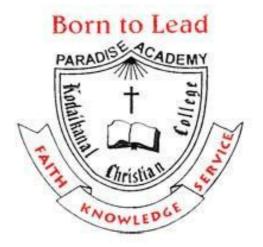
KOD&IK&N&L CHRISTI&N COLLEGE (&UTONOMOUS)



DEPARTMENT OF HOTEL MANAGEMENT AND CATERING SCIENCE

SYLLABUS FOR

B. Sc Hotel Management and Catering Science

Semesters I - VI

2020-2021

SEMESTER-I

Part	Study Component	Course Title	Instruction	Duration	Internal	External	Total	Credits
			week	of Exam			marks	
			Hours					
Ι	LANGUAGE	HOTEL FRENCH-I	2	3	40	60	100	3
	20UHF01							
II	ENGLISH	PROFESSIONAL	2	3	40	60	100	3
		COMMUNICATIVE						
		SKILLS-I						
III	CORE	A FOUNDATION	3	3	40	60	100	4
	20HMC11	COURSE ON FOOD						
		OPERATIONS						
	20HMC12	CATERING	3	3	40	60	100	4
		ESTABLISHMENT						
	20HMC13	HOTEL GUEST ROOM	3	3	40	60	100	4
		OPERATIONS						
	ALLIED	KNOWLEDGE OF	2	3	40	60	100	3
	20HMA10	FOOD SCIENCE &						
		NUTRITION						
	20HMA11	GLOBAL TOURISM &	2	3	40	60	100	3
		HOSPITALITY						
	NME	BASIC TAMIL	2	3	40	60	100	3
		ADVANCED TAMIL						
	20HMNAA	ART OF BAKING	2	3	40	60	100	3

SEMESTER-II

Part	Study Component	Course Title	Instruction week Hours	Duration of Exam	Internal	External	Total marks	Credits
I	LANGUAGE	FRENCH-II	2	3	40	60	100	3
II	ENGLISH	PROFESSIONAL COMMUNICATIVE SKILLS-II	2	3	40	60	100	3
III	CORE	ART OF INDIAN COOKERY	3	3	40	60	100	4
		FOOD & BEVERAGE CONTROL	3	3	40	60	100	4
		HOUSE KEEPING AND LAUNDRYBOPERATIONS	3	3	40	60	100	4
	ALLIED	HOTEL LAW	2	3	40	60	100	3
	NME	BASIC TAMIL-II ADVANCED TAMIL-II	2	3	40	60	100	3
		ADVANCED BAKING	2	3	40	60	100	3
	CORE PRACTICALS	A FOUNDATION COURSE ON FOOD OPERATIONS- PRACTICAL	3	3	40	60	100	3
		FOOD & BEVERAGE SERVICE- PRACTICAL	2	3	40	60	100	3
		HOTEL GUEST ROOM OPERATIONS- PRACTICAL	2	3	40	60	100	3

SEMESTER-III

Part	Study Component	Course Title	Instruction	Duration	Internal	External	Total	Credits
			week	of Exam			marks	
			Hours					
I	CORE	INDIAN CULINARY PREPARATION	3	3	40	60	100	4
		ART OF WINE SERVICE	3	3	40	60	100	4
		BASIC FRONT OFFICE OPERATIONS	3	3	40	60	100	4
	ALLIED	CREATIVE PASTRIES	2	3	40	60	100	3
		HOTEL ACCOUNTING AND COST CONTROL	2	3	40	60	100	3
		INTRODUCTION TO COMPUTER	2	3	40	60	100	3
		INDIAN SWEETS	2	3	40	60	100	3

SEMESTER-IV

Part	Study Component	Course Title	Instruction	Duration	Internal	External	Total	Credits
			week	of Exam			marks	
			Hours					
	PROJECT	INDUSTRIAL			100	100	200	
		TRAINING						
		INDUSTRIAL			100	100	200	
		TRAINING PROJECT						
		ORAL			100	100	200	
		PRESENTATION ON						
		TRAINING						
Ι	CORE	INDIAN CULINARY	3	3	40	60	100	4
	PRACTICAL	PREPARATION-						
		PRACTICAL						
		ART OF WINE	3	3	40	60	100	4
		SERVICE- PRACTICAL						
		BASIC FRONT OFFICE	3	3	40	60	100	4
		OPERATIONS-						
		PRACTICAL						
	ALLIED	CREATIVE PASTRIES	2	3	40	60	100	3
		PRACTICAL						
		INTRODUCTION TO	2	3	40	60	100	3
		COMPUTER-						
		PRACTICAL						
		INDIAN STAPLE	2	3	40	60	100	3
		FOODS						

SEMESTER-V

Part	Study	Course Title	Instruction	Duration	Internal	External	Total	Credits
rart	-			of Exam	internal			Cicuits
	Component		week	of Exam			marks	
			Hours					
Ι	CORE	LARDER KITCHEN	3	3	40	60	100	5
		OPERATIONS						
		ADVANCED FOOD &	3	3	40	60	100	4
		BEVERAGE SERVICE						
		PRINCIPLES OF	3	3	40	60	100	4
		MANAGEMENT						
		FRONT OFFICE	3	3	40	60	100	4
		MANAGEMENT						
		BAKERY &	3	3	40	60	100	4
		PATISSERIE						
		ENVIRONMENTAL	2	3	40	60	100	3
		SCIENCE						
		FINAL YEAR PROJECT	2		<mark>40</mark>	<mark>60</mark>	<mark>100</mark>	<mark>3</mark>
				1				

SEMESTER-VI

Part	Study Component	Course Title	Instruction week Hours	Duration of Exam	Internal	External	Total marks	Credits
I	CORE	WORLD CUISINE	3	3	40	60	100	5
		FOOD & BEVERAGE MANAGEMENT	3	3	40	60	100	4
		HUMAN RESOURSE MANAGEMENT	2	3	40	60	100	3
		EVENT MANAGEMENT-	2	3	40	60	100	3
		BAKERY & CONFECTIONERY	3	3	40	60	100	4
		VALUE EDUCATION	2	3	40	60	100	2
		FINAL YEAR PROJECT	2		40	60	100	3
	CORE PRACTICAL	WORLD CUISINE- PRACTICAL	4	3	40	60	100	5
		ADVANCED FOOD & BEVERAGE SERVICE- PRACTICAL	2	3	40	60	100	4
		FRONT OFFICE MANAGEMENT- PRACTICAL	1	3	40	60	100	4
		BAKERY & CONFECTIONERY- PRACTICAL	4	3	40	60	100	4

SEMESTER ONE

Professional Communication Skills I

(Part II English)

Hours: 3 Course Credit: 3

Course Objective: This course intends to assist the learners to achieve competence in communication in English. Literary texts will be used to help the learner achieve keys skills like reading, writing, speaking and listening. Classroom activities will be learner-centered and interactive.

Unit I - Prose

My Greatest Olympic Prize - Jesse Owens The Post Master - Rabindranath Tagore Early Influences - Dr. A.P.J. Abdul Kalam

Unit II - Grammar

Articles Parts of Speech Modals Tenses

Unit III- Communication Skills

Developing Conversational Skills Reading and Listening Skills Mother tongue interference Vocabulary building Fillers

Unit IV

Presentation skills–Content – Delivery – Body Language – Voice – Words Using technology for presentations

Unit V Letter Writing Format, Types, Practical

Text Book: Modern Avenues: Harrows Publication.

References: Sahayam, John. Effective Communication skills in English:

Note: Handouts / online resources will be provided by the department.

A FOUNDATION COURSE ON FOOD OPERATIONS (AIMS AND OBJECTIVES, COOKING RAW MATERIALS, PREPARATION OF INGREDIENTS)

Objective: Food Production is an integral part of the Hospitality Industry. To prepare the students to cater to the need of the industry, it is important to inculcate in them sound knowledge of the principles of Food Production so that they can be put to use in an efficient & effective way.

UNIT: I Basic Principles of Cookery

- (a) Levels of skills and experiences
- (b) Attitudes and behavior in the kitchen
- (c) Personal hygiene
- (d) Uniforms & protective clothing
- (e) Safety procedure in handling equipment

(f) Culinary History- Development of the Culinary Art from the middle ages to modern cookery, modern hotel kitchen, Nouvelle Cuisine, Cuisine Minceur, Indian Regional Cuisine and Popular International Cuisine (An Introduction) of French, Italian and Chinese Cuisine.

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

UNIT: II Classification of cooking materials and their uses:

a) Foundation ingredients – Meaning, action of heat on carbohydrates, fats, proteins, minerals and vitamins.
b) Fats and oils – Meaning and examples of fats and oils. Hydrogenation of oils, uses of fats and oils, quality for shortenings, commonly used fats and oils, their sources and uses.

c) Raising agents – Functions of raising agents, chemical raising agents and yeast.

- d) Eggs Uses of egg in cooking, characteristics of fresh eggs, deterioration of eggs, storage of eggs.
- e) Salt Uses.
- f) Liquid –Water, stock, milk, fruit juices, etc., uses of a liquid.
- g) Flavourings and seasonings Uses and examples.
- h) Sweetening agents Uses and examples.
- i) Thickening agents- Uses and examples.

UNIT:III Preparation Of Ingredients and Mixing methods

Washing, Peeling and scraping, pairing, cutting (terms used in vegetable cutting, julienne, Brunoise, Macedoine, Jardinniere, Paysanne), grating, grinding, mashing, sieving, milling, steeping, centrifuging, emulsification, evaporation, homogenization.

Methods of mixing food-

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

UNIT- IV Basic Principles of Cooking Vegetables, Stocks, Soups and Sauces

VEGETABLE AND FRUIT COOKERY

Introduction – classification of vegetables, Pigments and colour changes, Effects of heat on vegetables, Classification of fruits, Uses of fruit in cookery, Salads and salad dressings STOCKS

Definition of stock, Types of stock, Preparation of stock, Recipes, Storage of stocks, Uses of stocks, Care and precautions

SOUPS

Classification with examples, Basic recipes, Consommés, Garnishes and accompaniments SAUCES

Classification of sauces, Recipes for mother sauces, few derivatives for each

UNIT: V Art of Cooking meat, egg, fish, cereals & pulses

MEAT COOKERY Introduction to meat cookery, Cuts of beef/veal, Cuts of lamb/muttons, Cuts of pork, Variety meats (offals) EGG COOKERY Introduction to egg cookery, Structure of an egg, Selection of egg, Uses of egg in cookery Methods of cooking egg FISH COOKERY Introduction to fish cookery, Classification of fish with examples, Cuts of fish, Selection of fish and shell fish, cooking of fish (effects of heat) RICE, CEREALS & PULSES Introduction, Classification and identification cooking of rice, cereals and pulses, Varieties of rice and other cereals.

REFERENCE TEXT:

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

A FOUNDATION COURSE ON FOOD OPERATIONS- PRACTICAL

Objective: Food Production is an integral part of the Hospitality Industry. To prepare the students to cater to the need of the industry, it is important to inculcate in them sound knowledge of the principles of Food Production so that they can be put to use in an efficient & effective way.

PRACTICAL -1 FOOD PRODUCTION I Practical schedule: I-Semester

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

.A- Basic Indian Cuisine-Individual practial for students-10 sets of menu.

- i) Rice, cereals & pulses-(minimum of 10 varieties)
- ii) Various simple dal preparations (minimum of 10 verities)
- iii) Wheat products like, chapattis, parathas, phulkas, pooris

B-Indian masalas- Composition of basic Indian masalas

- a) Green White Masala Kadhai
- b) Preparation of these and incorporation in simple dishes such as Vindaloo, korma, tikka,

safedmas, navrattan korma. (minimum of 10 verities

c) Thickening, coloring and souring agents.

