

**ANNAMALAI UNIVERSITY**  
**DEPARTMENT OF CHEMICAL ENGINEERING**  
**THREE-YEAR B.Voc. DEGREE PROGRAMME IN**  
**CATERING TECHNOLOGY AND HOTEL MANAGEMENT**  
**OFFERED THROUGH CENTRE FOR SKILL DEVELOPMENT**  
**FULL-TIME PROGRAMME**  
**CHOICE BASED CREDIT SYSTEM**  
**REGULATIONS AND SYLLABUS**

**1. Condition for Admission:**

Candidates for admission to the **First Year** of the **Three-Year B.Voc. Degree Programme (Catering Technology and Hotel Management)** shall be required to have passed the final examination of the plus 2 Higher Secondary Course conducted by the Board of Secondary Education, Tamil Nadu Government or an examination of any other authority accepted by the Syndicate of this University as equivalent thereto, for **direct** admission to the **Second Year of B.Voc programme**, the candidates shall be required to have passed the **One-Year Diploma Programme having the National Skills Qualifications Framework (NSQF) level 5 in appropriate discipline** or an examination of any other authority accepted by the Syndicate of this University as equivalent thereto, and for **direct admission to the Third year of B.Voc programme** the candidates shall be required to have passed the **Two-Year Advanced Diploma Programme having NSQF level 6 in appropriate discipline** or an examination of any other authority accepted by the Syndicate of this University as equivalent thereto. They shall satisfy the conditions regarding qualifying marks, age and physical fitness as may be prescribed by the Syndicate of the Annamalai University from time to time.

**2. Eligibility for the Award of Diploma / Advanced Diploma / Degree**

A candidate shall be eligible for the award of one-year Diploma (Catering Technology and Hotel Management) if the candidate has satisfactorily undergone the prescribed courses of study of the first year of the three-year **B.Voc. programme** and has passed the prescribed examinations and has earned a minimum of 60 credits.

A candidate shall be eligible for the award of two-year Advanced Diploma (Catering Technology and Hotel Management) if the candidate has satisfactorily undergone the prescribed courses of study of the first and second year if admitted in the **First Year** of the **Three-Year B.Voc. programme** or the prescribed courses of study of the second year if admitted directly to **Second Year of the Three-Year B.Voc programme** and has passed the prescribed examinations and has earned a minimum of 120/60 credits as applicable.

A candidate shall be eligible for the award of Degree of B.Voc (Catering Technology and Hotel Management) if the candidate has satisfactorily undergone the prescribed courses of study for all the three years or the prescribed courses of study of the second and third year if admitted directly to the **Second Year** of the **Three-Year B.Voc. programme** or the prescribed courses of study of the third year if admitted directly to **Third Year of the Three-Year B.Voc programme** and has passed the prescribed examinations and has earned a minimum of 180/120/60 credits as applicable.

### 3. Courses of Study:

The Courses of study are given in Appendix B1. The syllabi for the courses are given in Appendix B2.

### 4. Scheme of Examinations:

The scheme of Examinations is given in Appendix B1.

### 5. Choice Based Credit System:

Each semester curriculum shall normally have a blend of theory and practical courses. The total credits for the **Diploma Level / Advanced Diploma Level / Degree Level** of the programme will be 60/120/180 respectively.

For the award of the Diploma / Advanced Diploma / Degree programme, a student has to

- 1) Earn a minimum of 60/120/180 credits for the **respective level**
- 2) Serve in the NSS or NCC for at least one year (**only for B.Voc degree**) and
- 3) Enroll as a student member of a recognized professional society.

### 6. Duration of the Programme:

A student is normally expected to complete the Diploma (Catering Technology and Hotel Management) Programme in one year but in any case not more than three years from the time of admission.

A student is normally expected to complete the Advanced Diploma (Catering Technology and Hotel Management) Programme in two/one year but in any case not more than four/three years from the time of admission as applicable.

A student is normally expected to complete the B.Voc. (Catering Technology and Hotel Management) Degree Programme in three/two/one year but in any case not more than five/four/ three years from the time of admission as applicable.

### 7. Registration for courses:

A newly admitted student will automatically be registered for all the courses prescribed for the first Semester without any option.

Every other student shall submit a completed registration form indicating the list of courses intended to be credited during the next semester. This registration will be done a week before the last working day of the current semester. Late registration with the approval of the Director of the Centre for Skill Development (CSD) on the recommendation of the concerned Assistant Director of the Centre for Skill Development (CSD) along with a late fee will be done up to the last working day. Registration for the project work shall be done only for the sixth semester.

### 8. Assessment:

The break-up of assessment and examination marks for theory courses is as follows.

First assessment	: 10 marks
Second assessment	: 10 marks
Third assessment	: 5 marks
End Semester Examination	: 75 marks

The break-up of assessment and examination marks for practical courses is as follows:

First assessment (test)	: 15 marks
Second assessment (test)	: 15 marks
Maintenance of record book	: 10 marks
End Semester Examination	: 60 marks

The project work / industry training will be assessed for 40 marks by a committee consisting of the guide and a minimum of two members nominated by the concerned Assistant Director of the Centre for Skill Development (CSD). The concerned Assistant Director of the CSD will nominate one of the committee members as the Chairman. The concerned Assistant Director of the CSD may himself be a member or the Chairman. 60 marks are allotted for the project work / industry training report and viva voce examination held at the end of the semester.

