

SYLLABUS FOR 3RD / 4TH SEMESTER



3RD/4TH SEMESTER TEACHING & EXAMINATION SCHEME (22 WEEKS)

SSJ University Component

No.	Subject code	Subject	Hours per Semester		Term Marks*	
			Th.	Pr.	Th.	Pr.
1	CTHM201	Food Production Operations	02	08	100	100
2	CTHM202	Food & Beverage Operations	02	02	100	100
3	CTHM203	Front Office Operations	02	02	100	100
4	CTHM204	Accommodation Operations	02	02	100	100
5	CTHM205	Food & Beverage Controls	02	-	100	-
6	CTHM206	Hotel Accountancy	02	-	100	-
7	--	Research Methodology	01	-	-	-
TOTAL:			15	14	650	400
GRAND TOTAL			29		1050	

* Term marks will comprise 25% Incourse & 75 Term end exam marks.

3RD/4TH SEMESTER TEACHING & EXAMINATION SCHEME

No.	Subject code	Subject	Marks
01	CTHM208	Industrial Training (12 weeks)	200
TOTAL:			200

KITM Component

No.	Subject code	Subject	Counseling sessions
01	CTHM209	Management in Tourism	5-7 counseling sessions of two hours each per group per year
02	CTHM210	Communication Skills in English	5-7 counseling sessions of two hours each per group per year
03	CTHM211	Human Resource Management	5-7 counseling sessions of two hours each per group per year

**CTHM201 - FOOD PRODUCTION OPERATIONS –
THEORYHOURS ALLOTTED: 30 MAXIMUM MARKS: 75**

S.No.	Topic	Hours	Weight age
01	<p>QUANTITY FOOD PRODUCTION EQUIPMENT</p> <p>A. Equipment required for mass/volume feeding B. Heat and cold generating equipment C. Care and maintenance of this equipment D. Modern developments in equipment manufacture</p> <p>MENU PLANNING</p> <p>A. Basic principles of menu planning – recapitulation B. Points to consider in menu planning for various volume feeding outlets such as Industrial, Institutional, Mobile Catering Units C. Planning menus for <ul style="list-style-type: none"> • School/college students • Industrial workers • Hospitals • Outdoor parties • Theme dinners • Transport facilities, cruise lines, airlines, railway D. Nutritional factors for the above</p> <p>INDENTING</p> <ul style="list-style-type: none"> • 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 <p>PLANNING</p> <p>Principles of planning for quantity food production with regard to <ul style="list-style-type: none"> • Space allocation • Equipment selection • Staffing </p>	07	05% 10% 05% 05%
02	<p>VOLUME FEEDING</p> <p>A. Institutional and Industrial Catering <ul style="list-style-type: none"> • Types of Institutional & Industrial Catering • Problems associated with this type of catering • Scope for development and growth <p>B. Hospital Catering <ul style="list-style-type: none"> • Highlights of Hospital Catering for patients, staff, visitors </p> </p>	07	5% 5%

	<ul style="list-style-type: none"> • Diet menus and nutritional requirements <p>C. Off Premises Catering</p> <ul style="list-style-type: none"> • Reasons for growth and development • Menu Planning and Theme Parties • Concept of a Central Production Unit • Problems associated with off-premises catering <p>D. Mobile Catering</p> <ul style="list-style-type: none"> • Characteristics of Rail, Airline (Flight Kitchens and Sea Catering) • Branches of Mobile Catering <p>E. Quantity Purchase & Storage</p> <ul style="list-style-type: none"> • Introduction to purchasing • Purchasing system • Purchase specifications • Purchasing techniques • Storage 		5%
			5%
			5%
03	<p>REGIONAL INDIAN CUISINE</p> <p>A. Introduction to Regional Indian Cuisine</p> <p>B. Heritage of Indian Cuisine</p> <p>C. Factors that affect eating habits in different parts of the country</p> <p>D. Cuisine and its highlights of different states/regions/communities to be discussed under:</p> <ul style="list-style-type: none"> • Geographic location • Historical background • Seasonal availability • Special equipment • Staple diets • Specialty cuisine for festivals and special occasions <p>STATES Andhra Pradesh, Bengal, Goa, Gujarat, Karnataka, Kashmir, Kerala, Madhya Pradesh, Maharashtra, North Eastern States, Punjab, Rajasthan, Tamil Nadu and Uttar Pradesh/Uttaranchal</p> <p>COMMUNITIES Parsee, Chettinad, Hyderabadi, Lucknowi, Avadhi, Malbari/Syrian Christian and Bohri</p> <p>DISCUSSIONS Indian Breads, Indian Sweets, Indian Snacks</p>	16	15%
			25%
			10%
TOTAL		30	100%

FOOD PRODUCTION OPERATIONS – PRACTICAL
HOURS ALLOTTED: 120 MAXIMUM MARKS: 10

Each institute to formulate 36 set of menus from the following cuisines.

