

GURU KASHI UNIVERSITY



Diploma in Hospitality & Hotel Management

Session: 2023-24

Department of Hotel Management

Graduate Outcomes of the Programme

Our graduates possess a deep understanding of the tourism and hospitality industry, adapting to its ever-changing landscape while upholding ethical and legal standards. They excel in practical skills and deliver exceptional service, leveraging effective communication, leadership, and teamwork.

Program Learning Outcomes: After completion of the program, the students will be able to:

1. Demonstrate knowledge to meet current needs and adapt to challenges and changes in tourism and hospitality industry.
2. Perform practical skills professionally in accordance with the ethical, moral and legal practice in tourism and hospitality industry.
3. Practice effective communication skills, leadership and teamwork in delivering high quality service in tourism and hospitality industry.
4. Solve operational problems within the tourism and hospitality industry by applying critical thinking and problem-solving skills.
5. Demonstrate responsibility and mastery of social skills to meet the common goals in tourism and hospitality industry.
6. Nurture intellectual and professional growth through lifelong learning activities and effective use of information from multiple sources.
7. Inculcate entrepreneurial and management skills in the related discipline that contribute towards tourism and hospitality industry.



Programme Structure

Semester -I						
Course Code	Course Title	Type of Course	L	T	P	Credits
DHH101	Foundation Food Preparation-I	Core	3	0	0	3
DHH102	Foundation Food and Beverage Service-I	Core	3	0	0	3
DHH103	Foundation of Front Office I	Core	3	0	0	3
DHH104	Foundation of Accommodation -I	Core	3	0	0	3
DHH105	Communication Skills	Ability Enhancement	3	0	0	3
DHH106	Foundation Food Preparation-I (Practical)	Skill Based	0	0	4	2
DHH107	Foundation Food and Beverage Service-I (Practical)	Skill Based	0	0	4	2
DHH108	Foundation of Front Office-I (Practical)	Skill Based	0	0	2	1
DHH109	Foundation of Accommodation -I (Practical)	Skill Based	0	0	2	1
Total			15	0	12	21

Semester -II						
Course Code	Course Title	Type of Course	L	T	P	Credits
DHH201	Foundation Food Preparation-II	Core	3	0	0	3
DHH202	Foundation Food and Beverages Services-II	Core	3	0	0	3
DHH203	Foundation of Front Office-II	Core	3	0	0	3
DHH204	Foundation of Accommodation -II	Core	3	0	0	3
DHH205	Applications of Computer	Compulsory Foundation	3	0	0	3
DHH206	Foundation Food Preparation-II (Practical)	Skill Based	0	0	4	2
DHH207	Foundation Food and Beverages Service-II (Practical)	Skill Based	0	0	4	2
DHH208	Foundation of Front Office-II (Practical)	Skill Based	0	0	2	1
DHH209	Foundation of Accommodation -II (Practical)	Skill Based	0	0	2	1
Total			15	0	12	21

Semester -III						
Course Code	Course Title	Type of Course	L	T	P	Credit
DHH301	Food Preparation Operations	Core	3	0	0	3
DHH302	Food and Beverage Operations	Core	3	0	0	3
DHH303	Front Office Operations	Core	3	0	0	3
DHH304	Accommodation Operations	Core	3	0	0	3
DHH305	Nutrition	Core	3	0	0	3
DHH306	Food Preparation Operations (Practical)	Skill Based	0	0	4	2
DHH307	Food and Beverages Operations (Practical)	Skill Based	0	0	4	2
DHH308	Front Office Operations (Practical)	Skill Based	0	0	2	1
DHH309	Accommodation Operations (Practical)	Skill Based	0	0	2	1
Total			15	0	12	21

Semester -IV						
Course Code	Course Title	Type of Course	L	T	P	Credit
DHH401	Industrial Training/Internship (5 Months)	Skill Based	0	0	0	20
Total			0	0	0	20

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Semester -V						
Course Code	Course Title	Type of Course	L	T	P	Credit
DHH501	Advance Food Production Operations - I	Core	3	0	0	3
DHH502	Advance Food and Beverages Operations - I	Core	3	0	0	3
DHH503	Front Office Management - I	Core	3	0	0	3
DHH504	Accommodation Management - I	Core	3	0	0	3
DHH509	Fundamentals of Tourism	Core	3	0	0	3
DHH505	Advance Food Production Operations - I (Practical)	Skill Based	0	0	4	2
DHH506	Advance Food and Beverages Operations - I (Practical)	Skill Based	0	0	4	2
DHH507	Front Office Management - I (Practical)	Skill Based	0	0	2	1
DHH508	Accommodation Management - I (Practical)	Skill Based	0	0	2	1
Total			15	0	12	21

Semester –VI						
Course Code	Course Title	Type of Course	L	T	P	Credit
DHH601	Advance Food Production Operations - II	Core	3	0	0	3
DHH602	Advance Food and Beverages Operations - II	Core	3	0	0	3
DHH603	Front Office Management - II	Core	3	0	0	3
DHH604	Accommodation Management - II	Core	3	0	0	3
DHH609	Hospitality Laws	Core	3	0	0	3
DHH605	Advance Food Production Operations - II (Practical)	Skill Based	0	0	4	2
DHH606	Advance Food and Beverage-II (Practical)	Skill Based	0	0	4	2
DHH607	Front Office Management - II (Practical)	Skill Based	0	0	2	1
DHH608	Accommodation Management - II (Practical)	Skill Based	0	0	2	1
Total			15	0	12	21
Grand Total			75	0	60	105

Evaluation Criteria

1. Evaluation Criteria for Theory Courses

- A. Continuous Assessment: [25 Marks]
 - i. CA1 [10 Marks] {Surprise test (Two best out of three)}
 - ii. CA2 [10 Marks] {Assignments}
 - iii. CA3 [05 Marks] {Term Paper}
- A. Attendance [05 Marks]
- B. Mid Semester Test: [30 Marks]
- C. End-Term Exam: [40 Marks]

SEMESTER- I**Course Title: Foundation Food Preparation - I****Course Code: DHH101**

L	T	P	Cr.
3	0	0	3

Total Hours: 45

Learning Outcomes: After completion of this course, the learner will be able to:

1. Identify the origin of modern cooking techniques in the food production.
2. Acquire the knowledge of importance of healthy diet in human life.
3. Develop the skills related to kitchen hygiene
4. Utilize the knowledge regarding the organization structure of kitchen.
5. Demonstrate the basic cuts and methods for food preparation.

Course Content**UNIT-I****13 Hours**

INTRODUCTION TO COOKERY: Levels of skills and experiences, Attitudes and Behavior in the kitchen, Personal hygiene, Uniforms & protective clothing, Safety Procedure in handling equipment, CULINARY HISTORY: Origin of modern cookery

HIERARCHY AREA OF DEPARTMENT AND KITCHEN: Classical Brigade, Modern Staffing in various category hotels, Roles of executive chef, Duties and responsibilities of Various chefs, Co-operation with other departments

CULINARY TERMS: List of culinary (common and basic) terms, Explanation with Examples

AIMS & OBJECTS OF COOKING FOOD: Aims and objectives of cooking food, Various Textures, Various consistencies, Techniques used in pre-preparation, Techniques used in preparation

UNIT-II**11 Hours**

BASIC PRINCIPLES OF FOOD PRODUCTION

VEGETABLE AND FRUIT COOKERY: Introduction – classification of vegetables, Pigments and Color changes, Effects of heat on vegetables, Cuts of vegetables, Classification of fruits, Uses of fruit in cookery, Salads and salad dressings

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

SAUCES: Classification of sauces, Recipes for mother sauces, Storage & Precautions

SOUPS: Classification with examples, Basic recipes of Consommé with 10 Garnishes

UNIT-III**11 Hours**

METHODS OF COOKING FOOD: Roasting, Grilling, Frying, Baking, Broiling, Poaching, boiling: -Principles of each of the above, Care and precautions to be taken, Selection of food for each type of cooking

EGG COOKERY: Introduction to egg cookery, Structure of an egg, Selection of egg, Uses of egg in cookery.

UNIT-IV**11 Hours**

1. COMMODITIES: Raising Agents: Classification of Raising Agents, Role of Raising Agents, Actions and Reactions. Thickening Agents: Classification of thickening agents, Role of Thickening agents.
2. Sugar: Importance of Sugar, Types of Sugar, Cooking of Sugar – various.

Transactional Modes: -

Brain Storming, Video based learning, Demonstration, Open talk, Cooperative Teaching

Suggested Readings:

- Parvinder S. Bali. (2014). *Theory of Cookery*. Oxford University Press, Ndmc Complex Disaster Management Division, YMCA Library Building, Jai Singh Marg, New Delhi
- Philip Thangam. E. (2018). *Modern Cookery*. Orient Blackswan Private Limited. Asaf Ali Rd, Kucha Pati Ram, Chandni Chowk, New Delhi.
- Bali Parvinder S. (2014). *Food Production Operations*. Oxford University Press, Ndmc Complex Disaster Management Division, YMCA Library Building, Jai Singh Marg, New Delhi
- Aggarwal D.K. (2014). *Kitchen Equipment & Design*. Aman Publications. New Delhi.

Course Title: Foundation of Food and Beverage Service - I
Course Code: DHH102

L	T	P	Cr.
3	0	0	3

Total Hours: 45

Learning Outcomes: After completion of this course, the learner will be able to:

1. Enhance the knowledge of hotel and catering industry.
2. Develop an insight into the growth of Catering Industry in the world from medieval period to till recent times.
3. Identify the different components of catering industry.
4. Acquire the required technical skills to work efficiently in Food and Beverage service industry.
5. Exhibit the appropriate usage of various equipment of food and beverage service.

Course Content

UNIT-I

13 Hours

1. THE HOTEL & CATERING INDUSTRY: Introduction to the Hotel Industry and Growth of the hotel Industry in India, Role of Catering establishment in the Travel/tourism industry,
2. Types of F&B operations, Classification of Commercial, Residential/Non-residential Welfare Catering - Industrial/Institutional/Transport such as air, road, rail, sea, etc.,

UNIT-II

11 Hours

1. DEPARTMENTAL ORGANISATION & STAFFING: Organization of F&B Department of hotel, Principal staff of various types of F&B operations, French terms related to F&B staff,
2. Duties & responsibilities of F&B staff, Attributes of a Waiter, Inter-departmental relationships (Within F&B and other department)

UNIT-III

11 Hours

1. FOOD SERVICE AREAS (F & B OUTLETS): Specialty Restaurants, Coffee Shop, Cafeteria, Fast Food (Quick Service Restaurants), Grill Room, Banquets, Bar, Vending Machines, Discothèque
2. ANCILLIARY DEPARTMENTS: Pantry, Food pick-up area, Store, Linen room, Kitchen stewarding F& B SERVICE EQUIPMENT: - Familiarization & Selection factors of: - Cutlery, Crockery, Glassware, Flatware, Hollowware, all other equipment used in F&B Service, French terms related to the above

UNIT-IV

10 Hours

1. NON-ALCOHOLIC BEVERAGES: Classification (Nourishing, Stimulating and Refreshing beverages), Tea- Origin & Manufacture, Types & Brands, Coffee- Origin & Manufacture,
2. Types & Brands, Juices and Soft Drinks, Cocoa & Malted Beverages - Origin & Manufacture.

Transactional Mode:

- Cooperative Teaching, Group Discussion, Role play, Flipped Teaching, Project Based learning

Suggested Reading:

- Lillicrap Dennis R. Cousins John A. (2018), *Food and Beverage Service*. John Wiley & Sons Inc, New York.
- Negisingh Mahendra. (2019). *Training Manual for Food and Beverage Services*. Dreamtech Press. New Delhi
- Singaravelavan. B. (2016). *Food and Beverage Services*. Oxford University Press; US.
- Bagchi S. N. (2020). *Textbook of Food and Beverage Service*. Aman Publications; Kanpur.

100A0

Course Title: Foundation of Front Office -I**Course Code: DHH103**

L	T	P	Cr.
3	0	0	3

Total Hours: 45

Course Learning Outcomes: After completion of this course, the learner will be able to:

1. Recognize the evolution and growth of tourism & hospitality industry.
2. Acquire the knowledge about basic functions and procedures of front office.
3. Attain the knowledge about the classification of hotels & rooms.
4. Construct the structure and hierarchy of front office department.
5. Demonstrate the various equipment used in front office operation.

Course Content

- UNIT-I** **10 Hours**
1. INTRODUCTION TO TOURISM, HOSPITALITY & HOTEL INDUSTRY: Tourism and its Importance, Hospitality and its origin, Hotels, their evolution and growth,
 2. Brief introduction to hotel core areas with special reference to Front Office.
- UNIT-II** **13 Hours**
1. CLASSIFICATION OF HOTELS: Size, Star, Location & clientele Ownership basis, independent hotels, Management contracted hotel Chains, Franchise/Affiliated, Supplementary accommodation, Time shares and Condominium
 2. TIME SHARE & VACATION OWNERSHIP: What is time-share? Referral chains & Condominiums, how is it different from hotel business, Classification of Timeshares, Types of accommodation and their size.
- UNIT-III** **10 Hours**
1. FRONT OFFICE ORGANIZATION: Function areas, Front office hierarchy, Duties and responsibilities, Personality traits
 2. TYPES OF ROOMS: Single, Double, Twin, Suits.
 3. BELL DESK: Functions, Procedures and records.
- UNIT-IV** **12 Hours**
1. HOTEL ENTRANCE, LOBBY AND FRONT OFFICE: Layout, Front office equipment (non- automated, semi-automated and automated).
 2. FRENCH: To be taught by a professional French language teacher. Understanding and uses of accents, orthographic signs & punctuation, Knowledge Of carinae & ordinaux (Ordinal & cardinal), Days, Dates, Time, Months and Seasons.

Transactional Mode:

- Role Play, Team Teaching, Project Based Teaching, Brain Storming, Case based analysis

Suggested Reading:

- Andrews Sudhir. (2017). Front Office training manual. Tata McGraw Hill Education. New York.
- Tewari Jatashankar R. (2016). Front office operations and management. Oxford University Press. UK
- Dix Colin. Baird Chris. (2015). Front Office Operations. Longman Publisher. London, UK
- Ismail Ahmed. (2016). Front Office Operations and Management. Delmar Cengage Learning. New York
- Kasavana Micheal. Brooks Richard M. (2012). Managing Front Office Operations. – Educational Institute of the American Hotel. US.

HOAC

Course Title: Foundation of Accommodation– I
Course Code: DHH104

L	T	P	Cr.
3	0	0	3

Total Hours: 45

Course Learning Outcomes: After completion of this course, the learner will be able to:

1. Learn the importance of different sections of housekeeping department.
2. Acquire the knowledge of various duties and responsibilities of housekeeping personnel.
3. Memorize the various cleaning procedures and tasks in hotel housekeeping operations.
4. Exhibit the handling, care, maintenance and usage of cleaning equipment & cleaning agents.
5. Execute the knowledge of Inter and Intra department co-ordination in hotel industry.

Course Content

UNIT-I

11 Hours

1. THE ROLE OF HOUSEKEEPING IN HOSPITALITY OPERATION: Role of Housekeeping in Guest Satisfaction and Repeat Business
2. Organization Chart of the Housekeeping Department: Hierarchy in small, Medium, large and chain hotels.

UNIT-II

11 Hours

1. Identifying Housekeeping Responsibilities, Personality Traits of housekeeping Management Personnel,
2. Duties and Responsibilities of Housekeeping staff, Layout of the Housekeeping Department.

UNIT-III

12 Hours

1. CLEANING ORGANISATION: Principles of cleaning, hygiene and safety factors in Cleaning, Methods of organizing cleaning,
2. Frequency of cleaning daily, periodic, Special, Design features that simplifies cleaning, Use and care of Equipment
3. CLEANING EQUIPMENTS/AGENTS: General Criteria for selection, Classification, Polishes, Floor Seats, Use, care and Storage Distribution and Controls, Use of Eco-friendly products in Housekeeping.

UNIT-IV

11 Hours

1. INTER DEPARTMENTAL RELATIONSHIP: With Front Office, With Maintenance, With Security, With Stores, With Accounts, With Personnel,
2. Use of Computers in House Keeping department

Transactional Mode:

- Projector Based Teaching, Collaborative Teaching, Panel Discussion, Case Based Teaching, Quiz, Open Talk.

