

PROPOSAL FOR
“WORK WITH WORKER PROGRAMME”
HOTEL & TOURISM INDUSTRY

Diploma Programmes

- 01) Diploma in Food Production
- 02) Diploma in Food & Beverage Service
- 03) PG Diploma in Front Office Operation & Guest Relations.

Certificate programmes

- 01) Certificate programme in Food Production
- 02) Certificate programme in Food & Beverage Service
- 03) Certificate programme in House Keeping Operation
- 04) Certificate programme in Bakery & Confectionery

SCOPE:- Skill acquisition and employment for youth in association With Tourism and Hotel Industry.

Mode :- Distance Education (SDE)

Duration of the Certificate programmes :- 12 Months (Including training)

Duration of the Certificate programmes :- 06 Months (Including Training)

Entry Qualification for PG Diploma Programme:- Any Degree or equivalent

Entry Qualification for Diploma Programme:- Secondary school (10 pass with knowledge of English)

Entry Qualification for Certificate Programme:- Secondary school (10 pass with knowledge of English)

Unit Strength :- 15 Students in ratio of 1:1 boys and girls (in Consultation with the University)

Eligibility of the programme centre :- Institutions having well equipped Kitchen, Restaurants, facility for Front office and Housekeeping practical with necessary cutleries, crockeries and other tools or 03 star and above certified Hotel and resorts.

Space norm :- class room / practical's in respective Departments.

Fees :- Registration fee, Examination fee any other fees in consultation with University.

Responsibility of the programme centre :- To adhere to the to the contents of the syllabus (theory / practical) & the delivery of the same assured.

FOOD PRODUCTION - COOKERY

THEORY :

Unit-1 : Importance of kitchen in Hotel & Catering establishments; Aims and objectives of Cooking, classification of raw materials, preparation of ingredients, methods of mixing foods, effect of heat on various foods, weighing and measure, texture of food, Culinary terms.

Unit-2 : Methods of cooking with special application to meat, fish, vegetables, cheese, pulses and egg. Conventional and non-conventional methods of cooking, solar cooking, microwave cooking, fast food operation. Varieties of fish, meat and vegetables. Accompaniments, garnishes and rechauffe.

Unit-3 : Balancing of recipes, standardization of recipes, standard yield, maintaining recipe files. Menu planning, portion control, brief study of how portions are worked out. Invalid cookery. Purchasing specifications, quality control, Indenting and Costing.

Unit-4 : Description and use of the following :

Basic stocks, Aspics & Jellies.

Roux blanc, Roux blond and Roux brun.

Recipes and quantities required to produce 10 litres of stock, white & brown. Recipes required to produce one litre of the following:

Bechamel sauce, tomato sauce, Veloute sauce, Espagnole sauce, Hollandaise and mayonnaise sauce with the necessary precautions to be observed while preparing these, with minimum five derivatives of each.

Soup – Definition, classification of soups with example in each group, recipe for one litre consommé, 10 popular consommés with their garnishes.

Unit-5 : Eggs – Structure, selection of quality, various ways of cooking eggs with example in each method and prevention of blue ring formation.

Unit-6 : Vegetables – Effect of heat on different vegetables in acid/alkaline medium and reaction with metals. Method of cooking different vegetables with emphasis on cooking asparagus, artichokes, brussels sprouts.

Unit-7 : Theory of Bread making, Bread rolls, Bread sticks, Indian Breads.

Unit-8 : Pastry – Recipes of short crust pastry, puff pastry, flaky pastry choux paste, Danish pastry and their derivatives. Recipes and method of preparation of plain ice cream.

Unit-9 : Kitchen stewarding and upkeep of equipment.

Unit-10: Staff organization of Kitchen, coordination with the Departments.

COOKERY - PRACTICALS

Familiarization of tools / equipment and their use.

Indian:

Rice	08 varieties
Indian Bread	10 varieties
Dal	10 varieties
Vegetables	15 varieties
Chutney	05 varieties
Raita	05 varieties
Egg dishes	03 varieties
Fish dishes	05 varieties
Meat dishes	08 varieties
Chicken dishes	08 varieties
Shorba	02 varieties
Tandoor dishes :	Tandoori chicken, tandoori fish, seek kabab, boti kabab.
Snacks	10 varieties
Sweets	08 varieties
Special dishes for festivals – 5 festival menus (Note: emphasis on a regional cuisines)	

Continental:

Stock – white stock, brown stock, fish stock.

Sauce – Bechamel sauce, veloute sauce, tomato, espagnole, hollandaise and mayonnaise with 5 derivatives of each. Demi glace, Mint sauce, horse raddish, bread sauce and apple sauce.

Compound Butters – 3 varieties.

Soups:

Purees	2 varieties
Cream	3 varieties
Veloute	2 varieties
Broths	2 varieties
Bisques	1 varieties
Consommés	5 varieties
Cold Soups	2 varieties
Potages	2 varieties

Fish:

Baked	2 varieties
Grilled	2 varieties
Shallow fried	2 varieties
Deep fried	4 varieties
Poached	2 varieties

Chicken and other Meats:

Stew	2 varieties
Casseroles	2 varieties
Roast	2 varieties
Braised	2 varieties
Grilled/Baked	2 varieties
Chicken (Sautés)	5 varieties
Entrees	3 varieties
Pork	2 varieties
Steaks	3 varieties

Vegetables:

Preparation and cooking of vegetables – 10 varieties.
Potatoes – 10 varieties.

Farinaceous dishes: Spaghetti and macaroni dishes – 2 varieties.

Egg: Breakfast egg preparation – 5 varieties

Sweets :

Mousse	3 varieties
Soufflés	3 varieties
Baked	3 varieties
Steamed (Pudding)	3 varieties

Chinese :

Soups	2 varieties
Noodles & Rice	4 varieties
Chicken	2 varieties
Pork	2 varieties
Meat	2 varieties
Prawns	2 varieties
Fish	1 dish
Vegetables	3 varieties

LARDER

THEORY :

Unit-1 : Larder - Organisation & layout.

Larder control – Maintenance & upkeep of larder equipment and supplies.

Unit-2 : Hors d' oeuvre and salads – classification.

Unit-3 : Fish - Classification, sealing, cleaning, preparation, basic cuts and its uses and storage.

Unit-4 : Butchery – Cuts of beef, lamb, mutton and pork, its uses and weights.

Unit-5 : Poultry and Game :

Poultry – Classification, preparation, dressing and cuts with its uses. Game
– Furred game and feathered game, preparation cuts with its uses.

Unit-6 : Assembling of cold buffets, sandwiches and canapés. Proper storage of leftovers.

Unit-7 : Different types of forcemeat and their uses.

Decorative work including sculptures, ice carvings, vegetable and fruit carvings.

Unit-8 : Cleaning and care of Larder equipment.