- Awadh
- Bengal
- Goa
- Gujarat
- Hyderabad
- Kashmiri
- Maharastra
- Punjabi
- Rajasthan
- South India (Tamilnadu, Karnataka, Kerala)

SUGGESTED MENUS

MAHARASTRIAN

- | | |
|---------|---|
| MENU 01 | Masala Bhat
Kolhapuri Mutton
Batata Bhajee
Masala Poori
Koshimbir
Coconut Poli |
| MENU 02 | Moong Dal Khichdee
Patrani Macchi
Tomato Saar
Tilgul Chapatti
Ami
Basundi |

AWADH

- | | |
|---------|--|
| MENU 01 | Yakhni Pulao
Mughlai Paratha
Gosht Do Piazza
Badin Jaan
Kulfi with Falooda |
| MENU 02 | Galouti Kebab
Bakarkhani
Gosht Korma
Paneer Pasanda
Muzzafar |

BENGALI

- MENU 01 Ghee Bhat
Macher Jhol
Aloo Posto
Misti Doi
- MENU 02 Doi Mach
Tikoni Pratha
Baigun Bhaja
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 Amritsari Macchi
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
Pudina Chutny
Baingan Bhartha
Savian

SOUTH INDIAN

MENU 01 Meen Poriyal
Curd Rice
Thoran
Rasam
Pal Payasam

MENU 02 Line Rice
Meen Moilee
Olan
Malabari Pratha
Parappu Payasam

MENU 03 Tamarind Rice
Kori Gashi
Kalan
Sambhar
Savian Payasam

MENU 04 Coconut Rice
Chicken Chettinad
Avial
Huli
Mysore Pak

RAJASTHANI

MENU 01 Gatte Ka Pulao
Lal Maas
Makki Ka Soweta
Chutny (Garlic)
Dal Halwa

MENU 02 Dal
Batti
Churma
Besan Ke Gatte
Ratalu Ki Subzi
Safed Mass

GUJRATI

MENU 01 Sarki
Brown Rice
Salli Murg
Gujrati Dal
Methi Thepla
Shrikhand

MENU 02 Gujrati Khichadi
Oondhiyu
Batata Nu Tomato
Osaman
Jeera Poori
Mohanthal

HYDERABADI

MENU 01 Sofyani Biryani
Methi Murg
Tomato Kut
Hare Piaz ka Raita
Double Ka Meetha

MENU 02 Kachi Biryani
Dalcha
Mirchi Ka Salan
Mix Veg. Raita
Khumani Ka Meetha

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, Macch Kofta, Yakhean Kaliya, Tabak Maaz, Rogon Josh

Vegetables and Potato: Ruwangan chaman, Choek wangan, Chaman Qaliyan Alleh Yakhean, Dum Aloo Kashmiri ,Nader Palak, Razma Gogji

Sweet Dishes: Kongeh Phirin (Sooji phirni with Saffron), Aae't phirin (Wheat Flour Phirni), Halwa

Chutneys: Mujeh cheten, Ganda Cheten, Dureen cheten, Aleh cheten (pumpkin chutney)

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

**CTHM202 - FOOD & BEVERAGE SERVICE OPERATIONS –
THEORYHOURS ALLOTTED: 30 MAXIMUM MARKS: 75**

S.No.	Topic	Hours	Weight age
01	ALCOHOLIC BEVERAGE A. Introduction and definition B. Production of Alcohol <ul style="list-style-type: none"> • Fermentation process • Distillation process C. Classification with examples	03	7%
02	DISPENSE BAR A. Introduction and definition B. Bar layout – physical layout of bar C. Bar stock – alcohol & non alcoholic beverages D. Bar equipment	02	07%
03	WINES A. Definition & History B. Classification with examples <ul style="list-style-type: none"> • Table/Still/Natural • Sparkling • Fortified • Aromatized C. Production of each classification D. Old World wines (Principal wine regions, wine laws, grape varieties, production and brand names) <ul style="list-style-type: none"> • France • Germany • Italy • Spain • Portugal E. New World Wines (Principal wine regions, wine laws, grape varieties, production and brand names) <ul style="list-style-type: none"> • USA • Australia • India • Chile • South Africa • Algeria • New Zealand F. Food & Wine Harmony G. Storage of wines H. Wine terminology (English & French)	08	30%
04	BEER A. Introduction & Definition B. Types of Beer C. Production of Beer D. Storage	04	15%
05	SPIRITS	07	25