Suggested Reading:

- Raghubalan. G. Raghubalan Smitree. (2015). *Hotel Housekeeping Operations and Management*. Oxford University Press. New Delhi.
- Hussain K.M Hasan. (2019). *Hotel housekeeping Management*. Notion Press. New Delhi.
- Andrews. J (2015). *Text book of Hotel Housekeeping*". Mcgraw Hill Publisher. New York. US
- Cpillai Arun. K Pillai Chandrababu. (2021). *Text Book of Hospital Housekeeping*. Walnut Publication. Odisha.

IOAFC

Course Title: Communication Skills**Course Code: DHH105**

L	T	P	Cr.
3	0	0	3

Total Hours: 45

Course Learning Outcomes: After completion of this course, the learner will be able to:

1. Develop the professional speaking, listening and writing skills.
2. Assess the need of efficient communication skills in Hospitality Industry.
3. Acquire the knowledge about the Content Writing and its uses in hotel industry.
4. State the knowledge about importance of communication in inter and intra departmental co-ordination.
5. Explore the role of communication skills in any organization.

Course Content**UNIT – 1****11 Hours**

1. Introduction: Theory of Communication, Types and modes of Communication Language of Communication: Verbal and Non-verbal (Spoken and Written) Personal, Social and Business Barriers and Strategies Intra-personal, Inter-personal and Group communication

UNIT – 2**11 Hours**

1. Speaking Skills: Monologue Dialogue, Group Discussion,
2. Effective Communication/ Mis- Communication, Interview, Public Speech

UNIT – 3**11 Hours**

1. Reading and Understanding Close Reading Comprehension, Summary Paraphrasing Analysis and Interpretation,
2. Translation (from Indian language to English and vice-versa) Literary/Knowledge Texts

UNIT – 4**11 Hours**

1. Writing Skills: - Documenting, Report Writing, Making notes, Letter writing

Transactional Mode:

Collaborative Teaching, Panel Discussion, Case Based Teaching, Quiz, Open Talk.

Suggested Reading:

- Promodini Varma. (2016). *Fluency in English Part II*. Oxford University Press. London. UK
- Kumar S P. (2012). *Language Literature and Creativity*. Orient Blackswan Pvt Ltd.-New Delhi.
- Gauri Dr. Mishra. Ranjana Dr. Kaul. Brati Dr. Biswas. (2018). *Language through Literature*. Primus Books.

- Sethi Anjanees & Adhikari Bhavana, (2014) *Business Communication*, Tata McGraw Hill. New Delhi

IQAC

**Course Title: Foundation of Food Preparation – I
(Practical)**

Course Code: DHH106

L	T	P	Cr.
0	0	4	2

Total Hours: 30

Course Learning Outcomes: After completion of this course, the learner will be able to:

1. Analyze the various equipment used in professional kitchen.
2. Acquire the different types of cuts of vegetables used in a professional kitchen.
3. Relate the knowledge about usage of ingredients appropriately to produce desired recipes.
4. Acquaint the knowledge regarding the basic cooking and pre-preparation.
5. Exhibit the working of various equipment used in bakery & patisserie section in hotel.

Course Content

1.Equipment's - Identification, Description, Uses & handling

- Hygiene - Kitchen etiquettes, Practices & knife handling
- Safety and security in kitchen Demonstrations & simple applications

2.Vegetables - classification

- Cuts - julienne, jardinière, macaroni's, brunoises, pays sane, mignonette, dices, cubes, shred, mirepoix
- Preparation of salad dressings Demonstrations & simple applications by students

3.Identification and Selection of Ingredients – Qualitative and quantitative measures.

4.Basic Cooking methods and pre-preparations

- Blanching of Tomatoes and Capsicum
- Preparation of concasse
- Boiling (potatoes, Beans, Cauliflower, etc.)
- Frying - (deep frying, shallow frying, sautéing) Auberges, Potatoes, etc.
- Braising - Onions, Leeks, Cabbage
- Starch cooking (Rice, Pasta, and Potatoes)

5.Stocks - Types of stocks (White and Brown stock)

- Fish stock, Emergency stock, Fungi stock

6.Sauces - Basic mother sauces

- Béchamel, Espagnole, Velouté, Hollandaise, Mayonnaise, Tomato

7.Egg cookery - Preparation of variety of egg dishes

- Boiled (Soft & Hard), Fried (Sunny side up, Single fried, Bull's Eye, Double fried), Poches, Scrambled, Omelets (Plain, Stuffed, Spanish), En cocotte (eggs Benedict).

8.Simple Salads & Soups:

- Cole slaw, Potato salad, Beet root salad, Green salad, Fruit salad, Consommé

9.Simple Egg preparations:

- Scotch egg, Assorted omelets, Oeuf Florentine, Oeuf Benedict, Oeuf Force, Oeuf Portugese, Oeuf Deur Mayonnaise

10. Simple potato preparations

- Baked potatoes, Mashed potatoes, French fries, Roasted potatoes, Boiled potatoes, Lyonnaise potatoes, Allumettes, Vegetable preparations, Boiled vegetables, Glazed vegetables, Fried vegetables, Stewed vegetables.

Bakery & patisserie**1. Equipment's,**

- Identification, Uses and handling Ingredients - Qualitative and quantitative measures

2. BREAD MAKING

- Demonstration & Preparation of Simple and enriched bread recipes, Bread Loaf (White and Brown), Bread Rolls (Various shapes), French Bread, Brioche Demonstration by instructor and applications by students

3. SIMPLE CAKES

- Demonstration & Preparation of Simple and enriched Cakes, recipes, Sponge, Genoise, Fatless, Swiss roll, Fruit Cake, Rich Cakes, Dundee, Madeira.

4. SIMPLE COOKIES

- Demonstration and Preparation of simple cookies like, Nan Khatai, Golden Goodies, Melting moments, Swiss tart, Tri color biscuits, Chocolate chip, Cookies, Chocolate Cream Fingers, Bachelor Buttons. Demonstration by instructor and applications by students.

5. HOT / COLD DESSERTS

- Caramel Custard, Bread and Butter Pudding.

Transactional modes:

- Demonstration, Team Demonstration, Video Demonstration, Peer Demonstration, Video Lecture.

Suggested Readings:

- Bo. Friberg. (2017) The Professional Pastry Chef, Publisher: Wiley & Sons INC, New Jersey
- Fuller J. Barrie & Jenkins (2018) Accompaniments & Garnishes from waiter, MHE Publisher. New Delhi.
- Dubey S. C (2017) Bakery & Confectionery, Publisher: Society of Indian Bakers. New Delhi.

- Philip E. Thangam (2015) Modern Cookery, Publisher: Orient Longman. New Delhi

IQAC

Course Title: Foundation of Food and Beverage Service - I (Practical)
Course Code: DHH107

L	T	P	Cr.
0	0	4	2

Total Hours: 30

Course Learning Outcomes: After completion of this course, the learner will be able to:

1. Analyze the different profiles of food & beverage areas.
2. Identify the various food and beverage service equipment and their appropriate use in the restaurants.
3. Acquire the knowledge about different types of glassware, crockery, cutlery, trolley and tables etc. used in food and beverage service.
4. Demonstrate the skills related to the crumbing task.
5. Exhibit the service etiquettes during the service of water, juices, tonic water etc.

Course Content

- 1. Food Service areas – Induction & Profile of the areas**
- 2. Ancillary F&B Service areas – Induction & Profile of the areas**
- 3. Familiarization of F&B Service equipment**
- 4. Care & Maintenance of F&B Service equipment**
- 5. Cleaning / polishing of EPNS items by:**

- Plate Powder method, Polivit method, Silver Dip method, Burnishing Machine

6. Basic Technical Skills

- Task-01: Holding Service Spoon & Fork
- Task-02: Carrying a Tray / Salver
- Task-03: Laying a Table Cloth
- Task-04: Changing a Table Cloth during service
- Task-05: Placing meal plates & clearing soiled plates
- Task-06: Stocking Sideboard
- Task-07: Service of Water
- Task-08: Using Service Plate & Crumbing Down
- Task-09: Napkin Folds
- Task-10: Changing dirty ashtray
- Task-11: Cleaning & polishing glassware

7. Tea – Preparation & Service

8. Coffee - Preparation & Service

9. Juices & Soft Drinks - Preparation & Service

- Mock tails, Juices, Soft drinks, Mineral water, Tonic water, Cocoa & Malted Beverages – Preparation & Service

Transactional modes:

- Demonstration, Mock Exercise, Video Demonstration, Role Play, Group Exercise.

Suggested Readings:

- Dennis R. Lillicrap. &John.A. Cousins (2015) Food & Beverage Service, Publisher: ELBS, Germany.
- Andrews Sudhir (2018) Food & Beverage Service Training Manual, Tata McGraw Hill, New Delhi.
- Brown Graham (2019) The Waiter Handbook Forth Edition, Publisher: Global Books & Subscription Services, New Delhi.
- Negi Dr. J M (2017) Food & Beverage Management & Control by, Kanishka Publications, New Delhi.

HOAC

**Course Title: Foundation of Front Office -I
(Practical)
Course Code: DHH108**

L	T	P	Cr.
0	0	2	1

Total Hours: 15

Course Learning Outcomes: After completion of this course, the learner will be able to:

1. Exhibit the functions and operation of various equipment in front office.
2. Acquaint the skills required for front office staff.
3. Express the knowledge about the full procedure of welcoming the guests in a hotel.
4. Demonstrate the various skills to communicate efficiently in front office department and co-ordinate with other departments as well.
5. Analyze the basics of property management system used in hospitality industry.

Course Content

1. Appraisal of front office equipment and furniture
2. Rack, Front desk counter & bell desk
3. Filling up of various Performa
4. Welcoming of guest
5. Telephone handling
6. Role play:
 - Reservation, Arrivals, Luggage handling, Message and mail handling, Paging

Transactional modes:

- Demonstration, Mock Exercise, Video Demonstration, Role Play, Team Assignment.

Suggested Readings:

- Bhatnagar S. K. (January 2006). *Front office Operation Management*. Frank Brothers.
- Bardi James A. (November 2010). *Hotel Front Office Management*. Wiley International.
- Baker Sue, Huyton Jeremy, Bradley Pam, (2000) *Principles of hotel front office operations*, London, and New York: Continuum.
- Chkravarti B.K (2008) *Front office management in hotel*, CBS publishers and distributors. New Delhi.

**Course Title: Foundation of Accommodation -I
(Practical)
Course Code: DHH109**

L	T	P	Cr.
0	0	2	1

Total Hours: 15

Course Learning Outcomes: After completion of this course, the learner will be able to:

1. Acquire the knowledge regarding the various layouts of guest rooms according to industry standards.
2. Demonstrate the knowledge about the equipment used in housekeeping and their appropriate use during operation.
3. Recognize the cleaning of various surfaces and precautions needed to be taken during cleaning.
4. Exhibit the skills regarding the setup of maid's trolley
5. Execute the basics of property management system.

Course Content

01 Sample Layout of Guest Rooms

- Single room, Double room, Twin room, Suite

02 Guest Room Supplies and Position

- Standard room, Suite, VIP room special amenities

03 Cleaning Equipment-(manual and mechanical)

- Familiarization, Different parts, Function, Care and maintenance

04 Cleaning Agent

- Familiarization according to classification, Function

05 Maid's trolley

- Contents, Trolley setup

06 Familiarizing with different types of Rooms, facilities and surfaces

- Twin/ double, Suite, Conference etc.

Transactional modes:

- Demonstration, Mock Exercise, Peer Demonstration, Role Play, Industry Visit.

Suggested Readings:

- Sudhir Andrews (2016) *Hotel House Keeping A Training Manual Fourth Edition*, Tata McGraw. New Delhi.
- Raghubalan (2018) *Hotel Housekeeping Operations & Management*, Oxford University Press, London.
- Branson, Joan C. and Lennox, Margret (2017) *Hotel, Hostel and Hospital housekeeping*, ELST, London.
- Margaret M. Kappa, Aleta Nitschke (2016) *Managing Housekeeping operations*, EI-AH&LA, USA.

SEMESTER- II**Course Title: Foundation Food Preparation-II****Course Code: DHH201**

L	T	P	Cr.
3	0	0	3

Total Hours: 45

Course Learning Outcomes: After completion of this course, the learner will be able to:

1. Memorize the basic preparation of soups, sauces and gravies used in industry for basic cooking.
2. Assemble the required skills to clean and debone a fish, and their different types of cuts.
3. Develop the skills for preparation of breads and pastry creams.
4. Distinguish the knowledge regarding the structure of kitchen with the duties and responsibilities of each position/person.
5. Acquire the food preparation skills in small and large quantities by using different techniques.

Course Content**UNIT-I****10 Hours**

1. SOUPS: Basic recipes other than consommé with menu examples- Broths, Bouillon, puree, cream, Velouté, Chowder, Bisque etc., Garnishes and Accompaniments, International soups.
2. SAUCES & GRAVIES: Difference between sauce and gravy, Derivatives of Mother sauces, Contemporary & Proprietary.

UNIT-II**10 Hours**

1. MEAT COOKERY: Introduction to meat cookery, Cuts of beef/veal, Cuts of Lamb/mutton, Cuts of pork, Variety meats (offal's), Poultry, (With menu examples of each).
2. FISH COOKERY: Introduction to fish cookery, classification of fish with examples, Cuts of fish with menu examples, Selection of fish and shell fish, cooking of Fish (Effects of heat).
3. RICE, CEREALS & PULSES: Introduction, Classification and identification, cooking of rice, cereals and pulses, Varieties of rice and other cereals.

UNIT-III**12 Hours**

1. PASTRY: Short crust, Laminated, Choux, Hot water/Rough puff, Recipes and Methods of preparation, Differences, uses of each pastry, Care to be taken while Preparing pastry, Role of each ingredient, Temperature of baking pastry.

2. Flour: Structure of wheat, Types of Wheat, Types of Flour, Processing of Wheat – Flour, Uses of Flour in Food Production, Cooking of Flour (Starch) SIMPLE.
3. BREADS: Principles of bread making, Simple yeast breads, Role of each Ingredient in bread making, Baking temperature and its importance.
4. PASTRY CREAMS: Basic pastry creams, Uses in confectionery, Preparation and care in production.

UNIT-IV**13 Hours**

1. BASIC COMMODITIES: Milk-Introduction, Processing of Milk, Pasteurization – Homogenization, Types of Milk – Skimmed and Condensed, Nutritive Value, Cream- Introduction, Processing of Cream, Types of Cream Cheese-Introduction, Processing of Cheese,
2. Types of Cheese, Classification of Cheese, Curing of Cheese, Uses of Cheese Butter-Introduction, Processing of Butter, Types of Butter.
3. BASIC INDIAN COOKERY: - CONDIMENTS & SPICES: Introduction to Indian food, Spices used in Indian Cookery, Role of spices in Indian cookery.
4. MASALAS: Blending of spices, Different masalas used in Indian Cookery-Wet Masalas, Dry masalas, Composition of different masalas, Varieties of masalas Available in regional areas, Special masalas blends.
5. KITCHEN ORGANIZATION AND LAYOUT: General layout of the kitchen in various Organizations, Layout of receiving areas, Layout of service and wash up.

Transactional Mode:

- Team Teaching, Project Based Teaching, Brain Storming, Demonstration based analysis.

Suggested Reading:

- Singh Vikas. (2011). *Text Book Of food Production (BTK)*. Aman Publication New Delhi.
- Bali. Parvinder S. (2017). *Quantity Food Production Operations and Indian Cuisine*. Oxford University Press. London.
- Folsom. LeRoi A. (2011). *The Professional Chef*. CBI Pub. Boston
- Arora K. (2008). *Theory of Cookery*. Frank Brothers. New Delhi
- Friberg Bo. (2002). *The Professional Pastry Chef*. Wiley & Sons INC. New Jersey, USA.