#### **9. Student Counselors:**

To help the students in planning their course of study and for general advice on the academic programme, the concerned Assistant Director of the CSD will attach a certain number of students to a member of the faculty who shall function as student counselor for those students throughout their period of study. Such student counselors shall advise the students, give preliminary approval for the courses to be taken by the students during each semester and obtain the final approval of the concerned Assistant Director of the CSD.

#### **10. Class Committee:**

The composition of the class committees from first to sixth semester will be as follows:

- (i) Course coordinators of the common courses, if any, who shall be appointed by the concerned Assistant Director of the CSD from among the staff members teaching the common course.
- (ii) A project coordinator, who shall be appointed by the Concerned Assistant Director of the CSD from among the project supervisors.
- (iii) Teachers of other individual courses

One Professor or Associate Professor, preferably not teaching the concerned class, appointed as Chairman by the concerned Assistant Director of the CSD. The concerned Assistant Director of the CSD may opt to be a member or the Chairman.

The class committee shall meet four times during the semester. The first meeting will be held within two weeks from the date of class commencement in which the type of assessment like test, assignment etc. for the first and third assessments and the dates of completion of the assessments will be decided.

The second meeting will be held within a week after the completion of the first assessment to review the performance and for follow-up action. The second assessment will be the mid-semester test. The third meeting will be held within a week after the second assessment is completed to review the performance and for follow-up action.

The fourth meeting will be held after all the assessments except the examinations are completed for all the courses, and at least one week before the commencement of the examinations. During this meeting the assessment on a maximum of 25 marks for theory and 40 marks for practical /project work will be finalized for every student and tabulated and submitted to the concerned Assistant Director of the CSD for approval and transmission to the Controller of examinations.

**11. Withdrawal from the programme:**

A student can withdraw from the programme at any level before a date fixed by the concerned Assistant Director of the CSD with the approval of the Director of the CSD on the recommendation of the concerned Assistant Director of the CSD.

**12. Temporary break of study:**

A student can take a one-time temporary break of study covering the current semester and/or the next semester with the approval of the Director of the CSD on the recommendation of the concerned Assistant Director of the CSD, not later than seven days after the completion of the mid semester test. However, the student must complete the entire programme within the maximum period stipulated for the relevant level of the B.Voc programme.

**13. Substitute assessments:**

A student, who has missed for genuine reasons, accepted by the concerned Assistant Director of the CSD, one or more of the assessments of a course other than the examination, may take a substitute assessment for any one of the missed assessments. The substitute assessment must be completed before the date of the fourth meeting of the respective class committees.

A student who wishes to have a substitute assessment for a missed assessment must apply to the concerned Assistant Director of the CSD within a week from the date of the missed assessment.

**14. Attendance requirements:**

To be eligible to appear for the examinations in a particular semester, a student must put in a minimum of 75% of attendance in that semester. However, for exceptional cases the authorities can give a rebate / concession not exceeding 10% attendance only on medical grounds. A student who withdraws from or does not meet the minimum attendance requirement in a semester must re-register for and repeat the semester.

**15. Passing and declaration of examination results:**

All assessments of all the courses on an absolute marks basis will be considered and passed by the respective results passing boards in accordance with the rules of the University. Thereafter, the Controller of examinations shall convert the marks for each course to the corresponding letter grade as follows, compute the grade point average and overall grade point average, and prepare the grade cards.

90 to 100 marks	: Grade 'S'
80 to 89 marks	: Grade 'A'
70 to 79 marks	: Grade 'B'
60 to 69 marks	: Grade 'C'
55 to 59 marks	: Grade 'D'
50 to 54 marks	: Grade 'E'
Less than 50 marks	: Grade 'F'
Insufficient attendance	: Grade 'I'
Withdrawn from programme	: Grade 'W'

A student who obtains less than 30 marks out of 75 in the end Semester Theory examination and 24 marks out of 60 in the end Semester Practical /Project work examination or is absent for the examination will be awarded grade 'F'.

A student who earns a grade of S, A, B, C, D or E for a course is declared to have successfully completed that course. Such a course cannot be repeated by the student.

A student who obtains letter grade F in a course has to reappear for the examination in that course.

A student who obtains letter grades W or I in a course must reregister and repeat the course.

The following grade points are associated with each letter grade for calculating the grade point average and overall grade point average.

S - 10; A - 9; B - 8; C - 7; D - 6; E - 5; F - 0

Courses with grades W and I are not considered for calculation of grade point average or overall grade point average. F grade will be considered for computing GPA and OGPA.

A student can apply for re-totalling of one or more of his/her examination answer papers within a week from the date of issue of grade sheet to the student on payment of the prescribed fee per paper. The application must be submitted to the Controller of examinations with the recommendation of the concerned Assistant Director of the CSD.

After results are declared, grade cards will be issued to the students. The grade card will contain the list of courses registered during the semester, the grades scored and the grade point average (GPA) for the semester and OGPA.

GPA is the sum of the products of the number of credits of a course with the grade point scored in that course, taken over all the courses for the semester, divided by the sum of the number of credits for all courses taken in that semester. OGPA is similarly calculated considering all the courses taken from the time of admission.

The results of the final semester will be withheld until the student obtains passing grade in all the courses of all earlier semesters.

After successful completion of the programme, the degree will be awarded with the following classifications based on OGPA.

