

**STATE COUNCIL OF TECHNICAL EDUCATION AND VOCATIONAL TRAINING, ODISHA
TEACHING AND EVALUATION SCHEME FOR DIPLOMA IN NON-ENGINEERING COURSES**

DISCIPLINE: HOTEL MANAGEMENT & CATERING TECHNOLOGY							SEMESTER:4TH					
SL NO	SUBJECT CODE	SUBJECT	PERIODS			EVALUATION SCHEME						
			L	T	P	INTERNAL EXAM			END SEM EXAM	TERM WORK	PRACTICAL EXAM	TOTAL MARKS
						TA	CT	Total				
THEORY												
1.	401	FOOD PRODUCTION & BAKERY-III	2	-	-	5	10	15	35			50
2.	402	FOOD & BEVERAGE SERVICE-III	2	-	-	5	10	15	35			50
3.	403	FRONT OFFICE OPERATION –II	2	-	-	5	10	15	35			50
4.	404	HOTEL ACCOUNTS-I	5	-	-	10	20	30	70			100
5.	405	HOTEL LAW	5		-	10	20	30	70			100
6	406	PRINCIPLE OF MANAGEMENT	5			10	20	30	70			100
7	407	FACILITY PLANNING	2			5	10	15	35			50
PRACTICAL/TERM WORK												
8	401P	FOOD PRODUCTION & BAKERY-III			8					50	50	100
9	402P	FOOD & BEVERAGE SERVICE-III			4					50	50	100
10	403P	FRONT OFFICE OPERATION –I			4					25	25	50
GRAND TOTAL			23		16			150	350	125	125	750

Total Contact hours per week: 39

Abbreviations: L-Lecture, T-Tutorial, P-Practical, TA- Teacher’s Assignment, CT- Class test

Minimum Pass Mark in each Theory Subject is 35% and in Practical subject is 50%

* Minimum pass mark in End Sem Exam is 35% & that in term work is 50%

FOOD PRODUCTION & BAKERY-III

Code- 401

Theory- 50 MARKS
(TA-5+CT-15+END TERM-30)

01. **QUANTITY FOOD PRODUCTION EQUIPMENT** :

- a) Equipment required for mass/volume feeding
- b) Heat and cold generating equipment
- c) Care and maintenance of this equipment
- d) Modern development in equipment manufacture.

MENU PLANNING :

- a) Basic Principles of menu planning-recapitulations
- b) Points to consider in menu planning for various volume feeding outlets such as Industrial, Institutional, Mobile Catering Units.
- c) Planning menus for :

- School / College students
- Industrial workers
- Hospitals
- Outdoor parties
- Theme dinners
- Transport facilities cruise lines, airlines, railway.

- d) Nutritional factors for the above.

INDENTING :

- Principles of indenting for volume feeding
- Portion sizes of various items for different types of volume feeding
- Modifying recipes for indenting for large scale catering

- Practical difficulties while indenting for volume feeding.

02. **VOLUME FEEDING** :

a) Institutional and Industrial Catering

- Types of Institutional & Industrial Catering
- Problems associated with this type of catering
- Scope for development and growth.

B. Hospital Catering :

- 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. Quantity Purchase & Storage :

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

03. **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
- Specially 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 , Hyderabad, Lucknow, Avadhi, Malbari/Syrian Christian and Bohri

DISCUSSIONS :

Indian Breads, Indian Sweets, Indian Snacks.

FOOD PRODUCTION -III(Practical)

CODE:401P

PRACTICAL -100 MARKS
(TERM WORK 50+PRACTICAL EXAM-50)

To formulate 40 sets of menus from the following dishes and to include more dishes from the respective regions.

- 1) Praind Cooking with Indian Master J. India Sing Kalra and Pradip das Gupta.