**Course Title: Foundation Food and Beverages
Service-II**

L	T	P	Cr.
3	0	0	3

Course Code: DHH202

Total Hours: 45

Course Learning Outcomes: After completion of this course, the learner will be able to:

1. Acquaint the basic knowledge about menu planning in a hotel.
2. Recognize the different types of menus such as ala carte, Table d hote, French Classical Menu etc.
3. Exhibit the different KOT control systems used in the hotel Industry.
4. Develop the skills related to the different types of Tobaccos products used in the hotel Industry.
5. Acquire the knowledge regarding the structure of Food & beverage department with the duties and responsibilities of each position/person.

Course Content

UNIT-I

12 Hours

MEALS & MENU PLANNING: Origin of Menu, Objectives of Menu Planning, Types of Menu, Courses of French Classical Menu-Sequence, Examples from each course, Cover of each course, Accompaniments, French Titles of dishes,

1. Types of Meals-Early Morning Tea, Breakfast (English, American Continental, Indian), Brunch, Lunch, Afternoon/High Tea, Dinner Supper.

UNIT-II

11 Hours

1. PREPARATION FOR SERVICE: Organizing Mise-en-scene, Organizing Mis-en-Place,
2. TYPES OF FOOD SERVICE-Silver service, pre-plated service, Cafeteria Service, Room service, Buffet service, Gueridon service, Lounge service.

UNIT-III

11 Hours

1. SALE CONTROL SYSTEM: KOT/Bill Control System (Manual)-Triplicate Checking System, Duplicate Checking System, Single Order Sheet,
2. Quick Service Menu & Customer Bill. Making bill, Cash handling equipment, Record keeping (Restaurant Cashier).

UNIT-IV**11 Hours**

1. TOBACCO: History, Processing for cigarettes, pipe tobacco & cigars,
2. Cigarettes – Types and Brand Titles, Pipe Tobacco – Types and Brand Titles, Cigars – shapes, sizes, colors and Brand Titles, Care and Storage of cigarettes & cigars

Transactional Mode:

- Collaborative Teaching, Panel Discussion, Case Based Teaching, Quiz, Open Talk.

Suggested Reading:

- Andrews Sudhir. 1 July 2017. *Food and Beverage Services: A Training Manual*. McGraw Hill Education. New Delhi.
- Kant Jay Prakash. 1 January 2015. *Food & Beverage: Management and Cost Control*. Aman Publications. New Delhi.
- George Bobby. And Chatterjee Sandeep. 1 August 2008. *Food & Beverage - Service and Management*. Jaico Publishing House. Mumbai.
- Bansal Tarun K. 1 September 2019. *Food and Beverage: Operations to Management* Dreamtech Press. New Delhi.

Course Title: Foundation of Front Office – II
Course Code: DHH203

L	T	P	Cr.
3	0	0	3

Total Hours: 45

Course Learning Outcomes: After completion of this course, the learner will be able to:

1. Identify the basic engineering of tariff structure used in industry.
2. Acquire the knowledge about guest cycle with the role & responsibility of front office staff
3. Recognize the knowledge about basics of reservation system used by the hotel.
4. Exhibit the process of key handling, mail and message handling.
5. Develop the Check in or check out procedures as per the standards of hotel industry.

Course Content

UNIT-I 11 Hours

1. **TARIFF STRUCTURE:** Basis of charging, Plans, competition, customer's profile, Standards of service & amenities, Hubbart formula,
2. Different types of tariffs-Rack Rate, Discounted Rates for Corporate, Airlines, Groups & Travel Agents

UNIT-II 10 Hours

1. **FRONT OFFICE AND GUEST HANDLING:** Introduction to guest cycle, Pre-Arrival, Arrival, during guest stay, Departure, after departure
2. **FRONT OFFICE CO-ORDINATION:** With other departments of hotel.

UNIT-III 12 Hours

1. **RESERVATIONS:** Importance of reservation, Modes of reservation, Channels and sources (Fits, Travel Agents, Airlines and Gist), Types of reservations (Tentative, confirmed, guaranteed etc.),
2. Systems (non-automatic, semi-automatic Fully automatic), Cancellation, Amendments, Overbooking, Room Selling Techniques: Up selling, Discounts.

UNIT-IV 12 Hours

1. **ARRIVALS:** Preparing for guest arrivals at Reservation and Front Office, receiving of guests, Pre-registration, Registration (non-automatic, semi-automatic and automatic),
2. Relevant records for Fits, Groups, Air crews & VIPs During the Stay Activities: Information services- Message and Mail Handling, Key

Handling, Room selling technique, Hospitality desk, Complaints Handling, Guest handling, Guest history.

Transactional Mode:

- Cooperative Teaching, Group Discussion, Role play, Flipped Teaching, Project Based learning

Suggested Reading:

- Tewari Jatashankar R. (June 2016). *Front office operations and management*. Oxford University Press. London.
- Bhakta Anu tosh. (August 2011). *Professional Hotel Front Office Management*. McGraw Hill Education. New Delhi.
- Baker Sue. HuytonJermy. (2000). *Principles of Front Office Operations*. Publisher Thomson Learning. Boston, US.
- Vallen Gary K. Vallen Jerome J. (August 2012). *Check-in Check-Out: Managing Hotel Operations*. Pearson Prentice Hall. New Jersey, US.
- Beavis J. R. S. Medlik S. (1969). *A Manual of Hotel Reception*. Heinemann Professional. UK.

Course Title: Foundation of Accommodation -II
Course Code: DHH204

L	T	P	Cr.
3	0	0	3

Total Hours: 45

Course Learning Outcomes: After completion of this course, the learner will be able to:

1. Develop the knowledge about the room layouts and types of beds and mattresses
2. Recognize the various techniques required in public area cleaning.
3. Acquire the knowledge regarding the routine record system of housekeeping department as per hotel standards
4. Examine the various types of lost and found procedures with the functions of control desk.
5. Assess the various categories of pests, and the techniques of pest control.

Course Content

UNIT-I 10 Hours

1. ROOM LAYOUT AND GUEST SUPPLIES: Standard Rooms, VIP, Rooms, Guest Special Requests. Types of Beds and Mattresses.

UNIT-II 11 Hours

1. AREA CLEANING: Guest rooms, Front-of-the-house Areas, Back-of-the House Areas,
2. Work routine and associated problems e.g., high traffic Areas, Façade cleaning etc.

UNIT-III 14 Hours

1. ROUTINE SYSTEMS AND RECORDS OF HOUSE KEEPING DEPARTMENT: Reporting Staff placement, Room Occupancy Report, Guest Room Inspection, Entering Checklists, Floor Register, Work Orders, Log Sheet.,
2. Lost and Found Register and Enquiry File, Maid's Report and Housekeeper's Report, Handover Records, Guest's Special Requests Register, Record of Special Cleaning, Call Register, VIP Lists

UNIT-IV 10 Hours

1. PEST CONTROL: Areas of infestation, Preventive measures and Control Measure
2. KEYS: Types of keys, computerized key cards, Key control

Transactional Mode:

- Collaborative Teaching, Panel Discussion, Case Based Teaching, Quiz, Open Talk.

Suggested Reading:

- Stall worth Shelia. (2019). *Housekeeping Book*. Independently Published. Chicago.
- Andrews, (2017). *Hotel Housekeeping a Training Manual*. MHE Publisher, New Jersey.
- Ganguly Pralay. (2019). *Housekeeping Management in Hotel and Service Industry*. Wiley Publisher, India.
- Negi Singh Deepak. Verma Dr. Shiv Mohan. (2020). *Fundamentals of Hotel*. Bharti Publications. New Delhi.USA.

100A/C

Course Title: Application of Computer**Course Code: DHH205**

L	T	P	Cr.
3	0	0	3

Total Hours: 45

Course Learning Outcomes: After completion of this course, the learner will be able to:

1. Acquire the knowledge of computer fundamentals and the value of information.
2. Demonstrate the usage of hardware of computer and data entry services.
3. Acquire the required skills needed in using the computer software's.
4. Acquaint the various theory of network and its application.
5. Exhibit the various troubleshooting of networks and hardware configurations.

Course Content**UNIT-1****11 Hours**

1. COMPUTER FUNDAMENTALS – Introduction and concepts.
2. INFORMATION CONCEPTS AND PROCESSING: Definitions, Need, Quality and Value of Information, Data Processing Concepts.
3. ELEMENTS OF A COMPUTER SYSTEM: Definitions, Characteristics of Computers, Classification of Computers, Limitations.

UNIT-2**11 Hours**

1. HARDWARE FEATURES AND USES: Components of a Computer, Generations of Computers, Primary and Secondary Storage Concepts, Data Entry Devices, Data Output Devices.
2. SOFTWARE CONCEPTS: System Software, Application Software, Language Classification, Compilers and Interpreters.

UNIT-3**11 Hours**

1. OPERATING SYSTEMS/ENVIRONMENTS - THEORY
2. BASICS OF MS-DOS: Internal commands, External commands.
3. INTRODUCTION TO WINDOWS: GUI /Features, Parts of a Typical Window and their Functions.

UNIT-4**11 Hours**

1. NETWORKS – THEORY: Network Topology-Bus, Star, Ring, Network Applications, Types of Network-LAN, MAN, WAN, Network Configuration Hardware-Server, Nodes, Channel-Fibre optic, Twisted, Co-axial, Hubs,
2. Network Interface Card- Arcnet, Ethernet, Network Software-Novell, Windows NT.

REFERENCES:

- Digital Computer Design: Thomas Bartee
- Introduction to Computer Science: Rajaraman.V.
- DOS- The Complete Reference: Kris James
- Flowcharting, Programming, software, Designing and Computer Problem solving: Beyer, B. B
- PC Software Made Simple: R.K.Taxali : Tata McGraw Hill
- Understanding Dbase(II)Plus: Alan Simpson
- Fundamental of Computers: V.Ragashman, PHI
- Raganeman V.: Analysis & Designing Information System, PHI

100A/C

**Course Title: Foundation Food Preparation-II
(Practical)
Course Code: DHH206**

L	T	P	Cr.
0	0	4	2

Total Hours: 30

Course Learning Outcomes: After completion of this course, the learner will be able to:

1. Arrange the classification of meats and different types of cuts of meat products.
2. Demonstrate the knowledge of identification, selection and processing of meat, fish and poultry.
3. Acquire the required skills needed in plating of food and exotic dishes prepared in hotels.
4. Acquaint the various bakery dishes using different types of pastries.
5. Exhibit the various Indian cold & hot sweet dishes.

Course Content

1 Meat – Identification of various cuts, Carcass

- Demonstration, Preparation of basic cuts-Lamb and Pork Chops, Tornado, Fillet, Steaks and Escalope, Fish-Identification & Classification, Cuts and Folds of fish

2 Identification, Selection and processing of Meat, Fish and poultry.

- Slaughtering and dressing

3 Preparation of menu: Salads & soups-

- Waldr of salad, Fruit salad, Russian, Salad, saladenicoise, Cream (Spinach, Vegetable, and Tomato), Puree (Lentil, Peas Carrot) International soups

4 Chicken, Mutton and Fish Preparations-

- Fish only, a la anglaise, Colbert, meuniere, poached, and baked
- Entrée-Lamb stew, hot pot, shepherd's pie, grilled steaks &
- Lamb/Pork chops, Roast chicken, grilled chicken, Leg of
- Lamb, Beef

5 Simple potato preparations-

- Basic potato dishes
- Vegetable preparations-
- **Basic vegetable**
- **Indian cookery**-Rice dishes, Breads, Main course, Basic Vegetables, Paneer Preparations

BAKERY & PATISSERIE

1 PASTRY:

Demonstration and Preparation of dishes using Varieties of Pastry

- Short Crust – Jam tarts, Turnovers
- Laminated – Palmiers, Khara Biscuits, Danish Pastry, Cream Horns
- Choux Paste – Éclairs, Profiteroles

2 COLD SWEET

- Honeycomb mould, Butterscotch sponge, Coffee mousse, Lemon sponge, Trifle, Blancmange, Chocolate mousse, Lemon soufflé

3 HOT SWEET

Bread & butter pudding, Caramel custard

- Albert pudding, Christmas pudding

4 INDIAN SWEETS

- Simple ones such as chicoti, gajjarhalwa, kheer

Transactional modes:

- Demonstration, Team Demonstration, Video Demonstration, Team Teaching, Mock Exercise.

Suggested Readings:

- K. Arora, (2011) *Theory of Cookery*, Frank Bros &Co. New Delhi
- Kinton Cesserani (2012) *Practical Cookery*, Hodder & Stoughton, London, UK.
- Carole Clement (2013) *Ultimate Cooking Course*, Joana Lorrenz, New York.
- James Peterson (2015) *Essential of Cooking*, Artisan Publisher, USA

**Course Title: Foundation Food and Beverages
Service-II (Practical)
Course Code: DHH207**

L	T	P	Cr.
0	0	4	2

Total Hours: 30

Course Learning Outcomes: After completion of this course, the learner will be able to:

1. Identify the different types of breakfast menus along with their cover layouts.
2. Review the importance of mise-en-place in restaurant
3. Demonstrate the procedure of order taking in restaurant.
4. Exhibit the setup procedure of table cover for a room service tray and trolley.
5. Acquire the service skills of cigarettes and tobaccos in hotels.

Course Content

REVIEW OF SEMESTER -1

TABLE LAY-UP & SERVICE

Task-01: A La Carte Cover

Task-02: Table d' Hote Cover

Task-03: English breakfast Cover

Task-04: American Breakfast Cover

Task-05: Continental Breakfast Cover

Task-06: Indian Breakfast Cover

Task-07: Afternoon Tea Cover

Task-08: High Tea Cover

TRAY/TROLLEY SET-UP & SERVICE

Task-01: Room Service Tray Setup

Task-02: Room Service Trolley Setup

PREPARATION FOR SERVICE (RESTAURANT)

A. Organizing Mise-en-scene

B. Organizing Mise-en-Place

C. Opening, Operating & Closing duties

PROCEDURE FOR SERVICE OF A MEAL

Task-01: Taking Guest Reservations

Task-02: Receiving & Seating of Guests

Task-03: Order taking & Recording

Task-04: Order processing (passing orders to the kitchen)

Task-05: Sequence of service

Task-06: Presentation & Enchasing the Bill

Task-07: Presenting & collecting Guest comment cards

Task-08: Seeing off the Guests

Social Skills

Task-01: Handling Guest Complaints

Task-02: Telephone manners

Task-03: Dining & Service etiquettes

Special Food Service - (Cover, Accompaniments & Service)

Task-01: Classical Hors d'oeuvre

- Oysters, Caviar, Smoke Salmon, Pate de Foie Gras, Snails, Melon, Grapefruit, Asparagus

Service of Tobacco

- Cigarettes & Cigars

Restaurant French: To be taught by a professional French language teacher.

- Restaurant Vocabulary (English & French), French Classical Menu Planning, French for Receiving, Greeting & Seating Guests, French related to taking order & description of dishes

Transactional modes:

- Demonstration, Team Demonstration, Video Demonstration, Mock Exercise, Role play.

Suggested Readings:

- Bagchi S N & Sharma Anita (2017) *Food & Beverage Services*, Aman Publications, New Delhi
- Andrews Sudhir (2011) *F & B Service Manual* by, Tata McGraw Hill. New Delhi.
- Negi Dr. J M (2012) *Food & Beverage Management & Control*, Kanishka Publications, New Delhi.
- Singaravelavan R. (2016) *Food & Beverage Service*, Oxford University Press, London, UK.



**Course Title: Foundation of Front Office-II
(Practical)
Course Code: DHH208**

L	T	P	Cr.
0	0	2	1

Total Hours: 15

Course Learning Outcomes: After completion of this course, the learner will be able to:

1. Identify the basic key functions of property management systems.
2. Describe the procedure of reservation system of the hotel.
3. Exhibit the standardize reservation procedure followed by the hotel industry.
4. Demonstrate the basic skills required for customer service in Front office.
5. Acquire the knowledge about Check in or check out procedures as per the standards of hotel industry.

