# Scheme of examination - CBCS PATTERN

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<tr>
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<th>Course Title</th>
<th>Inst. hrs/week</th>
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* : For Industrial training Viva-voice - 20 marks; Project report – 80 marks.
@ No University Examinations. Only Continuous Internal Assessment (CIA)
# No Continuous Internal Assessment (CIA). Only University Examinations.

### List of Elective papers (Colleges can choose any one of the paper as electives)

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$ - yet to be submitted.
SEMESTER-I
PAPER – I  FOOD PRODUCTION & PATISSERIE – I
UNIT: I

AIMS AND OBJECTIVE OF COOKING FOOD:

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.

UNIT: II
(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.

UNIT: IV
Stocks: Meaning, uses and types of stocks, points observed while making stock, recipes for one litre of white, brown and fish stock.

Glazes: Meaning and uses.

Sauces: Meaning qualities of a good sauce, types of sauces – proprietary sauce and mother sauce.
Recipe for one litre béchamel, veloute, espagnole, tomato, mayonnaise and hollandaise.
Derivatives of mother sauces (only name, no recipes). Recipes for the following miscellaneous sauces and their uses: Horseradish sauce, mint sauce, bread sauce, cranberry sauce, cumberland sauce, curry sauce and roast gravy.
UNIT: V
Methods Of Cooking Food

Transference of heat to food by radiation, conduction and convection. Magnetron waves meaning, Boiling, poaching, stewing, braising, steaming, baking, roasting, grilling, frying, paper bag, microwave, pot roasting – explanation with examples.

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.

REFERENCE TEXT:

SEMESTER – I
PAPER – II
FOOD & BEVERAGE SERVICE – I

UNIT – I
Introduction to catering – Different types of catering establishments, 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.
Types of restaurants: overview and key characteristics of coffee shop, continental restaurants, specialty restaurants, pubs, night clubs, discotheques, snack and milk bar.

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.

REFERENCE TEXT:

ALLIED PAPER I
SEMESTER – I
HOUSE KEEPING MANAGEMENT – I

UNIT – I
Introduction to Housekeeping Department objective, Types of establishments; organizational structure of housekeeping department (small, medium large); duties and responsibilities of housekeeping personnel.
Functions of Housekeeping Department:
Desk control – records, registers, keys – types and control of keys; interdepartmental co-ordination; guest supplies.

UNIT – II
Cleaning and maintenance of guest rooms/areas:
Cleaning equipment (Manual & Electrical) – selection, use, mechanism, care and maintenance
Cleaning agents – Selection, classification, use, care and storage;
Composition, care and cleaning of various surfaces (metals, glass, leather, plastic, ceramics, Care & cleaning of wall finishes…)
Types of guest rooms
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

UNIT – III
Management of linen and uniforms.
Classification of linen, sizes, selection criteria for the linen items; activities of the linen room; location, equipment and layout of a linen room (basic rules) purchase of linen/linen hire – quality and quantity; storage and inspection; issuing of linen to floors and
departments – procedure and records, stock taking – procedure and records condemned linen. Number of sets, Designing a uniform – functional and aesthetic consideration, layout and planning of a uniform room. (Basic consideration).

UNIT – IV  
**Fabrics and fibres:**
Definition: classification of fibres – the characteristics and use of each item in the hotel to be explained –

**Stain removal:**
Definition, general rules of stain removal, classification of stain removal methods, classification of stains.

UNIT – V  
**Laundry:**

REFERENCE TEXT:
1. Hotel, Hostel and Hospital Housekeeping – John C. Branson & Margaret Lennaux – Edward Arnold.
3. Professional Housekeeper.

**SEMESTER II**  
**PAPER – III**  
**FOOD PRODUCTION & PATISSERIE – II**

UNIT: I
Hors d’oeuvre – Meaning, types – single and Hors d’oeuvre varies. Example for each type. (No recipe).
Salads – Types of salads – simple and composite salads – Example, Salad dressings, Names and recipes for salad dressings only.
Sandwiches – Types of bread used, filling and seasonings used, points observed while making sandwiches, storage of sandwiches, Different types of sandwiches.
Soups – Classification of soups, meaning of each type with examples, (only examples, no recipes)
UNIT – II
Eggs – Basic egg preparations – poached, scrambled, omlette, fried and boiled.
Pastas – Different types of pastas, description of cannelloni, macaroni, noodles, tagliatelli, ravioli and gnocchi (only description).
Fish – Classification with examples, selection and cuts of fish, cooking of fish.
Poultry – Selection of poultry, classification based on size, uses of each type.
Butchery – Selection, cuts, size and uses of lamb, mutton, veal, beef and pork; Bacon, ham, Gammon; steaks. (Description of steaks from sirloin and fillet)

UNIT – III
Vegetables – Classification of vegetables, importance of vegetables in diet, cooking of vegetables, retention of colour, flavour and nutrients while cooking.
Potatoes – Styles of presenting potatoes and their description.
Cheese – Manufacturing, classification, cooking, care and storage of cheese.
Storage – Principles of food storage.
Reheating of food – Points observed while reheating.

UNIT – IV
Pastes – Types of pastes, recipes for short crust pastry, puff pastry, sweet pastry, suet pastry, choux pastry. Reasons for faults in the above preparation. Products made from the above pastries. (Only names, no recipes).
Cakes – Basic mixture for small cakes, reasons for faults.

UNIT – V
Herbs – Uses of herbs.
Spices and condiments – Uses of different spices and condiments.
Colouring and flavouring - Names.
Salami and sausages – Meaning.
Glaces – Meaning and uses.
Yoghurt – Types.
Cereals – Types and uses.
Pulses – Pulses used in Indian cooking.

Food Commodities:
Game – Meaning, types with examples.
Fruits – Kinds with examples.
Nuts – Names of nuts commonly used in cooking.
Cream – Types, description and their uses.

REFERENCE TEXT:
SEMESTER II

PAPER –IV      FOOD & BEVERAGE SERVICE – II

UNIT: I
Breakfast: Types, menu for each type, terms used in the service of continental breakfast. Cover laying for continental and English breakfast. Order taking procedures: In-person, telephone and door hangers.

UNIT: II
Types of service: Different styles of service, factors influencing each type, table layout for different styles, advantages and disadvantages, styles of service often implemented these days.

UNIT: III
Classification of beverages: Types of beverages, preparation of common non-alcoholic beverages. Examples tea, coffee, milk based drinks, juice, squash and aerated water, other bar non-alcoholic drinks used in dispense and main bar.

UNIT: IV

UNIT: V

REFERENCE TEXT:
SEMESTER II    PAPER- II    ALLIED
HOUSKEEPING MANAGEMENT -II

UNIT: I
Planning of Housekeeping Department:
Physical survey; specifications; measurement of space; time (total allowed); number of
staff required; plan of work and frequency; method of work and time calculated; work
schedules and allocation of duty; inspection – standard of work expected.