- 2) A taste of India by Madhu Jaffery
- 3) Flavour of India by Madhu Jaffery.
- 4) Cooking with Masters by Prasad
- 5) Professional Chef by Arvind Sarawat
- 6) Roti and Naans of India by Babbar

FOOD & BEVERAGE SERVICE-III(THEORY)

Code- 402

Theory- 50 MARKS

(TA-5+CT-15+END TERM-30)

01. **ALCOHOLIC BEVERAGE** :

- a) Introduction and definition
- b) Production of Alcohol

- Fermentation process
- Distillation process

- c) Classification with examples.

02. **DISPENSE BAR** :

- a) Introduction and definition
- b) Bar layout-physical layout of bar
- c) Bar Stock- alcohol & non alcoholic Beverages
- d) Bar equipment

03. **WINES** :

- a) Definition & History
- b) Classification with examples

- Table/Still/Natural
- Sparkling

- Fortified

C. Production of each Classification.

D. Old world Wines (Principal wine regions, wine laws, grape varieties, production and brand names)

- France
- Germany
- Italy
- Spain
- Portugal

E. New World Wines (Principal wine regions, wine laws, grape varieties, production and brand names)

- USA
- Australia
- India
- South Africa
- Chile
- Algeria
- New Zealand

F. Food & Wine Harmony

G. Storage of wines

H. Wine Terminology (English & French)

04. **BEER :**

- a) Introduction & Definition
- b) Types of Beer
- c) Production of Beer
- d) Storage

05. **SPIRITS :**

- a) Introduction & Definition
- b) Production of Spirit

- Pot-still method
- Parent still method

- c) Production of :

- Whisky
- Rum
- Gin
- Brandy
- Vodka
- Tequila

- d) Different Proof Spirits :

- American Proof
- British Proof(Sikes scale)
- Gay Lussac(OIML Scale)

06. **APERITIFS** :

- a) Introduction and Definition
- b) Type of Aperitifs

- Vermouth Definition (Types & Brand names)
- Bitters Definition (Types & Brand names)

07. **LIQUEURS** :

- a) Definition & History
- b) Production of Liqueurs.
- c) Broad Categories of Liqueurs Herb, Citrus, Fruit/Egg. Bean & Karamel)
- d) Popular Liqueurs (Name, colour, predominant flavour and country of origin)

FOOD & BEVERAGE SERVICE-III (PRACTICAL)

CODE:402P

PRACTICAL -100 MARKS

(TERM WORK 50+PRACTICAL EXAM-50)

01 Dispense Bar – Organizing Mise-en-place

Task-01. Wine service equipment

Task-02. Beer service equipment

Task-03. Cocktail bar equipment

Task-04. Liqueur / Wine Trolley

Task-05. Bar Stock-alcoholic and non-alcoholic beverages

Task-06. Bar accompaniments & garnishes

Task-07. Bar accessories & disposables.

02. Service of Wines

Task-01. Service of Red Wine

Task-02. Service of White/Rose Wine

Task-03. Service of Sparkling Wines

Task-04. Service of fortified Wines

Task-05. Service of Aromatized Wines

Task-06. Service of Cider, Perry & Sake

03. Service of Aperitifs :

Task-01. Service of Bitters

Task-02. Service of Vermouth's

04. **Service of Beer**

Task-01. Service of Bottled & canned Beers.

Task-02. Service of Draught Beers.

05. **Service of Spirits :**

Task-01. Service styles- neat/ion-the-rocks with appropriate mixers

Task-02. Service of Whisky

Task-03. Service of Vodka

Task-04. Service of Rum

Task-05. Service of Gin

Task-06. Service of Brandy

Task-07. Service of Tequila

06. **Service of Liqueurs :**

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

Task-02. Service from Bar,.

Task-03. Service from Liqueur Trolley

07. **Wine & Drinks List :**

Task-01. Wine Bar

Task-02. Beer Bar

Task-03. Cocktail Bar

08. **Matching Wines with Food :**

Task-01. Menu/Planning with accompanying Wines

- Continental Cuisine
- Indian Regional Cuisine

Task-02. Table lying & Service of menu with accompanying Wines.