Course Content

1. Hot function keys
2. Create and update guest profiles
3. Make FIT reservation
4. Send confirmation letters
5. Printing registration cards
6. Make an Add-on reservation
7. Amend a reservation
8. Cancel a reservation-with deposit and without deposit
9. Log onto cashier code
10. Process a reservation deposit
11. Pre-register a guest
12. Put message and locator for a guest
13. Put trace for guest
14. Check in a reserved guest
15. Check in day use
16. Check –in a walk-in guest
17. Maintain guest history
18. Issue a new key
19. Verify a key
20. Cancel a key
21. Issue a duplicate key
22. Extend a key
23. Programme keys continuously
24. Re-programme keys
25. Programme one key for two rooms

Transactional modes:

- Role Play, Team Demonstration, Video Demonstration, Mock Exercise, Peer Demonstration.

Suggested Readings:

- James, B. (2011). Hotel Front Office Management ;(6 ed), John Wiley & sons. USA.
- Ahmed, I. (2002) Front Office Operations and Management; Thompson& Delmar. NY
- Bhatnagar, S. K. (2010). Hotel Front Office. Oxford publications. London.
- Dix, C. (1998). Front Office Operations (4 ed.). Pearson education India.

HOAC

**Course Title: Foundation of Accommodation -II
(Practical)**

L	T	P	Cr.
0	0	2	1

Course Code: DHH209

Total Hours: 15

Course Learning Outcomes: After completion of this course, the learner will be able to:

1. State the cleaning procedure of guest room in different situations for example vacant, Occupied and check out.
2. Assess the different types of equipment and how to use them in housekeeping department.
3. Exhibit the knowledge related to the preparation of room occupancy report.
4. Acquire the skills related to preparation procedure of inspection report of guest rooms.
5. Execute the basic of property management system.

Course Content

Review of semester 1

Servicing guest room (checkout/ occupied and vacant) ROOM

Task 1- open curtain and adjust lighting

Task 2-clean ash and remove trays if any

Task 3- strip and make bed

Task 4- dust and clean drawers and replenish supplies

Task 5-dust and clean furniture, clockwise or anticlockwise

Task 6- clean mirror

Task 7- replenish all supplies

Task 8-clean and replenish minibar

Task 9-vaccum clean carpet

Task 10- check for stains and spot cleaning

BATHROOM

Task 1-disposed soiled linen

Task 2-clean ashtray

Task 3-clean WC

Task 4-clean bath and bath area

Task 5-wipe and clean shower curtain

Task 6- clean mirror

Task 7-clean tooth glass

Task 8-clean vanitory unit

Task 9- replenish bath supplies

Task 10- mop the floor

Bed making supplies

Step 1-spread the first sheet (from one side)

Step 2-make miter corner (on both corner of your side)

Step 3- spread second sheet (upside down)

Step 4-spread blanket

Step 5- Spread crinkle sheet

Step 6- make two folds on head side with all three (second sheet, blanket and Crinkle sheet)

Step 7- tuck the folds on your side

Step 8- make miter corner

Step 9- change side and finish the bed in the same way

Step 10- spread the bed spread and place pillow

Records Room occupancy report

- ✓ Checklist
- ✓ Floor register
- ✓ Work/ maintenance order]
- ✓ Lost and found
- ✓ Maid's report
- ✓ Housekeeper's report
- ✓ Log book
- ✓ Guest special request register
- ✓ Record of special cleaning
- ✓ Call register
- ✓ VIP list
- ✓ Floor linen book/ register

Guest room inspection Minibar management

- ✓ Issue
- ✓ stock taking
- ✓ checking expiry date
- ✓ Handling room linen/ guest supplies
- ✓ maintaining register/ record
- ✓ replenishing floor pantry
- ✓ stock taking
- ✓ Guest handling
- ✓ Guest request
- ✓ Guest complaints

Transactional modes:

- Role Play, Peer Demonstration, Video Demonstration, Mock Exercise, Team Assignment.

Suggested Readings:

- Raghubalan- G. & Raghubalan- S. (2016). Hotel housekeeping operations and management. New Delhi: Oxford university press.
- Casado, Matt A. (2015). Housekeeping Management (Course Smart) Wiley. USA.
- Jones, Thomas J. A. (2007). Professional Management of Housekeeping Operations, Wiley Publication, USA.

- Vallen Gary K. Vallen Jerome J. (August 2012). *Check-in Check-Out: Managing Hotel Operations*. Pearson Prentice Hall. New Jersey, US.
- Beavis J. R. S. Medlik S. (1969). *A Manual of Hotel Reception*. Heinemann Professional. UK.

HOAC

SEMESTER III**Course Title: Food Preparation Operations****Course Code: DHH301**

L	T	P	Cr.
3	0	0	3

Total Hours: 45

Course Learning Outcomes: After completion of this course, the learner will be able to:

1. Identify the various equipment and their appropriate use in bulk cooking processes.
2. Acquire the knowledge regarding quality and Portion control.
3. Employ the skills related to the indenting and planning of operation.
4. Acquaint the knowledge about different types of catering units.
5. Exhibit the cooking skills of regional Indian cuisines.

Course Content**UNIT-I****12 Hours**

1. QUANTITY FOOD PRODUCTION EQUIPMENT: Equipment required for Mass/volume feeding Heat and cold generating equipment, Care and maintenance of this equipment, Modern developments in equipment manufacture.
2. MENU PLANNING: Basic principles of menu planning – recapitulation, Points to Consider in menu planning for various volume feeding outlets such as Industrial, Institutional, Mobile Catering Units, Planning menus for School/college students, Industrial workers, Hospitals, Outdoor parties, Theme dinners, Transport Facilities, cruise lines, airlines, railway, Nutritional factors for the above.

UNIT-II**10 Hours**

1. INDENTING: Principles of Indenting for volume feeding, Portion sizes of various Items for different types of volume feeding, modifying recipes for indenting for Large scale catering, Practical difficulties while indenting for volume feeding,
2. PLANNING: Principles of planning for quantity food production with regard to Space allocation, Equipment selection, Staffing.

UNIT-III**12 Hours**

1. VOLUME FEEDING: Institutional and Industrial Catering, Types of Institutional & Industrial Catering, Problems associated with this type of catering, Scope for Development and growth, Hospital Catering, Highlights of Hospital Catering for patients, staff, visitors, Diet menus and nutritional

requirements, Off Premises Catering, Reasons for growth and development,

2. Menu Planning and Theme Parties Concept of a Central Production Unit Problems Associated with off- premises catering Mobile Catering Characteristics of Rail, Airline (Flight Kitchens and Sea Catering) Branches of Mobile Catering, Quantity Purchase & Storage, Introduction to purchasing, purchasing system, Purchase Specifications, purchasing techniques, Storage.

UNIT-IV

11 Hours

1. REGIONAL INDIAN CUISINE: Introduction to Regional Indian Cuisine: - Factors that affect eating habits in different parts of the country, Cuisine and its highlights of different states/regions/communities to be discussed: Geographic Location, Historical background, Seasonal availability, Special equipment, Staple diets, Specialty cuisine for festivals and special Occasions.
2. STATES: Andhra Pradesh, Bengal, Goa, Gujarat, Karnataka, Kashmir, Kerala, Madhya Pradesh, Maharashtra, North Eastern States, Punjab, Rajasthan, Tamil Nadu and Uttar Pradesh/Uttaranchal.
3. COMMUNITIES: Parsee, Chettinad, Hyderabad, Lucknowi, Awadhi, Malbari/Syrian, Christian and Bohri
4. DISCUSSIONS: Indian Breads, Indian Sweets, Indian Snacks

Transactional Mode:

- Video Based Teaching, Panel Discussion, Case Based Teaching, Brain Storming, Demonstration.

Suggested Reading:

- Bali Parvinder S. (2017). *Quantity Food Production Operations and Indian Cuisine*. Oxford University Press. London.
- Knight John B. Kotschevar Lendal H. (2016). *Quantity Food Production. Planning, and Management*. John Wiley & Sons. USA
- Arora K. (2018). *Theory of Cookery*. Frank Brothers. USA
- Bali Parvinder S. (2012). *International Cuisine and Food Production Management*. Oxford University Press. London
- Chaini Susanta. (2014). *Quantity Food Production and Operations with Glimpses of Indian Cuisine*. Shroff Publishers & Distributors Pvt. Ltd.

Course Title: Food and Beverage Operations**Course Code: DHH302**

L	T	P	Cr.
3	0	0	3

Total Hours: 45

Course Learning Outcomes: After completion of this course, the learner will be able to:

1. Acquire the basic knowledge of wines with their history and growth.
2. Evaluate the knowledge about concepts of Alcoholic Beverages and Spirits.
3. Identify the importance of Alcoholic Beverages in revenue generation in hospitality industry.
4. Execute the knowledge of manufacturing process of beer with their classification.
5. Interpret the skills for preparing various liqueurs.

Course Content**UNIT-I****13 Hours**

1. ALCOHOLIC BEVERAGE: Introduction and definition, Production of Alcohol: Fermentation and Distillation Process, Classification with examples, WINES: Definition, History Classification with examples, Table/Still/Natural, Sparkling, Fortified, Aromatized, Production of each classification, Old World. Wines: Principal wine regions wine laws, grape varieties, production and brand Titles (France, Germany, Italy, Spain, Portugal)
2. New World Wines Principal wine regions wine laws, grape varieties, production and brand Titles, (India, Chile, South Africa, Algeria, New Zealand, USA, Australia), Food & Wine Harmony, Storage of wines, Wine terminology (English & French)

UNIT-II**10 Hours**

1. DISPENSE BAR: Introduction and definition, Bar layout – physical layout of bar. Bar stock – alcohol & non-alcoholic beverages, Bar equipment.
2. BEER: Introduction & Definition, Types of Beer, Production of Beer, Storage.

UNIT-III**10 Hours**

1. SPIRITS: Introduction & Definition, Production of Spirit (Pot-still method, Patent still method) Production of Whisky, Rum, Gin, Brandy, Vodka, Tequila, Different Proof Spirits, American Proof, British Sikes Scale. Gay - Lussac) OIML Scale

UNIT-IV**12 Hours**

1. APERITIFS: Introduction and Definition, Different types of Aperitifs Vermouth (Definition, Types & Brand Titles), Bitters (Definition, Types & Brand Titles)
2. LIQUEURS: Definition & History, Production of Liqueurs, Broad Categories of Liqueurs (Herb, Citrus, Fruit/Egg, Bean & Kernel), Popular Liqueurs (Title, colour, predominant flavor & country of origin).

Transactional Mode:

- Cooperative Teaching, Group Discussion, Role play, Flipped Teaching, Project Based learning

Suggested Reading: -

- Fearn David A. (2013). *Food and Beverage Management*. Butterworth-Heinemann Ltd. USA
- Lillicrap D.R. Robert Smith John. Cousins. (2011). *Food and Beverage Management*. Good fellow Publishers Limited. UK.
- Negi Jagmohan. Manohar Gaurav. (2011). *Food and Beverage Management*. Himalaya Publishing House. New Delhi.
- Foster Dennis L. (2012) *Food and Beverage Operations*. McGraw-Hill Inc. Us.

Course Title: Front Office Operations**Course Code: DHH303**

L	T	P	Cr.
3	0	0	3

Total Hours: 45

Course Learning Outcomes: After completion of this course, the learner will be able to:

1. Interpret the usage of information technology in front office operation.
2. Acquire the knowledge about the property management system.
3. Determine the usage of accounting system in front office operation.
4. Identify the knowledge about the night auditing procedure in hotel.
5. Exhibit the safety & security procedures followed in the hotel in emergency situation.

Course Content**UNIT-I****11 Hours**

1. COMPUTER APPLICATION IN FRONT OFFICE OPERATION: Role of Information technology in the hospitality industry, Factors for need of a PMS in the Hotel, Factors for purchase of PMS by the hotel,
2. Introduction to OPERA & Amadeus Control of Cash and Credit

UNIT-II**11 Hours**

1. FRONT OFFICE (ACCOUNTING): Accounting fundamentals, Guest and non-guest accounts, accounting system (non-automated, semi-automated and fully Automated)

UNIT-III**11 Hours**

1. CHECK OUT PROCEDURES: Guest accounts settlement (Cash and credit, Indian Currency and foreign currency, Transfer of guest accounts, Express check out)
2. NIGHT AUDITING: Functions, Audit procedures (non-automated, semi-Automated and fully automated)

UNIT-IV**12 Hours**

1. FRONT OFFICE AND GUEST SAFETY AND SECURITY: Importance of Security systems, Safe deposit, Key control, Emergency situations (Accident, illness, theft, fire, bomb)
2. FRENCH Expressions de politesse et les commander et Expression's encouragement, Basic conversation related to Front Office activities such as {Reservations (personal and telephonic), Reception (Doorman, Bell Boys, Receptionist etc.), Cleaning of Room & change of Room etc.

Transactional Mode:

- Group Assignment, Team Teaching, Project Based Teaching, Brain Storming, Case based analysis

Suggested Reading:

- Ismail Ahmed. (2011). *Front Office operations and management*. Delmar Cengage Learning. New York
- Bhatnagar S. K. (2016). *Front office Operation Management*. Frank Brothers. New Delhi
- Bardi James A. (2012). *Hotel Front Office Management*. Wiley International. New York.
- Baker Sue, Huyton Jermy, (2017). *Principles of Front Office Operations*. Thomson Learning. USA.

HOAC

Course Title: Accommodation Operations**Course Code: DHH304**

L	T	P	Cr.
3	0	0	3

Total Hours: 45

Course Learning Outcomes: After completion of this course, the learner will be able to:

1. Exhibit the procedures and record system of linen and uniform room operations
2. Classify the tracking system used for linen control and discarded linen in the hotel.
3. Determine the importance and process of laundry services in hotel operations.
4. Construct the skills required for using the laundry equipment and laundry agents in the industry.
5. Identify the Requirement Procedure for equipment and material for flower arrangement in the hotel.

Course Content**UNIT-I****12 Hours**

1. LINEN ROOM: Activities of the Linen Room, Layout and equipment in the Linen Room, Selection criteria for various Linen Items & fabrics suitable for this purpose, Purchase of Linen,
2. Calculation of Linen requirements, Linen control-procedures and Records, Stocktaking- procedures and records, recycling of discarded linen, Linen Hire.

UNIT-II**10 Hours**

1. UNIFORMS: Advantages of providing uniforms to staff, Issuing and exchange of Uniforms; type of uniforms, Selection and designing of uniforms, Layout of the Uniform room.
2. SEWING ROOM: Activities and areas to be provided, Equipment provided.

UNIT-III**12 Hours**

1. LAUNDRY: Commercial and On-site Laundry, Flow process of Industrial Laundering- OPL, Stages in the Wash Cycle, Laundry Equipment and Machines,
2. Layout of the Laundry, Laundry Agents, Dry Cleaning, Guest Laundry/Valet service, Stain removal.

UNIT-IV**11 Hours**

1. FLOWER ARRANGEMENT: Flower arrangement in Hotels, Equipment and material required for flower arrangement,
2. Conditioning of plant material, Styles of flower Arrangements, Principles of design as applied to flower arrangement.

Transactional Mode:

- Video Based Teaching, Panel Discussion, Case Based Teaching, Brain Storming, Demonstration

Suggested Reading:

- Hasani Keshav. (2020). *Major Topic in Housekeeping*. Blue Rose Publishers. Delhi.
- Rai Shaliendra. (2020). *Hotel Housekeeping Operations*. Orange Book Publication. Chattisgarh.
- Raghubalan G. (2018). *Hotel Housekeeping Operations and Management*. Oxford University. London.
- Institute Good housekeeping. (2013). *The Good Housekeeping Christmas Cookbook*. Sterling. New York.

Course Title: Nutrition
Course Code: DHH305

L	T	P	Cr.
3	0	0	3

Total Hours: 45

Course Learning Outcomes: After completion of this course, the learner will be able to:

1. Acquire the knowledge regarding the importance of food in maintaining good health.
2. Classify the nutrients and factors affecting the energy requirements.
3. Acquaint with the knowledge of energy balance and health hazards associated with underweight and overweight
4. Exhibit the menu planning procedure and calculation of nutritive value of dishes.
5. Understand the effect of cooking on nutritive value of food.