PRACTICALS :

Preparation of various simple and compound Hors doeuvres :

Simple salads - 5 varieties

Compound Salads :

Fruit based - 2 varieties

Fish based - 2 varieties

Meat based - 2 varieties

Vegetable based - 2 varieties

Preparation of salad dressings – 3 varieties

Butchery :

- a) Lamb and Mutton – Demonstration of jointing mutton carcasses.
Deboning of mutton leg and shoulder.
Curry cuts and boti kababs.
- b) Pork – Demonstration and preparation of pork chops, deboning of pork leg.
- c) Fish – cuts of fish and its use in cold buffets.
- d) Poultry – Dressing, trussing and deboning.

COMMODITIES AND FOOD COSTING

THEORY :

Unit-1 : Cereals – Wheat, rice, maize.

Breakfast Cereals – Uses and storage of Cornflakes, puffed rice, pressed rice. Unit-

2 : Pulses – Types and uses of pulses.

- Unit-3 : Fresh fruits and vegetables, classification of fruit and vegetables and its use.
- Unit-4 : Dairy products – Milk and its composition and storage, classification and uses of cheese, butter & cream.
- Unit-5 : Prevailing food standards in India, food adulteration as a public health hazard, simple tests in the detection of common food adulterants, Essential Commodities Act-ISI Agmark.
- Unit-6 : Herbs, spices and condiments – classification and uses of different types of herbs and condiments.
- Unit-7 : Brief introduction of Tea, Coffee, Cocoa and its procurement, storage and use. Food flavours, essences and colours with brand names.
- Unit-8 : Methods of food preservation – long term and short term methods.
Convenience food – sugar preserves and confectionery gums.
- Unit-9 : Importance of costing and cost dynamics – variable and semi-variable and fixed cost.
- Unit-10: Elements of cost – material, labour and overhead.
- Unit-11: Cost control procedure through Purchasing, Receiving, Storing issuing and preparation, portion control.

HYGIENE & NUTRITION

HYGIENE

- Unit-1 : Personal hygiene, care of skin, hand and feet. Food handlers hygiene, protective clothing.
- Unit-2 : Dishwashing methods – manual and machine dish washing – merits and demerits.
- Unit-3 : Garbage disposal – different methods –advantage and disadvantages.

Unit-4 : Food Poisoning – Causative factors and the precautions to be taken by food handlers.

Unit-5 : Food Storage – Techniques of correct storage, storage temperature of different commodities to prevent bacterial manifestation or contamination.

Unit-6 : Pest Control - Rodents and insect control techniques, special stress on control of flies, rats and cockroaches.

Unit-7 : Municipal health laws.

Unit-8 : Golden rules of first aid and treatment for cuts, wounds, burns.

NUTRITION

UNIT-1 : Definition of nutrition, definition of a calorie, daily caloric requirements for different age groups, factors. Food groups and their role in balance diet.

UNIT-2 : Carbohydrates and proteins – Classification, sources, functions, Recommendatory Daily Allowance (RDA), excess and deficiency.

UNIT-3 : Fats - classification according to sources, difference between animal fat and vegetable fat, functions, Recommendatory Daily Allowance (RDA), excess and deficiency.

UNIT-4 : Minerals – Importance of Minerals with special emphasis on calcium and iron (function & sources).

UNIT-5 : Vitamins in diet – Fat soluble – A, D, E & K water soluble, B-complex, Thiamin, Niacin, Riboflavin and Vitamin C, sources, functions, Recommendatory Daily Allowance, excess and deficiency.

UNIT-6 : Health Foods & Menus for diabetic, heart, blood pressure patients, specific requirements for sports men/women.

Computer Applications in Food Production

(to be taught in practical

classes) Unit-1 : Computer fundamentals:

History

Information concepts and processing

Elements of a computer processing system

Hardware, features and uses

Input/Output devices

Software concepts – MS DOS, MS OFFICE (use).

Unit-2 : Introduction to Windows. Introduction of computers for accounting records and controls.

DIPLOMA IN FOOD & BEVERAGE SERVICE

Eligibility : 10+2 (H.S.C.) / S.S.C or equivalent
 Title : Diploma Programme
 Duration : 12 Months
 Teaching hours per week : 35
 No. of weeks of effective teaching : 36
 No. of weeks of Training : 12

Sl. No.	Subject	Distribution of Time			Distribution of Marks			
		Hours per Week			University's Exam			Hrs
		T	P	Total	Th	Hrs	Pr	
1.	F & B Service I	6	10	16	25	3	75	4
2.	F&B Service II	6	8	14	25	3	75	4
3.	Business Communication	2	-	2	25	2	-	-
4.	Hygiene & Sanitation	2	-	2	25	2	-	-
5.	Computer Awareness	-	01	01	-	-	-	-

Total 100 150

Grand Total: 250

Pass (Theory) - **35%**
Pass (Practical) - **40%**
Aggregate - **40%**

University's Examination :

TH : Marks for University's Exam, for theory marks
 PR : Marks for external Practical

FOOD & BEVERAGE SERVICE – I

SYLLABUS :

THEORY :

Unit-1 : Brief knowledge of:

- a) Development of catering industry, job prospects and careers in the catering industry.
- b) Different types of catering establishments.
- c) Relationship of the waiter with – i) Customer, ii) Kitchen, and iii) Management.

Unit-2 : Brief description and correct uses of :

- a) Different types of cutlery, crockery, silverware, flatware, halloware and glassware used in a standard catering establishment.
- b) Different types of equipment – Baine Marie, plate warmer, hot plates, microwave oven, ice cream machine, coffee machine, ice cube machine, side boards, dish washing machine, glass washing machine.
- c) Special equipment – Nut cracker, grape scissors, Oyster service, caviar, lobsters, snails, cheese. Cigar cutters, wine bottle openers, gueridon equipment.
- d) Different types of restaurant linen, exchange and requisition systems.

Unit-3 : Preparation of the restaurant – Mis-en-place & mis-en-scene, rules for laying of table and waiting. Useful tips for Food/Beverage service.
Restaurant vocabulary – English and French.

Unit-4 : Various forms of a meal courses:

Hors d' oeuvres, Potege, Poisson, Entrée, Releve (main), Sorbet, Roti, Legumen, Entrement, Savoury, Desserts and Cafe.

Unit-5 : Table Sauces – compliments/garnishes.

Unit-6 : Meals and Menu planning – Different types of Menus – (a) Table d'hote,

(b) A'la carte, (c) State Banquets, (d) Buffet – cold/hot spreads, for various types of function.

Unit-7 : Different forms of service – Russian, American, French, Indian and English.

Unit-8 : Staff organisation of F&B Deptt., and inter & intra departmental coordination.

Unit-9 : Silver polishing methods – (a) Polivit method, (b) Plate powder,
(c) Burnishing method.