- Continental Cuisine
- Indian Regional Cuisine

FRONT OFFICE OPERATION-III(THEORY)

Code- 403

Theory- 50 MARKS
(TA-5+CT-15+END TERM-30)

01. **COMPUTER APPLICATION IN FRONT OFFICE OPERATION :**

- a) Role of information Technology in the hospitality industry.
- b) Factors for need of a PMs in hotel.
- c) Introduction to IDs, Fidelio & Amadeus

02. **FRONT OFFICE(ACCOUNTING) :**

- a) Accounting Fundamentals
- b) Guest and non guest accounts
- c) Accounting system :

- Non automated- Guest weekly bill
- Visitors tabular ledger
- Semi Automated
- Fully automated

03. **CHECKOUT PROEDURES :**

Guest Accounts Settlement :

- Cash and Credit
- Indian Currency and foreign currency
- Transfer to guest accounts
- Express checkout.

04. **CONTROL OF CASH AND CREDIT :**

05. **NIGHT AUDITING :**

- a) Function
- b) Audit procedures (Non automated, semi-automated & fully automated)

06. **FRONT OFFICE GUEST SAFETY & SECURITY :**

- a) Importance of security system
- b) Safe deposit
- c) Key control
- d) Emergency situations (Accident, illness, theft, fire, bomb)

FRONT OFFICE OPERATION-III (PRACTICAL)

CODE:402P

PRACTICAL -50 MARKS

(TERM WORK 25+PRACTICAL EXAM-25)

A) Hands on practice of Computer Application related to Front Office procedure such as :

- Reservation
- Registration
- Guest History
- Telephone
- House Keeping
- Daily transaction

B) Front Office accounting procedure :

- Manual Accounting
- Machine Accounting
- Payable, Account receivable, Guest history, yield management.

C) Role Play

D) Situation handling.

HOTEL ACCOUNTS-II

Code- 404

Theory- 100 MARKS
(TA-10+CT-20+END TERM-70)

01. **UNIFORM SYSTEM OF ACCOUNTS FOR HOTELS :**

- a) Introduction to Uniform system of accounts
- b) Contents of the Income Statement
- c) Practical Problems
- d) Contents of the Balance Sheet
- e) Practical problems
- f) Department Income Statements and Expense Statements(Schedule 1 to 16)
- g) Practical Problems.

02. **INTERNAL CONTROL :**

- a) Definition and objective of Internal Control
- b) Characteristics of Internal Control
- c) Implementation and Review of Internal Control

03. **INTERNAL AUDIT & STATUTORY AUDIT :**

- a) An introduction to Internal and Statutory Audit
- b) Distinction between Internal Audit and Statutory Audit.
- c) Implementation and Review of Internal Audit.

04. **DEPARTMENTAL ACCOUNTING :**

- a) An introduction to departmental accounting
- b) Allocation and apportionment of expenses
- c) Advantage of allocation
- d) Draw-back of allocation
- e) Basis of allocation
- f) Practical problems.

HOTEL LAW

Code-405

Theory- 100 MARKS
(TA-10+CT-20+END TERM-70)

01. **LAW AND SOCIETY :**

- 1.1 Meaning and Definitions of Law
- 1.2 Evolution of Law
- 1.3 Need to know Law
- 1.4 Sources of Law
- 1.5 Classification of Law

02. **HOTEL RESTAURANT LICENCES :**

- 2.1 License, Permit
- 2.2 Procedure for obtaining, Renewing Licences
- 2.3 Suspension and Termination of Licences
- 2.4 List of Licences required to open and operate Hotels and Restaurants.

03. **INDIAN CONTRACT ACT 1872 :**

- 3.1 Definitions, Nature and Kinds of Contracts
- 3.2 Essentials of Contract
- 3.3 Offer Acceptance and Consideration.