	<p>A. Introduction & Definition</p> <p>B. Production of Spirit</p> <ul style="list-style-type: none"> • Pot-still method • Patent still method <p>C. Production of</p> <ul style="list-style-type: none"> • Whisky • Rum • Gin • Brandy • Vodka • Tequilla <p>D. Different Proof Spirits</p> <ul style="list-style-type: none"> • American Proof • British Proof (Sikes scale) • Gay Lussac (OIML Scale) 		
06	<p>APERITIFS</p> <p>A. Introduction and Definition</p> <p>B. Types of Aperitifs</p> <ul style="list-style-type: none"> • Vermouth (Definition, Types & Brand names) • Bitters (Definition, Types & Brand names) 	03	08%
07	<p>LIQUEURS</p> <p>A. Definition & History</p> <p>B. Production of Liqueurs</p> <p>C. Broad Categories of Liqueurs (Herb, Citrus, Fruit/Egg, Bean & Kernel)</p> <p>D. Popular Liqueurs (Name, colour, predominant flavour & country of origin)</p>	03	08%
TOTAL		30	100%

FOOD & BEVERAGE SERVICE OPERATIONS - PRACTICAL
HOURS ALLOTTED: 30 MAXIMUM MARKS: 10

S.No	Topic	Hours
01	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	05
02	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	05
03	Service of Aperitifs Task-01 Service of Bitters Task-02 Service of Vermouths	03
04	Service of Beer Task-01 Service of Bottled & canned Beers Task-02 Service of Draught Beers	02
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	04
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	03
07	Wine & Drinks List Task-01 Wine Bar Task-02 Beer Bar Task-03 Cocktail Bar	04
08	Matching Wines with Food Task-01 Menu Planning with accompanying Wines <ul style="list-style-type: none"> • Continental Cuisine • Indian Regional Cuisine Task-02 Table laying & Service of menu with accompanying Wines <ul style="list-style-type: none"> • Continental Cuisine • Indian Regional Cuisine 	04
TOTAL		30

CTHM203 - FRONT OFFICE OPERATIONS – THEORY
HOURS ALLOTTED: 30 MAXIMUM MARKS: 75

S.No.	Topic	Hours	Weight age
01	COMPUTER APPLICATION IN FRONT OFFICE OPERATION A. Role of information technology in the hospitality industry B. Factors for need of a PMS in the hotel C. Factors for purchase of PMS by the hotel D. Introduction to Fidelio & Amadeus	02	5%
02	FRONT OFFICE (ACCOUNTING) A. Accounting Fundamentals B. Guest and non guest accounts C. Accounting system <ul style="list-style-type: none"> • Non automated – Guest weekly bill, Visitors tabular ledger • Semi automated • Fully automated 	06	20%
03	CHECK OUT PROCEDURES <ul style="list-style-type: none"> • Guest accounts settlement <ul style="list-style-type: none"> - Cash and credit - Indian currency and foreign currency - Transfer of guest accounts - Express check out 	04	20%
04	CONTROL OF CASH AND CREDIT	04	15%
05	NIGHT AUDITING A. Functions B. Audit procedures (Non automated, semi automated and fully automated)	04	15%
06	FRONT OFFICE & GUEST SAFETY AND SECURITY A. Importance of security systems B. Safe deposit C. Key control D. Emergency situations (Accident, illness, theft, fire, bomb)	05	20%
07	FRENCH A. Expressions de politesse et les commander et Expressions d'encouragement B. Basic conversation related to Front Office activities such as <ul style="list-style-type: none"> • Reservations (personal and telephonic) • Reception (Doorman, Bell Boys, Receptionist etc.) • Cleaning of Room & change of Room etc. 	05	5%
TOTAL		30	100%

FRONT OFFICE OPERATIONS - PRACTICAL
HOURS ALLOTTED: 30 MAXIMUM MARKS: 10

- A. Hands on practice of computer applications related to Front Office procedures such as
- Reservation,
 - Registration,
 - Guest History,
 - Telephones,
 - Housekeeping,
 - Daily transactions
- B. Front office accounting procedures
- Manual accounting
 - Machine accounting
 - Payable, Accounts Receivable, Guest History, Yield Management
- C. Role Play
- D. Situation Handling

SUGGESTIVE LIST OF TASKS FOR FRONT OFFICE OPERATION SYSTEM

S.No	Topic
1	Hot function keys
2	Create and update guest profiles
3	Send confirmation letters
4	Print registration cards
5	Make FIT reservation & group reservation
6	Make an Add-on reservation
7	Amend a reservation
8	Cancel a reservation-with deposit and without deposit
9	Log onto cahier 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	Make sharer reservation
19	Add a sharer to a reservation
20	Make A/R account
21	Take reservation through Travel Agent/Company/ Individual or Source
22	Make room change
23	Make check and update guest folios
24	Process charges for in-house guests and non-resident guests.
25	Handle allowances and discounts and packages