UNIT: II
Attributes of Housekeeping Personnel:
Contract cleaning – types of contract cleaning, advantages and disadvantages.
Housekeeping controls – purchase procedure, stores / budgets and budgetary control.

UNIT: III
Safety, security and pest control:
Safety and security: Emergencies and dealing with them; lost & found fire prevention and
fire fighting.
Safety awareness and accident prevention: First aid box procedures.
Pest control: Different types of pests found in hotels; areas of infestation; prevention and
control of pests.

UNIT: IV
Interior Design:
- Basic elements of art and principles of design.
- Colour, colour schemes.
- Qualities of colour, classification, standard colour, harmonies, factors affecting
  colour scheme. Role of colour in interior design.
- Types of floor and floor finishes and their treatment.
- Role of accessories in selection.
- Special consideration of rooms for physically handicapped and disabled.
- Redecoration and refurnishing of guest rooms.

UNIT: V
Flower Arrangement:
- Principles of flower arrangement
- Styles of flower arrangement – Western, Japanese, Free style arrangement.
- Purpose of flower arrangement
- Equipments and materials required.
- Condition of plant material.

REFERENCE TEXT:
1. Hotel, Hostel and Hospital Housekeeping – John C. Branson & Margaret Lennaux
   – Edward Arnold.
3. Professional Housekeeper.
SEMESTER – I & II

PRACTICAL -1  
FOOD PRODUCTION & PARTISERIE I

- Identification of different kitchen equipment, tool and commodities.
- Demonstration of different cuts of vegetables.
- Demonstration of stock and sauces.
- Demonstration on:
  a. Cuts of fish.
  b. Cuts of chicken.

Individual practical for students to be conducted in the criteria listed below:
15 sets of continental menus consisting of 5 dishes (Salads/Hors d oeuvres, soup, main course – (pasta, Ritz, Pilaf, Chicken, steak, beef, lamb), Vegetable/potato preparation.
Sweets – Hot or cold.
Menu can be complied by the respective colleges.
* Note: No Indian menu should be considered.
# B.Sc., CATERING SCIENCE AND HOTEL MANAGEMENT

## FORMAT FOR PRACTICAL EXAMINATION (I YEAR) – FOOD PRODUCTION & PATISSERIE – I

For the students admitted during the year 2007-2008 onwards

**(CONTINENTAL MENU ONLY)**

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<th>Salad 05 Marks</th>
<th>Soup 10 Marks</th>
<th>Fish/ Mutton/ Chicken 15 Marks</th>
<th>Vegetable 10 Marks</th>
<th>Sweet 10 Marks</th>
<th>Presentation 07 Marks</th>
<th>Scullery 03 Marks</th>
<th>Viva 10 Marks</th>
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SEMESTER – I & II
PRACTICAL -II FOOD & BEVERAGE SERVICE – I

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.
17. Service of soup, fish, pastas.
18. Service of main course.
20. Service of sweet.
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.
27. Presenting the bill.
**B.SC., CATERING SCIENCE AND HOTEL MANAGEMENT**

**FORMAT FOR PRACTICAL EXAMINATION (1 YEAR) – FOOD & BEVERAGE SERVICE - I**

For the students admitted during the year 2007-2008 onwards

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Date:            Session: FN / AN

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<th>Service of non-alcoholic beverage 15 Marks</th>
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ALLIED
SEMESTER – I & II
PRACTICAL- I  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.)
7. Linen inventory
8. Room inspection.
10. Guest room layout drawing.
11. Duty rota preparation for house keeping department.
# B.SC., CATERING SCIENCE AND HOTEL MANAGEMENT
## FORMAT FOR PRACTICAL EXAMINATION (I YEAR)
### HOUSE KEEPING PRACTICAL

For the students admitted during the year 2007-2008 onwards

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PAPER V - FOOD PRODUCTION & PATISSERIE-III

Unit 1
Introduction to Indian cuisine, culinary terms ingredients used in Indian cuisine - Thickening agents, sweetening’s agents, bundling agents, raising agents, methods of cooking used, utensils used in Indian cuisine –Hindu, Muslim, Christians Jains.

Unit 2
Basic Indian gravies- white, yellow, makini, chettinadu, green gravies- recipes, dishes prepared from the above gravies. Indian breads- Naan, roti, parathas, hussi roti, batis and their varieties.
Indian rice preparations – varieties pulav, biryani, objectives of dhum cooking.
Indian sweet preparations. Recipes preparations.
Indian salads and soups –recipes preparations.

Unit 3

Unit 4

Unit 5
Indian breakfast preparation-popular Indian break fast prep. with recipes-dosas, idlies, doklas, pathri, Indian snacks and chat preparation-Recipes and method of preparation.
Indian festival dishes, recipes and methods of preparation.

Reference text Prashad cooking with Indian masters by J.Indersingh Karla
Publisher Allied Publishers.
Text Food Heritage of India by Vimala Patil…
Modern Cookery Vol – I
SEMESTER - III

PAPER-VI : FOOD & BEVERAGE SERVICE – III

Unit I
Floor / Room service: Meaning, Full & Partial room service, Break fast service in room, tray & trolley ser-up for room service.
Lounge service: Meaning, organization of lounge service.
Afternoon tea service: Means for high tea & afternoon tea, order of service.
Reception tea service: Meaning & procedure.

Unit II
Checking, control & Billing: Introduction & checking systems
Types of checking & checks copies, triplicate system, checking for wines & other drinks.
The Bill - method of making a bill & setting the account
Tobacco - Important tobacco producing countries of the world, quality of cigars & cigarettes serviced in hotel, strength & size of cigars, service method.

Unit III
Alcoholic beverage: Meaning, classification of alcoholic beverages.
Spirit production methods - pot still and patent still.

Unit IV
Whisky - production of malt & grain whisky, styles of whisky.
Brandy - types, production and styles of cognac & Armagnac
Production & styles of Rum, Gin & Vodka.
Production & styles of tequila and other spirits.

Unit V
Vermouth: Meaning, types, production & styles.
Cider & Perry: Meaning, production & styles.
Aperitifs & Digestives: Meaning of Calvodos, Applejack, Poire Williams, Kirsch, Slivovitz, Framboise, Marc.
Liqueurs: Meaning, colour, flavour & country of origin of Absinthe, Advocaat, Abricotine, Anisette, Aurum, Benedictine, Chartreuse, Cointreau Crème de menthe, crème de mokka, all curacaos, Dram buie, Glavya, Gold wasser, grand marnier, Kahlua, Sambuca, Tia Maria, Vander hum.

