housekeeping Department:** Desk control – records, registers, keys – types and control of keys; Inter departmental Co-ordination with more emphasis on Front office, the engineering and the Maintenance; security and other departments. guest supplies. Organizational framework of the Department (Large/Medium/Small Hotel)

**UNIT III Cleaning and maintenance of guest rooms:** Cleaning equipment (Manual & Electrical) – selection, use, mechanism, care and maintenance. Cleaning agents – Selection, classification, use, care and storage; cleaning of various surfaces (metals, glass, leather& cleaning of wall finishes...) **Types of guest rooms cleaning-** Types of cleaning Special cleaning programs, periodical cleaning, spring cleaning, public area cleaning; making up of a guest room – occupied room, vacant room, departure room; Turndown service ; guest room inspection, neglected areas,(an over view): standard contents of a guest room, guest supplies Beds & Bedding, Types of Bed & Sizes- Zeal Bed, Extra Bed, Sofa Bed, Fold away Beds, Bolsters, Bed linen, Blankets, Bedspread quilt. Types of mattresses & Pillows with sizes -Interior spring, Mattresses, Rubber & Plastic Mattresses.

**UNIT – IV Managing of linen and uniforms.** Classification of linen-,bedding-sheets and pillowcases, blankets, bedspreads, comforters and dust ruffles, mattress covers, bath linens, table linens uniforms-fabric materials and construction, sizes,; activities of the linen room; location, equipment and layout of a linen room (basic rules) purchase of linen – quality and quantity; storage and inspection; issuing of linen to floors and departments – procedure and records, stock taking – procedure and records condemned linen. *B.Sc. Cat. Sci. & Hotel Magmt. (Colleges) 2010-11 REVISED Annexure No. 48 A Page 7 of 59 SCAA Dt.23-03-2011*

**UNIT-V Laundry:** Duties and responsibilities of laundry staffs (laundry manager and shift – in – leader, dry cleaning supervisor, spotter, compressor, laundry clerks, valet runner, laundry attendant) Importance and principles flow process of industrial laundering. Stages in attendant.

Importance and principles flow process of industrial laundering, Stages in wash cycle. Equipment, layout and planning of laundry (basic rules) Role of laundry agents, classification of laundry agents ( explain briefly) Dry cleaning guest laundry – services offered, collection and delivering , care in laundering guest articles.

**REFERENCE TEXT:**

1. Hotel, Hostel and Hospital Housekeeping – John C.Branson & Margaret Lennaux – Edward Renald
2. Housekeeping Supervision- Jane Fellows – Macdonald & Evans Limited.
3. Professional Housekeeper.-Madelin Schneider& Georgina Tucker.
4. Professional Management of Housekeeping operation-Thomas J A JONES.

**PRACTICAL- III: HOUSE KEEPING MANAGEMENT**

1. Identification of cleaning equipment – selection, use, mechanism, care and maintenance.
2. Identification of cleaning agents – classification, use and care.
3. Thorough cleaning of various surfaces/finishes.
4. Polishing (metal, leather, wood, plastic etc.)
5. Bed making – Evening service.
6. Laundry – Basic principles of laundry, stain removal.
7. Room and Public area inspection.
8. Flower arrangement.
9. Guest room layout drawing.
10. Duty Rota preparation for housekeeping department.

**Paper – 5: PERSONALITY DEVELOPMENT****Objective:**

To develop the personality and communication skills of the students in order to prepare them for campus interviews and challenges in personal and professional life.

**UNIT – 1 : INTRODUCTION**



Life Cycle Approach to Development - Social and Cultural Context in Human Development - Culture and Human Development - Cognitive Development - Emotional and Social Development - Development Concerns during Adolescence - early youth and adulthood - Problems of aging - .Problems and Issues of Human Development in the Indian Context -

**Suggested practicum activities:**

Observation skills - · Models of parenting - · Study of generational studies through internet - · Study collection and theories of mind

**UNIT – 2 :SELF-ESTEEM, SELF-CONCEPT, SELF-ACCEPTANCE AND PERSONALITY DEVELOPMENT**

Accept themselves as they are with all their strengths and weaknesses to live as fuller and richer persons, fully alive and human - **Positive Thinking** - have the right perception of life - soft and tender minded to tough minded individuals - weak, negative individuals to men and women of strength.

**UNIT – 3 :MOTIVATION AND ACTUALIZATION**

Energizing and directing their efforts toward a meaningful Goal- self-directed - performing out of their own needs, desires and aspirations - **Goal Setting** - the different types of goals - setting goals and striving -

**Meaning and Attitude to Success** - unpredictability and satisfaction with oneself and one's achievements - proper attitude **Problem Solving** - Problems in terms of their past decisions - consequences of such decisions and then choose a more satisfying alternative

**UNIT – 4 :DECISION MAKING**

Result of events and circumstances that happen - decisions are crucial for personal growth - **Time Management** - importance of time in their lives - judicious use of time and how if used effectively to achieve their goals – **Leadership** - nature and types of leadership - enumeration of the characteristics of good leadership - leadership role with courage and confidence - **Team work** – dynamic work with Team - ways and means of them building – imbibe the skills of working as a member of a team

**UNIT – 5 : COPING MECHANISM**

Coping with Shyness – How to overcome - Coping with Depression - meaning and nature of depression - symptoms of depression and the causes - how to overcome the ways to overcome depression - Coping with Fear - various kinds of fear - how to handle fear and overcome the same - Coping with Failure - accept experiences of failure as part of life - worthy getting upset about - Coping with Criticism - Criticism in an inevitable reality - Coping with Conflict - Conflict is a fact of life – distinction between constructive - destructive conflicts - strategies to manage conflict - Coping with Change - change that is inevitable - attitude of flexibility to adjust - Coping with Study -study is the most important part of the curriculum - deal with methodically

**TEXT BOOK:**

1. Working with words by R. Gairns and S. Redman, Cambridge University Press, London.
2. Meanings into Words-Upper Intermediate Students Book, Deff/Jones, Foundation Books (Cambridge University Press), Delhi.

**REFERENCE BOOKS:**

1. A Practical English Grammar by A.J. Thomson and A.V. Martinet, OUP, Delhi.
2. Examine your English by Margaret M. Maison, Orient Longman, New Delhi.
3. A Practical Guide to Colloquial Idiom by W.J. Ball. Longman.
4. A guide to correct English by L.A. ill, Oxford.
5. Structural Essentials of english by H.whitehall, Longman.
6. Advanced English Practice by B.D. Graver, OUP, Delhi
7. Public Speaking, Sudha Publication Pvt. Ltd., New Delhi.
8. Group Discussion, Sudha Publication Pvt. Ltd., New Delhi.