

Uttarakhand Residential University, Almora



Syllabus

B.Voc. (Catering Technology and Hotel Management)

Training Partner is Khatima Institute of Technology & Management

.Voc (Catering Technology and Hotel Management)
Programme Structure

Semester 1

Paper 1– BASICS OF FOOD PRODUCTION – I

Paper 2– BASICS OF FOOD AND BEVERAGE SERVICE – I

Paper 3- BASICS FRONT OFFICE OPERATIONS- I

Paper 4– BASICS OF ACCOMMODATION OPERATIONS – I

Paper 5- COMMUNICATION- I

Semester 2

Paper 1– BASICS OF FOOD PRODUCTION – II

Paper 2– BASICS OF FOOD AND BEVERAGE SERVICE – II

Paper 3– BASICS OF FRONT OFFICE OPERATIONS- II

Paper 4- BASICS OF ACCOMMODATION OPERATIONS – II

Paper 5- COMMUNICATION- II

Semester 3

Paper 1- FOOD PRODUCTION OPERATIONS- I

Paper 2- FOOD AND BEVERAGE SERVICE OPERATIONS- I

Paper 3- FRONT OFFICE OPERATIONS- I

Paper 4- ACCOMMODATION OPERATIONS- I

Paper 5- FOOD AND BEVERAGE CONTROLS

Semester 4

Paper 1- FOOD PRODUCTION OPERATIONS-II

Paper 2 - FOOD AND BEVERAGE SERVICE OPERATIONS- II

Paper 3- FRONT OFFICE OPERATIONS- II

Paper 4- ACCOMMODATION OPERATIONS –II

Paper 5- FOOD SAFETY AND QUALITY

Semester 5

Paper 1- ADVANCE FOOD PRODUCTION OPERATIONS- I

Paper 2- ADVANCE FOOD AND BEVERAGE OPERATIONS – I

Paper 3- FRONT OFFICE MANAGEMENT – I

Paper 4- ACCOMMODATION MANAGEMENT – I

Paper 5- STRATEGIC MANAGEMENT

Semester 6

Paper 1- ADVANCE FOOD PRODUCTION OPERATIONS – II

Paper 2- ADVANCE FOOD AND BEVERAGE OPERATIONS – II

Paper 3- FRONT OFFICE MANAGEMENT – II

Paper 4- ACCOMMODATION MANAGEMENT – II

Paper 5- FACILITY PLANNING

Semester 1

Paper 1 – BASIC OF FOOD PRODUCTION – I (MM- 100)

S.No	Topic
01	INTRODUCTION TO COOKERY <ul style="list-style-type: none">A. Levels of skills and experiencesB. Attitudes and behavior in the kitchenC. Personal hygieneD. Uniforms & protective clothingE. Safety procedure in handling equipment
02	CULINARY HISTORY <ul style="list-style-type: none">A. Origin of modern cookery
03	HIERARCHY AREA OF DEPARTMENT AND KITCHEN <ul style="list-style-type: none">A. Classical BrigadeB. Modern staffing in various category hotelsC. Roles of executive chefD. Duties and responsibilities of various chefsE. Co-operation with other departments
04	CULINARY TERMS <ul style="list-style-type: none">A. List of culinary (common and basic) termsB. Explanation with examples
05	AIMS & OBJECTS OF COOKING FOOD <ul style="list-style-type: none">A. Aims and objectives of cooking foodB. Various texturesC. Various consistenciesD. Techniques used in pre-preparationE. Techniques used in preparation
06	BASIC PRINCIPLES OF FOOD PRODUCTION – I <ul style="list-style-type: none">i) VEGETABLE AND FRUIT COOKERY<ul style="list-style-type: none">A. Introduction – classification of vegetablesB. Pigments and colour changesC. Effects of heat on vegetablesD. Cuts of vegetablesE. Classification of fruitsF. Uses of fruit in cookeryG. Salads and salad dressingsii) STOCKS<ul style="list-style-type: none">A. Definition of stockB. Types of stockC. Preparation of stockD. RecipesE. Storage of stocksF. Uses of stocksG. Care and precautions

	iii) SAUCES A. Classification of sauces B. Recipes for mother sauces C. Storage & precautions
07	METHODS OF COOKING FOOD A. Roasting B. Grilling C. Frying D. Baking E. Broiling F. Poaching G. Boiling <ul style="list-style-type: none"> • Principles of each of the above • Care and precautions to be taken • Selection of food for each type of cooking
08	SOUPS A. Classification with examples B. Basic recipes of Consommé with 10 Garnishes
09	EGG COOKERY A. Introduction to egg cookery B. Structure of an egg C. Selection of egg D. Uses of egg in cookery
10	COMMODITIES: i) Shortenings (Fats & Oils) A. Role of Shortenings B. Varieties of Shortenings C. Advantages and Disadvantages of using various Shortenings D. Fats & Oil – Types, varieties ii) Raising Agents A. Classification of Raising Agents B. Role of Raising Agents C. Actions and Reactions iii) Thickening Agents A. Classification of thickening agents B. Role of Thickening agents iv) Sugar A. Importance of Sugar B. Types of Sugar C. Cooking of Sugar – various

S.No	Topic
01	<p>THE HOTEL & CATERING INDUSTRY</p> <ul style="list-style-type: none"> A. Introduction to the Hotel Industry and Growth of the hotel Industry in India B. Role of Catering establishment in the travel/tourism industry C. Types of F&B operations D. Classification of Commercial, Residential/Non-residential E. Welfare Catering - Industrial/Institutional/Transport such as air, road, rail, sea, etc. F. Structure of the catering industry - a brief description of each
02	<p>DEPARTMENTAL ORGANISATION & STAFFING</p> <ul style="list-style-type: none"> A. Organisation of F&B department of hotel B. Principal staff of various types of F&B operations C. French terms related to F&B staff D. Duties & responsibilities of F&B staff E. Attributes of a waiter F. Inter-departmental relationships (Within F&B and other department)
03	<p>I FOOD SERVICE AREAS (F & B OUTLETS)</p> <ul style="list-style-type: none"> A. Specialty Restaurants B. Coffee Shop C. Cafeteria D. Fast Food (Quick Service Restaurants) E. Grill Room F. Banquets G. Bar H. Vending Machines I. Discotheque <p>II ANCILLIARY DEPARTMENTS</p> <ul style="list-style-type: none"> A. Pantry B. Food pick-up area C. Store D. Linen room E. Kitchen stewarding
04	<p>F & B SERVICE EQUIPMENT</p> <p>Familiarization & Selection factors of:</p> <ul style="list-style-type: none"> - Cutlery - Crockery - Glassware - Flatware - Hollowware