C-Indian sweets (minimum of 10 verities)

REFERENCE TEXT:

- 1. Practical cookery Ronald Kinton& Victor Ceserani Hodder Starghton.
- 2. Theory of Catering Ronald Kinton& Victor Ceserani Hodder Starghton.
- 3. Modern cookery vol I & II for teaching and trade ThangamE.Philip Orient Longman.
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- 5. Herrings Dictionary of Classical & Modern Cookery, Walter Bickel
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- 7. The Professional Chef (4th edition), Le RolA.Polsom
- 8. The Book of Ingredients, Jane Grigson

CATERING ESTABLISHMENT

(BASIC & TYPES OF CATERING ESTABLISHMENT, FOOD & BEVERAGE – ORGANIZATION, EQUIPMENTS, KNOWLEDGE OF MENU & ITS IMPORTANCE)

0BJECTIVE:The course will give the students a comprehensive knowledge and develop technical skills in the basic aspects of food & beverage service operations in the Hotel Industry.

UNIT – I Catering Establishments

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

UNIT – II Staff organization & Restaurant

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

UNIT – III F & B Equipments

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 Menu Knowledge

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:

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

CATERING ESTABLISHMENT PRACTICAL

OBJECTIVE:The course will give the students a comprehensive knowledge and develop technical skills in the basic aspects of food & beverage service operations in the Hotel Industry.

PRACTICALS

- 1. Restaurant Etiquettes
- 2. Restaurant Hygiene practices
- 3. Mis-En-Palce&Mis-En-Scene
- 4. Identification of Equipments
- 5. Laying & Relaying of Table cloth
- 6. Napkin Folds
- 7. Rules for laying a table
- 8. Carrying a Salver / Tray
- 9. Service of Water
- 10. Handling the Service Gear
- 11. Carrying Plates, Glasses & other Equipments
- 12. Clearing an Ashtray
- 13. Situations like spillage
- 14. Setting of Table d'hôte& A La Carte covers.
- 15. Service of Hot & Cold Non Alcoholic Beverages
- 16. Indian Cuisine- Accompaniments & Service

Reference books:

- 1. Food & Beverage Service Lillicrap& Cousins, ELBS
- 2. Modern Restaurant Service John Fuller, Hutchinson
- 3. Food & Beverage Service Training Manual Sudhir Andrews, Tata McGraw Hill

HOTEL GUEST ROOM OPERATIONS

(BASIC OF HOUSE KEEPING DEPARTMENT, GUEST ROOM AND METHODS OF CLEANING PROCESS & PUBLIC AREA)

OBJECTIVE: To impart the fundamental and basic functioning of HK Dept in a hotel and their importance in

cleaning guest rooms and other public areas.

Unit – I The House Keeping Department

Importance of House Keeping Department – Responsibilities Organizational Structure of House Keeping Department in a Small, Medium and Large Hotel Duties and Responsibilities of HK Personnel – Ex. House keeper, Floor Supervisors, Laundry Manager, Linen room supervisor, Guest room attendants. Attributes of House Keeping Personnel Coordination with other departments

Unit – II House Keeping Inventories

Cleaning Equipments – Manual and Mechanical Cleaning Agents – An Overview of Water, Detergent, Abrasives, Reagents, Organic Solvent and Toilet cleaner

Unit – III Hotel Guestroom

Importance of Guest room to a guest Types of Guest room. – Guest room status – Guest floor rules Pests – types and its control

Unit – IV Guest room cleaning

Types of Soil Manual methods of cleaning – Overview of Sweeping, dusting, dampdusting, moping Mechanized methods of cleaning – Overview of suction cleaning, polishing and scrubbing Frequency of Cleaning

Unit – V Public area cleaning

Entrance – Lobbies – Front desk – Elevators – staircases – guest corridors – public restaurant – Banquet halls – swimming pool and changing rooms

TEXT BOOKS:	
House Keeping Operations	Raghubalan, OUP
REFERENCE BOOKS:	
Hotel, Hostel and Hospital Housekeeping	Joan C Branson & Lennox, ELLS
Housekeeping Supervisor	Sudhir Andrews, TMH

HOTEL GUEST ROOM OPERATIONS -PRACTICAL

OBJECTIVE: To impart the fundamental and basic functioning of HK Dept in a hotel and their importance in cleaning guest rooms and other public areas.

guest rooms and other public a

Practicals:

- 1. 1. Identification of cleaning equipment selection, use, mechanism, care and maintenance
- 2. Identification of cleaning agents- classification, use and care
- 3. Care & cleaning of various surfaces/ finishes
 - Metals (Silver, Steel, Copper, Brass)
 - Glass
 - Ceramics
 - Wood
 - Stone
- 4. Polishing (metal, wood, etc)
- 5. Bed making- evening service
- 6. Laundry- basic principles of laundry, stain removal
- 7. Room inspection
- 8. Flower arrangement
- 9. Guest room layout drawing
- 10. Duty rota preparation for housekeeping department.

TEXT:

House Keeping Operations

Raghubalan, OUP

REFERENCE

Hotel, Hostel and Hospital House keeping

Joan C Branson & Lennox, ELLS

KNOWLEDGE OF FOOD SCIENCE AND NUTRITION

(FUNDAMENTAL OF FOOD AND NUTRITION) (CHEMISTRY AND BIOLOGY OF FOOD NUTRITION)

OBJECTIVE: To give the students the importance of food science and their role in the food Industry **UNIT-I** Introduction to Nutrition

Definition, Application of food science and nutrition in different aspects. Food and its function, BMR & their effective factors

UNIT-II Carbohydrates & Proteins

Introduction, composition, classification, functions, imbalances Effect of heat on carbohydrates. **Proteins-** Introduction, Composition & Classification, Functions & Imbalances RDA's for different groups

UNIT-III RDA's for different groups

Fats-Introduction, composition, classification, functions, imbalances. Effect of heat on fats. RDA's for different groups Water, Mineral, Classification, Functions Major & Minor Minerals Distribution, Sources, Functions, Imbalances

UNIT-IV Vitamins

Classification, Fat soluble vitamins, Water soluble vitamins

UNIT-V Study of few microbes.

Bacteria Yeast Balanced Diet-Definition, Importance of balanced diet Mass food production Effect Of Cooking On Nutritive Value Of Food(QFP)

Reference books

- 1. Fundamentals of food and nutrition Mudambi&Rajgopal -
- 2. Nutritive value of Indian foods- Indian Council of Medical Research
- 3. Human Nutrition By Guthrice HA and Picciano
- 4. Toronto Perspectives in Nutrition Wardlaw MW and Insel

GLOBEL TOURISM & HOSPITALITY

(KNOWLEDGE OF HOSPITALITY OPERATION IN TRAVEL & TOURISM) (PRODUCT AND SERVICE OFFERED BY TRAVEL AGENCY & TOUR OPERATOR) (TECHONOLOGY IN TOURISM)

Objectives: To make students understand that tourism is the eye of the industry

UNIT-I Travel Agency and Tour Operation business

Concept of Travel and Tour Operations, Types of Travel Agencies and Tour Operators; History; Present status and future prospects of Travel Agency System. The Indian Travel Agents and Tour Operators - an overview. Travel Agency and Tour Operators: Linkages and arrangements with hotels, Airlines and Transport Agencies and other segments of Tourism Plants.

UNIT-II Need for marketing in Tourism

Defining Tourism marketing – The tourism Product. Special features of Tourism Marketing - Marketing process - Marketing research – Market segmentation. Market targeting - Tourism promotion -Advertising.Public relation technique.

UNIT-III Travel Formalities & Regulations

Passports: Functions, Types, Issuing Authority, Procedure for obtaining passport etc. Visas: Functions, Types, Issuing Authority, Procedure for obtaining visa. Other travel legislations.Immigration laws.guidelines.

UNIT- IV Function of a Travel Agency & Tour operator

Understanding the functions of a Travel Agent, travel information and counseling to the tourists, reservation, ticketing, documentation, handling business/corporate clients including Conference and Conventions, sources of income: commission, service charges.

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. Market research and tour package formulation: Assembling, processing and disseminating information on destinations, preparation of itineraries. Handling of tour file, sources of income for tour operation.

REFERENCE TEXT:

1. Successful Tourism Management — PranNath Seth - Sterling Publishers Private Limited.

2. Tourism Marketing Management — A.K.Bhatia — Sterling Publishers Private limited.

NME-ART OF BAKING

(THE CULINARY COOK IN BASICS OF BAKING) (BAKING BREAD WITH YEAST) (CHEMISTRY OF BAKING & FORMULAS)

Objectives: To make students understand the basics of baking

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 & Yeast Products

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 and Cookies

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: Icing and Sugar work

Icings, Fillings and Glazes_ Different types of Icings, Fillings and Glazes and their uses.

REFERENCE TEXT

ew 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

SEMESTER TWO

Professional Communication Skills II

Credits: 3

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Objective: Objectives for this course are the same as those for Professional Communication Skills I. This course is a continuation of our efforts to help the learner achieve professional competence in the use of English for effective communication.

Unit I	Prose	
A Glory ha	s departed	– Jawaharlal Nehru
The Aim of	f Education	- Livingstone
Arguing		– Robert Lynd

Unit II CV and Resume Preparation

Distinction between CV and Resume – Resume for the corporate sector- Preparation of an effective Resume – Cover Letter

Unit III Grammar

Sentence Structure

Voice

Direct and Indirect Speech

Question Tags

Unit IV- Department wise topics

(BA EMJ) Phonetics

Phonology, Phonetic Transcriptions, Symbols, Received Pronunciation, Accent, Received standard, Modified Standard, Regional Standard

(BBA) Introduction to communication

Communication: Meaning, Significance and process- Information flow: Directions of Communication- Channel, Media ad types of communication- different modes of communication used within an organization – Barriers of effective communication

(B. Sc. Ns) Language and technology

The history of technologies for writing, Typesetting and printing, Technologies for communicating remotely, How to acquire example texts: Suitable texts, How to obtain texts, Sharing the texts, Using the texts, Considering the authors and the audiences, Use of computers for social interaction, Cyberspace as a social context

(BSW) Written communication for social workers

Formal Letter writing, email, Memo, Constitution. Bye-laws. Approaching Government Officials – Petition writing, Filing a complaint(Online and Offline) Applying RTI. Project Proposal Writing- Advocacy through online platforms – Facebook, Instagram, Twitter

(HMCS) Effective Speaking

Restaurant and hotel English, Polite and effective enquiries and responses, Addressing a group, Essential qualities of a good speaker, Audience analysis, Defining the purpose of a speech, organizing the ideas and delivering the speech

Unit V- Department wise topics

(BA EMJ) English in the digital era

Phases in the development of language- oral/phonic phase, written/graphic phase, electronic/digital phase – Impact of digitalization of language – Language of e-mail and texting, Universalization of English.

(BBA) Business communication

Organization communications with customers- effectiveness of social media communion –impact on effectiveness of communication in business- designing and presenting oral information effectively and communicate effectively in writing.

(B. Sc. Ns) Types of computer grammar

Type 0, Type 1, Type 2, Type 3, Automata

Telephony, Pragmatics, Discourse features, Interaction by text messaging, Lexis and

Orthography, Inside Communication: process, shared memory message passing, Multithread program communication

(BSW)Communication within an Organization

Meetings, briefings (Whole staff, department, individual), Presentation, Newsletters, letters, email, Interviews, Appraisals.

Barriers: Verbal communication - tone, clarity, active listening and focusing

Non- Verbal communication - body language

Equality and Diversity- Prejudgments, assumptions

(HMCS)Speech Improvement

Pronunciation, stress, accent, important of speech inhotels, Common phonetic difficulties, Connective drills exercises, Introduction to frequently used foreignsounds

Using the Telephone

The nature of telephone activity in the hotelindustry, the need for developing telephoneskills, developing telephoneskills

Note: Handouts / online resources will be provided by the department faculty.