REFERENCE TEXT
1. Modern restaurant Service – A manual for students and Practitioners – John Fuller – Hutchinson
5. Table & Bar – Jeffery Clarke
6. The Beverage Book - John Cousins & Andrew Durkan – Hodder & Stoughton
7. The International Guide to Drinks – United Kingdom Bar tenders Guild

**SEMESTR-III**

**PAPER- VIII : TOURISM MARKETING MANAGEMENT**

**UNIT-I**
Tourism concepts-Motivation for travel – Barriers to travel - Forms of tourism-
Travel industry network – Tourism and tourism product.
Need for planned development- planning process – Demand and supply – factors in
fluencing tourism development – What constitute tourism attractions-Government role in
planning tourism – Tourism planning in India.

**UNIT-II**
Need for marketing in Tourism – Defining Tourism marketing – The tourism
Product.
Special features of Tourism Marketing - Marketing process - Marketing research –
technique.

**UNIT-III**
Thomas cook - American Express - Cox & King - Scope and role of retailers - Modern
tavel agencies - Travel organization – handling a client-WATA
guidelines.

**UNIT- IV**
Emergence of tour operator - Package tour - Marketing a package tour Tour brochure.
Passenger reservation form Booking conditions – Traveler’s advice - Elements in tour
brochure - Marketing of brochure.

**UNIT-V**
Role of communication in travel - Modern mass media techniques - Computer technology
in tourism - Use of computers by Airlines - Role of computers in reservations -
Computers in railways - Videotex system.

**REFERENCE TEXT:**

1. Successful Tourism Management — Pran Nath Seth - Sterling Publishers Private
   Limited.
PRACTICAL III - Food Production & Patisserie II

Demonstration on
1. Indian rice preparations
2. Indian gravies
3. Indian chaats
4. Indian breakfast preparations
5. Indian snacks preparations
6. Indian breads-naan, rotis, parathas, phulkas with variations
7. Indian pulao
8. Indian Biryanis
9. Indian dal varieties
10. Tandoori marinations
11. Indian sweets

To Formulate 15 sets of menu consisting of 5 dishes from the following regions:
1. Andhra Pradesh.
2. Bengal
3. Chettinadu
4. Goa
5. Gujarat
6. Kashmir
7. Kerala
8. Maharashtra
9. Punjab
10. Rajasthan
11. Tamil Nadu.

The menu can be compiled by the respective colleges.

Chinese Practicals

Demonstration
1. Chinese rice preparations
2. Chinese noodles
3. Chinese meat & fish preparations

Chinese cooking styles:
Dishes prepared in the following styles
1. Shanghai
2. Cantonese
3. Peking
4. Szechwan

Sri Lankan
1. Basic Sri Lankan gravies
2. Sri Lankan rice preparations
3. Sri Lankan curries
4. Sri Lankan Biryanis
A 5 course menu to be compiled consisting of [soup, fish preparation, Chinese rice/noodles, meat preparation, sweet/dumplings etc. using the above styles by the respective colleges]

Reference:
1. Modern cookery VOL-I Thangam E Philip
2. Rotis and naans of India Purabi
3. Babbar
4. Mithai- Parmila Parmar
5. Food heritage of India
6. The art of chinese cooking-Hamlyn
7. The best of Chinese cooking-Betty Yew, Times book international
8. Complete Asian cook book Chairmaine Solomon, lansdowne

INTERNATIONAL CUISINE

Demonstration on dishes prepared by cold kitchen
1. Panada
2. Various types of forcemeat
3. Galantine
4. Terrine
5. Pate
6. Mousse and Mousseline
7. Souffle
8. Quenelles
9. Stuffing
10. Aspic work
11. Chaud froid
12. Arrangement of cold cuts on mirror platters
13. Simple and compound salads
14. Sandwiches
15. Smorebroad
16. Cold garnishes
17. Cold sauces
18. Carvings

1 set of menu consisting of cold preparations given above must be compiled

To Formulate 15 sets of menu consisting of 5 dishes from the following regions consisting of [soup, egg/pasta preparations, fish preparations, main course, vegetable and sweet]
1. Italian- 3 sets of menu
2. Japanese- 1 set menu
3. Russian- 1 set menu
4. Mexican- 1 set menu
5. American- 1 set menu
6. Greek- 1 set menu
7. Malaysian- 1 set menu
8. Thai- 1 set menu  
9. Scandinavian- 1 set menu  
10. Spain- 1 set menu

**B.SC., CATERING SCIENCE AND HOTEL MANAGEMENT**  
**FORMAT FOR PRACTICAL EXAMINATION (II YEAR) – FOOD PRODUCTION & PATISSERIE – II**  
For the students admitted during the year 2007-2008 onwards (INDIAN MENU ONLY)

<table>
<thead>
<tr>
<th>Sl No</th>
<th>Register No</th>
<th>Indent &amp; Plan of Work</th>
<th>Grooming</th>
<th>Salad (05 Marks)</th>
<th>Rice / Indian Bread (10 Marks)</th>
<th>Fish / Mutton / Chicken (15 Marks)</th>
<th>Vegetable (10 Marks)</th>
<th>Sweet (10 Marks)</th>
<th>Presentation (07 Marks)</th>
<th>Scullery (03 Marks)</th>
<th>Viva (10 Marks)</th>
<th>Sub-TOTAL (80 Marks)</th>
<th>Record (20 Marks)</th>
<th>Grand Total (100 Marks)</th>
</tr>
</thead>
</table>

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SEMESTER-III & IV

GROUP-A CORE

PRACTICAL IV : FOOD & BEVERAGE SERVICE - II

(For the students admitted during 2007 - 2008 onwards)

1. Recollecting I year portions.
2. Enumeration of glassware.
3. Beverage order taking procedure.
4. Service of red wine.
5. Service of white wine.
7. Service of Sherry, Port, Madeira and Marsala.
8. Service of sparkling wine.
9. Service of bottled beer, canned beer and draught beer.
10. Service of brandy.
11. Service of whisky.
12. Service of gin.
15. Service of tequila.
17. Service of liqueur.
19. Service of aperitifs.
20. Service of digestives.
22. Compiling a wine list.
23. Compiling a menu with wine suggestions.
25. Service of High tea.
## FORMAT FOR PRACTICAL EXAMINATION (II YEAR) – FOOD & BEVERAGE SERVICE - II
For the students admitted during the year 2007-2008 onwards

<table>
<thead>
<tr>
<th>Centre</th>
<th>Batch No</th>
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<td>Date</td>
<td>Session: FN / AN</td>
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<tr>
<th>Sl.No</th>
<th>Register No</th>
<th>Appearance/Waiter’s Kit (05 Marks)</th>
<th>Menu Compilation (15 Marks)</th>
<th>Menu Knowledge (05 Marks)</th>
<th>Cover Laying (15 Marks)</th>
<th>Service of any one Food Course (15 Marks)</th>
<th>Service of alcoholic beverage (15 Marks)</th>
<th>Viva (10 Marks)</th>
<th>Sub-Total (80 Marks)</th>
<th>Record (20 Marks)</th>
<th>Grand Total (100 Marks)</th>
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## SEMESTER –III ALLIED