Unit-10: Significance of pantry & still room in F&B operation, Functions of pantry and sections of pantry.

Unit-11: Kitchen stewarding. Broad specifications of light and heavy duty equipment, Restaurant, Pantry and Still room equipment.

Unit-11: Modern trends in the Hotel and Catering industry:

- Ecotels
- Fast Food outlets
- Adventure Tourism
- Theme Restaurants
- Welfare Catering

PRACTICALS :

Hygienic handling of cutlery, crockery, glassware and trays.

Laying and relaying of table cloth during and before meals.

Correct use of waiter's cloth runners, Napkins and Napkin foldings.

Mise-en-scene and Mise-en-place for various types of meals and menus.

Correct handling and practice of service spoons and service forks, silver service.

Serving and clearing of a meal (course by course).

Table d'hote menus, laying for cover and service for lunch and dinner, preparation & service of tea, black coffee, turkish coffee, cona coffee, espresso coffee.

Receiving and seating the guests, presenting menu cards and taking the order from guests and writing of KOT.

Passing the order to the Kitchen & pickup.

Making and presentation of a bill.

Organising parties and functions – Buffets & Banquets.

Indian and Chinese food service procedures.

Daily briefing and system of tips/distribution.

FOOD & BEVERAGE SERVICE – II

THEORY :

Simple methods of restaurant sales, controls – K.O.T flow and billing.

Computerized order taking and billing.

Breakfast - English, American, Continental and Indian Breakfast (laying & service).

Ice creams / Sundaes / Shakes - Different types and their service.

Knowledge - Buffet, Layout, Display & Service.
Banquets, inquiry forms, sitting space, seating arrangements, service formalities, toast procedures.

Room Service - Centralised and decentralised – Room service of breakfast, snacks, lunch, dinner; Beverages - alcoholic or non-alcoholic. Room Service flow chart.

Wine - Definition, making and classifications of wines, wine quality and labeling. Wine trade terms – main wine producing countries, wine brand names. Service of red, white and sparkling wines, fortified wines, Aperitifs.

Spirits - Whiskey, rum, brandy, gin, vodka and their famous brands.

Liqueurs - Different types with their predominant flavourings and famous ten brands.

Cocktails - Classification, rules of making cocktail and recipe of 50 cocktails.

Beer - Manufacture, service, storage types and brands of beer.

Bar lay out, operation and licensing.

Dispensing of spirits.

Storage of alcoholic beverages and cellar management.

Tabaeco-cigars, cigarettes and its brand and strength.

PRACTICALS :

Service and accompaniments of special dishes - smoked salmon, caviar, asparagus, grape fruit, artichoke, melon, cheese, fresh fruits.

Service of breakfast – English, Continental and Indian. (for Restaurant/Room Service)

Service of hot beverages – Tea, Coffee & Coco.

Pantry and Still room operation.

Layout and service of small tea parties and buffets.

Laying and service of banquets.

Wine service – Taking the order, presenting the bottle, opening of cork and service of red, rose, white and sparkling wines.

Service of spirits – whiskey, rum, gin, brandy and vodka.

Service of cocktails and liqueurs.

Service of beer.

Preparation and service of certain gueridon dishes - Crepe suzette, Banana an Rum, peach flambe, pepper steak, steak diane.

Service of cigars and cigarettes.

Different types of salad dressings.

BUSINESS COMMUNICATION

UNIT-1 : Introduction – Definition, objectives, principles of effective communication and the importance of good communication.

UNIT-2 : Types of communication – formal, informal, verbal, written, horizontal, vertical.

UNIT-3 : Essentials of good business letter and types of letters – Official, D.O.

UNIT-4 : Letter writing - Circular, Memo, Notice, U.O. Note, applications Bio-data (C.V.) covering letter, Invitations, Greetings, Apologies.

UNIT-5 : Use of telephone, fax, taking telephonic orders, telephone etiquette's.

UNIT-6 : Communication with guest and Body language.

HYGIENE & SANITATION

Unit-1 : Role of Hygiene in Food Science and Dish washing areas, care of premises and equipment.

Unit-2 : Personal hygiene, care of skin, hand and feet. Food handlers hygiene, protective clothing.

Unit-3 : Dishwashing methods – manual and machine dish washing – merits and demerits.

Unit-4 : Garbage disposal – different methods –advantage and disadvantages.

Unit-5 : Food Poisoning – Causative factors and the precautions to be taken by food handlers.

Unit-6 : Food Storage – Techniques of correct storage, storage temperature of different commodities to prevent bacterial manifestation or contamination.

Unit-7 : Pest Control - Rodents and insect control techniques, special stress on control of flies, rats and cockroaches.

Unit-8 : Municipal health laws.

Unit-9 : Golden rules of first aid and treatment for cuts, wounds, burns.

Computer Awareness

(to be taught in practical classes)

Unit-1 : Computer fundamentals:

- Information concepts and processing
- Components of a computer processing system
- Hardware, features and uses
- Input/Output devices
- Software concepts

Unit-2 : Application of computers with reference to hotel operations, processing of table orders and computerized billing.

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PG DIPLOMA IN FRONT OFFICE OPERATIONS & GUEST RELATIONS

Eligibility : ANY DEGREE or EQUIVALENT

Title : PG Diploma

Duration : 12 months

Teaching hours per week : 35

No. of weeks of effective teaching : 36

No. of weeks of training : 4

Sl. No.	Subject	Distribution of Time			Distribution of Marks			
		Hours per Week			University's Exam			
		T	P	Total	Th	Hrs	Pr	Hrs
1.	Front Office Operation	05	10	15	25	03	75	03
2.	Principles of Accounts	04	-	04	25	03	-	-
3.	Hotel Accounts	03	-	03	25	03	-	-
4.	Business Communication & Office Orgn.	03	02	05	25	02	75	02
5.	Application of Computers	02	06	08	25	02	75	01
Total		17	18	35	125	13	150	06

Grand Total: 275

Pass (Theory) - 35%

Pass (Practical) - 40%

Aggregate - 40%

University's Examination :

TH : Marks for Council Exam, for theory marks

PR : Marks for external Practical

FRONT OFFICE OPERATION

THEORY :

