

**RESEARCH METHODOLOGY**

**SYLLABUS**

**Unit 1: Research Planning:**

Research- Meaning- Objectives- Importance of Social Science research- Types of research- Pure, applied, historical, case study, experimental, analytical, description, Comparative. Ex post facto.

**Unit 2: Research Planning:**

Research planning- Selection and formulation of research problem- Selection of the topic preparation of research design.

**Unit 3: Sampling Techniques:**

Sampling- meaning- Importance- Census method and sampling methods- Types of sampling- Factors affecting the size of the sample- sampling and non- sampling errors- Biased and unbiased errors.

**Unit 4: Catering Science & Hotel Management Research:**

Contents of Catering science and Hotel Management Research- Major areas of research in Catering science and Hotel Management- Strategy, Challenge, Contemporary Trends in Catering science and Hotel Management Forecasting Catering science and Hotel Management Demand and supply- Nature of forecasting, simple Regression Analysis- Research Methodology for identifying new research in Catering science and Hotel Management, Assessment of Catering science and Hotel Management research Impacts.

**Unit 5: Report Writing:**

Steps in writing a report- Layout of a research report- Types of reports- Precautions for writing a research report – Foot noting and referencing- Bibliography

## **FUNDAMENTALS OF CATERING SCIENCE AND HOTEL MANAGEMENT**

### **UNIT-I - INTRODUCTION**

Introduction to Catering Industry: Introduction and Growth of Catering industry in India-Types of Catering Establishments - Commercial (Non Residential/ Residential) Welfare (Industrial Institutional), Transport (Air Road, Rail, Sea), General overview of different types of F&B outlets.- Departmental Organization & Staffing; Organizational Structure of F& B Department in small, medium and 5 star Hotel, Duties and Responsibilities of F&B Staff and their Attributes-Inter Department relations of F and B department-Activity flow chart of F & B Department.

### **UNIT-II- FOOD PRODUCTION**

Working Environment: The working environment - Maintaining a safe and secure environment-Maintaining a professional & hygienic appearance, maintaining effective working relationships contributing to the development of self and others. Selection, uses and care of knives and equipment. Maintaining clean food production areas- Nutrition and healthy eating

### **UNIT-III- FOOD AND BEVERAGE SERVICE**

Organization of F&B department of hotel- Principal staff of various types of F&B operations -French terms related to F&B staff - Duties & responsibilities of F&B staff - Attributes of a waiter - Inter-departmental relationships - (Within F&B and other department) - Food service areas (f & b outlets)- Specialty Restaurants - Coffee Shop - Cafeteria - Fast Food (Quick Service Restaurants) - Grill Room - Banquets - Bar - Vending Machines - Discotheque Ancillary departments-Pantry - Food pick-up area - Store - Kitchen stewarding - F & B service equipments-Familiarization & Selection factors of: Cutlery - Crockery- Glassware - Flatware - Hollowware

### **UNIT-IV- ACCOMODATION MANAGEMENT**

Role and responsibility of housekeeping department- Duties and responsibilities of Housekeeping Personnel- Personal attributes of House Keeping staff - Inter departmental coordination of housekeeping with all departments of hotel. Types of keys, key register and key control: - Issuing, Return, Deactivation/ changing of locks, Key Belt),

Cleaning equipment (manual & electrical)-selection, use, mechanism, care and maintenance

Cleaning agents - classification, use, care and storage -Composition, care and cleaning of various surfaces (metals glass, leather, plastic, ceramics, wood, floor finishes and wall finishes) Eco friendly cleaning agents. Types of Soil-principles of cleaning-Cleaning Schedules and records: Weekly Cleaning, Periodic cleaning, special cleaning, Surface cleaning. Public area cleaning.

**UNIT-V- FRON OFFICE**

Front Office Procedures and Systems – Front office operating departments – Customer service techniques for front office employees – Front office accounting – Supervision and Management in the front office

**TEXT BOOKS**

- S.N.BagchiAndAnitaSharma, FoodAndBeverageService.AmanPublication,New Delhi.
- Modern Cookery for Teaching and Trade – Vol. I & II –Thangam E. Philip (Orient Longman Publications)
- The Theory of Catering – Kinton and Ceserani (ELBS Publications)
- Bernard Davis, Andrew Lockwood & Sally Stone, Food & Beverage Management, Butterworth Heinemann, Singapore
- Hotel, Hostel & Hospital Housekeeping – Joan c. Branson & Margaret Lennox.

**SPECIAL PAPER(1 PAPER FOR EACH SPECILIZATION)**

**FRONT OFFICE**

**Hospitality-** Introduction, concept, development over the ages in context of Indian and International hospitality Industry.