26	Process advance for in-house guest
27	Put routing instructions
28	Print guest folios during stay
29	Processing foreign currency exchange/ cheque exchange
30	Process guest check out by cash and credit card
31	Check out without closing folio-Skipper accounts
32	Handle paymaster folios
33	Check out using city ledger
34	Print guest folio during check out
35	Close bank at end of each shift
36	Check room rate and variance report
37	Tally Allowances for the day at night
38	Tally paid outs for the day at night
39	Tally forex for the day at night
40	Credit check report

**CTHM204 - ACCOMMODATION OPERATIONS -
THEORYHOURS ALLOTTED: 30 MAXIMUM MARKS: 75**

S.No.	Topic	Hours	Weight age
01.	LINEN ROOM A. Activities of the Linen Room B. Layout and equipment in the Linen Room C. Selection criteria for various Linen Items & fabrics suitable for this purpose D. Purchase of Linen E. Calculation of Linen requirements F. Linen control-procedures and records G. Stocktaking-procedures and records H. Recycling of discarded linen I. Linen Hire	10	35%
02.	UNIFORMS A. Advantages of providing uniforms to staff B. Issuing and exchange of uniforms; type of uniforms C. Selection and designing of uniforms D. Layout of the Uniform room	03	10%
03.	SEWING ROOM A. Activities and areas to be provided B. Equipment provided	02	5%
04.	LAUNDRY A. Commercial and On-site Laundry B. Flow process of Industrial Laundering-OPL C. Stages in the Wash Cycle D. Laundry Equipment and Machines E. Layout of the Laundry F. Laundry Agents G. Dry Cleaning H. Guest Laundry/Valet service I. Stain removal	10	35%
05.	FLOWER ARRANGEMENT A. Flower arrangement in Hotels B. Equipment and material required for flower arrangement C. Conditioning of plant material D. Styles of flower arrangements E. Principles of design as applied to flower arrangement	03	10%
06.	INDOOR PLANTS Selection and care	02	5%
TOTAL		30	100%

ACCOMMODATION OPERATIONS - PRACTICAL
HOURS ALLOTTED: 30 MAXIMUM MARKS: 10

S.No.	Topic	Hours
01	Layout of Linen and Uniform Room/Laundry	03
02	Laundry Machinery and Equipment	10
03	Stain Removal	06
04	Flower Arrangement	08
05	Selection and Designing of Uniforms	03

CTHM205 - FOOD & BEVERAGE CONTROLS
HOURS ALLOTTED: 30 MAXIMUM MARKS: 75

S.No.	Topic	Hours	Weight age
01	FOOD COST CONTROL A. Introduction to Cost Control B. Define Cost Control C. The Objectives and Advantages of Cost Control D. Basic costing E. Food costing	02	5%
02	FOOD CONTROL CYCLE A. Purchasing Control B. Aims of Purchasing Policy C. Job Description of Purchase Manager/Personnel D. Types of Food Purchase E. Quality Purchasing F. Food Quality Factors for different commodities G. Definition of Yield H. Tests to arrive at standard yield I. Definition of Standard Purchase Specification J. Advantages of Standard Yield and Standard Purchase Specification K. Purchasing Procedure L. Different Methods of Food Purchasing M. Sources of Supply N. Purchasing by Contract O. Periodical Purchasing P. Open Market Purchasing Q. Standing Order Purchasing R. Centralised Purchasing S. Methods of Purchasing in Hotels T. Purchase Order Forms U. Ordering Cost V. Carrying Cost W. Economic Order Quantity X. Practical Problems	07	25%
03	RECEIVING CONTROL A. Aims of Receiving B. Job Description of Receiving Clerk/Personnel C. Equipment required for receiving D. Documents by the Supplier (including format) E. Delivery Notes F. Bills/Invoices G. Credit Notes H. Statements I. Records maintained in the Receiving Department J. Goods Received Book K. Daily Receiving Report L. Meat Tags M. Receiving Procedure	05	15