For First class with distinction, the student must earn a minimum of 60/120/180 credits within one / two / three years respectively from the time of admission, pass all the courses in the first attempt and obtain a OGPA of 8.25 or above for all the courses from I to II, I to IV and I to VI semesters respectively for the Diploma / Advanced Diploma / Degree level.

For First class, the student must earn a minimum of 60/120/180 credits within three / five / seven semesters respectively from the time of admission and obtain a OGPA of 6.75 or above for all the courses from I to II, I to IV and I to VI semesters respectively for the Diploma / Advanced Diploma / Degree level.

For Second class, the student must earn a minimum of 60/120/180 credits within three / four / five years respectively from the time of admission for the Diploma / Advanced Diploma / Degree level.

**For those students admitted directly to the Second year of B.Voc programme:**

For First class with distinction, the student must earn a minimum of 60/120 credits within one / two years respectively from the time of admission, pass all the courses in the first attempt and obtain a OGPA of 8.25 or above for all the courses of III and IV, and III to VI semesters respectively for the Advanced Diploma / Degree level.

For First class, the student must earn a minimum of 60/120 credits within three / five semesters respectively from the time of admission and obtain a OGPA of 6.75 or above for all the courses of III and IV, and III to VI semesters respectively for the Advanced Diploma / Degree level.

For Second class, the student must earn a minimum of 60/120 credits within three / four years respectively from the time of admission for the Advanced Diploma / Degree level.

**For those students admitted directly to the Third year of B.Voc programme:**

For First class with distinction, the student must earn a minimum of 60 credits within one year from the time of admission, pass all the courses in the first attempt and obtain a OGPA of 8.25 or above for all the courses of V and VI semesters for the Degree level.

For First class, the student must earn a minimum of 60 credits within three semesters respectively from the time of admission and obtain a OGPA of 6.75 or above for all the courses of V and VI semesters for the Degree level.

For Second class, the student must earn a minimum of 60credits within three years from the time of admission for the Degree level.

**16. Ranking of candidates:**

The candidates who are eligible to get the **Diploma / Advanced Diploma / Degree** in First Class with Distinction, will be ranked together on the basis of the OGPA for all the courses of study during the period of study.

The candidates passing with First class, will be ranked next after those with distinction on the basis of OGPA all the subjects of study during the period of study.

**17. Transitory regulations:**

Wherever there had been change of syllabi, examinations based on the existing syllabi will be conducted for four consecutive times after implementation of the new syllabi in order to enable the students to clear the arrears. Beyond that the students will have to take up their examinations in equivalent course(s), as per the new syllabi, on the recommendations of the Assistant Director of the CSD concerned.

## Appendix B1

### B.Voc (Catering Technology and Hotel Management)

#### SEMESTER –I

Code	Courses	Periods/Week			Exam Duration Hours	Marks		Total Marks	Credits
		L	T	P		CA	FE		
CHMC 101	Life Coping Skills & Communication Fundamentals	3	-	-	3	25	75	100	2
CHMC 102	Computer Fundamentals	3	-	-	3	25	75	100	2
CHMC 103	Catering Science – I	3	-	-	3	25	75	100	2
CHMC 104	Food Production - I	3	-	-	3	25	75	100	2
CHMC 105	Food and Beverage Service – I	3	-	-	3	25	75	100	2
CHMC 106	Front Office Operations – I	3	-	-	3	25	75	100	2
CHMP 107	Food Production and Catering Science Lab I	-	-	9	4	40	60	100	6
CHMP 108	Hotel Management Lab I	-	-	9	4	40	60	100	6
CHMT 109	Hotel Industry Training*					40	60	100	6
Total		18	-	18		270	630	900	30

L-Lecture   T-Tutorial   P-Practical   CA-Continuous Assessment   FE –Final Examination
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#### **\*Hotel Industry Training**

During the semester students should undergo two weeks Production and F & B service training and two weeks Front Office training in a hotel and certificate has to be submitted. The Training Report has to be submitted at the end of semester and the training report will be evaluated.

**SEMESTER –II**

Code	Courses	Periods/Week			Exam Duration Hours	Marks		Total Marks	Credits
		L	T	P		CA	FE		
CHMC 201	Basic French for Hotel Industry	3	-	-	3	25	75	100	2
CHMC 202	Catering Science – II	3	-	-	3	25	75	100	2
CHMC 203	Food Production II	3	-	-	3	25	75	100	2
CHMC 204	Food & Beverage Service – II	3	-	-	3	25	75	100	2
CHMC 205	Housekeeping Operations – I	3	-	-	3	25	75	100	2
CHMC 206	Front Office Operations – II	3	-	-	3	25	75	100	2
CHMP 207	Food Production and Catering Science lab II	-	-	9	4	40	60	100	6
CHMP 208	Hotel Management Lab II	-	-	9	4	40	60	100	6
CHMT 209	Hotel Industry Training*					40	60	100	6
Total		18	-	18		270	630	900	30

**\*Hotel Industry Training**

During the semester students should undergo two weeks Production and F & B service training and two weeks Housekeeping and Front Office training in a hotel and certificate has to be submitted. The Training Report has to be submitted at the end of semester and the training report will be evaluated.