- Unit-1 : Introduction to the hotel world and tourism industry. Classification of hotel and numbering of rooms. Front Office organisation, layout, planning, furniture and equipment, staffing pattern-according to sizes and types, rules of the house for Front Office staff, duties and attributes of different level of staff, basic terminology used in the front office of a hotel, coordination and communication between the Front Office and the other departments.
- Unit-2 : Reservation – Basic definition, modes of room reservation and source of hotel bookings, system of room reservation, conventional density, different records, diaries, forms, etc. used for recording room reservation, filling system for reservations-whitney, introduction to computerised reservation system.
- Unit-3 : Reception – Receiving, registration and rooming of the guest on arrival. Rooming of VIP and VVIP guests and group arrivals, contractual terms between hotel and guests, record registers, forms, etc. required in the reception office, functions and operation of the room rack and other equipment at the reception counter, dealing with walk-in guests with scanty baggage, procedure of crew arrival and lay over passengers, change of guest rooms, handling of guest, staff and hotel mail, maintenance of books, key handling and control, use and function of the key rack, handling of messages and enquiries for the guest, calculating room occupancy reports, house keeping occupancy reports.
- Unit-4 : Information about the hotel and city postal regulation, important modes of travel and allied information, (wild life in India, shopping, monuments, festivals of India), function of the IWDC, name and addresses of important travel agents and airlines offices, reading of train and air time schedules, currencies, names and equivalent values, passports, types of visas, preparation of itinerary.
- Unit-5 : Cash billings – various systems of maintaining guest accounts, reports and cashier desk, departure procedure, credit and discounts in hotels, handling of credit cards, travellers cheques, travel agents coupons and airline vouchers, foreign exchange regulations in the hotels regarding payment of hotel bills by foreigners and NRIs, handling of guest valuables.
- Unit-6 : Communications – Knowledge of PBX, EPABX, handling the telephone, important telephone numbers, reading of directories, phonograms, method of operation of e-mail, fax, fascimile, mobile phones, public address system and accessing web sites.
- Unit-7 : The Lobby Manager's Desk – Functions of the Lobby Manager, forms and registers required, handling of any unusual event like theft, fire, accident, death, skippers, scanty luggage guests, etc. Handling of master keys, duplicate and original keys while receiving and rooming of VIP guests, handling guest complaints and problems.
- Unit-8 : Paging procedures, conventional and use of technology, handling guest baggage during check-in and check-out time, use of the bell desk with the reception, miscellaneous.
- Unit-9 : Caring for guests :- their needs, arranging tickets, organising sight seeing and transport, arranging safe custody of valuables and handling of emergencies, seeing off guests.

PRACTICALS :

Practice of standing behind the reception counter, practice of handling telephone and PBX, PABX, EPABX, Fascimile, e-mail and internet access. Handling of guest complaints, mail handling, handling room keys, messages, knowledge of postal rates, local and international. Practice of entries in different books, diaries and forms used at reception desk.

Handling of visitors property, preparation of guest bills and V.T.L.(visitor tabular ledger). Computer systems of accounting, knowledge of local sight seeing, reading train, plane and bus time tables, telephone, accepting of credit cards and traveller cheques. Practice of preparing the itinerary, booking of trunk calls, writing of telegrams with the help of international telegraphic codes. General awareness about your country and culture. Currencies & conversion rates. Cash and TC's.

PRINCIPLES OF ACCOUNTING

Unit-1 : Terms used for accounting, definition of book -keeping and objects. Principles of double entry system of accountancy and its advantages.

Unit-2 : Book of original entry – Journal, rules and practice on journalising transactions.

Unit-3 : Cash book – simple, 2 columns and 3 columns, handling cheques, endorsement, crossing of cheques and dishonouring. Bank reconciliation statement.

Unit-4 : Subsidiary books – records of credit purchases, credit sales purchases returned, sales returns, debit note, credit note, journal paper.

Unit-5 : Ledger :- Its posting, balancing and closing of accounts practice on posting entries.

Unit-6 : Preparation of final accounts – trial balance, trading and profit and loss account, balance sheets, adjustment of closing stocks.

Unit-7 : Depreciation - meaning, causes, fixed instalments and diminishing balance method.

Unit-8 : Capital and revenue, calculations relating to percentage exchange, conversions, discounts, allowances.

HOTEL ACCOUNTING

Unit-1 : Introduction – Need for uniform Hotel Accountancy system.

Unit-2 : Revenue and non-revenue producing department of the hotel.

Unit-3 : Sales record and control of minor revenue producing departments.

Unit-4 : Fixing of room rates and basis of charging room rents and uniform system of accounting.

Unit-5 : Visitor tabular ledger and guest weekly bill. Types of ledgers used in hotels. NCR billing machines and its uses and introduction to computerised accounting system.

Unit-6 : Operating and accounting ratios.

Unit-7 : Night auditor's duties and responsibility and generation of night audit reports.

BUSINESS COMMUNICATION AND OFFICE ORGANISATION

BUSINESS COMMUNICATION

SYLLABUS – (Theory) :

Unit-1 : Introduction – definition, objectives, principles of effective communication, and the importance of good communication.

Unit-2 : Type of communication – formal, informal, verbal, written, horizontal, vertical.

Unit-3 : Essentials of good business letter. Types of letters - Official, D.O.

Unit-4 : Office Memos, Circulars, Notices, U.O.Note, Applications, Bio-data (C.V.) covering letter, Invitations, Greetings, Regrets.

Unit-5 : Telegrams, Phonograms, Trunk Calls, STD, ISD, Registered, Insured and UPC letters.

Unit-6 : Use of modern office equipment and gadgets.

PRACTICAL – BUSINESS COMMUNICATION:

1. Holding Conversations:-

- while receiving a guest and giving him information or clarifications, special attention to VIPs.
- while placing and receiving orders.
- while Felicitation, Confirmation, Regrets and Apologies.
- while checking, investigating and enquiry.
- while with officials, guests & colleagues.

2) Organising group discussions and meetings.

3) Perfection in use of body language.

PRACTICALS – OFFICE ORGANISATION:

- 1) Testing, typing skills based on the syllabus.
- 2) Filing and indexing.
- 3) Handling of telephone, fax, internet, photocopier, computer.

COMPUTER APPLICATION

Practicals :

Unit-1 : Computer fundamentals :

- History
- Information concepts and processing
- Elements of a computer processing system
- Hardware, features and uses
- Input/output devices
- Software concepts.

Unit-2 : DOS Commands :

- Classification of DOS Commands

- DOS conventions for file names
- Executing simple DOS commands
- Creating directories.

Unit-3 : Introduction to Windows and use of MS-Office, with special concentration on MS-Word & MS-Excel.

Unit-4 : Application of computers with reference to Front Office Operations and billing. (each Institute shall outsource the software for simulation exercises).

Unit-5 : Use of computers for accounting records and controls.

Note: Theory aspects shall be taught in theory classes while the practice in handling and use of computers shall be in the earmarked practical classes.

