

BHARATHIARUNIVERSITY: COIMBATORE-641 046
ADVANCED DIPLOMA IN HOSPITALITY MANAGEMENT (2 YEARS)
(For the CCII students admitted from the academic year 2016-17 onwards)

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.

SCHEME OF EXAMINATION

SL. NO	Course Title	EXAMINATIONS			
		Duration	CIA @	Uni.Exam	Total
SEMESTER I					
1	Paper I - Functional English I	3	25	75	100
2	Paper II - Food & beverage production	3	25	75	100
3	Paper III - Food & beverage Service I	3	25	75	100
4	Paper IV - Accommodation Operation I	3	25	75	100
5	Paper V - Front Office Operation I	3	25	75	100
SEMESTER II					
6	Paper VI - Functional English II	3	25	75	100
7	Paper VII - Accountancy	3	25	75	100
8	Paper VIII - Fundamentals of Travel and Tourism	3	25	75	100
9	Paper IX - Basics of computer Application	3	25	75	100
10	Practical I: Food and Beverage production I	3	40	60	100
11	Practical II: Food & beverage Service I	3	40	60	100
12	Practical III: Accommodation Operation I	3	40	60	100
13	Practical IV: Front Office Operation I	3	40	60	100
14	Practical V: Basics of computer Application	3	40	60	100
SEMESTER III					
15	Industrial Exposure training & its report	-	-	100	100
SEMESTER IV					
16	Paper X : Food& Beverage Production & Patisserie	3	25	75	100
17	Paper XI: Food & beverage Service II	3	25	75	100
18	Paper XII: Accommodation Operation II	3	25	75	100
19	Paper XIII: Front Office Operation II	3	25	75	100
20	Practical VI: Food& Beverage Production II	3	40	60	100
21	Practical VII: Food & beverage Service II	3	40	60	100
22	Practical VIII: Accommodation Operation II	3	40	60	100
23	Practical IX: Front Office Operation II	3	40	60	100
24	Project & Viva Voce *	-	-	-	100

* For Project Report 80% Marks & Viva-voce 20% Marks

FIRST SEMESTER

Paper I. FUNCTIONAL ENGLISH I

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

Paper II: FOOD AND BEVERAGE PRODUCTION

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 – 3

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 – 4

Method of mixing food – Beating/ Blending/ Cutting in/ Creaming/ Folding/ Kneading/Whipping/
Whisking/ Marinating Type of Cutting

UNIT - 5

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 Daviod Foslett - ELTS Publishers (Book Power)
Victor Cesrani Ronald Kinton
- 10.Larder Chef M.j.letto & 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

Paper III: FOOD & BEVERAGE SERVICE 1

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 fastbrunch - 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 servettesrestaurant reservation system- receiving the guest-methods of service . Fresh/familyenglish/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 - ELTS Publishers (Book Power)
- Victor Cesrani Ronald Kinton

Paper IV: ACCOMMODATION OPERATION –I

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 Hose 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,NewDelhi17

Paper V: FRONT OFFICE OPERATIONS – I

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 holyday 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 18

-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.Bhatnagar - Frank & co, NewD elhi
3. Hotel front office - Bruce Braham -
4. Basic hotel front office procedure - Peter Franz Renner19

SECOND SEMESTER

Paper VI: FUNCTIONAL ENGLISH II

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 27

Paper VII: ACCOUNTANCY

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 (e) full disclosure (f) 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. 20

REFERENCE BOOKS

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

Paper VIII: FUNDAMENTALS OF TRAVEL AND TOURISM

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

Paper IX: BASICS OF COMPUTER APPLICATIONS

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

Practical I : FOOD AND BEVERAGE PRODUCTION - I

Familiarization of kitchen equipment, handling equipments
Familiarization of raw materials
Preparation of ingredients (demonstration)
Preparations of stocks and sauces
10 MENUS

Practical II: FOOD AND BEVERAGE SERVICE - I

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

Practical III: ACCOMMODATION OPERATION - I

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.

Practical IV: FRONT OFFICE OPERATION – I

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

Practical V: BASICS OF COMPUTER APPLICATION

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, delete a file Sending e mails save and print topics from internet

THIRD SEMESTER

INDUSTRIAL EXPOSURE TRAINING

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.

FOURTH SEMESTER

Paper X: FOOD AND BEVERAGE PRODUCTION & PATESSERIE

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 & Restaurant

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 - ELTS Publishers (Book Power)
Victor Cesrani
Ronald Kinton
- 10.Larder Chef M.j.letto & 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

Paper XI: FOOD AND BEVERAGE SERVICE – II

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 cyclemaking 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

Paper XII: ACCOMMODATION OPERATION – II

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. Accommodation Operation Management – s.kaushal – S.N.gowtham- Frank & co, New Delhi
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Paper XIII: FRONT OFFICE OPERATION – II

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
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PRACTICALS

Practical VI: FOOD AND BEVERAGE PRODUCTION & PATESSERIE

QTK (Quantity Training Kitchen)

10 four course Indian menu

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

Practical VII: FOOD AND BEVERAGE SERVICE– II

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 service , champagne service and clearance.

Cocktail demo – at least 10 cocktail.

Event Management

Practical VIII: ACCOMMODATION OPERATION – II

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.

Practical IX: FRONT OFFICE OPERATION – II

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

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PROJECT (Research 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. The report can include objective, scope of the project and detailed report.

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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.
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13. Best of Chinese Cooking sanjeev Kapoor Popular Prkasan Ltd., Mumbai
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FOOD AND BEVERAGE SERVICE

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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 Daviod Foslett - ELTS Publishers (Book Power)
Victor Cesrani
a. Ronald Kinton

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