

**ARUNACHAL PRADESH  
STATE COUNCIL FOR TECHNICAL EDUCATION**  
UNDER THE DIRECTORATE OF HIGHER & TECHNICAL EDUCATION  
GOVERNMENT OF ARUNACHAL PRADESH  
ITANAGAR

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*Curriculum for*

**HOTEL MANAGEMENT &  
CATERING TECHNOLOGY**

**DEVELOPED BY**  
NATIONAL INSTITUTE OF TECHNICAL TEACHERS' TRAINING & RESEARCH  
BLOCK-FC, SECTOR-III, SALT LAKE CITY, KOLKATA-700 106

## Foreword

Government of Arunachal Pradesh has entrusted NITTTR, Kolkata for revising the existing course curricula in eight subject areas and for developing the new course curricula in the two areas.

### Revised Course Curricula:

1. Herbal Technology
2. Garment and Fashion Technology
3. Hotel Management and Catering Technology
4. Travel and Tourism Management
5. Electrical and Electronics Engineering
6. Civil Engineering
7. Computer Science and Engineering
8. Automobile Engineering

### New Course Curricula:

1. Electronics and Communication Engineering
2. Electrical Engineering
3. Mechanical Engineering

The Institute conducted a series of workshop involving experts in different subject areas for development of the course curricula. An effort has also been made to ensure that the revised course curricula do not deviate significantly from the existing course curricula and at the same time reflect the recent trends in a particular subject area.

The Institute welcomes any meaningful suggestions which can be incorporated in the final versions of the above said document.

Sd/-  
(Prof. S. K. Bhattacharyya)  
Director  
NITTTR, Kolkata



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## Scheme of Studies and Evaluation (MPECS) for diploma in Hotel Management and Catering Technology

### 1. FOUNDATION COURSES:

Sl. No	Code	Course	Study Scheme				Evaluation Scheme						Total Marks	Credit
			Pre-requisite	Contact Hour/Week			Theory			Practical				
				L	T	P	End Exam	Progressive Assessment		End Exam	Progressive Assessment			
								Class Test	Assignment*		Sessio nal	Viva		
1	G101	Communication Skill-I		3	0	0	75	10	15	0	0	0	100	3
2	G102	Communication Skill-II	G101	2	1	2	50	0	0	25	25	0	100	4
3	HMCT 101	Basic Accountancy		3	0	0	75	10	15	0	0	0	100	3
4	HMCT 102#	Value and ethics in Profession		3	1	0	75	10	15	0	0	0	100	4
5	HMCT 103	Introduction to Hotels & Tourism		3	0	0	75	10	15	0	0	0	100	3
6	HMCT 104\$	Introduction to Information Technology		2	1	2	50	0	0	25	25	0	100	4
7	HMCT 105	Food and Nutrition		3	0	0	75	10	15	0	0	0	100	3
8	G109	NCC I/NSS I		0	0	2	0	0	0	25	25	0	50	1
9	G110	NCC II/NSS II		0	0	2	0	0	0	25	25	0	50	1
<b>TOTAL</b>				<b>19</b>	<b>03</b>	<b>08</b>	<b>475</b>	<b>50</b>	<b>75</b>	<b>100</b>	<b>100</b>	<b>0</b>	<b>800</b>	<b>26</b>

\* The marks for assignment (15) should include five (5) marks for attendance.

#Study scheme and Evaluation scheme of HMCT102 will be same as that of GFT102

\$Study scheme and Evaluation scheme of HMCT104 will be same as that of G206B

## 2. HARD CORE COURSES:

Sl. No	Code	Course	Study Scheme				Evaluation Scheme						Total Marks	Credit
			Pre-requisite	Contact Hour/Week			Theory			Practical				
				L	T	P	End Exam	Progressive Assessment		End Exam	Progressive Assessment			
								Class Test	Assignment		Sessio nal	Viva		
10	HMCT 201	Personality Development	G101, G102	3	0	0	75	10	15	0	0	0	100	3
11	HMCT 202	Sales and Marketing		3	0	0	75	10	15	0	0	0	100	3
12	HMCT 203	Food Safety and Hazards		3	0	0	75	10	15	0	0	0	100	3
13	HMCT 204	Tour Operations		3	1	0	75	10	15	0	0	0	100	4
14	HMCT 205	Front Office Operation		3	1	2	75	10	15	25	25	0	150	5
15	HMCT 206	Housekeeping Operation		3	1	2	75	10	15	25	25	0	150	5
<b>TOTAL</b>				<b>18</b>	<b>03</b>	<b>04</b>	<b>450</b>	<b>60</b>	<b>90</b>	<b>50</b>	<b>50</b>	<b>0</b>	<b>700</b>	<b>23</b>

3. **SOFT CORE COURSES: (Two to be taken, 301 [Environmental Education] is compulsory, any One from the rest)**

Sl. No	Code	Course	Study Scheme				Evaluation Scheme						Total Marks	Credit
			Pre-requisite	Contact Hour/Week			Theory			Practical				
				L	T	P	End Exam	Progressive Assessment		End Exam	Progressive Assessment			
								Class Test	Assignment		Sessio nal	Viva		
16	G301	Environmental Education		3	0	0	75	10	15	0	0	0	100	3
17	HMCT 301A	French / Regional Language		3	0	0	75	10	15	0	0	0	100	3
18	HMCT 301B	Event Management		3	0	0	75	10	15	0	0	0	100	3
19	HMCT 301C	Renewable Energy Sources		3	0	0	75	10	15	0	0	0	100	3
20	HMCT 301D	Disaster Management		3	0	0	75	10	15	0	0	0	100	3
<b>TOTAL</b>				<b>6</b>	<b>0</b>	<b>0</b>	<b>150</b>	<b>20</b>	<b>30</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>200</b>	<b>6</b>



**4. BASIC TECHNOLOGY COURSES:**

Sl. No	Code	Course	Study Scheme				Evaluation Scheme						Total Marks	Credit
			Pre-requisite	Contact Hour/Week			Theory			Practical				
				L	T	P	End Exam	Progressive Assessment		End Exam	Progressive Assessment			
								Class Test	Assignment		Sessio nal	Viva		
21	HMCT 401*	Principles of Management		3	0	0	75	10	15	0	0	0	100	3
22	HMCT 402	Human Resource management		3	0	0	75	10	15	0	0	0	100	3
23	HMCT 403	Food Production - I		3	1	4	75	10	15	50	50	0	200	6
24	HMCT 404	Food Production – II	HMCT 403	3	1	4	75	0	15	50	50	0	200	6
25	HMCT 405	Hotel Law		3	0	0	75	0	15	0	0	0	100	3
26	HMCT 406	Food and Beverage Services - I		3	1	4	75	10	15	50	50	0	200	6
27	HMCT 407	Food and Beverage Services - II	HMCT 406	3	1	4	75	10	15	50	50	0	200	6
28	HMCT 408	Accommodation Operation		3	1	4	75	10	15	50	50	0	200	6
29	HMCT 409	Food and Beverage Controls		3	1	0	75	10	15	0	0	0	100	4
30	HMCT 410	Services Marketing	HMCT 202	3	1	0	75	10	15	0	0	0	100	4
<b>TOTAL</b>				<b>30</b>	<b>07</b>	<b>20</b>	<b>750</b>	<b>100</b>	<b>150</b>	<b>250</b>	<b>250</b>	<b>0</b>	<b>1500</b>	<b>47</b>

\*Study scheme and Evaluation scheme of HMCT401 will be same as that of G302B

**5. APPLIED TECHNOLOGY COURSES:**

Sl. No	Code	Course	Study Scheme				Evaluation Scheme						Total Marks	Credit
			Pre-requisite	Contact Hour/Week			Theory			Practical				
				L	T	P	End Exam	Progressive Assessment		End Exam	Progressive Assessment			
								Class Test	Assignment		Sessio nal	Viva		
31	HMCT 501#	Financial Management	HMCT 401	3	0	0	75	10	15	0	0	0	100	3
32	HMCT 502\$	Entrepreneurship Development		3	0	0	75	10	15	0	0	0	100	3
33	HMCT 503	Advance Food Production		3	1	4	75	10	15	50	50	0	200	6
34	HMCT 504	Property Management System		3	0	4	75	10	15	50	50	0	200	5
35	HMCT 505	Point of Sales Management System		2	0	4	50	0	0	50	50	0	150	4
36	HMCT 506	Accommodation Management	HMCT 407	3	0	0	75	10	15	0	0	0	100	3
37	HMCT 507	Hotel Engineering		3	1	2	75	10	15	25	25	0	150	5
38	HMCT 508	Seminar		0	0	6	0	0	0	0	50	50	100	3
39	HMCT 509	Project		0	0	12	0	0	0	0	150	50	200	6
40	HMCT 510	Industrial Training of 10 – 12 weeks duration *		-	-	-	-	-	-	-	200	200	400	20
<b>TOTAL</b>				<b>21</b>	<b>02</b>	<b>28</b>	<b>525</b>	<b>70</b>	<b>105</b>	<b>175</b>	<b>525</b>	<b>300</b>	<b>1700</b>	<b>58</b>

\* Students must be either in 4<sup>th</sup> term or higher.

#Study scheme and Evaluation scheme of HMCT501 will be same as that of HT301

\$Study scheme and Evaluation scheme of HMCT502 will be same as that of G302C

**6. ELECTIVE COURSES: (Any TWO to be taken)**

Sl. No	Code	Course	Study Scheme				Evaluation Scheme						Total Marks	Credit
			Pre-requisite	Contact Hour/Week			Theory			Practical				
				L	T	P	End Exam	Progressive Assessment		End Exam	Progressive Assessment			
								Class Test	Assignment		Sessio nal	Viva		
41	HMCT 601	Food and Beverage Service and Management		3	1	2	75	10	15	25	25	0	150	5
42	HMCT 602	Culinary Arts		3	1	2	75	10	15	25	25	0	150	5
43	HMCT 603	Interior Planning and Designing		3	1	2	75	10	15	25	25	0	150	5
44	HMCT 604	Revenue Management		3	1	2	75	10	15	25	25	0	150	5
<b>TOTAL</b>				<b>06</b>	<b>02</b>	<b>04</b>	<b>150</b>	<b>20</b>	<b>30</b>	<b>50</b>	<b>50</b>	<b>0</b>	<b>300</b>	<b>10</b>

**SAMPLE PATH: TERM - I**

Sl. No	Code	Course	Study Scheme			Evaluation Scheme						Total Marks	Credit	
			Pre-requisite	Contact Hours / Week			Theory			Practical				
				L	T	P	End Exam	Progressive Assessment		End Exam	Progressive Assessment			
								Class Test	Assignment		Sessional			Viva-voce
1	G101	Communication Skill-I		3	0	0	75	10	15	0	0	0	100	3
2	HMCT 101	Basic Accountancy		3	0	0	75	10	15	0	0	0	100	3
3	HMCT 102	Value and ethics in Profession		3	1	0	75	10	15	0	0	0	100	4
4	HMCT 103	Introduction to Hotels & Tourism		3	0	0	75	10	15	0	0	0	100	3
5	HMCT 202	Sales and Marketing		3	0	0	75	10	15	0	0	0	100	3
6	HMCT 205	Front Office Operation		3	1	2	75	10	15	25	25	0	150	5
7	G109	NCC (I) / NSS (I)		0	0	2	0	0	0	25	25	0	50	1
<b>TOTAL</b>				<b>18</b>	<b>02</b>	<b>04</b>	<b>450</b>	<b>60</b>	<b>90</b>	<b>50</b>	<b>50</b>	<b>0</b>	<b>700</b>	<b>22</b>

**SAMPLE PATH: TERM – II**

Sl. No	Code	Course	Study Scheme				Evaluation Scheme						Total Marks	Credit
			Pre-requisite	Contact Hours / Week			Theory			Practical				
				L	T	P	End Exam	Progressive Assessment		End Exam	Progressive Assessment			
								Class Test	Assignment		Sessional	Viva-voce		
1	G102	Communication Skill – II	G101	2	1	2	50	0	0	25	25	0	100	4
2	HMCT 104	Introduction to Information Technology		2	1	2	50	0	0	25	25	0	100	4
3	HMCT 105	Food and Nutrition		3	0	0	75	10	15	0	0	0	100	3
4	HMCT 203	Food Safety and Hazards		3	0	0	75	10	15	0	0	0	100	3
5	G301	Environmental Education		3	0	0	75	10	15	0	0	0	100	3
6	HMCT 403	Food Production - I		3	1	4	75	10	15	50	50	0	200	6
7	G110	NCC II / NSS II		0	0	2	0	0	0	25	25	0	50	1
<b>TOTAL</b>				<b>16</b>	<b>03</b>	<b>10</b>	<b>400</b>	<b>40</b>	<b>60</b>	<b>125</b>	<b>125</b>	<b>0</b>	<b>750</b>	<b>24</b>

**SAMPLE PATH: TERM - III**

Sl. No	Code	Course	Study Scheme				Evaluation Scheme						Total Marks	Credit
			Pre-requisite	Contact Hour/Week			Theory			Practical				
				L	T	P	End Exam	Progressive Assessment		End Exam	Progressive Assessment			
		Class Test	Assignment			Sessio nal		Viva						
1	HMCT 201	Personality Development	G101, G102	3	0	0	75	10	15	0	0	0	100	3
2	HMCT 206	Housekeeping Operation		3	1	2	75	10	15	25	25	0	150	5
3	HMCT 301A-D	Soft Core -2		3	0	0	75	10	15	0	0	0	100	3
4	HMCT 401	Principles of Management		3	0	0	75	10	15	0	0	0	100	3
5	HMCT 404	Food Production – II	HMCT 403	3	1	4	75	10	15	50	50	0	200	6
6	HMCT 406	Food and Beverage Services - I		3	1	4	75	10	15	50	50	0	200	6
<b>TOTAL</b>				<b>18</b>	<b>03</b>	<b>10</b>	<b>450</b>	<b>60</b>	<b>90</b>	<b>125</b>	<b>125</b>	<b>0</b>	<b>850</b>	<b>26</b>

**SAMPLE PATH: TERM - IV**

Sl. No	Code	Course	Study Scheme				Evaluation Scheme						Total Marks	Credit
			Pre-requisite	Contact Hour/Week			Theory			Practical				
				L	T	P	End Exam	Progressive Assessment		End Exam	Progressive Assessment			
Class Test	Assignment	Sessio nal	Viva											
1	HMCT 204	Tour Operations		3	1	0	75	10	15	0	0	0	100	4
2	HMCT 402	Human Resource management		3	0	0	75	10	15	0	0	0	100	3
3	HMCT 407	Food and Beverage Services - II	HMCT 406	3	1	4	75	10	15	50	50	0	200	6
4	HMCT 408	Accommodation Operation		3	1	4	75	10	15	50	50	0	200	6
5	HMCT 409	Food and Beverage Controls		3	1	0	75	10	15	0	0	0	100	4
6	HMCT 507	Hotel Engineering		3	1	2	75	10	15	25	25	0	150	5
<i>TOTAL</i>				<b>18</b>	<b>05</b>	<b>10</b>	<b>450</b>	<b>60</b>	<b>90</b>	<b>125</b>	<b>125</b>	<b>0</b>	<b>850</b>	<b>28</b>

**SAMPLE PATH: TERM - V**

Sl. No	Code	Course	Study Scheme				Evaluation Scheme						Total Marks	Credit
			Pre-requisite	Contact Hour/Week			Theory			Practical				
				L	T	P	End Exam	Progressive Assessment		End Exam	Progressive Assessment			
								Class Test	Assignment		Sessio nal	Viva		
1	HMCT 405	Hotel Law		3	0	0	75	10	15	0	0	0	100	3
2	HMCT 410	Services Marketing	HMCT 202	3	1	0	75	10	15	0	0	0	100	4
3	HMCT 501	Financial Management	HMCT 401	3	0	0	75	10	15	0	0	0	100	3
4	HMCT 503	Advance Food Production		3	1	4	75	10	15	50	50	0	200	6
5	HMCT 505	Point of Sales Management System		2	0	4	50	0	0	50	50	0	150	4
6	HMCT 506	Accommodation Management	HMCT 407	3	0	0	75	10	15	0	0	0	100	3
<b>TOTAL</b>				<b>17</b>	<b>02</b>	<b>08</b>	<b>425</b>	<b>50</b>	<b>75</b>	<b>100</b>	<b>100</b>	<b>0</b>	<b>750</b>	<b>23</b>



**SAMPLE PATH: TERM - VI**

Sl. No	Code	Course	Study Scheme				Evaluation Scheme						Total Marks	Credit
			Pre-requisite	Contact Hour/Week			Theory			Practical				
				L	T	P	End Exam	Progressive Assessment		End Exam	Progressive Assessment			
								Class Test	Assignment		Sessio nal	Viva		
1	HMCT 502	Entrepreneurship Development		3	0	0	75	10	15	0	0	0	100	3
2	HMCT 504	Property Management System		3	0	4	75	10	15	50	50	0	200	5
3	HMCT 601-604	Elective – I		3	1	2	75	10	15	25	25	0	150	5
4	HMCT 601-604	Elective – II		3	1	2	75	10	15	25	25	0	150	5
5	HMCT508	Seminar		0	0	6	0	0	0	0	50	50	100	3
6	HMCT509	Project		0	0	12	0	0	0	0	150	50	200	6
<b>TOTAL</b>				<b>12</b>	<b>02</b>	<b>22</b>	<b>300</b>	<b>40</b>	<b>60</b>	<b>100</b>	<b>450</b>	<b>300</b>	<b>900</b>	<b>27</b>

**Pre-requisite - Students must be either in 4<sup>th</sup> term or higher.**

Code	Name of Course	Teaching Scheme					Examination Scheme				Total Marks
		Pre-requisite	L	T	P	C	Theory		Practical		
							End Exam	PA	End Exam	PA	
HMCT 509	Industrial Training (min 9 weeks OJT + 1 week orientation)		-	-		20	-	-	200	200	400

## FOUNDATION COURSES



## COMMUNICATION SKILL -I

L	T	P
3	0	0

Curri. Ref. No.: G101

**Total Contact hrs.:**

Lecture: 45

Tutorial: 0

Practical: 0

Credit :3

**Total marks: 100**

**Theory:**

End Term Exam.:75

P.A: 25

### RATIONALE

English is not our mother tongue, nor do most of us live in an atmosphere of English. In schools you read English as a *subject* and the main reason behind your reading, for many of you, was simply to pass the examinations.

Now, in the job-oriented education, learners need to learn English not as a subject but as a *service language*- serving as a vehicle for his/her educational as well as professional needs. These are needs for communication. They need to write reports, read instructions and manuals for setting up a machine perfectly and speak to clients for more orders.

So this subject will help to develop reading skills, listening skills, speaking skills and writing skills while using appropriate grammar in reading, writing and speaking. It will enable the learner to use them more confidently in their communicative activities. Learners will be able to read by themselves text and reference books, articles, different government orders, various letters, non-text materials like charts, diagrams, brochures, technical reports and other writings which not only claim factual comprehension but demand higher levels of comprehension involving inference and evaluation etc. It will enable learners to listen, understand and respond appropriately.

### DETAIL COURSE CONTENT

#### THEORY :

UNIT TOPIC / SUB-TOPIC	Lecture Hrs.
<b>1.0 COMMUNICATION</b>	<b>4</b>
1.1 Communication and Communications	
1.2 Features of Communication	
1.3 Essential Components of Communication	
1.4 Barriers of Communication	
1.5 Types of Communication	

1.6	Essential Elements of Effective Communication	
<b>2.0</b>	<b>READING AND REMEDIAL GRAMMAR USAGE</b>	<b>5</b>
2.1	Developing Reading Skills	
2.2	Skimming – Scanning – Reading for information structure	
2.3	Remedial Grammar	
	<ul style="list-style-type: none"> <li>• Time and Tense – Transformation of Sentences</li> <li>• Relative Clauses</li> <li>• Language Function: Reporting, Suggesting, Agreeing, Defining, Purpose, Instruction, Prohibition</li> </ul>	
<b>3.0</b>	<b>PREPARATION FOR WRITING</b>	<b>3</b>
3.1	Understanding the writing assignment: topic, purpose, reader, scope and constraints	
3.2	Analyzing the content	
3.3	Determining the scope of topic	
3.4	Audience analysis for entry behavior	
3.5	Collecting information for the assignment	
<b>4.0</b>	<b>WRITING PARAGRAPHS</b>	<b>6</b>
4.1	Identifying Paragraphs	
4.2	Essentials of effective coherent paragraphs	
4.3	Use of appropriate linkers in paragraphs	
4.4	Developing notes into a paragraph	
4.5	Identifying and Writing Topic Sentences and Supporting Sentences	
4.6	Recognising different types of paragraph organisation	
4.7	Use of appropriate tenses, voices and linkers in paragraphs	
4.8	Writing different types of paragraphs	
	<ul style="list-style-type: none"> <li>• Process description</li> <li>• Comparison and contrast</li> <li>• Cause and Effect</li> <li>• Problem Solution</li> </ul>	

<b>5.0</b>	<b>COMPREHENSION OF TECHNICAL TEXTS _ MANUALS , INSTRUCTIONS ETC.</b>	<b>3</b>
5.1	Recognising important information in written texts	
5.2	Note – taking with the use of abbreviations, charts, diagrams and Symbols	
5.3	Interpreting with visuals and illustrating with visuals like tables, charts and graphs	
<b>6.0</b>	<b>LISTENING</b>	<b>4</b>
6.1	Importance of Active Listening	
6.2	Functions of Active Listening	
6.3	Techniques for ensuring Active Listening	
<b>7.0</b>	<b>PUBLIC SPEAKING</b>	<b>5</b>
7.1	Planning for the speech	
7.2	Designing the speech	
7.3	Deliver the speech	
7.4	Evaluate the speech	
<b>8.0</b>	<b>Presentation</b>	<b>5</b>
8.1	Rationale of Presentation	
8.2	Types of Presentation	
8.3	Planning of Presentation	
8.4	Guidelines for use of visual aids	
8.5	Practice of Presentation on relevant topics	

**SUGGESTED LEARNING RESOURCES:**

**Reference Books:**

1. English for Specific Purposes : A learning – Centred approach
2. Hutchinson, Tom and Waters, A lan, CUP 1987
3. The Second Language Curriculum  
■ — Ed. Robert Keith Johnson, CUP 1989
4. Designing Tasks for the Communicative Classroom  
— David Nunan, CUP 1989
5. Writing English Language Tests

- J. B. Heaton Longman Group, U K Limited 1988
6. Writing Matters
    - Kristine Brown & Susan Hood, CUP 1989
  7. In at the deep end
    - Vicki & Hollett, OUP 1989
  8. Teaching the Spoken Language,
    - G. Brown and G. Yule CUP 1983
  9. ENGLISH SKILLS for Technical Students – TEACHERS' HANDBOOK / West Bengal State Council of Technical Education in collaboration with THE BRITISH COUNCIL / Orient Longman.

## COMMUNICATION SKILL -II

L	T	P
2	1	2

Curri. Ref. No.: G102

**Total Contact hrs.:**

Lecture: 30

Tutorial: 15

Practical: 30

Pre-requisite: Communication

Skill - I

Credit :4

**Total marks: 100**

**Theory:**

End Term Exam.:50

**Practical :**

End Term Exam : 25

P.A: 25

### RATIONALE

This subject will help to identify essentials of business correspondence. It will enable the learner to use them more confidently in their communicative activities. Learner s will be able to write letters asking for application forms, fill in the application forms.