ART OF INDIAN COOKERY

(KITCHEN HIERACHY IN VARIOUS CATEGORY OF HOTEL) (KNOWLWDGE OF MILK & MILK PRODUCT, BASIC INDIAN COOKING AND COMMODITIES)

Objective: Food Production is an integral part of the Hospitality Industry. To prepare the students to cater to the need of the industry, it is important to inculcate in them sound knowledge of the principles of Food Production so that they can be put to use in an efficient & effective way.

UNIT:I Hierarchy Area of Department and Kitchen Layout

Classical Brigade, Modern staffing in various category hotels, Roles of executive chef, Duties and responsibilities of various chefs, Co-operation with other departments

Kitchen Organization and Layout

General layout of the kitchen in various organizations, Layout of receiving areas Layout of service and wash up.

UNIT – II BASIC COMMODITIES

Milk- Introduction, Processing of Milk, Pasteurization, Homogenization, Types of Milk Skimmed and Condensed, Nutritive Value

Cream- Introduction, Processing of Cream, Types of Cream-

Cheese- Introduction, Processing of Cheese, Types of Cheese, Classification of Cheese Curing of Cheese, Uses of Cheese

Butter- Introduction, Processing of Butter, Types of Butter

UNIT – III BASIC KNOWLEDGE OF HERBS AND SAUSAGES

Herbs – Uses of herbs. Salami and sausages – Meaning. Glace – Meaning and uses. Yoghurt – Types.

UNIT –IV DIFFERENT 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. Roasting, Grilling, Frying, Baking, Broiling, Poaching, Boiling, Principles of each of the above Care and precautions to be taken Selection of food for each type of cooking.

UNIT -V BASIC INDIAN CONDIMENTS, SPICES & MASALAS

Introduction to Indian food, Spices used in Indian cookery, Role of spices in Indian cookery, Indian equivalent of spices (names)

MASALAS

Blending of spices and concept of masala, Different masala used in Indian cookery Composition of different masala, Varieties of masala available in regional areas, Special masala blends.

REFERENCE TEXT:

1. Practical cookery – Ronald Kinton& Victor Ceserani – Hodder Starghton.

2. Theory of Catering – Ronald Kinton& Victor Ceserani – Hodder Starghton.

3.Modern cookery vol I & II for teaching and trade – ThangamE.Philip – Orient Longman.

4. Theory of Catering, Mrs. K. Arora, Frank Brothers Herrings

5. The Professional Chef (4th edition), Le RolA.PolsomThe Book of Ingredients, Jane Grigson

ART OF INDIAN COOKERY- PRACTICAL

Objective: To give each student a hand's on experience in cooking basic continental cuisine as wellas Indian cuisine.

INTRODUCTION TO COOKERY- II SEMESTER

Individual practial for students-10 sets of menu

Demonstration classes & simple application by students Basic Western Cuisine

i) Vegetables

- **A**. Varieties of Vegetables
- **B**. Classification
- C. Cuts of Vegetables:
- Julienne Jardinière Mignonnette Dices Cubes Macédoine Paysanne Shred Concasse Mirepoix
- **D.** Blanching of Tomatoes & Capsicum
- E. Methods of Cooking

Vegetables

- Boiling (Potatoes, Beans, Cauliflower)
- Frying (Aubergine, Potatoes) Steaming (cabbage)
- Baking (potatoes, turnip) Braising (onion, leaks, cabbage)

ii) Stocks

Demonstration and preparation of:

- •White stock
- •Brown stock
- •Fish stock
- i) Sauces
- Demonstration & preparation of basic mother sauces and 2-3 derivatives of each
- •Béchamel (+ cheese sauce, Mornay, mustard sauce, parsley sauce)
- •Espagnole (+ lyonnaise Madeira, charcutière)
- Tomato (+ Créole, Italienne, piquante)
- Veloute (+ suprême, allemande, normande)
- Hollandaise (+ paloise, béarnaise)
- Mayonnaise (tartare, cocktail)

ii) Soups

- Classification of soups Preparation of basic soups
- Consommé, (royale, Carmen, Clermont, ambassadrice, julienne)
- Cream (tomato, spinach, vegetables)
- Puree (lentil, peas, carrot)
- Cut vegetables (Scotch Broth, Minestrone)
- Veloute (crème de volailleprincesse, veloute dame blanche/marie-louise)
- National soup (mulligatawny, French onion, oxtail)

• Bisque (Prawn, Shrimp)

- iii) Egg Cookery Preparation of varieties of egg dishes Boiled (soft & hard) Fried (sunny side up, double fried) Poaches Scrambled Omlette (plain, stuffed) En cocotte (eggs benedict) Starch (rice, pasta, potato)
- iv) Fish Cookery Identification & classification of fish e.g. flat fish (Pomfret, Black Pomfret and Sole) Round fish (Surmai, Rawas, Mackerel) Shellfish (Clams, Mussels, Shrimps, Crabs, Lobsters) Cephalopods (Squid, Cuttle, Fish) Cuts of Fish e.g., Fillet, Darne, Troncon, Paupiette, Goujons

Preparation of simple fish Dishes such as • Saumon grille• PomfretMeunière • Sole Mornay • Fish Orly • Fish Colbert • Fish a l'anglaise

 v) Poultry A. Cuts of Poultry B. Preparation and jointing of Chicken C. Preparation of Simple Dishes such as • Pouletrôti a l'Anglaise • Poulet grille diable • Pouletsaute chasseur • Pouletsaute Maryland vi) Meat A. Identification of various cuts B. Preparation of Basic Cuts such as • Lamb • Roast leg of Lamb • Stew

vii) Bread making

- 1. Demonstration + Preparation of Simple and enriched bread, recipes
- 2. Bread Loaf (White and Brown)
- 3. Bread Rolls (Various shapes)
- 4. French Bread
- 5. Brioche

1. . v) Hot/Cold Desserts

Caramel Custard, Bread and Butter Pudding, Queen of Pudding, Soufflé - Lemon/Pineapple, Mousse (Chocolate Coffee,) Bavaroise, Diplomat Pudding, Apricot Pudding. Steamed Pudding - Albert Pudding, Cabinet Pudding.

REFERENCE TEXT

- 1 Practical cookery Ronald Kinton& Victor Ceserani Hodder Starghton.
- 2 Theory of Catering Ronald Kinton& Victor Ceserani Hodder Starghton.
- 3 Modern cookery vol I & II for teaching and trade ThangamE.Philip Orient
- 4 Theory of Catering, Mrs. K.Arora, Frank Brothers

Longman.

- 5 Herrings Dictionary of Classical & Modern Cookery, Walter Bickel
- 6 Chef Manual of Kitchen Management, Fuller, John
- 7 The Professional Chef (4th edition), Le RolA.Polsom
- 8 The Book of Ingredients, Jane Grigson

FOOD AND BEVERAGE CONTROL (MEAL PREPARATION, MENU KNOWLEDGE F & B CONTROL METHODS) (TRACE OF BEVERAGES)

Objectives: The courses will give the students a comprehensive knowledge and develop technical skills in the basic aspects of food and non-alcoholic beverage service operations in the Hotel Industry.

UNIT I Types of Meals

Breakfast – Introduction, Types, Service Methods, Brunch Lunch Hi – Tea Dinner Supper

UNIT II Menu knowledge

Introduction Types –Ala Carte & Table D'hote Menu Planning, considerations and constraints Menu Terms. Classical French Menu. Classical Foods & its Accompaniments with Cover.

UNIT III Control Methods

Necessity and functions of a control system, Billing Methods – Duplicate & Triplicate System, KOTs & BOTs, Computerized KOTs (Kitchen Order Ticket, Beverage Order Ticket) Flow chart of KOT Presentation of bill.

UNIT IV Non – Alcoholic Beverages

Classification Hot Beverages – Types, Service Cold Beverages – Types, Service

UNI TV

Alcoholic Beverages

Definition Classification of Alcoholic Beverages

Beers

Introductions Ingredients used Production Types and Brands – Indian and International Other fermented and brewed beverages – Jake, Cider, Perry

Note : Glossary of Terms

Students should be familiar with the glossary of terms pertaining to above-mentioned topics.

REFERENCE BOOKS:

- 1. Food & Beverage Service Lillicrap& Cousins
- 2. Modern Restaurant Service John Fuller

3. Food & Beverage Service Training Manual – Sudhir An drews, Tata McGraw Hill

- 4. The Restaurant (from Concept to Operation) Lipinski
- 5. The Bar and Beverage book- C. Katsigris, Mary Porter

FOOD & BEVERAGE CONTROL- PRACTICAL

Objective: To give an hands on understanding of laying of cover and courses will give the students a comprehensive knowledge and develop technical skills in the basic aspects of food and non-alcoholic beverage service operations in the Hotel Industry.

PRACTICALS:

- 1. Breakfast Table Lay up & Service (Indian, America n, English, Continental) Table D'Hote& A la Carte Cover
- 2. Receiving the guests
- 3. Sequence of Service
- 4. Silver Service (Horsd'uree- (Classical and Horsdoeuvres) varies to Coffee)
- 5. Crumbing, Clearing, Presenting the bill
- 6. Side board Organization
- 7. Taking an Order -Food & Making a KOT
- 8. Writing a Menu in French & its Equivalent in English
- 9. Revision of practicals from the first semester.
- 10. Points to be remembered while setting a cover and during service
- 11. Service of Beer (Bottled, Canned and Draft).

REFERENCE BOOKS:

- 1. Food & Beverage Service Lillicrap& Cousins
- 2. Modern Restaurant Service John Fuller
- 3. Food & Beverage Service Training Manual Sudhir An drews, Tata McGraw Hill
- 4. The Restaurant (from Concept to Operation) Lipinski
- 5. The Bar and Beverage book- C. Katsigris, Mary Porter

HOUESKEEPING AND LAUNDRY OPERATIONS (SCIENCE - FIBRE TO FABRIC, FIBRES – ENCYCLOPEDIA, LINEN ROOM OPERATION) (LAUNDRY OPERATION & INTERIOR DECORATION)

Objectives: To impart the knowledge about the house keeping department and its functioning in a hotel.

Unit – I Classification of Fibres

Textiles

Yarn – types

Fabric construction - Weaving, Knitting and Bonding

Textile finishes - Sanforizing, Mercerizing, Softening, Stiffening and Optical whitening

Unit – II Linen room Operations

Activities in Linen room Layout of the Linen room – Planning the linen room Storage and Exchange of linen Linen control Various linen used in Hotels

Unit – III Laundry Operations

Types of Laundry Equipments in Laundry The Laundry process Dry cleaning process Classification of Stains, Classification of Stain removal methods

Unit – IV Interior Decoration

Floor Covering & Finishes – Types with examples Carpets – Types Wall Coverings – Types Ceiling finishes - Types

Unit – V Ecotels

Ecotel Certification – Three R's and Five Globes Energy conservation – tips for energy conservation Water conservation – tips for water conservation Environment friendly House keeping process **TEXT:** House Keeping Operations **REFERENCE :** Hotel, Hostel and Hospital House keeping House keeping Supervisor

Raghubalan, OUP

Joan C Branson & Lennox, ELLS Sudhir Andrews, TMH

HOUESKEEPING AND LAUNDRY OPERATIONS- PRACTICALS

Objectives: To impart the knowledge about the house keeping department and its functioning in a hotel.