**SEMESTER –III**

Code	Courses	Periods/Week			Exam Duration Hours	Marks		Total Marks	Credits
		L	T	P		CA	FE		
CHMC 301	Principles of Management	3	-	-	3	25	75	100	2
CHMC 302	Hotel Engineering	3	-	-	3	25	75	100	2
CHMC 303	Advanced Food Production – I	3	-	-	3	25	75	100	2
CHMC 304	Advanced Food and Beverage Service – I	3	-	-	3	25	75	100	2
CHMC 305	Housekeeping Operations – II	3	-	-	3	25	75	100	2
CHMC 306	Accommodation Operations – I	3	-	-	3	25	75	100	2
CHMP 307	Advanced Food Production lab I	-	-	9	4	40	60	100	6
CHMP 308	Hotel Management Lab III	-	-	9	4	40	60	100	6
CHMT 309	Hotel Industry Training*					40	60	100	6
Total		18	-	18		270	630	900	30

**\*Hotel Industry Training**

During the semester students should undergo two weeks Production and F & B service training and two weeks Housekeeping and Accommodation Operations training in a hotel and certificate has to be submitted. The Training Report has to be submitted at the end of semester and the training report will be evaluated.

**SEMESTER –IV**

Code	Courses	Periods/Week			Exam Duration Hours	Marks		Total Marks	Credits
		L	T	P		CA	FE		
CHMC 401	Hotel Accountancy	3	-	-	3	25	75	100	2
CHMC 402	Managerial Economics	3	-	-	3	25	75	100	2
CHMC 403	Advanced Food Production– II	3	-	-	3	25	75	100	2
CHMC 404	Advanced Food and Beverage Service–II	3	-	-	3	25	75	100	2
CHMC 405	Accommodation Operations–II	3	-	-	3	25	75	100	2
CHMC 406	Travel and Tourism	3	-	-	3	25	75	100	2
CHMP 407	Advanced Food Production lab- II	-	-	9	4	40	60	100	6
CHMP 408	Hotel Management Lab- IV	-	-	9	4	40	60	100	6
CHMT 409	Hotel Industry Training*					40	60	100	6
Total		18	-	18		270	630	900	30

**\*Hotel Industry Training**

During the semester students should undergo two weeks Production and F & B service training and two weeks Housekeeping and Accommodation Operations training in a hotel and certificate has to be submitted. The Training Report has to be submitted at the end of semester and the training report will be evaluated.

**SEMESTER –V**

Code	Courses	Periods/Week			Exam Duration Hours	Marks		Total Marks	Credits
		L	T	P		CA	FE		
CHMC 501	Environmental Management	3	-	-	3	25	75	100	2
CHMC 502	Organizational Behavior	3	-	-	3	25	75	100	2
CHMC 503	Hospitality Marketing	3	-	-	3	25	75	100	2
CHMC 504	Hotel Related Laws and Business Communication	3	-	-	3	25	75	100	2
CHMC 505	International Cuisine , Food and Beverage Services - I	3	-	-	3	25	75	100	2
CHME 506	Elective- I	3	-	-	3	25	75	100	2
CHMP 507	Advanced Food Production lab-III	-	-	9	4	40	60	100	6
CHMP 508	Hotel Management Lab- V	-	-	9	4	40	60	100	6
CHMT 509	Hotel Industry Training*					40	60	100	6
Total		18	-	18		270	630	900	30

**\*Hotel Industry Training**

During the semester students should undergo two weeks International Cuisine and F &B services training and two week Housekeeping and Accommodation Operations training in a hotel and certificate has to be submitted. The Training Report has to be submitted at the end of semester and the training report will evaluated.

**SEMESTER –VI**

Code	Courses	Periods/Week			Exam Duration Hours	Marks		Total Marks	Credits
		L	T	P		CA	FE		
CHMC 601	Total Quality Management	3	-	-	3	25	75	100	2
CHMC 602	Entrepreneurship Development	3	-	-	3	25	75	100	2
CHMC 603	Human Resource Management	3	-	-	3	25	75	100	2
CHMC 604	International Cuisine , Food and Beverage Services- II	3	-	-	3	25	75	100	2
CHME 605	Elective- II	3	-	-	3	25	75	100	2
CHME 606	Elective -III	3	-	-	3	40	60	100	2
CHMP 607	Advanced Food Production Technology lab- IV	-	-	9	4	40	60	100	6
CHMT 608	Project#			9		40	60	100	6
CHMT 609	Hotel Industry Training*					40	60	100	6
Total		18	-	18		270	630	900	30

**#Project**

The Project Report should be market research and field work oriented or product development and related to Food Production / Food & Beverage Service/Accommodation Management.

**\*Hotel Industry Training**

During the semester students should undergo two weeks International Cuisine and F & B services training and two week Housekeeping and Accommodation Operations training in a hotel and certificate has to be submitted. The Training Report has to be submitted at the end of semester and the training report will be evaluated.

**List of courses for Electives- I, II, III**

1. Specialized Food production
2. Specialized Food and Beverages Service
3. Specialized Accommodation Management
4. Tourism Resources in India
5. Facility and Event Management
6. Travel Agency and Tour Operation Business

**Appendix B2**  
**First Year – Semester – I**

**CHMC 101 Life Coping Skills & Communication Fundamentals**

**Objective**

To understand individual student what he is capable of and to develop their personal skills.

To introduce students to the process of communication & presentation skills needed by the hospitality professional. The tutorials are to be used to improve oral communication skills.