	<ul style="list-style-type: none">- All other equipment used in F&B Service<ul style="list-style-type: none">• French terms related to the above
05	<p>NON-ALCOHOLIC BEVERAGES</p> <p>Classification (Nourishing, Stimulating and Refreshing beverages)</p> <p>A. Tea</p> <ul style="list-style-type: none">- Origin & Manufacture- Types & Brands <p>B. Coffee</p> <ul style="list-style-type: none">- Origin & Manufacture- Types & Brands <p>C. Juices and Soft Drinks</p> <p>D. Cocoa & Malted Beverages</p> <ul style="list-style-type: none">- Origin & Manufacture

S.No	Topic
01	<p>INTRODUCTION TO TOURISM, HOSPITALITY & HOTEL INDUSTRY</p> <p>A. Tourism and its importance B. Hospitality and its origin C. Hotels, their evolution and growth D. Brief introduction to hotel core areas with special reference to Front Office</p>
02	<p>CLASSIFICATION OF HOTELS</p> <p>A. Size B. Star C. Location & clientele D. Ownership basis E. Independent hotels F. Management contracted hotel G. Chains H. Franchise/Affiliated I. Supplementary accommodation J. Time shares and condominium</p>
03	<p>TYPES OF ROOMS</p> <p>A. Single B. Double C. Twin D. Suits</p>
04	<p>TIME SHARE & VACATION OWNERSHIP</p> <p>A. What is time share? Referral chains & condominiums B. How is it different from hotel business? C. Classification of timeshares D. Types of accommodation and their size</p>
05	<p>FRONT OFFICE ORGANIZATION</p> <p>A. Function areas B. Front office hierarchy C. Duties and responsibilities D. Personality traits</p>
06	<p>HOTEL ENTRANCE, LOBBY AND FRONT OFFICE</p> <p>A. Layout B. Front office equipment (non automated, semi-automated and automated)</p>
07	<p>BELL DESK</p> <p>A. Functions B. Procedures and records</p>

Paper 4 – BASICS OF ACCOMMODATION OPERATIONS – I (MM- 100)

S.No	Topic
01	<p>THE ROLE OF HOUSEKEEPING IN HOSPITALITY OPERATION</p> <p>Role of Housekeeping in Guest Satisfaction and Repeat Business</p>
02	<p>ORGANISATION CHART OF THE HOUSEKEEPING DEPARTMENT</p> <p>A. Hierarchy in small, medium, large and chain hotels B. Identifying Housekeeping Responsibilities C. Personality Traits of housekeeping Management Personnel. D. Duties and Responsibilities of Housekeeping staff E. Layout of the Housekeeping Department</p>
03	<p>CLEANING ORGANISATION</p> <p>A. Principles of cleaning, hygiene and safety factors in cleaning B. Methods of organising cleaning C. Frequency of cleaning daily, periodic, special D. Design features that simplify cleaning E. Use and care of Equipment</p>
04	<p>CLEANING AGENTS</p> <p>A. General Criteria for selection B. Classification C. Polishes D. Floor seats E. Use, care and Storage F. Distribution and Controls G. Use of Eco-friendly products in Housekeeping</p>
05	<p>COMPOSTION, CARE AND CLEANING OF DIFFERENT SURFACES</p> <p>A. Metals B. Glass C. Leather, Leatherites, Rexines D. Plastic E. Ceramics F. Wood G. Wall finishes H. Floor finishes</p>
06	<p>INTER DEPARTMENTAL RELATIONSHIP</p> <p>A. With Front Office B. With Maintenance C. With Security D. With Stores E. With Accounts F. With Personnel G. Use of Computers in House Keeping department</p>
07	<p>USE OF COMPUTERS IN HOUSE KEEPING DEPARTMENT</p>

Paper 5- COMMUNICATION- I (MM-50)

S.No.	Topic
01	INTRODUCTION TO COMMUNICATION A. Meaning B. Nature C. Types of communication D. Scope of communication E. Barriers to effective communication F. Active Listening Skills
02	EFFECTIVE PRESENTATION SKILL A. Effective presentation skills B. Preparing and delivering presentations C. Elements of effective presentations D. Non verbal communication E. Body language F. Gesture and hand movements
03	BUSINESS COMMUNICATION A. Principles of business communication B. Forming Paragraphs C. Memos D. E-mails E. Letters

Semester 2

Paper 1 - BASIC FOOD PRODUCTION – II (MM-100)

S.No.	Topic
01	SOUPS A. Basic recipes other than consommé with menu examples <ul style="list-style-type: none">• Broths• Bouillon• Puree• Cream• Veloute• Chowder• Bisque etc B. Garnishes and accompaniments C. International soups
02	SAUCES & GRAVIES A. Difference between sauce and gravy B. Derivatives of mother sauces C. Contemporary & Proprietary
03	MEAT COOKERY A. Introduction to meat cookery B. Cuts of beef/veal C. Cuts of lamb/mutton D. Cuts of pork E. Variety meats (offals) F. Poultry (With menu examples of each)
04	FISH COOKERY A. Introduction to fish cookery B. Classification of fish with examples C. Cuts of fish with menu examples D. Selection of fish and shell fish E. Cooking of fish (effects of heat)
05	RICE, CEREALS & PULSES A. Introduction B. Classification and identification C. Cooking of rice, cereals and pulses D. Varieties of rice and other cereals
06	i) PASTRY A. Short crust B. Laminated C. Choux D. Hot water/Rough puff <ul style="list-style-type: none">• 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 ii) MASALAS A. Blending of spices B. Different masalas used in Indian cookery <ul style="list-style-type: none">• Wet masalas