They will be able to prepare a resume or a CV, write letters of application in response to advertisements, learn how to write technical reports, memos and they will be able to prepare themselves for job interview and group discussion.

### DETAIL COURSE CONTENT

#### THEORY:

UNIT TOPIC / SUB-TOPIC	Lecture Hrs.
<b>1.0 ESSENTIALS OF BUSINESS CORRESPONDENCE</b>	<b>3</b>
1.1 Introduction	
1.2 Simplicity	
1.3 Clarity	
1.4 Brevity	
1.5 Courteous	
1.6 Persuasive	
1.7 Sincerity	
1.8 Tactful approach	
<b>2.0 BUSINESS LETTERS</b>	<b>7</b>
2.1 Introduction	
2.2 Different types of Business Letters	
• Letters of Enquiry	
• Letters of Placing Orders	
• Letters of Complaints	
• Letters in response Letters of Enquiry, Placing Orders and Complaints	



- Letters in response to Tender Notices

(samples of effective letters referred to above are to be shown to students)

<b>3.0</b>	<b>JOB APPLICATION LETTERS</b>	<b>5</b>
3.1	Introduction	
3.2	Job Application Letters in response to advertisements	
3.3	Self-application letters for Jobs	
3.4	Covering Letters	
<b>4.0</b>	<b>MEETING – AGENDA AND MINUTES</b>	<b>3</b>
4.1	Introduction	
4.2	Technique	
4.3	Key Language	
<b>5.0</b>	<b>MEMOS</b>	<b>5</b>
5.1	Introduction	
5.2	Essential features	
5.3	Format and Body	
<b>6.0</b>	<b>E-MAILS</b>	<b>5</b>
6.1	Introduction	
6.2	Method	
6.3	Use of attachments	
6.4	Netiquettes related to e-mails	
(Differences between Memos, Business Letters and E-mails to be explained to students)		
<b>7.0</b>	<b>TECHNICAL REPORT WRITING</b>	<b>7</b>
7.1	Introduction	
7.2	Techniques of writing a report	
7.3	Structure of technical reports	
7.4	Language of technical reports	
7.5	Types of Reports	
	<ul style="list-style-type: none"> <li>• Accident Reports (related to industry)</li> <li>• Laboratory Experiment Reports</li> <li>• Workshop Reports</li> <li>• Report of a Job done requiring technical expertise</li> <li>• Investigative Report</li> </ul>	
<b>8.0</b>	<b>JOB INTERVIEWS</b>	<b>5</b>
8.1	Importance	
8.2	Prepare for an interview	
8.3	Anticipating possible questions and framing appropriate answers to them	
8.4	Responding politely and appropriately	
8.5	Non-verbal communication – body language, postures, gestures, facial expressions, use of space, modulation, pitch, intonation etc.	

## 9.0 GROUP DISCUSSIONS

5

- 9.1 Importance and rationale
- 9.2 Required non-verbal behavior
- 9.3 Appropriate use of language in group interaction
  - Entry / Taking the lead
  - Asking for opinion / Creating turns for others to speak
  - Expressing opinion (agreeing)
  - Expressing opinion (disagreeing)
  - Making suggestions
  - Politely interrupting
  - Stopping or blocking interruptions

(Note: Chapters 8 and 9 are to be dealt in the practical classes)

### PRACTICALS:

#### Suggested activities:

- Organising and participating in Mock interviews by peers, teachers and also experts from the industry
- Students may be encouraged to look up books and websites to get an idea about frequently asked questions and finding out appropriate answers to these questions
- Mock group discussions are to be conducted for students in the presence of teachers and industry experts and these discussions are to be evaluated by peers, teachers and experts
- Students are to be given an exposure to sample Job Interviews and Group Discussions from videos, CDs, DVDs, websites etc.

#### SUGGESTED LEARNING RESOURCES:

#### REFERENCES BOOKS:

1. English for Specific Purposes : A learning – Centred approach  
— Hutchinson, Tom and Waters, A lan, CUP 1987
2. The Second Language Curriculum  
— Ed. Robert Keith Johnson, CUP 1989
3. Designing Tasks for the Communicative Classroom  
— David Nunan, CUP 1989
4. Writing English Language Tests  
— J. B. Heaton Longman Group, U K Limited 1988
5. Testing for Language Teachers

- Arthur Hughes, CUP 1989
- 6. Writing Matters
  - Kristine Brown & Susan Hood, CUP 1989
- 7. Communicate 2
  - Keith Morrow and Keith Johnson, CUP 1980
- In at the deep end
  - Vicki & Hollett, OUP 1989
- 9. Teaching the Spoken Language,
  - G. Brown and G. Yule CUP 1983
- 10. Teaching Reading Skills in a Foreign Language
  - Christine Nuttall, Heinemann 1982
- 11. Communication in English for Technical Students
  - Orient Longman 1984
- 12. Teachers' Manual (for Communication in English for Technical Students, Orient Longman 1984)
  - Curriculum Development Centre, Technical Teachers' Training Institute ( Eastern Region ) 1985.

## BASIC ACCOUNTANCY

L            T            P  
3            0            0

Curri. Ref. No.: HMCT101

**Total Contact hrs.:**

Lecture:45

Tutorial:0

Practical: 0

Credit : 3

**Total marks: 100**

Theory:

End Term Exam.:75

P.A:25

### RATIONALE

It is important that the students know the procedure of recording day-to-day business transactions and preparation of final accounts of a sole trading company. Knowledge regarding computing of profitability of a business will help in entrepreneurial ventures. This will help them in acquiring skills & appreciating the importance of accounting principles

### DETAIL COURSE CONTENT

#### THEORY:

UNIT TOPIC / SUB-TOPIC	Lecture Hrs.
<b>1.0 INTRODUCTION TO BOOK KEEPING</b>	2
<ul style="list-style-type: none"><li>• Meaning</li><li>• Utility &amp; importance</li><li>• Objectives</li></ul>	
<b>2.0 PRINCIPLES OF DOUBLE ENTRY BOOK KEEPING</b>	3
<ul style="list-style-type: none"><li>▪ Classification of accounts</li><li>▪ Rules of debit and credit</li></ul>	
<b>3.0 JOURNAL</b>	6
<ul style="list-style-type: none"><li>• Meaning</li><li>• Steps in preparation &amp; proforma</li><li>• Practical problems</li></ul>	
<b>4.0 LEDGER</b>	8
<ul style="list-style-type: none"><li>• Meaning</li><li>• Steps in preparation &amp; proforma</li><li>• Practical problems</li><li>• Posting entries and balancing ledger accounts</li></ul>	
<b>5.0 SUBSIDIARY BOOKS</b>	4
<ul style="list-style-type: none"><li>• Advantages</li></ul>	

- Different types of subsidiary books

## **6.0 CASH BOOK** 8

- Meaning
- Proforma
- Practical problems on simple cash book, two column and three column cash books with emphasis on contra entries
- Petty cash book.

## **7.0 TRIAL BALANCE** 4

- Meaning
- Problems on preparation of trial balance

## **8.0 RECTIFICATION OF ERRORS** 6

- Meaning
- Types of errors
- Rectification of errors using simple journal entries and account problems

## **9.0 BANK RECONCILIATION STATEMENT** 4

- Meaning
- Reasons for reconciliation
- Simple problems on reconciliation
- Advantages

### **SUGGESTED IMPLIMENTATION STRATEGIES**

- To collect data/vouchers relevant to the topic concerned and convert these into books of accounts.
- Short practical problems to be solved.
- Visit various types of enterprises like food industry, restaurants etc. to see the actual maintenance of accounts.

### **LEARNING RESOURCES SUGGESTED TO BE USED**

1. Tally & Excel packages to be used
- Chalk & board  
Overhead projector  
Handouts  
Computer & relevant soft wares.

### **SUGGESTED LIST OF ASSIGNMENT**

1. Students should be asked to practice the entries of journals. Ledger and trail balance.
2. A visit should be made to the Account Section of any hotel in the near by locality and see the actual system of working.

## SUGGESTED LEARNING RESOURCES:

### Reference Books:

<b>S. No.</b>	<b>Title</b>	<b>Author / Publisher</b>
1	Advanced accountancy Vol I & II	R.L.Gupta & M Radhaswamy, Sultan Chand & Sons, New Delhi
2	Advanced accountancy	M.S.Grewal & Shukla, Sultan Chand & Sons, New Delhi
3	Accountancy	D.K.Goel & Rajesh Goel (Arya Publication)
4	The Basics for Business Decisions	Meigs, Walter & Robet Tata McGraw Hill Publication

## VALUES AND ETHICS IN PROFESSION

L        T        P  
3        0        0

Curri. Ref. No.: HMCT102

**Total Contact hrs.:**

Lecture:45

Tutorial:0

Practical: 0

**Credit : 3**

**Total marks: 100**

**Theory:**

End Term Exam.:75

P.A: 25

### RATIONALE

Values and Ethics is the essential aspects of an individual to contribute all round development- mind and body, intelligence, sensitivity, aesthetic sense, personal responsibility and spiritual values. Irrespective of branch of specialization of students in different level, components of values and ethics is a must to learn through the specific syllabus for different level. In Technician Education (polytechnic education) it is equally important to learn something related to Value and Ethics, reflection of which may be observed in the filed of work as a common practice.

### DETAIL COURSE CONTENT

#### THEORY:

UNIT TOPIC / SUB-TOPIC	Lecture Hrs.
<b>1.0 INTRODUCTION TO VALUES AND ETHICS</b>	<b>15</b>
<ul style="list-style-type: none"><li>• Introduction and definition of values and ethics.</li><li>• Various ethical issues in profession.</li><li>• Value and ethics in Technical Education:<ul style="list-style-type: none"><li>- Application of values and ethics in technical education.</li><li>- Relevance of values and ethics in engineering practice and professional life.</li></ul></li></ul>	
<b>2.0 CORE AND RELATED VALUES</b>	<b>15</b>
<ul style="list-style-type: none"><li>• Truth and Wisdom- reference to Indian context</li><li>• Love and compassion.</li><li>• Creativity.</li><li>• Peace and Justice.</li><li>• Health and Harmony with Nature- Indian and oriental ideas</li></ul>	

- Sustainable Development.
- National unity and Global Solidarity.
- Universal Fraternity

### **3.0 GLOBAL ISSUES**

**15**

- Corporate Social Responsibility (CSR)
- Environmental ethics
- Computer ethics
- Intellectual Property Right (IPR)

### **SUGGESTED LEARNING RESOURCES:**

**(a) Reference Books:**

1. Ethics And Values - by Shiv Khera
2. Human Values And Professional Ethics- Vaishali R Khosla, Kavita Bhagat- Technical Publications
3. Textbook On Professional Ethics And Human Values- R. S Naagarazan- New Age International
4. Human Values and Professional Ethics- Dr. Pushpendra Singh, Dr. Reshu Chaudhary, Dr. Panwar- Krishna's Publications

### **SUGGESTED LIST OF ASSIGNMENTS:**

- Making charts on safety saves, saves the environment for developing core value of health harmony and nature
- Making Integrity as a way of life for core value of truth and wisdom.
- Case study – Human rights in work place.
- Role play for core value building harmony, cooperation and teamwork in a workplace
- Self analysis – Core value of love and compassion
- Sharing of individual responses for core values of love and compassion
- Mind mapping for core value of truth and wisdom



## INTRODUCTION TO HOTELS & TOURISM

L        T        P  
3        0        0

Curri. Ref. No.: HMCT103

**Total Contact hrs.:**

Lecture:45

Tutorial:0

Practical: 0

**Credit : 3**

**Total marks: 100**

**Theory:**

End Term Exam.:75

P.A: 25

### RATIONALE

The students under this diploma course should be aware about hospitality sector and as hotel is a part of this sector, they should have basic knowledge of hotel industry and how it is related to tourism.

### DETAIL COURSE CONTENT

#### THEORY:

UNIT TOPIC / SUB-TOPIC	Lecture Hrs.
<b>1.0 INTRODUCTION TO THE HOTEL INDUSTRY</b>	<b>8L</b>
<ul style="list-style-type: none"><li>Hotels</li><li>Components of the Hotel Industry</li><li>Services and products on offer</li><li>Growth and development</li></ul>	
<b>2.0 CLASSIFICATION OF HOTELS</b>	<b>10L</b>
<ul style="list-style-type: none"><li>Classifying bodies</li><li>Classification in India</li><li>Other certifications and their value</li><li>Types of hotels in India</li></ul>	
<b>3.0 INTRODUCTION TO TOURISM</b>	<b>8L</b>
<ul style="list-style-type: none"><li>Definition</li><li>Need and objective to study tourism</li><li>Link between History and Tourism</li><li>Other forms of tourism</li></ul>	
<b>4.0 TOURISM PRODUCT</b>	<b>10L</b>
<ul style="list-style-type: none"><li>Components</li><li>Characteristics of Tourism Product</li></ul>	

- Growth and development of Tourism in India

## **5.0 GLOBAL IMPORTANCE OF TOURISM**

**8L**

- Significance
- Economic contribution
- Modern trends worldwide
- Travel Formalities and guidelines.

### **SUGGESTED LEARNING RESOURCES:**

#### **Reference Books:**

1. Hotels for Tourism Development – Dr. J. M. S. Negi, Metropolitan Book Co. (P) Ltd. New Delhi
2. Dynamics of Tourism – R. N. Kaul, Sterling Publishing Pvt. Ltd., New Delhi
3. International Tourism – A. K. Bhatia, Sterling Publishing Pvt. Ltd., New Delhi
4. An Introduction to Travel and Tourism - Foster Dennis L / Mc.Graw Hill

## INTRODUCTION TO INFORMATION TECHNOLOGY

L	T	P
2	1	2

Curri. Ref. No. HMCT104

**Total Contact hrs.:**

Theory: 30

Tutorial: 15

Practical: 30

**Credit: 4**

**Total marks: 100**

**Theory:**

End Term Exam: 50

**Practical:**

End Term Exam: 25

P.A : 25

### RATIONALE

Information Technology is an in-avoidable part now-a-days. The discipline of Engineering is also being highly influenced by the recent development in the field of IT. This course emphasizes of the various components of Information Technology. The course deals with Hardware, Software and Communication technologies in brief that are the foundation of IT. It therefore becomes important for the students to understand the concept and develop necessary skills in different aspects of information technology.

### DETAIL COURSE CONTENT

#### THEORY:

UNIT	TOPIC/SUB-TOPIC	Lecture Hrs.
1.0	Introduction to IT - its components computer, communication & management	03
2.0	Introduction to Number System, Bits, Bytes, Word, Logical Gates, Truth Table, ASCII, BCD, Floating point and Fixed Point number representation.	06
3.0	Introductory ideas about the components of computer - Hardware - Central Processing Unit, Input Unit, Output Unit, Memory Unit, Auxiliary Unit, Peripherals - Monitor, Keyboard, Mouse, Printer, Hard disk, CD / DVD, USB storage devices, Micro SD Cards, etc. Software and firmware building blocks of a computer, its function and its use. Role of operating system.	08
4.0	Classification of software - System Software, Application Software Translator - Compiler, Interpreter, Preprocessor Operating System - Single User, Multiple User Windows XP/Vista / 7 / 8 - Definition of Windows, Windows element, Concept of Graphical user Interface, Concept of Icon, Working with File Management, Concept of GUI based software; concept of client & server, concept of www, Internet services, use of standard browsers, basics of HTML and searching.	06

5.0	Computer communication interface, introductory concepts of networking, Transmission media – Wired and Wireless, use of Modem Concept of LAN, WAN, Internet, Intranet, Email.	07
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**PRACTICAL:**

**Suggested demonstration / tasks:**

1.	Introduction to MS Office  Basic features of Ms Office, Overview of Different Office Tools	01
2.	Introduction to MS Word  Creating and Editing document, Formatting Documents, Working with Tables, Spell checking, Mail Merging, Importing Graphics into word Document	08
3.	Introduction to MS Excel  Creating a New Work Book, Entering Labels, Values and Formulas, Formatting the layout, Working with Functions, Creating the Chart from data, Writing macros	09
4.	Introduction to Power Point  Creating a Presentation, Adding/Editing Text, Working with objects, Formatting the Presentation, Placing the chart in slide, Slide Show and Printing	07
5.	Internet Browsing and Emailing Internet surfing and browsing, searching content from the Internet using search engines, Email – account opening, composition of e-mails, searching mails, forward and reply of mails	05

**SUGGESTED LEARNING RESOURCES**

**Reference Books:**

1. Fundation of Information Technology – by D.S. Yadav, New Age International Publisher
2. Learning Computer Fundamentals, Ms Office and Internet & Web Tech – By Dinesh Maldasani, Firewall Media
3. Computer Applications and C Programming – by S.K. Das and S. Ghosal, Platinum Publishers.
4. Computer Fundamentals and Programming in C – by J.B. Dixit, Laxmi Publication
5. Reference Manual for Ms. Office.

## **LIST OF EQUIPMENT**

Hardware : PC connected in Local Area Network  
(for detail, please refer Annex – I)

Software : Ms Office Latest Edition

Internet : Internet Connectivity through Broadband or Leased Line

## FOOD AND NUTRITION

L      T      P  
3      0      0

*Curri. Ref. No.: HMCT105*

**Total Contact hrs.:**

**Total marks: 100**

*Theory:*

Theory: 45

End Term Exam: 75

Tutorial :0

P.A.: 25

Practical: 0

**Credit: 3**

### RATIONALE:

The study of this course is required to understand the various sources of food commodities and its function as source of nutrients. The health & well being of a person depends on the type, form, quality and quantity of food consumed. A basic understanding of principles of nutrition & the physical / chemical changes that take place during pre preparation, preparation storage and service is of utmost importance to be a good menu-planner in catering field. The course content is divided in two parts namely Nutrition & Food science and Food commodities.

### DETAILED COURSE CONTENTS

#### THEORY :

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UNIT TOPIC / SUB-TOPIC	Lecture Hrs.
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#### PART I – NUTRITION & FOOD SCIENCE

##### 1.0 FOOD PRESERVATION AND STORAGE

10L

- Chemical
- Irradiation
- Low Temperature - Refrigeration and Freezing
- High Temperature - Pasteurization, canning, dehydration
- Storage of commodities as per the type ;
  - dry storage
  - cold storage
  - temperature control
  - correct use of refrigeration freezers for storing food stocks, rotation and cooling.

##### 2.0 STANDARDS AND ADULTERATIONS

6L

- Food standards in India
- Common food adulterants
- Simple tests to detect food adulterants :
  - Milk
  - Sugar
  - Turmeric
  - Chilli powder
  - Tea/Coffee

- Ghee/Butter/Manganese

**3.0 FOOD ADDITIVES (four commonly used additives in each category of food items) 6L**

- Preservatives - Class I & Class II
- Preservatives their names & examples
- Colouring agents – Natural & Synthetic, their names & common usage.
- Flavouring agents
- Essences – Natural & synthetic their names & common usage.
- Sweetening agents – Nutritive & non nutritive- example and usage
- Antioxidants – Natural & synthetic- example and usage
- Humectant – types, examples and usage
- Bleaching agents – composition, examples, usage
- Thickeners – classification, characteristics, example & usage
- Anticaking agents- definition and usage
- Sequestrant- definition and usage
- Nutrient supplements- definition, usage and examples.

**4.0 FOOD SYSTEMS (Definitions and properties, its role in food preparation examples to know its use) 4L**

- Sols
- Gels
- Emulsion
- Foams
- Solid foams

**5.0 PIGMENTS IN FOODS 4L**

- Pigments in vegetables and fruits
- Pigments in Animal products e.g. meat, eggs.
- Effect of heat acid, alkali, oxidation, & metals on pigments
- Precaution for enhancing & retention of colour

**6.0 BROWNING REACTION IN FOODS 4L**

- Desirable and undesirable browning reaction
- Enzymatic browning
- Non–Enzymatic browning
  - Mallaird reaction
  - Caramelisation (stages in sugar cookery)
- Control of browning reaction

**7.0 TEXTURE 4L**

- Classification
- Factors affecting texture in food especially bakery & confectionery goods

- Desirable Textures with example

## 8.0 INTRODUCTION TO NUTRITION

6L

- Composition of food
- Definitions of terms
  - Nutrients
  - Nutrition, under nutrition, malnutrition, obesity
  - Balanced diet; Recommended dietary allowances, meaning of Basal metabolic rate
  - Digestion & absorption
- Constituents of basic five food groups.
- Main functions, effects of cooking, processing, storage on nutrients
  - Carbohydrate
  - Protein
  - Fat
  - Vitamins
  - Minerals
  - Water
  - Fibre
- Nutritional guidelines for balanced diet.

### SUGGESTED IMPLEMENTATION STRATEGIES

- 1 To use exhibits/charts/models to make students understand the range of commodities available.
- 2 To ask students to collect information on the various commodities & group them to relate to their nutrient content, uses, sources.
- 3 Presentation by the students on various commodities to understand the commodities.
- 4 Group work,
- 5 Project, and
- 6 Demonstration.

### SUGGESTED LIST OF ASSIGNMENT /ACTIVITIES

1. To demonstrate the various types of commodities
2. To observe the physical nature of commodities.
3. To see the effect of heat, acid, and alkali on the texture, colour of vegetables & note the observation.
4. To see the effect of heat, acid, alkali on the texture of meat & note the observation
5. To determine the yield of the edible portion of protein rich foods to know the amount required from nutritional point.
6. To prepare charts, exhibits, models, scrap book for depicting the various aspects of commodities.



## SUGGESTED LEARNING RESOURCES

### Reference Books

<b>SSL No</b>	<b>Title</b>	<b>Author/Publication</b>
1	Complete catering science	O.F.G.Kilgaur, Heinemann
2	Theory of catering	Ronald Kinton Victor Ceserani , ELBS
3	The Lander chef	M.J.Leto DWKH Bode, Heinemann Professional Publicity
4	All about catering	Julia Reay, Pitman Publishing
5	Hotel & catering for BTEC first	Julia Reay ,Pitman Publishing

## **HARD CORE COURSES**



## PERSONALITY DEVELOPMENT

L        T        P  
3        0        0

*Curri. Ref. No.: HMCT201*

**Total Contact hrs.:**

**Total marks: 100**

*Theory:*

Theory: 45

End Term Exam: 75

Tutorial :0

P.A.: 25

Practical: 0

**Credit: 3**

### RATIONALE:

In people centered occupations, the human element – the smiling face, the thoughtful words, the warm voice and welcoming posture – is the added value. A pleasing personality, well-groomed outlook and a pleasant smile is appreciated by every one.

The students after studying this subject will be able to manage customer problems with understanding and sensitivity; communicate effectively; develop positive working relationship with employees demonstrate etc

### DETAILED COURSE CONTENTS

#### THEORY:

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#### UNIT TOPIC / SUB-TOPIC

Lecture Hrs.