UNIT-1

12 Hours

1. BASIC ASPECTS: Definition of the terms Health, Nutrition and Nutrients, Importance of Food – (Physiological, Psychological and Social function of food) in maintaining good health., Classification of nutrients.
2. ENERGY: Definition of Energy and Units of its measurement (Kcal), Energy Contribution from macronutrients (Carbohydrates, Proteins and Fat), Factors Affecting energy requirements, Concept of BMR, SDA, Thermodynamic action of Food, Dietary sources of energy. Concept of energy balance and the health Hazards associated with Underweight, Overweight.

UNIT-2

12 Hours

1. MACRO NUTRIENTS: Carbohydrates-Definition, Classification (mono, di and Polysaccharides), Dietary Sources, Functions, Significance of dietary fiber (Prevention/treatment of diseases) Lipids-Definition, Classification: Saturated and Unsaturated fats, Dietary Sources,
2. Functions, Significance of Fatty acids (PUFAs, MUFAs, SFAs, EFA) in maintaining health, Cholesterol – Dietary sources and the Concept of dietary and blood cholesterol, Proteins-Definition, Classification based Upon amino acid composition, Dietary sources, Functions, Methods of improving Quality of protein in food (special emphasis on Soya proteins and whey proteins).

UNIT-3

10 Hours

1. MACRO NUTRIENTS: Vitamins-Definition and Classification (water and fats Soluble vitamins), Food Sources, function and significance of: Fat soluble vitamins (Vitamin A, D, E, K), Water soluble vitamins (Vitamin

C, Thiamine, Riboflavin, Niacin, Cyanocobalamin Folic acid MINERALS- Definition and Classification (major and minor), Food Sources, functions and significance of :Calcium, Iron, Sodium, Iodine & Flourine WATER: Definition, Dietary Sources (visible, invisible), Functions of water, Role of water in maintaining health (water balance).

2. BALANCED DIET: Definition, Importance of balanced diet, RDA for various nutrients – age, gender, Physiological state

UNIT-4

11 Hours

1. MENU PLANNING: Planning of nutritionally balanced meals based upon the three Foods group system-Factors affecting meal planning, Critical evaluation of few Meals served at the Institutes/Hotels based on the principle of meal planning. Calculation of nutritive value of dishes/meals.
2. MASS FOOD PRODUCTION: Effect of cooking on nutritive value of food (QFP).
3. NEWER TRENDS IN FOOD SERVICE INDUSTRY IN RELEVANCE TO NUTRITION AND HEALTH: Need for introducing nutritionally balanced and health Specific meals, Critical evaluation of fast foods, New products being launched in the market (nutritional evaluation) .

REFERENCES:

- Robinson, C.H.Lawlar, M.R.Chenoweth W.L. and Garwick A.E.(1986): Normal and Therapeutic Nutrition, Macmillan Publishing Co.
- Swaminathan, M.S. (1985): Essentials of Food and Nutrition VI: Fundamental Aspects VII Applied Aspects.
- Hughes, O, Bennion, M (1970): Introductory foods, Macmillan Company.
- Williams, S.R.(1989): Nutrition and Diet Therapy, C.V.Mos by Co.
- Guthrie, A.H.(1986): Introductory Nutrition, C.V.Mosby Co.
- Joshi, S.A. (1998), Nutrition and Dietetics, Tata Mc Graw Hill Publishing Co. Ltd.,

**Course Title: Food Preparation Operations
(Practical)**

Course Code: DHH306

L	T	P	Cr.
0	0	4	2

Total Hours: 30

Course Learning Outcomes: After completion of this course, the learner will be able to:

1. Exhibit the preparation of Indian dishes according to different regions of India.
2. Illustrate the pre preparation and experimenting of Indian Cuisine with various spices.
3. Identify the flavors, textures and Courses about the practical use of certain ingredients.
4. Develop the knowledge of gravies used in different regions of India.
5. Demonstrate and prepare the various Indian cuisine dishes.

Course Content

To formulate 36 sets of menus from the following dishes and to include more dishes from the respective regions.

Maharashtra, Awadhi, Bengal, Goa, Punjabi, South India (Tamil Nādu, Karnataka, Kerala), Rajasthan, Gujarat, Hyderabad, Kashmiri

Suggested Menus:

MAHARASTRIAN

MENU 01: - Masala Bhatt, Kolhapuri Mutton, BatataBhajee, Masala Poori, Koshimbir, Coconut Poli.

MENU 02: - Moong Dal Khichdee, PatraniMacchi, Tomato Saar, Tilgul Chapatti, Amti, Basundi.

AWADHI

MENU 01: -Yakhni Pulao, Mughlai Paratha, Gosht Do Piazza, Badin Jaan, Kulfi with Falooda.

MENU 02:- Galouti Kebab, karkhani, Gosht Korma, Paneer Pasanda, Muzzafar.

BENGALI

MENU 01:- Ghee Bhat, MacherJhol, AlooPosto, MistiDoi.

MENU 02:- Doi Mach, TikoniPratha, BaigunBhaja, Payesh.

MENU 03:- Mach Bhape, Luchi, Sukto, Kala Jamun.

MENU 04:- Prawan Pulao, Mutton Vidalloo, Beans Foogath, Dodol.

GOAN

MENU 01:- Arroz, Galina Xacutti, Toor Dal Sorak, Alle Belle.

MENU 02:- Coconut Pulao, Fish Caldeen, Cabbage Foogath, Bibinca.

PUNJABI

MENU 01:- Rada Meat, Matar Pulao, Kadhi, Punjabi Gobhi, Kheer.

MENU 02:- AmritsariMacchi, Rajmah Masala, Pindi Chana, Bhaturas, Row Di Kheer.

MENU 03:- Sarson Da Saag, Makki Di Roti, Peshawari Chole, Motia Pulao, Sooji Da Halwa. MENU 04:- Tandoori Roti, Tandoori Murg, Dal Makhani, PudiniaChutny, Baingan Bhartha, Savian.

SOUTH INDIAN

MENU 01:- MeenPoriyal, Curd Rice, Thoran, Rasam, Pal Payasam.

MENU 02:- Lime Rice, MeenMoilee, Olan, Malabari Pratha, ParappuPayasam.

MENU 03:- Tamarind Rice, Kori Gashi, Kalan, Sambhar, SavianPayasam.

MENU 04:- Coconut Rice, Chicken Chettinad, Avial, Huli, Mysore Pak.

RAJASTHANI

MENU 01:- GatteKa Pulao, Lal Maas, MakkiKaSoweta, Chutny (Garlic), Dal Halwa.

MENU 02:- Dal BattiChurma, BesanKeGatte, Ratalu Ki Subzi, Safed Mass.

GUJRATI

MENU 01:- Sarki, Brown Rice, SalliMurg, Gujrati Dal, MethiThepla, Shrikhand.

MENU 02:- Gujrati Khichadi, Oondhiyu, Batata Nu Tomato, Osman, JeeraPoori, Mohanthal.

HYDERABADI

MENU 01:-Sofyani Biryani, MethiMurg, Tomato Kut, Hare Piazka Raita, Double KaMeetha. MENU 02:-Kachi Biryani, Dalcha, MirchiKaSalan, Mix Veg. Raita, KhumaniKaMeetha.

KASHMIRI

Two menus may be formed out of the Dishes given as under:

Rice and Bread Preparations: Mutaegen, Pulao (Kashmiri), Plain Rice, Girdeh, Lawas
Meat Preparations: Gushtaba,Rista ,Marchevangan korma, MacchKofta, YakheanKaliya, TabakMaaz, Rogon Josh

Vegetables and Potato: Ruwanganchaman, Choekwangan,Chaman Qaliyan Alleh Yakhean, DumAloo Kashmiri, Nader Palak, RazmaGogji

Sweet Dishes: KongehPhirin (Soojiphirni with Saffron), Aae'tphirin (Wheat Flour Phirni), Halwa

Chutneys: Mujehcheten, Ganda Cheten, Dueencheten, Alehcheten (pumpkin chutney)

Note: In addition to above each institute to formulate 08 (eight) set of regional menus including snacks, sweets etc.

Transactional modes:

- Demonstration, Team Demonstration, Field Visit, Video Demonstration.

Suggestive Reading:

- Bali Parvinder S. (2017). *Quantity Food Production Operations and Indian Cuisine*. Oxford University Press. London.

- Knight John B. Kotschevar Lendal H. (2016). *Quantity Food Production, Planning, and Management*. John Wiley & Sons. USA
- Arora K. (2018). *Theory of Cookery*. Frank Brothers. USA
- Bali Parvinder S. (2012). *International Cuisine and Food Production Management*. Oxford University Press. London
- Chaini Susanta. (2014). *Quantity Food Production and Operations with Glimpses of Indian Cuisine*. Shroff Publishers & Distributors Pvt. Ltd. Mumbai.

IOAC

**Course Title: Food and Beverages Operations
(Practical)
Course Code: DHH307**

L	T	P	Cr.
0	0	4	2

Total Hours: 30

Course Learning Outcomes: After completion of this course, the learner will be able to:

1. Acquaint the setup procedure of dispense bar in hotel industry.
2. Exhibit the usage of beer equipment at the time of serving
3. Employ the skills for professional Wine Services with their handling procedure.
4. Acquire the required skills needed in Service of Spirits& liqueurs.
5. Develop the knowledge about pairing of food with different types of wines.

Course Content

Dispense Bar - Organizing Mise-en-place

- Task-01 Wine service equipment
- Task-02 Beer service equipment
- Task-03 Cocktail bar equipment
- Task-04 Liqueur / Wine Trolley
- Task-05 bar stock - alcoholic & non-alcoholic beverages
- Task-06 Bar accompaniments & garnishes
- Task-07 Bar accessories & disposables

Service of Wines

- Task-01 Service of Red Wine
- Task-02 Service of White/Rose Wine
- Task-03 Service of Sparkling Wines
- Task-04 Service of Fortified Wines
- Task-05 Service of Aromatized Wines
- Task-06 Service of Cider, Perry & Sake

03 Service of Aperitifs

- Task-01 Service of Bitters
- Task-02 Service of Vermouths

04 Service of Beer

- Task-01 Service of Bottled & canned Beers
- Task-02 Service of Draught Beers

05 Service of Spirits

- Task-01 Service styles - neat/on-the-rocks/with appropriate mixers
- Task-02 Service of Whisky
- Task-03 Service of Vodka
- Task-04 Service of Rum
- Task-05 Service of Gin

Task-06 Service of Brandy

Task-07 Service of Tequila

06 Service of Liqueurs

Task-01 Service styles - neat/on-the-rocks/with cream/en frappe

Task-02 Service from the Bar

Task-03 Service from Liqueur Trolley

07 Wine & Drinks List

Task-01 Wine Bar

Task-02 Beer Bar

Task-03 Cocktail Bar

09 Matching Wines with Food

Task-01 Menu Planning with accompanying Wines Continental Cuisine
Indian Regional Cuisine

Task-02 Table laying & Service of menu with accompanying Wines
Continental Cuisine

Transactional modes:

- Demonstration, Team Demonstration, Field Visit, Video Demonstration, Project Based Study.

Suggestive Reading:

- Fearn David A. (2013). *Food and Beverage Management*. Butterworth-Heinemann Ltd. USA
- Lillicrap D.R. Robert Smith John. Cousins. (2011). *Food and Beverage Management*. Good fellow Publishers Limited. UK.
- Negi Jagmohan. Manohar Gaurav. (2011). *Food and Beverage Management*. Himalaya Publishing House. New Delhi.
- Foster Dennis L. (2012) *Food and Beverage Operations*. McGraw-Hill Inc. Us.

Course Title: Front Office Operations (Practical)
Course Code: DHH308

L	T	P	Cr.
0	0	2	1

Total Hours: 15

Course Learning Outcomes: After completion of this course, the learner will be able to:

1. Identify about the hot function keys and its uses in front desk.
2. Acquire knowledge about the skills required in processing of guest reservations.
3. Exhibit the handling procedure of different categories of guests.
4. Assess the accounting systems of hotel industry.
5. Execute the IT skills related to various software used in front office operation.

Course Content

- Hot function keys
- Create and update guest profiles
- Send confirmation letters
- Print registration cards
- Make FIT reservation & group reservation
- Make an Add-on reservation
- Amend a reservation
- Cancel a reservation-with deposit and without deposit
- Log onto cahier code
- Process a reservation deposit
- Pre-register a guest
- Put message and locator for a guest
- Put trace for guest
- Check in a reserved guest
- Check in day use
- Check -in a walk-in guest
- Maintain guest history
- Make sharer reservation
- Add a sharer to a reservation
- Make A/R account
- Take reservation through Travel Agent/Company/ Individual or Source
- Make room change

- Make check and update guest folios
- Process charges for in-house guests and non-resident guests.
- Handle allowances and discounts and packages
- Process advance for in-house guest
- Put routing instructions
- Print guest folios during stay
- Processing foreign currency exchange/ cheque exchange
- Process guest check out by cash and credit card
- Check out without closing folio-Skipper accounts
- Handle paymaster folios
- Check out using city ledger
- Print guest folio during check out
- Close bank at end of each shift
- Check room rate and variance report
- Tally Allowances for the day at night
- Tally paid outs for the day at night
- Tally forex for the day at night
- Credit check report

Transactional modes:

- Demonstration, Role Play, Mock Exercise, Video Demonstration, Group Assignment.

Suggested Reading:

- Ismail Ahmed. (2011). *Front Office operations and management*. Delmar Cengage Learning. New York
- Bhatnagar S. K. (2016). *Front office Operation Management*. Frank Brothers. New Delhi
- Bardi James A. (November 2012). *Hotel Front Office Management*. Wiley International. New York.
- Baker Sue, HuytonJermy, (2017). *Principles of Front Office Operations*. Thomson Learning. USA

**Course Title: Accommodation Operations
(Practical)
Course Code: DHH309**

L	T	P	Cr.
0	0	2	1

Total Hours: 15

Course Learning Outcomes: After completion of this course, the learner will be able to:

1. Identify the layout of laundry and linen/uniform room.
2. Memorize about the various types of machinery and equipment used in laundry operations
3. Demonstrate the technical skills required for stain removal in the hotel.
4. Exhibit the skills of Floral Arrangement for guest rooms in the hotel.
5. Categorize the selection and designing of different types of linen and uniforms required in hotel operations.

Course Content

- Layout of Linen and Uniform Room/Laundry
- Laundry Machinery and Equipment
- Stain Removal
- Flower Arrangement
- Selection and Designing of Uniforms

Transactional modes:

- Demonstration, Role Play, Mock Exercise, Video Demonstration

Suggested Reading:

- Hasani Keshav. (2020). *Major Topic in Housekeeping*. Blue Rose Publishers. Delhi.
- Rai Shaliendra. (2020). *Hotel Housekeeping Operations*. Orange Book Publication. Chattisgarh.
- Raghubalan G. (2018). *Hotel Housekeeping Operations and Management*. Oxford University. London.
- Institute Good housekeeping. (2013). *The Good Housekeeping Christmas Cookbook*. Sterling. New York.

Evaluation Criteria:

- A. Practical Experiment [100 Marks]
- B. Total Evaluation will be conducted in the Semester: - 10 Times
- C. Weekly Evaluation of Practical Experiment (10 Marks for each Practical)
 - i. Performance in Practical (5 Marks)
 - ii. Report (3 Marks)
 - iii. Viva (2 Marks)

SEMESTER IV**Course Title: Industrial Training/Internship****Course Code: DHH401**

L	T	P	Cr.
NA	NA	NA	20

Total Hours: NA

Course Learning Outcomes: After completion of this course, the learner will be able to:

1. Build a good communication skill with group of employees and showcase proper behavior of corporate life in industrial sector.
2. Enhance the strength, teamwork spirit and self-confidence in his/her life.
3. Develop the skills required in the hotel and hospitality industry.
4. Improve the sense of responsibility and good working habits.
5. Explore the interpersonal skills in working environment.

Course Content**EVALUATION OF STUDENTS FOR PROFESSIONAL TRAINING:**

- A. Professional training will have 100 marks.
- B. Monthly Evaluation will be conducted (20 Marks)

The criteria for evaluation will be as under:

- Attendance/Punctuality 10%.
- Proficiency in organizing departmental task 30%.
- Preparation of portfolio based on day-to-day work done in various department 20%.
- Initiative/responsibility exhibited 10%.
- Interpersonal relations 10%.
- Behavior/attitude 10%.
- Maintenance of equipment and work place 10%.