	<ul style="list-style-type: none">• Dry masalasC. Composition of different masalasD. Varieties of masalas available in regional areasE. Special masala blends
07	KITCHEN ORGANIZATION AND LAYOUT <ul style="list-style-type: none">A. General layout of the kitchen in various organisationsB. Layout of receiving areasC. Layout of service and wash up

S.No.	Topic
01	<p>MEALS & MENU PLANNING:</p> <p>A. Origin of Menu B. Objectives of Menu Planning C. Types of Menu D. Courses of French Classical Menu</p> <ul style="list-style-type: none"> • Sequence • Examples from each course • Cover of each course • Accompaniments <p>E. French Names of dishes F. Types of Meals</p> <ul style="list-style-type: none"> • Early Morning Tea • Breakfast (English, American Continental, Indian) • Brunch • Lunch • Afternoon/High Tea • Dinner • Supper
02	<p>I- PREPARATION FOR SERVICE</p> <p>A. Organising Mise-en-scene B. Organising Mise en place</p> <p>II- TYPES OF FOOD SERVICE</p> <p>A. Silver service B. Pre-plated service C. Cafeteria service D. Room service E. Buffet service F. Gueridon service G. Lounge service</p>
03	<p>SALE CONTROL SYSTEM</p> <p>A. KOT/Bill Control System (Manual)</p> <ul style="list-style-type: none"> • Triplicate Checking System • Duplicate Checking System • Single Order Sheet • Quick Service Menu & Customer Bill <p>B. Making bill C. Cash handling equipment D. Record keeping (Restaurant Cashier)</p>
04	<p>TOBACCO</p> <p>A. History B. Processing for cigarettes, pipe tobacco & cigars C. Cigarettes – Types and Brand names D. Pipe Tobacco – Types and Brand names E. Cigars – shapes, sizes, colours and Brand names F. Care and Storage of cigarettes & cigars</p>

S.No.	Topic
01	<p>TARIFF STRUCTURE</p> <ul style="list-style-type: none"> A. Basis of charging B. Plans, competition, customer's profile, standards of service & amenities C. Hubbart formula D. Different types of tariffs <ul style="list-style-type: none"> • Rack Rate • Discounted Rates for Corporates, Airlines, Groups & Travel Agents
02	<p>FRONT OFFICE AND GUEST HANDLING</p> <ul style="list-style-type: none"> • Introduction to guest cycle • Pre arrival • Arrival • During guest stay • Departure • After departure
03	<p>RESERVATIONS</p> <ul style="list-style-type: none"> A. Importance of reservation B. Modes of reservation C. Channels and sources (FITs, Travel Agents, Airlines, GITs) D. Types of reservations (Tentative, confirmed, guaranteed etc.) E. Systems (non automatic, semi automatic fully automatic) F. Cancellation G. Amendments H. Overbooking
04	<p>ROOM SELLING TECHNIQUES</p> <ul style="list-style-type: none"> A. Up selling B. Discounts
05	<p>ARRIVALS</p> <ul style="list-style-type: none"> A. Preparing for guest arrivals at Reservation and Front Office B. Receiving of guests C. Pre-registration D. Registration (non automatic, semi automatic and automatic) E. Relevant records for FITs, Groups, Air crews & VIPs
06	<p>DURING THE STAY ACTIVITIES</p> <ul style="list-style-type: none"> A. Information services B. Message and Mail Handling C. Key Handling D. Room selling technique E. Hospitality desk F. Complaints handling G. Guest handling E. Guest history
07	<p>FRONT OFFICE CO-ORDINATION</p> <p>With other departments of hotel</p>

S.No.	Topic
01	<p>ROOM LAYOUT AND GUEST SUPPLIES</p> <p>A. Standard rooms, VIP ROOMS B. Guest's special requests</p>
02	<p>AREA CLEANING</p> <p>A. Guest rooms B. Front-of-the-house Areas C. Back-of-the-house Areas D. Work routine and associated problems e.g. high traffic areas, Façade cleaning etc.</p>
03	<p>ROUTINE SYSTEMS AND RECORDS OF HOUSE KEEPING DEPARTMENT</p> <p>A. Reporting Staff placement B. Room Occupancy Report C. Guest Room Inspection D. Entering Checklists, Floor Register, Work Orders, Log Sheet. E. Lost and Found Register and Enquiry File F. Maid's Report and Housekeeper's Report G. Handover Records H. Guest's Special Requests Register I. Record of Special Cleaning J. Call Register K. VIP Lists</p>
04	<p>TYPES OF BEDS AND MATTRESSES</p>
05	<p>PEST CONTROL</p> <p>A. Areas of infestation B. Preventive measures and Control measure</p>
06	<p>KEYS</p> <p>A. Types of keys B. Computerized key cards C. Key control</p>

Paper 5- COMMUNICATION- II (MM- 50)

S.No.	Topic
01	<p>BUSINESS COMMUNICATION</p> <ul style="list-style-type: none"> A. Need B. Purpose C. Nature D. Models E. Barriers to communication F. Overcoming the barriers
02	<p>LISTENING ON THE JOB</p> <ul style="list-style-type: none"> A. Definition B. Levels and types of listening C. Listening barriers D. Guidelines for effective listening E. Listening computerization and note taking
03	<p>EFFECTIVE SPEAKING</p> <ul style="list-style-type: none"> A. Restaurant and hotel English B. Polite and effective enquiries and responses C. Addressing a group D. Essential qualities of a good speaker E. Audience analysis F. Defining the purpose of a speech, organizing the ideas and delivering the speech
04	<p>NON VERBAL COMMUNICATION</p> <ul style="list-style-type: none"> A. Definition, its importance and its inevitability B. Kinesics: Body movements, facial expressions, posture, eye contact etc. C. Proxemics: The communication use of space D. Paralanguage: Vocal behaviour and its impact on verbal communication E. Communicative use of artifacts – furniture, plants, colours, architects etc.
05	<p>SPEECH IMPROVEMENT</p> <ul style="list-style-type: none"> A. Pronunciation, stress, accent B. Important of speech in hotels C. Common phonetic difficulties D. Connective drills exercises E. Introduction to frequently used foreign sounds
06	<p>USING THE TELEPHONE</p> <ul style="list-style-type: none"> A. The nature of telephone activity in the hotel industry B. The need for developing telephone skills C. Developing telephone skills