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#### 1.0 FACTORS INFLUENCING PERSONALITY DEVELOPMENT

8L

- Internal factors
  - Knowledge
  - Values
  - Skills
  - Self confidence
- External factors
  - Communication
  - Dress
  - Personality traits

#### 2.0 SELF DEVELOPMENT

8L

- Stages of learning
  - Information
  - Knowledge
  - Skills
  - Insight
  - Foresight
  - Wisdom
- SWOT Analysis
  - S & W – Internal
  - O & T – External

- Meditation
- Yoga
- Exercise

### **3.0 NON-VERBAL LANGUAGE** **10L**

- Touch
- Proximity & spatial behaviour
- Body movement & gestures
- Eye contact
- Appearance
- Voice
- Facial expression
- Silence

### **4.0 MOTIVATION** **6L**

- Commitment & willingness
  - Towards job
  - Towards higher authorities
  - Towards Tourism industry

### **5.0 SOCIAL ETIQUETTES** **6L**

- Etiquette & mannerisms
- Politeness & courtesy

### **6.0 SELF-IMPROVEMENT** **7L**

- Grooming
- Dress code
- Posture
- Make-up
- Sari draping
- Jewellery
- Etiquette at the table

#### **IMPLEMENTATION STRATEGIES**

1. Importance of the human element in service industry should be highlighted.
2. Emphasis on listening and speaking skills.
3. Interactive sessions to help build confidence.
4. Role-play should be stressed at all levels in the organization.
5. Personal grooming should be checked daily.

#### **SUGGESTED LEARNING RESOURCES**

P.A. System  
Internet  
Microphone

#### **SUGGESTED LEARNING RESOURCES**

##### **Reference Books**

1. Interpersonal Skills for Hospitality Management - International Thomson Business Press/  
Mona Clark 1996

## SALES AND MARKETING

L        T        P  
3        0        0

*Curri. Ref. No.: HMCT202*

**Total Contact hrs.:**

**Total marks: 100**

*Theory:*

Theory: 45

End Term Exam: 75

Tutorial :0

P.A.: 25

Practical: 0

**Credit: 3**

### **RATIONALE:**

At the end of the course the student will be able to comprehend the knowledge relating to the concepts and practices of sales management. They will be able to apply the key concepts involved in selling skills and strategies, managing sales territory and sales organization. This course also includes an overview of marketing management, difference between sales and marketing orientation.

### **DETAILED COURSE CONTENTS**

#### **THEORY:**

<b>UNIT TOPIC / SUB-TOPIC</b>	<b>Lecture Hrs.</b>
<b>1.0 INTRODUCTION TO SALES MANAGEMENT</b>	<b>4L</b>
<ul style="list-style-type: none"><li>• Introduction</li><li>• Evolution of sales management</li><li>• The nature and role of sale management</li><li>• The importance of sales management</li><li>• Types of selling</li><li>• The marketing management process</li><li>• The modern day sales activity</li><li>• Sales management case studies</li></ul>	
<b>2.0 SELLING SKILLS AND SELLING STRATEGIES</b>	<b>8L</b>
<ul style="list-style-type: none"><li>• Introduction</li><li>• Selling and buying styles</li><li>• Selling situation</li><li>• Selling skills</li></ul>	

- Case studies
- **THE SELLING PROCESS**
  - Introduction
  - The selling process
  - Pre – sale preparation
  - Prospecting
  - Pre approach before selling
  - Sales presentation
  - Handling costumer objection
  - Closing the sale
  - Case studies
- **MANAGING SALE INFORMATION**
  - Introduction
  - Forecasting market demand
  - Trend projection
  - Factors affecting selection of a forecasting method
  - Case study

### **3.0 SALES ORGANISATION**

**12L**

- Introduction
- Sales organization
- Organizational principles
- Organizational design
- Key account sales
- Sales process automation
- Emerging organizational designs
- **MANAGEMENT OF SALES TERRITORY**
  - Introduction

- Sales territory
- Size of sales territory
- Allocation of sales territory
- Designing a sales territory
- Use of information technology
- Case studies

○ **MANAGEMENT OF SALES QUOTA**

- Introduction
- Sales quota
- Organization of the sales job
- Defining annual objectives
- Procedure for setting quota
- Types of sales quota
- Methods of setting sales quota

**4.0 RECRUITMENT AND SELECTION OF THE SALES FORCE**

**10L**

- Introduction
- Hiring process
- Challenges in sales force selection
- Planning for recruitment
- Sales for recruitment
- Selection of a sales person

○ **TRAINING THE SALES FORCE**

- Introduction
- Objectives of sales training
- Challenges in sales training
- Theories and principles of sales training
- Role of trainer



- The training process
- Training methods
- Designing a sales training methods
- The process of socialization
- **SALES FORCE MOTIVATION**
  - Introduction
  - Nature of motivation
  - Importance of motivation
  - The process of motivation
  - Theories of motivation

## **5.0 MARKETING**

**10L**

- **AN OVERVIEW OF MARKETING**
  - What is marketing?
  - The concept of exchange
  - Marketing management philosophies
  - Difference between sales and marketing orientation
  - Why study marketing
- **STRATEGIC PLANNING FOR COMPETITIVE ADVANTAGE**
  - The nature of strategic planning
  - What is marketing plan?
  - Defining the business mission
  - Setting marketing plan objectives
  - Marketing mix
  - Target market
  - Following up the marketing plan
- **SOCIAL RESPONSIBILITY, ETHICS AND THE MARKETING ENVIRONMENT**

- Corporate social responsibility
- Ethical behavior in business
- Ethical decision making
- The external marketing environment
- Understanding the external marketing environment
- **DEVELOPING A GLOBAL VISION**
  - Rewards of global marketing
  - Multinational firms
  - Global marketing
  - Global marketing mix
  - The impact of the internet
  - Global marketing by the individual firms

**SUGGESTED LEARNING RESOURCES:**

**Reference Books :**

1. International marketing, by: Philip R Cateora
2. Marketing, by: Michael J. Etzel
3. Introduction to marketing, by: Adrian Palmer
4. International Marketing, by: Justin Paul

## FOOD SAFETY AND HAZARDS

L        T        P  
3        0        0

*Curri. Ref. No.: HMCT203*

**Total Contact hrs.:**

**Total marks: 100**

*Theory:*

Theory: 45

End Term Exam: 75

Tutorial :0

P.A.: 25

Practical: 0

**Credit: 3**

### RATIONALE:

As food safety and hazards is highly important, students under this course should be able to relate the technical know-how regarding this. The study of this course would introduce the students to appreciate and know the treatment of science applied to food, textiles, equipment, premises and importance of hygiene & cleaning services.

### DETAILED COURSE CONTENTS

#### THEORY :

UNIT TOPIC / SUB-TOPIC	Lecture Hrs.
<b>1.0 APPLICATION OF BASIC SCIENCE</b>	<b>3L</b>
<ul style="list-style-type: none"><li>• Methods of heat transfer<ul style="list-style-type: none"><li>- Methods of measurement &amp; formulas for calculating heat transfer</li><li>- Energy value of foods</li></ul></li> <li>• Physical state of matter and its applications in catering.<ul style="list-style-type: none"><li>- Boiling- definition, factors affecting boiling point.</li><li>- Freezing – definition, factors affecting freezing point, application in preservation</li><li>- Evaporation - definition, factors affecting evaporation point, application in preservation.</li><li>- Humidity – definition, factors affecting evaporation point.</li></ul></li></ul>	
<b>2.0 PHYSICAL &amp; CHEMICAL CHANGES &amp; IT'S IMPORTANCE IN FOOD PRODUCTION</b>	<b>6L</b>
<ul style="list-style-type: none"><li>▪ Acids, bases, salts- pH definition, examples, uses in food preservation</li><li>▪ Application of chemical actions &amp; reactions e.g. oxidation, reduction, pH value &amp; its application</li><li>▪ Action of heat, acid, bases on the food quality (texture, colour, form, size) uses in food preservation</li><li>▪ Precautions to take to retain or bring about desired changes in food (texture, colour, form, size)</li><li>▪ Food storage and its use</li></ul>	

### **3.0 INTRODUCTION TO HYGIENE & SANITATION**

**3L**

- Importance of hygiene
- Classification of micro – organisms (M.O.)
- Sources, conditions for growth of M.O.
  - Bacteria
  - Fungi
  - Protozoa
  - Algae
  - Viruses
- Personal Hygiene
  - Personal cleanliness (Body parts)
  - General health & fitness
  - Protective clothing

### **4.0 FOOD BORNE ILLNESS**

**6L**

- Diseases, incubation period, symptoms for the following:  
Botulism
  - Staph Food Poisoning
  - Amoebiasis, Giardiasis, Trichinosis
  - Salmonellosis
  - Shigellosis
  - Bacillus cereus Food Poisoning
  - Typhoid & Paratyphoid
  - Cholera
  - Infectious hepatitis
  - Perfringens Food Poisoning

### **5.0 PREVENTION OF SPOILAGE & CONTAMINATION OF FOODS**

**6L**

- Care during selection of food material
- Issue and receiving area,
- Storage area
- Pre-Preparation & preparation area.
- Service area
- Garbage disposal area

### **CLEANLINESS OF PREMISES**

**6L**

- Factors causing food spoilage- soil, water, air, human beings (carriers)
- Temperature for - raw storage, preparation, storage of cooked food, prepared food during service, & leftover food
- Cleanliness in working areas,
  - Storage areas
  - Receiving areas
  - Preparation area
  - Service area
  - Garbage disposal
- Importance of good layout in terms of

- Ventilation – suitability in relation to areas of work
- Lighting – suitability in relation to areas of work
- Flooring – suitability in relation to areas of work
- Ceilings – suitability in relation to areas of work
- Doors & windows – suitability in relation to areas of work
- Tools & equipments, sanitation its importance
  - Cleaning agent – classification
  - Detergents- definition, types, uses, proportion
  - Disinfectants & Antiseptics – definition, types, uses, proportion
  - Sterilisation methods
  - Advantages, disadvantages, uses, limitation, procedure for use of cleaning agent.
- Dishwashing methods, steps in dishwashing

#### 7.0 PEST CONTROL 4L

- Types
- Sources
- Preventive measures & its importance

#### 8.0 SAFETY AT WORK PLACES IN HOSPITALITY INDUSTRY 6L

- Accident – types/ nature/classification
- Preventive measures for each type of accident
- Reporting accidents
- First aid- meaning, importance, basic rules
- Contents of first aid kit & its usage
- Do's & don'ts for using & maintaining the equipment from safety point of view.
- Safety regulations prescribed in the hospitality & service industry.

#### 9.0 HACCP 4L

- Regulating Body
- Purpose

### SUGGESTED IMPLEMENTATION STRATEGIES

The application & use of scientific reasoning is to be emphasised by taking examples from the hospitality industry. This can be achieved by showing actual working of simple physical & chemical tests; visit & tours to places like hotels, resorts, museum, etc to show application of the principles studied in the course. The suggested list of demonstrations / activities is as shown below:

- To observe demonstration showing different stages of boiling, freezing, evaporation.
- To observe changes in colour, texture, form by using acids,alkalis, salts on different items.
- To observe different microorganisms to know the characteristics differences

- To draw charts, diagrams to know various structures, equipments
- To demonstrate the use of first aid kit.
- To identify the effect of microorganisms in spoiled food
- To prepare a model lay out of the catering premises either using presentation technique / model

## SUGGESTED LEARNING RESOURCES

### Reference Books:

S. No.	Title	Author/Publisher
1	Complete catering Science	O.F.G.Kilgour, HENEMANN, LONDON
2	Catering Science & Technology	John Murray, London, Magnus Pyke
3	Food Hygiene & Sanitation	S. Roday, Tata Mcgraw Hill
4	Dimensions of Food	Marjorie M Devine, Marcia H. Pimentel, AVI Publicity Company
5	The Theory of Catering	Ronald Kinton, Victor Ceserani
6	Essential Science (Chemistry)	M.H.Freemantle, J.G.Tidy, Oxford University Press
7	Experimental Foods Laboratory Manual	Margaret Mc William, Surjeet Publication New Delhi
8	Improving Food Hygiene	Northwood Publication
9	Safe Food Handling	Michael Jacob ,C.B.S. Publisher & Distributors Delhi
10	Food MicroBiology	William.C.Frazier Dennis.C.WestHoff

## TOUR OPERATIONS

L        T        P  
3        1        0

*Curri. Ref. No.: HMCT204*

**Total Contact hrs.:**

**Total marks: 100**

*Theory:*

Theory: 45

End Term Exam: 75

Tutorial :15

P.A.: 25

Practical: 0

**Credit: 4**

### RATIONALE:

This course has been included to introduce the students to the travel and tourism field, which is rapidly growing. It encompasses all the varied constituents of the tourism industry ranging from informal businesses at the local level up to multinationals.

The students will appreciate that travel is not necessarily a luxury always, but it is a necessity for business and a basic right of all people. They will realize that a single trip involves the services of at least a dozen people while hundred others work behind the scene. They will get familiarized with the techniques of tour operations, tour planning and responsibilities of tour operators.

### DETAILED COURSE CONTENTS

#### THEORY :

UNIT TOPIC / SUB-TOPIC	Lecture Hrs.
<b>1.0 THE TOURISTS GUIDE</b>	<b>5L</b>
<ul style="list-style-type: none"><li>• Duties and responsibilities</li><li>• Training</li><li>• Categories of tourists guide</li><li>• Earnings</li><li>• State and travel agency</li></ul>	
<b>2.0 TOUR OPERATOR AND TOUR OPERATION</b>	<b>10L</b>
<ul style="list-style-type: none"><li>• Tour managers</li><li>• Types of tour operators</li><li>• Rules for recognition</li><li>• Rules of tour operators</li></ul>	

- Roles of tour operation
- Income of tour operator
- Tour wholesale
- Designing a tour
- Tour order
- Tour operation
- Input and output of tour operation
- Reservation system
- Manual system
- Reservation by mail

### **3.0 ITINERARY PLANNING**

**6L**

- International time calculator
- Bank and public holidays
- Time tables
- Worldwide city to city schedules
- Airline time table

### **4.0 PACKAGES AND PACKAGE TOUR**

**6L**

- What is package tour
- Package tours
- Basic principles in packaging
- Group incentive tours
- Free independent travelers

### **5.0 TOUR OPERATIONAL TECHNIQUES**

**6L**

- First day of the tour
- Departure



- Hotel procedure
- Aboard the bus / coach
- Emergency procedures
- Finance and accounting
- Mail and messages
- Food and beverage
- Transportation delays

## **6.0 RESERVATION OF TOURISTS ACCOMODATION**

**6L**

- Classification and grading of hotel
- Hotels rates and terms
- Room categories
- Bedding types
- Rooms location
- Meals plans and codes
- Room rates categories

## **7.0 STEAMSHIP TRAVEL AND CRUISE RESERVATION**

**6L**

- The ocean liners
- Cruises
- Famous cruise liners
- Selecting a cruise
- Booking procedures
- Cruise reservation
- Cruise ship ticketing

## **SUGGESTED LEARNING RESOURCES:**

### **Reference Books:**

1. Tour operation, by Jagmohan Negi
2. Tourism development, by A.K Bhatia
3. Fundamentals of tourism, by Chaman Lal Raina and Abhinav Kumar Raina
4. Tourism education, by: Shashi Prabha Sharma

## FRONT OFFICE OPERATION

L        T        P  
3        1        2

Curri. Ref. No.: HMCT205

**Total Contact hrs.:**

Lecture:45  
Tutorial:15  
Practical: 30  
Credit : 5

**Total marks: 150**

**Theory:**

End Term Exam.:75  
P.A: 25

**Practical:**

End Term Exam: 25  
P.A: 25

### RATIONALE

The word “Front Office” itself suggests that the activities of this department are performed in front of the guests or customers. To instill the confidence in the staff managing the front desk, it is essential to equip the personnel at the front desk with requisite knowledge, skills & attitude that is visible to the guest. This subject intends to equip the students with the necessary skills to perform front office functions. It also prepares the students to acquire basic knowledge and skills necessary to understand the guest cycle & gain skills in effective handling of routine front office procedures.

### DETAIL COURSE CONTENT

#### THEORY:

UNIT TOPIC / SUB-TOPIC	Lecture Hrs.
<b>1.0 INTRODUCTION</b>	<b>6L</b>
<ul style="list-style-type: none"><li>• Introduction to front office/back office with reference to function performed</li><li>• Role of the lodging industry</li><li>• Types of travelers</li><li>• Basic needs of travellers</li><li>• Reasons for travel</li><li>• Types of hotels (according to business, clientele, location facilities, size)</li><li>• Departments in a hotel</li><li>• Chains, franchise/affiliated</li><li>• Time share and condominium</li></ul>	
<b>2.0 THE FRONT OFFICE</b>	<b>8L</b>
<ul style="list-style-type: none"><li>• Functions of front office; Sections and their functions; Duties and responsibilities of the personnel; Job specification of the personnel; organizational chart of front office.</li><li>• Layout of the front desk; Front office systems (large, medium and small)</li><li>• Equipment and tools for various procedures (non-automated, semi automated and automated)</li></ul>	

- Personality traits of front office staff
- General duties and responsibilities of front office staff

### **3.0 RESERVATION 6L**

- Sources and modes
- Types of Reservations
- Handling Reservations
- Reservation Systems
- Maintenance and Confirmation
- Cancellations and Amendments
- Reservation Reports

### **4.0 REGISTRATION 8L**

- Pre-registration Activity
- Creating registration records
- Check in Procedure
- Handling Groups and FITs
- Record keeping

### **5.0 CHECK-OUT 8L**

- Check-out procedure
- Methods of payment
- Functions of checkout and settlement
- Front office records

### **6.0 FRONT OFFICE GLOSSARY 6L**

- Abbreviations and terminology related to front office
- General awareness (cities, capitals, currencies)
- Places of tourists interest

## **SUGGESTED IMPLEMENTATION STRATEGIES**

- Knowledge of core concepts to be imparted through lectures.
- Group assignments and individual assignments be given to students and then encouraged to share their knowledge about important issues.
- Demonstration of procedures and tasks
- Discussion and debate on live situations or cases.
- Visit to a hotel to understand layout and functioning of departments
- Use of Internet

## **SUGGESTED LEARNING RESOURCES**

- OHP transparencies
- Forms and formats

- Role-play
- Equipment and tools
- Video / CDs
- Internet

**PRACTICAL:**

**Suggested list of experiments / demonstrations:**

1. Effective Telephone techniques- Receiving and transferring calls
2. Taking reservations from various sources and modes; creating records and maintaining details; handling amendments and cancellations;
3. Taking Check in – Groups and FITs; creating records and handling special requests
4. The Check out Process – Accepting payments through various methods of settlement
5. Performing reservation for identified guest

**SUGGESTED LEARNING RESOURCES:**

**Reference Books:**

<b>S.No.</b>	<b>Title</b>	<b>Author/ Publisher</b>
1.	Managing Front Office Operations	Michael Kasavana & Richard M.Brooks
2.	Check in /Check Out	Jerome Vallen
3.	Front Office Procedures	Peter Abbott & Sue Lewry
4.	Basic Front Office Procedures	Peter Renner
5.	Front Office Operations	Colin Din & Chirs Baird

## HOUSEKEEPING OPERATION

L        T        P  
3        1        2

Curri. Ref. No.: HMCT206

**Total Contact hrs.:**

Lecture:45  
Tutorial:15  
Practical: 30  
Credit : 5

**Total marks: 150**

**Theory:**

End Term Exam.:75  
P.A: 25

**Practical:**

End Term Exam: 25  
P.A: 25

### RATIONALE

Whenever people stay away from home they need the services the home provides. These people could be on a holiday, a business trip, at work, or on an excursion. These situations form a part of our life. Proper upkeep of the lodging facility is of paramount importance for the successful running of any hotel/guest house/lodges. This will ensure a high level of customer satisfaction. The course on housekeeping operation intends to impart the skills & competence, which are essential in order to perform the functions & follow the procedures of the housekeeping department, which is a major support center of the hospitality services.

### DETAIL COURSE CONTENT

#### THEORY:

UNIT TOPIC / SUB-TOPIC	Lecture Hrs.
<b>1.0 THE HOUSEKEEPING DEPARTMENT</b>	<b>6L</b>
<ul style="list-style-type: none"><li>• Functions of housekeeping</li><li>• Sections and their functions</li><li>• Duties and responsibilities of the personnel</li><li>• Job specification of the personnel, relationship with other department</li><li>• Organization of the department</li><li>• Layout of housekeeping department</li><li>• Terms and Terminologies</li><li>• Control desk</li></ul>	
<b>2.0 HOUSEKEEPING EQUIPMENT &amp; CLEANING AGENTS</b>	<b>8L</b>
<ul style="list-style-type: none"><li>• Equipment used in housekeeping</li><li>• Selection and care of equipments</li><li>• Selection use and storage of cleaning agent</li><li>• Distribution and control of cleaning agent</li><li>• Housekeeping stores (functions and record maintenance).</li></ul>	

### **3.0 THE HOUSEKEEPING OPERATIONS**

**8L**

- Types of rooms and room status
- Details of a room; layout; supplies (standard, regular, VIP, VVIP); bed & bath linen (measurement and types)
- Cleaning procedures for a guest room
- Cleaning procedures for public areas
- Types of cleaning- Daily, weekly, Spring-cleaning
- Coordination of housekeeping with various departments
- Reports and record keeping

### **4.0 DAILY CLEANING OF GUEST ROOM**

**8L**

- Rules of guest room cleaning
- Daily cleaning of occupied rooms
- Procedure for cleaning of check-out room
- Bed making
- Evening service
- Second service

**8L**

### **5.0 ROUTINE SYSTEMS & RECORDS OF HOUSEKEEPING DEPARTMENT**

- Reporting staff placement
- Room occupancy report
- Guest room inspection
- Entering checklists, floor register, work order, log sheets
- Lost and found register and inquiry file
- Maids report and housekeepers report
- Handover records
- Guests special requests register
- Record of special cleaning
- Call register
- VIP list

### **7.0 SAFETY & SECURITY**

**6L**

- Definition and importance of safety and security
- Role of housekeeping in maintaining safety and security
- Job safety- Handling equipment and hazardous material
- Housekeeping vigilance; suspicious activities; handling thefts, fires and bomb threats
- Types of keys and key control
- Computerized key cards

## SUGGESTED IMPLEMENTATION STRATEGIES

- Knowledge of core concepts to be imparted through lectures.
- Group assignments and individual assignments be given to students and then encouraged to share their knowledge about important issues.
- Demonstration of procedures and tasks
- Discussion and debate of live situations or cases.
- Visit to a hotel to understand layout and functioning of the department.

## PRACTICAL:

### Suggested list of experiments:

1. Window glass cleaning
2. Polishing of metal such as brass, copper and silver
3. Sequence of cleaning – sweeping, dusting, mopping
4. Spring cleaning- vacuuming upholstery, curtains and carpets
5. Handling keys
6. Cleaning tiles and dados.
7. Organising and use of maids trolley for room cleaning
8. Bed making

Note: Should maintain a work card file.

