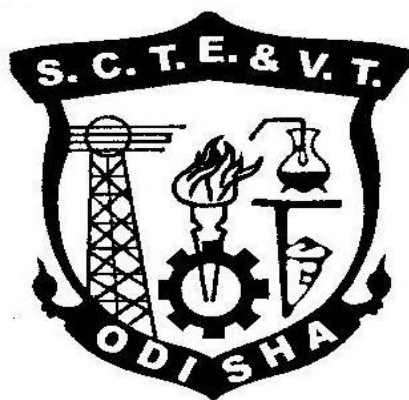


**CURRICULLUM OF 1<sup>ST</sup> & 2<sup>ND</sup> SEMESTER**

**For**

**DIPLOMA IN HOTEL MANAGAMENT & CATERING  
TECHNOLOGY**

**(w.e.f 2018-19 Session)**



**STATE COUNCIL FOR TECHNICAL EDUCATION  
& VOCATIONAL TRAINING, ODISHA,  
BHUBANESWAR**

## STATE COUNCIL FOR TECHNICAL EDUCATION AND VOCATIONAL TRAINING, ODISHA

**TEACHING AND EVALUATION SCHEME FOR 1st Semester (NON- ENGINEERING HM&CTCOURSES)(wef 2018-19)**

Sl. No.	Subject	Periods/week			Evaluation Scheme			
		L	T	P	Mid Sem. Internal Assessment/ Sessional	End Sem Exams	Exams (Hours)	Total
<b>Theory</b>								
Th.1	COMPUTER APPLICATION	4	-	-	20	80	3	100
Th.2	FOOD & BEVERAGE SERVICE-I	4	-	-	20	80	3	100
Th.3	FOOD PRODUCTION-I	5		-	20	80	3	100
Th.4	FRONT OFFICE	4	1	-	20	80	3	100
	<b>Total</b>	<b>17</b>	<b>-</b>		<b>80</b>	<b>320</b>	<b>-</b>	<b>400</b>
<b>Practical</b>								
Pr.1	COMPUTER APPLICATION LAB.	-	-	4	50	-	3	50
Pr.2	FOOD & BEVERAGE SERVICE-I	-	-	4	50	50	3	100
Pr.3	FOOD PRODUCTION-I	-	-	4	50	50	3	100
Pr.4	FRONT OFFICE			3		50	3	50
Pr.5	SEMINAR			4	50	-	-	50
	STUDENT CENTRED ACTIVITIES(SCA)	-	-	2	-	-	-	-
	<i>Total</i>	<i>-</i>	<i>-</i>	<i>21</i>	<i>200</i>	<i>150</i>	<i>-</i>	<i>350</i>
	<b>Grand Total</b>	<b>17</b>	<b>1</b>	<b>21</b>	<b>280</b>	<b>470</b>	<b>-</b>	<b>750</b>

**Abbreviations: L-Lecturer, T-Tutorial, P-Practical . Each class is of minimum 55 minutes duration**

**Minimum Pass Mark in each Theory subject is 35% and in each Practical subject is 50% and in Aggregate is 40%**

**SCA shall comprise of Extension Lectures/ Personality Development/ Environmental issues/Quiz/Hobbies/Field visits/cultural activities/Library studies etc.**

**There shall be 1 Internal Assessment done for each of the Theory Subject. Sessional Marks shall be total of the performance of individual different jobs/ experiments in a subject throughout the semester**

**STATE COUNCIL FOR TECHNICAL EDUCATION AND VOCATIONAL TRAINING, ODISHA**

**TEACHING AND EVALUATION SCHEME FOR 2nd Semester (NON- ENGINEERING HM&CTCOURSES)(wef 2018-19)**

Sl. No.	Subject	Periods/week			Evaluation Scheme			
		L	T	P	Internal Assessment/ Sessional	End Sem Exams	Exams (Hours)	Total
<b>Theory</b>								
Th.1	PROFESSIONAL ENGLISH	4	-	-	20	80	3	100
Th.2	FOOD PRODUCTION-II	4	-	-	20	80	3	100
Th.3	FOOD & BEVERAGE SERVICE-II	5	1	-	20	80	3	100
Th.4	ACCOMMODATION OPERATION –I	4			20	80	3	100
	<b>Total</b>	<b>17</b>	<b>1</b>		<b>80</b>	<b>320</b>	<b>-</b>	<b>400</b>
<b>Practical</b>								
Pr.1	FOOD PRODUCTION-II	-	-	4	50	50	3	100
Pr.2	FOOD & BEVERAGE SERVICE-II	-	-	4	50	50	3	100
Pr.3	ACCOMMODATION OPERATION –I	-	-	6	50	50	3	100
Pr.4	PROFESSIONAL ENGLISH PRACTICAL			4	50			50
	Student Centered Activities(SCA)		-	3	-	-	-	-
	<i>Total</i>	-	-	21	200	150	-	350
	<b>Grand Total</b>	<b>17</b>	<b>1</b>	<b>21</b>	<b>280</b>	<b>470</b>	<b>-</b>	<b>750</b>

**Abbreviations: L-Lecturer, T-Tutorial, P-Practical . Each class is of minimum 55 minutes duration**

**Minimum Pass Mark in each Theory subject is 35% and in each Practical subject is 50% and in Aggregate is 40%**

**SCA shall comprise of Extension Lectures/ Personality Development/ Environmental issues /Quiz /Hobbies/ Field visits/ cultural activities/Library studies etc.**

**There shall be 1 Internal Assessment done for each of the Theory Subject. Sessional Marks shall be total of the performance of individual different jobs/ experiments in a subject throughout the semester**

## TH. 1. COMPUTER APPLICATION

**Periods / week: Theory 04**

**Total periods: 60**

**Theory: 80 Marks (End Exam)**

**Mid Sem: 20 Marks**

### **Objective:**

The students will get to know about the fundamentals of computer. They will get acquainted with various components of computer hardware, software etc. Idea on Role of operating system and its usability will also be known. Knowledge on word processing, electronic spreadsheet, presentation software and Internet will also be acquired. The students will be given brief knowledge about MS Office application.

### **Topic Wise distribution of periods**

Sl. No.	Topics	Periods
1	Computer Organisation	10
2	Computer Software	10
3	Windows	5
4	Word Processing	10
5	Computer Network And Internet	10
6	Spread Sheet	10
7	File Management and Data Processing	5
	TOTAL	60

### **Unit I COMPUTER ORGANISATION**

- 1.1 Introduction to Computer ,Evolution of Computers
- 1.2 Generation of Computers, Classification of Computers
- 1.3 Basic Organization of Computer (Functional Block diagram)
- 1.4 Input Devices, CPU & Output Devices
- 1.5 Computer Memory and Classification of Memory

### **Unit II COMPUTER SOFTWARE**

- 2.1 Software concept, System software
- 2.2 Application software Overview of Operating System Objectives and Functions of O.S
- 2.3 Types of Operating System: Batch Processing, Multiprogramming, Time Sharing OS, Features of DOS, Windows and UNIX
- 2.4 Programming Languages Compiler, interpreter Computer Virus, Different Types of computer Virus , Detection and prevention of Virus
- 2.5 Application of computers in different Domain