### PAPER-III FRONT OFFICE OPERATIONS-I

#### UNIT – I
Introduction to the hotel industry.
Classification of hotels as per location, size, clientele, length of stay, heritage hotels, all suite hotels, time share, condominiums, casino hotels, convention hotels, conference hotels, star hotels.
The accommodation product - Type of guest room- as per number and size of beds, décor, room size and view, executive floor, presidential suites.
Rates – room rate, rack rate, corporate rate, commercial rate, airline rate, group rate, children rate, and package plan rate, back to back series rate, government rate, weekend rate, half-day charges.
Meal plans – EP, CP, AP, and MAP.
Types of hotel guests – pleasure travelers, DFIT, FFIT, GIT, Special interest tours, incentive tours, back to back series tours, business travelers, CVGR, convention and conference guests.
The front office department – Functions and components of front office department. Organization chart of a front office department (large, medium and small). Attributes of front office staff.

UNIT – II
Duties of front office personnel – Reservationists, Receptionist, Information Assistant, front office cashier, Bell captain, Bell boy, concierge, Telephone Operator, Guest relations executive, front office manager, lobby manager, Business center co-ordinator, Night auditor.

UNIT – III
Reservation – functions of a reservation system, types of reservation – Guaranteed, non – guaranteed, advanced and confirmed. Reservation enquiry, sources of reservation – corporate clients, group travelers, pleasure travelers, current guests, travel agents, airline, central reservation system, intersell agencies, property direct, group reservations.
The reservation process – The reservation request, accepting or denying a request. Accepting a reservation – the reservation form, importance of guest history, Reservation confirmation, confirmation number. Charting the reservation data (reservation charts-density chart, Whitney reservation system). Modifying a reservation.
Reservation maintenance – Guaranteed reservation, non- guaranteed reservation, credit card guaranteed, advance deposit, other guaranteed reservations, over-booking, no-shows, group reservations- special details.

UNIT – IV
Registration /check – in procedure – Main duties of the reception department. Basic check – in activities:
(a) Preparation of guest arrival (room status availability, arrival and departure list, special request, VIP and frequent stay guests, guest history record).
(b) Registration (registration form – its use, black list, pre – arrival registration.)
(c) Room assignment and room rate (special requests, early check – in, walk – in, scanty baggage).
(d) Checking methods of payments (direct, bill to company, processing a credit card, travel agents vouchers, transfer credit/debit, advance deposits).
(e) Issuing the key and escorting the guest (role of bell desk, bell boy arrival errand card, and key card).
(f) Completing the forms – arrival and departure register ‘C’ form, alphabetical guest register, guest folio, arrival intimation notice.
(g) Housekeeper’s report- housekeeping discrepancy report, various terms – SB, DND, DL, DC Sleeper, SO, OOO, VR, CO.
(h) Taking position formula plus and minus position.
(i) Turning away a guest, handling overbooking at the reception counter.  
(j) Handling amendments like room charge.  
(k) Handling group/crew arrivals (pre-arrival procedures, arrival procedures, opening of master folio, rooming list).  
(l) Handling guest mail and messages.

UNIT- V
Types of folios (guest, master, non-guest), allowances, paid – outs. 
Check –out procedures- Role of bell desk, cashier, and late check – outs. 
Methods of account settlements and procedure for accepting such settlements. Creating a good lasting impression. Updating front office records (room status/room rack, arrival/departure register, guest history cards, departure intimation notice). 
Calculation of house count, room count, percentage of single occupancy, percentage of double occupancy. 
Front office security functions- The role of front office in key control, electronic card key, handling the grand master key, lost keys, damaged keys, keys given against key cards. 
Safe deposit locker (key and their control, safe deposit registration card). How to deal with lost and found. Emergency procedures – medical, robber/theft, fire, death.

ALLIED PRACTICAL II

FRONT OFFICE PRACTICALS

1. Check-in and check-out procedures 
2. Telephone handling skills, social skills, 
3. Reservation procedure, identification of rooms through the use of conventional and destiny charts. 
4. Role play of the following staffs Doorman, Bellboy, Receptionist, Information assistant, Cashier. 
5. Dealing with guest mail and messages, hotel mail, staff mail. 
6. Modes of bill settlement. 
7. Handling guest complaints and solving problems. 
8. Places of interest in and around Tamilnadu. General awareness about the places of interest in India. 
9. General awareness of capitals, currencies and airlines of countries. 
10. Calculation of Statistical information: house count, room position, percentage of room occupancy, percentage of single occupancy, percentage of foreign occupancy, percentage of local occupancy, percentage of walk-ins. Percentage of early departures, percentage of late departures, percentage of early arrivals, percentage of no-show, average room rate, average room rate per person. 
11. Front office procedures- scantly baggage, wake up call procedures, left luggage procedures 
Reference: 
Front Office training Manual-Sudhir Andrews
## B.Sc., CATERING SCIENCE AND HOTEL MANAGEMENT

### FORMAT FOR PRACTICAL EXAMINATION (II YEAR) –

**FRONT OFFICE PRACTICAL**

For the students admitted during the year 2007-2008 onwards

<table>
<thead>
<tr>
<th>S.No.</th>
<th>Register No</th>
<th>Appearance (5 Marks)</th>
<th>Density Chart (15 Marks)</th>
<th>Check-in/check out (15 Marks)</th>
<th>Situation Handling (15 Marks)</th>
<th>Telephone handling skills (15 Marks)</th>
<th>Billing/Credit card Voucher (15 Marks)</th>
<th>Viva (10 Marks)</th>
<th>Sub-Total (80 marks)</th>
<th>Record (20 marks)</th>
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PAPER IX

FOOD PRODUCTION AND PATISSERIE –IV
SYLLABUS

Unit-1
Chinese cuisine -characteristics, ingredients used , equipments used .Regional varieties Dishes – recipes & preparation method.
Srilankan cuisine: characteristics, ingredients used , equipments used, Dishes with recipes & preparation method.
Thai cuisine: characteristics, ingredients used , equipments used, Dishes with recipes & preparation method.
Malaysian cuisine: characteristics, ingredients used , equipments used, Dishes with Recipes & preparation method.
Indonesian cuisine- characteristics, ingredients used , equipments used.

Unit-II
Italian cuisine: characteristics, ingredients used , equipments used, Dishes with recipes & preparations method.
Japanese cuisine: characteristics, ingredients used , equipments used, Dishes with recipes & preparations method.
Russian cuisine: characteristics, ingredients used, equipments used, Dishes with recipes & preparation method.