## SUGGESTED LEARNING RESOURCES:

### Reference Books:

S.No.	Title	Author/ Publisher
1.	Managing Housekeeping Operations	Margaret M.Kappa, Aleta Nitschke & Patricia B. Schappert
2.	Hospital and Hotel Housekeeping	<b>A 46</b>
3.	Professional Housekeeper	Georgina Tucker and Madelin Schneider





## **SOFT CORE COURSES**



## ENVIRONMENTAL EDUCATION

L        T        P  
3        0        0

Curri. Ref. No. G301

**Total Contact hrs.:**

**Total marks: 100**

**Theory:**

Theory: 45

End Term Exam: 75

Tutorial : 0

P.A.: 25

Practical : 0

**Credit: 3**

### RATIONALE

Management of Environmental Degradation as also its control using innovative technologies is of prime importance in the times we are living in. Since the days of the famed Rio Summit (1992) awareness about degradation of environment we live in and its management through participation of one and all has literally blossomed into a full fledged movement of universal importance. Technically qualified people, such as the Diploma Engineers, should not only be aware about new technologies to combat environmental degradation at their disposal but also various aspects of environment, ecology, bio-diversity, management, and legislation so that they can perform their jobs with a wider perspective and informed citizens. This course can be taken by all diploma students irrespective of their specializations.

### DETAILED COURSE CONTENT

#### THEORY:

UNIT TOPIC / SUB-TOPIC	Lecture Hrs.
<b>1.0 INTRODUCTION</b>	<b>2</b>
1.1 Introduction	
1.2 Environment and its components	
1.3 Environment in India	
1.4 Public Awareness	
<b>2.0 ECOLOGICAL ASPECTS OF ENVIRONMENT</b>	<b>8</b>
2.1 Ecology	
• Eco-system	
• Factors affecting Eco-system	
2.2 Bio-geochemical cycles	
• Hydrological cycle	
• Carbon cycle	
• Oxygen cycle	
• Nitrogen cycle	
• Phosphorous cycle	
• Sulphur cycle	
2.3 Bio-diversity	
2.4 Bio-diversity Index	

**3.0 NATURAL RESOURCES 5**

- 3.1 Definition of Natural Resources
- 3.2 Types of Natural Resources
- 3.3 Quality of life
- 3.4 Population & Environment
- 3.5 Water Resources
  - Sources of Water
- 3.6 Water Demand
- 3.7 Forest as Natural Resource
  - Forest and Environment
  - Deforestation
  - Afforestation
  - Forest Conservation, its methods
- 3.8 Land
  - Uses and abuses of waste and wet land

**4.0 GLOBAL ENVIRONMENTAL ISSUES 9**

- 4.1 Introduction
- 4.2 Major Global Environmental Problems
- 4.3 Acid Rain
  - Effects of Acid Rain
- 4.4 Depletion of Ozone Layer
  - Effects of Ozone Layer Depletion
- 4.5 Measures against Global Warming
- 4.6 Green House Effect

**5.0 ENVIRONMENTAL POLLUTION 9**

- 5.1 Introduction
- 5.2 Water Pollution
  - Characteristics of domestic waste water
  - Principles of water treatment
  - Water treatment plant (for few industries only- unit operations & unit processes - names only)
- 5.3 Air Pollution
  - Types of air pollutants
  - Sources of Air Pollution
  - Effects of Air Pollutants
- 5.4 Noise Pollution
  - Places of noise pollution
  - Effect of noise pollution

**6.0 CLEAN TECHNOLOGY 6**

- 6.1 Introduction to Clean Technologies

- 6.2 Types of Energy Sources
  - Conventional Energy sources
  - Non-conventional sources of Energy
- 6.3 Types of Pesticides
- 6.4 Integrated Pest Management

## **7.0 ENVIRONMENTAL LEGISLATION 3**

- 7.1 Introduction to Environmental Legislation
- 7.2 Introduction to Environmental Laws

## **8.0 ENVIRONMENTAL IMPACT ASSESSMENT 3**

- 8.1 Introduction to Environmental Impact Assessment
- 8.2 Environmental Management (elements of ISO 14001)
- 8.3 Environmental ethics

### **SUGGESTED IMPLEMENTATION STRATEGIES**

The teachers are expected to teach the students as per the prescribed subject content. This subject does not have any practical but will have only demonstration and field visit as stated. The students will have to prepare report of the site visit.

### **SUGGESTED LEARNING RESOURCES:**

#### **(a) Reference Books:**

S. No.	Title	Author, Publisher, Edition & Year
1.	Environmental Engineering	Pandya & Carny, Tata McGraw Hill, New Delhi
2.	Introduction to Environmental Engineering and Science	Gilbert M. Masters Tata McGraw Hill, New Delhi
3.	Waste Water Engineering – Treatment, Disposal & Reuse	Metcalf & Eddy Tata McGraw Hill, New Delhi
4.	Environmental Engineering	Peavy, TMH International New York
5.	Study / training materials, references, reports etc. developed by Central Pollution Control Board, New Delhi as also State Pollution Control Boards	Central Pollution Control Board Postal Address: Parivesh Bhawan, CBD-cum-Office Complex East Arjun Nagar, DELHI - 110 032, INDIA Tel.: 91-11-22307233 Fax: 91-11-22304948 e-mail: ccb.cpcb@nic.in
6.	Environmental Science	Aluwalia & Malhotra, Ane Books Pvt. Ltd, New Delhi
7.	Text Book of Environment & Ecology	Sing, Sing & Malaviya, Acme Learning, New Delhi
8.	Environmental Science & Ethics	Sing, Malaviya & Sing, Acme Learning, New Delhi
9.	Environmental Chemistry	Samir K. Banerji, Prentice Hall of India, New Delhi

**(b) Others:**

1. Text book mentioned in the references
2. Lab Manuals
3. OHP Transparencies
4. Video film on Environment

**SUGGESTED LIST OF DEMONSTRATIONS/FIELD VISIT**

- pH value of water sample.
- Hardness of water
- Calcium hardness
- Total Hardness
- Residual Chlorine to a given sample of water
- Turbidity
- B.O.D.
- C.O.D.

**Visits: Following visits shall be arranged by the teachers during the semester:**

- Water Treatment Plant
- Sewage Treatment Plant
- Maintenance work of water supply mains and sewage system

## LANGUAGE(FRENCH)

L        T        P  
3        0        0

Curri. Ref. No. HMCT301A

**Total Contact hrs.:**

**Total marks: 100**

**Theory:**

Theory: 45

End Term Exam: 75

Tutorial : 0

P.A.: 25

Practical : 0

**Credit: 3**

### RATIONALE

Tourism is on the increase all over the world. It is essential for a student of Travel, Tourism & Hotel Management to know an additional European language, especially French, which is widely spoken in Europe, Africa, Canada and Far East. Many tourists from these countries visit India.

French cuisine is world-renowned. Most of the names on the menu-card of a five star hotels are termed in French. The student of Travel, Tourism & Hotel Management has to know the correct pronunciation and meaning of these terms.

After completing this short course in French the students would be able to attempt simple polite conversation in French. They would acquire an adequate range of vocabulary to enable them to assist French speaking tourists, pertaining to hotels, restaurants, food, travel documents, ticket reservations, places of interest etc.

### DETAILED COURSE CONTENT

#### THEORY:

UNIT TOPIC / SUB-TOPIC	Lecture Hrs.
<b>1.0 GENERAL IDEA AND SPECIAL FEATURES OF FRENCH LANGUAGE</b>	<b>2L</b>
<ul style="list-style-type: none"><li>• Alphabets and their pronunciations</li><li>• Vowels and combination of vowels and their pronunciations</li><li>• Basic phonetic rules</li><li>• Liaison</li></ul>	
<b>2.0 NOUNS ALONG WITH DIFFERENT TYPES OF ARTICLES</b>	<b>3L</b>
<ul style="list-style-type: none"><li>• Masculine and feminine nouns-singular</li><li>• Indefinite and definite articles</li><li>• Contracted articles.</li><li>• Partitif articles</li></ul>	



<b>3.0 FORMATION OF SIMPLE SENTENCES</b>	<b>4L</b>
<ul style="list-style-type: none"> <li>• Affirmative</li> <li>• Negative</li> <li>• Interrogative</li> </ul>	
<b>4.0 PREPOSITIONS AND ADJECTIVES</b>	<b>4L</b>
<ul style="list-style-type: none"> <li>• Prepositions and how to use them.</li> <li>• Adjectives of colour</li> <li>• Qualifying adjectives</li> <li>• Demonstrative adjectives</li> <li>• Possessive adjectives</li> <li>• Interrogative adjectives</li> </ul>	
<b>5.0 VERBS AND THEIR CONJUGATIONS INTO VARIOUS TENCES (present, past, future)</b>	<b>4L</b>
<ul style="list-style-type: none"> <li>• e'tre and avoir (to be and to have)</li> <li>• Verbs of 1<sup>st</sup> group</li> <li>• Verbs of 2<sup>nd</sup> group</li> <li>• Verbs of 3<sup>rd</sup> group</li> <li>• Reflexive verbs</li> </ul>	
<b>6.0 NUMBERS, DAYS AND MONTHS, TIME, SEASONS</b>	<b>4L</b>
<ul style="list-style-type: none"> <li>• Numbers 1 to 1,000</li> <li>• Seven days of the week</li> <li>• Months and year</li> <li>• How to read time</li> <li>• Four seasons</li> <li>• Weather (Climate)</li> </ul>	
<b>7.0 BASIC COMMUNICATION</b>	<b>2L</b>
<ul style="list-style-type: none"> <li>• What? Where? Of what colour?</li> <li>• When? How? How much?</li> <li>• Why? Who? Etc.</li> </ul>	
<b>8.0 VOCABULARY ABOUT FAMILY, HOUSE</b>	<b>2L</b>
<ul style="list-style-type: none"> <li>• Family members</li> <li>• Drawing room, dinning room, bedroom</li> <li>• Bathroom, kitchen</li> </ul>	
<b>9.0 RESTAURANT AND HOTEL</b>	<b>4L</b>
<ul style="list-style-type: none"> <li>• Vocabulary about restaurants.</li> <li>• Table ware</li> </ul>	

- How to lay the table?
- Vocabulary used in front office and house keeping

**10.0 MEALS AND DRINKS SERVED IN RESTAURENTS 4L**

- Breakfast
- Lunch
- Dinner
- List of vegetables & fruits commonly used
- List of different types of drinks, wines & cheese

**11.0 UNDERSTANDING BASIC COOKING TERMS AND MENUS 4L**

- Basic cooking terms
- Poultry, meat, different parts of meat
- Spices
- Nouns and verbs required to translate and understand a French
  - recipe

**12.0 TRAVEL (BASIC VOCABULARY) 3L**

- Travel documents
- Travel by bus
- Travel by train
- Travel by air
- Public transport

**13.0 DIFFERENT COUNTRIES /TICKET BOOKING, HOTEL RESERVATIONS 4L**

- French names of different countries and the people & currency.
- Making ticket reservations & hotel reservations.
- How to read and write passport details in French.
- Itinerary planning.

**14.0 SHOPES / PLACES OF INTERESTS 2L**

- Shops/places of interest like temples, monuments, museums, Paris garden
- Different types of shops required by the tourist.
- How to visit different places of interest in town & their French terms.

**SUGGESTED IMPLEMENTATION STRATEGIES**

1. Basic grammar skills to be emphasised
2. Knowledge of necessary vocabulary with correct spellings & pronunciation to be practised.
3. Work-book or manual to be prepared for testing the language
4. Simple translation & simple oral communication to be practised

## LEARNING RESOURCES SUGGESTED TO BE USED

1. Video cassettes
2. Audio cassettes
3. Maps
4. Work-book

## SUGGESTED LIST OF ASSIGNMENTS:

In practical classes oral skills should be practiced.  
Stress on correct pronunciations  
Reading skills to be practiced  
Simple conversation to be carried out

## SUGGESTED LEARNING RESOURCES:

### Reference Books:

S. No.	Title	Author/Publisher
1	La Langue et la civilization Franc aise	Blue Book No. 1 Mauyer (Alliance Franc aise
2	French for Hotel Management & Tourism Industry	S. Bhattacharya Published by Frank Bros. Ltd. , 4675-1 Ansari Road, 21 Daryaganj, New Delhi 110 002
3	Any available French Grammar Book	
4	Any available dictionary French to English/English to French	

## EVENT MANAGEMENT

L        T        P  
3        0        0

Curri. Ref. No. HMCT301B

**Total Contact hrs.:**

**Total marks: 100**

**Theory:**

Theory: 45

End Term Exam: 75

Tutorial : 0

P.A.: 25

Practical : 0

**Credit: 3**

### RATIONALE

The purpose of this course is to acquire an indepth knowledge about the specializes field of “event management” and to become familiar with management techniques and strategies required for successful planning, promotion, implementation and evaluation of special events within Hotel Management and catering context.

### DETAILED COURSE CONTENT

#### THEORY:

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UNIT TOPIC / SUB-TOPIC	Lecture Hrs.
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#### 1.0 INTRODUCTION TO EVENT MANAGEMENT

**6L**

- Size of events
- Types of events
- The event team
- Code of ethics
- CONCEPT AND DESIGN
  - Developing the concept
  - Analyzing the concept
  - Designing the event
  - Logistics of the concept

#### 2.0 FEASIBILITY

**8L**

- Key to success
- The SWOT analysis
- LEGAL COMPLIANCE

- Relevant legislation
- Liquor licensing
- Federal trade commission act
- Stakeholders and official bodies
- Contracts

### **3.0 MARKETING**

**10L**

- Nature of event marketing
- Process of event marketing
- The marketing mix
- Sponsorship
- PROMOTION
  - Image and branding
  - Advertising
  - Publicity
  - Public relation

### **4.0 FINANCIAL MANAGEMENT**

**10L**

- The budget
- Breakeven point
- Cash flow analysis
- Profit and loss statement
- Balance sheet
- Financial control system
- Panic payment
- RISK MANAGEMENT
  - Process of risk management
  - Incident reporting
  - Emergency response plans

- Standards of risks management

## **5.0 PLANNING**

**10L**

- Develop a mission and purpose statement
  - Establish the aims of the event
  - Establish the objective
  - Prepare an event proposal
  - Make use of planning tool
- PROTOCOL
    - Titles
    - Dress for formal occasion
    - Protocol for speakers
    - Religious and cultural protocol
    - Protocol for sporting ceremonies
    - Preparing for dignitaries
    - Rules of flag flying

### **SUGGESTED LEARNING RESOURCES:**

#### **Reference books:**

- Event management, by: Lynn Van Der Wagen and Brenda R Carlos
- Events special events: By Dr. Joe Goldblatt, CSEP

## RENEUABLE ENERGY SOURCES

L        T        P  
3        0        0

Curri. Ref. No. HMCT301C

**Total Contact hrs.:**

**Total marks: 100**

**Theory:**

Theory: 45

End Term Exam: 75

Tutorial : 0

P.A.: 25

Practical : 0

**Credit: 3**

### RATIONALE

In view of the fast depleting resources of conventional energy, it has become imperative to search for alternative sources of energy, which are not only renewable, but environment friendly and economically viable also. Solar energy, wind energy, biomass energy and hydropower energy etc. are some of the alternatives, which could be banked upon to meet the energy crisis. This course is intended to provide the requisite knowledge and skills of different aspects of these technologies to cope up with the present energy crisis and challenges of the future.

### DETAILED COURSE CONTENT

#### THEORY:

UNIT TOPIC / SUB-TOPIC	Lecture Hrs.
<b>1.0 INTRODUCTION</b>	<b>4L</b>
<ul style="list-style-type: none"><li>• Over view of the aspect of renewable energy sources<ul style="list-style-type: none"><li>- Need &amp; importance</li><li>- Scope &amp; limitations of its use</li></ul></li><li>• Types of renewable energy<ul style="list-style-type: none"><li>- Solar energy</li><li>- Wind energy</li><li>- Macro Hydro power plants</li><li>- Bio mass</li><li>- Gas thermal Energy</li><li>- Ocean Energy</li></ul></li><li>• Government support &amp; incentive for budget in North-Eastern states<ul style="list-style-type: none"><li>- Types of incentive</li><li>- Product range covered</li></ul></li><li>• Advantages and disadvantages of renewable energy sources</li></ul>	
<b>2.0 SOLAR ENERGY</b>	<b>12L</b>
<ul style="list-style-type: none"><li>• <b>Basic principles of harnessing solar energy</b></li><li>• <b>Solar energy for heating water</b><ul style="list-style-type: none"><li>- Consideration and installation</li><li>- Specification and list of materials required</li><li>- Repair and maintenance</li></ul></li></ul>	

- Solar energy systems and its application
  - Street lights
  - Solar pumps
  - Solar lanterns
  - Calculation of energy consumption
- Installation, operation and maintenance of solar PV modules

### 3.0 WIND ENERGY SYSTEMS

8L

- Concept of wind energy
- Wind resource assessment of India and Arunachal Pradesh
- Various components of horizontal and vertical axis wind turbines
- Wind turbines:
  - Types, basic terminology like mean wind speed, power coefficient, cut-in speed, cut-out speed, torque and torque coefficient, solidity ratio, swept area, air mass density, velocity index, roughness index of terrain, power curve of wind turbine
- Small wind turbine – Construction & Working
- Electric generators in small wind turbines
- Electric generators in large wind turbines
- Maximum power in the wind- Betz coefficient
- Basic statistics- Weibull distribution
- Local effects on wind flow
- Operation and maintenance of horizontal and vertical axis wind turbines
- Selection of site for siting of wind turbines
- Planning the layout of a wind farm in the hilly terrain of Arunachal Pradesh

### 4.0 BIO-MASS ENERGY

8L

- Concept of Bio-mass energy
  - Classification of Bio –mass
  - Sources of Bio-mass
  - Energy content in Bio-mass
- Energy Plantation
- Chemical process of converting biomass into useful energy
  - Anaerobic fermentation, Pyrolysis, gassification
- Mechanical process of converting biomass into useful energy
  - Biomass briquetting, Mixing of biomass with coal
- Basics of anaerobic fermentation
- Types of Bio-gas plant based on
  - Construction, Feed materials, Use pattern
- Factors affecting Bio-gas yield
  - Temperature, C.N ratio, pH value, total dissolved solid, Moisture content
- Commonly used feed stock
- Properties & application of Bio gas



- Construction details with sketches
  - Fixed-Dome bio-gas plant
  - Floating-Drum bio-gas plant
- Specification and quantity of construction materials required for bio- gas plant
- Advantages and disadvantages of each type of bio-gas plant
- Overall operation and maintenance of plant, gas appliances & fittings; Charging feed materials, disposal of slurry, cleaning of gas digester
- List of safety precautions at bio-gas plant and for end users of bio-gas
- Cost analysis of overall construction and operation of bio-gas plant

## **5.0 OVERVIEW OF OTHER RENEWABLE ENERGY SOURCES**

**6L**

- Mini and Micro-hydro power plant
  - Advantages of Mini and Micro-hydro power plants
  - Construction details with sketches of the plants
  - Operation of Mini and Micro-hydro power plants
  - Working principle of Hydram
- Incineration power plant
  - Working principle of Incineration power plant
  - Sources of feed materials for this plant
  - Advantages of Incineration power plant
- Geo-thermal energy systems
  - Working principle of geothermal power plant
  - Advantages of geothermal energy systems
  - Geothermal energy systems being used in India
- Hydrogen energy
  - Hydrogen energy as sustainable future fuel
  - Advantages and disadvantages of hydrogen energy
  - Present applications of hydrogen energy in India and abroad
- Tidal and Ocean energy
  - Working principle of tidal and ocean energy power plant
  - Advantages and disadvantages of tidal and ocean energy power plant
- Scope of tidal and ocean energy development in India

## **6.0 INTRODUCTION TO RENEWABLE ENERGY SYSTEM MANAGEMENT**

**6L**

- Factors affecting production utilization
- Government policies
- Procedure for adoption of Renewable Energy Sources as effective alternative for conventional system
- Evaluation and analysis procedures for cost effectiveness
- Definition of terms and glossary

## **SUGGESTED IMPLEMENTATION STRATEGIES**

- Lecture sessions
- Use of audio visual cassettes
- Site visit to various power plants/projects
- Assignments on various topics

**a) Study Visit**

Study visit to renewable energy development agencies, power plants, other resource institutes of the states in the North Eastern region and Nearby Eastern region and other parts of the country. Students should submit a report based on their observation during study visit.

**b) Seminar**

The topic for Seminars may be given to the students and they shall be asked to defend the seminar in presence of teacher and other students.

**SUGGESTED LEARNING RESOURCES**

- Text book mentioned in the references
- Conventional chalkboard
- Audio-visual aids-e.g. videocassettes, OHP, models, charts, slides etc.
- Case studies
- Internet web sites (if access is possible) for detailed and further learning

**SUGGESTED LEARNING RESOURCES:**

**Reference Books:**

S. No.	Title	Author/Publisher
1	Renewable energy: power for a sustainable future	Boyle G, /Oxford University Press, New Delhi
2	Renewable energy: Environment & Development	Dayal M./ Konark Publisher Pvt. Ltd., New Delhi
3	Solar Energy System utilization	G.D Rai / R.K KhannaPublishers, New Delhi
4	Solar energy fundamentals and applications	H.P.Garg&J.Prakash/ Tata Mcgraw Hill; New Delhi
5	Renewable Energy	Island Press Earthscan/Kogan Page
6	Bio gas Technology, A practical hand book	Khandelwal K.C.& Mehdiss/ Tata Mc Graw Hill; New Delhi
7	Bio gas systems: Principles and application	Mittal K.M./New age International Ltd.New Delhi
8	Renewable energy sources and conversion technology	N.K Bansal, Manfred Kleemann, Michael Maliss/ Tata Mcgraw Hill; New Delhi
9	Advances in Biogas technology	O.P Chawla / ICAR, New Delhi
10	Institutional finance for renewable energy development in India	Sekhar R.C./ Urja Bharti

## DISASTER MANAGEMENT

L        T        P  
3        0        0

Curri. Ref. No. HMCT301D

**Total Contact hrs.:**

**Total marks: 100**

**Theory:**

Theory: 45

End Term Exam: 75

Tutorial : 0

P.A.: 25

Practical : 0

**Credit: 3**

### RATIONALE

This course is being introduced at diploma level of Hotel Management and Catering Technology to enable students to understand and explore avenues of reducing disaster risks.

It will provide students an exposure to disasters, their significance and types. They will understand the approaches of disaster prevention and risk reduction.