**Unit 1**

Developing Personal skills – Introduction and outline of personal skills, Restructuring one's own life story, Self Esteem, Self-Concept, Self-Acceptance and Personality Development, Positive Thinking, Motivation and Self-Actualisation, Goal Setting, Meaning and Attitude to Success, Problem Solving, Decision making, Time management, Stress management

**Unit 2**

Developing Coping Mechanisms-Coping with Human Sexuality, Coping with Shyness, Coping with Loneliness, Coping with Depression, Coping with Fear, Coping with Anger and Verbal Abuse, Coping with HIV AIDS, Coping with Alcoholism and Substance Abuse, Coping with Failure, Coping with Criticism, Coping with Conflict, Coping with Change, Coping with Study

**Unit 3**

Developing Fitness for a Job- Leadership, Team Work, Career Guidance, Work Environment

**Unit 4**

The communication process-Sender, receiver, message, channel, feedback Message conceived, message encoded, channel selected for communication, message perceived, message decoded, message understood and decoded, feedback

Barriers to effective communication-Inadequacy of message design, physical appearance, selective attention, prejudice, language difference, inadequate listening, lack of feedback, imperceptions, mannerisms

Listening & Framework for planning business messages-Need for listening, listening for content, critical listening, empathetic listening, attentive listening Purpose, audience, structure, style

**Unit 5**

Written communication skills-Advantages and disadvantages, Note making, writing a log book, Comprehension and précis writing, Letter writing (letters of enquiry, complaint, apology, order, application accompanied by bio-data, resignation and appreciation.) Short formal reports (incidents, events, visits), Memos, notices, circulars

Oral & Non –verbal communication skills-Advantages and disadvantages, Articulation and delivery, Making speeches and presentations, Telephone etiquettes, Restaurant and hotel English

Understanding aspects of body language

**Reference books:**

- 1) S.J. Xavier Alphonse, 2011, We Shall Overcome – A Textbook on Life Coping Skills – ICRDCE Publications.\
- 2) S.J. Xavier Alphonse, 2011, Walking the Extra Mile- A Textbook on Interpersonal Relationship and Communication Skills, ICRDCE Publications.
- 3) K.K. Sinha, 2000, Business Communication, Na.
- 4) Meenakshi Raman and Prakash Singh, I Edn. 2006, Business Communication, Oxford University Press.
- 5) Joseph Grenny, Al Switzer, Karry Patterson and Ron McMillan, 2011, Crucial Conversations, Tata McGraw Hill, II Edn.

## **CHMC 102 Computer Fundamentals**

### **Objective:**

The course aims to give a basic knowledge of computers and its operations and enables the student to operate the computer with enough practice to get confidence.

### **Unit 1**

Computer Fundamentals - Features of Computer System - Block Diagram - Hardware Input & Output Devices, CPU, RAM, ROM - Input and Output Devices – Mouse, Monitor, Printers and Scanner - Software – System S/W, Application S/W - Advanced devices used in the Industry - WINDOWS - Features -Terminologies – Desktop, File, Folder, Windows Explorer.

### **Unit 2**

Networking & Internet: Introduction to computer networking - Uses of a network - Types of networks - Network topologies, Internet, Intranet, World Wide Web - E Commerce Applications – Emailing, Chatting, Surfing, Blog – Browsers, Search Engines Concepts of Web upload, download – Threats – Spyware, Adware, SPAM

### **Unit 3**

MS-Word - Creating Documents, Protecting Files, Page setup, Paragraph, Formatting commands, Columns & Tables, Drawing Tools, Printing, Using Templates, Mail merge and Hyperlink etc.,

### **Unit 4**

MS-Power Point - Creating presentation, Animation Effects, Drawing Tools, Hyperlinks and Adding Audio/Video effects, Printing  
MS-Excel - Creating Business Statements, Format, Functions, Charts, Data Sorting, Sub Totals, Filter, What -if-Analysis, Protecting Sheets and Workbook

### **Unit 5**

Database Application: Creating Database Using MS Access, Tables, Relationships, Queries, Forms, Reports.  
Management Information System: Introduction, Responsibilities of a Property Systems Manager, MIS Security Issues, Information Protection and Problems caused by the use of PC's - Selecting and Implementing a Computer System – Installation, Introduction to Point of Sale, Computerised Reservation System, Global Distribution System

### **Reference Books:**

- 1) S.J.Xavier Alphonse, 2011, Computer Made Easy-A textbook on Basic Computing Skills, ICRDCE Publications.
- 2) Peter O'Conner, 2004, Using Computers in Hospitality, Thomson Learning EMEA Limited.
- 3) Peter Norton, 2010, Introduction to computers, 7<sup>th</sup> Edition, Tata McGraw Hill.
- 4) Henry C.Lucas, 2001, Information Technology for Management, Tata McGraw – Hill
- 5) *Elmasri, R. Navathe, S.*, 2000, Fundamentals of Database systems, Third Edition, Addison Wesley

## **CHMC 103 Catering Science – I**

### **Objective**

This course aims to develop awareness of the importance of hygiene, sanitation and food safety in hotel industry.

### **Unit 1**

Importance of Hygiene in the Catering Industry - Introduction, Definitions - hygiene & sanitation, Significance of hygiene & sanitation in the food Industry.

### **Unit 2**

Food Microbiology - Classification & Morphology of micro-organisms, Factors affecting growth of micro-organisms, Control of micro-organisms in relation to food preservation, Harmful and useful micro-organisms in the food industry. Role of micro-organisms in the production of fermented foods, dairy products, bakery products, alcoholic beverages & vinegar.