Practicals:

- 1. Identification of Table linen, Room linen and Bath linen Selection use, care and maintenance.
- 2. Procedure for exchange of linen from linen store Floor pantry Laundry.
- 3. Laundry Basic Principles
- 4. In house Laundry service procedure
- 5. Stain removal- identification of stains
- 6. Cleaning agents used for removal of stains practice on removal of stains selection of cleaning agent-Generalprinciples.
- 7. Flower arrangement-Basic principles.
- 8. Conditioning of plant materials
- 9. Styles of flower arrangement
- 10. Theme decorations
- 11. Pest control- Identification of various pests
- 12. Areas of infestation
- 13. Prevention and control procedure.

TEXT:

House Keeping Operations

Raghubalan, OUP

REFERENCE

Hotel, Hostel and Hospital House keeping

Joan C Branson & Lennox, ELLS

HOTEL LAW (LAW & CONTRACT GOVERING HOTEL INDUSTRY IN INDIA) (HOSPITALITY FOOD & LIQUOR REGULATIONS, HOSPITALITY LAWS & REGULATIONS)

OBJECTIVES: To give students a brief knowledge on the mercantile law

UNIT I THE INDIAN CONTRACT ACT

Definition of Contract-essential elements of a valid contract-Offer-definition-essentials of a valid offer when does as offer come to an end.

LICENSES AND PERMITS - Licenses and permits for hotels and catering establishments-procedure for procurement, bye laws of hotels & restaurant. Under municipal corporation-renewal suspension and termination of licenses.

UNIT II FOOD LEGISLATION

Principles of food laws-acts regarding prevention of food adulteration,

definition, authorities under the act, procedure of taking a sample purchase right, warranties, guest control order or

food services order in force from time to time.

Essential commodities ct, ISU, AGMARK

UNIT III LIQUOR LEGISLATION

Types of licenses, Drinking in the licensed premises Different types of permits.

UNIT IV SHOPS AND ESTABLISHMENT ACT

Introduction-definition-adult-family-

Commercial establishment

Employer-employee-exemption-registration-daily

Weekly working hours-overtime-annual leave with wages.

UNIT V LAWS RELATING TO HYGIENE, SANITATION AND ADULTERATION What is food adulteration -

Laws for prevention of it in India -

ISI standard, prevention of food adulteration act,

AG-MARK

Reference Book:

Hotel & Tourism laws- Dr. Jagmohannegi – Frank Bros & C

NME – ADVANCED BAKING

Objective – To give a clear understanding about basics of baking.

UNIT-I The use of equipment and methods for Preparation

Equipment: Large equipment eg conventional stoves/ovens, salamanders, bains-marie, griddles; small equipment eg knives, chopping boards, mixers; specialist equipment eg moulds, provers, thermometers/probes, specialist sugar/chocolate equipment

Preparation: methods eg creaming, folding, mixing, whisking, aeration, moulding, incorporating fat/salt/sugars/yeast, boiling, separating, relaxing, kneading, conditioning, cooling/chilling, stretching paste, sifting, rubbing in, blending, manipulating, spreading

UNIT-II Food preparation, knowledge and skills

Pastes: sweet; savoury; short; puff; filo; noodle; strudel; ravioli; hot water; pie; choux; speciality pastes eg German, Linzer, sable, almond

Fermented goods: rolls; breads; sweet bread products eg cookies, doughnuts, savarins; enriched dough; laminated dough

Sponges and cakes: slab cake; fruit cake; small; individual; sponge products eg roulade, Swiss roll; gateaux; afternoon tea goods

UNIT-III Preparation method of Meringues, Sugar work

Meringues: cold; warm; hot

Ice confections: ice cream; frozen yoghurt; crème fraiche; sorbets; water ices; parfaits; bombes; coupes; sundaes

Sugar work: boiling; use of sugar at different degrees; production of flavouring; sauces and decorative pieces for garnish; display work; pastillage and royal icing

Marzipan and fondant: as an ingredient; as a covering medium; as a decoration; display pieces/items; petits fours

UNIT-IV Types of Chocolates, Mousses and Bavarian

Chocolate: flavoured coating; couverture; as an ingredient; as a coating medium; display items; petits fours Mousses and Bavarian creams: charlottes; individuals; use in other items eg tortes, slices Sundry items: hot and cold sweets; puddings; soufflés; fresh and convenience fruits; premixes; chemically

aerated goods; fresh/synthetic cream; pastry creams; almond fillings

UNIT-V Professional, safe and hygienic kitchen practices

Professional: attitude; high standard of personal appearance including proper uniform; good hygienic practices; attentiveness; body language; attention to detail; treating colleagues with respect; effective communications eg listening, speaking, relaying messages and orders accurately and promptly; teamwork; codes of practice Safety and hygiene: key legislation eg food safety; cross contamination; monitoring and control points; maintaining quality, appearance and acceptability; use of resources; codes of practice

Reference book:

- 1. Professional Baking- Wayne Giessien- Pub : John wiley& sons
- 2. Practical Baking Vth edition William J. Sultan Pub : Van Nostrandreinhold
- 3. New International Confectioner Wilfred J. France Pub : Virtue & company

SEMESTER THREE

INDIAN CULINARY PREPARATION (FOOD PRODUCTION EQUIPMENT, MENU PLANNING IN FOOD PRODUCTION) (VOLUME FEEDING IN CATERING ESTABLISHMENTS) (REGIONAL CUISNE OF INDIA CUISINE AND INDIN BREAKFAST)

Objective - To give the students and working knowledge of the cuisine of India

UNIT 1 QUANTITY FOOD PRODUCTION EQUIPMENT

Equipment required for mass/volume feeding, .Heat and cold generating equipment, Care and maintenance of this equipment, Modern developments in equipment manufacture.

UNIT II PRINCIPLES OF MENU PLANNING

Basic principles of menu planning – recapitulation, Points to consider in menu planning for various volume feeding outlets, such as Industrial, Institutional, Mobile Catering Units,

. Planning menus for - School/college students

Industrial workers, Hospitals, Outdoor parties, Theme dinners, Transport facilities, cruise lines, airlines, and railway.

UNIT- III VOLUME FEEDING

A. Institutional and Industrial Catering - Types of Institutional & Industrial Catering - Problems associated with this type of catering - Scope for development and growth

B. Hospital Catering - Highlights of Hospital Catering for patients, staff, visitors - Diet menus and nutritional requirements

C. Off Premises Catering - Reasons for growth and development - Menu Planning and Theme Parties - Concept of a Central Production Unit - Problems associated with off-premises catering

D. Mobile Catering - Characteristics of Rail, Airline (Flight Kitchens and Sea Catering) - Branches of Mobile Catering

E. Quantity Purchase & Storage

UNIT IV REGIONAL INDIAN CUISINE

A. Introduction to Regional Indian Cuisine

B. Heritage of Indian Cuisine

C. Factors that affect eating habits in different parts of the country

D. Cuisine and its highlights of different states/regions/communities to be discussed under:

Geographic location

Historical background

Seasonal availability

Special equipment

Staple diets

Regional cuisines of India-Punjab, Kashmir, Bengal, Goa, Maharashtra, Parsi, Guajarati, Kerala, Andhra, Tamilnadu. Ingredients, masala method of cooking, characteristics. Dishes with recipes, ingredients, masala methods of cooking, characteristic of Andhra Pradesh, Kerala, Tamilnadu, Chettinadu cuisine and its features.

Dishes with recipes. Specialty cuisine for festivals and special occasions.

UNIT -V BASIC PREPARATION METHOD OF BREADS, SWEETS, SNACKS

Indian Breads, Indian Sweets, Indian Snacks. Introduction to Tandoori cooking, seasoning of Tandoori pot.Tandoori marinating – objectives and importance. Tandoori masalas, Tandoori preparations - chicken, mutton, fish, prawns, cottage cheese, recipes of methods of preparation .

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 Food Heritage of India by VimalaPatil... Modern Cookery Vol – I

INDIAN CULINARY PREPARATION PRACTICAL

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 pulaos
- 8. Indian Biryanis
- 9. Indian dal varieties
- 10. Tandoori marinations
- 11. Indian sweets

To Formulate 22 sets of menu consisting of 5 dishes from the following regions:

- 1. Andhra Pradesh.
- 2. Bengal
- 3. Chettinadu
- 4. Goa
- 5. Gujurat
- 6. Kashmir
- 7. Kerala
- 8. Maharashtra
- 9. Punjab
- 10. Rajasthan
- 11. Tamil Nadu.
- The menu can be compiled

Chinese Practical 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.

REFERENCE TEXT

- 1. Modern cookery VOL-I Thangam E Philip
- 2. Rotis and naans of India Purabi
- 3. Babbar
- 4. Mithai- ParmilaParmar
- 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

ART OF WINE SERVICE (KNOWLEDGE OF OENOLOGY, WINE PRODUCING REGIONS & CATEGORIES) (SPIRIT BASE APERITIF, TOBACCO SMOKING & SERVICE)

Objective:

The courses will give a comprehensive knowledge of the various alcoholic beverage used in the Hospitality Industry. It will give an insight into their history, manufacture, classification, and also to develop technical and specialized skills in the service of the same.

UNIT I. Classification of Wines

Introduction, definitions of Wines Classification Viticulture & Viticulture Methods Identification-Stills, Sparking, Aromatized & Fortified Wines Wine Diseases

UNIT II Wine producing countries

Wines – France, Italy, Spain, Portugal, Germany, New World Wines (South Africa, Australia, USA, Hungary & India) – Categories, Regions, Important.

UNIT III Equipments and Storage

Wines with their qualities Food &Wine Harmony Wine glasses and equipment Storage and service of wine.

UNIT IV Wine Based Aperitifs Definition Types- Wine based & spirit based

UNIT

V

Tobacco and its types

Types – Cigars & Cigarettes, Cigar strengths and sizes Brands - Storage and service

Reference Books:

- 1. Food & Beverage Service-Lilicrap& Cousins
- 2. Modern Restaurant Service- John Fuller
- 3. Food & Beverages Service Taining Manual-Sudhir Andrews
- 4. Bar & Beverage Book- Costas Katsigris, Mary Porter, Thomas
- 5. Professional Guide to Alcoholic Beverages- Lipinski
- 6. Alcoholic Beverages- Lipinski & Lipinski
- 7. Bartenders Guide- BD & L.

ART OF WINE SERVICE- PRACTICAL

PRACTICALS:

- 1. Conducting Briefing/ De-Briefing for F & B outlets
- 2. Taking an Order for Beverages.
- 3. Service of aperitifs
- 4. Wine bottle, Identification, Glasses, Equipment, Required for service.
- 5. Reading a wine label (French, German)
- 6. Types of Glasses used un the bar
- 7. Service of Sparkling, Aromatized, Fortified, Still Wines.
- 8. Menu Planning with wines and service of food & wine
- 9. Service of Beer, Sake and Other Fermented & Brewed Beverages.
- 10. Service of cigars and cigarettes.

Reference Books:

- 1. Food & Beverage Service-Lilicrap& Cousins
- 2. Modern Restaurant Service- John Fuller
- 3. Food & Beverages Service Taining Manual-Sudhir Andrews
- 4. Bar & Beverage Book- Costas Katsigris, Mary Porter, Thomas
- 5. Professional Guide to Alcoholic Beverages- Lipinski
- 6. Alcoholic Beverages- Lipinski & Lipinski
- 7. Bartenders Guide- BD & L.

BASIC FRONT OFFICE OPERATIONS (FRONT OFFICE FUNCTIONAL AREA, FRONT OFFICE SYSTEM OPERATION) (BELLDESK OPERATION, RESERVATION AND REGISTRATION FUNCTION)

Objective – To learn the fundamentals of front office operations.

UNIT –I Introduction to Front Office

F.O. Organization. Hierarchy Chart of F.O department, co-ordination of F.O with other Departments. Front office functional areas. Duties and Responsibilities of F.O Personnel, F.O layout and Equipment, Front Office Systems: Non Automated / Semi -Automated / Fully Automated, Guest Cycle.