04. **SALE OF GOODS ACT 1913 :**

- 4.1 Sale and Agreement to Sell
- 4.2 Formation of a Contract of sale.
- 4.3 Conditions and Warranties implied conditions and Warranties
- 4.4 Duties and Rights of Parties

05. **CONSUMER PROTECTION ACT 1986 :**

- 5.1 Consumer Protection Councils, Consumer Disputes Redressal Agencies
- 5.2 Appeal and Jurisdiction of State and National Commission.

06. **CONTRACT OF BAILMENT & PLEDGE :**

- 6.1 Meaning and Nature of Bailment
- 6.2 Duties of Bailor and Bailee
- 6.3 Common Carriers and Innkeepers as Bailors.

07. **FACTORIES ACT 1948 :**

- 7.1 Definitions-Factory, Manufacturing Process, Adult, Adolescent , Child, Young Persons, Calendar Year, Week.
- 7.2 Provisions regarding Health, safety and welfare.

08. **PAYMENT OF WAGES ACT 1936 :**

- 8.1 Definitions- Industrial Establishments Wages.
- 8.2 Deductions allowed under the Act.

9. **SHOPS & ESTABLISHMENT ACT AS APPLICABLE TO HOTELS &**

CATERING ESTABLISHMENTS:

- 9.1 Definitions, Apprentice, child, closed commercial establishment.
- 9.2 Provisions for opening and closing hours
- 9.3 Employment of Women Children and Young Persons.
- 9.4 Spread over weekly off and leave
- 9.5 Health, safety and Hygiene provisions.

1 Law Relating to Hotel Guest Relationship, Hotel & Lodging Duties Control

- 1.1 Definitions-Fair, Rate hotel and lodging houses, Manager of a Hotel, Owner of a Lodging House, Paying Guest, premises, Tenant and permanent.
- 1.2 Appointment of Controller, Fixation of fair rates.
- 1.3 Refusal of Accommodation.
- 1.4 Eviction of a guest from hotel room.
- 1.5 Duties, Rights and Responsibilities of Innkeeper towards guests.
- 1.6 Innkeepers Lien.

2. Food Legislation the prevention of Food Adulteration Act 1954

- 2.1 Definitions-Adulterant, Adulterated Food, Republic Analyst, Centered Food Laboratory
- 2.2 The Central Committee for Food Standards.
- 2.3 Food Inspectors and their powers and duties.
- 2.4. Procedures to be followed by Food Inspectors.
- 2.5 Report of Public Analyst.
- 2.6 Notification of Food Poisoning.

3. **Labour Laws Overviews Workmen's Compensation Act 1948**

- 3.1 Nature and Scope of the Act.
- 3.2 Partial Disablement.
- 3.3 Top of Disablement
- 3.4 Employer's Liability for Disablement arising out of and in the course of the employment.

4. **Industrial Dispute Act 1947 :**

- 4.1 Definitions-Appropriate Government, Industry, Industrial Dispute, Layoff, Lockout, National Tribunal, Retrenchment, Settlement.
- 4.2 Authorities Under the Act.
- 4.3 Procedure, Powers and Duties of authorities.

5. **Trade Union Act 1926**

- 5.1 Scope
- 5.2 Eligibility
- 5.3 Fund
- 5.4 Registers
- 5.5 Rights on the part of the employer & employee.

6. **Residential Commodities Act 1955 :**

- 6.1 Main Provisions of the Act.

7. **Contract of Insurance :**

- 7.1 Nature of Contract of Insurance
- 7.2 Principles of contract of Insurance
- 7.3 Reinsurance, Double Insurance, Subrogation and contribution.