### **Unit 3**

Food poisoning & food infection, common intestinal parasites. (Definitions, sources of contamination of food, mode of transmission of food borne illness, control of food borne illness.) Non-bacterial metal poisoning, Natural Toxins present in food - Hygienic Storage - Dry, Refrigerated & Freezer storage & protective display, Danger Zone, Food spoilage - detection and prevention, Food contamination & spoilage due to kitchen pests, Cross contamination.

### **Unit 4**

Necessity of personal hygiene, Health of staff, Sanitary practices, Protective clothing, Importance of rest, recreation and exercise. Food Science Concepts - Basic S.I. units of length, area, volume, weight, Temperature (conversion of Celsius Scale to Fahrenheit Scale), Definition of density & relative density, PH – definition & its relevance in Food Industry, Undesirable browning & its prevention, examples of desirable browning in food preparations, Important Terminologies (definitions & relevance) Boiling Point, Boiling Under Pressure, Melting Point, Smoking Point, Flash Point, Surface Tension, Osmosis, Humidity, Evaporation, Sol, Gel, Emulsion & Foam. Food Additives - Definition, types & their limitations as per PFA Act.

### **Unit 5**

Regulatory Agencies - Food standards in India, Common food adulterants and simple tests to detect food adulterants in milk, sugar, turmeric, chilli powder, tea, coffee, semolina flour, ghee, butter, margarine and oil

Hazard Analysis & Critical Control Points. (HACCP) - Importance , definition and usage of HACCP.

### **Reference Books**

- 1) S. Roday, Food Hygiene & Sanitation - II Ed. Tata McGraw – Hill.
- 2) Frazier, 2013, Food Microbiology V Edn. Tata McGraw – Hill.
- 3) Michel Jacob, 1989, Safe Food Handling –World Health Organization.
- 4) Prevention of Food Adulteration Act 1954, 2011, Universal Law publishing Co. Pvt. Ltd.
- 5) P.M.Gaman & K.B.Sherrington, 2010, The Science of Food – 3rd Edition, Taylor & Francis.

## **CHMC 104 Food Production - I**

### **Objective**

Food Production is an integral part of the Hospitality Industry. To prepare the students to cater to the need of the industry, it is important to inculcate in them sound knowledge of the principles of Food Production so that they can be put to use in an efficient & effective way.

### **Unit 1**

Introduction to Professional Cookery - Origin of Modern Cookery practices, Factors influencing eating habits, sectors of hospitality/ Catering Industry. Essentials of Continental food preparation, Essentials of Indian food preparation. Hygiene & safe practices in handling food. Aims & objectives of cooking food.

### **Unit 2**

Professional Attributes - Attitude towards your job, Personal Hygiene ,Uniforms, Care for your own health & safety, Safety practices & procedures, Accidents, types, nature, classification, Preventive

measures for each type of accident, Reporting accidents, First aid - meaning, importance, and basic rules, Fire Prevention

### **Unit 3**

Organization Structure in the Kitchen - Types of establishments, Classical kitchen brigade (English) for a five Star & Three Star Hotel, Duties & Responsibilities of Executive Chef & various Chefs, Co-ordination with other allied department e.g. Stores, Purchases, Accounts, Service, Housekeeping, etc. Cooking Utensils & Small Equipments - Classification - knives, kitchen tools, Electric Food, Pre-Preparation equipments, Refrigeration equipment, Food Holding Equipments, Hot plates & Heated Cupboards, Properties, Advantages & Dis-advantages of various, materials used in tools & equipment, Precautions and Care in handling & maintenance of equipment.

### **Unit 4**

Commodities used in the Catering Industry - Relationship of the classification with food groups studied, Introduction to commodities in terms of sources, types, nature, uses, processing, by-products, market forms available, modes of packing, local market rate, storage principles & nutritive value for commodities and effect of heat and other factors on cooking commonly used commodities. Sweeteners - Sugar, Honey, Jaggery & Artificial Sweeteners Fats & Oils - Butter, Oil, Lard, Suet, Tallow, Hydrogenated fat, Bread spreads Dairy products - Milk, Cream, Cheese, Curd Vegetables - Types of Vegetables- Root , Stem , Leafy, Flowery, Fruity.Fruits - Types of Fruits - Fresh, Dried, Canned Eggs, Spices, Herbs, Condiments & Seasonings - (Used in Western & Indian Cooking) Pigments in foods - Types of pigments in vegetables, fruits and animal products, Effect of heat, acid, alkali, oxidation & metal on pigments, Precautions for enhancing & retention of colour.

### **Unit 5**

Introduction to food pre-preparation - Preparation Methods - Washing, Peeling, Paring (fruits), Cutting (cuts of vegetables), Grating (Vegetables), Grinding, Mashing , (vegetables & pulses), Sieving (flours), Steeping (cereals, pulses, tamarind, lemon-rind), Evaporation (milk & gravies), Marination (meat, fish, chicken), Sprouting (pulses & legumes), Blanching , Filleting of fish ,Deboning & jointing poultry. Methods of Mixing – (To be demonstrated also in practicals), Beating, Blending, Cutting in, Rubbing in Creaming, Folding, Kneading, Rolling in, Pressing, Stirring

### **Reference Books**

1. Victor Ceserani & Ronald Kinton, 2004, Practical Cookery X Edn ELBS, Edward Arnold.
2. David Foskett, Victor Ceserani & Ronald Kinton, 2003, Theory of Catering- Hodder Education, X Edn.
3. Thangam Philip, 2003, Modern Cookery for Teaching & Trade Vol I- Ms. Orient Longman.
4. Le Rol A. Polsom ,2007, The Professional Chef IV Edn. Prentice Hall.
5. Jane Grigson , 1988,The book of Ingredients, Mermaid Books II Edn.