Unit- III
Spanish cuisine: characteristics, ingredients used, equipments used, Dishes with recipes & preparation method.
Mediterranean cuisine characteristics, ingredients used, equipments used, Dishes with recipes & preparation method.

Greek – characteristics, ingredients used, equipments used, Dishes with recipes & preparation method.

Unit –IV
Scandinavian cuisines: Characteristics, ingredients used, equipments used, Dishes with recipes & preparation method.
Mediterranean cuisine characteristics, ingredients used, equipments used, Dishes with recipes & preparation method.
Mexican cuisine: characteristics, ingredients used, equipments used, Dishes with recipes & preparation method.
American cuisine: characteristics, ingredients used, equipments used, Dishes with recipes & preparation method.

Unit –V.
Fusion cuisine: Characteristics, ingredients used, equipments used, Dishes with recipes & preparation method.
Eclectic cuisine-Characteristics, ingredients used, equipments used, Dishes with recipes & preparation method.
World marche - Characteristics, ingredients used, equipments used, Dishes with recipes & preparation method.

Reference Text:
The Asian cook book by Charmie Solomon
Text books: La rouse gastronomique
Theory of catering by Ronald kinton, Victor cesrani, and David fosket.

SEMESTER - IV

PAPER - X FOOD & BEVERAGE SERVICE – IV

Unit - I
Wines: Meaning, classification of wines production (Red, white, rose sparkling wine production, Aromatized & herbal wines: Meaning & production factors influencing the quality of the wine.

Unit - II
Wines of France: Classification of French wines, important communes & their wines of Bordeaux, Burgundy, Alsace, Loire and Champagne.
Champagne: Importance, production method, styles of champagne and bottle sized - terms.
Wines of Germany: Classification of German wines wine producing regions & wines of Germany.

Unit III
Wines of Italy: classification of Italian wines, and wine producing regions. Famous wines of Italy.
Wines of South Africa, California, Australia, Spain, Portugal - Regions and famous wines.
Production & styles of Sherry, Port, Madeira, Marsala
Wine & food: Wines served with different sources of the meal, suggestions for food & wines combination.
Examples of wines served with: Shell fish, soup, pasta, Fish, Red, and Pink & White meat, cheese, sweet and dessert.

Unit IV
Cocktail - Meaning, types of curtail, points observed while making cocktails,
Recipes of Whisky, rum, Gin, Brandy, Vodka, Tequila, Champagne based cocktails.
(Given in reference text only) Mocktails - Meaning and recipes of famous mock) spirit coffee - Meaning, Method of preparation and examples of some spirit coffee (Irish,, Scandinavian, Monk’s, Royal, Dutch, Mexican, German, Italian, Caribbean, Calypso, etc)

Unit - V
Beverage list - meaning & important. Method & order of clisting & pricing beverages.
Dispense bar: Meaning, glassware & equipment used in the dispense bar, Garnishes & Kitchen supplies used in dispense bar.

Stocking of alcoholic beverages and bar control

Bar Design: Space requirement of bar comber seating area and bar stools. Lighting arrangements and interiors designing of bar.

REFERENCE TEXT
1. Modern restaurant Service – A manual for students and Practitioners – John Fuller – Hutchinson
5. The Hamlyn Book of Wines – The Hamlyn Publishing Group Ltd.
6. Table & Bar – Jeffery Clarke
7. The Beverage Book - John Cousins & Andrew Durkan – Hodder & Stoughton
8. The International Guide to Drinks – United Kingdom Bartenders Guild

Paper XI : COMPUTER APPLICATIONS IN HOTEL INDUSTRY

Unit- 1
Computer appreciation and dos, introduction, characteristics, history, generations, classifications, application of computer, hardware and software, operating systems, computer languages. DOS file, directory, Changing the directory, creating a new directory, copying files, deleting files, changing filename, date and time, type, print. Windows2000, windows basics, introduction, starting windows, using mouse, moving & designing windows, maximizing, minimizing and restoring windows using menus in windows.

Unit- 2
Word, introduction to word, editing a document, move and copy text and help system, formatting text & paragraph, finding & replacing text and spell checking, using tabs, enhancing documents, columns, tables & other features, using graphics, templates & wizards using mail merge, miscellaneous features of word.

Unit- 3
Introduction of worksheet & excel, getting started with excel, editing cells and using commands and functions, moving and copying, inserting and deleting rows & columns, getting help and formatting a worksheet, printing the worksheet, creating charts, using date and time and addressing modes, naming ranges and using statistical, math and financial functions. Database in a worksheet, additional formatting commands and drawing tool bar, miscellaneous commands and functions, multiple worksheets and macros.
Unit- 4
Power point basics editing text adding subordinate points, deleting slides, working in outline view, using design templates, adding graphs, adding organization Charts, running an electronic slide show, adding special effects.

Unit- 5
Access basics, creating a table, entering and adding records, changing a structure, working with records, creating forms, establishing relationship using queries to extract information, using reports to print information.

SEMESTER – IV
ALLIED PAPER- IV FRONT OFFICE OPERATIONS –II

UNIT – I
Front Office Salesmanship: Upgrading; Front office reception as a sales department: guidelines to selling – by telephone, face to face; selling to the business person, conference and group business – How to compete in the market.
Guest relation and social skills: The role of Guest relations officer; types of guest problems; Skills necessary for dealing with problems; solving problems; handling complaints; course of action to take when handling problems; follow up action; telephone handling skills.

UNIT – II
Flow of guest information between sections of front office and other departments; importance of log book; reservations; reception; mail and information; bell desk; front office cashier; telephones; housekeeping department; sales department; engineering department; accounts department.
Information/ bell desk/ concierge : Functions of the information department; handling guest mail and messages; registered and insured mail ; guest tickets and special requests ; information binder ; Lobby hierarchy; duties of the bell desk; luggage handling ; running errands; vending stamps; scanty luggage guest; control on bell captain; concept of concierge.

UNIT – III
Functions of front office accounting systems: Guest accounting cycle; the check out procedure; settlement of guest accounts; late check outs, methods of accounts settlement and procedure for accepting such settlements.
Cash settlement – local currency, foreign currency, traveler’s cheque, personal cheque, bank credit cards; credit settlement; settlement of corporate account ; travel agents vouchers.
Creating a good and lasting impression; updating front office records.
Room status/ room rack; alphabetical guest register; arrival / departure register; departure information notice; guest history cards.
UNIT – IV
Credit control: Meaning; Objectives; hotel credit control policy; accounts settled by credit card or charge card; credit control measures required when receiving reservations; credit control measures at check-ins; credit control measures during occupancy; credit control measures by other sales department; credit control measures at check-out; credit control measures after guest departure; preventing walk-outs.