UNIT –II Classification of Hotels

The basis of - Size, Star, Location / Clientele, Ownership basis, Length of stay, Level of service .Types of Rooms and Room Rates-Definition of Tariff ,Tariff fixation / calculating room tariff. Types of room tariff: Rack rate, discounted rates, Etc Types of Meal plan, Types of guests: FIT, GIT, SIT, Business travellers, Domestic, Foreigners, etc

UNIT –III Information and Bell desk operation

Introduction of Bell desk, Equipments used in Bell desk, Functions of Bell desk [Scanty, Left Luggage procedure. Luggage handling, Paging, Mail and Message handling, Change of room etc] Forms and Formats used in bell desk. Function of information department, role of information assistant, Travel desk and its functions.

UNIT -IV Types of Reservations

Types [Guaranteed, non Guaranteed etc],Importance & Functions, Modes & Sources of reservation-corporate clients, group travellers, pleasure travellers, current guests, travel agents, airline, central reservation system, inter sell agencies, property direct, group reservations, Reservation through the internet.

Systems of reservations[non automatic, Semi, Fully automatic],Processing Reservation requests-Reservation Inquiries, Accepting or Denying reservation, Cancellations and Amendments, Processing Individual & Group reservations.

UNIT-V Registration

Introduction to the Registration section, Basic check -in and check –out procedure, Steps of registration [with or without reservation]Pre-registration activities. Registration [non automatic, semi, automatic] Processing VIP, Foreigners & group registration. Types of folios used, Allowance, Paid outs, over booking, no –show etc.

TEXT BOOKS :

1.Front Office training Manual-Sudhir Andrews

REFERENCE BOOKS :

1. Hotel Front Office Operations & Management – Jatashankar. Tewari

BASIC FRONT OFFICE OPERATIONS – Practical's

1. Introduction & history, leading star hotels in the world.

2. Front office department: Introduction to various sections equipments and staffing. Front office software

3. Hotel reservations: Identification of rooms through the use of conventional and density charts. Handling

various modes, sources and types of reservations, forms and procedures.

4. Telephone handling skills

5. Social skills.

6. Registration procedure: Check in and checkout, VIP, FIT, etc....Group check in, C-Form, Issuing of room keys, rooming procedure.

7. Role play of the following staffs-(a) Doorman (b) Bell boy (c) Receptionist (d) Information Assistant (e) Cashier

8. Front office parlance

9. Information department: Handling mails & messages, foreign currency exchange procedure. Safety lockers and other facilities for guest and handling queries.

10. Bell desk & travel desk: Functions of bell desk and travel desk.

11. Modes of settlement of bill: Role of the cashier. Guest folios & ledgers.

12. Credit settlements: Billing cycle

13.Calculation of statistical information: a)House count (b)Room position (c)Percentage of room occupancy.(d)Percentage of single occupancy.(e)Percentage of double occupancy.(f)Percentage of foreign occupancy.(g)Percentage of local occupancy.(h)Percentage of walk ins.(i)Percentage of early departures.(j)Percentage of late departures.(k)Percentage of early arrivals.(l)Percentage of no-shows.(m)Average room rate per person.

14. Situation handling-guest complaints & problem solving.

15. Emergency situation handling.

16. General awareness about countries, capital, currency, Airlines.

17. Places of interest in India: National park, hill stations, historical monuments, important rivers &lakes.

TEXT BOOKS :

1. HOTEL FRONT OFFICE OPERATION AND MANAGEMENT-JATASHANKAR R.TEWARI

REFERENCE BOOKS :

1. HOTEL FRONT OFFICE TRAINING MANUAL-SUDHIR ANDREWS

CREATIVE PASTRIES

Objectives: This course explains the different types of flour used in Bakery, its varieties, Baking reactions, coagulation of protein, etc. Composition of yeast, Different methods of cookies preparation and the raw materials used for making cookies.

UNIT-I The use of equipment and methods for Preparation

Equipment: Large equipment eg conventional stoves/ovens, salamanders, bains-marie, griddles; small equipment eg knives, chopping boards, mixers; specialist equipment eg moulds, provers, thermometers/probes, specialist sugar/chocolate equipment

Preparation: methods eg creaming, folding, mixing, whisking, aeration, moulding, incorporating

fat/salt/sugars/yeast, boiling, separating, relaxing, kneading, conditioning, cooling/chilling, stretching paste,

sifting, rubbing in, blending, manipulating, spreading

UNIT-II Food preparation, knowledge and skills

Pastes: sweet; savoury; short; puff; filo; noodle; strudel; ravioli; hot water; pie; choux; speciality pastes eg German, Linzer, sable, almond

Fermented goods: rolls; breads; sweet bread products eg cookies, doughnuts, savarins; enriched dough; laminated dough

Sponges and cakes: slab cake; fruit cake; small; individual; sponge products eg roulade, Swiss roll; gateaux; afternoon tea goods

UNIT-III Preparation method of Meringues, Sugar work

Meringues: cold; warm; hot

Ice confections: ice cream; frozen yoghurt; crème fraiche; sorbets; water ices; parfaits; bombes; coupes; sundaes

Sugar work: boiling; use of sugar at different degrees; production of flavouring; sauces and decorative pieces for garnish; display work; pastillage and royal icing

Marzipan and fondant: as an ingredient; as a covering medium; as a decoration; display pieces/items; petits fours

UNIT-IV Types of Chocolates, Mousses and Bavarian

Chocolate: flavoured coating; couverture; as an ingredient; as a coating medium; display items; petits fours Mousses and Bavarian creams: charlottes; individuals; use in other items eg tortes, slices Sundry items: hot and cold sweets; puddings; soufflés; fresh and convenience fruits; premixes; chemically

aerated goods; fresh/synthetic cream; pastry creams; almond fillings

UNIT-V Professional, safe and hygienic kitchen practices

Professional: attitude; high standard of personal appearance including proper uniform; good hygienic practices; attentiveness; body language; attention to detail; treating colleagues with respect; effective communications eg listening, speaking, relaying messages and orders accurately and promptly; teamwork; codes of practice Safety and hygiene: key legislation eg food safety; cross contamination; monitoring and control points; maintaining quality, appearance and acceptability; use of resources; codes of practice

REFERENCE TEXT

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

CREATIVE PASTRIES -PRACTICAL – I

Objective: To give each Individual studenta hand's onpractical experience in Bakery and Confec-tionary.

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 **Reference:** Professional Baking - Wayne Giessien, Pub : John wiley& sons

Practical Baking - William J. Sultan Pub : Van Nostrandreinhold

New International Confectioner Wilfred J. France Pub : Virtue & company.

HOTEL ACCOUNTING AND COST CONTROL (FUNDAMENTAL OF ACCOUNTING IN HOSPITALITY INDUSTRY)

Objectives: To learn the about the fundamentals of accounting and various ledgers and folios maintained in the Hotel Industry

UNIT – I Accounting concepts & conventions

Fundamentals of Book-keeping - Accounting concepts & conventions – Journal – Ledger – Subsidiary books.

UNIT – II Trial balance, profit & Loss Accounts

Preparation of Trail Balance – preparation of final accounts – Trading Profit & Loss Accounts – Balance sheet with simple adjustments.

UNIT – III Banking, pass book, Cheques

Banking – Introduction – Pass book – Cheque – Types of crossing. Bank reconciliation statement: Meaning, preparations, causes for difference, presentation.

UNIT – IV Classification of departments of hotels based on revenue.

Hotel Accounting methods – Ledger – Revenue generation of various departments.

Internal Audit and Statutory Audit: An introduction to Internal and Statutory audit, Distinction between internal audit and statutory audit, Implementation and review of internal audit.

UNIT – V Cost Accounting

Meaning – Definition – Preparation of cost sheet – Stock levels – EOQ – Method of pricing of stock issue-Marginal costing- importance- decision making problems.

Accounting Machines & their importance in catering business.

Note: The theory and problems must be given equal preference in the question paper.

TEXT BOOKS :

- 1. Double Entry Book-keeping T.S.Grewal.
- 2. Elements of Hotel Accountancy Rawat.G.S.
- 3. Advanced Accountancy S.P.Jain&K.L.Narang.
- 4. Cost Accounting Principles & Practice S.P.Jain&K.L.Narang.

REFERENCE BOOKS:

- 1.Book-keeping and Accountancy Vol I & II Devar&Devar.
- 2.Book-keeping in the Hotel & Catering Industry Richard Kotas.
- 3.Accounting in Hotel & Catering Industry Richard Kotas.

4.Hotel Accountancy & Finance - S.P.Jain&K.L.Narang - Kalyani Publishers.

INTRODUCTION TO COMPUTER

(INTRODUCTION OF COMPUTER, COMPONENTS OF MICROSOFT OFFICE)

(INTERNET CONCEPT)

UNIT-I Introduction to Computers

Introduction-Types of Computers-Characteristics of Computer Generation of Computers-Classification of digital Computers-Programming Languages Machine Languages-Assembly level languages and high level languages.

UNIT-II MS Word Formatting text and documents

Introduction to word-Formatting text and documents-Working with header and footers, foot notes-Tabs-Tables and Sorting-Menus-Mail Merge

UNIT-III MS Excel Rearranging & Formatting work sheets

Introduction to Excel-Rearranging worksheets-Formatting work sheets-Functions- Excel chart Features-Working with Functions-Statistical-Math-Financial functions.

UNIT-IV Basic Power Point

Power Point basics -editing text-Deleting slides-Working in outlines view-Using Design Templates-Adding Graphics-Adding organization Charts- Running Slide Show-Adding Special Effects.

UNIT-V Internet and its Functions

Introduction to Internet-Internet Concepts-E-Mail- WWW Concepts-Web Browser-Search Engine- Finding websites for Recipes -How to applying for job using job web sites.

REFERENCE BOOKS:

MS office 2000 for every one- Vikas publishing House Pvt. Ltd., Sanjay Saxena

INTRODUCTION TO COMPUTER- PRACTICAL'S

- 1. Creating Table in MSWORD
- 2. Formatting Documents
- 3. Mail-Merge
- 4. Enter data, Changing row heights column width, Formatting the data, sorting the data.
- 5. Function in Excel (ABS, SQRT, LEN, SUM, ROUND, AVG, COUNT)
- 6. Inserting Charts, Inserting Pictures
- 7. Creating Simple presentations-Saving, Opening an existing presentation-creating a presentation using auto Content Wizard and Template.
- 8. Using Various Auto Layouts, Charts, Table, Bullets and Clip Art
- 9. Slide View-Outline View, Slide View, Slide show View and Slide sorter view
- 10. Creating Organization Chart for a Hotel Industry.

INDIAN SWEETS

(INDIAN DESSERTS AND ITS TYPES, ROLE & TYPES OF SUGAR, FLOUR, FAT, CONDIMENTS) (COOKING STYLES & RECIPE OF INDIAN SWEET ALL OVER INDIA)

OBJECTIVES: To give the non catering students an introduction to Indian sweets and their historical back ground.

UNIT I Introduction and Types of sweets,

Introduction to Indian sweets Desserts, Different types of desserts, Various desserts with example

UNIT II Sugar and its types

Sugar, Types of Indian sugar, Role of sugar in desserts

UNIT III Fats and its uses

Introduction to fats, Role of fats in Indian desserts, Different flour used in desserts

UNIT IV Basic Condiments

Definition for condiments, various condiments with example, Role of condiments in desserts

UNIT V Different States of Sweets

Kerala, Tamil Nadu, Andhra Pradesh, Karnataka, Punjab, Kashmir, Bengal, Rajasthan, Safe Tips & Storage Condition.