GENERAL GUIDELINES:

- a) The students are expected to prepare practical record book as per given list of the experiments. Besides, they can also add other experiments as well.
- b) At the end of industrial training students will submit the below mentioned material to the department:
 - i. Log Book
 - ii. Training completion certificate
 - iii. Training Project

SEMESTER V**Course Title: Advance Food Production Operations****- I****Course Code: DHH501**

L	T	P	Cr.
3	0	0	3

Total Hours: 45

Course Learning Outcomes: After successful completion of this course, the learners will be able to

1. Possess the basic structure of LARDER kitchen with its operation
2. Identify the duties and responsibilities of the larder chef.
3. Develop the skills related to preparation of galantines and pates.
4. Acquire the knowledge about classification of appetizers and their accompaniments.
5. Demonstrate the usage of wine & herbs in food preparation.

Course Content**UNIT-I****12 Hours**

1. LARDER: - LAYOUT & EQUIPMENT Introduction of Larder Work, Definition, and Equipment found in the larder, Layout of a typical larder with equipment and various sections.
2. TERMS & LARDER CONTROL Common terms used in the Larder and Larder control, Essentials of Larder Control, Importance of Larder Control, Devising Larder Control Systems, Leasing with other Departments, Yield Testing,
3. DUTIES AND RESPONSIBILITIES OF THE LARDER CHEF Functions of the Larder, Hierarchy of Larder Staff, Sections of the Larder, Duties & Responsibilities of larder Chef.

UNIT-II**12 Hours**

1. CHARCUTIERIE: -Introduction to charcuterie,
2. SAUSAGE - Types & Varieties Casings - Types & Varieties, Fillings - Types & Varieties, Additives & Preservatives
3. FORCEMEATS, Types of forcemeats, Preparation of forcemeats, Uses of forcemeats,
4. BRINES, CURES & MARINADES, Types of Brines, Preparation of Brines, Methods of Curing, Types of Marinades, Uses of Marinades, Difference between Brines, Cures & Marinades,
5. HAM, BACON & GAMMON, Cuts of Ham, Bacon & Gammon, Differences between Ham, Bacon & Gammon Processing of Ham & Bacon, Green Bacon, Uses of different cuts,

6. GALANTINES making of galantines, Types of Galantine Ballotines,
7. PATES Types of Pate, Pate de foie gras, Making of Pate, Commercial pate and Pate Maison Truffle - Sources, Cultivation and uses and Types of truffle

UNIT-III**11 Hours**

1. MOUSE & MOUSSELINE: -Types of mousse, Preparation of mousse, Preparation of mousseline, Difference between mousse and mousseline.
2. CHAUD FROID Meaning of Chaudfroid, Making of Chaudfroid & Precautions, Types of chaudfroid, Uses of chaudfroid.
3. ASPIC & GELEE Definition of Aspic and Gelee, Difference between the two, Making of Aspic and Gelee Uses of Aspic and Gelee.
4. QUENELLES, PARFAITS, ROULADES Preparation of Quenelles, Parfaits and Roulades
5. NON-EDIBLE DISPLAYS Ice carvings, Tallow sculpture, Fruit & vegetable Displays, Salt dough, Pastillage, Jelly Logo, Thermal work

UNIT-IV**10 Hours**

1. APPETIZERS & GARNISHES: -Classification of Appetizers, Examples of Appetizers, Historic Importance of culinary Garnishes, Explanation of different Garnishes.
2. SANDWICHES Parts of Sandwiches, Types of Bread, Types of filling – classification, Spreads and Garnishes, Types of Sandwiches, Making of Sandwiches, and Storing of Sandwiches.
3. USE OF WINE AND HERBS IN COOKING Ideal uses of wine in cooking, Classification of herbs, Ideal uses of herbs in cooking

Transactional Mode:

- Collaborative Teaching, Team Demonstration, Video Demonstration, Flipped Teaching, Project Based learning.

Suggested Reading:

- Philip, Thangam E. (2018) “*Modern Cookery*”. Orient Blackswan Private Limited. New Delhi.
- Kinton Ronald. Ceserani Victor. Foskett David. (2012). “*Practical Cookery*”. Hodder Education. London
- Bode W. K. H., Leto M. J. (June 2016) “*The Larder Chef: Food Preparation and Presentation*”. A Butterworth-Heinemann. UK
- Budgen June, (2012), “*The Book of Garnishes*”, HP Trade. USA

**Course Title: Advance Food and Beverages
Operations - I
Course Code: DHH502**

L	T	P	Cr.
3	0	0	3

Total Hours: 45

Course Learning Outcomes: After successful completion of this course, the learners will be able to

1. Identify the planning procedure of Food and Beverage service outlets operated by the hotels.
2. Recognize the structure and operation of banquet in hotel industry.
3. Apply the planning and organizing skills of buffets system as per the guest demand.
4. Exhibit skills to do the gueridon service.
5. Demonstrate the kitchen stewarding skills in food and beverage department.

Course Content

UNIT-I

13 Hours

1. PLANNING & OPERATING VARIOUS F&B OUTLET: Physical layout of functional and ancillary areas, Objective of a good layout, Steps in planning, Factors to be considered while planning, calculating space requirement, Various set ups for seating, Planning staff requirement,
2. Menu planning, Constraints of menu planning, Selecting and planning of heavy duty and light equipment, Requirement of quantities of equipment required like crockery, Glassware, Cutlery - steel or silver etc. Suppliers & manufacturers, Approximate cost, Planning Décor, furnishing fixture etc.

UNIT-II

10 Hours

1. FUNCTION CATERING: - BANQUETS History, Types, and Organization of Banquet department, Duties & responsibilities, Sales, Booking procedure, Banquet menus.
2. BANQUET PROTOCOL Space Area requirement, Table plans/arrangement, Misc.-en-place, Service, Toast & Toast procedures.
3. INFORMAL BANQUET Reception, Cocktail parties, Convention, Seminar, Exhibition, Fashion shows, Trade Fair, Wedding, Outdoor catering

UNIT-III

11 Hours

1. FUNCTION CATERING: - BUFFETS Introduction, Factors to plan buffets, Area requirement, Planning and organization, Sequence of food,

2. Menu planning, Types of Buffets, Display, Sit down, Fork, Finger, Cold Buffet, Breakfast Buffets, Equipment, Supplies, Check list

UNIT-IV

11 Hours

1. GUERIDON SERVICE: History of gueridon, Definition, General consideration of operations, Advantages & Dis- advantages, Types of trolleys, Factor to create impulse, Buying - Trolley, open kitchen, Gueridon equipment, Gueridon ingredients,
2. KITCHEN STEWARDING Importance, Opportunities in kitchen stewarding Record maintaining, Machine used for cleaning and polishing, Inventory.

Transactional Mode:

- Video Based Teaching, Panel Discussion, Case Based Teaching, Brain Storming, Demonstration

Suggested Reading:

- Fuller John. (2012). *Modern restaurant service*. London Hutchinson
- Deegan Alan. Brown Graham. And Hepner Karon. 2 march 1998. *Introduction to Food and Beverage Service*. Longman. London
- Kivela Jaksa. (2012). *Menu Planning for the Hospitality Industry*. Hospitality Press. USA
- Walker John. (2017). *The Restaurant: From Concept to Operation*, Wiley publication. New Delhi.

Course Title: Front Office Management - I
Course Code: DHH503

L	T	P	Cr.
3	0	0	3

Total Hours: 45

Course Learning Outcomes: After successful completion of this course, the learners will be able to

1. Explore the tools and techniques used for tariff structure.
2. Acquire the knowledge regarding the forecasting concept used in the industry
3. Assess various ratios used for the analysis of business growth.
4. Exhibit the budget preparation methodology for smooth functioning of organization.
5. Demonstrate the various software and systems of front office operations.

Course Content

- UNIT-I** **12 Hours**
1. PLANNING & EVALUATING FRONT OFFICE OPERATIONS: Setting Room Rates (Details/Calculations thereof), Hubbard Formula, market condition approach & Thumb Rule,
 2. Types of discounted rates - corporate, rack etc. Forecasting techniques, Forecasting Room availability, Useful forecasting data (% of walking, % of overstay, % of under stay,)
- UNIT-II** **11 Hours**
1. FORECASTING: Forecast formula, Types of forecasts, Sample forecast forms, Factors for evaluating front office operation
- UNIT-III** **12 Hours**
1. BUDGETING: Types of budget & budget cycle, making front office budget, Factors affecting budget planning, Capital & operations budget for front office, refining budgets,
 2. Budgetary control, Forecasting room revenue, Advantages & Disadvantages of budgeting
- UNIT-IV** **10 Hours**
1. PROPERTY MANAGEMENT SYSTEM: Fidelio / IDS / Shawman, Amadeus

Transactional Mode:

- Blogs, Team Teaching, Project Based Teaching, Brain Storming, Case based analysis

Suggested Reading:

- Bhatnagar S. K. (January 2014). Front office Operation Management. Frank Brothers.USA
- Bhakta Anutosh. (2016). *Professional Hotel Front Office Management*. McGraw Hill Education. New Delhi

- Baker Sue. Huyton Jermy. (2010). *Principles of Front Office Operations*. Publisher: Thomson Learning. USA
- Vallen Gary K. Vallen Jerome J. (August 2012). *Check-in Check-Out: Managing Hotel Operations*. Pearson Prentice Hall. New Jersey

HOAC

Course Title: Accommodation Management – I
Course Code: DHH504

L	T	P	Cr.
3	0	0	3

Total Hours: 45

Course Learning Outcomes: After successful completion of this course, the learners will be able to

1. Recognize the planning and organizing procedure of housekeeping department.
2. Identify the various forms, formats & record management system of housekeeping department.
3. Acquire knowledge about the procedure of budgetary control used by the hotel.
4. Determine the importance of energy and water conservation in housekeeping operations.
5. Acquainted with the basic knowledge of contract services and the guidelines for hiring contract services.

Course Content

UNIT-I

13 Hours

1. PLANNING AND ORGANISING THE HOUSE KEEPING DEPARTMENT: Area inventory list, Frequency schedules, Performance and Productivity standards, Time and Motion study in House Keeping operations,
2. Standard Operating manuals - Job procedures, Job allocation and work schedules, calculating staff strengths & Planning duty rosters, team work and leadership in House Keeping

UNIT-II

12 Hours

1. BUDGETING: Inventory level for non-recycled items, Budget and budgetary controls, the budget process, Planning capital budget, Planning operation budget, Operating budget controlling expenses - income statement,
2. Purchasing systems - methods of buying, Stock records - issuing and control

UNIT-III

10 Hours

1. Energy and Water Conservation in Housekeeping Operations, Housekeeping in Institutions & Facilities Other Than Hotels, First Aid

UNIT-IV

10 Hours

1. CONTRACT SERVICES Types of contract services, Guidelines for hiring contract services Advantages & disadvantages of contract services.

Transactional Mode:

- Cooperative Teaching, Group Discussion, Role play, Flipped Teaching, Project Based learning

Suggested Reading:

- Vladimir Andrew (2020), "*Hospitality Today*", VNR Publisher, Attn.USA
- Susannah Tee. (2021). *Good Housekeeping Microwave*. Good Housekeeping Institute (Ed).New York
- Andrews Sudhir. (2016). *Housekeeping Training Manual*. Tata Mc graw – Hill Publication Company. New Delhi
- Branson. Joan C, Lennox. Margret, elst (1988)"*Hotel Hostel and Hospital Housekeeping*"Wiley & Sons. USA

HOA/C

Course Title: Fundamentals of Tourism**Course Code: BHH509**

L	T	P	Cr.
3	0	0	3

Total Hours: 45

Course Outcomes: After successful completion of this course, the learners will be able to

1. Analyze the different concept of tourism with their scope.
2. Create various strategies for the growth of tourism industry.
3. Evaluate the rules and regulation of various government and non-government organization of tourism industry.
4. Describe the impacts of tourism on different sector of India.

Course Content**Unit I****12 Hours**

Tourism: concepts, definitions and historical development. Types of tourists: tourist, traveler, excursionists; Forms of tourism: inbound, outbound, domestic and international. Nature and Forms of Travel/Tourism. Tourism System: Nature, Characteristics and components of tourism industry. Push-pull factors in Tourism

Unit II**12 Hours**

Motivation for Travel- basic travel motivators, early travel motivators. Tourism Demand, Motivation of Tourism Demand. Measuring Tourism Demand. Pattern and characteristic of tourism supply; Factors influencing tourism demand and supply.

Unit III**10 Hours**

Organizations in tourism- need & factors, National Tourist Organizations, Role and functions of Important Tourism Organizations: WTO, IATA, PATA, TAAI, WTTC. Seasonality & tourism

Unit IV**11 Hours**

Impacts of Tourism at the destination. Its impact: socio-cultural, environmental and economic. Factors affecting the future of tourism business. Sociology of tourism.

Transactional Mode:

Video Based Teaching, Panel Discussion, Case Based Teaching, Brain Storming, Demonstration, Peer Teaching.

Suggested Readings: -

- Bhatia A.K (2003) *International Tourism*, Sterling Publishers Pvt Ltd, New Delhi.
- Chris Cooper, Fletcher John, Fyall, Alan, Gilbert David, Wall Stephen (2008), *Tourism Principles and Practices*, 4th edition, Pearson Education Limited.

- *Dennis L & Foseter – Glencoe (2003), an Introduction to Travel & Tourism, McGraw- Hill International.*
- *Dr. Revathy Girish (2007), Indian Tourist Panorama, Dominant Publishers and Distributors, New Delhi.*
- *Ghosh Bishwanth (2000), Tourism & Travel Management, Second Revised Edition Vikas Publishing House Pvt Ltd, New Delhi.*
- *Kaul R.N 91991), Dynamics of Tourism, Sterling Publishers Pvt Ltd, Volume 1,2 & 3 New Delhi,*

10A/C

**Course Title: Advance Food Production Operations
- I (Practical)
Course Code: DHH505**

L	T	P	Cr.
0	0	4	2

Total Hours: 30

Course Learning Outcomes: After successful completion of this course, the learners will be able to:-

1. Illustrate the knowledge of cold buffet systems and buffet desserts.
2. Determine the different types of sandwich preparations that are trending in Hotel Industry.
3. Identify two course menus of international cuisine.
4. Demonstrate the process of making different types of cakes and meringues and breads.
5. Exhibit the various plating styles used by the chefs in hotels.

Course Content

MENU 01 Consommé Carmen, Poulet Sauté Chasseur, Pommes Loretta, Haricots Verts

MENU 02 Bisque D'écrevisse, Escalope De Veauviennoise, Pommes atailles, Epinards au Gratin

MENU 03 Crème Du Barry, Darne De Saumon Grille, Sauce paloise, Pommes Fondant, PetitsPois a La Flamande

MENU 04 Veloute Dame Blanche, Cote De Porc Charcuterie, Pommes De Terre A La Crème, Carottes Glace Au Gingembre

MENU 05 Cabbage Chowder, Poulet A La Rex, Pommes Marguises, Ratatouille

MENU 06 Barquettes Assortis, Stroganoff De Boeuf, Pommes Persilles, Riz Pilaf

MENU 07 Duchesse Nantua, Poulet Maryland, Croquette potatoes, Banana fritters, Corn gallets

MENU 08 Kromeskies, Filet De Sols Walweska, Pommes Lyonnaise, FunghiMarirati

MENU 09 Vol-Au-Vent De VolailleETJambon, Poulet a la kiev, Creamy Mashed Potatoes, Butter tossed green peas

MENU 10 Quiche Lorraine, Roast Lamb, Mint sauce, Pommes Parisienne

Plus 5 Buffets

- Cold Buffet, Hot Continental, Hot Indian, Buffet Desserts, Bread Displays
- Bakery & patisserie (Practical)
- Brioche Baba au Rhum
- Soft Rolls, Chocolate Parfait
- French Bread, TarteTartin
- Garlic Rolls, Crêpe Suzette
- Harlequin Bread, Chocolate Cream Puffs
- Foccacia, Crème Brûlée
- Vienna Roll, Mousse Au Chocolat
- Bread Sticks, SouffleMilanaise
- Brown Bread, Pâte Des Pommes
- Clover Leaf Rolls, Savarin des fruits
- Whole Wheat Bread, Charlotte Royal
- Herb & Potato Loaf, Doughnuts
- Milk Bread, Gateaux des Peache
- Ciabatta, Chocolate Brownie
- Buffet desserts, Modern Plating Styles

Transactional modes:

- Group Demonstration, Video based Teaching, Team Teaching, Demonstration.