UNIT – V
Forecasting: Importance of forecast, how to forecast, useful forecasting data; format of reservation forecast; calculation of reservation forecast (room revenue).
Tariffs: Establishing room rates; the rule of thumb approach; Hubbart formula, differential room rates, seasonal rates.
Yield management: Concept of yield management; hospitality application; measuring yield; formulas.
Differential rates – Potential average single rate, multiple rates, potential average double rate, multiple occupancy percentage, and rate spread, potential average rate, room rate achievement factor. Booking horizons (booking lead time) using booking forecast, to maximize yield; multiple rates; displacement to transient business.

REFERENCE TEXT:
2. Managing front office operation – Michael L. Kasavana – Education Institute AHMA.
5. Front office Procedures, social skills and management – Petrabbol & Sue Lowry – Butterworth Huneman.
Table manipulation- creating tables, inserting & deleting rows & columns, changing width & height, changing table borders. Mail merge concept, printing formats.

**MS-EXCEL**
Entering the data, changing the fonts, changing row heights & column width, formatting the data, sorting the data.

Formula processing- creating simple formula, using function (ABS, SQRT, LEN, SUM, ROUND, AVG, COUNT, CONCATENATE, FIND).

Inserting & Formatting charts, inserting pictures, printing formats.

**MS-POWER POINT**
Creating simple presentations, saving, opening and existing presentation, creating a presentation using Auto content wizard & template.

Using various auto- layouts, charts, table, bullets & clip art.

Viewing an existing document in various views-outline view, slide view, slide show view, slide sorter view and note pages view.

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**SEMESTER-VI**

**PAPER-XII FOOD & BEVERAGE MANAGEMENT**

**UNIT-I**


The meal / drink experience: Food & drink, variety in menu choice, level of service, value for money, interior design, atmosphere & mood, expectation & identification, location / accessibility and staff.

**UNIT-II**

Purchasing: The nature of purchasing - The main duties of purchase manager - Importance of purchase functions - The purchasing procedure - The selection of a supplier - supplier rating - Aids to purchasing - The purchasing of food & beverages - Standard purchase specification: Meaning & objective - The purchase specification for food & beverages.

Receiving: Objective - Receiving procedure - Receiving of expensive commodities -Returnable containers - Blind receiving - Dispatch to stores or user department -Clerical procedures & forms used.

**UNIT-III**

Storing & issuing: Storing & issuing of food & beverages.

Stock taking of food & beverages - Stock turnover - Stock levels.

Food control: Objectives of food cost control - The essentials of a control system - Calculation of food cost - Methods of food control -Food. control check list - Obstacles to food cost control.
Beverage Control: Objectives of beverage control - Calculation of beverage cost - Methods of beverage control - Beverage control checklist.

**UNIT-IV**

**UNIT-V**
Selling: The pricing problem - Pricing objectives - 4 pricing problems - Practical applications of pricing - Fixed selling price - En pension terms - Control of cash & credit sales - Control by selling price - Aids to pricing. Sales control: Manual system and Machine system.

Operating yard stick: Total food & beverage sales - Departmental profit - Ratio of food & beverage sales - Departmental profit - Ratio of food & beverage sales to total sales - Average spending power - Sales mix - Payroll costs - Index of productivity -Stock turnover - Sales per seat available - Rate of seat turnover - Sales per Waiter.

**REFERENCE TEXT:**

1) Food & Beverage Management - Bernard Davis & Sally Stone - ELBS.
4) Food Costing & Budgeting - Boardman - Heinneman.
5) Food & Beverage Operations - David Fearn - Newnes, Butterworth.

**SEMESTER-VI**

**PAPER-XIII FOOD PRODUCTION & PATISSERIE - V**

**UNIT-I**
Larder: Essentials of larder control, Importance and functions of larder in main kitchen, relationship with other section of main kitchen, Duties and responsibilities of Larder chef, Equipments and tools used in larder, Floor plan or layout of a larder.

**UNIT-II**
Force meat: Meaning, usesi types and recipes.
Panada: Meaning, uses, types and recipes.
Compound butters: Meaning, uses, types and recipes and examples.
Marinade: Different types and uses.
Brine: Types and uses.
Aspic jelly: Uses and preparation.
Chaud Froid: Uses and preparation.
Sauces: Types and preparation.

UNIT-III
Garnishes: Importance, names of garnishes used with soup, fish, beef, veal, poultry and game.
Cold Preparation: Galantine, Ballotine, terrine, Pate terrine, mousse, souffle, mousselines, quenelles etc. Recipes for the above.
Ice carving: Equipment, ice preparation, making a template, melting effects, storage.

UNIT-IV
Kitchen stewarding: Importance of kitchen stewarding, Organization of the kitchen stewarding department, equipments found in kitchen stewarding department, work flow in kitchen stewarding, garbage disposal.

UNIT-V
Kitchen Management: Objectives, Meal production, Indenting, purchasing, storing, cost control, yield, portion control.
Standard Recipe - Importance of standard recipe. Advantages and disadvantages. Left over utilization.

REFERENCE TEXT:
3. Food & Beverage Management - Bernard Davis & Sally stone - ELBS.
5. Larousse Gastronomique - Cookery Encyclopedia - Paul Hamlyn.
6. The Book of Ingredients - Jain Grigson
7. Professional Cooking - Wayne Gisslen
10. The Cookery Year - Readers Digest Association Ltd.
11. Practical Professional Cookery - Cracknell & Kaullmann.
12. Contemporary Cookery - Caserani & Kinton and Foskett.
15. Le Repertoire de la Cuisine - Jaggi Ceon & Sons.
SEMESTER - VI
PAPER-XIV FOOD & BEVERAGE SERVICE – V

UNIT-I

Guendon Service: Introduction, Mise en place for gueridon. Special equipments used, care & maintenance of equipment, taking the order, method of serving the dish at the table, carving and jointing at the table, carving trolley, dishes prepared on the gueridon, flambeing.

UNIT-II

Function catering: Introduction, types of function, function service staff and responsibilities, service methods in function catering, booking and organization of functions, function menus, wines tabling, seating arrangements, banquets lay-outs. Instructions to service staffs, order of service for a formal function, reception and ordering of wines. Weddings organization - procedure at a wedding buffet, reception, family line-up, procedure for toasts. Planning of buffets - both sit down and fork buffets, procedures required for exhibitions, seminars, fashion shows, trade fairs etc.

UNIT-III

Outdoor catering: Meaning, preliminary survey of the place and comfort of party, hiring of service personnel, making a list of service equipment required, setting up counters and allotting stations.
Specialized forms of service: Hospital tray service, Airline service, Railway service.

UNIT-IV

Menu Engineering: Meaning, Menu Engineering Terminology, Menu Engineering Worksheet, Remedial action, Problems and Limitations.
Menu Merchandising: Methods of pricing menus, Shape & fold of menu, Size of menu, Type & colour of paper or card, Typefaces, Layout, Printing & reprinting.