Reference Book:

- 1. Classical Indian Cookery-Julie Sahni 2008, Rehlika Press Pvt Ltd, Ist Edition
- 2. Quick Gesy Indian Cooking Madhurjaffery, BBC Books
- 3. Curry London New York Munich
- 4. Cooking The Punjabi Way-AroonaReejhsinghani
- 5. Delicious Recipes From Andhra Karuna Jaico 2008
- 6. The Art Of South Indian Cooking- AroonaReejhsinghani Jaico 2008.

SEMESTER FOUR

INDUSTRIAL TRAINING

Industrial training is an integral part of the second year curriculum. The 24 weeks industrial training would be broken up into the four key areas of Production, Service, Front office and Housekeeping.

Industrial training would require an input of 150 days (24 weeks x 06). A student can avail leave up to 15 days leave (medical/ compassionate) only with prior permission from the Hotel authorities.

Students failing to complete the minimum of 24 weeks industrial training would be disallowed from appearing in the semester VI examinations.

Students failing to complete the minimum of 24 weeks industrial training due to medical reasons can make good in the summer break.

Students failing to complete their 24 weeks industrial training will be marked as absent.

EVALUATION:

Performance appraisals from the Hotel will contribute 20% off the student's internal marks. Ap-praisal forms to be submitted to the Head of the Department for evaluation.

For award of marks, 20% marks of IT would be on the basis of feed-back from the industry in a pre-scribed Performance Appraisal Form (PAF). It will be the students' responsibility to get this feed-back/assessment form completed from all the four departments of the hotel for submission to the institute at the end of Industrial Training.

Once the student has been selected/deputed for Industrial Training by the institute, he/she shallnot be permitted to undergo IT elsewhere. In case students make direct arrangements with the hotel for Industrial Training, these will necessarily have to be approved by the college. Students selected through campus interviews will not seek Industrial Training on their own.

The other 80% will be an evaluation of their power point presentation of their training, and hard copies of training reports to be submitted before a select panel.

Attendance	ttendance Appraisal		VIVA	Training Report	TOTAL	
10	10	10	20	50	100 Marks	

Objective of industrial training is to provide to students the feel of the actual working environment and to gain practical knowledge and skills, which in turn will motivate, develop and build their con-fidence. Industrial training is also expected to provide the students the basis to identify their key operational area of interest.

RESPONSIBILITIES OF THE TRAINEE

Should be punctual.

Should maintain the training logbook up-todate. Should be attentive and careful while doing work.

Should be keen to learn and maintain high standards and quality of work. Should interact positively with the hotel staff.

Should be honest and loyal to the hotel and towards their training.

Should get their appraisals signed regularly from the HOD's or training manager.

Gain maximum from the exposure given, to get maximum practical knowledge and skills.

Should attend the training review sessions / classes regularly.

Should be prepared for the arduous working condition and should face them positively. Should adhere to the prescribed training schedule.

Should take the initiative to do the work as training is the only time where you can get maximum exposure.

Should, on completion of Industrial Training, handover all the reports, appraisals, logbook and completion certificate to the institute.

RESPONSIBILITIES OF THE INSTITUTE

Should give proper briefing to students prior to the industrial training

Should make the students aware of the industry environment and expectations.

Should notify the details of training schedule to all the students.

Should coordinate regularly with the hotel especially with the training manager. Should visit the hotel, wherever possible, to check on the trainees.

Should sort out any problem between the trainees and the hotel. Should take proper feedback from the students after the training.

Should brief the students about the appraisals, attendance, marks, logbook and training report.

Should ensure that change of I.T. hotel is not permitted once the student has been interviewed, selected and has accepted the offer.

Should ensure that change of I.T. batch is not permitted.

Should ensure trainees procure training completion certificate from the hotel before joining institute.

RESPONSIBILITIES OF THE HOTEL

First exposure: A young trainee's firstindustry exposure is likely to be the most influential in thatperson's career. If the managers / supervisors are unable or unwilling to develop the skills young trainees need to perform effectively, the latter will set lower standards than they are capable of achieving, their self-images will be impaired, and they will develop negative attitudes towards train-ing, industry, and – in all probability – their own careers in the industry. Since

the chances of build-ing successful careers in the industry will decline, the trainees will leave in hope of finding other opportunities. If on the other hand, first managers/supervisors help trainees achieve maximumpotential, they will build the foundations for a successful career.

Hotels:

Should give proper briefing session/orientation/induction prior to commencement of training.Should make a standardized training module for all trainees.

Should strictly follow the structured training schedule. Should ensure cordial working conditions for the trainee.

Should co-ordinate with the institute regarding training programme. Should be strict with the trainees regarding attendance during training.

- Should check with trainees regarding appraisals, training report, log book etc. Should inform the institute about truant trainees.
- Should allow the students to interact with the guest.

Should specify industrial training's —Dos and Don'ts for the trainee.

Should ensure issue of completion certificate to trainees on the last day of training

14HMC42 INDUSTRIAL TRAINING PROJECT

The students must complete a 5000 word project during their training period. The Project must be on some aspect of the Hotel where they train. The Project must be handed in to the HOD of the de-partment on their return to college.

The Project must be spiral bound and contain the following:

Contents

Methodology should contain the following – Introduction - Analysis of the identified problem – Findings – Conclusion – and Bibliography

Methodology	Analysis	Findings	Bibliography	Conclusion	Viva	TOTAL
25	25	25	25	25	75	200 marks

14HMC43 INDUSTRIAL TRAINING PRESENTATION

The student is to give a 45 minute presentation in front of a select panel, on the Hotel he/ she has trained in. the power point presentation is to be graded in the following manner:

External Marks			Internal Marks		Total
VIVA	PPT	Delivery	Торіс	spoken	Out
	presentation		Selected	english	Of
20 marks	50 marks	30 marks	20 marks	80 marks	200 marks

At the end of the presentation the student is to hand in the soft copy of their presentation to be arc-hieved in the department. The PowerPoint presentation should have a header (college Logo), con-tents table, introduction, material gathered, and a conclusion. No video clips to be submitted for grading.

INDIAN STAPLE FOODS (STAPLE FOOD OF INDIA, KNOWLWDGE OF RICE – TYPES & VARITIES) (COOKING STYLES & RECIPE OF RICE VARIETY ALL OVER INDIA)

Objective: To give knowledge on non catering students in the staple foods of India

UNIT I Introduction to staple foods

Different types of rice Role of rice in Indian food habits Structure of maize

UNIT II Historical based story on staple foods

Aging of rice, Methods of cooking the rice.

UNIT III Recipe of Rice variety in south India

Tamilnadu, Kerala, Andhra Pradesh, Karnataka

UNIT IV Recipe of rice variety in north India Pulao Biryani

Variety of rice Fast food

UNIT V A comparison study on wheat vs. Rice

Wheat and its structure, Types of wheat, wheat growing countries

Reference Book:

- 1. Classical Indian Cookery-Julie Sahni 2008, Rehlika Press Pvt Ltd, Ist Edition
- 2. Quick Gesy Indian Cooking Madhurjaffery, BBC Books
- 3. Rotis& Naans of India-PurobiBabbar, Vakils, Feferards Simons Ltd, 1998
- 4. Curry London New York Munich
- 5. Cooking The Punjabi Way- AroonaReejhsinghani
- 6. Delicious Recipes From Andhra Karuna Jaico 2008
- 7. The Art Of South Indian Cooking– AroonaReejhsinghani Jaico 2008.
- 8. The Calcutta Cook Book Minakshiedas Gupta-Bunny Gupta & JayaCha Liha Penguin,
- 9. Delicious Recipes from Andhra-Karuna-Jaico-2008
- 10. The Art of South Indian Cooking"-AroonaReejhsinghani-Jaico-2008.

SEMESTER FIVE

LARDER KITCHEN OPERATIONS ((LARDER ETYMOLOGY, ESSENTIAL QUALITIES OF COLD KITCHEN, (PROCESSING & PREPARATION OF CELLAR KITCHEN)

OBJECTIVE: To give an in depth understanding of Larder Work–Garde Manger, Charcutiere, non edible displays. Appetizers and garnishes. Herbs and wines used in cooking. To give an under-standing about cuisines of the world specifically focused on French, Oriental – Chinese and Thai, Italy, Spain, Mexican and Lebanese cuisines. Also an understanding on sandwiches. The student should at the end of the course be able to plan menus for the above mentioned cuisines and display knowledge about them.

UNIT I

LARDER - LAYOUT & EQUIPMENT, DUTIES AND RESPONSIBILITIES

Introduction of Larder Work, Definition, and Equipment found in the larder, Layout of a typical larder with equipment and various sections.

TERMS & LARDER CONTROL - Common terms used in the Larder and Larder control - Essentials of Larder Control, Importance of Larder Control, Devising Larder Control Systems, Leasing with other De-partments, Yield Testing.

DUTIES AND RESPONSIBILITIES OF THE LARDER CHEF -

Functions of the Larder, Hierarchy of Larder Staff, Sections of the Larder, Duties & Responsibilities of larder Chef

UNIT II USES OF SAUSAGE, FORCEMEATS, HAM & BACON

A.CHARCUTIERIE –

Introduction to charcutierie -

B.SAUSAGE -

Types & Varieties, Casings – Types & Varieties, Fillings – Types & Varieties, Additives Preservatives.

C.FORCEMEATS –

Types of forcemeats, Preparation of forcemeats, Uses of forcemeats.

D.BRINES, CURES & MARINADES -

Types of Brines, Preparation of Brines, Methods of Curing. Types of Marinade, Uses of Marinades, Difference between Brines, Cures & Marinades,

D.HAM, BACON & GAMMON.

UNIT III GALANTINES AND PATES A.GALANTINES

Making of galantine, Types of Galantine, Ballotines.

B.PATES

Types of Pate Pate de foiegras, Making of Pate, Commercial pate and Pate Maison, Truffle – sources, Cultivation and uses and Types of truffle.

C.MOUSE & MOUSSELINE

Types of mousse, Preparation of mousse, Preparation of mousseline, Difference between mousse and mousseline

UNIT IV CHAUD FROID, ASPIC & GELEE

A.CHAUD FROID

Meaning of Chaudfroid, Making of chaudfrod& Precautions, Types of chaudfroid, Uses of chaudfroid, B.ASPIC & GELEE

Definition of Aspic and Gelee, Difference between the two, making of Aspic and Gelee, Uses of Aspic and Gelee

UNIT V NON EDIBLE DISPLAYS & GARNISHES

A. QUENELLES, PARFAITS, ROULADES

Preparation of Quenelles, Parfaits and Roulades.

B. NON EDIBLE DISPLAYS

Ice carvings, Tallow sculpture, Fruit & vegetable Displays, Salt dough, Pastillage, Jelly Logo Thermacol work.

C. APPETIZERS & GARNISHES

Classification of Appetizers, Examples of Appetizers, Historic importance of culinary Garnishes, Explanation of dif-ferent Garnishes.

D.SANDWICHES

Parts of Sandwiches, Types of Bread, Types of filling - classi-fication, Spreads and Garnishes, Types of Sandwiches

, Making of Sandwiches , Storing of Sand-wiches,

E.USE OF WINE AND HERBS IN COOKING

Ideal uses of wine in cooking, Classification of herbs, Ideal uses of herbs in cooking.