### DETAILED COURSE CONTENT

#### THEORY:

UNIT TOPIC / SUB-TOPIC	Lecture Hrs.
<b>1.0 INTRODUCTION TO DISASTER MANAGEMENT</b>	<b>8L</b>
<ul style="list-style-type: none"><li>• Identify hazards, emergencies, and disasters have a potential impact on a community.</li><li>• Determine different steps to taken before a disaster strikes.</li><li>• To respond to a disaster.</li></ul>	
<b>2.0 DISASTER PREPAREDNESS &amp; EMERGENCY RESPONSE</b>	<b>6L</b>
<ul style="list-style-type: none"><li>• Coordination Public-Private Sector Organizations</li></ul>	
<b>3.0 DIFFERENT APPROACHES DISASTER RECOVERY</b>	<b>10L</b>
<ul style="list-style-type: none"><li>• Federal Commission</li><li>• State commission</li><li>• Task forces</li><li>• Policy role</li><li>• Recovery operations</li></ul>	

**4.0 SOCIAL GROUPS, ECONOMIC GROUPS & GOVERNMENTAL GROUPS** **10L**

- Stakeholders and their involvement in emergency management
- Different power bases of stakeholders
- Stakeholders and influence policy
- Elements of an emergency management policy process
- Policies adopted and implemented
- Types of stakeholders: social, economic, and governmental

**5.0 THE LOCAL EMERGENCY MANAGEMENT AGENCY (LEMA) & JOB DESCRIPTION AND REPORTING STRUCTURE** **10L**

- Role of LEMAs, job descriptions, staffing issues, program plans, budget and funding issues, and individual outcomes
- Effective emergency management organizations
- Planning process that includes desirable individual and organizational outcomes
- The components of an EOP

SUGGESTED LEARNING RESOURCES:

Reference books-

1. Disaster Management Handbook by Jack Pinkowski
2. Introduction to International Disaster Management by Coppola, Damon P



## **BASIC TECHNOLOGY COURSES**



## PRINCIPLES OF MANAGEMENT

L        T        P  
3        0        0

Curri. Ref. No. HMCT401

**Total Contact hrs.:**

**Total marks: 100**

**Theory:**

Theory: 45

End Term Exam: 75

Tutorial :0

P.A.: 25

Practical : 0

**Credit: 3**

### RATIONALE

Management is the integrated component of all areas of technological courses as recognized across the world. Technicians or supervisors coming out of the system hence need to study the basics components of the management relevant to them. Principals of management will enable them to apply basic knowledge of management in their field of work. Keeping with this in mind necessary content details of the course on Principles of Management has been developed. With the assumption that, it will develop some management foundation to the diploma students.

### DETAIL COURSE CONTENT

#### THEORY:

UNIT TOPIC / SUB-TOPIC	Lecture Hrs.
<b>1.0    FRAMEWORK OF MANAGEMENT</b>	<b>8</b>
1.1    Nature of management	
1.2    Development of management thoughts	
1.3    Management and process skills	
<b>2.0    PLANNING</b>	<b>9</b>
2.1    Fundamentals of planning	
2.2    Planning premises and forecasting	
2.3    Decision making	
2.4    Mission and objective	
<b>3.0    ORGANIZING</b>	<b>10</b>
3.1    Fundamentals of organizing	
3.2    Design of organization structure	
3.3    Forms of organization structure	
3.4    Power and authority	



3.5 Authority relationship	
<b>4.0 STAFFING</b>	<b>8</b>
4.1 Fundamentals of staffing	
4.2 HR planning	
4.3 Recruitment and selection	
4.4 Training and development	
4.5 Performance appraisal	
<b>5.0 DIRECTING</b>	<b>6</b>
5.1 Fundamentals of directing	
5.2 Operational control techniques	
5.3 Overall control technique	
<b>6.0 TOTAL QUALITY MANAGEMENT</b>	<b>4</b>
6.1 Concepts and definitions	
6.2 Sages of quality gurus and their contributions	
6.3 Basic tools of TQM	

**SUGGESTED LEARNING RESOURCES:**

**Reference books:**

1. Principles of management, by: T.Ramasamy (Himalya publishing house)
2. Management by: S. P. Robins
3. Management principles by: Anil Bhat and Arya Kumar
4. Principles and practice of management by LM Prasad
5. Principles of management by LM Prasad
6. Essentials of Management / Joseph L. Massie / Prentice-Hall of India

## HUMAN RESOURCE MANAGEMENT

L        T        P  
3        0        0

**Curri. Ref. No. HMCT402**

**Total Contact hrs.:**

**Total marks: 100**

**Theory:**

Theory: 45

End Term Exam: 75

Tutorial :0

P.A.: 25

Practical : 0

**Credit: 3**

### RATIONALE

It is important to understand the roles and functions of the Human Resource Department, its relations to the organization. Polytechnic pass outs are generally placed in supervisory position, apart from technical knowledge they should know something about Human Resource Management to supervise people in place of work.

### DETAIL COURSE CONTENT

#### THEORY:

UNIT TOPIC / SUB-TOPIC	Lecture Hrs.
<b>1.0 INTRODUCTION</b>	<b>2</b>
<ul style="list-style-type: none"><li>• Meaning, scope:</li></ul>	
<b>2.0 MANPOWER PLANNING</b>	<b>9</b>
<ul style="list-style-type: none"><li>• Manpower planning, important and the process, Cost analysis and control</li><li>• Preparing personnel manuals and employee handbook</li><li>• Personnel records and statistics for management decisions</li></ul>	
<b>3.0 RECRUITMENT AND SELECTION</b>	<b>8</b>
<ul style="list-style-type: none"><li>• Job analysis, job description and specifications</li><li>• Recruitment and selection process</li><li>• Interviewing techniques, the do's and don'ts for interviewing</li></ul>	
<b>4.0 TRAINING AND DEVELOPMENT</b>	<b>8</b>
<ul style="list-style-type: none"><li>• Importance of training, retraining and motivating staff.</li><li>• Orientation / induction training,</li><li>• Training process- Training Needs Analysis (TNA) to assessment and control</li></ul>	

- Personnel records and statistics

## **5.0 APPRAISAL AND COMPENSATION 9**

- Need of performance appraisal, Performance appraisal methods
- Relations between appraisal and salary increase
- Compensation and employee benefits

## **6.0 INDUSTRIAL RELATIONS AND LAWS 9**

- Law of contract, employee contract
- Concepts of industrial relations, Handling employee complaints and labour disputes.
- Conflict Management

### **SUGGESTED LEARNING RESOURCES**

#### **Reference Books:**

1. Managing Human Resources – Monappa
2. HRD Audit – TV Rao, Response Books.
3. Management– S. Shiva Ramu, New Delhi Wheeler Publishing 2000
4. Organizational Development for Excellence – Kesho Prasad (McMillan)
5. Organizational Behaviour – S.P. Robbins (Prentice Hall of India)
6. Personnel and Human Resource Management – Text & Cases – P. Subba Rao  
Mumbai, Himalaya Publishing House 2000.

## FOOD PRODUCTION - I

L        T        P  
3        1        4

Curri. Ref. No.: HMCT403

**Total Contact hrs.:**

Lecture:45  
Tutorial:15  
Practical: 30  
Credit : 6

**Total marks: 200**

**Theory:**

End Term Exam.:75  
P.A: 25

**Practical:**

End Term Exam: 50  
P.A: 50

### RATIONALE

The study of this course will enable the student to appreciate and acquire the technical skills & know how of food preparation in professional way. Food production & beverage are major revenue earning department in the hospitality industry.

### DETAIL COURSE CONTENT

#### THEORY:

UNIT TOPIC / SUB-TOPIC	Lecture Hrs.
<b>1.0 INTRODUCTION TO PROFESSIONAL COOKERY</b>	<b>1L</b>
<ul style="list-style-type: none"><li>• Origin of modern cookery practices/History of cookery</li><li>• Factors influencing eating habits, sectors of hospitality/catering (recapitulation)</li><li>• Essentials of continental food preparations, knowledge of ingredients.</li><li>• Essentials of oriental food preparations, emphasis on Indian cuisines especially on North East states.</li><li>• Hygienic &amp; safe practices in handling food (recapitulation)</li></ul>	
<b>2.0 ORGANISATION STRUCTURE IN THE KITCHEN</b>	<b>2L</b>
<ul style="list-style-type: none"><li>• Kitchen brigade</li><li>• Duties &amp; responsibilities of staff at various levels in the food production department.</li><li>• Co-ordination with other allied departments e.g. stores, purchase, accounts, pantry, service, house keeping.</li></ul>	
<b>3.0 TOOLS &amp; EQUIPMENTS USED IN THE KITCHEN</b>	<b>2L</b>
<ul style="list-style-type: none"><li>• Material used in the manufacture of kitchen tools &amp; equipments.</li><li>• Properties, advantages &amp; disadvantages of the material</li><li>• Construction details of the tools &amp; equipment (heavy duty, fixed, small) &amp; installation procedure</li><li>• Precaution &amp; care in handling &amp; maintenance of tools &amp; equipments.</li><li>• Care to avoid contamination and causes of food poisoning.</li></ul>	

#### **4.0 FUELS USED IN THE KITCHEN** **2L**

- Classification
- Types

#### **5.0 INTRODUCTION TO FOOD PRE-PREPARATION** **3L**

- Selection criteria of commodities in general
- Preparation of ingredients – sorting, sifting, soaking fermenting, sprouting
- Methods of mixing foods
- Techniques in cutting
- Preparation of all commodities giving example of recipes especially appropriate to North Eastern cuisine.

#### **6.0 METHODS OF COOKING** **3L**

- Aim and objectives of cooking food with reference to the catering industry
- Boiling
  - Steaming with pressure & without pressure
  - Braising
  - Poaching
- Dry cooking as applied to various commodities
  - Baking, Broiling
  - Roasting
  - Grilling
  - Tandoor
- Frying
  - Types of frying medium
  - Sauteeing-e.g. of recipe especially from North-Eastern States also to be included.
  - Shallow frying e.g. of recipe especially from North-Eastern states also to be included.
  - Deep-frying e.g. of recipe especially from North-Eastern states also to be included.
  - Combining the methods especially from North-Eastern states

#### **7.0 MICROWAVE COOKING** **3L**

- Advantages & disadvantages
- Basic understanding of principles for operation

#### **8.0 CEREAL COOKING** **3L**

- Precaution to be taken for cereal cooking.
- Commonly prepared cereal preparation
- Cereal preparation during festive occasion

#### **9.0 PULSE COOKING** **3L**

- Effects of heat, acid, alkali on pulses.
- Use of pulses in recipes of different states emphasizing on North Eastern preparation

<b>10.0 EGG COOKERY</b>	<b>3L</b>
<ul style="list-style-type: none"> <li>- Methods of cooking eggs with examples of recipes.</li> <li>- Precaution to take while cooking egg based recipes.</li> <li>- Egg foams</li> </ul>	
<b>11.0 STOCKS, SOUPS, SAUCES</b>	<b>4L</b>
<ul style="list-style-type: none"> <li>• Definitions</li> <li>• Types of stocks, soups, sauces with examples and basic recipes of mother sauces and derivations</li> <li>• Yield &amp; portion size based on uses.</li> <li>• Standards for the above.</li> </ul>	
<b>12.0 VEGETABLES &amp; FRUITS</b>	<b>3L</b>
<ul style="list-style-type: none"> <li>• Classification, Indian &amp; Continental Vegetables</li> <li>• Different cuts of vegetables &amp; its characteristics features, various methods of cooking studied in chapter six.</li> <li>• Precautions to be taken while applying different methods of cooking for different types of vegetables.</li> <li>• Salads and salads dressing</li> </ul>	
<b>13.0 MEAT COOKERY</b>	<b>3L</b>
<ul style="list-style-type: none"> <li>• Different commercial cuts of meat &amp; its use</li> <li>• Beef</li> <li>• Lamb &amp; mutton</li> <li>• Pork</li> <li>• Poultry &amp; Game</li> <li>• Application of cooking methods listed in chapter six, factors affecting tenderness of meat.</li> <li>• Examples of recipes to know the method applied.</li> <li>• Precautions to be taken while cooking meat</li> </ul>	
<b>14.0 FISH MONGERY</b>	<b>4L</b>
<ul style="list-style-type: none"> <li>• Classification of fish with examples (recapitulation)</li> <li>• Cuts of fish- size, weight, yield.</li> <li>• Methods of cooking &amp; its application with examples.</li> <li>• Causes of contamination &amp; care in handling, storing, service of fish items.</li> </ul>	
<b>15.0 BAKERY PRODUCTION</b>	<b>2L</b>
<ul style="list-style-type: none"> <li>• Essential bread making ingredients (revision)</li> <li>• Function of bread making ingredients.</li> <li>• Bread making processes, names, and characteristics features.</li> <li>• Varieties of baked goods. Classification with example.</li> <li>• Evaluation criteria for bakery products.</li> </ul>	
<b>16.0 PASTRY (Recipes, care while preparing, general faults and uses)</b>	<b>2L</b>
<ul style="list-style-type: none"> <li>• Short Crust</li> <li>• Laminated (Puff)</li> </ul>	

- Choux

## 17.0 CULINARY TERMS

1L

- List of culinary (common and basic term)
- Explanation with examples

### SUGGESTED IMPLEMENTATION STRATEGIES

- Observation of demonstrations & recording
- Hands on experience & tabulation of observation.
- Practice by way of practicals
- Home assignment

### SUGGESTED LEARNING RESOURCES

- Charts
- Video cassettes
- Computer CD
- Journals, Manuals,
- Study tours.
- Internet

### SUGGESTED LEARNING RESOURCES

#### (a) Reference Books:

S. No	Title	Author/Publisher
1.	Modern cookery for teaching and trade Vol. 1	Thangan Phillip/Orient Longman
2.	Theory of catering	Ronald Kinton Victor CeSerani ELBS with Hadder & Stronghton
3.	Larder Chef	M.J.Leto, WKH Bude Heinemann Professional Publishing
4.	Theory of cookery	Krishna Arora Frank Bros. & co.
5.	Practical Baking	William.J.Sultan
6.	Basic Baking	S.C.Dubey

### PRACTICAL:

#### Suggested list of experiments/ activities:

1. To demonstrate the uses of various tools & equipments used in a professional manner.
2. To give practice for developing the various skills & technique of preparing different food preparations & using different method of cooking.
3. To observe the effect of heat, acid, alkali, salts on the various dimension of the food e.g.colour, texture, form, taste, yield etc.

4. To compile suitable menus from different states in the country with additional emphasis on North Eastern cuisine. Refer to samples menu items given in list
5. Use knowledge of bakery material & prepare bakery goods e.g. Dinner rolls, buns, plain bread, local bakery items etc.
6. Use knowledge of confectionery & sugar cookery to prepare simple desserts, puddings, cakes & variations of the same.

Suggested preparations: (North Eastern states regional cuisine to be included where ever appropriate to demonstrate methods & styles) Refer to sample menu list given in Appendix-I.

#### I) Cereal based

- Rice – Boiled draining & absorption method
- Pulao – vegetable, pea
- Biryani- variation in different states at least (2)
- Wheat based – Phulka, Chapatis, Parathas, Poories, Tandoor items (Nan/Kulcha/Roti)

#### II) Pulses based

- Boiled plain with tempering
- Fried Dal
- Rajmah
- Chole
- Sprouted gram – variety in the state of at least two states.

#### III) Vegetable

- Dry preparation e.g. fried, sautéed
- Curry/gravy preparation –veg. Khorma; veg. Curry; Pasanda; Avial; vindaloo; etc
- Gravy based – green, brown, white gravy.
- Salads/accompaniments like chutneys, pickles etc.
- Boiled

#### IV) Meat (Red/White)

- Boiled – vindaloo. Balchao, xacuti
- Roasted – Barbecued chicken; steaks; chops;etc
- Grilled – Tandoor; Tikka; Sausages.

#### V) Fish preparations

- Fish curry e.g. Machor jhol, Doi mach, etc
- Shallow fried – mach bhaja etc.
- Deep fried – mach bhaja etc.fish fry, fish tikka etc.

#### VI) Bakery & confectionery

- Simple bread
- Buns, rolls, bread stick
- Simple cake- Birthday, cup cakes
- Simple cookies & variations



**VII) Snacks items**

- South Indian e.g. Idli, Dosa, Wada, Uttapa, etc.
- North Indian e.g. Samosa, chole, bhatura, cutlets, etc.
- West Indian e.g. Dhokla, Khandvi, Upama, poha, etc.
- East Indian e.g. Momos, dahiwada, etc.

**VIII) Sweets**

- Ladoos, Burfi, jalebi, gulab jamun, rasgolla, rasmalai, phirnee, kheer, paysam etc.

## FOOD PRODUCTION - II

L        T        P  
3        1        4

Curri. Ref. No.: HMCT404

**Total Contact hrs.:**

Lecture:45

Tutorial:15

Practical: 60

**Pre-requisite:HMCT403**

Credit : 6

**Total marks: 200**

**Theory:**

End Term Exam.:75

P.A: 25

**Practical:**

End Term Exam: 50

P.A: 50

### RATIONALE

This subject intends to develop knowledge & Skill required for the Indian Regional Cuisine & Larder Work with special emphasis on operational techniques practiced in quantity food production, which will help students to produce quality products in a large quantity

### DETAIL COURSE CONTENT

#### THEORY:

UNIT TOPIC / SUB-TOPIC	Lecture Hrs.
<b>1.0 QUALITY FOOD PRODUCTION</b>	<b>6L</b>
<ul style="list-style-type: none"><li>• Equipment required for mess/volume feeding</li><li>• Menu planning for various volume feeding outlets such as: Industrial, Institutional, Mobile catering units<ul style="list-style-type: none"><li>- School/college students</li><li>- Industrial workers</li><li>- Hospitals</li><li>- Outdoor parties</li><li>- Theme dinners</li><li>- Transport facilities, cruise lines, airlines and railways</li></ul></li><li>• <b>Indenting</b><ul style="list-style-type: none"><li>- Principles of indenting for volume feeding</li><li>- Portion sizes of various items for different types of volume feeding</li><li>- Modifying recipes for indenting for large scale catering</li><li>- Practical difficulties while indenting for volume feeding</li></ul></li></ul>	
<b>2.0 QUALITY PURCHASING &amp; STORAGE</b>	<b>6L</b>
<ul style="list-style-type: none"><li>• Introduction to purchasing</li><li>• Purchasing system</li><li>• Purchase specifications</li><li>• Purchasing techniques</li><li>• Storage</li></ul>	

### 3.0 REGIONAL INDIAN COOKING

6L

- Introduction to regional Indian cooking
- Factors that affect eating habits in different parts of the country
- Cuisines of different states (Andhra Pradesh, Arunachal Pradesh, Nagaland, Assam, Mizoram, Bengal, Goa, Gujarat, Kashmir, Kerala, Maharashtra, Punjab, Rajasthan, Tamil Nadu and U.P.etc)
- Cuisine of various committees (Parsee, Chettinad, Hyderabad and Awadhi)

### 4.0 CONVENIENCE FOOD & FAST FOOD

6L

- Characteristics
- Types – Indian and Western
- Role of convenience food in fast food operations
- Advantages and disadvantages

### 5.0 ROCHAUFFE COOKERY

4L

- Advantages and disadvantages

### 6.0 CAKE MAKING

8L

- Elements of Cake making and its role
- Types of cake making method
- Recipe of basic cake
- Faults in cake making

### 7.0 COOKIES & PASTRY CREAM

8L

- Types of cookies
- Recipe of cookies variety
- Basic pastry cream and uses
- Precaution and care in production

### SUGGESTED IMPLEMENTATION STRATEGIES

Institute will plan their own sets of menus. Demonstration of the process should be made by competent person. To ensure continuous learning process regular practical classes shall be conducted. Field visits may also be arranged for topics like cake, cookies and pastry. Students will present at least 4 group assignments based on Indian Regional Cuisine.

### SUGGESTED LEARNING RESOURCES:

#### Reference Books:

S.No.	Title	Author/ Publisher
1.	A Taste of India	Madhur Jaffrey
2.	Prashad Cooking with Masters	J. Inder Singh Kalra
3.	Modern Cooking	Mrs. Thangam Philip
4.	Punjabi Cuisine	Pranjit Gill

## **PRACTICAL:**

### **Suggested list of experiments:**

1. The students should be allowed to prepare food in quantity. They should also be trained to fill up indent sheets.
2. Practice should be given, how to receive perishable/semi perishable  
Discuss practice of reheating of food to be carried out in the guidance of a faculty
3. Faults of cake should be identified by students

## HOTEL LAW

L        T        P  
3        0        0

Curri. Ref. No.: HMCT405

**Total Contact hrs.:**

Lecture:45

Tutorial:0

Practical: 0

Credit : 3

**Total marks: 100**

**Theory:**

End Term Exam.:75

P.A: 25

**Practical:**

End Term Exam: 25

P.A: 25

### RATIONALE

At the end of the course the student will be able to comprehend the knowledge relating to the concepts and practices of Food and Beverage business management. This course includes introductory concepts and need for the laws and regulations related to hotel industry.

### DETAIL COURSE CONTENT

#### THEORY:

UNIT TOPIC / SUB-TOPIC	Lecture Hrs.
	12L
<b>1.0 HOTEL FOOD &amp; BEVERAGES BUSINESS - Need for Laws &amp; Regulations</b>	
• Introduction to Hotel Law	
- Laws governing the Hotel Industry	
- Legal requirements in Hotel Business	
- Laws relating to Premises – Electricity, Fire, Sanitary, Water and Garbage disposal	
- Laws governing Hotel Association and Unions	
• Laws relating to hotel and F & B Business	
- Shops and establishment act	
- Labor laws and labor regulations	
- Labor legislation – Health and Safety, Working relations, Payments	
• Bar and Liquor licenses	
- Liquor Licensing laws	
- Licensed premises	
- Permitted hours of business	
- Quantity and measure	

- Entertainment laws
- Tobacco and Cigars

**10L**

**2.0 GUEST/CUSTOMER RELATIONSHIP - Laws relating to operation**

- Law of Tenancy
  - Rent Control Act and Hotels and lodging Houses
  - Distinction between Guest and Tenant
  - Guest relationship
  - By laws affecting catering establishments

**3.0 CONSUMER AND ENVIRONMENT PROTECTION**

**12L**

- Consumer protection act
  - Consumer protection councils
  - Grievance redressal procedure
- Environment Protection act
  - Powers of the central government
  - Prevention and control of environment pollution

**4.0 HYGIENE, SANITATION AND ADULTERATION**

**10L**

- Prevention of food adulteration
  - ISI standards
  - AGMARK

**SUGGESTED LEARNING RESOURCES:**

**Reference Books:**

1. Mercantile Law – N.D. Kapoor
2. The Industrial Law – P.L. Malik
3. Understanding Hospitality Law – Jefferies , Educational Institute of AHMA
4. Principles of Hospitality Law – Michael Boella & Alan Pannett
5. A manual of Mercantile Law –M.C.Shukla, S.Chand & Co(P) LTD.

## FOOD AND BEVERAGE SERVICES –I

L        T        P  
3        1        4

Curri. Ref. No.: HMCT406

**Total Contact hrs.:**

Lecture:45

Tutorial:15

Practical: 60

Credit : 6

**Total marks: 200**

**Theory:**

End Term Exam.:75

P.A: 25

**Practical:**

End Term Exam: 50

P.A: 50

### RATIONALE

Food and Beverage service skills are extremely important in any food service outlets. By undergoing this course the students will gain basic knowledge and skill related to service of food and beverage. They will be able to identify service crockery, silverware and linen and will be able to compile simple menus. They will understand the importance of social skills and etiquettes to be observed in a restaurant. They will understand the functions of the auxiliary departments. The students will be able to take orders and process the same.