8. **Industrial Employment Standing under Act 1946 :**

- 8.1 Model Standing Order

- 8.2 Show cause Notice
- 8.3 Charge Sheet
- 8.4 Domestic Enquiry
- 8.5 Discharge and Dismissal of employee.
- 9. **Negotiable Instrument Act 1881** :

9.1 Credit Instruments Cheques Bill of Exchange, Promissory Notes, I.O.U.s, Travellers Cheques, Credit Cards

PRINCIPLE OF MANAGEMENT

Code- 406

Theory- 100 MARKS
(TA-10+CT-20+END TERM-70)

1. **INTRODUCTION** :

- Illustrative Case Study: A typical in the life of a Manager at Hotel Universe.
- Orientation to management through process.
- Evolution-Development-School of Management.

2. **ROLE OF MANAGER** :

- Professional Manager and his tasks.
- Management skills-Roles-Levels
- Management Ethics & Organization Culture Management process.

3. **PLANNING** :

- Illustrative case study
- Planning and Management process
- Mission-Objective-goals
- Urgent and important paradigms
- Planning process in detail
- Types and levels of plans
- Why plans fail

- Problems solving and Decision making
- Time Management

4. **ORGANIZING** :-

- Organizing and Organization structure
- Organization chart
- Principles of organization
- Scalar of principle
- Departmentation
- Unity and command
- Span of control
- Centralization and Decentralization
- Authority and Responsibility
- Delegation

5. **LEADING & MOTIVATION** :

- Creating a committed work force
- Basic concepts and Definition
- Theories of Motivation
- Hierarchy of needs
- Theory-I and Y Mr.Gregor
- Hygiene theory(Hertzberg)

6. **LEADERSHIP** :

- Definition, Theories, Style (Likert)
- Managerial Grid
- Situational lead, current trends
- Team Building

7. **CONTROLLING** :

- Basic concepts-Definitions-Process and Techniques

8. **COMMUNICATIONS** :

- Importance – Message Components
- Communication and Information
- Conflict and its Resolution
- Communication and Empathy
- Communication process
- Aids and Barriers to Communication
- Verbal and non verbal communication
- Listening.

FACILITY PLANNING

Code- 407

Theory- 50 MARKS
(TA-5+CT-15+END TERM-30)

1. **HOTEL DESIGN** :

A. Design Consideration

1.1 Attractive Appearance

1.2 Efficient plan

1.3 Good Location

1.4 Suitable material

1.5 Good workmanship

1.6 Sound financing

1.7 Competent Management.

B. Evaluation of accommodational needs thumb rules.

C. Ensuing that the hotel must combine the integrated function of housing feeding, entertainment, rentals, services, maintenance and light manufacturers.

2. **FACILITIES PLANNING** :

2.1 The systematic lay at planning pattern (SLP); Planning consideration.

2.2 Flow Process & Flow diagram.

2.3 Procedure for determining space, ways of determining space requirements space relationship.

2.4 Architectural consideration

2.5 Difference between carpet areas and plinth areas.

2.6 Approximate cost of construction estimation

2.7 Approximate opening areas in budget type/5 star type hotel, Approximate other operating areas per guest room.

2.8 Approx. water/electrical load requirement-estimation.

3. **STAR CLASSIFICATION OF HOTEL :**

3.1 Criteria for star classification of hotel

4. **KITCHEN :**

4.1 Equipment requirement for commercial kitchen

4.2 Specification of different equipments

4.3 Layout of commercial kitchen

4.4 Planning of various supporting services.

5. **PROJECT MANAGEMENT :**

5.1 Network Analysis

5.2 Basic rules and procedure for network analysis.

5.3 C.P.M.

5.4 P.E.R.T

5.5 Comparison of CPM & PERT

5.6 Network crashing determining crash cost, no all cost.

5.7 Classroom exercises.

REFERENCE :

1. Systematic Layout Planning- Richard Mother Cahners book division of sahnerns publishing company, Inc. 89 Franki Street, Boston U.S.A.

2. Food Service Plannings, Layout & Equipments Lendal Kotschever, margaut
E Terrell

3. Management Operations & Research N. Satyanarayana Lalith Raman- Himalayas Publishing House.

