

**BHARATHIARUNIVERSITY: COIMBATORE-641 046**  
**CERTIFICATE IN HOTEL OPERATIONS**  
**(For the CCII students admitted from the academic year 2016-17 onwards)**

**SCHEME OF EXAMINATION**

SI. No.	Course Title	EXAMINATION	
		Duration Hrs.	Total Marks
1.	Paper I :Food & Beverage Production	3	100
2.	Paper II: Food & Beverage Service	3	100
3.	Paper III: House Keeping	3	100
4.	Paper IV: Front Office Operation	3	100
5.	Practical I: Food & Beverage Production	3	100
6.	Practical II: Food & Beverage Service	3	100
7.	Practical III: House Keeping	3	100
8.	Practical IV: Front Office Operation	3	100
9.	Industrial Exposure Training	3	100
Total Marks			900

**Duration :** 6 Months

**Eligibility :** A Pass in SSLC Examination

## **Paper I: FOOD & BEVERAGE PRODUCTION**

**UNIT 1 :** Introduction of cookery –definition-origin. Equipments used in kitchen-Safety procedures in handling equipments. Kitchen organization – Hierarchy and kitchen staffing. Duties and responsibilities of each staff-role of executive chef,sous chef,chef de partie,commis etc..Co-operation with other departments.

**UNIT 2 :** Cooking fuels-advantages & disadvantages, foundation ingredients, Transference of heat to food by radiation conduction and convection.

**UNIT 3 :** Aims and objectives of cooking food- mise en place Techniques used in preparation , method of cooking food roasting, frying, baking, poaching, boiling, stewing, braising, steaming, grilling, microwave, pot roasting ,spit roasting. Raw materials of cooking food.

**UNIT 4 :** Basic principles of food production –effect of heat on vegetables,cuts of vegetables. Vegetable: classification, importance in diet,classification.Fruits: classification, uses of fruits in cookery salads and salads dressing. Stock:definition,preparation of stock ,recipes,storage of stock, uses of stock,care and precaution in stock making.Sauces – classification,importance of sauce recipe for mother sauces, derivatives,quality of good sauce.types of sauces .Soups-classification with example,basic recipe,consommé and accompaniments and garnish for soups.

**UNIT 5 :** Meat – introduction,cuts of beef,veal/lamb/mutton/pork/chicken,Fish – classification with examples,cuts of fish,selection,shellfish,cooking of fish .Egg –cookery,selection,uses. Shortening- fats and oils,advantages and disadvantages,rendering of fat ,clarification of fat.Raising agent,thickening agent and sweetening agent.

### **REFERENCE BOOKS**

#### **FOOD & BEVERAGE PRODUCTION**

<b>Book Name</b>	<b>Author</b>	<b>Publishers</b>
1. Theory of Cookery	Krishna Arora	Frank & Co, New Delhi
2. Modern Cookery – I & II	Thangam Philip	Orient Longman

## **Paper II: FOOD & BEVERAGE SERVICE**

**Unit 1 : Introduction to the hotel and catering industry** and the growth. Role of catering establishment in travel/tourism industry.

Type of F&B operation-(classification) commercial, residential, non-residential. Welfare: Industrial/Institutional/Transport (air, road, rail, sea) Structure of catering industry-a brief description of each type and career opportunity therein. Departmental organization and staffing, Organization of the F&B departments of a hotel. Principal staff of various type of F&B operation.Duties&responsibilities of F&B staff, attributes of a good waiter, inters departmental relationship with in F&B and other departments

### **Unit -2 : Type of F&B outlets**

Specialty restaurants, coffee shop, Banquets, room service, cafeterias, discotheque, nightclub,/  
outdoor catering,Ancillary department- food pickup areas, stores, linen room, kitchen stewarding

### **Unit -3 : F&B service equipments**

Classification of equipments, familiarization of equipments-criteria for selection and requirement – cookery – tableware (silver and stain less)-glassware –linen including furnishes – other equipments-care and maintenance of equipments including silver polishing.**Dining services:** Methods and procedure Mise-en-scene and mise-en-place (including arrangement of side board),Laying tables for different meals and menus including lying, relaying table cloth and foldingservettes-restaurant reservation system, receiving the guests.,Method of service – English/silver/buffet/banquet/room service-trolley.