	<p>N. Blind Receiving</p> <p>O. Assessing the performance and efficiency of receiving department</p> <p>P. Frauds in the Receiving Department</p> <p>Q. Hygiene and cleanliness of area</p>		
04	<p>STORING & ISSUING CONTROL</p> <p>A. Storing Control</p> <p>B. Aims of Store Control</p> <p>C. Job Description of Food Store Room Clerk/personnel</p> <p>D. Storing Control</p> <p>E. Conditions of facilities and equipment</p> <p>F. Arrangements of Food</p> <p>G. Location of Storage Facilities</p> <p>H. Security</p> <p>I. Stock Control</p> <p>J. Two types of foods received – direct stores (Perishables/non-perishables)</p> <p>K. Stock Records Maintained Bin Cards (Stock Record Cards/Books)</p> <p>L. Issuing Control</p> <p>M. Requisitions</p> <p>N. Transfer Notes</p> <p>O. Perpetual Inventory Method</p> <p>P. Monthly Inventory/Stock Taking</p> <p>Q. Pricing of Commodities</p> <p>R. Stock taking and comparison of actual physical inventory and Book value</p> <p>S. Stock levels</p> <p>T. Practical Problems</p> <p>U. Hygiene & Cleanliness of area</p>	08	25
05	<p>PRODUCTION CONTROL</p> <p>A. Aims and Objectives</p> <p>B. Forecasting</p> <p>C. Fixing of Standards</p> <ul style="list-style-type: none"> • Definition of standards (Quality & Quantity) • Standard Recipe (Definition, Objectives and various tests) • Standard Portion Size (Definition, Objectives and equipment used) • Standard Portion Cost (Objectives & Cost Cards) <p>D. Computation of staff meals</p>	04	15
06	<p>SALES CONTROL</p> <p>A. Sales – ways of expressing selling, determining sales price, Calculation of selling price, factors to be considered while fixing selling price</p> <p>B. Matching costs with sales</p> <p>C. Billing procedure – cash and credit sales</p> <p>D. Cashier's Sales summary sheet</p>	04	15
TOTAL		30	100%

CTHM206 - HOTEL ACCOUNTANCY
HOURS ALLOTTED: 30 MAXIMUM MARKS: 75

S.No.	Topic	Hours	Weight age
01	UNIFORM SYSTEM OF ACCOUNTS FOR HOTELS A. Introduction to Uniform system of accounts B. Contents of the Income Statement C. Practical Problems D. Contents of the Balance Sheet (under uniform system) E. Practical problems F. Departmental Income Statements and Expense statements (Schedules 1 to 16) G. Practical problems	10	35%
02	INTERNAL CONTROL A. Definition and objectives of Internal Control B. Characteristics of Internal Control C. Implementation and Review of Internal Control	06	20%
03	INTERNAL AUDIT AND STATUTORY AUDIT A. An introduction to Internal and Statutory Audit B. Distinction between Internal Audit and Statutory Audit C. Implementation and Review of internal audit	06	20%
04	DEPARTMENTAL ACCOUNTING A. An introduction to departmental accounting B. Allocation and apportionment of expenses C. Advantages of allocation D. Draw-backs of allocation E. Basis of allocation F. Practical problems	08	25%
TOTAL		30	100%

RESEARCH METHODOLOGY
HOURS ALLOTTED: 15

Research Methodology will be taught in the theory class to prepare students on how to approach the subject of Research Project in the 3rd year. Inputs can be given to the students during the institute tenure but topics allotted only after return from IT. This will help students perceive the subject in a better fashion while the vacation period between the two years (2nd & 3rd year) utilized for exploratory research and self-study. Final preparation of the project will be done only in the 3rd year under guidance.

S.No.	Topic
01	INTRODUCTION TO RESEARCH METHODOLOGY A. Meaning and objectives of Research B. Types of Research C. Research Approaches D. Significance of Research E. Research methods vs Methodology F. Research Process G. Criteria of Good Research H. Problem faced by Researches I. Techniques Involved in defining a problem
02	RESEARCH DESIGN A. Meaning and Need for Research Design B. Features and important concepts relating to research design C. Different Research design D. Important Experimental Designs
03	SAMPLE DESIGN A. Censure and sample Survey B. Implication of Sample design C. Steps in sampling design D. Criteria for selecting a sampling procedure E. Characteristics of a good sample design F. Different types of Sample design G. Measurement Scales H. Important scaling Techniques
04	METHODS OF DATA COLLECTION A. Collection of Primary Data B. Collection through Questionnaire and schedule collection of secondary data C. Difference in Questionnaire and schedule D. Different methods to collect secondary data
05	DATA ANALYSIS INTERPRETATION AND PRESENTATION TECHNIQUES A. Hypothesis Testing B. Basic concepts concerning Hypothesis Testing C. Procedure and flow diagram for Hypothesis Testing D. Test of Significance E. Chi-Square Analysis F. Report Presentation Techniques

SECOND YEAR – INDUSTRIAL TRAINING SCHEME (CTHM208) (12 Weeks)