### **Unit III Windows**

- 3.1 Window, Desktop, Mouse, Maximizing, Minimizing, Restoring and Closing window
- 3.2 Start Menus, Control Panel, Managing Multiple Windows, Arranging Icons, Creating New Folders
- 3.3 My Computer, Windows Explorer, Coping and Moving of Files
- 3.4 Recycle Bin to Restore Items, Managing Forts, Finding Files and Folder

### **UNIT IV WORD PROCESSING**

- 4.1 Creating Words, Creating a Document, Saving in a File, Printing, Resaving and Closing
- 4.2 Creating a New Document, Opening a Document, Curser Movement, Editing, Selecting, Deleting and Replacing the Texts
- 4.4 Undoing and Redoing, Saving with a new Moving Text, Copy, Smart Cut and Paste, Copy Text to another File, Formatting Using the Front Dialog Box, Paragraph Formatting
- 4.6 Bullets and Numbering, Hanging Paragraph, Moving to Specific Page, Finding Text Replace Command, Checking Spelling and Grammar, Auto Correct, Auto Text, Auto
- 4.7 Complete, Page Setup, Page Breaks, Borders and Shading, Opening and Closing Toolbars, Print Preview, Zoom

### **Unit V COMPUTER NETWORK AND INTERNET**

- 5.1 Networking concept, Protocol, Connecting Media
- 5.2 Data Transmission mode Network Topologies, Types of Network
- 5.3 Networking Devices like Hub, Repeater, Switch, Bridge, Router, and Gateway & NIC Internet Services like E-Mail, WWW, FTP and Chatting
- 5.4 Internet Conferencing, Electronic Newspaper & Online Shopping, Different types of Internet connectivity and ISP

### **UNIT VI SPREAD SHEET**

- 6.1 Excel, Organization of Worksheet Area, Entering Number
- 6.2 Formula and Data, Aligning Data in Cells, Editing, Range
- 6.3 Changing the Column Width Moving an Copying
- 6.4 Inserting and Deleting the Rows and Columns, Creating Charts, Statistical, Mathematical and Financial Function

### **Unit VII FILE MANAGEMENT AND DATA PROCESSING**

- 7.1 Concept of File and Folder
- 7.2 File Access and Storage methods.
- 7.3 Sequential, Direct, ISAM Data Capture, Data storage
- 7.4 Data Processing and Retrieval

### **Syllabus coverage upto Mid-Sem**

1. Unit 1
2. Unit 2
3. Unit 3

### **Books Recommended**

1. Computer Fundamentals and Programming in C by Reema Thareja, Oxford University Press
2. Programming in ANSI C by A.N Kamthane, Pearson Education
3. Computer Application by Kalyani Publisher
4. Let us C by Y. Kanetkar, BPB
5. Computer Fundamentals, by E. Balaguruswamy, TMH

# Th.2 FOOD & BEVERAGE SERVICE-I

(1<sup>st</sup> Sem )

Theory: 4 Periods per Week

Total Periods: 60 Periods

Examination: 3 Hours

I.A : 20 Marks

Term End Exam : 80 Marks

TOTAL MARKS : 100 Marks

## Objective:

The student must able to learn various types of F&B out-let are there in a hotel.

The student must able to identify different kinds of catering establishment.

They must learn able to various kinds of non-alcoholic beverages.

## Topic wise distribution of periods

Unit	Topic	No. of period
1	THE HOTEL & CATERING ESTABLISHMENT	07
2	VARIOUS TYPES OF F & B OUTLETS	07
3	FOOD AND BEVERAGE SERVICE PERSONNEL	07
4	ANCILLARY DEPARTMENT	06
5	TYPES OF F& B SERVICE EQUIPMENTS	08
6	NON-ALCOHOLIC BEVERAGES	08
7	TYPES OF MEALS	05
8	DEPARTMENTAL ORGANISATION & STAFFING	10
	<b>Total</b>	60

### Unit 1: THE HOTEL & CATERING ESTABLISHMENT

- 1.1 Introduction to the Hotel Industry and growth of the hotel Industry in India.
- 1.2 Role & Catering establishment in the travel/tourism industry.
- 1.3 Type of F&B operations.
- 1.4 Classification of Commercial Residential/Non-Residential.
- 1.5 Welfare Catering-Industrial/Institutional/Transport such as air, road, rail, sea, etc.
- 1.6 Structure of the catering industry- a brief description of each.

### Unit 2: VARIOUS TYPES OF F & B OUTLETS

- 2.1 Specialty Restaurants.
- 2.2 Coffee Shop
- 2.3 Cafeteria
- 2.4 Fast Food (Quick Service Restaurants)
- 2.5 Grill Room
- 2.6 Banquets
- 2.7 Bar
- 2.8 Vending Machines
- 2.9 Discothèque

### Unit 3: FOOD AND BEVERAGE SERVICE PERSONNEL

- 3.1 Food and Beverage Service Personnel
- 3.2 Staff organization- the principal staff of different types of restaurants.
- 3.3 Duties & responsibilities of the service staff.
- 3.4 Duties and responsibilities of service staff – Job Descriptions and Job Specifications.

3.5 Attitude and Attributes of Food and Beverage Service Personnel - personal hygiene, punctuality, personality attitude towards guests, appearance, salesmanship, sense of urgency, customer satisfaction.

3.6 Basic Etiquettes for catering staff.

3.7 Interdepartmental relationship.

#### **Unit 4: ANCILLARY DEPARTMENTS**

4.1 Pantry

4.2 Food pick-up area

4.3 Store

4.4 Linen room

4.5 Kitchen stewarding.

#### **Unit 5: F&B SERVICE EQUIPMENT**

5.1 Familiarization & Selection factors of

5.2 Cutlery

5.3 Crockery

5.4 Glassware

5.5 Flatware

5.6 Hollowware

5.7 All other requirement used in F&B Service.

#### **Unit 6: NON-ALCOHOLIC BEVERAGES**

Classification (Nourishing, Stimulating and Refreshing Beverages)

##### **A. Tea**

Origin & Manufacture

Types & Brands

##### **B. Coffee**

Origin & Manufacture

Types & Brands

##### **C. Juices and Soft Drinks**

##### **D. Cocoa & Malted Beverages**

Origin & Manufacture

#### **Unit 7: TYPES OF MEALS**

Breakfast – Introduction, Types, Service methods, a la carte, and TDH setups.

7.1 Brunch

7.2 Lunch

7.3 Hi- tea

7.4 Supper

7.5 Dinner

#### **Unit 8: DEPARTMENTAL ORGANISATION & STAFFING**

8.1 Organization of F&B department of hotel.

8.2 Principal staff of various types of F&B operations.

8.3 French terms related to F&B staff.

8.4 Duties & responsibilities of F&B staff.

8.5 Attributes of a waiter.

8.6 Inter-departmental relationships (within F&B and other department)



**Syllabus coverage upto I.A**

Units 1,2,3,4,

**Books Recommended**

1. **Food & Beverage Service** – Denis Lillicrap
2. **Food & Beverage Service** – Vijay Dhawan
3. **Food & Beverage Service**- Rao J Suhas

## Th.3 Food Production 1 (1<sup>st</sup> semester)

Theory: 5 Periods per Week  
Total Periods: 75 Periods  
Examination: 3 Hours

I.A : 20 Marks  
End Sem Exam : 80 Marks  
TOTAL MARKS : 100 Marks

### Objective:

The student must be able to learn various types of fuel and equipments used in a hotel kitchen. The student must be able to identify different kinds of cereals, pulses, commodities, spices used in cooking.