Semester 3

Paper 1 - FOOD PRODUCTION OPERATIONS- I (MM- 100)

S.No.	Topic
01	<p>QUANTITY FOOD PRODUCTION EQUIPMENT</p> <ul style="list-style-type: none">A. Equipment required for mass/volume feedingB. Heat and cold generating equipmentC. Care and maintenance of this equipmentD. Modern developments in equipment manufacture <p>MENU PLANNING</p> <ul style="list-style-type: none">A. Basic principles of menu planning – recapitulationB. Points to consider in menu planning for various volume feeding outlets such as Industrial, Institutional, Mobile Catering UnitsC. Planning menus for<ul style="list-style-type: none">• School/college students• Industrial workers• Hospitals• Outdoor parties• Theme dinners• Transport facilities, cruise lines, airlines, railwayD. Nutritional factors for the above <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</p> <ul style="list-style-type: none">• Space allocation• Equipment selection• Staffing
02	<p>VOLUME FEEDING</p> <ul style="list-style-type: none">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 growthB. Hospital Catering<ul style="list-style-type: none">• Highlights of Hospital Catering for patients, staff, visitors

- Diet menus and nutritional requirements

C. Off Premises Catering

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

D. Mobile Catering

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

E. Quantity Purchase & Storage

- Introduction to purchasing
- Purchasing system
- Purchase specifications
- Purchasing techniques
- Storage

Paper 2 - FOOD AND BEVERAGE SERVICE OPERATIONS-I (MM- 100)

S.No.	Topic
01	<p>ALCOHOLIC BEVERAGE</p> <ul style="list-style-type: none"> A. Introduction and definition B. Production of Alcohol <ul style="list-style-type: none"> • Fermentation process • Distillation process C. Classification with examples
02	<p>DISPENSE BAR</p> <ul style="list-style-type: none"> A. Introduction and definition B. Bar layout – physical layout of bar C. Bar stock – alcohol & non alcoholic beverages D. Bar equipment
03	<p>WINES</p> <ul style="list-style-type: none"> 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)

Paper 3 - FRONT OFFICE OPERATIONS- I (MM- 100)

S.No.	Topic
01	COMPUTER APPLICATION IN FRONT OFFICE OPERATION <ul style="list-style-type: none">A. Role of information technology in the hospitality industryB. Factors for need of a PMS in the hotelC. Factors for purchase of PMS by the hotelD. Introduction to Fidelio & Amadeus
02	FRONT OFFICE (ACCOUNTING) <ul style="list-style-type: none">A. Accounting FundamentalsB. Guest and non guest accountsC. Accounting system<ul style="list-style-type: none">• Non automated – Guest weekly bill, Visitors tabular ledger• Semi automated• Fully automated
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	CONTROL OF CASH AND CREDIT

S.No.	Topic
01.	<p>LINEN ROOM</p> <ul style="list-style-type: none"> 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
02.	<p>UNIFORMS</p> <ul style="list-style-type: none"> 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.	<p>SEWING ROOM</p> <ul style="list-style-type: none"> A. Activities and areas to be provided B. Equipment provided

S.No.	Topic
01	<p>FOOD COST CONTROL</p> <ul style="list-style-type: none"> A. Introduction to Cost Control B. Define Cost Control C. The Objectives and Advantages of Cost Control D. Basic costing E. Food costing
02	<p>FOOD CONTROL CYCLE</p> <ul style="list-style-type: none"> 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
03	<p>RECEIVING CONTROL</p> <ul style="list-style-type: none"> 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

	<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>
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>
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>

Semester 4

Paper 1 - FOOD PRODUCTION OPERATIONS-II (MM- 100)

REGIONAL INDIAN CUISINE

- A. Introduction to Regional Indian Cuisine
- B. Heritage of Indian Cuisine
- C. Factors that affect eating habits in different parts of the country
- D. Cuisine and its highlights of different states/regions/communities to be discussed under:
 - Geographic location
 - Historical background
 - Seasonal availability
 - Special equipment
 - Staple diets
 - Specialty cuisine for festivals and special occasions

STATES

Andhra Pradesh, Bengal, Goa, Gujarat, Karnataka, Kashmir, Kerala, Madhya Pradesh, Maharashtra, North Eastern States, Punjab, Rajasthan, Tamil Nadu and Uttar Pradesh/Uttaranchal

COMMUNITIES

Parsee, Chettinad, Hyderabadi, Lucknowi, Avadhi, Malbari/Syrian Christian and Bohri

DISCUSSIONS

Indian Breads, Indian Sweets, Indian Snacks

Paper 2 - FOOD AND BEVERAGE SERVICE OPERATIONS- II (MM- 100)

01	BEER A. Introduction & Definition B. Types of Beer C. Production of Beer D. Storage
02	SPIRITS A. Introduction & Definition B. Production of Spirit • Pot-still method • Patent still method C. Production of • Whisky • Rum • Gin • Brandy • Vodka • Tequilla D. Different Proof Spirits • American Proof • British Proof (Sikes scale) • Gay Lussac (OIML Scale)
03	APERITIFS A. Introduction and Definition B. Types of Aperitifs • Vermouth (Definition, Types & Brand names) • Bitters (Definition, Types & Brand names)
04	LIQUEURS A. Definition & History B. Production of Liqueurs C. Broad Categories of Liqueurs (Herb, Citrus, Fruit/Egg, Bean & Kernel) D. Popular Liqueurs (Name, colour, predominant flavour & country of origin)

Paper 3 - FRONT OFFICE OPERATIONS- II (MM- 100)

01	NIGHT AUDITING A. Functions B. Audit procedures (Non automated, semi automated and fully automated)
02	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)
03	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.