### **Unit -4 : Meals and menu planning**

Origin of menu and menu planning objectives ,basic types of menus , general menu planning consideration and constrains – designing the menu, menu sequences of courses and planning menus- French classical menu and table d’hote and a la carte , types of meals, Indian b/f, American b/f continental b/f- brunch, dinner, -afternoon high tea and supper

**Non alcoholic beverages:** Tea, coffee, its types and brands juices soft drinks, mineral and tonic water  
**Alcoholic beverages.**

**Unit -5 :\_\_Restaurant** layout objectives of good lay out , cutlery, and cookery-requirement.Dining area, type of seating, table arrangement, restaurant costing elements of cost, cover turnover, sales per cover,**Banquets** –Duties and responsibilities of department booking procedure, banquet menu, table plans, -service, informal banquet, reception- cocktail parties-convention –seminar-outdoor catering –wedding, buffet, factors in planning area requirement type of buffet- sitting standing finger buffet, cold buffet break fast buffet ,equipment required , check list, supervision

### **REFERENCE BOOKS**

#### **FOOD & BEVERAGE SERVICE**

<b>Book Name</b>	<b>Author</b>	<b>Publishers</b>
<b>1. Food &amp; Beverage Service</b>	<b>Vijaydhawan</b>	<b>Frank bros &amp; co,New Delhi</b>
<b>2. Food &amp; Beverage Service Delhi</b>	<b>Sudir Andrews</b>	<b>TATA Mc.GrawHill Ltd,New</b>
<b>3. Food &amp; Beverage Service Publishers</b>	<b>Dennis Lillicrap,John A Cousins</b>	<b>ELTS</b>

### **Paper III: HOUSE KEEPING**

#### **Unit 1**

The role of house keeping in hospitality operation. -organization chart for a large hotel-Lay out of a housekeeping department-inter relation with other departments-co-ordination- co-operation-communication-Types of hotels and types of rooms..

#### **Unit 2**

Cleaning equipments- manual- mechanical- use and care of equipment-cleaning agents-selection of cleaning agents-classification-water-hard, soft, soaps, detergent and the , acids, solvents, abrasives, deodorizers, disinfectants, seals, polishes-distribution and control.

#### **Unit 3**

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

#### **Unit 4**

Procedure for entering rooms. Daily cleaning rooms. Bed making procedure Check-out room-occupied room-vacant room-evening services.-second services weekly cleaning, special cleaning, periodic cleaning,Standard supplies. Linen and laundry procedure.

#### **Unit 5**

Different types of keys and key control 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.

### **REFERENCE BOOKS**

#### **HOUSE KEEPING**

<b>Book Name</b>	<b>Author</b>	<b>Publishers</b>
1. Hotel,Hostel,Hospital House keeping	Joan Brown	ELTS Publishers
2. Hotel Housekeeping Training Manual	Sudir Andrews	TATA Mc Grow Hill,New Delhi
3. The professional Housekeeper	Medelin Schneider andGeorgenta	ELTS Publishers

### **Paper IV: FRONT OFFICE OPERATION**

#### **UNIT 1. HOTEL AND LODGING INDUSTRY**

Introduction to Hotel Industry

Departments of A Hotel

Layout of Front Office Department

Sections and Functions of Front Office Department

## **UNIT 2. INTRODUCTION TO FRONT OFFICE**

Qualities and Attributes of Front office Personal  
Job Specification and Job Description  
Organizational Chart of a Front Office Department  
Duties and Responsibilities of Front Office Personal  
Coordination of Front Office with Other Departments

## **UNIT 3. HOTEL ROOMS AND FACILITIES**

Types of Room  
Types of Plan  
Tariff  
Classification According to Star Categorization

## **UNIT 4. TYPES OF HOTELS**

Types of hotels  
Types of Hotel Guests  
Equipments Used in Front Office Department

## **UNIT 5. RESERVATIONS AND REGISTRATIONS**

Definition and Basic Reservation Activities  
Types of Reservation  
Reservation Cancellation  
Registration and Process of Registration  
Check In and Check Out Procedure  
Golden rules of telephone handling

## **GLOSSARY TERMS**

### **REFERENCE BOOKS**

#### **FRONT OFFICE OPERATION**

<b>Book Name</b>	<b>Author</b>	<b>Publishers</b>
1. Hotel Front office Training Manual	Sudir Andrews	TATA Mc Grow Hill
2. Effective front office operation Delhi	S Bhatnakar	Frank & Co,New
3. Hotel Front Office	Bruce Braham	ELTS Publishers

## **PRACTICALS**

### **Practical I: FOOD AND BEVERAGE PRODUCTION -**

Familiarization of kitchen equipment, handling equipments Familiarization of raw materials  
Preparation of ingredients (demonstration) Preparations of stocks and sauces  
15 MENUS (5 three course menu and 10 five course menu, continental menu-8, rest Indian and Chinese)

### **Practical II: FOOD AND BEVERAGE SERVICE –**

Familiarization of equipments, types of knives, spoons, fork, etc.. Methods of cleaning ware-  
arrangements of side boards,  
Laying and relaying of table cloth Mise-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 -**

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 -**

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