F. NON EDIBLE DISPLAYS

Ice carvings, Tallow sculpture, Fruit & vegetable Displays, Salt dough, Pastillage, Jelly Logo, Thermacol work

ReferenceBook:

- 1. Modern Cookery Volume I & II,-5thedition, Thangam. E. Philips
- 2. The Professional Chef –8thEdition–the Culinary Institute of America–2006
- 3. The Larder Chef- WKH Bode & MJ Leto, 4th edition,
- 4. Practical Professional Cooking -H. L. Cracknell& R. J. Kaufman-Thomson
- 5. Professional Baking -2 Edition, Wayne Gisslen, John Wiley & sons INC
- 6. Professional Cooking Wayne Gisslen–John Wiley & Sons, IWC,
- 7. The Sauce Bible–David Pal Larousse–John Willey & Sons, INC,
- 8. The Advanced Professional Pastry Chef Bofriberg John Willey& Sons

LARDER KITCHEN OPERATIONS -PRACTICAL- I

OBJECTIVE : To give hands on instruction to the students so that they can practically make the dishes. At the end of the course they will be able to demonstrate practically their knowledge and skills in the various preparations.

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.Quenelies
- 9.Stuffing
- 10.Aspic work
- 11.Chaudfroid
- 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

ReferenceBook:

- 1. Modern Cookery Volume I & II,-5thedition, Thangam. E. Philips
- 2. The Professional Chef -8thEdition-the Culinary Institute of America-2006
- 3. The Larder Chef- WKH Bode & MJ Leto, 4thedition,
- 4. Practical Professional Cooking -H. L. Cracknell& R. J. Kaufman-Thomson
- 5. Professional Baking -2 Edition, Wayne Gisslen, John Wiley & sons INC
- 6. Professional Cooking -Wayne Gisslen-John Wiley & Sons, IWC,
- 7. The Sauce Bible–David Pal Larousse–John Willey & Sons, INC,
- 8. The Advanced Professional Pastry Chef Bofriberg John Willey& Sons

ADVANCED FOOD & BEVERAGE SERVICE (FOOD & BEVERAGE OPERATION MANAGEMANT & RESTAURANT MENU PLANNING) (KNOWLEDGE OF COCKTAIL & MOCKTAIL, DESIGN & LAYOUT OF BAR)

OBJECTIVE: To give the student a basic understanding of Food and Beverage Service and the basics of service, to give the students the second step in the service industry

UNIT I PLANNING & OPERATING VARIOUS F&B OUTLET

Physical layout of functional and ancillary areas

Objective of a good layout, Steps in planning, Factors to be considered while planning

Calculating space requirement, Various set ups for seating, Planning staff requirement

UNIT II Constraints of menu planning, Requirements of equipments

Menu planning, Constraints of menu planning, Selecting and planning of heavy duty and light equipment

Requirement of quantities of equipment required like crockery, Glassware, steel or sil-ver etc.

Suppliers & manufacturers, Approximate cost, Planning Décor, furnishing fixture etc.

Theme set ups and Indian —leaf Service

UNIT III F & B STAFF ORGANISATION

Categories of staff Hierarch Job description and specification Duty roaster

UNIT IV Cocktail & Mocktail

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 Bar design and Dispense bar

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.

ReferenceBook:

- 1. "Food & Beverage Service" Dennis Lilli crap & John Cousins,
- 2. "Food & Beverage Service Training Manual", Sudhir Andrews
- 3. "Food & Beverage Service Counter Workbook", Nigel Hemmington,
- 4. "Food & Beverage Service", Vijay Dhauvan,
- 5. "Food & Beverage Service Dictionary", John B Knight,
- 6. "Design & Layout of Food Service Facilities", John C Birchfield,

ADVANCED FOOD AND BEVERAGE SERVICE- PRACTICAL

OBJECTIVE: To give the student a basic understanding of Food and Beverage Service and thebasics of service, to give the students the second step in the service industry

Practical:

- 1. Recollecting I&II year portions.
- 2. Enumeration of glassware.
- 3. Beverage order taking procedure.
- 4. Service of red wine.
- 5. Service of white wine.
- 6. Service of rose 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.
- 13. Service of vodka.
- 14. Service of rum.
- 15. Service of tequila.
- 16. Service of aromatized wine.
- 17. Service of liqueur.
- 18. Service of liqueur coffee and spirit coffee.
- 19. Service of aperitifs.
- 20. Service of digestives.
- 21. Service of cocktails.
- 22. Compiling a wine list.
- 23. Compiling a menu with wine suggestions.
- 24. Service of cigar and cigarettes.
- 25. Service of High tea.
- 26. Service of Afternoon tea.

Reference Books:

- 1. Food & Beverage Service Training Manual- Sudhir Andrews
- 2. Food & Beverage Service Lillicrap& Cousins
- 3. Modern Restaurant Service- John Fuller
- 4. Beverage Book- Andrew, Dunkin & Cousins
- 5. Professional Food service- SerigoAndrili& Peter Douglas
- 6. Profitable Menu Planning- John Drysale
- 7. Bar & Beverage Book- Mary Porter &Kostagris
- 8. Alcoholic Beverages- Lipinski & Lipinski
- 9. Bartenders Guide BD & L.

PRINCIPLES OF MANAGEMENT

(MANAGEMENT ROLE – PLANNING, OGANIZING, DIRECTING, CONTROLLING & HIERACHY NEEDS)

(PROCESS OF COMMUNICATION)

UNIT –I INTRODUCTION MANAGEMENT

Evolution-Development-School of Management, Management defined Role of manager-

Managerial skill- Roles-Levels Management process.

UNIT -- II PLANNING, OBJECTIVES, GOALS

Planning and management process Mission-Objectives-goals Plans Fail Problem solving and decision making

UNIT -III Organizing and organization structure Organization chart

Principles of Organization

Scalar Principles Departmentation Unity and Command Span of control Centralization and Decentralization Authority and Responsibility Delegation

UNIT -IV LEADING AND MOTIVATION

Creating a committed Work force Basic Concept and definition Theories of motivation Hierarchy of needs

Theory I and Y -Mc Greg or Hygiene theory Leadership-Meaning and type of leadership style

UNIT -V Communication verbal and non verbal

CONTROLLING

Basic Concept Definition

Process and Techniques Communications Importance-Message components Communication process Verbal and non verbal communication

REFERENCE BOOKS:

- 1. Principles of management & Practices-C.B.Gupta
- 2. Principles of management-L.M.prasad
- 3. Principles ofmanagement-3 Authors (Reddy, Tripatti)
- 4. Principles of management-Dinkar Bagare

FRONT OFFICE MANAGEMENT (FRONT OFFICE OPERATION MANAGEMENT, COMMUNICATION OPERATION) (FRONT OFFICE - GUEST RELATION, SAFETY AND SECURITY) (KNOWLEDGE OF PROPERTY MANAGEMENT APPLICATION)

OBJECTIVES: To learn the applications in front office operations.

UNIT – I Front Office Communications:

Introduction- Communication Process- 7C's of Communication- Importance of Communication- Types of Communication (Oral, Written, Non-Verbal- Types)- Flow of Communication- Inter-Departmental Communication.

UNIT – II Guest Relations and Social Skills :

Guest Relation Executive(GRE):- Introduction, Organisation of GRE- Job Description Of GRE- Important Departments of GRE- General duties and Responsibilities- Complaint Handling skills- Guest Complaints- Types and Handling Guest complaints.

UNIT – III Hotel Safety And Security Systems:

Introduction- Hotel Security Staff and system- Importance of Security systems- Types Of Security- Bomb Threat Security- Room Break-in Security- Control Of Room Keys- Safe Deposit- Handling Emergency and Unusual Events- Accidents in Hotels.

UNIT – IV Night Auditing and Check Out :

Night Auditing- Introduction and Purpose - Duties and responsibilities of Night Auditor- Operating Modes (Manual, Semi-Automated and Fully Automated)- Night Audit Process.

Departure procedure- Steps involved in manual and semi-automated mode and Fully Automated system - Mode of Settlement of Bills- Foreign Exchange, Types of Cash Settlement, Types of Credit Settlement- Potential Check out Problems- Late Check out, Long Queue at the Cashier counter and Improper posting of Charges.

UNIT- V Property Management System(PMS) and Yield Management :

PMS- Introduction, PMS Application In Front Office- Reservation Module, Front Desk Module, Cashier Module, Night Audit Module and Back Office Module- PMS interface with Stand-Alone Systems- PMS Software and their uses(any 2).

Yield Management – Introduction, Concept of YM- Benefits of YM- YM applications in Front Office- Measuring Yield and Formulas used for calculating- Potential average single rate, Potential average double rate, Multiple Occupancy %, Potential Average Rate, Yield. Forecasting Room Availability- information required and calculating Room Availability.

TEXT BOOKS :

Hotel Front Office Operations And Management by Jatashankar R. Tewari, Oxford Publications.
 Front Office Management and Operations by Sudhir Andrews, 2nd edition.

REFRENCE BOOKS :

- 1. Front Office Management by S.K. Bhatnagar.
- 2.Front Office Training Manual by Sudhir Andrews.

FRONT OFFICE MANAGEMENT- PRACTICAL

OBJECTIVES: To familiarize day to day operations of Front office in a Large Hotel. To give anadvance Advanced Front office Management. It gives a detailed account of subject where students can easily know their Distinguish work allotment & satisfying the guests. To Evaluating the Front office Management & planning the organization of the whole department. The students should know about the Bell Desk & Telephone Skills – Handling the Phone. It is very important to have look of the Guest Accounts.

Practical's

- 1 Up-selling
- 2 Suggestive Selling
- 3 Formats of Night audit process
- 4 Preparing Forecast sheets-week
- 5 Preparing Forecast sheets-month
- 6 Overbooking
- 7 Increasing Repeat Guests
- 8 Encouraging Return reservation
- 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 walkins. 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- scanty baggage, wake up call procedures, left luggage procedures

Reference Books:

- 1 Hotel front Office Training Manual. -Sudhir Andrews
- 2 Principles of Hotel Front Office Operations -sue Baker, P. Bradley, J. Huyton
- 3 Hotel Front Office Bruce Braham
- 4 Managing Front Office Operations- Michael Kasavana, Charles Steadmon
- 5 Checkin Checkout Jerome Vallen
- 6 The Hotel Receptionist- Grace Paige, Jane Paige
- 7 Front Office Procedures and Management Peter Abbott
- 8 Front Office operations/Accommodations Operations-Colin Dix
- 9 Hotel reception- Paul White and Helen
- 10 Front Office Operation and Administration(Dennis Foster

BAKERY AND PATISSERIE

OBJECTIVES:

This unit will enable learners to gain understanding of equipment and methods for creative patisserie work and develop skills in the preparation and cooking of patisserie items professionally and safely.

UNIT – I Basic commodities used in bakery and pastry

Types of flour, Raising agent, Fats and oil, Salt, Milk and dairy products, Flavoring agents and sweetening agents.

UNIT-II Biscuits and Cookies

Biscuits_meaning and preparation Cookies_Production, Sandwich Cookies, Ice box Cookies, bar Cookies, macaroons, wafers and lace cookies, assorted cookies.

UNIT-III Preparation method of sponges and cakes

Sponges and cakes: slab cake, fruit cake, small, individual, sponge products eg roulade, Swiss roll, gateaux, afternoon tea goods.

UNIT-IV Different types of hot & cold sweets

Hot sweets-Charlottes, fritters, pancakes, puddings, dumplings.

Cold sweets-Bavarois, mousse, fruit dessert - method of preparation.

UNIT-V Savoury and its equipments

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

Reference book:

Professional Baking- Wayne Giessien- Pub : John wiley& sons

Practical Baking - Vth edition William J. Sultan Pub : Van Nostrandreinhold

New International Confectioner Wilfred J. France Pub : Virtue & company

14HMA6R BAKERY AND PATISSERIE PRACTICAL

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

Reference:

Professional Baking - Wayne Giessien, Pub : John wiley& sons Practical Baking - William J. Sultan Pub : Van Nostrandreinhold New International Confectioner Wilfred J. France Pub : Virtue & company.