**The Hotel Industry:** Organization of Hotels, Ownership structure: (Sole Proprietorship, Partnership, Franchisees and Management Contract). Major Hotel Chains in India.

Overview of major Hotel departments. Inter and Intra departmental relationships.

**Introduction to Front Office:** Layout of the front office, Different section of the front office and their Importance, Qualities of Front Office staff.

Organizational set-up of Front office Department in small, medium and large hotels. Job description and Job specification of different front office personnel.

**Basic Information for Front Desk Agents**

Different types of rooms. Numbering of rooms and food plan, Basis of charging a guest. Tariff and tariff fixation, Terms used at Front Desk.

**Reservation**

Sources & Modes of Reservation, Types of Reservation, Systems of Reservation, Amendments and cancellations procedures, Group reservation, overbooking. Modes of Payments- Advantages and Disadvantages

**Registration**

Pre-registration activities, Methods of registration, Room & rates assignment, Handling registration of Foreigners, Room change procedure.

Telephonic etiquettes/ manners, the need for developing the telephone skills

**Guest Accounting**

Types of Accounts maintained at the front office, Front office cashiering Guest check out procedures, Preparation of bills- manual, mechanical & fully automated system, Express check out (ECO), Presentation & settlement – Cash & credit note, handling foreign exchange.

**Night Auditing, Control of cash & credit**

Concept of Night Auditing, Purpose of night audit function, Night auditor's Job, Night audit process/ procedures, preparing the night auditor reports

Concept of cash & credit control, Objectives of credit control measures, Credit control before arrival, during stay & after departure

**Yield management**

Concept of yield management, Measuring yield, Objectives & benefits of yield management, Tools & strategies of yield management.

**Role of Front office in hotel security.** Security Programme- Concept, developing a programme. Key control. Handling emergency situations.

**SPECIAL PAPER(1 PAPER FOR EACH SPECILIZATION)**

**FOOD AND BEVERAGE SERVICE**

**Introduction to Food and Beverage Service**

Introduction, Sections and their Importance. Types of F&B outlets. Ancillary departments. Qualities of F&B staff. Organizational set-up of F&B Service department in small, medium and large hotels. Job description and Job specification of different front office personnel.

Career opportunities in F&B Industry. Latest trends in F&B Service Industry.

**Food & Beverage Service Equipment**

Types & Usage of Equipment - Furniture, Chinaware, Silverware. Glassware, Linen & Disposables, Special Equipment. Role of Kitchen stewarding department. Care and maintenance of F&B service equipments.

**F&B Service Methods**

**Table Service** – English / Silver, American, French, Russian Self Service – Buffet & Cafeteria. **Specialized Service** – Guerdon, Tray, Trolley, Lounge, Buffet service and Banquet procedures etc.

**Single Point Service** – Take Away, Vending Kiosks, Food Courts & Bars, Automats. Misen-place & Mis-en-scene.

**Breakfast:** - Continental, English, American and Indian, Introduction, Types, layout, cover, Accompaniments and services; Latest trends in breakfast

**Room Service-** Introduction, types, importance, organizational structure & service procedure.

**Menu: Introduction, types, importance.** Menu Planning, considerations and constraints

**French Classical menu.** Classical Foods & its Accompaniments with Cover. Rules for waiting at a Table.

**Non Alcoholic Beverages:** Introduction, Classifications and Types.

**Tea-** History, types, production process, service and storage. **Coffee-** History, types, production process, service and storage.

**Alcoholic Beverages:** Introduction, classifications, types- a brief detail. **Beer-** History, types, production process, national and international brands, service and storage.

**Spirits-** History, types, production process, national and international brands, service and storage

**Wine:** Introduction, classifications, types, production process. Wine tasting and faults. Wine labeling. Pairing alcohol and food. Knowledge of Wine grapes, and wine regions. International wine brands. Old world wine and New world wine- a brief introduction. Professional wine service and storage.

**Banquet management:** Introduction, types, organizational structure, layout. Banquet booking procedure. Staff and space required for different kinds of banquet functions. Banquet menu. Banquet forms and formats.

**Buffet** – introduction, types, and equipment's and buffet presentation techniques. Current trends in banquet and buffet operations

**Advance Bar Layout & Design** – Types of Bar, Design of Bar, Major Bar Equipment's, Bar Accessories, Consumable Supplies Glassware – commonly used, Storage & Handling of Glassware

Cocktails and Mock tails; Emerging trends in bar operations

**Beverage control:** Introduction, Procedure, techniques and importance of beverage control, Purpose and standards of Beverage control: purchasing, receiving, storing and issuing. BOT. Inventory control. New trends in bar and beverage control operations.