### DETAIL COURSE CONTENT

#### THEORY:

UNIT TOPIC / SUB-TOPIC	Lecture Hrs.
	2L
<b>1.0 INTRODUCTION TO SECTORS OF FOOD AND BEVERAGE INDUSTRY</b>	
<ul style="list-style-type: none"><li>• Development of the catering industry</li><li>• Role of catering establishment in tourism industry</li><li>• Knowledge of different types of catering establishments</li></ul>	4L
<b>2.0 FOOD AND BEVERAGE (F&amp;B) SERVICE PERSONNEL</b>	
<ul style="list-style-type: none"><li>• <b>Hierarchy of F &amp; B department (large, medium and small hotels)</b></li><li>• Duties and responsibilities of all personnel at different levels of organizational structure</li><li>• Attributes of service personnel</li><li>• Interdepartmental relationship (within F &amp; B and other department)</li></ul>	4L
<b>3.0 FOOD AND BEVERAGE SERVICE AREA</b>	
<ul style="list-style-type: none"><li>• The restaurant , coffee shop, cafeteria, fast food service, room service, bar service and vending machines</li><li>• Auxiliary departments<ul style="list-style-type: none"><li>- Still room</li><li>- Silver room</li><li>- Pantry</li><li>- Steward department</li><li>- Food pick up area</li></ul></li></ul>	

<b>4.0 THE MENU, MENU KNOWLEDGE AND ACCOMPANIMENTS</b>	<b>2L</b>
<ul style="list-style-type: none"> <li>• Types of menus</li> <li>• French &amp; classical menus</li> <li>• Factors to be considered while compiling the menu</li> <li>• General accompaniments and covers</li> </ul>	
<b>5.0 FOOD AND BEVERAGE SERVICE SEQUENCE</b>	<b>4L</b>
<ul style="list-style-type: none"> <li>• Mise-en- place</li> <li>• Mise- en- scene</li> <li>• Receiving the guest</li> <li>• Points to be remembered while setting and during service</li> <li>• Do's and don'ts in the restaurant</li> <li>• Types and methods of service</li> <li>• Side-boards and its use in the service area</li> </ul>	
<b>6.0 NON-ALCOHOLIC BEVERAGES</b>	<b>4L</b>
<ul style="list-style-type: none"> <li>• Preparation &amp; service of Tea</li> <li>• Preparation &amp; service of coffee</li> <li>• Aerated water</li> <li>• Mineral water</li> <li>• Squashes, juices and syrups</li> </ul>	
<b>7.0 F &amp; B EQUIPMENTS</b>	<b>8L</b>
<ul style="list-style-type: none"> <li>• Familiarization of : <ul style="list-style-type: none"> <li>- Cutlery</li> <li>- Crockery</li> <li>- Glassware</li> <li>- Flatware</li> <li>- Hollowware</li> <li>- Other equipments used in F &amp; B service</li> <li>- French related terms</li> </ul> </li> </ul>	
<b>8.0 ROOM SERVICE</b>	<b>4L</b>
<ul style="list-style-type: none"> <li>• Introduction</li> <li>• Cycle of service scheduling and staffing</li> <li>• Room service menu planning</li> <li>• Order taking</li> <li>• Suggestive calling</li> <li>• Layout and set up of common meals</li> <li>• Time management (lead time from order taking to clearance)</li> </ul>	
<b>9.0 TAKING ORDERS</b>	<b>6L</b>
<ul style="list-style-type: none"> <li>• Types of K.O.T.'s</li> <li>• Writing down guest orders</li> </ul>	

**6L**



## 10.0 CONTROL SYSTEM

- Bill control system
- Making of bill
- Cash handling equipment
- Record keeping

## SUGGESTED IMPLEMENTATION STRATEGIES

- Core concepts will be explained in lectures
- All procedures will be actually demonstrated
- Role-play
- Students will be given adequate practice to develop necessary technical skills
- Visits to restaurants will be organised

## SUGGESTED LEARNING RESOURCES:

### (a) Reference Books:

S.No.	Title	Author/ Publisher
1.	Food and Beverage service	Lillicrap and John A. Cousins/ELBS with Hodder & Stoughten
2.	Modern Restaurant service	John Fuller
3.	Food and Beverage service training manual	Sudhir Andrews / Tata McGraw-hill Pub. Co. Ltd.
4.	Essential table service for Restaurants	John Fuller
5.	Professional Food & Beverages Service Management	Brain Vergese

## PRACTICAL:

### Suggested list of experiments / activities:

1. Identifying silver, cutlery, crockery and special equipments used in food and beverage service  
Setting up of sideboard for service  
Receiving the guest, presenting the menu card, taking orders and processing the same  
Laying and relaying the tablecloth during service  
Practice of different serviette folds  
Basic technical skills
  - Holding a spoon and fork
  - Carrying plates
    - ❖ Using a service salver
    - ❖ Carrying trays
    - ❖ Cleaning methods – clearing tables, crumbing, changing dirty ash traysService of non-alcoholic beverages  
Compiling simple table d’hote menu and setting covers for the same  
Service and clearance of all the courses in the menu  
Identification of different types of glassware

## FOOD AND BEVERAGE SERVICES –II

L        T        P  
3        1        4

Curri. Ref. No.: HMCT407

**Total Contact hrs.:**

Lecture:45

Tutorial:15

Practical: 60

**Pre-requisite: HMCT406**

Credit : 6

**Total marks: 200**

**Theory:**

End Term Exam.:75

P.A: 25

**Practical:**

End Term Exam: 50

P.A: 50

### RATIONALE

The subject will enable the student to understand the various alcoholic beverages commonly used in hotels and restaurants. It will further give an insight into their history, manufacture, classification, service and types of glassware to be used. This helps to develop proper technical skills and increased efficiency in the service of beverages with food, giving special emphasis to the service of wines.

### DETAIL COURSE CONTENT

#### THEORY:

UNIT TOPIC / SUB-TOPIC	Lecture Hrs.
<b>1.0 ALCOHOLIC BEVERAGE</b>	<b>3L</b>
<ul style="list-style-type: none"><li>• Definition and History</li><li>• Classification</li></ul>	
<b>2.0 WINES</b>	<b>6L</b>
<ul style="list-style-type: none"><li>• Definition and History<ul style="list-style-type: none"><li>- Table/Still/Natural</li><li>- Sparkling</li><li>- Fortified</li><li>- Aromatized</li></ul></li><li>• Production of each classification</li><li>• Principal wine regions and wines of:<ul style="list-style-type: none"><li>- France</li><li>- Germany</li><li>- Italy</li><li>- Spain</li><li>- Portugal</li></ul></li><li>• Food and wine harmony</li><li>• Shortage of wines and services of wines</li></ul>	

<b>3.0 BEAR</b>	<b>6L</b>
<ul style="list-style-type: none"> <li>• Introduction</li> <li>• Ingredients used</li> <li>• Manufactures</li> <li>• Types of brands</li> <li>• Storages and Service</li> </ul>	
<b>4.0 SPIRITS</b>	<b>4L</b>
<ul style="list-style-type: none"> <li>• Introduction</li> <li>• Production(Pot still and patent still)</li> <li>• Production of Whisky, Rum, Gin, Brandy, Vodka and Tequila)</li> </ul>	
<b>5.0 APERITIFS</b>	<b>6L</b>
<ul style="list-style-type: none"> <li>• Introduction</li> <li>• Different types of aperitifs</li> <li>• Brand names</li> </ul>	
<b>6.0 LIQUEURS</b>	<b>8L</b>
<ul style="list-style-type: none"> <li>• Definition and History</li> <li>• Production of liqueurs</li> <li>• Names of liqueurs and country of origin</li> </ul>	
<b>7.0 COCKTAILS</b>	<b>8L</b>
<ul style="list-style-type: none"> <li>• Introduction and definition</li> <li>• Methods of mixing cocktail</li> <li>• Rules to be observed while preparing cocktails</li> <li>• Mixed drinks and Mocktails</li> </ul>	
<b>8.0 ALCOHOLIC STRENGTH</b>	<b>4L</b>
<ul style="list-style-type: none"> <li>• Different proof</li> <li>• American, British and Gay-Lussac</li> </ul>	

### **SUGGESTED IMPLEMENTATION STRATEGIES**

The students will be trained to serve alcoholic beverages with special emphasis on service of wines with their harmony with food. Practical demonstrations may be held to show the opening of a champagne bottle and in the making of cocktails.

## SUGGESTED LEARNING RESOURCES:

### Reference Books:

S. No.	Title	Author/Publisher
1.	Food & Beverage Device	Lillicrop & Cousine
2.	Modern Restaurant Service	John Fuller, Hutchinson
3.	Mr Boston's Bartenders & Party Guide	Warner
4.	Bar & Beverage Book	Coates Katsigris, Mary Porter & Thomas

### PRACTICAL:

#### Suggested list of experiments:

- The students may visit any nearby brewery and find out the actual process of preparation of different spirits and wines.
- Make a list of at least 10 Indian brands of all types of spirits, wines and liquors
- Classroom practical assignments be given to students to prepare cocktails and marketable and save the faculty.

## ACCOMODATION OPERATION

L      T      P  
3      1      4

Curri. Ref. No.: HMCT408

**Total Contact hrs.:**

Lecture:45  
Tutorial:15  
Practical: 60  
Credit : 6

**Total marks: 200**

**Theory:**

End Term Exam.:75  
P.A: 25

**Practical:**

End Term Exam: 50  
P.A: 50

### RATIONALE

This course aims to establish the importance of accommodation operation within the hospitality Industry. It also prepares the student to acquire basic skills & knowledge necessary to successfully identify the required standards in this area and to consider all aspects of cost control & establishing profitability.

### DETAIL COURSE CONTENT

#### THEORY:

UNIT TOPIC / SUB-TOPIC	Lecture Hrs.
<b>1.0 LINEN ROOM</b>	<b>4L</b>
<ul style="list-style-type: none"><li>• Linen room activities, Layout of Linen Room.</li><li>• Classification and selection of Linen – Bed, Bathroom Restaurant.</li><li>• Calculation of linen requirement</li><li>• Purchase of linen.</li><li>• Linen control – procedure and records.</li><li>• Stock-taking/ procedure and records.</li><li>• Recycling of discarded linen.</li><li>• Hiring of Linen</li><li>• Monogramming</li></ul>	
<b>2.0 UNIFORMS AND SEWING MACHINE</b>	<b>2L</b>
<ul style="list-style-type: none"><li>• Uniforms: Advantages of Uniforms, Issuing and Exchange of Uniforms, Selection of Uniforms.</li><li>• Equipment used in the Sewing Room</li></ul>	
<b>3.0 LAUNDRY</b>	<b>4L</b>
<ul style="list-style-type: none"><li>• Flow process of a commercial laundry</li><li>• Advantages and disadvantages of an off the premises laundry</li><li>• Dry—cleaning in brief</li><li>• Guest laundry/valet service</li><li>• Stain removal</li></ul>	

<b>4.0 FABRICS AND FIBRES</b>	<b>4L</b>
<ul style="list-style-type: none"> <li>• Types, uses and finishes of fabrics</li> <li>• Soft furnishings</li> <li>• Linen</li> </ul>	
<b>5.0 KEYS</b>	<b>4L</b>
<ul style="list-style-type: none"> <li>• Types of keys used in the HK department</li> <li>• Computerized key cards</li> <li>• Electronically operated Keys</li> <li>• Controlling keys</li> </ul>	
<b>6.0 RECORD MAINTENANCE IN HOUSEKEEPING</b>	<b>4L</b>
<ul style="list-style-type: none"> <li>• Rooms inspection checklist</li> <li>• Housekeepers report</li> <li>• Log book/sheet</li> </ul>	
<b>7.0 HOUSEKEEPING STORES (Except Linen)</b>	<b>4L</b>
<ul style="list-style-type: none"> <li>• Operational procedures with regard to : Cleaning supplies, Guest Supplies, Small equipment</li> <li>• Store requisition</li> <li>• Electronically operated Keys</li> <li>• Control &amp; stock taking</li> </ul>	
<b>8.0 PEST CONTROL</b>	<b>2L</b>
<ul style="list-style-type: none"> <li>• The identification of pests and their areas of infestation. Wet and dry rot, Wood bores, Termite, Cockroaches, Bed bugs, Rodents and Flying insects, etc.</li> <li>• Preventive &amp; Control measures.</li> </ul>	
<b>9.0 FLOWER ARRANGEMENT</b>	<b>4L</b>
<ul style="list-style-type: none"> <li>• Principles of flower arrangement</li> <li>• Styles of flower arrangement.</li> <li>• Equipment's and materials used.</li> <li>• Conditioning of plant</li> </ul>	
<b>10.0 GUEST STAY FACILITIES</b>	<b>4L</b>
<ul style="list-style-type: none"> <li>• Principles of flower arrangement.</li> <li>• Change of Room.</li> <li>• V.I.P. handling</li> <li>• Safe custody of guest's valuables.</li> <li>• Guest request for various arrangements viz. tours/ tickets etc</li> </ul>	
<b>11.0 PRESENTATION AND SETTLEMENT OF GUEST BILL</b>	<b>6L</b>
<ul style="list-style-type: none"> <li>• Modes of payment: cash/ credit card/ travel vouchers/ travellers's cheques.</li> <li>• Handling credit cards.</li> <li>• Handling Foreign Exchange.</li> <li>• Manual Billing System – Guest Folio, VTL</li> </ul>	

- Computerized Billing Procedure

## 12.0 JOB DESCRIPTION

2L

- Job description for reservation staff
- Job description for Bell caption
- Job description for Bell Boy
- Job description for the Guest Relations Executive.

## SUGGESTED IMPLEMENTATION STRATEGIES

- Industrial visits to commercial laundry and large hotel laundry could be arranged.
- Practical consisting of cleaning various area is to be continued.

SUGGESTED LEARNING RESOURCES:

### Reference Books:

S. No.	Title	Author / Publisher
1	Reception student guide	Stanley Thornes S. Thornes ltd, Ellenborough house, Wellington St.,
2	Front Office Procedures, Social Skills & Management	Peter Abbott & Sue Lewry Butterworth Heinemann Ltd. Halley court, Jordanhill, Oxford.OX2 8EJ
3	Front Office Operations	Colin Dix & Chris Baird Pitman Publication Ltd. Delhi
4	Front Office Training Manual	Sudhir Andrews Tata McGraw Hill Publication Co. London
5	Rooms AT the Inn Front Office Operations & Administration	Dennis Foster Glencoe Division of Macmillan McGraw Hill Publication Co., London
6	The Hotel Receptionist	Grage Paige & Jane Paige Cassell Education Ltd., Artillery Road, London SWIP 1RT
7	Hotel Reception	Paul B White & Helen Beckley Edward Arnold Ltd., 41 Bedford Square, London: WC 1BDQ
8	Check In Check Out	Jerome J Vellen WMC Brown Publisher Iowa
9	Hotel Front Office	Bruce Braham Stanley Thornes Ltd, London
10	Managing Front Office Operations	Michale L Kasevana & Richard Brooks Educational Institute of AHMA, Michigan- 48826, USA
11	Fibres and Fabrics	Brenda Piper Longman Group Ltd., Loangman House, Harlow, Essex, CM20 2JE, ENGLAND

## **PRACTICAL:**

### **Suggested list of experiments /activities :**

1. Monogramming by embroidery
2. Sewing by hand and machine
3. Laundering of various fabrics/ Operating a washing machine/ Hand washing of various fabrics like cotton Terri-cotton, linen, polyster, Starching, stiffening, bluing, conditioning & ironing
4. Stain removal from fabrics, fibres and furniture.
5. Prepare & identify different weaves.
6. Dealing with keys.
7. Filling up of various registers.
8. Preparation of requisition slips/ issue of materials.
9. Pest Control in the Kitchen, Rooms and restaurant.
10. The student may be asked to perform different
11. Types and styles of flower arrangements.
12. Dealing with mail/ messages/ change of room/ safe custody/ VIP Handling Dealing with emergency Situations.
13. Procedures for a guest checking out. Including preparation/ presentation and setting of bills.



## FOOD AND BEVERAGE CONTROLS

L        T        P  
3        1        0

Curri. Ref. No.: HMCT409

**Total Contact hrs.:**

Lecture:45

Tutorial:15

Practical: 0

Credit : 4

**Total marks: 100**

**Theory:**

End Term Exam.:75

P.A: 25

### RATIONALE

Food and beverage factors one of the most vital revenue generating department of a hotel. The actual revenue of the hotel can be cut short if a proper and effective control tools are not placed. The work of controlling pilferages and linkages in F & B department is done by F & B control department. So it is utmost importance to teach student about F & B controls.

### DETAIL COURSE CONTENT

#### THEORY:

UNIT TOPIC / SUB-TOPIC	Lecture Hrs.
<b>1.0 FOOD COST CONTROL</b>	<b>4L</b>
<ul style="list-style-type: none"><li>• Introduction to cost control</li><li>• Define cost control</li><li>• The objectives and advantages of cost control</li><li>• Basic costing</li><li>• Food costing</li></ul>	
<b>2.0 FOOD CONTROL CYCLE</b>	<b>8L</b>
<ul style="list-style-type: none"><li>• Purchasing controls</li><li>• Aims of purchasing policy</li><li>• Types of food purchase</li><li>• Quality purchasing</li><li>• Food quality factors for different commodities</li><li>• Definition of yield</li><li>• Test to arrive at standard yield</li><li>• Standard purchase specification, definition</li><li>• Advantages of standard yield and standard purchase specification</li><li>• Purchasing procedures</li><li>• Different methods of food purchasing (purchasing day contract, periodical purchasing, open market purchasing standard order purchasing, centralized purchasing</li><li>• Sources of supply</li><li>• Purchase order forms</li></ul>	

- Ordinary cost
- Carrying cost
- Economic order quantity.

### **3.0 RECEIVING CONTROL**

**8L**

- Aim of receiving
- Equipment required for receiving
- Documents by the supplier
- Delivery notes
- Bills/Invoices
- Credit Notes
- Records maintained in the receiving department
- Goods received book
- Daily receiving report
- Meat Tags
- Receiving procedure
- Blind receiving reports
- Frauds in the receiving department

### **4.0 STORING AND ISSUING CONTROL**

**4L**

- Storing control
- Aims of store control
- Conditions of facilities and equipment
- Arrangement of food
- Location of storage facilities
- Stock control
- Two types of food received - direct stores (perishable/Nonperishable)

### **5.0 PRODUCTION CONTROLS**

**10L**

- Aims and objectives
- Forecasting
- Fixing of standards
- Definition of standard, standard recipe, standard portion size standard portion cost.

### **6.0 SALES CONTROL**

**10L**

- Sales – ways of expressing selling, determining sales price, calculation of selling price, factors to be considered while fixing selling price
- Matching cost with sales
- Billing procedures - cash & credit
  - Matching system – ECR, NCR sales
- Cashiers sales summary sheet
- Phases of food cost control
- Elements of food cost
  - Material cost
  - Labour cost
  - Overheads.
  - Cost dynamics

- Final cost
  - Valuable cost
  - Semi variable cost
  - Break even analyses, breakeven chart, PV ratio marginal cost, Graph
- Concept of profits
    - Gross profit
    - After wage profit
    - Net profit
    - VAT

**SUGGESTED IMPLEMENTATION STRATEGIES**

- Assignments and practical problems to be given to students
- The actual costing of food prepared in this kitchen be done by
- Students.

**SUGGESTED LIST OF ASSIGNMENTS /DEMONSTRATIONS**

- Filling of vouchers and formats
- The student should be given assignments to go to hotel/restaurant in their nearby locality and find out the system of F&B controls.

**SUGGESTED LEARNING RESOURCES:**

**Reference Books:**

<b>S. No.</b>	<b>Title</b>	<b>Author/Publisher</b>
1.	Food & beverage Management	Sally Stone & Richard Katos
2.	Budgeting, Costing & Controls	Ozi D' Custa & Glasam D'custa
3.	Food & Beverages Operation : Cost Control & System Management	Charles Lovoinson: Prentice Hall

## SERVICES MARKETING

L        T        P  
3        1        0

Curri. Ref. No.: HMCT410

**Total Contact hrs.:**

Lecture:45

Tutorial:15

Practical: 0

**Pre-requisite : HMCT202**

Credit : 4

**Total marks: 100**

**Theory:**

End Term Exam.:75

P.A: 25

### RATIONALE

At the end of the course the student will be able to apply the key concepts involved in services marketing to the targeted audience. This course includes services characteristics, quality measurement and control, concepts of marketing research in service marketing.

### DETAIL COURSE CONTENT

#### THEORY:

UNIT TOPIC / SUB-TOPIC	Lecture Hrs.
<b>1.0 SERVICES: CHARACTERISTICS AND CATEGORIES</b>	<b>8L</b>
<ul style="list-style-type: none"><li>• Nature and definition of service</li><li>• Evolution of service as value contributors</li><li>• Goods and service continuum</li><li>• Contribution of service sectors to the industry</li><li>• Major difference between services and goods</li><li>• Customer involvement and perception</li><li>• Classification of different types of services</li><li>• Summary</li></ul>	
<b>2.0 TRENDS IN SERVICES MARKETING</b>	<b>10L</b>
<ul style="list-style-type: none"><li>• Customer as the only centre of attraction</li><li>• Services as key differentiators even for manufacturing firms</li><li>• Emergency of automation and new technologies in services</li></ul>	

- New service opportunities
- Summary
  - **CONSUMER BEHAVIOUR**
    - Consumer behavior
    - Consumer purchase behavior
    - Evaluation of service alternatives
    - Customer satisfaction
    - Post purchase evaluation by costumers

### **3.0 MARKETING MIX ELEMENTS FOR SERVICE                    10L**

- Introduction
- Targeting, segmentation and positioning
- Segmentation
- Problem areas of segmentation
  - **PRODUCT, PROMOTION, PRICE AND DISTRIBUTION**
    - Introduction
    - Importance of pricing in marketing
    - Advertising and sale promotion in services
    - Role of distribution in system
    - Summary
  - **ROLE OF PEOPLE IN SERVICE MARKETING**
    - Introduction
    - The service provider employee
    - The service recipient customer
  - **PHYSICAL EVIDENCE OF A SERVICE**
    - Physical evidence of service elements
    - Nature of physical evidence of a service

- Contribution of physical evidence to the service
- Understanding
- Summary

#### **4.0 SERVICE QUALITY, MEASUREMENT AND CONTROL 10L**

- Introduction
- What exactly is quality?
- Measurement of service quality
- Delivery of high quality service

##### **- DEMAND AND SUPPLY MANAGEMENT**

- Introduction
- Demand measurement
- Measures to respond to the changes in demand
- Reshaping the demand
- Queues and the associated problems and solution

#### **5.0 MARKETING RESEARCH IN SERVICE MARKETING 6L**

- Introduction
- Concept of marketing research
- Questionnaire method
- Decisions regarding size of the sample
- Interpretation of the study data
- Special methods of marketing research

SUGGESTED LEARNING RESOURCES:

#### **Reference Books:**

Service operations management – Robert Johnston



## **APPLIED TECHNOLOGY COURSES**





## FINANCIAL MANAGEMENT

L        T        P  
3        0        0

Curri. Ref. No.:HMCT501

**Total Contact hrs.:**

**Total marks: 100**

*Theory:*

Theory: 45

End Term Exam: 75

Tutorial :0

P.A.: 25

Practical: 0

**Credit: 3**

### RATIONALE

The importance of financial management in business and engineering industries is undeniable. As such it is very essential that this subject and its basic concepts are required to be clearly understood by all those who are or will be operating in business/ industries. This subject inculcates the values of money and management of money as well as it gives a direction and ideas for money drives. A good businessman without knowledge of finance is worth nothing. Financial management explains the features of money and financial policies to lead the business towards the great success. Financial management provides the information to the business, which are required for managers and developing the business.