UNIT-V

Budgeting for the F&B Department: Budgeting control, the budgeting cycle, limiting factors, sales forecasting.
Staff organization and training: Staff organization, level of demand, duty rota, staff training, terms used in training, planning of training.
Social skills.

REFERENCE TEXT:
2. Food & Beverage Service - Dennis R. Lillicrap & John A. Cousins - ELBS.
4. Food & Beverage Management - Bernard Davis & Sally Stone - ELBS.
SEMESTER – VI
PRAC-VI FOOD PRODUCTION & PATISSERIE - III
(For the students admitted during 2007 - 2008 onwards)

DEMONSTRATION ON THE FOLLOWING:
(a) Ice carving
(b) Vegetable carving
(c) Butter carving
(d) Aspic Jelly preparation and presentation
(e) Forcemeat
(f) Panades
(g) Galantine
(h) Ballotine
(i) Pate terrine

CONTINENTAL CUISINE (INDIVIDUAL)

To formulate 20 sets of menu consisting of 6 dishes from the following courses mentioned below:
Hors-doeuvre - Simple or Compound
Soup
Egg
Pasta/rice Fish
Mutton/Veal/Beef/Pork Poultry/Furred game/Feathered game Potatoes
Vegetables/Salads
Sweet
Savoury

International cuisine Menu
Sri Lankan – 2 set
Malaysian – 1 set
Japanese – 1 set
Italian – 2 set
Spanish – 1 set
Mexican – 1 set
Mediterranean – 1 set
American – 1 set

REFERENCE TEXT:

1. Practical cookery - Ronald Kinton & Victor Ceserani - Hodder Starghton. ’
4. Professional Cooking - Wayne Gisslen
5. The Complete Guide to Art of Modern Cookery - Escoffier.
6. The Cookery Year - Readers Digest Association Ltd.
7. Practical Professional Cookery - Cracknell & Kaullmann.
8. Contemporary Cookery - Caserani & Kinton and Foskett.

Note: Menu can be compiled by the respective colleges.

B.SC., CATERING SCIENCE AND HOTEL MANAGEMENT
FORMAT FOR PRACTICAL EXAMINATION (III YEAR) –
FOOD PRODUCTION & PATISSERIE – III
For the students admitted during the year 2007-2008 onwards
(IN INTERNATIONAL CUISINE MENU ONLY)

Centre:          Batch No:
Date:    Session: FN / AN

<table>
<thead>
<tr>
<th>Sl. No</th>
<th>Register No</th>
<th>Indent &amp; Plan of Work (05 Marks)</th>
<th>Grooming (05 Marks)</th>
<th>Appitizer (05 Marks)</th>
<th>Bread Rolls (03 Marks)</th>
<th>Soup (10 Marks)</th>
<th>Fish (10 Marks)</th>
<th>Mutton/Chicken/ Veal/Beef (15 Marks)</th>
<th>Vegetable/Potato (05 Marks)</th>
<th>Sweet (07 Marks)</th>
<th>Presentation &amp; Scullery (05 Marks)</th>
<th>Viva (10 Marks)</th>
<th>Sub-Total (80 Marks)</th>
<th>Record (20 Marks)</th>
<th>Grand Total (100 Marks)</th>
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SEMESTER-VI

GROUP- A  CORE
PRAC-VII FOOD & BEVRAGE SERVICE - III
(For the students admitted during 2007 - 2008 onwards)

1. Recollecting I and II year portions.
2. Preparing duty rota.
3. Banquets:
   (a) Booking procedure
   (b) Preparing banquet menus
   (c) Space area requirements
   (d) Table plans/Arrangements
   (e) Service toasting
   (f) Informal banquets (Viz., Reception, Cocktail parties, Seminar, Exhibitions, Fashion shows, Trade
       fair, Wedding, Outdoor catering etc)

4. Buffets:
   (a) Area requirements
   (b) Planning & Organization
   (c) Sequence of food (Indian & Continental)
   (d) Types of buffet display
   (e) Equipment supplies
   (f) Checklist.

5. Gueridon Service:
   (a) Types of trollies
   (b) Gueridon equipment
   (c) Gueridon ingredients
   (d) Service of courses and dishes from gueridon.
# B.SC., CATERING SCIENCE AND HOTEL MANAGEMENT

## FORMAT FOR PRACTICAL EXAMINATION (III YEAR) – FOOD & BEVERAGE SERVICE - III

For the students admitted during the year 2007-2008 onwards

<table>
<thead>
<tr>
<th>Centre :</th>
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<tr>
<th>Sl.No</th>
<th>Register No</th>
<th>Appearance/ Waiter’s Kit (05 Marks)</th>
<th>Menu Compilation (15 Marks)</th>
<th>Menu Knowledge (05 Marks)</th>
<th>Cover Laying (07 Marks)</th>
<th>Gueridon Trolley Set-up (08 Marks)</th>
<th>Service of one Food Course from Gueridon (15 Marks)</th>
<th>Service of alcoholic beverage (15 Marks)</th>
<th>Viva (10 Marks)</th>
<th>Sub-Total (80 Marks)</th>
<th>Record (20 Marks)</th>
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## DIPLOMA – PAPER I

### BAKERY AND CONFECTIONERY - I

**UNIT I:**
General Information_ measuring Heat and Density, Conversion tables, dough and cake mixing temperatures, Yeast calculations, Raw materials used in Bakery and their role

**UNIT II:**
Yeast dough, Types of dough, steps in Yeast dough production, types of dough making process, Controlling fermentation, Bread faults and their causes
UNIT III:
Biscuits_ meaning and preparation
Cookies_ Production, Sandwich Cookies, Ice box Cookies, bar Cookies, macaroons, wafers and lace cookies, assorted cookies

UNIT IV:
Different types of Paste: Short crust, Sweet crust, Rough puff, puff paste, choux paste,
Suet paste_ preparation, faults and products of the above pastes.

UNIT V:
Icings, Fillings and Glazes_ Different types of Icings, Fillings and Glazes and their uses,
Chocolate and Sugar Confectionery, Liqueur Chocolate, toffees and boiled sweets,
fudges, pulled sugar, blown sugar, pastilles and petit fours.

Reference:
The new International Confectioner. Edited by Wilfred J.France. F.Inst.BB. (Unit V)
Pub: Virtue and company
Practical baking_ William J Sultan (Unit III) Pub: Van Nostrand Reinhold
Professional baking_ Wayne Gisslen (Unit I & II) Pub: John Wiley and Sons
Practical cookery_ Kinton and Ceserani (Unit IV) Pub: Hodder and Stoughton

DIPLOMA – PAPER II
BAKERY AND CONFECTIONERY - II

Unit-I
Basic paste-Short crust paste, puff paste, rough puff paste, Sugar paste, suet paste, choux
paste. Recipe For the above paste . Possible reasons for faults in the above pastes.