They must learn to be able to use various kinds of cooking methods used in a star hotel.

### Topic wise distribution of periods

Unit	Topic	No. of periods
1	INTRODUCTION TO COOKERY	03
2	HIERARCHY OF KITCHEN STAFFING	06
3	KITCHEN ORGANISATION & LAYOUT	03
4	EQUIPMENT & FUELS	03
5	METHODS OF COOKING	07
6	BASIC PRINCIPLE OF FOOD PRODUCTION	07
7	BASIC COMMODITIES( MILK,CREAM,BUTTER,CHEESE)	14
8	EGG COOKERY	03
9	AIMS & OBJECTIVES OF COOKING	06
10	RICE,CEREALS,PULSES,SPICES & CONDIMENT	05
11	CARE & MAINTAINANCE OF EQUIPMENTS	03
<b>Total</b>		60

### UNIT 1 - INTRODUCTION TO COOKERY

- 1.1 Culinary History- Development of the Culinary Art from the middle ages to modern cookery.
- 1.2 modern hotel kitchen
- 1.3 Nouvelle Cuisine
- 1.4 Cuisine Minceur
- 1.5 Indian Regional Cuisine
- 1.6 Popular International Cuisine ( An Introduction) of French, Italian and Chinese Cuisine.

### UNIT 2 - HIERARCHY OF KITCHEN STAFFING

- 2.1 Classical brigade
- 2.2 Modern staffing in various star hotels
- 2.3 Role of executives' chefs
- 2.4 Duties & responsibilities of various chefs
- 2.5 Cooperation with other departments

### UNIT 3 - KITCHEN ORGANISATION & LAYOUT

- 3.1 General Layout of kitchen in various organizations.
- 3.2 Layout of receiving areas.
- 3.3 Layout of storage areas.
- 3.4 Layout of service and wash up.

## **UNIT 4 - EQUIPMENT & FUELS**

- 4.1 Various fuel used in cooking.
- 4.2 Advantages & disadvantages of each.
- 4.3 Different equipments used in food production.

## **UNIT 5 - METHODS OF COOKING**

- 5.1 Roasting
- 5.2 Grilling
- 5.3 Frying
- 5.4 Baking
- 5.5 Broiling
- 5.6 Poaching
- 5.7 Boiling
- 5.8 Principles of each of the above.

## **UNIT 6 -BASIC PRINCIPLE OF FOOD PRODUCTION**

- 6.1 Vegetables & Fruits cookery
- 6.2 Introduction, classification of vegetables.
- 6.3 Pigments and color changes.
- 6.4 Cuts of vegetables.
- 6.5 Classification of fruits.
- 6.6 Salad & Salad dressing.

## **UNIT 7 - BASIC COMMODITIES (MILK, CREAM, BUTTER, CHEESE)**

### **A. Milk:**

1. Introduction
2. Processing of Milk.
3. Pasteurization Homogenization
4. Types of milk e.g. Skimmed, condensed.
5. Nutritive value.

### **B. Cream:**

1. Introduction
2. Processing of cream
3. Types of cream.

### **C. Butter:**

1. Introduction
2. Processing of Butter
3. Types of Butter

### **D. Cheese:**

1. Introduction
2. Processing of cheese.
3. Types of cheese
4. Classification of cheese.
5. Uses of cheese.

## **UNIT 8 – EGG COOKERY**

- 8.1 Introduction to egg cookery
- 8.2 Structure of an egg.
- 8.3 Selection of egg.
- 8.4 Methods of cooking egg.

## **UNIT 9 – AIMS & OBJECTIVES OF COOKING**

- 9.1 Aims and objectives of cooking food.
- 9.2 Classification – Cooking Materials and their uses.
- 9.3 Foundation ingredients – meaning, action of heat n carbohydrates, fats, proteins, minerals and vitamins.
- 9.4 Fats and oils – meaning & examples of fats & oils, quality for shortenings, commonly used fats and oils and their sources & uses.
- 9.5 Raising agent- functions of raising agents.

## **UNIT 10 – RICE, CEREALS, PULSES, SPICES & CONDINENTS**

- 10.1 Introduction
- 10.2 Classification & Identification
- 10.3 Cooking of rice, cereals and pulses.
- 10.4 Various of rice & cereals.
- 10.5 Spices used in Indian cookery with names
- 10.6 Role of spices in Indian cookery

## **UNIT 11 – CARE & MAINTAINANCE OF EQUIPMENTS**

- 11.1 Equipment used in kitchen.
- 11.2 Types of Kitchen Equipment – Diagrams, Uses, Maintenance, Criteria for Selection.

### **Syllabus coverage upto I.A**

Units 1,2,3,4,5

### **Books Recommended**

1. **Theory of Cookery** – Krishna Arora.
2. **Modern Cookery** – Thangam Philip
3. **Larousse Gastronomique** - Montagne
4. **Professional Chef** – Arvind Saraswat.
5. **Food Production Operation** – Parvinder Bali

## Th.4. FRONT OFFICE OPERATION ( 1<sup>st</sup> Sem)

Theory: 4 Periods per Week  
Total Periods: 60 Periods  
Examination: 3 Hours

I.A : 20 Marks  
End Sem Exam : 80 Marks  
TOTAL MARKS : 100 Marks

### Objective:

The student must be able to learn various types of rooms available in a five star hotel.  
The student must be able to identify different kinds of room tariffs available in a star hotel.  
They must be able to learn various kinds of reservation methods used in a star hotel.

### Topic wise distribution of periods and marks

Unit	Topic	No. of period
1	INTRODUCTION TO TOURISM, HOSPITALITY & HOTEL INDUSTRY	06
2	CLASSIFICATION OF HOTELS	06
3	TYPES OF ROOMS	06
4	FRONT OFFICE ORGANIZATION	06
5	HOTEL ENTRANCE, LOBBY & FRONT OFFICE	04
6	BELL DESK	04
7	TARIFF STRUCTURE	04
8	FRONT OFFICE & GUEST HANDLING	08
9	RESERVATIONS	07
10	ROOM SELLING TECHNIQUE	03
11	FRONT OFFICE CO-ORDINATION	06
Total		60

#### Unit 1: INTRODUCTION TO TOURISM, HOSPITALITY & HOTEL INDUSTRY:

- 1.1 Historical background
- 1.2 Introduction to hotel industry in India.

#### Unit 2: CLASSIFICATION OF HOTELS

- 2.1 Size
- 2.2 Star
- 2.3 Location & Clientele
- 2.4 Ownership basis
- 2.5 Independent hotels
- 2.6 Management contracted hotel
- 2.7 Chains
- 2.8 Franchise / affiliated
- 2.9 Supplementary accommodation
- 2.10 Time Share and condominium

#### Unit 3: TYPES OF ROOMS

- 3.1 Single
- 3.2 Double
- 3.3 Twin
- 3.4 Suits

**Unit 4: FRONT OFFICE ORGANIZATION**

- 4.1 Functions areas.
- 4.2 Front office hierarchy
- 4.3 Duties & Responsibilities
- 4.4 Personality traits

**Unit 5: HOTEL ENTRANCE, LOBBY & FRONT OFFICE**

- 5.1 Layout
- 5.2 Front Office equipment (non automated semi automated & automated)

**Unit 6: BELL DESK**

- 6.1 Functions
- 6.2 Procedure and records

**Unit 7: TARIFF STRUCTURE**

- 7.1 Basis of Charging
- 7.2 Plans, Competition, Customer's profile, standard of service & amenities.
- 7.3 Hubbard formula
- 7.4 Different types of tariffs
- 7.5 Rack rate \* Discounted rates for corporates, airlines, group & travel agent.