CERTIFICATE COURSES IN FOOD PRODUCTION

Eligibility : 10+2 (H.S.C.) / S.S.C or equivalent,
knowledge of English.
Title : Certificate Course.
Duration : Six Months
Teaching hours per week : 25
No. of weeks of effective teaching : 20
No. weeks of Training : 4

Sl. No.	Subject	Distribution of Time			Distribution of Marks			
		Hours per Week			University's Exam			
		Th	Pr	Total	Th	Hrs	Pr	Hrs
1.	Cookery	3	16	19	25	3	75	6
2.	Hygiene and Nutrition	2	-	3	25	3	-	-
4.	Commodities and Costing	3	-	3	25	3	-	-
Total					75	75		

Grand Total: 150

Pass (Theory) 35%
Pass (Practical) 40%
Aggregate 40%

University's Examination

:

TH : Marks for University's Exam, for theory marks
 PR : Marks for external Practical

FOOD PRODUCTION - COOKERY

THEORY :

Unit-1 : Importance of kitchen in Hotel & Catering establishments; Aims and objectives of Cooking, classification of raw materials, preparation of ingredients, methods of mixing foods, effect of heat on various foods, weighing and measure, texture of food, Culinary terms.

Unit-2 : Methods of cooking with special application to meat, fish, vegetables, cheese, pulses and egg. Conventional and non-conventional methods of cooking, solar cooking, microwave cooking, fast food operation. Varieties of fish, meat and vegetables. Accompaniments, garnishes and rechauffe.

Unit-3 : Balancing of recipes, standardization of recipes, standard yield, maintaining recipe files. Menu planning, portion control, brief study of how portions are worked out. Invalid cookery. Purchasing specifications, quality control, Indenting and Costing.

Unit-4 : Description and use of the following :

Basic stocks, Aspics & Jellies.

Roux blanc, Roux blond and Roux brun.

Recipes and quantities required to produce 10 litres of stock, white & brown. Recipes required to produce one litre of the following:

Bechamel sauce, tomato sauce, Veloute sauce, Espagnole sauce, Hollandaise and mayonnaise sauce with the necessary precautions to be observed while preparing these, with minimum five derivatives of each.

Soup – Definition, classification of soups with example in each group, recipe for one litre consommé, 10 popular consommés with their garnishes.

Unit-5 : Eggs – Structure, selection of quality, various ways of cooking eggs with example in each method and prevention of blue ring formation.

Unit-6 : Vegetables – Effect of heat on different vegetables in acid/alkaline medium and reaction with metals. Method of cooking different vegetables with emphasis on cooking asparagus, artichokes, brussels sprouts.

Unit-7 : Theory of Bread making, Bread rolls, Bread sticks, Indian Breads.

Unit-8 : Pastry – Recipes of short crust pastry, puff pastry, flaky pastry choux paste, Danish pastry and their derivatives. Recipes and method of preparation of plain ice cream.

Unit-9 : Kitchen stewarding and upkeep of equipment.

Unit-10: Staff organization of Kitchen, coordination with the Departments.

COOKERY - PRACTICALS

Familiarization of tools / equipment and their use.

Indian:

Rice	08 varieties
Indian Bread	10 varieties
Dal	10 varieties
Vegetables	15 varieties
Chutney	05 varieties
Raita	05 varieties
Egg dishes	03 varieties
Fish dishes	05 varieties
Meat dishes	08 varieties
Chicken dishes	08 varieties
Shorba	02 varieties
Tandoor dishes :	Tandoori chicken, tandoori fish, seek kabab, boti kabab.
Snacks	10 varieties
Sweets	08 varieties
Special dishes for festivals – 5 festival menus (Note: emphasis on a regional cuisines)	

Continental:

Stock – white stock, brown stock, fish stock.

Sauce – Bechamel sauce, veloute sauce, tomato, espagnole, hollandaise and mayonnaise with 5 derivatives of each. Demi glace, Mint sauce, horse raddish, bread sauce and apple sauce.

Compound Butters – 3 varieties.

Soups:

Purees	2 varieties
Cream	3 varieties
Veloute	2 varieties
Broths	2 varieties
Bisques	1 varieties
Consommes	5 varieties
Cold Soups	2 varieties
Potages	2 varieties

Fish:

Baked	2 varieties
Grilled	2 varieties
Shallow fried	2 varieties
Deep fried	4 varieties
Poached	2 varieties

Chicken and other Meats:

Stew	2 varieties
Casseroles	2 varieties
Roast	2 varieties
Braised	2 varieties
Grilled/Baked	2 varieties
Chicken (Sautés)	5 varieties
Entrees	3 varieties
Pork	2 varieties
Steaks	3 varieties

Vegetables:

Preparation and cooking of vegetables – 10 varieties.
Potatoes – 10 varieties.

Farinaceous dishes: Spaghetti and macaroni dishes – 2 varieties.

Egg: Breakfast egg preparation – 5 varieties

<u>Sweets :</u>	Mousse	3 varieties
	Soufflés	3 varieties
	Baked	3 varieties
	Steamed (Pudding)	3 varieties

<u>Chinese :</u>	Soups	2 varieties
	Noodles & Rice	4 varieties
	Chicken	2 varieties
	Pork	2 varieties
	Meat	2 varieties
	Prawns	2 varieties
	Fish	1 dish
	Vegetables	3 varieties

COMMODITIES AND FOOD COSTING

THEORY :

Unit-1 : Cereals – Wheat, rice, maize.

Breakfast Cereals – Uses and storage of Cornflakes, puffed rice, pressed rice.

Unit-2 : Pulses – Types and uses of pulses.

Unit-3 : Fresh fruits and vegetables, classification of fruit and vegetables and its use.

Unit-4 : Dairy products – Milk and its composition and storage, classification and uses of cheese, butter & cream.

Unit-5 : Prevailing food standards in India, food adulteration as a public health hazard, simple tests in the detection of common food adulterants, Essential Commodities Act-ISI Agmark.

Unit-6 : Herbs, spices and condiments – classification and uses of different types of herbs and

condiments.

Unit-7 : Brief introduction of Tea, Coffee, Cocoa and its procurement, storage and use. Food flavours, essences and colours with brand names.

Unit-8 : Methods of food preservation – long term and short term methods. Convenience food – sugar preserves and confectionery gums.

Unit-9 : Importance of costing and cost dynamics – variable and semi-variable and fixed cost.

Unit-10: Elements of cost – material, labour and overhead.

Unit-11: Cost control procedure through Purchasing, Receiving, Storing issuing and preparation, portion control.

HYGIENE & NUTRITION

HYGIENE

Unit-1 : Personal hygiene, care of skin, hand and feet. Food handlers hygiene, protective clothing.

Unit-2 : Dishwashing methods – manual and machine dish washing – merits and demerits.

Unit-3 : Garbage disposal – different methods –advantage and disadvantages.

Unit-4 : Food Poisoning – Causative factors and the precautions to be taken by food handlers.

Unit-5 : Food Storage – Techniques of correct storage, storage temperature of different commodities to prevent bacterial manifestation or contamination.

Unit-6 : Pest Control - Rodents and insect control techniques, special stress on control of flies, rats and cockroaches.

Unit-7 : Municipal health laws.

Unit-8 : Golden rules of first aid and treatment for cuts, wounds, burns.