Suggested Reading:

- Philip, Thangam E. (2018) “*Modern Cookery*”. Orient Blackswan Private Limited. New Delhi.
- Kinton Ronald. Ceserani Victor. Foskett David. (2012). “*Practical Cookery*”. Hodder Education. London
- Bode W. K. H., Leto M. J. (June 2016) “*The Larder Chef: Food Preparation and Presentation*”. A Butterworth-Heinemann. UK
- Budgen June, (2012), “*The Book of Garnishes*”, HP Trade.USA

**Course Title: Advance Food and Beverages
Operations - I (Practical)**

Course Code: DHH506

L	T	P	Cr.
0	0	4	2

Total Hours: 30

Course Learning Outcomes: After successful completion of this course, the learners will be able to

1. Identify about the planning and organizing of various types of F & B outlets.
2. Demonstrate the structure and layout of banquets hall.
3. Recognize the knowledge about different dishes prepared on a gueridon trolley.
4. Exhibit the skills of precautions while using kitchen stewarding machines.
5. Demonstrate the usage of kitchen stewarding machine.

Course Content

01 Planning & Operating Food & Beverage Outlets

Class room Exercise

Developing Hypothetical Business Model of Food & Beverage Outlets

Case study of Food & Beverage outlets - Hotels & Restaurants

02 Function Catering – Banquets

Planning & organizing Formal & Informal Banquets

Planning & organizing Outdoor caterings

03 Function Catering – Buffets

Planning& organizing various types of Buffet

04Gueridon Service

Organizing Mise-en-place for Gueridon Service

Dishes involving work on the Gueridon

Task-01 Crepe Suzette

Task-02 Banana au Rhum

Task-03 Peach Flambe

Task-04 Rum Omelette

Task-05 Steak Diane

Task-06 Pepper Steak

05 Kitchen Stewarding

Using & operating Machines

Exercise - physical inventory

Transactional modes:

- Case based Teaching, Video based Teaching, Demonstration, E – Team teaching, Flipped Teaching.

Suggested Reading:

- Fuller John. (2012). *Modern restaurant service*. London Hutchinson
- Deegan Alan. Brown Graham. And Hepner Karon. 2 march 1998. *Introduction to Food and Beverage Service*. Longman. London
- KivelaJaksa. (2012). *Menu Planning for the Hospitality Industry*. Hospitality Press. USA
- Walker John. (2017). *The Restaurant: From Concept to Operation*. , Wiley publication. New Delhi

HOAC

**Course Title: Front Office Management - I
(Practical)**

Course Code: DHH507

L	T	P	Cr.
0	0	2	1

Total Hours: 15

Course Learning Outcomes: After successful completion of this course, the learners will be able to

1. Identify the usage of Hot Function keys in front office department.
2. Demonstrate the Process of registration.
3. Acquire the Knowledge of account settlement process of customer.
4. Exhibit the check in and checkout procedure of hotel.
5. Implement the Knowledge and skills related to folio Management.

Course Content

1. HMS Training - Hot Function keys
2. How to put message
3. How to put a locator
4. How to check in a first-time guest
5. How to check in an existing reservation
6. How to check in a day use
7. How to issue a new key
8. How to verify key
9. How to cancel a key
10. How to issue a duplicate key
11. How to extend a key
12. How to print and prepare registration cards for arrivals
13. How to programme keys continuously
14. How to programme one key for two rooms
15. How to re-programme a key
16. How to make a reservation
17. How to create and update guest profiles
18. How to update guest folio
19. How to print guest folio
20. How to make sharer reservation
21. How to feed remarks in guest history
22. How to add a sharer
23. How to make add on reservation
24. How to amend a reservation
25. How to cancel a reservation

26. How to make group reservation
27. How to make a room change on the system
28. How to log on cashier code
29. How to close a bank at the end of each shift
30. How to put a routing instruction
31. How to process charges
32. How to process a guest check out
33. How to check out a folio
34. How to process deposit for arriving guest
35. How to process deposit for in house guest
36. How to check room rate variance report
37. How to process part settlements
38. How to tally allowance for the day at night
39. How to tally paid outs for the day at night
40. How to tally forex for the day at night
41. How to pre-register a guest
42. How to handle extension of guest stay
43. Handle deposit and check-ins with voucher
44. How to post payment
45. How to print checked out guest folio
46. Check out using foreign currency
47. Handle settlement of city ledger balance
48. Handle payment for room only to Travel Agents
49. Handle of banquet event deposits
50. How to prepare for sudden system shutdown
51. How to checkout standing batch totals
52. How to do a credit check report
53. How to process late charges on third party
54. How to process late charges to credit card
55. How to check out during system shut down
56. Handling part settlements for long staying guest
57. How to handle paymaster folios
58. How to handle bills on hold

Transactional modes:

- Video Demonstration, Team Demonstration, Role Play, Mock Exercise, Group Assignment.

Suggested Reading:

- Bhatnagar S. K. (January 2014). *Front office Operation Management*. Frank Brothers.
- Bhakta Anutosh. (2016). *Professional Hotel Front Office Management*. McGraw Hill Education. New Delhi
- Baker Sue. HuytonJermy. (2010). *Principles of Front Office Operations*. Publisher: Thomson Learning. USA
- Vallen Gary K. Vallen Jerome J. (August 2012). *Check-in Check-Out: Managing Hotel Operations*. Pearson Prentice Hall. New Jersey

HOAC

**Course Title: Accommodation Management - I
(Practical)**

L	T	P	Cr.
0	0	2	1

Course Code: DHH508

Total Hours: 15

Course Learning Outcomes: After successful completion of this course, the learners will be able to

1. Enhance the Team Management Skills in Accommodation Operation
2. Acquaint with the various forms and formats that are maintained by housekeeping departments in hotels.
3. Exhibit the knowledge related to Inspection checklist.
4. Employ the Time and motion study in accommodation operation.
5. Demonstrate the procedure of efficient training modules for effective learning.

Course Content

Team cleaning

- Planning
- Organizing
- Executing
- Evaluating

Inspection checklists

Time and motion study

- Steps of bed making
- Steps in servicing a guest room etc.

Devising/ designing training module

- Refresher training (5 days)
- Induction training (2 days)
- Remedial training (5 days)

Transactional modes:

- Video Demonstration, Peer Demonstration, Role Play, Mock Exercise, Field Visit.

Suggestive Readings:

- Vladimir Andrew (2020), "*Hospitality Today*", VNR Publisher, Attn. USA
- Susannah Tee. (2021). *Good Housekeeping Microwave*. Good Housekeeping Institute (Ed).New York
- Andrews Sudhir. (2016). *Housekeeping Training Manual*. Tata Mc graw – Hill Publication Company. New Delhi
- Branson. Joan C, Lennox. Margret, elst(1988)"*Hotel Hostel and Hospital Housekeeping* "Wiley &Sons. USA

SEMESTER VI

**Course Title: Advance Food Production Operations
- II**

Course Code: DHH601

L	T	P	Cr.
3	0	0	3

Total Hours: 45

Course Learning Outcomes: After successful completion of this course, the learners will be able to

1. Acquaint with the knowledge of culture, eating habits, preparation of popular dishes from the cuisines around the world.
2. Acquire the desired skills needed in the preparation of various types of appetizers and garnishes.
3. Demonstrate the advance skills required in Bakery & Confectionery section
4. Recognize and enhance the knowledge of production management in kitchen organization.
5. Apply the skills related to the research of new things in food preparation

Course Content

UNIT-I

10 Hours

1. INTERNATIONAL CUISINE: Geographic location, Historical background, Staple food with regional Influences, Equipment in relation to: Great Britain, France, Italy, Spain & Portugal, Scandinavia, Germany, Middle East, Oriental, Mexican, Arabic.
2. CHINESE Introduction to Chinese foods, Historical background, regional cooking styles, Methods of cooking, Equipment & utensils

UNIT-II

13 Hours

1. BAKERY & CONFECTIONERY: ICINGS & TOPPINGS Varieties of icings, Using of Icings, Difference between icings & Toppings, Recipes,
2. FROZEN DESSERTS Types and classification of frozen desserts, Ice-creams – Definitions, Methods of preparation, Additives and preservatives used in Ice-cream manufacture.
3. MERINGUES Making of Meringues, Factors affecting the stability, Cooking Meringues, Types of Meringues, Uses of Meringues.

4. BREAD MAKING Role of ingredients in bread Making, Bread Faults, and Bread Improvers.
5. CHOCOLATE History, Sources, Manufacture & Processing of Chocolate, Types of chocolate, Tempering of chocolate, Cocoa butter, white chocolate and its applications

UNIT-III**12 Hours**

1. PRODUCTION MANAGEMENT: Kitchen Organization, Allocation of Work - Job Description, Duty Rosters, Production Planning, Production Scheduling, Production Quality & Quantity Control, Forecasting & Budgeting, Yield Management.
2. PRODUCT & RESEARCH DEVELOPMENT Testing new equipment, developing new recipes, Food Trails, Organoleptic & Sensory Evaluation.

UNIT-IV**10 Hours**

1. FRENCH: Culinary French, Classical recipes (recettes classique), Historical Background of Classical

Transactional modes:

- Video based Teaching, Brain storming, Project based learning, Demonstration, Flipped Teaching.

Suggested Reading:

- Bali Parvinder S. (2012). International Cuisine and Food Production Management. Oxford University Press. London.
- Knight John B. Kotschevar Lendal H. (2017). *Quantity Food Production. Planning, and Management.* John Wiley & Sons. USA
- Philip, Thangam E. (2018). *Modern Cookery.* Orient Blackswan Private Limited. New Delhi
- Folsom LeRoi A. (2017). *The Professional Chef.* Boston CBI Pub. Massachusetts

**Course Title: Advance Food and Beverages
Operations - II**

Course Code: DHH602

L	T	P	Cr.
3	0	0	3

Total Hours: 45

Course Learning Outcomes: After successful completion of this course, the learners will be able to:

1. Acquire the knowledge of organizational structure of F & B department.
2. Exhibit the supervisory skills for professional management of food and beverage outlets.
3. Develop the knowledge about the bar equipment and staffing
4. Identify the various commodities required for bar operations
5. Learn about the making of cocktails with their service style.

Course Content

UNIT-I

10 Hours

1. FOOD & BEVERAGE STAFF ORGANISATION: Categories of staff, Hierarchy, Job description and specification, Duty roaster

UNIT-II

10 Hours

1. MANAGING FOOD & BEVERAGE OUTLET: Supervisory skills, Developing efficiency, Standard Operating Procedure

UNIT-III

11 Hours

1. BAR OPERATIONS: Types of Bars (Cocktail, Dispense), Area of Bar, Front Bar, Back Bar, Under Bar (Speed Rack, Garnish Container, Ice well etc.), Bar Stock, Bar Control, Bar Staffing, Opening and closing duties

UNIT-IV

14 Hours

1. COCKTAILS & MIXED DRINKS: Definition and History, Classification, Recipe, Preparation and Service of Popular Cocktails, Martini - Dry & Sweet, Manhattan - Dry & Sweet, Dubonnet, Roy-Roy, Bronx, White Lady, Pink Lady, Side Car, Bacardi, Alexandra, John Collins, Tom
2. Collins Gin FIZZ, Pimm's Cup - no. 1,2,3,4,5, Flips, Nogs, Champagne Cocktail, Between the Sheets, Daiquiri, Bloody Mary, Screw Driver, Tequila Sunrise, Gin-Sling, Planters Punch, Singapore Sling, Pinacolada, Rusty Nail, B&B, Black Russian, Margarita, Gimlet - Dry

&Sweet, Cuba Libre, Whisky Sour, Blue Lagoon, Harvey Wall Banger,
Bombay Cocktail

Transactional Mode:

- Video Based Teaching, Panel Discussion, Case Based Teaching, Brain Storming, Demonstration

Suggested Reading:

- Arduser Lora. Brown Douglas. Centers Taylor.(2017). *The Waiter & Waitress and Waitstaff Training Handbook: A Complete Guide to the Proper Steps in Service for Food & Beverage Employees*. Atlantic Publishing GroupInc. Florida
- THOMAS CHRIS. And Katsigris Costas. (2016). *Design and Equipment for Restaurants and Foodservice*. Wiley Publishers. USA.
- Walton Stuart.(2018).*The World Encyclopedia of Wine*. Hermes House. Leicester
- Dhawan Vijay. 2008. *Food & Beverage Service*. Frank Brothers & Company Pvt. Ltd. New Delhi.
- Singaravelavan R. 2016. *Food and Beverage Service*. New Delhi: Oxford University Press. London

NOVA

Course Title: Front Office Management - II
Course Code: DHH603

L	T	P	Cr.
3	0	0	3

Total Hours: 45

Course Learning Outcomes: After successful completion of this course, the learners will be able to

1. Understand the usage of yield Management Concept in hospitality industry
2. Explore the tools and techniques for measuring the risks in hotel industry.
3. Acquire the knowledge related to the Timeshare & Vacation Ownership.
4. Describe the government intervention in the concept of Timeshare in India.
5. Illustrate the usage of French language in Front office operations.

Course Content

UNIT-I

12 Hours

1. YIELD MANAGEMENT: Concept and importance, Applicability to rooms division, Capacity management, Discount allocation, Duration control,
2. Measurement yield, Potential high and low demand tactics, Yield management software, Yield management team

UNIT-II

10 Hours

1. TIMESHARE & VACATION OWNERSHIP: Definition and types of timeshare options,
2. Difficulties faced in marketing timeshare business Advantages & disadvantages of timeshare business.

UNIT-III

11 Hours

1. Exchange companies -Resort Condominium International, Intervals International
2. How to improve the timeshare / referral/condominium concept in India- Government's Role/industry role

UNIT-IV

12 Hours

1. FRENCH Conversation with guests, providing information to guest about the hotel, city, sight- seeing, car rentals, historical places, banks, airlines, travel agents, shopping centers and worship places etc. Departure (Cashier, Bills Section and Bell Desk.

Transactional Mode:

- Cooperative Teaching, Group Discussion, Role play, Flipped Teaching, Project Based learning

Suggested Reading:

- Dix Colin. Baird Chris. (2017). *Front Office Operations*. Longman. London
- Bhatnagar S. K. (2018). *Front office Operation Management*. Frank Brothers. Delhi
- Kasavana Michael L. Cahill John J. (2012). “*Managing Computers in Hospitality Industry*. Educational Institute of the American Hotel . USA
- Bhattacharya S. (2005). *French for Hotel management and tourism industry*. Frank Bros. and Co. Delhi

HOAC

Course Title: Accommodation Management - II**Course Code: DHH604**

L	T	P	Cr.
3	0	0	3

Total Hours: 45

Course Learning Outcomes: After successful completion of this course, the learners will be able to

1. Analyze the safety and security standards followed by the Hotels.
2. Demonstrate the dealing procedure of guests in emergency situations.
3. Apply the knowledge regarding the interior decoration and its uses in the Hospitality industry.
4. Enhance the knowledge about different types of guest room layouts in hotels.
5. Identify the importance of new property countdown.

Course Content**UNIT-I****13 Hours**

1. SAFETY AND SECURITY Safety awareness and accident prevention, Fire safety and firefighting, Crime prevention and dealing with emergency situation

UNIT-II**14 Hours**

1. INTERIOR DECORATION Elements of design, Color and its role in décor -types of color schemes, Windows and window treatment Lighting and lighting fixtures, Floor finishes, Carpets, Furniture and fittings, Accessories

UNIT-III**09 Hours**

1. LAYOUT OF GUEST ROOMS Sizes of rooms, sizes of furniture, furniture arrangement, Principles of design, Refurbishing and redecoration

UNIT-IV**09 Hours**

1. NEW PROPERTY COUNTDOWN

Transactional modes:

- Video based Teaching, Cooperative Teaching, Project based learning, Demonstration.