**Unit 8: FRONT OFFICE & GUEST HANDLING**

- 8.1 Introduction to guest cycle
- 8.2 Pre-arrival
- 8.3 Arrival
- 8.4 During guest stay
- 8.5 Departure
- 8.6 After departure

**Unit 9: RESERVATIONS**

- 9.1 Importance of Reservation
- 9.2 Modes of Reservation
- 9.3 Channels & Sources (FITs, Travel agent, Airline, GIT)
- 9.4 Types of reservation (Tentative, Confirmed guaranteed etc.)
- 9.5 System (non automatic, Semi automatic, fully automatic)
- 9.6 Cancellation
- 9.7 Amendments
- 9.8 Over booking

**Unit 10: ROOM SELLING TECHNIQUE**

- 10.1 Up Selling
- 10.2 Discount

**Unit 11: FRONT OFFICE CO-ORDINATION**

With other departments of hotel

**Syllabus coverage upto I.A**

Units 1,2,3,4,5, 6

**Books Recommended**

- 1. Front Office Training Manual** – Sudhir Andrews
- 2. Managing Front Office Operations** – Kasavana & Brooks
- 3. Front Office** – Operations and Management – Ahmed Ismail( Thomson Delmar)
- 4. Managing Computers in Hospitality Industry** – Michael Kasavana & Cahell.
- 5. Front Office operations** – Colin Dix & Chris Baird
- 6. Hotel Front Office Operation and Management** – Jatashankar R. Tewari

**PR 1. COMPUTER APPLICATION LAB  
(1<sup>st</sup> Semester)**

**Periods / week: Practical 04**  
**Total periods: 60**

**Total: 50 Marks (End Exam)**  
**Sessional : 50 Marks**

**Topic- wise distribution of periods:**

<b>Sl. No.</b>	<b>Topics</b>	<b>Periods</b>
01	Basic Computer Operation	15
02	Operating System	15
03	Working With MS-Office	15
04	Working With Internet	15
05	Computer Network And Internet	
06	Spread Sheet	
07	File Management And Data Processing	
	<b>Total</b>	<b>60</b>

**Unit I BASICCOMPUTER OPERATION**

- 1.1 Identification of different components of Computer
- 1.2 Switch on and Booting Process Shut down, Restart of computer

**Unit II OPERATING SYSTEM**

- 2.1 Basic DOS commands (CLS, DIR, DATE, TIME, VERSION, MD, CD, RD, DEL, COPY, REN, USE OF WILD CARDS, PATH)
- 2.2 Basic Windows OS operations (DESKTOP, ICONS, START BUTTON, TASK BAR)  
MOUSE OPERATIONS- SINGLE CLICK, DOUBLE CLICK, DRAG
- 2.3 MAXIMIZE, MINIMIZE, RESTORE Windows Explorer, My Computer Files and Folders, Copy, Cut, Paste
- 2.4 Utilities: Word, notepad, paint, calculator etc

**Unit III WORKING WITH MS-OFFICE**

- 3.1 Basic operations of Word Processing Package. (MS-Word )
- 3.2 Basic operations of Electronic Spread Sheet Package. (MS-Excel)
- 3.3 Basic operations of Presentation Package (MS- Power point)
- 3.4 (Create, Edit, Format, Save, Print/View in the above three packages)



#### **Unit IV WORKING WITH INTERNET**

- 4.1 Getting acquainted with Internet connection
- 4.2 Browser, website URL, webpage, http, WWW
- 4.3 Net browsing, Creating E-Mail Id
- 4.4 Sending and receiving E mail Chatting

#### **Unit V COMPUTER NETWORK AND INTERNET**

- 5.1 Networking concept, Protocol, Connecting Media
- 5.2 Data Transmission mode Network Topologies, Types of Network
- 5.3 Networking Devices like Hub, Repeater, Switch, Bridge, Router, and Gateway & NIC Internet Services like E-Mail, WWW, FTP and Chatting
- 5.4 Internet Conferencing, Electronic Newspaper & Online Shopping, Different types of Internet connectivity and ISP

#### **UNIT VI SPREAD SHEET**

- 6.1 Excel, Organization of Worksheet Area, Entering Number
- 6.2 Formula and Data, Aligning Data in Cells, Editing, Range
- 6.3 Changing the Column Width Moving an Copying Inserting and Deleting the Rows and Columns
- 6.4 Creating Charts, Statistical, Mathematical and Financial Function

#### **Unit VII FILE MANAGEMENT AND DATA PROCESSING**

- 7.1 Concept of File and Folder
- 7.2 File Access and Storage methods
- 7.3 Sequential, Direct, ISAM Data Capture
- 7.4 Data storage, Data Processing and Retrieval

## **Pr.2. FOOD & BEVERAGE SERVICE-I Lab**

**(1<sup>st</sup> Semester)**

Theory: 4 Periods per Week  
Total Periods: 60 Periods  
Examination: 3 Hours

Sessional : 50 Marks  
End Sem Exams : 50 Marks  
TOTAL MARKS :100 Marks

### **Food Service areas- Induction & Profile of the areas.**

1. Ancillary F&B Service areas- Induction & Profile of the areas.
2. Familiarization of F&B Service equipment
3. Care & Maintenance of F&B Service equipment
4. Cleaning / Polishing of EPNS items by :
  - 4.1 Plate powder method
  - 4.2 Polivit method
  - 4.3 Silver dip method
  - 4.4 Burnishing Machine.

### **5. 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 & carrying 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

### **6. Tea- Preparation & Service**

### **7. Coffee- Preparation & Service**

### **8. Juice & Soft Drinks-Preparation & Service**

- 8.1 Mock tails
- 8.2 Juices, soft drinks, Mineral water. Tonic water

### **9. Cocoa & Malted Beverages – Preparation & Service.**

# Pr.3. FOOD PRODUCTION-I Lab

(1<sup>st</sup> semester)

Theory: 4 Periods per Week  
Total Periods: 60 Periods  
Examination: 3 Hours

Sessional : 50 Marks  
End Sem Exams : 50 Marks  
TOTAL MARKS : 100 Marks

## INTRODUCTION:

Demonstration classes and simple application by students:

### Basic Western Cuisine:

#### 1. Identification of Vegetables:

Varieties of vegetables. Classification

#### **Cuts of vegetables**

julienne  
jardinières  
Dices  
Cubes  
Paysanne  
Mirepoix  
Blanching of Tomato capsicum.

#### **Method of cooking vegetables**

Boiling (Potatoes, beans, cauliflower)  
Frying (Potatoes )  
Steaming (cabbage)  
Boiling (Potato, turnips)  
Braising (onion, cabbage)

#### 2. Preparation of Stocks :

Demonstration + Preparation of white stock, Brown stock, Fish stock.