NUTRITION

UNIT-1 : Definition of nutrition, definition of a calorie, daily caloric requirements for different age groups, factors. Food groups and their role in balance diet.

UNIT-2 : Carbohydrates and proteins – Classification, sources, functions, Recommendatory Daily Allowance (RDA), excess and deficiency.

UNIT-3 : Fats - classification according to sources, difference between animal fat and vegetable fat, functions, Recommendatory Daily Allowance (RDA), excess and deficiency.

UNIT-4 : Minerals – Importance of Minerals with special emphasis on calcium and iron (function & sources).

UNIT-5 : Vitamins in diet – Fat soluble – A, D, E & K water soluble, B-complex, Thiamin, Niacin, Riboflavin and Vitamin C, sources, functions, Recommendatory Daily Allowance, excess and deficiency.

UNIT-6 : Health Foods & Menus for diabetic, heart, blood pressure patients, specific requirements for sports men/women.

CERTIFICATE PROGRAMME IN FOOD & BEVERAGE SERVICE

Eligibility : 10+2 (H.S.C.) / S.S.C or equivalent
 Title : Certificate Course
 Duration : 06 Months
 Teaching hours per week : 25
 No. of weeks of effective teaching : 20
 No. of weeks of Training : 4

Sl. No.	Subject	Distribution of Time			Distribution of Marks			
		Hours per Week			University's Exam			
		T	P	Total	Th	Hrs	Pr	Hrs
1.	F & B Service I	6	10	16	25	3	75	4
2.	Business Communication	2	-	2	25	2	-	-
3.	Hygiene & Sanitation	2	-	3	25	2	-	-

Total 75 75

Grand Total: 150

Pass (Theory) - **35%**
Pass (Practical) - **40%**
Aggregate - **40%**

University's Examination :

TH : Marks for University's Exam, for theory marks
 PR : Marks for external Practical

FOOD & BEVERAGE SERVICE – I

SYLLABUS :

THEORY :

Unit-1 : Brief knowledge of:

- d) Development of catering industry, job prospects and careers in the catering industry.
- e) Different types of catering establishments.
- f) Relationship of the waiter with – i) Customer, ii) Kitchen, and iii) Management.

Unit-2 : Brief description and correct uses of :

- e) Different types of cutlery, crockery, silverware, flatware, halloware and glassware used in a standard catering establishment.
- f) Different types of equipment – Baine Marie, plate warmer, hot plates, microwave oven, ice cream machine, coffee machine, ice cube machine, side boards, dish washing machine, glass washing machine.
- g) Special equipment – Nut cracker, grape scissors, Oyster service, caviar, lobsters, snails, cheese. Cigar cutters, wine bottle openers, gueridon equipment.
- h) Different types of restaurant linen, exchange and requisition systems.

Unit-3 : Preparation of the restaurant – Mis-en-place & mis-en-scene, rules for laying of table and waiting. Useful tips for Food/Beverage service.
Restaurant vocabulary – English and French.

Unit-4 : Various forms of a meal courses:

Hors d' oeuvres, Potege, Poisson, Entrée, Releve (main), Sorbet, Roti, Legumen, Entrement, Savoury, Desserts and Cafe.

Unit-5 : Table Sauces – accompliments/garnishes.

Unit-6 : Meals and Menu planning – Different types of Menus – (a) Table d'hote, (b) A'la carte, (c) State Banquets, (d) Buffet – cold/hot spreads, for various types of function.

Unit-7 : Different forms of service – Russian, American, French, Indian and English.

Unit-8 : Staff organisation of F&B Deptt., and inter & intra departmental coordination.

Unit-9 : Silver polishing methods – (a) Polivit method, (b) Plate powder, (c) Burnishing method.

Unit-10: Significance of pantry & still room in F&B operation, Functions of pantry and sections of pantry.

Unit-11: Kitchen stewarding. Broad specifications of light and heavy duty equipment, Restaurant, Pantry and Still room equipment.

Unit-11: Modern trends in the Hotel and Catering industry:

- Ecotels
- Fast Food outlets
- Adventure Tourism
- Theme Restaurants
- Welfare Catering

PRACTICALS :

Hygienic handling of cutlery, crockery, glassware and trays.

Laying and relaying of table cloth during and before meals.

Correct use of waiter's cloth runners, Napkins and Napkin foldings.

Mise-en-scene and Mise-en-place for various types of meals and menus.

Correct handling and practice of service spoons and service forks, silver service.

Serving and clearing of a meal (course by course).

Table d'hote menus, laying for cover and service for lunch and dinner, preparation & service of tea, black coffee, turkish coffee, cona coffee, espresso coffee.

Receiving and seating the guests, presenting menu cards and taking the order from guests and writing of KOT.

Passing the order to the Kitchen & pickup.

Making and presentation of a bill.

Organising parties and functions – Buffets & Banquets.

Indian and Chinese food service procedures.

Daily briefing and system of tips/distribution.

BUSINESS COMMUNICATION

UNIT-1 : Introduction – Definition, objectives, principles of effective communication and the importance of good communication.

UNIT-2 : Types of communication – formal, informal, verbal, written, horizontal, vertical.

UNIT-3 : Essentials of good business letter and types of letters – Official, D.O.

UNIT-4 : Letter writing - Circular, Memo, Notice, U.O. Note, applications Bio-data (C.V.) covering letter, Invitations, Greetings, Apologies.

UNIT-5 : Use of telephone, fax, taking telephonic orders, telephone etiquette's.

UNIT-6 : Communication with guest and Body language.

HYGIENE & SANITATION

Unit-1 : Role of Hygiene in Food Science and Dish washing areas, care of premises and equipment.

Unit-2 : Personal hygiene, care of skin, hand and feet. Food handlers hygiene, protective clothing.

Unit-3 : Dishwashing methods – manual and machine dish washing – merits and demerits.

Unit-4 : Garbage disposal – different methods –advantage and disadvantages.

Unit-5 : Food Poisoning – Causative factors and the precautions to be taken by food handlers.

Unit-6 : Food Storage – Techniques of correct storage, storage temperature of different commodities to prevent bacterial manifestation or contamination.

Unit-7 : Pest Control - Rodents and insect control techniques, special stress on control of flies, rats and cockroaches.

Unit-8 : Municipal health laws.

Unit-9 : Golden rules of first aid and treatment for cuts, wounds, burns.