- 1) Exposure to Industrial Training is an integral part of the 2nd year curriculum. The class would be divided into two groups or as the case may be. The 12 weeks industrial training would be divided into four/five weeks each in the four key areas of Food Production, Food & Beverage Service, and Accommodation Operations & Front Office Operations.
- 2) Attendance in the 2nd year would be calculated separately for the two components of in-institute training and industrial training as per CTHM rules. Industrial Training will require an input of 72 working days i.e. (12 weeks x 06 days = 72 days). A student can avail leave to a maximum of 15% (10 days) only with prior permission of the hotel authorities. Similarly, the institute Principal can condone an additional 10% (7 days) on production of a medical certificate.
- 3) For award of marks, 20% marks of IT would be on the basis of feed-back from the industry in a prescribed Performance Appraisal Form (PAF). It will be the students' responsibility to get this feed-back/assessment form completed from all the four departments of the hotel for submission to the institute at the end of Industrial Training. For the remaining 80% marks, students would be assessed on the basis of seminar/presentation before a select panel. The presentation would be limited to only one key area of the student's interest. A hard copy of the report will also have to be submitted to the panel.
- 4) Responsibilities of institute, hotel and the student/trainee with aims & objectives have been prescribed for adherence.
- 5) Once the student has been selected / deputed for Industrial Training by the institute, he/she shall not be permitted to undergo IT elsewhere. In case students make direct arrangements with the hotel for Industrial Training, these will necessarily have to be approved by the institute. Students selected through campus interviews will not seek Industrial Training on their own.
- 6) There will be no inter change of candidates from one batch to another i.e. winter batch to summer batch and vice versa.

Industrial Training

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

1. RESPONSIBILITIES OF THE TRAINEE

- 1 should be punctual.
- 2 should maintain the training logbook up-to-date.
- 3 should be attentive and careful while doing work.
- 4 should be keen to learn and maintain high standards and quality of work.
- 5 should interact positively with the hotel staff.
- 6 should be honest and loyal to the hotel and towards their training.
- 7 should get their appraisals signed regularly from the HOD's or training manager.
- 8 gain maximum from the exposure given, to get maximum practical knowledge and skills.
- 9 should attend the training review sessions / classes regularly.
- 10 should be prepared for the arduous working condition and should face them positively.
- 11 should adhere to the prescribed training schedule.
- 12 should take the initiative to do the work as training is the only time where you can get maximum exposure.
- 13 should, on completion of Industrial Training, handover all the reports, appraisals, logbook and completion certificate to the institute.

2. RESPONSIBILITIES OF THE INSTITUTE

- 1 should give proper briefing to students prior to the industrial training
- 2 should make the students aware of the industry environment and expectations.
- 3 should notify the details of training schedule to all the students.
- 4 should coordinate regularly with the hotel especially with the training manager.
- 5 should visit the hotel, wherever possible, to check on the trainees .
- 6 should sort out any problem between the trainees and the hotel.
- 7 should take proper feedback from the students after the training.
- 8 should brief the students about the appraisals , attendance, marks, logbook and training report.
- 9 should ensure that change of I.T. hotel is not permitted once the student has been interviewed, selected and has accepted the offer.
- 10 should ensure that change of I.T. batch is not permitted.
- 11 should ensure trainees procure training completion certificate from the hotel before joining institute.

3. RESPONSIBILITIES OF THE HOTEL

First exposure: A young trainee's first industry exposure is likely to be the most influential in that person's career. If the managers / supervisors are unable or unwilling to develop the skills young trainees need to perform effectively, the latter will set lower standards than they are capable of achieving, their self-images will be impaired, and they will develop negative attitudes towards training, industry, and – in all probability – their own careers in the industry. Since the chances of building successful careers in the industry will decline, the trainees will leave in hope of finding other opportunities. **If on the other hand, first managers/supervisors help trainees achieve maximum potential, they will build the foundations for a successful career.**

Hotels:

1. should give proper briefing session/orientation/induction prior to commencement of training.
2. should make a standardized training module for all trainees.
3. should strictly follow the structured training schedule.
4. should ensure cordial working conditions for the trainee.
5. should co-ordinate with the institute regarding training programme.
6. should be strict with the trainees regarding attendance during training.
7. should check with trainees regarding appraisals, training report, log book etc.
8. should inform the institute about truant trainees.
9. should allow the students to interact with the guest.
10. should specify industrial training's "Dos and Don'ts" for the trainee.
11. should ensure issue of completion certificate to trainees on the last day of training.