Paper 4- ACCOMMODATION OPERATIONS –II (MM- 100)

01	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
02	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	INDOOR PLANTS Selection and care

Paper 5 - FOOD SAFETY AND QUALITY (MM- 100)

S.No.	Topic
01	Basic Introduction to Food Safety, Food Hazards & Risks, Contaminants and Food Hygiene
02	<p>MICRO-ORGANISMS IN FOOD</p> <ul style="list-style-type: none"> A. General characteristics of Micro-Organisms based on their occurrence and structure. B. Factors affecting their growth in food (intrinsic and extrinsic) C. Common food borne micro-organisms: <ul style="list-style-type: none"> a. Bacteria (spores/capsules) b. Fungi c. Viruses d. Parasites
03	<p>FOOD SPOILAGE & FOOD PRESERVATION</p> <ul style="list-style-type: none"> A. Types & Causes of spoilage B. Sources of contamination C. Spoilage of different products (milk and milk products, cereals and cereal products, meat, eggs, fruits and vegetables, canned products) D. Basic principles of food preservation E. Methods of preservation (High Temperature, Low Temperature, Drying, Preservatives & Irradiation)
04	<p>BENEFICIAL ROLE OF MICRO-ORGANISMS</p> <ul style="list-style-type: none"> A. Fermentation & Role of lactic and bacteria B. Fermentation in Foods (Dairy foods, vegetable, Indian foods, Bakery products and alcoholic beverages) C. Miscellaneous (Vinegar & anti-biotics)
05	<p>FOOD BORNE DISEASES</p> <ul style="list-style-type: none"> A. Types (Infections and intoxications) B. Common diseases caused by food borne pathogens C. Preventive measures
06	<p>FOOD ADDITIVES</p> <ul style="list-style-type: none"> A. Introduction B. Types (Preservatives, anti-oxidants, sweeteners, food colours and flavours, stabilizers and emulsifiers)
07	<p>FOOD CONTAMINANTS & ADULTERANTS</p> <ul style="list-style-type: none"> A. Introduction to Food Standards B. Types of Food contaminants (Pesticide residues, bacterial toxins mycotoxins, seafood toxins, metallic contaminants, residues from packaging material) C. Common adulterants in food D. Method of their detection (basic principle)
08	<p>QUALITY ASSURANCE</p> <ul style="list-style-type: none"> A. Introduction to Concept of TQM, GMP and Risk Assessment B. Relevance of Microbiological standards for food safety C. HACCP (Basic Principle and implementation)
09	<p>HYGIENE AND SANITATION IN FOOD SECTOR</p> <ul style="list-style-type: none"> A. General Principles of Food Hygiene B. GHP for commodities, equipment, work area and personnel C. Cleaning and disinfection (Methods and agents commonly used in the hospitality industry) D. Safety aspects of processing water (uses & standards) E. Waste Water & Waste disposal

Semester 5

Paper 1 - ADVANCE FOOD PRODUCTION OPERATIONS- I (MM- 100)

S.No.	Topic
01	<p>LARDER</p> <p>I. LAYOUT & EQUIPMENT</p> <ul style="list-style-type: none">A. Introduction of Larder WorkB. DefinitionC. Equipment found in the larderD. Layout of a typical larder with equipment and various sections <p>II. TERMS & LARDER CONTROL</p> <ul style="list-style-type: none">A. Common terms used in the Larder and Larder controlB. Essentials of Larder ControlC. Importance of Larder ControlD. Devising Larder Control SystemsE. Leasing with other DepartmentsF. Yield Testing <p>III. DUTIES AND RESPONSIBILITIES OF THE LARDER CHEF</p> <ul style="list-style-type: none">A. Functions of the LarderB. Hierarchy of Larder StaffC. Sections of the LarderD. Duties & Responsibilities of larder Chef
02	<p>CHARCUTIERIE</p> <p>I. SAUSAGE</p> <ul style="list-style-type: none">A. Introduction to charcuterieB. Sausage – Types & VarietiesC. Casings – Types & VarietiesD. Fillings – Types & VarietiesE. Additives & Preservatives <p>II. FORCEMEATS</p> <ul style="list-style-type: none">A. Types of forcemeatsB. Preparation of forcemeatsC. Uses of forcemeats <p>III. BRINES, CURES & MARINADES</p> <ul style="list-style-type: none">A. Types of BrinesB. Preparation of BrinesC. Methods of CuringD. Types of MarinadesE. Uses of MarinadesF. Difference between Brines, Cures & Marinades

IV. HAM, BACON & GAMMON

- A. Cuts of Ham, Bacon & Gammon.
- B. Differences between Ham, Bacon & Gammon
- C. Processing of Ham & Bacon
- D. Green Bacon
- E. Uses of different cuts

V. GALANTINES

- A. Making of galantines
- B. Types of Galantine
- C. Ballotines

VI. PATES

- A. Types of Pate
- B. Pate de foie gras
- C. Making of Pate
- D. Commercial pate and Pate Maison
- E. Truffle – sources, Cultivation and uses and Types of truffle.