#### 3. Preparation of Sauces :

Demonstration + Preparation of basic mother sauces & 2.3 derivatives of each.  
Bechamel (+ cheese sauce, Murray, Mustard sauce, Parsley sauce)  
Espagnole (+ Lyonnaise, Madere, Piquante)  
Veloute (+ supreme, allemands, normade)  
Hollandaise( + Paloise, bearnaise)  
Mayonnaise ( + tartars, cocktail)

#### 4. Preparation of Soups :

Classification of Soups  
Preparation of basic soups.  
Consomme royael, Carmen, Claremont, Julienne)  
Cream (tomato, spinach, vegetable)  
Pulses (lentils, peas, carrot)  
Pure Lentils, peas, carrots  
Volutés'(Crème de-vanilla Princesses', Veloute dame blanche)  
National soup (Mulligatawny, French onion)  
Bisque (Prawn, Shrimp)

#### 1. Egg Cookery

#### **Preparation varieties of egg dishes**

Boiled (Soft & Hard)  
Fried ((Sunny Side Up, double fried)  
Poached  
Scrambled  
Omelet (Plain stuffed)  
En cocotte (Egg Benedict)

## **2. Identification & Preparation of Fish**

### **Classification** of fish Such as

- Flat Fish (Pomfret, black pomfret, Sole)
- Round Fish (Sumai, raws, mackerel)
- Shell Fish (Clams, Mussels, Shrimps, crab, lobster)
- Cephalopods (Squid, Cuttle, Fish)
- Cuts of Fish Such as Fillet, Darne, Troncon, Paupiette, goujon

### **Preparation** of Simple Fish Dishes Such as

- Salmon grille
- Pomfret Muniere
- Sole Moray
- Fish only
- Fish Colbert

## **7. Identification & Preparation of Poultry**

- Cuts of Poultry
- Preparation & Jointing of Chicken
- Preparation of Simple Dishes such as
- Pullet Sauté Chasseur
- Pullet Maryland
- Pullet grille disable

## **8. BASIC INDIA CUISINE**

### Rice, Cereals & Pulses

Identification of Various Varieties of rice cereals and pulses

### **Preparation of various types of rice Such as**

- Boiled rice
- Pulao
- khichidi(drainage & absorption Method)
- Fried Rice
- Simple Various dal preparation

### **Wheat Product like**

- Chapatti's
- Parathas
- Phulka
- Poories

Indian Gravies Composition of Basic Indian Masala-**Green, White, Brown, Red**

Preparation of These and Incorporation In Simple Dishes Such as – Vindaloo, Khorma, Tikka, Safed Mass, Navarattna Khorma, Palak Paneer.

## **Pr.4. FRONT OFFICE Lab**

**(1<sup>st</sup> semester)**

Theory: 3 Periods per Week  
Total Periods: 60 Periods  
Examination: 3 Hours

End Sem Exams : 50 Marks  
TOTAL MARKS :50 Marks

### **Appraisal of Front Office equipment and furniture**

1. Racks, Front desk counter and bell desk.
2. Filling up of various Performa
3. Welcoming of guest
4. Telephone handling

### **Role Play**

1. Reservation
2. Arrivals
3. Luggage handling
4. Message and Mail handling
5. Paging
6. Role play – Check-in / Check – out / Walk-in / FIT / GIT / etc; VIP / CIP / H.G etc.
7. Telecommunication Skills.
8. Forms & formats related to Front office.
9. Hotel visits
10. Identification of equipment, work structure and stationery.
11. Procedure of taking reservations – in person and on telephones.
12. Converting enquiry into valid reservations.
13. Suggestive selling.

## **Pr.5. Seminar (1<sup>st</sup> Semester)**

Theory: 4 Periods per Week  
Total Periods: 60 Periods

Sessional : 50 Marks  
TOTAL MARKS : 50 Marks

The students shall present seminar on different topics on latest hotel management service technique in the entire class. There shall not be any grouping of students. The students shall present the seminar topic to the whole class/section. All other students should be allowed and encouraged to put questions to the presenter student, who shall answer the questions. A student has to present seminar on at least 3 topics in a semester. He/she has to submit seminar report for each topic separately, to the teacher concerned, which shall be preserved for verification by the authorities. The students should be encouraged to refer to the magazines, journals, e-materials etc. for preparing for seminar topic. Attendance of all students other than the presenters should be ensured, so that seminar shall be more participative and knowledge of students shall improve by listening to many topics presented.

**TH 1: PROFESSIONAL ENGLISH**  
**(2<sup>nd</sup> Semester)**

**Periods / week: Theory 05**  
**Total periods: 75**

**Theory: 80 Marks (End Exam)**  
**Mid Sem: 20 Marks**  
**TOTAL MARKS: 100 Marks**

**Topic- wise distribution of periods**

Sl. No.	Topics	Periods
01	Reading Comprehension	20
02	Vocabulary	05
03	Application of Grammar	15
04	Formal writing skills	20
05	Elements of communication	15
	• Introduction to communication	
	• Professional communication	
	• Nonverbal communication	
	Total	75

**UNIT-I**

**A.READING COMPREHENSION**

Sub-skills of reading comprehension are to be worked out and tested through an unseen passage in about 200-500 words.

A student should get acquainted with sub-skills of reading for the purpose of:

- Skimming the gist
- Scanning for necessary information
- Close reading for inference and evaluation
- Main idea and supporting points
- Note- making and Summarization
- Supplying a suitable title
- Answering Comprehension Questions

**B.TEXT**

The following chapter from **“Gems of Modern Prose”, Gyanajuga Publication, Bhubaneswar** to be covered in class room:

- **Mahatma Gandhi** By Louis Fischer
- **Principles of Good Writing** By L.A.Hill
- **Science and Beauty** By Louis de Broglie
- **Festivals and Fasts** By Prafulla Mohanti

The student is to answer comprehension and long answer type questions from these chapters in the end examination.

**UNIT- II: VOCABULARY**

- Use of synonyms, antonyms

- Same word used in different situations in different meaning
- Single word substitute

### **Unit-III APPLICATION OF ENGLISH GRAMMAR**

- Countable and Uncountable Noun
- Articles and Determiners
- Prepositions
- Modal Verbs
- Tenses
- Direct and Indirect Speech
- Voice-change
- Subject-verb Agreement

### **UNIT-IV FORMAL WRITING SKILLS**

1. Paragraph writing
  - Meaning
  - Features of Paragraph Writing ( Topic Statement, Supporting Points and Plot Compatibility)
  - Developing Ideas into Paragraphs ( Describing Place/ Person/ Object /Situation and any general topic of interest)
2. Notice
3. Agenda
6. Letter to the Principal, Librarian, Head of the Deptt, and Hostel Superintendent
7. Writing Business letters
  - Layout of a Business Letter
  - Letter of Enquiry, Placing an Order, Execution of an Order, Complaint, Cancellation of an order(Features, Format and example)
8. Job application and C.V.