Suggested Reading:

- Sudhir Andrew. (2017). *Housekeeping Management*. Tata Mc graw Hill Publication. New Delhi.
- Raghubalan G. Rasghubalan S. (2018). *Hotel Housekeeping operation Management*. Oxford University. London

- Kappa Marget. M NitschkeAleta. (2019). *Managing Housekeeping Operations*. EI –AH AND LA, USA.
- Jones Martin. (2015). *Professional Management of Housekeeping Operations*. Wiley & sons. USA.

HOAC

Course Title: Hospitality Laws**Course Code: BHH609**

L	T	P	Cr.
3	0	0	3

Total Hours: 45

Course Outcomes: After successful completion of this course, the learners will be able to

1. Determine the classification of contracts and essential of valid acceptance.
2. Apply the skills related to the food legislation and laws of India.
3. Evaluate the procedure of liquor licensing which required to serve liquor in the outlet.
4. Examine the establishment acts and government policies related to opening the F & B outlet.

Course Content**Unit- I****11 Hours**

The Indian Contract Act: Definition of Contract-essential elements of a valid contract, classification of contracts, voidable contract, void contract illegal agreement, express contract, implied contract, executed contract, executor contract.

Offer: definition. Essentials of a valid offer when does as offer come to an end. Acceptance, essentials of valid acceptance communication of offer acceptance revocation-when complete.

Unit- II**12 Hours**

Food Legislation, principles of food laws-acts regarding prevention of food adulteration, definition, authorities under the act, procedure of Taking a sample purchase right, warranties, guest control order or food services order in force from time to time. Essential commodities act, ISI, AGMARK

Unit- III**12 Hours**

Liquor Legislation: Types of Licenses, Drinking in the Licensed Premises and Different Types of Permits. Industrial Legislation factories Act, Payment of Wages Act, Industrial Disputes Act, Apprentices Act, Provident Fund Act, Trade Unions Act (each Act to be discussed in brief with reference to hotel industry)

Unit- IV**10 Hours**

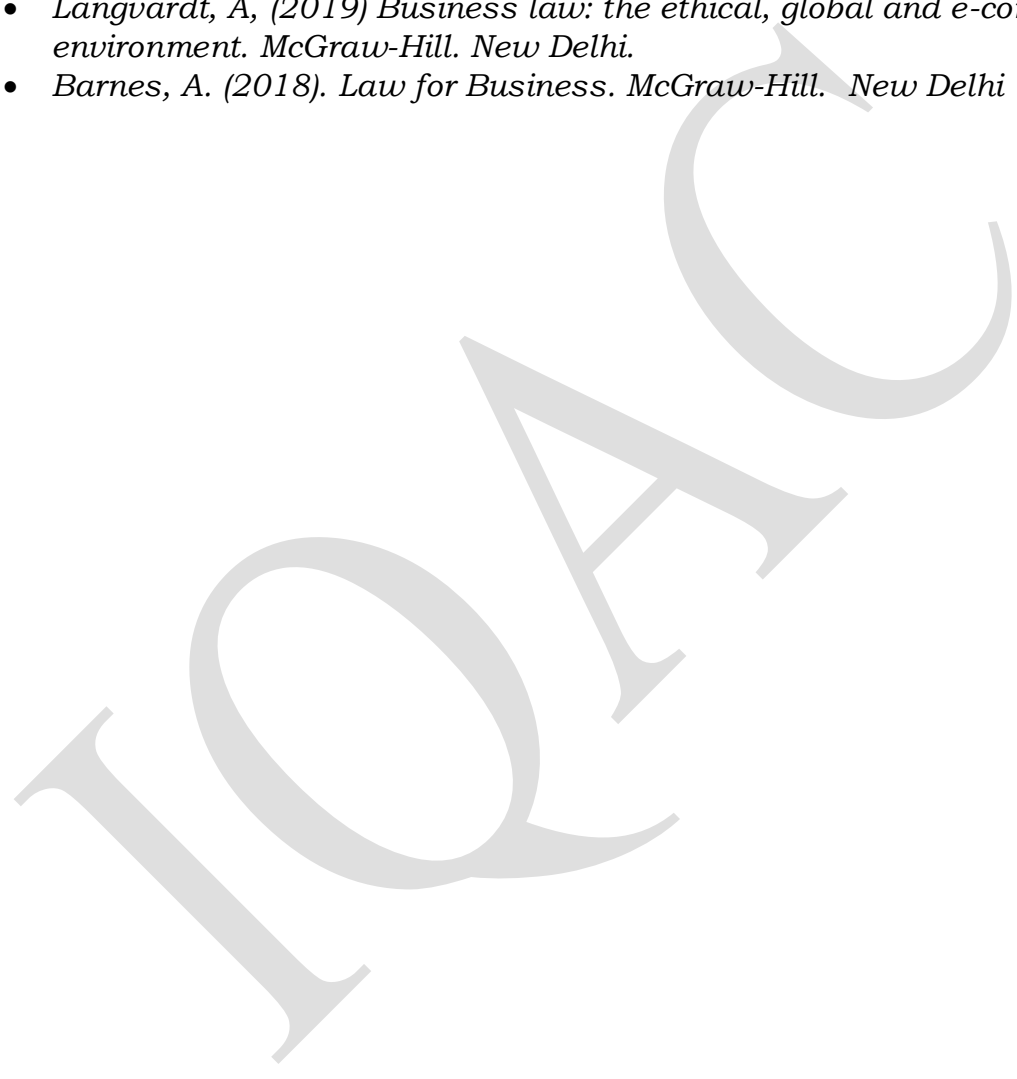
Shops and Establishment Act, Introduction, definition, adult, family, commercial establishment employer, employee, exemption, registration, daily and weekly working hours-overtime-annual leave with wages.

Transactional modes:

Cooperative Teaching, Case based Teaching, Group Discussions, E – Team Teaching, Group Discussion.

Suggested Readings:

- *Atherton, T. & Atherton, T. (2011) Tourism Travel and Hospitality Law, Law Book Company. Australia.*
- *Liuzzo, A, (2019). Essentials of business law. McGraw-Hill. New Delhi.*
- *Kubasek, N. (2019) Dynamic business law: the essentials. McGraw-Hill. New Delhi.*
- *Langvardt, A, (2019) Business law: the ethical, global and e-commerce environment. McGraw-Hill. New Delhi.*
- *Barnes, A. (2018). Law for Business. McGraw-Hill. New Delhi*



**Course Title: Advance Food Production Operations
- II (Practical)
Course Code: DHH605**

L	T	P	Cr.
0	0	4	2

Total Hours: 30

Course Learning Outcomes: After successful completion of this course, the learners will be able to

1. Demonstrate the preparation of internationally famous food items in all around world.
2. Exhibit the skills of Bakery & Patisserie Chef.
3. Acquire the required skills for the preparation of various appetizers and garnishes.
4. Acquaint with the preparation of international breads and desserts according to international standards.
5. Identify about the preparation of various internationally famous food items in all around world.

Course Content

CHINESE

MENU 01 Prawn Ball Soup, Fried Wantons, Sweet & Sour Pork, Hakka Noodles

MENU 02 Hot & Sour soup, Beans Sichwan, Stir Fried Chicken & Peppers, Chinese Fried Rice

MENU 03 Sweet Corn Soup, Shao Mai, Tung-Po Mutton, Yangchow Fried Rice

MENU 04 Wonton Soup, Spring Rolls, Stir Fried Beef & Celery Chow Mein

MENU 05 Prawns in Garlic Sauce, Fish Szechwan, Hot & Sour Cabbage, Steamed Noodles

SPAIN

MENU 06, Gazpacho, PolloEnPepitoria, Paella, Fritata De Patata, Pastel De Mazaana

ITALY

MENU 07 Minestrone, Ravioli Arabeata, Fettocine Carbonara, PolloAlla Cacciatore, Medanzane Parmigiane

GERMANY

MENU 08 Linsensuppe, Sauerbaaten, Spatzale, German Potato Salad

U.K.

MENU 09 Scotch Broth, Roast Beef, Yorkshire pudding, Glazed Carrots & Turnips, Roast Potato

GREECE

MENU 10 Soupe Avogolemeno, Moussaka A La Greque, Dolmas, Tzaziki

DEMONSTRATION:

Charcuterie Galantines, Pate, Terrines, Mousselines New Plating Techniques

Bakery & patisserie (Practical)

1. Grissini, Tiramisu
2. Pumpernickle, Apfel Strudel
3. Yorkshire Curd Tart, Crusty Bread
4. Baklava, Harlequin Bread
5. Baugette, Crepe Normandy
6. Crossiants, Black Forest Cake
7. Pizza base, Honey Praline Parfait
8. Danish Pastry, Cold Cheese Cake
9. Soup Rolls, Chocolate Truffle cake
10. Ginger Bread, Blancmange
11. Lavash, Chocolate Parfait
12. Cinnamon & Raisin Rolls, SouffleChaudVanille
13. Fruit Bread, Plum Pudding
14. Demonstration of: Meringues, Icings & Toppings
15. Demonstration of: Wedding Cake &OrTitlental cakes

Transactional modes:

- Demonstration, Team Demonstration, Video Demonstration, Mock Exercise, Role Play.

Suggestive Readings:

- Bali Parvinder S. (2012). *International Cuisine and Food Production Management*. Oxford University Press. London.
- Knight John B. Kotschevar Lendal H. (2017). *Quantity Food Production. Planning, and Management*. John Wiley & Sons. USA
- Philip, Thangam E. (2018). *Modern Cookery*. Orient Blackswan Private Limited. New Delhi
- Folsom LeRoi A. (2017). *The Professional Chef*. Boston CBI Pub. Massachusetts

**Course Title: Advance Food and Beverage-II
(Practical)**

Course Code: DHH606

L	T	P	Cr.
0	0	4	2

Total Hours: 30

Course Learning Outcomes: After successful completion of this course, the learners will be able to

1. Acquire the required skill for being a part of Food and Beverage Services staff.
2. Develop the knowledge regarding organizational structure of various food and beverage outlets.
3. Exhibit the supervisory skills of F & B Manager.
4. Identify the operational structure and layout of bar
5. Demonstrate the service skills of cocktails and mixed drinks.

Course Content

01 F&B Staff Organization

- Class room Exercise (Case Study method)
- Developing Organization Structure of various Food & Beverage Outlets
- Determination of Staff requirements in all categories
- Making Duty Roster
- Preparing Job Description & Specification

02 Supervisory Skills

- Conducting Briefing & Debriefing - Restaurant, Bar, Banquets & Special events
- Drafting Standard Operating Systems (SOPs) for various F & B Outlets
- Supervising Food & Beverage operations
- Preparing Restaurant Log

03 Bar Operations

- Designing & setting the bar
- Preparation & Service of Cocktail & Mixed Drinks

Transactional modes:

- Video Demonstration, Role Play, Demonstration, Peer Demonstration, Group Assignment.

Suggestive Reading:

- Arduser Lora. Brown Douglas. Centers Taylor.(2017). *The Waiter & Waitress and Waitstaff Training Handbook: A Complete Guide to the Proper Steps in Service for Food & Beverage Employees*. Atlantic Publishing Group Inc. Florida
- THOMAS CHRIS. And Katsigris Costas. (2016). *Design and Equipment for Restaurants and Food service*. Wiley Publishers. USA.

- Walton Stuart.(2018).*The World Encyclopedia of Wine*. Hermes House. Leicester
- Dhawan Vijay. 2008. *Food & Beverage Service*. Frank Brothers & Company Pvt Ltd. New Delhi.
- Singaravelavan R. 2016. *Food and Beverage Service*. New Delhi: Oxford University Press. London

IQAC

**Course Title: Front Office Management - II
(Practical)**

L	T	P	Cr.
0	0	2	1

Course Code: DHH607

Total Hours: 15

Course Learning Outcomes: After successful completion of this course, the learners will be able to

1. Demonstrate the procedure of Hot Function keys
2. Apply the preparation procedure of Guest registration and folios.
3. Exhibit the procedure of Guest reservation.
4. Acquire the required skills to create or update Guest profiles in property management system.
5. Apply the knowledge of folios and vouchers in accounting systems

Course Content

1. HMS Training - Hot Function keys
2. How to put message
3. How to put a locator
4. How to check in a first-time guest
5. How to check in an existing reservation
6. How to check in a day use
7. How to issue a new key
8. How to verify key
9. How to cancel a key
10. How to issue a duplicate key
11. How to extend a key
12. How to print and prepare registration cards for arrivals
13. How to programmed keys continuously
14. How to programmed one key for two rooms
15. How to re-program a key
16. How to make a reservation
17. How to create and update guest profiles
18. How to update guest folio
19. How to print guest folio
20. How to make sharer reservation
21. How to feed remarks in guest history
22. How to add a sharer
23. How to make add on reservation
24. How to amend a reservation
25. How to cancel a reservation
26. How to make group reservation
27. How to make a room change on the system
28. How to log on cashier code

29. How to close a bank at the end of each shift
30. How to put a routing instruction
31. How to process charges
32. How to process a guest check out
33. How to check out a folio
34. How to process deposit for arriving guest
35. How to process deposit for in house guest
36. How to check room rate variance report
37. How to process part settlements
38. How to tally allowance for the day at night
39. How to tally paid outs for the day at night
40. How to tally forex for the day at night
41. How to pre-register a guest
42. How to handle extension of guest stay
43. Handle deposit and check in with voucher
44. How to post payment
45. How to print checked out guest folio
46. Check out using foreign currency
47. Handle settlement of city ledger balance
48. Handle payment for room only to Travel Agents
49. Handle of banquet event deposits
50. How to prepare for sudden system shutdown
51. How to checkout standing batch totals
52. How to do a credit check report
53. How to process late charges on third party
54. How to process late charges to credit card
55. How to check out during system shut down
56. Handling part settlements for long staying guest
57. How to handle paymaster folios
58. How to handle bills on hold

Transactional modes:

- Group Assignment, Team Presentation, Demonstration, Peer Demonstration, Video Demonstration, Role Play.

Suggested Reading:

- Dix Colin. Baird Chris. (2017). *Front Office Operations*. Longman. London
- Bhatnagar S. K. (2018). *Front office Operation Management*. Frank Brothers. Delhi
- Kasavana Michael L. Cahill John J. (2012). *“Managing Computers in Hospitality Industry*. Educational Institute of the Amer Hotel. American Hotel . USA
- Bhattacharya S. (2005). *French for Hotel management and tourism industry*. Frank Bros. and Co. Delhi

**Course Title: Accommodation Management - II
(Practical)**

L	T	P	Cr.
0	0	2	1

Course Code: DHH608

Total Hours: 15

Course Learning Outcomes: After successful completion of this course, the Learners will be able to

1. Identify the various techniques of cleaning and polishing glass, brass etc.
2. Illustrate the usage of first aid kit and how to use it in emergency situations.
3. Demonstrate the Fire fighting and fire safety measures.
4. Exhibit the procedure of indenting, costing, planning, and executing in housekeeping operations.
5. Display the skills regarding the guest room's setup.

Course Content

01 Standard operating procedure

- Skill oriented task (e.g., cleaning and polishing glass, brass etc.)

02 First aid

- First aid kit
- Dealing with emergency situation
- Maintaining records

03 Fire safety fire fighting

- Safety measures
- Fire drill (demo)
- Special decorations (theme related to hospitality industry)
- Indenting costing
- Planning with time split
- Executing
- Layout of guest room to the scale
- Earmark pillars
- Specification of colors, furniture, fixture, fitting, soft furnishing and accessories etc.

Transactional modes:

- Demonstration, Peer Demonstration, Video Demonstration, Role Play, Group Assignment.

Suggested Reading:

- Sudhir Andrew. (2017). *Housekeeping Management*. Tata Mc graw Hill Publication. New Delhi.
- Raghubalan G. Rasghubalan S. (2018). *Hotel Housekeeping operation Management*. Oxford University. London

- Kappa Marget. M Nitschke Aleta. (2019). *Managing Housekeeping Operations*. EI -AH AND LA, USA.
- Jones Martin. (2015). *Professional Management of Housekeeping Operations*. Wiley & sons. USA.

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