14HMC6Z RESEARCH PROJECT

The purpose of research is to seek answers to problems through the application of scientific metho-dology, which guarantees that the information is reliable and unbiased. This information is utilized to make conclusions and recommend solutions. Good research depends on addressing key points based on a checklist approach. Some elementary factors need to be kept in mind while preparing a research and deciding the topic, these could be based on its relevance, feasibility, coverage, accura-cy and research, objectivity and ethics.

Based on the above principles, the research project would be prepared by a student under guidance of a faculty member, familiar with the scientific research methodology. The research would clearly spell out the objective, its findings, the methodology adopted, a conclusion and recommendations. The research project will then be presented to a panel of internal and external examiner through a report and viva voce.

Two hours per week have been allocated for guiding students in undertaking the research project. Research Methodology is being taught in the V Semester and topic for research allotted to students. In the V Semester the student will undertake practical field research and preparation of the project. At term end, the research project will be presented before a panel. The research project will carry weight age of 100 marks equivalent to two credits.

SEMESTER SIX

WORLD CUISINE (HISTORICAL & GEOGRAPHICAL LOCATION OF INTERNATIONAL CUISINE) (ARTS & LIFE STYLE OF WORLD CUISINE) (EXPLORING INTERNATIONAL CUISINE) (WORLD CUISINE – REGIONAL VARIETIES, INGREDIENTS RECIPES & PREPARATION METHODS)

OBJECTIVE: To give the students an overview to cuisines from different countries. The importance of International cuisine in relation to the hospitality industry. At the end of the course the students should be able to display their knowledge in the various cuisines of the world. In each unit the Geographic location, Historical background, Staple food with regional Influences, Specialities, and Recipes. Equipment in relation to:

UNIT- Chinese, Thai, Malaysian, Indonesian cuisine, ingredients & equipments

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, Japanese, Russian cuisine, ingredients & equipments

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, Mediterranean, Greek cuisine, ingredients & equipments

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, Mexican, American cuisine, ingredients & equipments

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. American cuisine: characteristics, ingredients used, equipments used, Dishes with recipes & preparation method.

UNIT -V. Fusion, Ecletic, World cuisine, ingredients & equipments

Fusion cuisine: Characteristics, ingredients used, equipments used, Dishes with recipes & preparation method. Ecletic cuisine-Characteristics, ingredients used, equipments used, Dishes with recipes & preparation method. World marche - Characteristics, ingredients used, equipments used, Dishes with recipes & preparation method

Reference Book:

- 1. "Modern Cookery Volume I & II", Thangam. E. Philips
- 2. "The Professional Chef" –8thEdition–the Culinary in shine of America–2006
- 3. "Practical Professional Cooking" -H. L. Cracknell& R. J. KoofMan-Thomson-1999
- 4. "Professional baking" –2 Edition, Wayne Gisslen, John Wiley & sons INC 1946
- 5. "Professional Cooking"-Wayne Gisslen-John Wiley & Sons,
- 6. "The Sauce Bible" David Pal Larousse–John Willey & Sons,
- 7. "The Advanced Professional Pastry Chef"- Bofriberg John Willey& Sons-

WORLD CUISINE -PRACTICAL

OBJECTIVE:To give hands on instruction to the students so that they can practically make the dishes. At the end of the course they will be able to demonstrate practically their knowledge and skills in the various preparations.

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. '
- 2. The Professional Chef (IV Edition) Le Roi A. Pdlsom.
- 3. Larousse Gastronomique Cookery Encyclopedia Paul Hamyln.
- 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 faculty

FOOD AND BEVERAGE MANAGEMENT (STUDY ON GUERIDON SERVICE, FUNCTION AND OUTDOOR CATERING SERVICE & ARRANGEMENTS) (KNOWLEDGE OF MENU ENGINEERING, BUDGETING FOR THE F & B DEPARTMENTS)

OBJECTIVE: To teach the students about the service of Gueridon and the bar operations, where they will be able to learn about the operations by Gueridon

UNIT-I Gueridon Service, Special equipments, Care & maintenance

Introduction, Miseen 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, Staff responsibilities, Service methods

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, Equipments required

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 and Merchandising

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. Customer relation: Introduction, minimizing customer relation problems, customer satisfaction.,Social skills.

REFERENCE TEXT:

- 1. Modern Restaurant Service, A manual for students & Practitioners John Fuller Hutchinson.
- 2. Food & Beverage Service Dennis R. Lillicrap& John A. Cousins ELBS.
- 3. Food & Beverage Service Training Manual Sudhir Andrews Tata McGraw-Hill.
- 4. Food & Beverage Management Bernard Davis & Sally Stone ELBS.
- 5. Profitable Food & Beverage Management Richard Kotas&ChandanaJayawardena Hodder & Stoughton.

FOOD AND BEVERAGE MANAGEMENT

Practicals:

- 1. Room Service- Tray and trolley layup, breakfast hanger & service procedure.
- 2. Mini bar- format and operational procedures.
- Filling of Banquet function prospectus, Menu Planning & Service (International Menus French, Chinese, Mexican & Italian)
- 4. Banquet seating styles, formal banquet service
- 5. Setting up of bar with glasses & equipment
- 6. Compiling Beverage lists
- 7. Mise-en-place for serving a dish from Gueridon Trolley & Service of dishes (flambé & salads)
- 8. Setting up of buffets and service procedures.
- 9. Guest Situation Handling

10. 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)

11. Buffets:

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

12. Gueridon Service:

- (a) Types of trollies
- (b) Gueridon equipment
- (c) Gueiidon ingredients
- (d) Service of courses and dishes from gueridon.

Reference Books:

- 1. Food & Beverage Service- Lillicrap& Cousins
- 2. Modern Restaurant Service- John Fuller
- 3. Beverage Book- Andrew, Dunkin & Cousins
- 4. Bar & Beverage Book- Mary Porter & Kostagris Alcoholic Beverages- Lipinski & Lipin

HUMAN RESOURCE MANAGEMENT

(BASIC KNOWLEDGE OF PERSONEEL MANAGEMENT, HUMAN RESOURCES PLANNING, ADMINISTRATION WORK, INDUSTRIAL RELATIONS)

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.

Recruitment & Selection - Job analysis - Description - Job specification - Selection Process -Tests & Interviews-Placement & Induction.

UNIT-III Performance appraisal

Job evaluation & merit rating - Promotion - Transfer and demotion - Human relations -Approaches to good human relations - Job satisfaction morale and discipline - Labor 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 - Labor 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 BOOKS

1. Personnel Management - C.B.Mamoria - Himalaya Publishing House.

- 2. Personnel Management in Indian Organizations Pramod Verma.
- 3. Personnel Management Edwin B.Flippo Tata McGraw Hill. .
- 4. Personnel Management & Industrial Relations Tripatti Sultan Chand & Sons.

EVENT MANAGEMENT

(EVENT MANAGEMENT OPERATION, EVENT PLANNING) (EVENT ETIQUETTE) UNIT-I Event management, Needs and objectives of Event management,

Introduction To Meetings and Event Management - Categories & Definitions - Need of Event Management -Objectives of Event Management - Creativity implications of Events

UNIT-II Event planning, arranging, budget

Event Planning - Arranging Chief Guest/Celebrities - Arranging Sponsors Back Stage Management - Brand Management - Budget Management - Types Of Leadership For Events & Organizations

UNIT-III Designing, marketing

Designing (a) Backdrop b) Invitation Card c) Publicity Material d) Mementos- Event Decoration - Guest and Celebrities Management - Making Press Release – Marketing communication - Media Research & Management - Participation according to the theme of the Event -Photography/ Video coverage management.

UNIT IV Program scripting, social and business etiquette

Program Scripting - Public Relation - electing a Location -Social and Business Etiquette -Speaking Skills -Stage decoration - Team Spirit - Time management

UNIT V Space planning

Concept of Exhibition - Space Planning - ITPO - Sporting Events - Tourism Events- Leisure Events.

REFERENCE BOOKS:

- 1. Successful Event Management Anton Shone & Bryn Parry, Publisher: Cengage Learning Business Press; 2 Edition (April 22, 2004) Isbn-1 0: 1844800768
- 2. Management Of Event Operations (Events Management) Julia Turn, Philippa Norton, J. Nevan Wright, Publisher: Atlantic Publishing Company (Ft); Pap/Cdr Edition (January 8, 2007)

BAKERY AND CONFECTIONERY (BASIC BAKING AND CONFECTIONARY – ENRICHED BREAD VARIETIES, COOKIES, CAKES) (PREPARATION ON HOT SWEET & COLD SWEET, KNOWLEDGE ON ICING)

Objectives: This course explains the different types of pies in Bakery, its varieties. Different types of tarts in bakery and its functions. Types of cakes and chocolate. Different types of temperatures used in sugar cooking and sugar works.

UNIT I PIES PREPARATION, COMMON FAULTS

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, preparation of cream and chiffon. Common problems.

Tarts and tartlets- procedure for making tarts shells, variations. Strudel & phylo- preparation, baked meringues- procedure for making meringues.

UNIT II CAKE PREPARATION, FORMULA

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 decorations with royal icing

UNIT III SPONGE PREPARATION

Sponges-Basic preparation methods- types of sponges

Petit fours- preparations of syrups & glaces-steps involved in preparing large cakes.

Wedding cakes, birthday cakes, gateaux basic preparation

UNIT IV CHOCOLATE PREPARATION

Chocolate and Sugar Confectionery,

Liqueur Chocolate, toffees and boiled sweets,

Fudges, pulled sugar, blown sugar, pastilles

UNIT V SWEET PREPARATION

Hot sweets-Charlottes, fritters, pancakes, puddings, dumplings, Cold sweets-Bavarois, mousse, fruit dessert - method of preparation. Savoury goods- basic preparation- toppingsfillings- piping- examples of piping equipment & procedures..

Reference Book:

- 1. "Theory of Baking & Confectionary" By YoganlalSivalingam, Visiga Publications
- 2. "Professional baking" -2 Edition, Wayne Gisslen, John Wiley & sons INC-1946
- 3. "Basic baking" –S.C. Dubey (II Edition)
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- 5. "Basic bakery and confectionery" –by yogambal

BASIC CONFECTIONARY -PRACTICALS – II

BAKERY & CONFECTIONARY PRACTICAL:

Cold Sweets:

Butter Scotch sponge, Honey comb mould, Chocolate Mousse, Lemon sponge, Trifle, Coffee Mousse, Blancmange, lemon Soufflé.

Hot Sweets:

Caramel custard, Christmas pudding, Bread & Butter pudding, Albert pudding.

Simple cakes:

Demonstration & Preparation of Sponge (Genoise, Fatless), Fruit Cakes, Rich cakes, Madeira, Butter Icing

Bread Making:

Demonstration & Preparation of simple and enriched bread variations. Loaf – White & Brown, Rolls, Brioche, hard roll sticks, French bread, Croissant, and Danish pastry.

Pastry:

Demonstration & preparation of various of pastes, Short Crust, Laminated, Choux

Simple Cookies:

Demonstration & preparation of Nannkhatai, Golden Goodies, Melting Moments. Swiss Tarts, Tri Colour Biscuits, Chocolate Chip Cookies, Chocolate Cream Fingers, Bachelor Buttons, Cherry Knob.

More variety products of yeast goods-

Danish and its varieties-Baba, Savarin. Various methods of cake making and bread making with examples - Different types of icing-royal icing, American frosting, fondant, marzipan, gum paste, and almond paste - Sugar-types of sugar, candies, pulled sugar - Chocolate-Basic preparation, types of varieties -Ice-cream-Basic preparation, different flavour, sundae, cassata, coupe, parfait.

References:

- 1. "Theory of Baking & Confectionary" By YoganlalSivalingam, Visiga Publications
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