CERTIFICATE PROGRAMME IN BAKERY & CONFECTIONARY

Eligibility : 10+2 (H.S.C.) / S.S.C or equivalent
 Title : Certificate Course
 Duration : 06 Months
 Teaching hours per week : 35
 No. of weeks of effective teaching : 20
 No. of weeks of Training : 4

Sl. No.	Subject	Distribution of Marks			Distribution of Marks			
		Hours per Week			University's Exam			
		Th	Pr	Total	Th	Hrs	Pr	Hrs
1.	Bakery	04	12	16	25	3	75	6
2.	Confectionery	04	12	16	25	3	75	6
3.	Hygiene and Sanitation	01	-	01	25	2	-	-
4.	Commodities and Costing	01	-	01	25	2	-	-
				Total	100		150	

Grand Total : 250

Pass (Theory) - 35%
Pass (Practical) - 40%
Aggregate - 40%

University's Examination :

TH : Marks for University's Exam, for theory marks
 PR : Marks for external Practical

BAKERY

THEORY :

1. Introduction & scope of Bakery & Confectionery, Bakery terms. Organisation chart of Bakery.
2. Structure of wheat grain.
3. Milling of wheat and role of bran and germ.
4. Flours :

Different types of flours available, constituents of flours, PH Value of flour, water absorption power of flour, gluten, diastatic capacity of flour, grade of flour.
5. Raw material required for bread making :
 - Role of flour, water, yeast, salt
 - Sugar, milk and fats
6. Methods of bread making :
 - straight dough method
 - delayed salt method
 - no time dough method
 - sponge and dough method
7. Characteristics of good bread
 - External characteristics - volume, symmetry of shape
 - Internal characteristics - colour, texture, aroma, clarity and elasticity.
8. Bread faults and their remedies.
9. Yeast – An elementary knowledge of Baker's yeast, the part it plays in the fermentation of dough and conditions influencing its working. Effect of over and under fermentation and under proofing of dough and other fermented goods.
10. Bread diseases – Rope and mold-causes and prevention.
11. Bread improvers-improving physical quality.
12. Oven & Baking : Knowledge and working of various types of oven. Baking temperatures for bread, confectionery goods.

13. Bakery layout – The required approvals for setting up of a Bakery – Government procedure and Bye-laws.
 - Selection of site
 - Selection of equipment.
 - Layout design
 - Electricity.
14. Quality control
 - of raw material
 - of finished products

PRACTICALS – BAKERY :

Bread rolls; Bread sticks & soft rolls; Buns; Hot Cross Buns; Fruit Buns; Danish; Pastry; Croissants; Brioche; Fermented dough nuts; Chelsea buns; Russian stollen
Basic bun dough. Savarin dough, Bread/Brown Bread, Vienna bread; Fancy bread; French bread; whole meal bread; Masala bread; Milk bread; Raisins breads; Current loaf; Fruit bread; Pizza base.

CONFECTIONERY

THEORY :

1. Cake making ingredients – Flour, Sugar, Shortening and egg.
2. Moistening agents.
3. Fats and oil.
4. Leavening agents.
5. Cake making methods – sugar butter process, flour butter process, genoise method and blending and rubbing method.
6. Correct temperature for baking different varieties of cakes.
7. Pastry making, principles and various derivatives.
8. Characteristics of cakes : External; Internal
9. Balancing of cake formula.
10. Cake faults and their remedies.
11. Types of icing.
12. Preparation of cookies and biscuits. Factors affecting the quality of biscuits/cookies.
13. Storage of confectionery product.
14. Various types ice creams and bombs.

PRACTICALS – CONFECTIONERY :

Cakes by different methods (e.g., sponge cake; Madiera cake; Genoise; fatless sponge; rock cake; fruit cake)

Biscuits & Cookies : Plain biscuits; piping biscuits; cherry knobs; langue-de-chats; (cats tongue) salted biscuits; nut biscuits; coconut biscuits; melting moment; macaroons; tricolour; chocolate biscuits; marble biscuits; nan-khatai; short bread biscuits. Ginger biscuits; cheese biscuits; cream fingers.

Flaky/Puff pastry-khara biscuits; veg patties; chicken patties; mutton patties; cheese straws; patty cases; thousand layer cake; jalousie; apple flane; cream horns.

Choux pastry : Chocolate eclair; profitroll suchard; cream buns.

Short crust pastry : Lemon curd tart; jam tart.

Icing : Fondant; American frosting; Butter cream icing; Royal icing; gum paste; marzipan; marshmallow; lemon meringue; fudge; almond paste; glace icing.

Toffees : Milk toffee; chocolate; stick jaws; liquor chocolate.

Ice Cream: Vanilla, Strawberry, Chocolate, Pineapple, Mango.

Pastry: Pineapple pastry, chocolate pastry.

Cakes & Gauteaux: Queen cakes; fruit cake; birthday cake; easter eggs; chocolate dippings; wedding cakes; cheese cakes; black forest; gateaus; gateau religious; apple strudel; bakery. Dough nuts; fruit gateaus; baba-au-rhum, savarin chantilly; savarin; meringue; chantilly; Swiss rolls and Madeline cake.

Pudding : Bavarois; ginger pudding; cold lemon souffle; chocolate mousse; charlottes royale; charlotte russe; charlotte arlequine; bavarois rubane; souffle praline; fruit trifle.

INDIAN SWEETS :

Chenna	-	Rasgulla, Chamcham, Pakiza, Chenna Toast, Rasmalai
Khoya	-	Gulab Jamun, Barfi
Sugar	-	Mysore Pak, Ghewar
Flour/Besan	-	Patisa, Shakarpure, Halwa, Laddo, Peda
Milk	-	Kheer, Rabri
Nuts	-	Barfi, Chekki.

HYGIENE & SANITATION

Unit-1 : Role of Hygiene in Bakery.

Unit-2 : Personal hygiene, care of skin, hand and feet. Food handlers hygiene, protective clothing.

Unit-3 : Dishwashing methods – manual and machine dish washing – merits and demerits.

Unit-4 : Garbage disposal – different methods –advantage and disadvantages.

Unit-5 : Food Poisoning – Causative factors and the precautions to be taken by food handlers.

Unit-6 : Food Storage – Techniques of correct storage, storage temperature of different commodities to prevent bacterial manifestation or contamination.

Unit-7 : Pest Control - Rodents and insect control techniques, special stress on control of flies, rats and cockroaches, care premises and equipment.

Unit-8 : Municipal health laws.

Unit-9 : Golden rules of first aid and treatment for cuts, wounds, burns.

COMMODITIES COSTING & ACCOUNTS

Section-I (Accounts and Costing) :

- Book Keeping, double entry, journal entry, simple cash book and types of accounts.
- Purchase book, Purchase return book, Stores requisition
- Sales book, Sales return book, Cash voucher/Credit voucher book
- Percentage and discounts
- Preparation of invoices and debit/credit memos.
- Introduction to ingredient costs, labour costs, overheads, gross profit, net profit, calculation of cost price, sales price and catalogue price.

Section – II (Commodities) :

- Sugar
- Cocoa, chocolate
- Milk
- Butter

- Cream
- Cheese
- Food colours
- Flavours & essences
- Dry fruits and nuts used in confectionery
- Fresh and preserved fruits products
- Food laws – Agmark.