### **CHMC 105 Food and Beverage Service – I**

#### **Objective**

The course will give the students a comprehensive knowledge and develop technical skills in the basic aspects of food & beverage service operations in the Hotel Industry.

#### **Unit 1**

Food & Beverage Service Industry - Introduction to the Food & Beverage Industry, Classification of Catering Establishments (Commercial & Non-Commercial), Introduction to Food & Beverage Operations (Types of F&B Outlets)



**Unit 2**

Food & Beverage Service areas in a Hotel - Restaurant, Coffee Shop, Room Service, Bars, Banquets, Snack Bar, Executive Lounges, Business, Centers, Discotheques & Night Clubs, Auxiliary areas.

**Unit 3**

Food & Beverage Service Equipment -Types & Usage of Equipments- Furniture, Chinaware, Silverware & Glassware, Linen, Disposables, Special Equipment, Care & maintenance

**Unit 4**

Food & Beverage Service Personnel - Food & Beverage Service Organization Structure - Job Descriptions & Job Specifications, Attitudes & Attributes of Food & Beverage personnel, competencies, Basic Etiquettes, Interdepartmental relationship

**Unit 5**

Types of Food & Beverage Service - Table Service –English / Silver, American, French, Russian, Self Service – Buffet & Cafeteria, Specialized Service – Gueridon, Tray, Trolley, Lounge, Room etc., Single Point Service – Take Away, Vending Kiosks, Food Courts & Bars, Automats, Mis-en-place & Mis-en-scene

**Reference books:**

1. Lillicrap & Cousins, 2010, Food & Beverage Service VIII Edn, Hodder Education.
2. John Fuller, 1988, Modern Restaurant Service, Hutchinson.
3. Sudhir Andrews, 2013, Food & Beverage Service Training Manual III Edn, Tata McGraw Hill.

**CHMC 106 Front Office Operations – I****Objective**

This course aims to establish the importance of Front Office within the hospitality industry. It also prepares the student to acquire basic skills and knowledge necessary to identify the required standards.

**Unit 1**

Introduction To Hospitality Industry - The term 'Hotel' evolution & development of hospitality industry and tourism famous hotels worldwide, Classification of hotels. (based on various categories like size, location, clientele, length of stay, facilities, ownership), Organizational chart of hotels (Large, Medium, Small)

**Unit 2**

Front Office Department - Sections and layout of Front Office, Organizational chart of front office department (small, medium and large hotels), Duties and responsibilities of various staff, Attributes of front office personnel, Co-ordination of front office with other departments of the hotel, Equipments used (Manual and Automated)

**Unit 3**

Room Types & Tariffs -Types of rooms, Food / Meal plan, Types of room rates . (Rack, FIT, crew, group, corporate, weekend etc.)

**Unit 4**

Role of Front Office -Key control and key handling procedures, Mail and message handling, Paging and luggage handling, Rules of the house [for guest and staff], Black list, Bell Desk and Concierge.

## Unit 5

Reservation -Importance of guest cycle (Various stages, sectional staff in contact during each stage), Modes and sources of reservation, Procedure for taking reservations (Reservation form, conventional chart, density chart, booking diary with their detailed working and formats), Computerised system (CRS, Instant reservations), Types of reservation (guaranteed, confirmed, groups, FIT), Procedure for amendments, cancellation and overbooking.

### Reference Books:-

- 1) Gary K. Vallen, Jerome J. Vallen, 2012, Checkin Checkout, Pearson.
- 2) Sudhir Andrews, 1982, Hotel front Office Training Manual, Tata McGraw Hill.
- 3) Sue Baker, P. Bradley, J.Huyton, Cassell , 1994, Principles of Hotel Front Office Operations, P L C.
- 4) Peter Abbott, 2008, Front Office Procedures and Management, Elsevier.
- 5) Colin Dix, Front Office operations, 2009, Dorling Kindersley India (PVT) Ltd.

### **CHMP 107 Food Production and Catering Science Lab – I**

1. Introduction to various tools and their usage.
2. Introduction to various commodities. (Physical Characteristics, weight & volume conversion, yield testing, etc.)
3. Food pre-preparation methods
4. Use of different cooking methods.
5. Basic Indian masalas & gravies (Dry & wet)
6. Basic Stocks, soups & sauces.

### **Demonstration**

**Demonstration 1.** Ubiquity of Micro Organism - (Exposed food, personal habits & kitchen equipment)

**Demonstration 2.** Spoilage organism seen in various food stuffs.

**Demonstration 3.** Simple Tests for Detection of Adulterants

**Field Visits.** Visit to State Public Health Laboratory. - Hotel Kitchens, flight Kitchen & Industrial Canteen to observe hygienic standards maintained.