Unit-II
Pies- Introduction , production of pies. Rolling a pie dough and lining pans, preparation
of fillings for pies. Production of fruit pies and common problems with fruit pies,
Tarts and tartlets- procedure for making tarts shells, variations. Strudel & phylo-
preparation, baked meringues- procedure for making meringues.

Unit-III
Cake making methods- cake formula balance- common faults in cakes, Cake decoration-
colour-design-templates- texture- equipment- wedding cake proportion- casting moulds-
monogram- lettering- stencils- modern cake decoration with royal icing.
Sponges-Basic preparation methods- types of sponges- petit fours-preparation of syrups
&glaces-steps involved in preparing large cakes- Wedding cakes, birthday cakes, gateaux
basic preparation

Unit IV
Icings- basic ingredients used- classification. Fondant preparation- types- parfait icing-
royal icing;
Chocolate and Sugar Confectionery, Liqueur Chocolate, toffees and boiled sweets, fudges, pulled sugar, blown sugar, pastilles.

**Unit V**

Hot sweets-Charlottes, fritters, pancakes, puddings, dumplings.,
Cold sweets-Bavarois, mousse, fruit dessert - method of preparation.

Savoury goods- basic preparation- toppings- fillings- piping- examples of piping equipment & procedures..

**DIPLOMA – PRACTICAL**

**BAKERY AND CONFECTIONERY**

Yeast Goods

Crisp crusted Bread
Soft crusted Bread
Sour dough white bread
Baba and Savarin
Danish Pastry
Brioche
Croissants
Bread rolls
Muffins
Dough nuts

Cookies
Biscuits

Puff paste, Sweet crust, cakes:

**Puff Pastry**

**Fruit flan**

Custard Flan
Fruit Pies
Tarts.
Sponge cakes
Plum cakes
Swiss rolls

Genoise sponge
Chiffon cakes

Petit fours
Chocolates
DIPLOMA PAPER
BAR MANAGEMENT

UNIT-I : Introduction to bar operations, Bar layout, Design Space, Bar equipments & supplies.

UNIT II : various types of bar hence purchase procedures for bar.

UNIT III : Records of ledgers maintained in the bar, bar costing, bar procedures.

UNIT IV : Bar tending - How to operate a successful bar.
         Bar sales - How to increase bar sales Bar customer requirements, bar control procedures.

UNIT V : Cocktails – Preparation methods, recipes, types.
         Juggling - Art of juggling.


2. The restaurant from concept to operation by John Walker & Donald.
   Publisher – John Wiley & Sons.

3. Food & Beverage Management by Bernard Davis & Hundberg & Sally Stone.
   Publisher – Heinemann publications.

BAR MANAGEMENT PRACTICAL
1. Compiling a alcoholic beverage list
2. Service of Wires.
4. Service of Specality coffee.
5. Service of Liquors.
7. Service of Cocktail.
8. Bar tending procedures..

REF. BOOK PRACTICAL : Food and beverage service by Dennis Lilicrap & John cousins.
Publisher – ELBS.
ELECTIVE I - A
FOOD SAFETY & MICROBIOLOGY

UNIT –I

UNIT –II
Bacteria: Morphology – size, shape structure, reproduction, beneficial and harmful effect of bacteria.
Yeast: Morphology – size, shape, structure, reproduction, beneficial and harmful effect of yeast.

UNIT –III

UNIT –IV
Food borne infection & diseases: food poisoning by micro – organism.
Food intoxication: Botulism – Organism, toxin, foods involved, diseases caused.

UNIT – V
Food sanitation, control & inspection: Inspection of drinking water, plant water, sewage water, equipment, cleaning, sanitizing.
HACCP: Health analysis – critical control points, health of employees.

REFERENCE TEXT:
ELECTIVE II – A FOOD SERVICE FACILITIES PLANNING

UNIT-I
Food service facilities planning: Introduction, Design & layout.
Planning: Characteristics, scope, objectives, facilitating production, materials handling, space utilization, maintenance and cleaning, cost control, investment in equipment; labour utilization, supervision, flexibility.

UNIT-II
The planning process: Preliminary planning information, prospectus, commissioning planners, developing the concept, equipment requirements, space requirements, developing preliminary plans, preparation of final plans, preparing specifications, bidding & awarding contracts, constructions. Preparing the prospectus: Importance, customer & user characteristics, development of the menu, service, atmosphere, operational characteristics. The feasibility study: Importance, the market survey, site analysis, cost estimates, operating capital, projected income.

UNIT-III
Functional planning: Functions, concepts of flow, functional requirements, receiving, storage, preparation, cooking, baking, serving, dishwashing, pot & pan washing, waste disposal, other requirements.
Planning the atmosphere: Atmosphere & mood, color, lighting, acoustics, noise and music, climate control, furnishings, exterior design, advertising & public relations.

UNIT-IV
Work place design: Developing work places, work place environment, concepts of motion economy, materials handling, designing safe work places. Equipment requirements: Methods, equipments check list, broilers, griddles, ovens, ranges, steam-jacketed kettles, steamers, ware washing equipments. Waste disposals, equipment selection.

UNIT-V
Space requirements: Introduction, space estimates, total facility size, dining areas, production areas, space calculations, receiving area, storage areas, serving areas dining areas.
Layout facilities: Space arrangement, flow, other criteria for layout, layout configurations, relationship charts for layout, layout guides, layout of storage areas, layout of main cooking areas, layout of preparation areas, layout of serving areas, layout of dishwashing areas.

REFERENCE TEXT:

**ELECTIVE III – A HUMAN RESOURCE MANAGEMENT**

**UNIT-I**
Human Resource Management - Meaning, nature, scope, and objective - Functions of Human Resource Department - The role of HR Manager - Organization of HR Department - HR policies & procedures.

**UNIT-II**
Manpower planning - Concept, organization & practice, Manpower planning techniques - Short term and long term planning.

**UNIT-III**
Performance appraisal - Job evaluation & merit rating - Promotion - Transfer and demotion - Human relations - Approaches to good human relations - Job satisfaction - morale and discipline - Labour turnover - Punishment

**UNIT-IV**
Wages and salary administration - Development Sound Compensation structure. Direct & Indirect costs, Fringe benefits, CTC (Cost to Company) Concepts & its implications - Regulatory provisions - Incentive system - Labour welfare and social security - Safety, health & security - retirement benefits to employees.

**UNIT-V**
Industrial relations - Trade unionism - Grievance handling - Developing Grievance Handling System - Managing conflicts - Collective bargaining and workers participation.

**REFERENCE TEXT**
2. Personnel Management in Indian Organizations - Pramod Verma.
4. Personnel Management & Industrial Relations - Tripathi - Sultan Chand & Sons.