* * * * *

Industrial Training
PERFORMANCE APPRAISAL FORM (PAF)
Institutes of Catering Technology & Hotel Management

Name of Student: _____	KITM Roll No: _____
Institute: KITM, _____	Duration: 12 weeks (72 working days)
Name of the Hotel: _____	From: _____ To: _____
Department: F&BS / FP / HK / FO	

Appearance

Immaculate Appearance, Spotless uniform, Well groomed hair, Clean nails & hands	5
Smart Appearance, Crisp uniform, Acceptable hair, Clean nails and hands	4
Well Presented, Clean Uniform, Acceptable hair, Clean nails & hands	3
Untidy hair, Creased ill kept uniform, Hands not clean at times	2
Dirty / disheveled, Long / unkempt hair, Dirty hands & long nails	1

Punctuality / Attendance (_____ days present out of 30 days)

On time, Well Prepared, Ready to commence task, Attendance Excellent	100%	5
On time, Lacks some preparation but copes well, Attendance Very good	90%	4
On time, Some disorganized aspects-just copes, Attendance Regular	80%	3
Occasionally late, Disorganized approach, Attendance irregular	60%	2
Frequently late, Not prepared, Frequently absent without excuse	50%	1

Ability to Communicate (Written / Oral)

Very confident, demonstrates outstanding confidence & ability both spoken/written	5
Confident, Delivers information	4
Communicates adequately, but lacks depth and confidence	3
Hesitant, lacks confidence in spoken / written communication	2
Very inanimate, unable to express in spoken or written work	1

Attitude to Colleagues / Customers

Wins / retains highest regard from colleagues has an outstanding rapport with clients	5
Polite, considerate and firm, well liked.	4
Gets on well with most colleagues, Handles customers well.	3
Slow to mix, weak manners, is distant has insensitive approach to customers	2
Does not mix, relate well with colleagues & customers	1

Attitude to Supervision

Welcomes criticism, Acts on it, very co-operative	5
Readily accepts criticism and is noticeably willing to assist others.	4
Accepts criticism, but does not necessarily act on it.	3
Takes criticism very personally, broods on it.	2
Persistently disregards criticism and goes own way.	1

Initiative / Motivation

Very effective in analyzing situation and resourceful in solving problems	Demonstrates ambition to achieve Progressively.	5
Shows ready appreciation and willingness to tackle problems	Positively seeks to improve knowledge and performance	4
Usually grasps points correctly.	Shows interest in all work undertaken.	3
Slow on the uptake.	Is interested only in areas of work preferred.	2
Rarely grasps points correctly.	Lacks drive and commitment.	1

Reliability / Comprehension

Is totally trust worthy in any working situation? Understands in detail, why and how the job is done.	5
Can be depended upon to identify work requirements and willing to complete them. Readily appreciates, how and why the job is done.	4
Gets on with the job in hand. Comprehends, but doesn't fully understand work in hand	3
Cannot be relied upon to work without supervision. Comprehends only after constant explanation.	2
Requires constant supervision. Lacks any comprehension of the application.	1

Responsibility

Actively seeks responsibility at all times.	5
Very willing to accept responsibility.	4
Accepts responsibility as it comes.	3
Inclined to refer matters upwards rather than make own decision.	2
Avoids taking responsibility.	1

Quality of Work

Exceptionally accurate in work, very thorough usually unaided.	5
Maintains a high standard of quality	4
Generally good quality with some assistance.	3
Performance is uneven.	2
Inaccurate and slow at work.	1

Quantity of work

Outstanding in output of work.	5
Gets through a great deal.	4
Output satisfactory.	3
Does rather less than expected.	2
Output regularly insufficient	1

Total _____ / 50

Stipend Paid: Rs. _____ per month.

Name of Appraiser: _____ Signature: _____

Designation of Appraiser: _____ Date: _____

Signature of Student: _____ Date: _____

MANAGEMENT IN TOURISM (CTHM209)

The course has been designed to familiarize the learners with the Management concepts, functions and skills keeping in view their applicability in tourism.

Syllabus

Block-1 Understanding Entrepreneurship and Management

Unit	1	Management: Concept and Functions
Unit	2	Entrepreneurship: Concept and Functions
Unit	3	Corporate Forms in Tourism
Unit	4	Management Issues in Tourism

Block-2 Understanding Organizational Theory

Unit	5	Understanding Organizations
Unit	6	Planning and Decision Making
Unit	7	Organizing
Unit	8	Monitoring and Controlling

Block-3 Organizational Behaviour Issues

Unit	9	Small Group Behaviour
Unit	10	Inter Personal Behaviour
Unit	11	Inter Group Behaviour
Unit	12	Supervisory Behaviour

Block-4 Management Functions

Unit	13	Human Resource Management
Unit	14	Financial Management
Unit	15	Operations Management
Unit	16	Marketing Management
Unit	17	Information Technologies and Management