### DETAIL COURSE CONTENT

#### THEORY:

UNIT TOPIC / SUB-TOPIC	Lecture Hrs.
<b>1.0 INTRODUCTION TO FINANCE</b> <ul style="list-style-type: none"><li>• Need &amp; source of finance</li></ul>	<b>8</b>
<b>2.0 FINANCIAL STATEMENT ANALYSIS</b> <ul style="list-style-type: none"><li>• Comparative financial statement</li><li>• Common size financial statement</li><li>• Ratio analysis</li></ul>	<b>10</b>
<b>3.0 WORKING CAPITAL MANAGEMENT</b> <ul style="list-style-type: none"><li>• Components of working capital</li><li>• Factors influencing working capital</li><li>• Management of cash, including cash budget preparation</li><li>• Management of inventory</li></ul>	<b>10</b>
<b>4.0 ASSESSMENT OF CAPITAL PROJECT</b> <ul style="list-style-type: none"><li>• Payback method</li><li>• Return on investment method</li><li>• Discounted cash flow method</li><li>• Net present value method</li></ul>	<b>8</b>

- Internal rate of return method (practical problems, simple)

## **6.0 PREPARATION OF FUNDS FLOW STATEMENT**

**8**

- Simple practical problems
- Students may be assigned problems and exercises related to financial statement analysis, Assessment of capital projects and preparation of fund flow statements.

### **SUGGESTED LEARNING RESOURCES:**

#### **Reference Books:**

S. No.	Title	Author / Publisher
1.	Fundamentals of financial management	R.P.Rustogi, Galgotia Publishing Co., New Delhi.
2.	Financial management	I.M. Pandey, Vikas Publishing House, New Delhi
3.	Financial accounting	Jawahar Lal, Wheeler Publishing
4.	Understanding financial statement	A.A.Gopala Krishnan, Abhinav Publishing

## ENTREPRENEURSHIP DEVELOPMENT

L      T      P  
3      0      0

Curri. Ref. No.: HMCT502

**Total Contact hrs.:**

**Total marks: 100**

*Theory:*

Theory: 45

End Term Exam: 75

Tutorial :0

P.A.: 25

Practical: 0

**Credit: 3**

### RATIONALE

The course intends to provide the fundamental aspects of entrepreneurship as a means for self employment and culminating in economic development of the country. It deals with basic issues like entrepreneurial characteristics and quality, governmental policy support and overall scenario along with opportunities and the facilities available for entrepreneurship development.

### DETAIL COURSE CONTENT

#### THEORY:

UNIT TOPIC / SUB-TOPIC	Lecture Hrs.
<b>1.0 INTRODUCTION</b>	<b>10</b>
1.1 Definition and functions of Entrepreneur, entrepreneurship quality, entrepreneurial spirit, need for entrepreneurship.	
1.2 Individual and social aspects of business – achievement motivation theory	
1.3 Social responsibilities of Entrepreneurs	
<b>2.0 FORMS OF BUSINESS ORGANISATION</b>	<b>4</b>
2.1 Types of company	
2.2 Merits and demerits of different types	
2.2 Registration of small scale industries	
2.4 Conglomeration.	
<b>3.0 SMALL SCALE AND ANCILLARY INDUSTRIES</b>	<b>8</b>
3.1 Definition – scope with special reference to self employment.	
3.2 Procedure to start small scale and Ancillary industries	
3.3 Pattern on which the Scheme/Project may be prepared	
3.4 Sources of finance - Bank, govt., and other financial institutions.	
3.5 Selection of site for factory	
3.6 Factors of selection	
3.7 N.O.C. from different authorities, e.g., Pollution Control Board, Factories Directorate etc.	
3.8 Trade License.	

<b>4.0</b>	<b>SYSTEM OF DISTRIBUTION</b>	<b>1</b>
4.1	Wholesale Trade	
4.2	Retail trade	
<b>5.0</b>	<b>SALES ORGANISATION</b>	<b>3</b>
5.1	Market survey, marketing trends, knowledge of competitors, product selection & its basis .	
5.2	Sales promotion	
5.3	Advertisement	
5.4	Public relations and selling skills	
<b>6.0</b>	<b>PRICING THE PRODUCT</b>	<b>1</b>
6.1	Basic guidelines	
<b>7.0</b>	<b>INTRODUCTION TO IMPORT AND EXPORT</b>	<b>6</b>
7.1	Procedures for export	
7.2	Procedures for import	
7.3	Technical collaboration – international trade	
7.4	Business insurance	
7.5	Rail and road transport	
7.6	Forwarding formalities, FOR, FOB, CIF, etc.	
<b>8.0</b>	<b>BUSINESS ENQUIRIES</b>	<b>4</b>
8.1	Enquiries: From SISI, DIC, SFC Dept. of Industrial Development Banks.	
8.2	Offers and Quotations	
8.3	Orders	
<b>9.0</b>	<b>PROJECT REPORT</b>	<b>6</b>
9.1	Project Report on feasibility studies for small scale industries, proposal for finances from bank and other financial institutions for establishing new industries and its extension, obtaining License enlistment as suppliers, different vetting organizations for Techno Economic feasibility report. Breakeven analysis, Breakeven point.	
<b>10.0</b>	<b>ENVIRONMENT LEGISLATION</b>	<b>2</b>
10.1	Air Pollution Act	
10.2	Water Pollution Act	
10.3	Smoke Nuisance Control Act	
10.4	ISO: 14000, OSHA	

## **SUGGESTED LEARNING RESOURCES:**

### **Reference Books:**

1. Entrepreneurship Development  
Prepared by CTSC Manila Publishers by Tata Mc Graw Hill Publishing Co. Ltd.
2. Small Enterprise Management Published by ISTE, Mysore
3. Motivation Published by ISTE, Mysore
4. S.S.M. in Environmental Engineering Published by ISTE, Mysore
5. Entrepreneurship New Venture Creations, Holt, Prentice Hall, India.
6. Essence of TQM by John Bank
7. ***Rathore, B.S. and J.S. Saini(ed), A Handbook of Entrepreneurship – Panchkula : Aapga, 1997***
8. ***Jose Pauletal, Entrepreneurship Development, Mumbai : Himalaya Publishing House, 1996***
9. ***Khanka, S.S., Entrepreneurship Development, New Delhi : S. Chand and Co., 2001***
10. ***Nagarazan, R.S. and A.A. Arivalagar, TQM New Delhi : New Age International Publishers, 2005***
11. ***Bhatia, R.C., Marketing Communication and Advertising, New Delhi : Galgotia Publishing Co., 2003***
12. ***Sinha, J.C., and V.N. Mugali : A Textbook of Commerce, New Delhi : R. Chand and Co., 1994***

## ADVANCE FOOD PRODUCTION

L        T        P  
3        1        4

Curri. Ref. No.: HMCT503

### Total Contact hrs.:

Lecture:45  
Tutorial:15  
Practical: 60  
Credit : 6

### Total marks: 200

### Theory:

End Term Exam.:75  
P.A: 25

### Practical:

End Term Exam: 50  
P.A: 50

## RATIONALE

In the study of hotel management, catering has a major role to play. One thing, which is common to all travelers, is the need for food to be cooked & served well. To tap the domestic & international tourist segments it is essential to know & apply the basic principles & culinary practices to prepare authentic classical & exotic preparations to suit the client's preferences from far & near destinations. This course would enable the students to get an insight into the finer culinary practices of the region & outside.

## DETAIL COURSE CONTENT

### THEORY:

UNIT TOPIC / SUB-TOPIC	Lecture Hrs.
<b>1.0 NOUVELLE CUISINE</b>	<b>4L</b>
<ul style="list-style-type: none"><li>• Evolution &amp; history</li><li>• Salient features</li><li>• Difference between Haute cuisine &amp; Nouvelle cuisine</li><li>• Service style – points to be considered</li><li>• Preparing plated service</li></ul>	
<b>2.0 LARDER THEORY</b>	<b>3L</b>
<ul style="list-style-type: none"><li>• Functions of larder department.</li><li>• Common terms used in larder department.</li><li>• Specific essential tools &amp; equipment in the larder.</li><li>• Layout &amp; construction criteria for larder. Area &amp; sections of larder department.</li><li>• Duties &amp; responsibilities of larder chef.</li></ul>	
<b>3.0 CHARCUTIERIE</b>	<b>4L</b>
<ul style="list-style-type: none"><li>• Definition &amp; terms</li><li>• Production, classification, processing of<ul style="list-style-type: none"><li>- Sausages</li><li>- Forcemeats</li><li>- Marinades, cures, brines.</li></ul></li><li>• Knowledge of cold meat platter</li></ul>	

- Types & uses of chaud froid
- Preparing aspic & gelec.

#### **4.0 APPETIZERS & GARNISHES**

**3L**

- Classification with examples.
- Classical/Traditional garnishes.
- Precaution for preparing, presenting & storing from food spoilage view.
- Tools & equipments needed for display work-vegetables, fruit, ice carving, margarine carving

#### **5.0 SANWICHES**

**4L**

- Parts/composition of sandwiches
- Types of bread used in sandwich making
- Types of sandwiches.
- Precautions to take while preparing sandwiches
- Fillings-basic principles of sandwich spread making & fillings.
- Storing of sandwiches for health & safety.

#### **6.0 EXOTIC PREPARATIONS**

**4L**

- Use of wine & liquor in cooking, baking.
- Use of exotic herbs, spices.
- Preparation of exotic accompaniments e.g. pickles, chutneys, jams, and salad dressing.

#### **7.0 INTERNATIONAL CUISINE**

**6L**

- Introduction to influences of cultures on regions
- Special features in respect to ingredients, methods, presentation styles in countries listed below:
  - Asian countries
  - European countries
  - African countries
  - United states of America.
  - Mexico & South America.
  - Other countries (Caribbean, South East Asia)

#### **8.0 FLOUR CONFECTIONERY**

**4L**

- Pastry making
  - Short crust- method, principles, by-products, precautions
    - Laminated – method, principles, by-products, precautions
    - Choux paste- methods, principles, by-products, precaution.
- Flour based Indian desserts- principle, method of preparing.
  - Classification
  - Types



- Method, basic precautions for preparing common varieties of flour based Indian sweets
- Pastry creams & fillings- methods, precautions
- Fillings & toppings, icing, uses, meringues

## 9.0 DESERTS

6L

- Frozen desserts
  - Classification.
  - Types & methods of preparation, care, uses.
- Hot puddings – methods of preparation, care, uses.
- Ice-creams, methods, types

## 10.0 CHOCOLATE MAKING

6L

- Manufacturing & processing of chocolate
- Types of chocolate
- Preparation & care in chocolate work.
- Fillings & toppings- preparation, method, care in preparation, presentation, and storage.

## SUGGESTED IMPLEMENTATION STRATEGIES

- Knowledge of concept, principle to be imparted through lectures.
- Assignments, practicals, projects
- Visit to hotel kitchens, demonstration by experts.
- Collection of exotic food items & display window.

## SUGGESTED LEARNING RESOURCES:

### Reference Books:

S. No.	Title	Author/Publisher
1.	The theory of catering	Ronald Kinton Victor Cessarani ELBS with Hodder & Stoughton
2.	Fundamental of Professional food preparation a Laboratory text work book	Donald V. Loconi John Wily & Sons.
3.	Great menu Graphics	Editor of PBC International Inc.
4a. 4b. 4c. 4d.	Essential Italian cookery Essential French cookery Essential Mexican cookery Essential Thai cookery	Heather Thomas Chancellor Press
5	Just dessert	Jenni Wright Treasure Press Hennerwood Publication.

## **PRACTICAL:**

### **Suggested list of experiments / activities:**

1. Demonstration of cuts of Red meat & white meat cuts of fish & preparations to relate to method of cooking, comprising of regional & overseas.
2. Preparation of stocks, glazes, aspics.
3. Preparing forcemeats- galantine, ballotine other varieties of cold platters.
4. Vegetable/fruit carving demonstration & practice.
5. Ice & margarine carving demonstration.
6. Menu preparation, covering the listed countries. Menu to comprise of one or two items for all the classical courses e.g. Hors de oeuvre, main course, ethnic desserts etc. (refer appendix)
7. Preparing varieties of pastry items & its variations e.g. pies, tarts, puff, volauvent Eclairs
8. Demonstration & preparation of icings & fillings & toppings e.g. butter icing, royal icing, fondant, marzipan, and meringues.
9. Demonstration & preparation of sandwiches, traditional, open, clubs, grilled etc.
10. Hot & cold puddings.
11. Chocolate work simple & with filling.
12. Market/Basket cookery (To learn to apply principles of Nouvelle cuisine.)

## PROPERTY MANAGEMENT SYSTEM

L      T      P  
3      0      4

Curri. Ref. No.: HMCT504

**Total Contact hrs.:**

Lecture:45

Tutorial:0

Practical: 60

Credit : 5

**Total marks: 200**

**Theory:**

End Term Exam.:75

P.A: 25

**Practical:**

End Term Exam: 50

P.A: 50

### RATIONALE

In the hospitality industry a property management system also known as a PMS is a comprehensive software application used to cover some basic objectives such as coordinating the operational functions of front office, sales and planning, automate hotel functions like guest bookings, online reservations, point of sale, telephone, accounts receivable, sales and marketing, banquets, food and beverage costing, materials management, HR and payroll, maintenance management, quality management and other amenities. This course will enable the students to understand and apply PMS in hospitality industry.

### DETAIL COURSE CONTENT

#### THEORY:

UNIT TOPIC / SUB-TOPIC	Lecture Hrs.
<b>1.0 DEFINITION OF PMS</b>	<b>6L</b>
<ul style="list-style-type: none"><li>• Technology replacing traditional and cumbersome methods and practices</li><li>• Uses in Real estate, Hospitality, Retail and Manufacturing and Government organizations.</li><li>• Use of PMS in hotels</li><li>• Selecting the PMS</li></ul>	
<b>2.0 GUEST ACCOUNT</b>	<b>6L</b>
<ul style="list-style-type: none"><li>• Guest Registration Menu</li><li>• Guest Accounting Menu</li></ul>	
<b>3.0 THE CHECK IN</b>	<b>6L</b>
<ul style="list-style-type: none"><li>• Before PMS</li></ul>	
<b>4.0 PMS HIERARCHY</b>	<b>6L</b>

- Advantage and importance of PMS in hotel
- Objectives of PMS

<b>5.0 PMS SYSTEMS INTERFACE</b>	<b>6L</b>
<b>6.0 THE EVOLUTION OF PMS</b>	<b>6L</b>
<b>7.0 INDUSTRY PERSPECTIVE: Technology in Hospitality</b>	<b>4L</b>
<b>8.0 INTERNET RESOURCES: PMS</b>	<b>4L</b>

SUGGESTED LEARNING RESOURCES:

**Reference Books:**

1. Property Management – Dwight E Norris (Dec 2003) Publisher: Ashley Crown Systems Inc.
2. Ultimate Property Management Handbook – William A Lederer (Mar 2009) ISBN: 978-0-470-32317-5

**PRACTICAL:**

**Suggested list of experiments:**

- Case studies to demonstrate Property Management System
- Role plays based on different scenarios used to demonstrate application of PMS

## POINT OF SALES MANAGEMENT SYSTEM

L	T	P
2	0	4

Curri. Ref. No.: HMCT505

**Total Contact hrs.**

Lecture:30  
 Tutorial:0  
 Practical: 60  
 Credit : 4

**Total marks: 150**

**Theory:**

End Term Exam.:50  
 P.A: 0

**Practical:**

End Term Exam: 50  
 P.A: 50

**RATIONALE**

One of the focal points of any hospitality business is the cash register. The ability to process transactions and tender cash are essential to the efficient operation of the enterprise. Point of sales management systems are computerized systems incorporating registers, computers and peripheral equipment, usually on a computer network. Like other point of sale systems, these systems keep track of sales, labor and payroll, and can generate records used in accounting and book keeping which may be accessed remotely by restaurant corporate offices, troubleshooters and other authorized parties. The students under this course will be able to comprehend the knowledge concerning implementation of POS and be able to apply the features available.

**DETAIL COURSE CONTENT**

**THEORY:**

UNIT TOPIC / SUB-TOPIC	Lecture Hrs.
<b>1.0 HISTORY</b>	<b>6L</b>
<ul style="list-style-type: none"> <li>• Software prior to the 1990s</li> <li>• Modern software (post 1990s)</li> <li>• Hardware interface standardization (post 1990s)</li> <li>• Cloud-based POS (post 2000s)</li> </ul>	
<b>2.0 APPLE MAC OS X/IOS BASED SYSTEMS</b>	<b>6L</b>
<b>3.0 INDUSTRY</b>	<b>6L</b>
<ul style="list-style-type: none"> <li>• Retail industry</li> <li>• Hospitality industry                             <ul style="list-style-type: none"> <li>- Restaurant business</li> <li>- Hotel business</li> </ul> </li> </ul>	

#### **4.0 CHECKOUT SYSTEM**

**6L**

#### **5.0 ACCOUNTING FORENSICS**

**6L**

- Tax fraud

#### **SUGGESTED LEARNING RESOURCES:**

##### **Reference Books:**

1. Management Information Systems – James O brian and George Marakas (Oct 2010) Mc.Graw Hill, ISBN:0073376760
2. Management Information Systems – S. Sadagopan, PH(I), 1997, II print 1998 (ISBN 81-203-1180-9)
3. Management Information Systems, sixth edition – Effy Oz (2008) ISBN-10:142391789

#### **PRACTICAL:**

##### **Suggested list of experiments:**

- Practical assignment to know the various application of system software, application software.
- To generate records, & use it in various stages of information management system.
- To do complete presentation, based on a project given in the class.
- To demonstrate role of ethics in information management system.
- To demonstrate use of Point of sales Management system

## ACCOMODATION MANAGEMENT

L        T        P  
3        0        0

Curri. Ref. No.: HMCT506

**Total Contact hrs.:**

Lecture:45

Tutorial:0

Practical: 0

Credit : 3

**Total marks: 100**

**Theory:**

End Term Exam.:75

P.A: 25

### RATIONALE

At the end of the course the student will be able to apply and use all the basic concepts, procedures and tasks acquired in the front office and housekeeping modules earlier. This course shall equip the student further with the understanding of the operations associated with the working of the rooms division with specific knowledge of supervisory activities and the managerial aspects and their relevance to the effective functioning of this section of the hotel.

### DETAIL COURSE CONTENT

#### THEORY:

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#### UNIT TOPIC / SUB-TOPIC

Lecture Hrs.

---

#### PART I - FRONT OFFICE

##### 1.0 RECAPITULATION OF FRONT OFFICE PROCEDURES

4L

- Reservation  
Sources and modes; Types of Reservations; Handling Reservations; Maintenance and Confirmation; Reports
- Registration  
Pre-registration Activity; creating registration records; Check in Procedure; Record keeping
- Check-out  
Check-out procedure; methods of payment; functions of check-out and settlement; Methods of payment; Front office records

##### 2.0 ROOMS DIVISION ACTIVITIES – Occupancy Stage

10L

- Communication within the Rooms Division – Front Office and
- Housekeeping Reports; memos; notification slips; log books
- Interdepartmental Coordination
- Reports and Record Keeping
  - Types of reports and registers
- Security Functions
- Guest Services
  - Equipment and supplies; special requests

- Guest Relations
  - Obtain guest feedback; feedback forms; handling complaints

### **3.0 FRONT OFFICE ACCOUNTING 8L**

- Creation and Maintenance of guest folios – FIT & Groups
- Recording transactions; Settlement of Accounts
- Maintaining the front office cash float

### **4.0 THE NIGHT AUDIT 8L**

- Functions and purpose of the Night Audit
- Job description of the night auditor
- The Night Audit Process (Manual and computerised)
- Types of Audits; Reports

## **PART II - HOUSEKEEPING**

### **5.0 MANAGING INVENTORIES 6L**

- Establishing par Levels – Linen and Uniforms
- Inventory Control Procedures – Linen and Uniforms, Cleaning Supplies and Guest Supplies, Machines and Equipment.

### **6.0 MANAGING AN ON-PREMISE LAUNDRY 4L**

- The flow of linen through the OPL
- Machines and Equipment
- Storage and Distribution of Linen

### **7.0 SUPERVISORY FUNCTIONS 4L**

- Inspection of Guest Rooms and Public Areas
- The Control Desk and its functions
- Record keeping
- Reports

## **SUGGESTED IMPLEMENTATION STRATEGIES**

- Knowledge of core concepts to be imparted through lectures.
- Group assignments and individual assignments will be given to students and they should be encouraged to share their knowledge about important issues.
- Demonstration of important procedures
- Discussion and debate of live situations or cases.

### **Suggested list of demonstration / activities:**

- Handling Complaints: Identifying complaints; Classify complaints; Problem Solving Role-play of various situations
- Obtaining Guest Feedback: Written and verbal feedback; documenting guest feedback and informing all other concerned departments.
- Night Auditing - Solving a case  
Balancing folios; Creating ledger balances; Balancing all departments' sales
- Guest Room and Public area inspection using a checklist.



- Handling the control desk – Tasks and procedures

## SUGGESTED LEARNING RESOURCES

### Reference Books:

S.No.	Title	Author/ Publisher
1.	Managing Front Office Operations	Michael Kasavana & Richard M.Brooks / AHMA
2.	Check in/Check Out	Jerome Vallen/ W.C. Brown & Co.
3.	Front Office Procedures	Peter Abbott & Sue Lewry/ Butterworth hbt. Oxford
4.	Basic Front Office Procedures	Peter Renner / Van Nostrand Reinhold
5.	Managing Housekeeping Operations	Margaret M.Kappa, Aleta Nitschke & Patricia B. Schappert
6.	Hospital and Hotel Housekeeping	Edward Arn, Lenox & Branson Ola & Co., London
7.	Professional Housekeeping	Tucker, Georgina & Madelin Scheider

Following resources may be used :

1. OHP transparencies
2. Forms and formats
3. Role-play
4. Internet

## HOTEL ENGINEERING

L        T        P  
3        1        2

Curri. Ref. No.: HMCT507

**Total Contact hrs.:**

Lecture:45  
Tutorial:15  
Practical: 30  
Credit : 5

**Total marks: 150**

**Theory:**

End Term Exam.:75  
P.A: 25

**Practical:**

End Term Exam: 25  
P.A: 25

### RATIONALE

The engineering and maintenance department works continuously behind the scene and forms the core of all services. They are involved in the planning and upkeep of the conveniences and services available to the guest. Students will understand the importance of these services and will realize the implications to business arising out of malfunctioning of these services. This course will familiarize the students with the concept of engineering and maintenance systems in the hospitality industry, so as to enable them to address issues associated with the quality of service, energy costs and conservation.