### **UNIT-5 ELEMENTS OF COMMUNICATION**

#### **A. Introduction to Communication**

1. Meaning of communication
2. Importance of Communication in English
3. Process of communication and factors responsible for it
  - Sender, Message, Channel, Receiver / Audience, Feedback, Noise, Context

#### **B. Professional Communication**

1. Meaning of professional communication
2. Types of professional communication
  - 2.1. Formal or Systematic Communication
    - Upward communication (How it takes place, symbol, merits and demerits)
    - Down-ward communication (How it takes place, symbol, merits and demerits)
    - Parallel communication (How it takes place, symbol, merits and demerits)
  - 2.2. Informal communication
    - Grape vine communication (How it takes place, symbol, merits and demerits)

#### **C. Non- Verbal Communication**

1. Meaning of nonverbal Communication
2. Different areas of Non-verbal Communication
  - Kinesics or Body Language (Postures and Gestures, Facial Expression and Eye Contact)
  - Proxemics or Spatial Language (Private Space, Personal Space, Social Space, Public Space)



- Language of Signs and Symbols(Audio Sign and Visual Sign in everyday life with merits and demerits)

**Syllabus Coverage upto Mid Semester**

- 1. Reading Comprehension**
- 2. Mahatma Gandhi**
- 3. Use Of Synonyms, Antonyms**
- 4. Paragraph writing**
- 5. Meaning of communication**
- 6. Importance of Communication in English**

**References:**

**(For Both Theory and Practical)**

1. Gems of Modern Prose, Gyanajuga Publication, Bhubaneswar
2. Wren and Martin High School English Grammar, Dr. NDV Prasad Rao, S. Chand Publication
3. Communication Skills, Sanjay Kumar and Puspallata, Oxford University Press

## Th.2. Food Production-II ( 2<sup>nd</sup> Semester)

Theory: 4 Periods per Week  
Total Periods: 60 Periods  
Examination: 3 Hours

I.A : 20 Marks  
End Sem Exam : 80 Marks  
TOTAL MARKS : 100 Marks

### Objective:

The student must able to learn various types of stock used in kitchen.  
The student must able to identify different kinds of sauces and soup used in cooking.  
They must learn able to various kinds of meat, fish, sugar, spices used in a star hotel.

### Topic wise distribution of periods

Unit	Topic	No. of periods
1	INTRODUCTION TO STOCK	06
2	SOUPS	06
3	SAUCES	04
4	MEAT COOKERY	06
5	FISH COOKERY	04
6	BASIC MENU PLANS	06
7	COMMODITIES :FLOUR	04
8	COMMODITIES :SHONTENING (FATS & OIL)	05
9	COMMODITIES :RAISING AGENTS	03
10	COMMODITIES :SUGAR	04
11	BASIC INDIAN COOKERY : CONDIMENTS & SPICES THICKENING AGENTS	12
<b>Total</b>		60

#### Unit-1- INTRODUCTION TO STOCK

- 1.1 Definition of Stock
- 1.2 Types of Stock
- 1.3 Preparation of stock
- 1.4 Recipes
- 1.5 Storage of stock
- 1.6 Uses of stock
- 1.7 Care & Precaution in stock-making.

#### Unit-2- SOUPS

- 2.1 Classification with examples
- 2.2 Basic Recipe.
- 2.3 Consommé
- 2.4 Garnishes & accompaniments for soups.

#### Unit-3- SAUCES

- 3.1 Classification of Sauce
- 3.2 Recipes of mother sauces.
- 3.3 Derivatives.

#### Unit-4- MEAT COOKERY

- 4.1 Introduction to Meat cookery
- 4.2 Cuts of beef/veal
- 4.3 Cuts of lamb/mutton
- 4.4 Cuts of Pork

**Unit-5-FISH COOKERY**

- 5.1 Introduction to fish Cookery
- 5.2 Classification of fish with examples
- 5.3 Cuts of fish.
- 5.4 Selection of fish & shell fish.
- 5.5 Cooking of fish.

**Unit-6-BASIC MENU PLANS**

- 6.1 Type of Menu
- 6.2 Menu Planning principles.

**Unit-7- COMMODITIES: FLOUR**

- 7.1 Structure of wheat
- 7.2 Types of wheat
- 7.3 Types of flour
- 7.4 Processing of wheat flour
- 7.5 Uses of flour in food production
- 7.6 Cooking of flour (starch)

**Unit-8- COMMODITIES: SHORTENING (FATS & OIL)**

- 8.1 Role of shortening
- 8.2 Varieties of shortening
- 8.3 Advantages & disadvantages of using different shortening.
- 8.4 Fats & Oil
- 8.5 Types
- 8.6 Variety

**Unit-9- COMMODITIES: RAISING AGENTS**

- 9.1 Classification of raising agents.
- 9.2 Role of raising agents.

**Unit-10- COMMODITIES: SUGAR**

- 10.1 Importance of Sugar.
- 10.2 Types of Sugar
- 10.3 Cooking of Sugar
- 10.4 Various uses of Sugar.

**Unit-11-BASIC INDIAN COOKERY****CONDIMENTS & SPICES:**

- 11.1.1 Introduction
- 11.1.2 Spices used in Indian Cookery
- 11.1.3 Role of Spices in Indian Cookery.

**THICKENING AGENTS:**

- 11.2.1 Role of thickening agents in Indian Cuisine
- 11.2.2 Types of thickening Agents.

**Syllabus coverage upto I.A**

Units 1,2,3,4,5

**Books Recommended**

1. **Theory of Cookery** – Krishna Arora.
2. **Modern Cookery** – Thangam Philip
3. **Larousse Gastronomique** - Montagne
4. **Professional Chef** – Arvind Saraswat.
5. **Food Production Operation** – Parvinder Bali

## Th.3. FOOD & BEVERAGE SERVICE-II ( 2<sup>nd</sup> Sem)

Theory: 5 Periods per Week  
Total Periods: 75 Periods  
Examination: 3 Hours

I.A : 20 Marks  
Term End Exam : 80 Marks  
TOTAL MARKS : 100 Marks

### Objective:

The student must able to learn various types of menu used in a hotel.  
The student must able to identify different kinds of food services.  
They must learn able to various kinds of tobacco.

### Topic wise distribution of periods

Unit	Topic	No. of period
1	MEALS & MENU PLANNING	15
2	PREPARATION FOR SERVICE	12
3	TYPES OF FOOD SERVICE	18
4	SALE CONTROL SYSTEM	15
5	TOBACCO	15
<b>Total</b>		60

#### Unit-1- MEALS & MENU PLANNING

- 1.1 Origin of Menu
- 1.2 Objectives of Menu Planning
- 1.3 Types of Menu
- 1.4 Courses of French Classical Menu
  - 1.4.1 Sequence
  - 1.4.2 Examples for each course
  - 1.4.3 Cover of each course
  - 1.4.4 Accompaniments.
- 1.5 French Names of dishes
- 1.6 Types of Meals:
  - 1.6.1 Early Morning Tea
  - 1.6.2 Breakfast (English, American, Continental Indian)
  - 1.6.3 Brunch
  - 1.6.3 Lunch
  - 1.6.4 Afternoon / High Tea
  - 1.6.5 Dinner
  - 1.6.6 Supper

#### Unit-2- PREPARATION FOR SERVICE

- 2.1 Organizing Mise-en-scene
- 2.2 Organizing Mise-en-place

#### Unit-3- TYPES OF FOOD SERVICE

- 3.1 Silver Service
- 3.2 Pre-plated service
- 3.3 Cafeteria Service
- 3.4 Room Service
- 3.5 Buffet Service
- 3.6 Gueridon Service
- 3.7 Lounge Service.