Block-5 Managing Financial Operations

Unit	18	Understanding P & L Statements
Unit	19	Understanding Balance Sheet
Unit	20	Profitability Analysis
Unit	21	Project Formulations and Appraisal

Block-6 Managerial Practices in Tourism – 1

Unit	22	Tour Operators
Unit	23	Travel Agencies
Unit	24	Hotels
Unit	25	Public Relations

Block-7 Managerial Practices in Tourism – 2

Unit	26	Food Services
Unit	27	Tourist Transport
Unit	28	Airlines
Unit	29	Airports

Block-8 Convention Promotion and Management

Unit	30	Convention Industry
Unit	31	Planning Conventions
Unit	32	Management and Implementation of Conventions

COMMUNICATION SKILLS IN ENGLISH (CTHM210)

This course is assigned 8 credits and requires about 240 hours of study on your part. It aims at making you aware of how a communicative situation influences the choice of sentence structure and vocabulary. This course is divided into 8 blocks of 5 units each, and includes the basic concepts in communication, formal and informal conversation, official communication, diaries, notes and use of English for the media i.e. Print, T.V. and Radio.

Syllabus

Block-1	Letters
Unit 1	Some Concepts in Communication
Unit 2	Formal Letters-1
Unit 3	Formal Letters-2
Unit 4	Informal Letters-1
Unit 5	Informal Letters-2
Block-2	Conversation
Unit 6	Formal Conversation: Face-to-Face-1
Unit 7	Formal Conversation: Face-to-Face-2
Unit 8	Informal Conversation: Face-to-Face-1
Unit 9	Informal Conversation: Face-to-Face-2 Discussions
Unit 10	Telephone Conversation
Block-3	Other Forms of Official Communication
Unit 11	Memoranda
Unit 12	Reports-1
Unit 13	Reports-2
Unit 14	Minutes of Meetings
Unit 15	Telegrams and Telexes
Block-4	Interviews and Public Speaking
Unit 16	Interviews
Unit 17	Debates
Unit 18	Discussions
Unit 19	Speeches
Unit 20	Seminar Talks

Block-5 Diaries, Notes, Tables and Figures

Unit	21	Diaries: Private
Unit	22	Diaries: General
Unit	23	Travelogues
Unit	24	Notes
Unit	25	Tables, Charts and Graphs

Block-6 Mass Media: Print

Unit	26	Writing for Newspapers-1
Unit	27	Writing for Newspapers-2
Unit	28	Articles for Journals
Unit	29	Advertising-1
Unit	30	Advertising-2

Block-7 Writing for Radio

Unit	31	Writing for Radio-1 The Movement of Sounds
Unit	32	Writing for Radio-2 The Movement of Ideas
Unit	33	Writing for Radio-3
Unit	34	Radio Drama-1
Unit	35	Radio Drama-2

Block-8 Mass Media: Television

Unit	36	A Television Script
Unit	37	Television Drama
Unit	38	Documentary and Feature Programmes
Unit	39	Interviews
Unit	40	Media, Contexts and Words

Audios	1	Letters (Block-1)
	2	Conversations: Role Relation and Tone in Conversation (Block-2)
	3	Making a Public Speech (Block-4)

Videos	1	Debating Skills (Block-4)
	2	Appearing for an Interview (Block-4)
	3	Using Charts and Diagrams (Block-5)
	4	Visualising a T.V. Script: Introduction to T.V. Production Techniques (Block-8)

HUMAN RESOURCE MANAGEMENT (CTHM211)

S.No.	Topic
01	Human Resource Planning A. Micro B. Macro
02	HRD applications in Hotel Industry
03	Relevance of HRD in Hotel Industry
04	Personnel Office A. Functions B. Operations
05	Hotel Environment and Culture
06	HRD System
07	Job Evaluation A. Concepts B. Scope C. Limitations
08	Job Analysis and Job Description
09	Job Evaluation Methods
10	Task Analysis
11	Demand and Supply Forecasting
12	Human Resource Information System
13	Human Resource Audit
14	Human Resource Accounting Practices
15	Recruitment and Selection
16	Attracting and Retaining Talents • Strategic Interventions
17	Induction and Placement
18	Staff Training and Development
19	Training Methods and Evaluation
20	Motivation and Productivity
21	Motivation and Job Enrichment
22	Career Planning
23	Employee Counselling
24	Performance Monitoring and Appraisal
25	Transfer, Promotion and Reward Policy
26	Disciplinary Issues
27	Employees' Grievance Handling
28	Compensation and Salary Administration
29	Employee Benefits and Welfare Schemes
30	Labour Laws and Regulations Related to Hotel Industry
31	Gender Sensitivities
32	Emerging Trends and Perspectives
33	Impacts of Mergers and Acquisitions on Human Resource Practices