### DETAIL COURSE CONTENT

#### THEORY:

UNIT TOPIC / SUB-TOPIC	Lecture Hrs.
<b>1.0 WATER SUPPLY SYSTEM</b>	<b>6L</b>
<ul style="list-style-type: none"><li>• Storage and distribution</li><li>• Precautions</li><li>• Common complaints</li><li>• Water treatment &amp; recycling</li></ul>	
<b>2.0 WASTE MANAGEMENT SYSTEM</b>	<b>6L</b>
<ul style="list-style-type: none"><li>• Gaseous waste management</li><li>• Liquid waste / Drainage system</li><li>• Garbage collection and disposal system</li></ul>	
<b>3.0 ELECTRICAL DISTRIBUTION SYSTEM</b>	<b>6L</b>
<ul style="list-style-type: none"><li>• Important terms</li><li>• Types of wires &amp; conductors</li><li>• Fuses, importance, connection and replacement</li><li>• Earthing and insulation</li><li>• Types of electric circuits</li><li>• Electrical supply in a building</li></ul>	

<b>4.0 HEATING AND VENTILATION</b>	<b>4L</b>
<ul style="list-style-type: none"> <li>• Heating systems</li> <li>• Heat insulation</li> <li>• Heat conservation</li> <li>• Solar heating systems</li> <li>• Air-conditioning</li> <li>• Types of air conditioners</li> <li>• Precaution</li> <li>• Common complaints</li> <li>• Fuels and fuel storage</li> </ul>	
<b>5.0 FIRE PREVENTION</b>	<b>4L</b>
<ul style="list-style-type: none"> <li>• Fire appliances &amp; equipment <ul style="list-style-type: none"> <li>- Detection</li> <li>- Warning</li> <li>- Extinguishing</li> </ul> </li> <li>• Types of extinguishers &amp; types of fires</li> <li>• Fire exits and escape routes</li> <li>• Control of fire spread within and between buildings</li> </ul>	
<b>6.0 SECURITY SYSTEMS</b>	<b>4L</b>
<ul style="list-style-type: none"> <li>• Components of security systems</li> <li>• Movement of guests</li> <li>• Room key system</li> <li>• Personal valuables</li> <li>• Property and equipment</li> </ul>	
<b>7.0 TELECOMMUNICATION SYSTEM</b>	<b>6L</b>
<ul style="list-style-type: none"> <li>• Sophisticated telephone systems</li> <li>• Audio and Video systems</li> </ul>	
<b>8.0 ACOUSTICS</b>	<b>2L</b>
<ul style="list-style-type: none"> <li>• Noise control, internal &amp; external</li> <li>• Sound insulation</li> </ul>	
<b>9.0 PURCHASES, INVENTORY AND DOCUMENTATION</b>	<b>4L</b>
<ul style="list-style-type: none"> <li>• Acquiring an asset</li> <li>• Mode of payment</li> <li>• Maintaining records</li> <li>• Depreciation</li> <li>• Maintenance</li> </ul>	
<b>10.0 RESPONSIBILITY OF MANAGEMENT</b>	<b>2L</b>
<ul style="list-style-type: none"> <li>• Towards the public</li> <li>• Towards guests</li> <li>• Towards statutory bodies</li> </ul>	

### **SUGGESTED IMPLEMENTATION STRATEGIES**

- Important concepts will be explained
- All system will be shown to students during visits to hotels
- System existing in building will be demonstrated

### **SUGGESTED LEARNING RESOURCES:**

#### **Reference Books:**

<b>S.No.</b>	<b>Title</b>	<b>Author/ Publisher</b>
1.	Hotel Planning & Design	Walter Rutes Richard Penner / Whitney, Library of Design Watson Guptill Publication, NY
2.	Hotel and Restaurant Design	Douglas Smith / Design Council Publications, London

### **PRACTICAL:**

#### **Suggested list of experiments/activities :**

1. Colour codes for pipelines and wiring systems
2. To study the water supply system in a building
3. To study the drainage system in a hotel
1. To study the different types of A.C. systems
2. To study the telecommunication systems in a hotel
3. To study the fire detection system in hotel
4. To study the electrical distribution system in a building
5. To calculate the electrical distribution system in a building
6. To calculate the electricity bill
7. Types of extinguishers and their use
8. Repairing a fuse and using an electric tester.

## SEMINAR

L        T        P  
0        0        6

Curri. Ref. No.: HMCT508

**Total Contact hrs.:**

Lecture:0

Tutorial:0

Practical: 90

Credit : 3

**Total marks: 100**

**Practical:**

End Term Exam: 50

P.A: 50

### RATIONALE

Students need to develop skill of presenting the fact and data related to technical matter through vocal presentation and hence the arrangement of seminar is necessary. This will enable the student to develop the skill of effective presentation of a technical topic in a gathering and also be able to interact with the audience during questionnaire session.

### SUGGESTED IMPLEMENTATION STRATEGIES

- Individual has to speak for minimum fifteen minutes during examination and explain the related questions at time of oral examination to a panel of three members out of which one will be external.
- Soft copy of Presentation should be submitted for evaluation in due time.
- Concerned faculty member should do continuous assessment.

## PROJECT

L      T      P  
0      0      8

Curri. Ref. No.: HMCT509

**Total Contact hrs.:**

Lecture: 0

Tutorial: 0

Practical: 120

Credit : 4

**Total marks: 150**

**Practical:**

End Term Exam: 100

P.A: 50

### RATIONALE

Students are required to carry out project work on a selected topic. Sample themes for the projects will be provided to the students by the concerned faculty. It is expected that the students under this course will try to integrate the knowledge and skills learnt in the previous courses. Such an experience provides an opportunity to the students to collect information from various sources for the topic selected and finally present the same after analysis in the prescribed format. Being a practical oriented course, there will be no theory exams however for guidance, consultation and finalization tutorial sessions can be utilized.

Some sample themes for the project work is given below out of which student can select one and narrow down on a topic. However, these are only samples and students can select beyond this list also. The topic selected by the student shall be relevant to hotel industry or may comprise of any subsidiary subject related to hotels.

### SAMPLE THEMES

#### 1.0 Hotel Industry

- History of hotel industry in India.
- The importance and use of foreign language in hotel industry.
- Legal requirement for setting up of a new hotel.
- The potential of hotel industry in North-Eastern States.
- The impact of hotels in the economic development of the State.

#### 2.0 Food Production

- Use of wines and herbs in modern cooking
- The role of garlic in the development for taste in Indian catering
- The North-Eastern Cuisines
- The use of seafood in North Eastern Cuisine.
- The feasibility of microwave cooking in hotel industry.

#### 3.0 Food & Beverage Service

- The importance of F & B Service in revenue generation in hotel industry.
- Role of tea in Indian Hospitality.

- Design & Development of a F & B outlet.
- Scope of fast food in Northeastern States.
- Use of regional cuisine in railway catering.

#### **4.0 House Keeping**

- Role of Housekeeping department in maintaining cleanliness in Hotel Premises.
- Use of various chemicals for cleaning.
- Role of Housekeeping in achieving guest satisfaction.
- Guest amenities for different rooms for various star category Hotel.
- Planning of housekeeping department in a newly property hotel.

#### **5.0 Front Office**

- Front Office – its role in a marketing of the Hotel.
- Key management in Front Office.
- Situation handling in front office, research could be made as a case study.
- Use of technology in Front Office department.

#### **6.0 Others**

- Marketing of any product or services like events, shopping accommodation etc.
- Linkages among various department of a Hotel.
- Distribution of revenue among the various sections of the Hotel.
- Human resource requirement in setting up of a hotel in North East.
- Role of informal / unorganized sector in Tourism.

## INDUSTRIAL TRAINING

L      T      P  
0      0      0

Curri. Ref. No.: HMCT510

**Total Contact hrs.:**

**Total marks: 400**

**Practical:**

Lecture: 0

End Term Exam: 200

Tutorial: 0

P.A: 200

Practical: 0

Credit : 20

### RATIONALE

The purpose of industrial training is to expose students to the latest practices, equipments and techniques used in the field and to provide opportunities for hands on experiences in their field. Such opportunities expose them to the intricacies of the world of work.. The basic purpose of this course is to provide an opportunity to student during their course of study for such a experience. This would not only improve their technical competency but at also develop non technical skills such as planning, scheduling, problem solving, team work, decision making, time management etc. The nature of training may vary with the discipline and the area selected. Some of the widely used forms of industrial training in the country are: designing a component/part/machine for a specific purpose, Engineering Analysis, Innovative Product Development, Feasibility Study and Generating solution/s for real life problem.

On the basis of the electives and the courses/subjects completed student can undergo training of six week duration in any of the following areas in consultation with faculty. For example in Travel Tourism the areas could be

- Travel agency operation and management
- Adventure Tourism
- Domestic and International Ticketing
- Event Management
- Incentive Tourism

The students may also be given special projects with in the institute in case it is not feasible to place them in various industries/agencies. The special projects could be

- Organize adventure sports
- Preparing a feasibility report to start a travel agency
- Prepare a report to enhance tourism in the state through incentives
- Plan a tour for students during summer outside the state and prepare a comprehensive report.

The Industrial Training has basically the following three components: -

1. Orientation Programme
2. Training in the Industry
3. Report Writing and



#### 4. Evaluation

**Note:**

**Orientation programme:** During the orientation programme complete guidelines will be provided to the students regarding planning, implementation and evaluation of industrial training.

**Training in industry:** During the training student will have to maintain a daily dairy to record his observations and experiences in various department/section and on the basis of daily dairy student will prepare and submit the Industrial Training Report. Competent faculty / staff member shall follow-up the students progress regularly. The student should be encouraged to seek & collect relevant forms; brochures; & other print material from the various organization related to training/project.

**Report writing:** Daily dairy will form the basis for report writing. The formats for the report preparation will vary depending upon the type of training/project and will be generated by the teacher guide.

**Evaluation:** For the industrial training as per teaching and assessment scheme equal weightage is given for end of term and progressive assessment.

For the end of term evaluation each student has to prepare and present a seminar paper related to experience gained during the industrial training. Each student will be evaluated on the basis of training report, seminar presentation and viva voce.

For progressive assessment proper recording of events in daily dairy and generation of weekly reports will form the basis.

## **ELECTIVE COURSES**



## FOOD AND BEVERAGE SERVICE MANAGEMENT

L        T        P  
3        1        2

Curri. Ref. No.: HMCT601

**Total Contact hrs.:**

Lecture:45

Tutorial:15

Practical: 30

Credit : 5

**Total marks: 150**

**Theory:**

End Term Exam.:75

P.A: 25

**Practical:**

End Term Exam: 25

P.A: 25

### RATIONALE

This course is introduced as Elective for Hotel Management and Catering Technology students with the objective that the students will be able to understand the nature and function of food and beverage purchasing, production and service, costs and controls, pricing and budgeting related to catering organizations and establishments.

### DETAIL COURSE CONTENT

#### THEORY:

UNIT TOPIC / SUB-TOPIC	Lecture Hrs.
<b>PART 1</b>	<b>18L</b>
<b>1.0 HOTEL AND CATERING BUSINESS</b>	
Introduction to the industry – development of the catering industry – scope of the catering industry – characteristics of the work - chronology of the catering business	
<b>2.0 SANITATION AND SAFETY</b>	
Sanitation – unsafe foods – food borne illness – personal cleanliness and health – safe food handling – cleaning up – safety – accidents	
<b>3.0 TYPES OF CATERING ESTABLISHMENTS</b>	
F & B service areas – coordination with other departments	
<b>4.0 F &amp; B ORGANISATION</b>	
General points for supervisory staff – hierarchy in the food and beverage service department – checklist for supervisors – role of key staff of the f & b service department	

## **5.0 F& B EQUIPMENT**

F & b service equipment selection – furniture – linen – tableware – plate room and polishing silverware – chinaware – glassware – disposables – special equipment – bar equipment – buffet equipment – personal equipment

## **6.0 TYPES OF SERVICE**

Table service – assisted service – self service – single point service – specialized service

## **7.0 NON ALCOHOLIC BEVERAGE**

Stimulating beverage – nourishing beverage – patent beverage.

## **PART 2**

**15L**

## **8.0 MENU PLANNING**

Menu planning history – compiling of menus – aspects of menu planning – French classical menu – factors to consider while plan a menu.

## **9.0 BREAKFAST SERVICE**

Introduction – types of breakfast, continental, full and buffet – typical breakfast in the different regions of the world

## **10.0 ROOM SERVICE**

Introduction to room service – personal – taking the order – routing the order – preparing the order – delivering the order – breakfast business – providing amenities

## **11.0 ALCOHOLIC BEVERAGE**

Classification of beverage – definition of alcoholic beverage – different alcoholic beverage – types of alcoholic beverage – benefits of alcohol

## **PART 3**

**12L**

## **12.0 F&B MANAGEMENT**

- **Yield Management**

Type of yield, Pre cooking, Post Cooking, Ingredient types.

- **Portion Control**

Size, Quantity, Quality, Pricing, Presentation, VFM

- **Volume Forecasting**

Budgeting, Number of Dishes, Customer preferences, planning.

- **F&B Controls**

Control Points, Inventory, Pilferage and Wastage, Control Mechanisms, Records.

Simple restaurant control systems, KOT, Bills etc.

**SUGGESTED LEARNING RESOURCES:**

**Reference Books:**

1. Food and beverage service management, by: Sudhir Andrews
2. Food and beverage service management, by: Bobby George and Sandeep Chaterjee

**PRACTICAL:**

**Suggested list of experiments:**

Students will need to demonstrate

- Skill of handling restaurant equipments
- Skill of handling restaurant situations –taking reservations to delivery of bills/receipt copies
- Room service
- skills and techniques in the operational activities of food and beverage service, particularly in relation to beers and spirits, and other alcoholic and non-alcoholic beverages and the service of continental and Indian regional dishes.

## CULINARY ARTS

L        T        P  
3        1        2

Curri. Ref. No.: HMCT602

**Total Contact hrs.:**

Lecture:45

Tutorial:15

Practical: 30

Credit : 5

**Total marks: 150**

**Theory:**

End Term Exam.:75

P.A: 25

**Practical:**

End Term Exam: 25

P.A: 25

### RATIONALE

In this course the student will research career opportunities in professional cooking/baking; follow guidelines on food selection, purchasing, and storage; and use communication skills. Students will prepare and present a variety of advanced food products; create centerpieces, learn various types of food displays etc.

### DETAIL COURSE CONTENT

#### THEORY:

UNIT TOPIC / SUB-TOPIC	Lecture Hrs.
<b>1.0 FRUIT AND VEGETABLE CARVINGS</b>	<b>10L</b>
<ul style="list-style-type: none"><li>• Introduction</li><li>• Basic cuts and equipments</li><li>• Selection of fruits and vegetables</li><li>• Basic flowers and decorations</li></ul>	
<b>2.0 NON-EDIBLE DISPLAYS</b>	<b>14L</b>
<ul style="list-style-type: none"><li>• Prerequisites</li><li>• Ice carving</li><li>• Butter sculptures</li><li>• Aspic logo</li><li>• Chaud-Froid designs</li><li>• Equipment and handling</li><li>• Basic display presentations</li></ul>	
<b>3.0 FOOD PRESENTATIONS AND BUFFET DISPLAY</b>	<b>10L</b>
<ul style="list-style-type: none"><li>• Objectives and uses</li><li>• Equipment and care</li><li>• Platter/mirror presentations</li><li>• Basic buffet displays</li></ul>	
<b>4.0 PLATE PRESENTATIONS AND DECORATIONS</b>	<b>10L</b>

- Uses
- Selection of crockery for various displays
- Emerging Trends
- Basic rules and guidelines

#### **SUGGESTED LEARNING RESOURCES:**

##### **Reference Books:**

S. No.	Title	Author/Publisher
1.	<b>The theory of catering</b>	<b>Ronald Kinton Victor Cessarani ELBS with Hodder &amp; Stoughton</b>
2.	<b>Fundamental of Professional food preparation a Laboratory text work book</b>	<b>Donald V. Loconi John Wily &amp; Sons.</b>
3.	<b>Great menu Graphics</b>	<b>Editor of PBC International Inc.</b>
4a. 4b. 4c. 4d.	<b>Essential Italian cookery Essential French cookery Essential Mexican cookery Essential Thai cookery</b>	<b>Heather Thomas Chancellor Press</b>
5	<b>Just dessert</b>	<b>Jenni Wright Treasure Press Hennerwood Publication.</b>

#### **PRACTICAL:**

##### **Suggested list of experiments:**

1. Students will be asked to prepare and present food products to meet creativity aspects as well as quality standards
2. Students will be asked to show artistic talents in the creation of centerpieces from a variety of mediums (cooked sugar, chocolate, marzipan, and fruits and vegetables)
3. Students will be asked to handle various equipments/crockery needed for plate presentation and decoration.



## INTERIOR PLANNING AND DESIGNING

L        T        P  
3        1        2

Curri. Ref. No.: HMCT603

**Total Contact hrs.:**

Lecture:45

Tutorial:15

Practical: 30

Credit : 5

**Total marks: 150**

**Theory:**

End Term Exam.:75

P.A: 25

**Practical:**

End Term Exam: 25

P.A: 25

### RATIONALE

In today's industry, there are a wide variety of specialty hotels and restaurants, which differ from one another in style of service, location, design and planning considerations. The students will study the differences and learn about the general aspects of design. They will apply the same while planning and designing different areas of a hotel and restaurant. They will understand the importance of dimensions, lighting, ventilation, different surface finishes and materials used. They will prepare layout and flow of work diagrams for major areas.

### DETAIL COURSE CONTENT

#### THEORY:

UNIT TOPIC / SUB-TOPIC	Lecture Hrs.
<b>1.0 HOTEL AND RESTAURANT TYPES</b>	2L
<ul style="list-style-type: none"><li>• Classification</li><li>• Special features</li></ul>	
<b>2.0 GENERAL ASPECTS OF INTERIOR DESIGN</b>	8L
<ul style="list-style-type: none"><li>• Atmosphere and mood</li><li>• Colour schemes and themes</li><li>• Floor coverings</li><li>• Wall coverings, Ceiling finishes</li><li>• Lighting</li><li>• Furniture and Furnishings</li><li>• Accessories, Work of art</li><li>• Screens and partitions</li><li>• Innovative materials in construction and interiors</li></ul>	
<b>3.0 GUEST ROOM DESIGN</b>	6L
<ul style="list-style-type: none"><li>• Guest room design factors</li><li>• Guest room bed types</li><li>• Dimensions, Guest room layout</li></ul>	

- Bathrooms and bathroom fitting & fixtures dimensions
- Important vertical dimensions

#### **4.0 PUBLIC SPACE DESIGN** 4L

- Building Exterior and Entrances Lobby
- Food and Beverage outlets
- Function space
- Recreation facilities
- Parking
- Signage and graphics

#### **5.0 ADMINISTRATION OFFICES** 4L

- Front desk and front office
- Accounting office
- Executive office
- Sales and catering offices

#### **6.0 SERVICE (Back- of-House) AREAS** 6L

- Food preparation and storage areas
- Receiving, Garbage and general storage areas
- Employee areas
- Laundry and Housekeeping
- Engineering and Maintenance

#### **7.0 RESTAURANTS AND SNACK BARS** 6L

- Layout and design of specific food service areas
- Important dimensions of furniture in service areas
- Important dimensions of equipment in kitchens.
- Kitchen & service area flow diagram
- Snack bars, cafes and pubs
- Self service restaurants
- High-class restaurants

#### **8.0 FEASIBILITY STUDY** 8L

- Analysis of local area
- Analysis of boarding / lodging market
- Defining the proposed facilities
- Preparing the financial analysis
- Legal considerations in planning and design

#### **SUGGESTED IMPLEMENTATION STRATEGIES**

1. Important concepts will be explained.
2. Visits will be organized to different category hotels and restaurants to study the facilities and designs.
3. Assignments will be given and knowledge gathered will be discussed in class.

## **SUGGESTED LEARNING RESOURCES:**

### **Reference Books:**

<b>S.No.</b>	<b>Title</b>	<b>Author/ Publisher</b>
1.	Hotel and Restaurant design	Douglas Smith / Design Council Publications, London
2.	Hotel, planning and design	Walter A. Rutes, Richard H. Penner / Whitney Library of Design / Watson – Guptill Publications, New York

### **PRACTICAL:**

#### **Suggested list of experiments/activities:**

1. Guestroom design of a business hotel
2. Guestroom design for a boutique hotel
3. Design accessories for various theme restaurants
4. Plan and design the lobby of a five star hotel
5. Plan and design a high class restaurant
6. Prepare a kitchen area flow diagram
7. Prepare a kitchen to service area flow diagram
8. Design the exterior of a business hotel with consideration to the general aspects of design.

## REVENUE MANAGEMENT

L        T        P  
3        1        2

Curri. Ref. No.: HMCT604

**Total Contact hrs.:**

Lecture:45

Tutorial:15

Practical: 30

Credit : 5

**Total marks: 150**

**Theory:**

End Term Exam.:75

P.A: 25

**Practical:**

End Term Exam: 25

P.A: 25

### RATIONALE

At the end of the course the student will be able to analyse and evaluate the procedures at the front desk and link their effectiveness to the profitability of the hotel. This course develops the analytical and managerial aspects of carrying out tasks at the front office with a view to enhance the revenue generating capability of the department. It covers aspects of management, forecasting and managing room inventories efficiently in order to maximize revenue. Students will be aware of revenue management practices.

### DETAIL COURSE CONTENT

#### THEORY:

UNIT TOPIC / SUB-TOPIC	Lecture Hrs.
<b>1.0 INTRODUCTION TO REVENUE MANAGEMENT</b>	<b>6L</b>
<ul style="list-style-type: none"><li>• Definition</li><li>• Information needed for revenue management</li><li>• Necessary conditions</li></ul>	
<b>2.0 FORECASTING</b>	<b>10L</b>
<ul style="list-style-type: none"><li>• Need and purpose</li><li>• Methods</li><li>• Rates and controls</li></ul>	
<b>3.0 OVERBOOKING</b>	<b>8L</b>
<ul style="list-style-type: none"><li>• Objectives</li><li>• Resource sharing</li><li>• Customer Handling</li></ul>	
<b>4.0 GROUPS</b>	<b>8L</b>
<ul style="list-style-type: none"><li>• Planning</li><li>• Special rates and facilities</li><li>• Group handling</li></ul>	
<b>5.0 MARKETING AND MANAGEMENT IMPLICATIONS</b>	<b>10L</b>
<ul style="list-style-type: none"><li>• Marketing strategies</li></ul>	

- Revenue Projections
- Targets and Budgets

### **SUGGESTED LEARNING RESOURCES:**

#### **Reference Books:**

<b>S.No.</b>	<b>Title</b>	<b>Author/ Publisher</b>
1.	Managing Front Office Operations	Michael Kasavana & Richard M.Brooks
2.	Check in / Check Out	Jerome Vallen
3.	Front Office Procedures	Peter Abbott & Sue Lewry
4.	Basic Front Office Procedures	Peter Renner
5.	Hospitality Sales and Advertising	James Abbey
6.	Essentials of Management	Koontz, O'Donnell & Weihrich, McGraw-Hill Book Company

### **PRACTICAL:**

#### **Suggested list of experiments:**

1. Take a sample of minimum five hotels in a city and compare the following: Location; Type; Target Market; Facilities for the particular target market; Tariff – Rack rates and alternative rates; Comment on the above and discuss their strategies for rates.
2. As a front office manager plan your department for a week for a 100 pax, in house conference. Draft out the planning details and list out activities that you will need to organize to ensure the success of the event.
3. Compare any two hotels in their practice towards yield management.