VII. MOUSE & MOUSSELINE

- A. Types of mousse
- B. Preparation of mousse
- C. Preparation of mousseline
- D. Difference between mousse and mousseline

VIII. CHAUD FROID

- A. Meaning of Chaud froid
- B. Making of chaud froid & Precautions
- C. Types of chaud froid
- D. Uses of chaud froid

IX. ASPIC & GELEE

- A. Definition of Aspic and Gelee
- B. Difference between the two
- C. Making of Aspic and Gelee
- D. Uses of Aspic and Gelee

X. QUENELLES, PARFAITS, ROULADES

Preparation of Quenelles, Parfaits and Roulades

	<p>XI. NON EDIBLE DISPLAYS</p> <ul style="list-style-type: none"> A. Ice carvings B. Tallow sculpture C. Fruit & vegetable Displays D. Salt dough E. Pastillage F. Jelly Logo G. Thermacol work
03	<p>APPETIZERS & GARNISHES</p> <ul style="list-style-type: none"> A. Classification of Appetizers B. Examples of Appetizers C. Historic importance of culinary Garnishes D. Explanation of different Garnishes
04	<p>SANDWICHES</p> <ul style="list-style-type: none"> A. Parts of Sandwiches B. Types of Bread C. Types of filling – classification D. Spreads and Garnishes E. Types of Sandwiches F. Making of Sandwiches G. Storing of Sandwiches
05	<p>USE OF WINE AND HERBS IN COOKING</p> <ul style="list-style-type: none"> A. Ideal uses of wine in cooking B. Classification of herbs C. Ideal uses of herbs in cooking

Paper 2- ADVANCE FOOD AND BEVERAGE OPERATIONS – I (MM- 100)

Sn.	Topic
01	<p>PLANNING & OPERATING VARIOUS F&B OUTLET</p> <ul style="list-style-type: none"> A. Physical layout of functional and ancillary areas B. Objective of a good layout C. Steps in planning D. Factors to be considered while planning E. Calculating space requirement F. Various set ups for seating G. Planning staff requirement H. Menu planning I. Constraints of menu planning J. Selecting and planning of heavy duty and light equipment K. Requirement of quantities of equipment required like crockery, Glassware, Cutlery - steel or silver etc. L. Suppliers & manufacturers M. Approximate cost N. Planning Décor, furnishing fixture etc.
02	<p>FUNCTION CATERING</p> <p>BANQUETS</p> <ul style="list-style-type: none"> A. History B. Types C. Organisation of Banquet department D. Duties & responsibilities E. Sales F. Booking procedure G. Banquet menus <p>BANQUET PROTOCOL</p> <ul style="list-style-type: none"> • Space Area requirement • Table plans/arrangement • Misc-en-place • Service • Toast & Toast procedures <p>INFORMAL BANQUET</p> <ul style="list-style-type: none"> • Réception • Cocktail parties • Convention • Seminar • Exhibition • Fashion shows

	<ul style="list-style-type: none"> • Trade Fair • Wedding • Outdoor catering
03	<p>FUNCTION CATERING BUFFETS</p> <ul style="list-style-type: none"> A. Introduction B. Factors to plan buffets C. Area requirement D. Planning and organisation E. Sequence of food F. Menu planning G. Types of Buffet H. Display I. Sit down J. Fork, Finger, Cold Buffet K. Breakfast Buffets L. Equipment M. Supplies N. Check list
04	<p>GUERIDON SERVICE</p> <ul style="list-style-type: none"> A. History of gueridon B. Definition C. General consideration of operations D. Advantages & Dis-advantages E. Types of trolleys F. Factor to create impulse, Buying – Trolley, open kitchen G. Gueridon equipment H. Gueridon ingredients
05	<p>KITCHEN STEWARDING</p> <ul style="list-style-type: none"> A. Importance B. Opportunities in kitchen stewarding C. Record maintaining D. Machine used for cleaning and polishing E. Inventory

Paper 3 - FRONT OFFICE MANAGEMENT – I (MM- 100)

S.No	Topic
01	<p>PLANNING & EVALUATING FRONT OFFICE OPERATIONS</p> <ul style="list-style-type: none">A. Setting Room Rates (Details/Calculations thereof)<ul style="list-style-type: none">- Hubbart Formula, market condition approach & Thumb Rule- Types of discounted rates – corporate, rack etc.B. Forecasting techniquesC. Forecasting Room availabilityD. Useful forecasting data<ul style="list-style-type: none">• % of walking• % of overstaying• % of under stayE. Forecast formulaF. Types of forecastG. Sample forecast formsH. Factors for evaluating front office operations
02	<p>BUDGETING</p> <ul style="list-style-type: none">A. Types of budget & budget cycleB. Making front office budgetC. Factors affecting budget planningD. Capital & operations budget for front officeE. Refining budgets, budgetary controlF. Forecasting room revenueG. Advantages & Disadvantages of budgeting
03	<p>PROPERTY MANAGEMENT SYSTEM</p> <ul style="list-style-type: none">A. Fidelio / IDS / ShawmanB. Amadeus

Paper 4- ACCOMMODATION MANAGEMENT – I (MM- 100)

S.N o.	Topic
01	PLANNING AND ORGANISING THE HOUSE KEEPING DEPARTMENT A. Area inventory list B. Frequency schedules C. Performance and Productivity standards D. Time and Motion study in House Keeping operations E. Standard Operating manuals – Job procedures F. Job allocation and work schedules G. Calculating staff strengths & Planning duty rosters, team work and leadership in House Keeping H. Training in HKD, devising training programmes for HK staff I. Inventory level for non recycled items J. Budget and budgetary controls K. The budget process L. Planning capital budget M. Planning operation budget N. Operating budget – controlling expenses – income statement O. Purchasing systems – methods of buying P. Stock records – issuing and control
02	HOUSEKEEPING IN INSTITUTIONS & FACILITIES OTHER THAN HOTELS
03	CONTRACT SERVICES A. Types of contract services B. Guidelines for hiring contract services C. Advantages & disadvantages of contract services
04	ENERGY AND WATER CONSERVATION IN HOUSEKEEPING OPERATIONS
05	FIRST AID