#### **Unit-4- SALE CONTROL SYSTEM**

- 4.1 KOT/Bill Control System (Manual)
- 4.2 Triplicate Checking System
- 4.3 Duplicate Checking System
- 4.4 Single Circle Sheet
- 4.5 Quick Service Menu & Customer Bill
- 4.6 Making bill
- 4.7 Cash handling equipment
- 4.8 Record keeping (Restaurant Cashier)

#### **Unit-5- TOBACCO**

- 5.1 History
- 5.2 Processing for cigarettes, pipe tobacco & cigars
- 5.3 Cigarettes – Types and Brand names
- 5.4 Pipe Tobacco- Types and Brand names
- 5.5 Cigars- shapes, sizes colors and brand names
- 5.6 Care and Storage of cigarette & cigars.

#### **Syllabus coverage upto I.A**

Units 1,2,

#### **Books Recommended**

1. Food & Beverage Service – Denis Lillicrap
2. Food & Beverage Service – Vijay Dhawan
3. Food & Beverage Service- Rao J Suhas

## Th.4. ACCOMMODATION OPERATION-I ( 2<sup>nd</sup> Sem)

Theory: 4 Periods per Week  
Total Periods: 60 Periods  
Examination: 3 Hours

I.A : 20 Marks  
End Sem Exam : 80 Marks  
TOTAL MARKS : 100 Marks

### OBJECTIVE:

The student must be able to learn various types of cleaning agent and equipment used in a hotel.

The student must be able to identify different kinds of keys used in a hotel.

They must learn to be able to use various kinds of cleaning used in hotel.

### Topic wise distribution of periods and marks

Unit	Topic	No. of period
1	THE ROLE OF HOUSE KEEPING IN HOSPITALITY OPERATION	06
2	ORGANIZATION CHART OF THE HOUSE KEEPING DEPARTMENT	06
3	CLEANING EQUIPMENT	06
4	CLEANING AGENTS	06
5	COMPOSITION, CARE & CLEANING OF DIFFERENT SURFACES	06
6	MAID'S SERVICE ROOM	02
7	KEYS	04
8	CLEANING ORGANIZATION HOTEL BEDMAKING DAILY CLEANING OF GUEST ROOM STANDARD SUPPLIES	10
9	PERIODICAL CLEANING & PUBLIC AREA CLEANING	05
10	INTER RELATIONSHIP WITH OTHER DEPARTMENT	03
11	HOUSEKEEPING CLERICAL WORK	06
<b>Total</b>		60

#### Unit-1- THE ROLE OF HOUSE KEEPING IN HOSPITALITY OPERATION :

- 1.1 Types of hotels and service offered
- 1.2 Types of Rooms
- 1.3 Role of house keeping in guest satisfaction and repeat business.

#### Unit-2- ORGANIZATION CHART OF THE HOUSE KEEPING DEPARTMENT :

- 2.1 Hierarchy in small, medium, large size hotels.
- 2.2 Personality traits of house keeping management personnel
- 2.3 Duties and responsibilities of house keeping staff.
- 2.4 Layout of house keeping department.

#### Unit-3- CLEANING EQUIPMENT

- 3.1 General Criteria for selection.
- 3.2 Manual equipment
- 3.3 Mechanical equipment
- 3.4 Use and care of equipment.

#### **Unit-4- CLEANING AGENTS**

- 4.1 General Criteria for selection
- 4.2 Classification
- 4.3 Polishes
- 4.4 Floor seals
- 4.5 Use, care and storage
- 4.6 Use of eco-friendly product in house keeping.

#### **Unit-5- COMPOSITION, CARE & CLEANING OF DIFFERENT SURFACES**

- 5.1 Metals
- 5.2 Glass
- 5.3 Leather
- 5.4 Plastic
- 5.5 Ceramics
- 5.6 Wood
- 5.7 Wall finishes
- 5.8 Floor finishes

#### **Unit-6- MAID's SERVICE ROOM**

- 6.1 Location, Layout and essential features
- 6.2 Chamber maid's trolley

#### **Unit-7- KEYS**

- 7.1 Types of Keys
- 7.2 Computerized key cards
- 7.3 Key control

#### **Unit-8- CLEANING ORGANIZATION:**

- 8.1 Principles of cleaning hygiene and safety factors in cleaning.
- 8.2 Methods of organizing cleaning
- 8.3 Frequency of cleaning
- 8.4 Design features that simplify cleaning

#### **HOTEL BEDMAKING**

- 8.1.1 Types of beds & mattress
- 8.1.2 Step by step procedure for making bed "Turning down"

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

Learning by the modular method the cleaning of

- 8.2.1 Vacant Room
- 8.2.2 Occupied Room
- 8.2.3 Check out Room
- 8.2.4 Evening Service

#### **STANDARD SUPPLIES:**

- 8.3.1 Ordinary Rooms, VIP Rooms & VVIP Rooms
- 8.3.2 Guests special requests.

#### **Unit-9- PERIODICAL CLEANING:**

- 9.1.1 Tasks
- 9.1.2 Schedules and records.

#### **PUBLIC AREA CLEANING**

- 9.2.1 Front of the house areas.
- 9.2.2 Back of the house areas.
- 9.2.3 Work routine and associated problem of high traffic areas.



**Unit-10- INTER RELATIONSHIP**

- 10.1 With Front Office
- 10.2 With Maintenance
- 10.3 With Food & Beverage
- 10.4 With Security
- 10.5 With Store
- 10.6 With Accounts
- 10.7 With Personnel
- 10.8 Use of computer in HKD

**Unit-11- HOUSEKEEPING CLERICAL WORK**

- 11.1 Lost and found register and enquiry file
- 11.2 Maid's report and Housekeeper's report
- 11.3 Handover records.
- 11.4 Guest Special requests register
- 11.5 Record of special cleaning
- 11.6 Call Register
- 11.7 VIP List.

**Syllabus coverage upto I.A**

Units 1,2,3,4,5

**Books Recommended**

- Hotel housekeeping Training Manual – Sudhir Andrews
- Housekeeping for Hotels, Hostels and Hospitals – Grace Brigham
- Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELST)
- Managing Housekeeping Operations – Margaret Kappa & Aleta Nitschke
- Hotel House Keeping – Sudhir Andrews (Tata McGraw Hill).
- The Professional Housekeeper – Tucker Schneider, VNR.
- Hotel House Keeping Operation & Management- G.Raghubalan

# Pr.1. FOOD PRODUCTION-II Lab

(2<sup>nd</sup> sem)

Theory: 4 Periods per Week  
Total Periods: 60 Periods  
Examination: 3 Hours

Sessional : 50 Marks  
End Sem, Exam. : 50 Marks  
TOTAL MARKS :100 Marks

## INTRODUCTION

Demonstration classes and simple application by students

### 1. Identification of Vegetables

Varieties of vegetables.  
Classification  
Cuts of vegetables  
julienne  
jardinières  
Dices  
Cubes  
Paysanne  
Mirepoix  
Blanching of Tomato capsicum.  
Method of cooking vegetables  
Boiling (Potatoes, beans, cauliflower)  
Frying (Potatoes )  
Steaming (cabbage)  
Boiling (Potato, turnips)  
Braising (onion, cabbage)