CERTIFICATE PROGRAMME IN HOUSE KEEPING

Eligibility : 10+2 (H.S.C.) / S.S.C or equivalent
 Title : Certificate Course
 Duration : 6 months
 Teaching hours per week : 35
 No. of weeks of effective teaching : 20
 No. of weeks of Training : 4

Sl. No.	Subject	Teaching Scheme			EXAMINATION SCHEME			
		Th.	Pr.	Total	THEORY		PRACTICAL	
					Th.	Total	Pr.	Total
1.	House Keeping Oper.	06	10	16	1 (3 Hrs)	25	06	75
2.	Interior Decoration	05	-	05	1 (3 Hrs)	25	-	-
3.	Hygiene and Hotel Maint.	05	04	09	1 (3 Hrs)	25	02	75
4.	Communication	03	-	03	2 Hrs	25	-	-
Total						100		150
Grand Total:					250			

Total Hours per Week : 35 Hours

Pass (Theory) - 35%
Pass (Practical) - 40%
Aggregate - 40%

University's Examination :

TH : Marks for University Exam, for theory marks
 PR : Marks for external Practical

HOUSEKEEPING

THEORY :

- UNIT-1 : Importance of housekeeping in the hospitality industry, types of lodging establishments, organisational chart – duties and responsibilities of housekeeping employees. Necessity of the personnel factor in dealing with the guest on a day to day basis.
- UNIT-2 : Cleaning equipment – Selection of equipment, brooms and brushes, protective equipment, clothes used in cleaning, box sweeper, electric equipment, vaccum cleaner, floor scrubbing and polishing machine, floor shampooing machine, containers trolley, chamber maid's trolley, etc. Use and care of equipment and material required by the House Keeping Department.
- UNIT-3 : Solvents grease absorbents, disinfectants, antiseptics, soaps, deodorants, detergents, polishes & storage.
- UNIT-4 : Cleaning methods – Care, cleaning and polishing of various surfaces, hard floorings, thermoplastic floorings, wooden, surfaces painted, varnished, laminated compositions, walls and wall coverings, furniture of various types e.g., brass, copper, aluminium, stainless steel, chromium.
- UNIT-5 : Cleaning of guest rooms and bath – daily, weekly and spring cleaning, night service, check list of standard guest and bathroom supplies, room occupancy list, housekeepings report, handling room transfers, lost and found, cleaning of public restaurant. Food service, areas and employees areas.
- UNIT-6 : Laundry work – use of laundry agents, laundry equipment, stain removal agents, handling guest laundry.
- UNIT-7 : Linen Room – Its importance in hotels, selection and buying of linen, inspecting, receiving used linen. Linen stock for any establishment.
- UNIT-8 : Different types and importance of keys – section key, master key, floor key and grand master key. Key of executive offices and public areas and computerised key.
- UNIT-9 : Pest control and eradication – with special reference to rats, cockroaches, furniture beetle, clothes moth, etc. Dealing with emergency situation like fire, death, theft, accidents, safety security control.

PRACTICALS :

Cleaning and polishing of various surfaces, hard flooring, semi-hard floorings, wooden flooring.

Wall treatments – tiles, wall paper, fabric, glass surfaces, mirrors, metal cleaning – silver, brass, copper.

Bed making and turn down service.

Daily cleaning and preparation of guest room, VIP rooms, cleaning of bathrooms.

Periodical cleaning in guest room, public areas, spring cleaning in guest rooms and public areas.

Flower arrangements – dining tables, reception counters, buffet tables. Field visit to hotels to familiarise students with operations of various departments in hotel.

Stain removal, washing, drying, ironing, folding, storing of various types of fabrics and garments. Use of laundry equipment and dealing with different types of pests, House Keeping reports and formats.

INTERIOR DECORATION

Theory:

UNIT-1 : Objectives of interior decoration - Principles of designs, their application in hotel industry.

UNIT-2 : Colours – colour harmonies, association of colours and their application in the various areas of the hotel industry.

UNIT-3 : Flower arrangements – Western and Eastern styles. Guidelines on preserving freshness of flowers and arrangement for different occasions.

UNIT-4 : Furniture & its arrangements, selection of furniture, types of furniture.

UNIT-5 : Soft Furnishings – Curtains, cushions, bedspread.

UNIT-6 : Floor Furnishings – floor coverings.

UNIT-7 : Selection of furnishing fabrics.

UNIT-8 : Glossary of art forms – as rangoli, flower carpet, design, dry flower arrangements, wall hangings of different types.

HYGIENE & HOTEL MAINTENANCE

HYGIENE – THEORY:

UNIT-1 : Definition of Hygiene, positive good health, personal hygiene in detail. Care of skins, hair, hand, feet, teeth, prevention of body odour. Choice and care of clothing including shoes. Importance of health and personality, cleanliness, good grooming.

UNIT-2 : Garbage disposal - different method advantage and disadvantages.

UNIT-3 : Types of bacteria, favourable conditions for their growth, definition of first aid, golden rules of first aid, care of cuts, wounds and bandages.

UNIT-4 : Food poisoning – causative factors and response of House Keeping staff to such eventualities.

UNIT-5 : Hygiene of the establishment – Design of department, washable floors & walls, good ventilation, smooth flow of work, prevention of over crowding elimination of dark corners, crevices or cracks cleaning of equipment and personal tools immediately after use and obligation of all food service employees.

HOTEL MAINTENANCE - THEORY

UNIT-1 : Fire extinguishers - various types of extinguishers, their use and application.

UNIT-2 : Laundry Equipment – Study of different types of laundry equipment eg.: washing machine, hydro-extractor, boiler calendering machine and steam press.

Unit-3 : Water and Sanitation – Hard & soft water, use of water softners, construction and working of flushing cistern, water closets, urinals, water taps (bib & pillar), water traps & seal.

Unit-4 : Lighting – types and their use in different areas of the hotel.

HOTEL MAINTENANCE - PRACTICALS :

Replacement of different types of fuses.

Replacing of electric bulb, cleaning of lamp fittings.

Fault finding and replacement of fluorescent tubes.

Wiring of plug pin and plug socket.

Study of flush tanks including replacement of parts.

Study of water taps, reasons of water leakage, removal of washers.

BUSINESS COMMUNICATION - (Theory)

UNIT-1 : Introduction – Definition, objectives, principles of effective communication and the importance of good communication.

UNIT-2 : Types of communication – formal, informal, verbal, written, horizontal, vertical.

UNIT-3 : Essentials of good business letter and types of letters – Official, D.O.

UNIT-4 : Letter writing - Circular, Memo, Notice, U.O. Note, applications Bio-data (C.V.) covering letter, Invitations, Greetings, Apologies.

UNIT-5 : Use of telephone, fax, taking telephonic orders, telephone etiquette's.

UNIT-6 : Communication with guest and Body language.