Sn.	Topic
01	<p>ORGANISATIONAL STRATEGY</p> <p>A. MISSION</p> <ul style="list-style-type: none"> • Mission Statement Elements and its importance <p>B. OBJECTIVES</p> <ul style="list-style-type: none"> • Necessity of formal objectives • Objective Vs Goal <p>C. STRATEGY</p> <ul style="list-style-type: none"> • DEVELOPING STRATEGIES <ul style="list-style-type: none"> - Adaptive Search - Intuition search - Strategic factors - Picking Niches - Entrepreneurial Approach
02	<p>ENVIRONMENTAL AND INTERNAL RESOURCE ANALYSIS</p> <p>A. NEED FOR ENVIRONMENTAL ANALYSIS</p> <p>B. KEY ENVIRONMENTAL VARIABLE FACTORS</p> <p>C. OPPORTUNITIES AND THREATS</p> <ul style="list-style-type: none"> • Internal resource analysis <p>D. FUNCTIONAL AREAS RESOURCE DEVELOPMENT MATRIX</p> <p>E. STRENGTHS AND WEAKNESSES</p> <ul style="list-style-type: none"> • Marketing • Finance • Production • Personnel • Organisation
03	<p>STRATEGY FORMULATION</p> <p>A. STRATEGY (GENERAL) ALTERNATIVES</p> <ul style="list-style-type: none"> • Stability Strategies • Expansion Strategies • Retrench Strategies • Combination Strategies <p>B. COMBINATION STRATEGIES</p> <ul style="list-style-type: none"> • Forward integration • Backward integration • Horizontal integration • Market penetration • Market development • Product development • Concentric diversification • Conglomerate diversification • Horizontal diversification • Joint Venture

	<ul style="list-style-type: none"> • Retrenchment • Divestiture • Liquidation • Combination
04	<p>STRATEGIC ANALYSIS AND CHOICE (ALLOCATION OF RESOURCES)</p> <p>A. FACTORS INFLUENCING CHOICE</p> <ul style="list-style-type: none"> • Strategy formulation <p>B. INPUT STAGE</p> <ul style="list-style-type: none"> • Internal factor evaluation matrix • External factor evaluation matrix • Competitive profile matrix <p>C. MATCHING STAGE</p> <ul style="list-style-type: none"> • Threats opportunities – weaknesses – strengths matrix (TOWS) • Strategic position and action evaluation matrix (SPACE) • Boston consulting group matrix (BCGM) • Internal – External matrix • Grand Strategy matrix <p>D. DECISION STAGE</p> <ul style="list-style-type: none"> • Quantitative Strategic Planning matrix (QSPM)
05	<p>POLICIES IN FUNCTIONAL AREAS</p> <p>A. POLICY</p> <p>B. PRODUCT POLICIES</p> <p>C. PERSONNEL POLICIES</p> <p>D. FINANCIAL POLICIES</p> <p>E. MARKETING POLICIES</p> <p>F. PUBLIC RELATION POLICIES</p>
06	<p>STRATEGIC IMPLEMENTATION REVIEW AND EVALUATION</p> <p>A. MCKINSEY 7-S FRAMEWORK</p> <p>B. LEADERSHIP AND MANAGEMENT STYLE</p> <p>C. STRATEGY REVIEW AND EVALUATION</p> <ul style="list-style-type: none"> • Review underlying bases of Strategy • Measure Organizational Performance • Take corrective actions

Semester 6

Paper 1- ADVANCE FOOD PRODUCTION OPERATIONS – II (MM- 100)

S.N o.	Topic
01	<p>INTERNATIONAL CUISINE</p> <ul style="list-style-type: none">A. Geographic locationB. Historical backgroundC. Staple food with regional InfluencesD. SpecialitiesE. RecipesF. Equipment in relation to:<ul style="list-style-type: none">• Great Britain• France• Italy• Spain & Portugal• Scandinavia• Germany• Middle East• Oriental• Mexican• Arabic <p>CHINESE</p> <ul style="list-style-type: none">A. Introduction to Chinese foodsB. Historical backgroundC. Regional cooking stylesD. Methods of cookingE. Equipment & utensils
02	<p>BAKERY & CONFECTIONERY</p> <p>I. ICINGS & TOPPINGS</p> <ul style="list-style-type: none">A. Varieties of icingsB. Using of IcingsC. Difference between icings & ToppingsD. Recipes <p>II. FROZEN DESSERTS</p> <ul style="list-style-type: none">A. Types and classification of Frozen dessertsB. Ice-creams – DefinitionsC. Methods of preparationD. Additives and preservatives used in Ice-cream manufacture <p>III. MERINGUES</p> <ul style="list-style-type: none">A. Making of Meringues

	<p>B. Factors affecting the stability C. Cooking Meringues D. Types of Meringues E. Uses of Meringues</p> <p>IV. BREAD MAKING</p> <p>A. Role of ingredients in bread Making B. Bread Faults C. Bread Improvers</p> <p>V. CHOCOLATE</p> <p>A. History B. Sources C. Manufacture & Processing of Chocolate D. Types of chocolate E. Tempering of chocolate F. Cocoa butter, white chocolate and its applications</p>
03	<p>PRODUCTION MANAGEMENT</p> <p>A. Kitchen Organisation B. Allocation of Work - Job Description, Duty Rosters C. Production Planning D. Production Scheduling E. Production Quality & Quantity Control F. Forecasting & Budgeting G. Yield Management</p> <p>PRODUCT & RESEARCH DEVELOPMENT</p> <p>A. Testing new equipment, B. Developing new recipes C. Food Trails D. Organoleptic & Sensory Evaluation</p>
04	<p>FRENCH</p> <ul style="list-style-type: none"> • Culinary French • Classical recipes (recettes classique) • Historical Background of Classical Garnishes • Offals/Game • Larder terminology and vocabulary <p>Note: Should be taught along with the relevant topics</p>

Paper 2 - ADVANCE FOOD AND BEVERAGE OPERATIONS – II (MM- 100)