### 2. Preparation of Stocks:

Demonstration + Preparation of white stock  
Brown stock  
Fish stock

### 3. Preparation of Sauces :

Demonstration + Preparation of basic mother sauces & 2.3 derivatives of each.  
Bechamel (+ cheese sauce, Murray, Mustard sauce, Parsley sauce)  
Espagnole (+ Lyonnaise, Madere, Piquante)  
Veloute (+ supreme, allemands, normade)  
Hollandaise( + Paloise, bearnaise)  
Mayonnaise ( +tartars, cocktail)

### 4. Preparation of Soups:

Classification of Soups  
Preparation of basic soups.  
Consomme royael, Carmen, Claremont, Julienne)  
Cream (tomato, spinach, vegetable)  
Pulses (lentils, peas, carrot)  
Pure Lentils, peas, carrots  
Volutes'(Crème de-vanilla Princesses', Veloute dame blanch)  
National soup (Mulligatawny, French onion)  
Bisque (Prawn, Shrimp)

## **5. Egg Cookery**

preparation varieties of egg dishes  
Boiled (Soft & Hard)  
Fried ((Sunny Side Up, double fried)  
Poached  
Scrambled  
Omelet (Plain stuffed)  
En cocotte (Egg Benedict)

## **6. Identification & Preparation of Fish**

Identification & Classification of fish Such as  
Flat Fish (Pomfret, black pomfret, Sole)  
Round Fish (Sumai, raws, mackerel)  
Shell Fish (Clams, Mussels, Shrimps, crab, lobster)  
Cephalopods (Squid, Cuttle, Fish)  
Cuts of Fish Such as Fillet, Darne, Troncon, Paupiette, goujon  
Preparation of Simple Fish Dishes Such as  
Saumon grille  
Pomfret Muniere  
Sole Mornay  
Fish only  
Fish Colbert

## **7. Identification & Preparation of Poultry**

Cuts of Poultry  
Preparation & Jointing of Chicken  
Preparation of Simple Dishes such as  
Poulet Sauté Chasseur  
Poulet Maryland  
Poulet grille diable

## **8. Identification & Preparation of Meat**

Identification of various cuts  
Carcass demonstration of lamb & pork  
Preparation of basic cuts such as  
Lamb & Park Chops  
Roast Leg of Lamb

## **9. Bakery-Bread Making**

Demostration+Preparation of Simple and enriched  
Bread Recipe  
Bread Loaf (White & Brown)  
Bread Roll (Various Shapes)  
French bread  
Brioche

## **10. Bakery – Simple Cakes**

Demonstration + Preparation of Simple cake recipes  
Sponge, Genoese, Fatless, Swiss roll  
Fruits Cakes  
Rich Cakes, Madeira

### **11. Bakery – Pastry**

Demonstration + Preparation of Dishes Using Varieties of Pastry

Shortcuts – Jam Tarts

Laminated – Khara Biscuits, Danish Pastry

Choux Paste – Éclairs, Profiteroles

### **12. Bakery – Simple Cookies**

Demonstration + Preparation of Simple Cookies Like

Nankhatia, Swiss tarts, Tricolor biscuits, chocolate chips Cookies

### **13. Rice, Cereals & Pulses**

Identification of Various Varieties of rice cereals and pulses

Preparation of Simple Preparation Such as

Boiled rice ,pulao, khichidi(drainage & absorption Method)

Fried Rice

Simple Various dal preparation

Wheat Product like

Chapatti's

Parathas

Phulka

Poories

### **14. Indian Gravies Composition of Basic Indian Masala-Green**

White

Brown

Red

Preparation of These and Incorporation In Simple Dishes Such as – Vindaloo, Khorma, Tikka, Safed Mass, Navarattna Khorma, Palak Paneer

## **Pr.2. FOOD & BEVERAGE SERVICE-II Lab** (2<sup>nd</sup> Sem)

Theory: 4 Periods per Week  
Total Periods: 60 Periods  
Examination: 3 Hours

Sessional : 50 Marks  
EndSem,Exam. : 50 Marks  
TOTAL MARKS :100 Marks

### **1. REVIEW OF SEMESTER -1**

### **2. TABLE LAY OUT & 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 Set-up
- Task-02. Room Service Trolley Set-up

### **3. PREPARATION FOR SERVICE (RESTAURANT)**

- Organizing Mise-en-scene
- Organizing Mise-en-Place
- Opening Operating & Closing duties.

### **4. 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 & En-cashing the Bill
- Task-07. Presenting & collecting Guest comment cards.
- Task-08. Seeing of the Guests.

### **5. SOCIAL SKILLS**

- Task-01. Handling Guest Complaints
- Task-02. Telephone manners
- Task-03. Dining & Service

### **6. SPECIAL FOOD SERVICE-(COVER ACCOMPANIMENTS & SERVICE)**

- Task-01. Classical Hqrs or service
  - oysters
  - Caviar
  - Smoked Salmon
  - Pate de foie gras
  - Snails
  - Melon
  - Grapefruit
  - Asparagus
- Task-02. Cheese
- Task-03. Dessert (Fresh, Fruit & Nuts)

### **7. Service of Tobacco**

- Cigarettes & Cigars

### **Pr.3. ACCOMMODATION OPERATION-I Lab** **(2<sup>nd</sup> Sem)**

Theory: 6 Periods per Week  
Total Periods: 90 Periods  
Examination: 3 Hours

Sessional : 50 Marks  
End Sem Exams :50 Marks  
TOTAL MARKS :100 Marks

<b>Sl. No.</b>	<b>Topic</b>	<b>Method</b>
01.	Types of hotels and services offered	- Assignment
02.	Cleaning Equipment	- Demonstration
03.	Cleaning Agents	- Demonstration
04.	Cleaning of different surfaces	- Demonstration
05.	Maid's Trolley-Setting up a trolley	- Demonstration
06.	Bed making	- Practice session
07.	Daily cleaning of guest rooms	- Demonstration
08.	Standard Supplies	- Assignment
09.	Periodical cleaning & special cleaning	- Demonstration & Practice
10.	Public area cleaning	- Demonstration & Practice
11.	Guest Room Inspection	- Demonstration
12.	House Keeping record	- Assignment

**PR. I: PROFESSIONAL ENGLISH PRACTICAL**  
**(2<sup>nd</sup> Semester)**

Period / week: 04  
Total Periods: 60

Sessional Marks: 50  
Total Marks : 50

Sl No.	Topic	Periods
1	Listening Skill	10
2	Speaking Skill	20
3	Presenting in GD, Seminar and Conferences	30
	Total	60

**I. LISTENING SKILLS**

- The student should be able to listen to a text read aloud in normal speed with focus on intonation
- After listening the student can fill-in-blanks, choose a suitable title, make a summary, supply required information and be able to answer comprehension questions from the passage read aloud.

**II. SPEAKING SKILL**

- Reading aloud of dialogues, texts, poems, speeches focusing on intonation.
- Self-introduction
- Role-plays on any two- situations
- Telephonic conversation

**III. PRESENTING IN GD, SEMINARS AND CONFERENCES**

- What and How
- Leadership quality
- Time management