S.No	Topic
01	<p>FOOD & BEVERAGE STAFF ORGANISATION</p> <ul style="list-style-type: none"> A. Categories of staff B. Hierarchy C. Job description and specification D. Duty roaster
02	<p>MANAGING FOOD & BEVERAGE OUTLET</p> <ul style="list-style-type: none"> A. Supervisory skills B. Developing efficiency C. Standard Operating Procedure
03	<p>BAR OPERATIONS</p> <ul style="list-style-type: none"> A. Types of Bar <ul style="list-style-type: none"> • Cocktail • Dispense B. Area of Bar C. Front Bar D. Back Bar E. Under Bar (Speed Rack, Garnish Container, Ice well etc.) F. Bar Stock G. Bar Control H. Bar Staffing I. Opening and closing duties
08	<p>COCKTAILS & MIXED DRINKS</p> <ul style="list-style-type: none"> A. Definition and History B. Classification C. Recipe, Preparation and Service of Popular Cocktails <ul style="list-style-type: none"> - Martini – Dry & Sweet - Manhattan – Dry & Sweet - Dubonnet - Roy-Roy - Bronx - White Lady - Pink Lady - Side Car - Bacardi - Alexandra - John Collins - Tom Collins - Gin FIZZ - Pimm's Cup – no. 1,2,3,4,5 - Flips - Noggs - Champagne Cocktail

- | | |
|--|---|
| | <ul style="list-style-type: none">- Between the Sheets- Daiquiri- Bloody Mary- Screw Driver- Tequilla 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 |
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Paper 3- FRONT OFFICE MANAGEMENT – II (MM- 100)

S.N o.	Topic
01	YIELD MANAGEMENT A. Concept and importance B. Applicability to rooms division <ul style="list-style-type: none">• Capacity management• Discount allocation• Duration control C. Measurement yield D. Potential high and low demand tactics E. Yield management software F. Yield management team
02	TIMESHARE & VACATION OWNERSHIP <ul style="list-style-type: none">• Definition and types of timeshare options• Difficulties faced in marketing timeshare business• Advantages & disadvantages of timeshare business• Exchange companies -Resort Condominium International, Intervals International• How to improve the timeshare / referral/condominium concept in India- Government's role/industry role
03	FRENCH Conversation with guests <ul style="list-style-type: none">• Providing information to guest about the hotel, city, sight seeing, car rentals, historical places, banks, airlines, travel agents, shopping centres and worship places etc.• Departure (Cashier, Bills Section and Bell Desk)

Paper 4- ACCOMMODATION MANAGEMENT – II (MM- 100)

S.N o.	Topic
01	SAFETY AND SECURITY A. Safety awareness and accident prevention B. Fire safety and fire fighting C. Crime prevention and dealing with emergency situation
02	INTERIOR DECORATION A. Elements of design B. Colour and its role in décor –types of colour schemes C. Windows and window treatment D. Lighting and lighting fixtures E. Floor finishes F. Carpets G. Furniture and fittings H. Accessories
03	LAYOUT OF GUEST ROOMS A. Sizes of rooms, sizes of furniture, furniture arrangement B. Principles of design C. Refurbishing and redecoration
04	NEW PROPERTY COUNTDOWN

Paper 5 - FACILITY PLANNING (MM- 100)

Sn	Topic
01	<p>HOTEL DESIGN</p> <p>A. Design Consideration</p> <ul style="list-style-type: none"> - Attractive Appearance - Efficient Plan - Good location - Suitable material - Good workmanship - Sound financing - Competent Management
02	<p>FACILITIES PLANNING</p> <p>The systematic layout planning pattern (SLP)</p> <p>Planning consideration</p> <p>A. Flow process & Flow diagram</p> <p>B. Procedure for determining space considering the guiding factors for guest room/ public facilities, support facilities & services, hotel administration, internal roads/budget hotel/5 star hotel</p> <p>Architectural consideration</p> <p>A. Difference between carpet area plinth area and super built area, their relationships, reading of blue print (plumbing, electrical, AC, ventilation, FSI, FAR, public Areas)</p> <p>B. Approximate cost of construction estimation</p> <p>C. Approximate operating areas in budget type/5 star type hotel approximate other operating areas per guest room</p> <p>D. Approximate requirement and Estimation of water/electrical load gas, ventilation</p>
03	<p>STAR CLASSIFICATION OF HOTEL</p> <p>Criteria for star classification of hotel (Five, four, three, two, one & heritage)</p>
04	<p>KITCHEN</p> <p>A. Equipment requirement for commercial kitchen</p> <ul style="list-style-type: none"> • Heating - gas/electrical • Cooling (for various catering establishment) <p>B. Developing Specification for various Kitchen equipments</p> <p>C. Planning of various support services (pot wash, wet grinding, chef room, larder, store & other staff facilities)</p>
05	<p>KITCHEN LAY OUT & DESIGN</p> <p>A. Principles of kitchen layout and design</p>

	<ul style="list-style-type: none"> B. Areas of the various kitchens with recommended dimension C. Factors that affect kitchen design D. Placement of equipment E. Flow of work F. Space allocation G. Kitchen equipment, manufacturers and selection H. Layout of commercial kitchen (types, drawing a layout of a Commercial kitchen) I. Budgeting for kitchen equipment
06	<p>KITCHEN STEWARDING LAYOUT AND DESIGN</p> <ul style="list-style-type: none"> A. Importance of kitchen stewarding B. Kitchen stewarding department layout and design C. Equipment found in kitchen stewarding department
07	<p>STORES – LAYOUT AND DESIGN</p> <ul style="list-style-type: none"> A. Stores layout and planning (dry, cold and bar) B. Various equipment of the stores C. Work flow in stores
08	<p>ENERGY CONSERVATION</p> <ul style="list-style-type: none"> A. Necessity for energy conservation B. Methods of conserving energy in different area of operation of a hotel C. Developing and implementing energy conservation program for a hotel
09	<p>CAR PARKING</p> <p>Calculation of car park area for different types of hotels</p>
10	<p>PLANNING FOR PHYSICALLY CHALLENGED</p>
11	<p>PROJECT MANAGEMENT</p> <ul style="list-style-type: none"> A. Introduction to Network analysis B. Basic rules and procedure for network analysis C. C.P.M. and PERT D. Comparison of CPM and PERT E. Classroom exercises F. Network crashing determining crash cost, normal cost