### **CHMP 108 Hotel Management Lab - I**

#### **Food & Beverage Service**

1. Restaurant Etiquettes
2. Restaurant Hygiene practices
3. Mis-En-Palce & Mis-En–Scene
4. Identification of Equipments
5. Laying & Relaying of Table cloth
6. Napkin Folds
7. Rules for laying a table
8. Carrying a Salver / Tray
9. Service of Water
10. Handling the Service Gear
11. Carrying Plates, Glasses & other Equipments
12. Clearing an Ashtray
13. Situations like spillage
14. Setting of Table d'hote & A La Carte covers.
15. Service of Hot & Cold Non Alcoholic Beverages
16. Indian Cuisine- Accompaniments & Service

### **Housekeeping Operations**

1. Introduction to the Housekeeping department
2. Introduction to Cleaning Equipment
3. Introduction to Cleaning Agents
4. Introduction to Guest Room and supplies & placement
5. Sweeping and Mopping – dry, wet.
6. Polishing of Laminated surfaces.
7. Polishing of Brass Articles.
8. Polishing of EPNS articles.
9. Polishing of Copper articles.
10. Cleaning of Glass surfaces.
11. Cleaning of oil painted surfaces.
12. Cleaning of plastic painted surfaces.
13. Mansion polishing
14. Vacuum Cleaning
15. Bed making
16. Cleaning of different floor finishes, & use of floor scrubbing machine

### **Front Office Operations**

1. Telephone Etiquettes and telephone handling.
2. Handling room keys(issuing, receiving, missing keys,computerized key cards)
3. Handling guest mail(of guests who have checked out, in-house and expected)
4. Handling messages and paging for guests.
5. Luggage handling.(along with left luggage procedure)
6. Handling guest enquiries.
7. Handling guests who are blacklisted.
8. Situations on basis of charging.
9. Bell desk activities

### **Communication Fundamentals**

1. Listening skills
2. Writing skills
3. Presentation skills
4. Inter personal skills
5. Telephone etiquettes

### **Computer Fundamentals**

1. Create Folders, change date/time, Change desktop settings (WINDOWS)
2. Students' Resumes. (WORD).
3. Report Card, Pass / Fail Result, Bills, Hotel Rooms, Charts, Database of Employees, Guests (EXCEL)
4. To download information from the internet as a topic (INTERNET)
5. To present the above information as a presentation (POWERPOINT)
6. Create a database, EDIT, DELETE, RECALL & APPEND records. (FOXPRO)
7. Create a FORM where all records can be displayed/ edited. (ACCESS)
8. To surf the internet and look for images or information on any relevant topic.

## **First Year – Semester - II**

### **CHMC 201 Basic French for Hotel Industry**

#### **Objective:**

To create awareness about the importance of French in the hotel operations and to acquire the correct pronunciation of French terminology. To use standard phrases in French in hotel operations. To integrate the French curriculum with the core syllabus of the course.

#### **Unit 1**

Introduction to the language, alphabets, Pronunciation of words and accents, Numbers.

#### **Unit 2**

Cardinal, Ordinal, Time (only 24 hr clock), Days of the week, Months of the year, Date, Weights & Measures, 'Formules de politesse', Conjugation of verbs in the present tense relevant to the hotel industry (only 'je' and 'vous' forms)

#### **Unit 3**

Basic communication in French- Commonly used words and terminologies and Greetings,

#### **Unit 4**

Food & Beverage Service-Restaurant Brigade, Hot Plate Language, The French Classical Menu (17courses) with classic examples of each course, terminology and meanings in brief, Wines, Wines of France, Wine terminology, Reading a wine label, Laying a cover

#### **Unit 5**

Food Production-The Kitchen Brigade, Ingredients used in Kitchen, Dairy Products, Vegetables, Fruits, Herbs & Spices, Poultry, Fish, Meat, Cereals, Seasonings, French Cheeses, Culinary Terms in French

#### **Reference Books**

- 1) S.Bhattacharya, 2010, French for Hotel Management & Tourism Industry, Frank Bros. and Co. Publishers.
- 2) Dennis Lillicrap John Courins & Robert Smith, 2006, F & B Service, Hodder Arnold.
- 3) Thangam Philip, 2011, Modern Cookery Vol 1, Orient BlackSwan, I Edn.

### **CHMC 202 Catering Science – II**

#### **Objective**

The course aims to develop basic awareness of important nutrients, and acquire knowledge of nutritional requirements for human beings and plan a balanced diet.

#### **Unit-1**

Introduction to Terminologies-Food, Nutrition, Nutrient, Empty Calories, Health, Malnutrition, Edible portion of food, Balanced Diet

#### **Unit-2**

Carbohydrates :Definition, Composition, Classification, Food Sources (good and poor sources), Functions in human body, Recommended, Daily Allowance in India (RDA), Importance of fibre, Effect of deficiency & excess intake, Effect of heat on carbohydrates

### **Unit-3**

Protein: Definition, Composition, Essential and Non-essential amino acids, Protein Quality (only Concept), Concept of Supplementary value of Protein, Food Source (good and poor source), RDA (adolescents and adults), Effect of deficiency, Effect of heat on proteins, Functions

### **Unit 4**

Fats, Oils, Vitamins & Minerals-Definition, Composition, Saturated and Unsaturated fatty acids, Hydrogenation of oil, Cholesterol (a brief note), Food sources of: (Fat, Oil, Saturated fatty acid, Unsaturated fatty acid, cholesterol), Rancidity of Oil (Concept and Prevention), RDA (Adolescents and adults), Effect of deficiency & excess, Functions, Definition, Classification, Fat Soluble Vitamins (A,D,E,K) – Functions, Food Sources, RDA (Adolescents and adults) , Name of the deficiency disease and symptoms. Water Soluble Vitamins (B Complex and C) - Names of all B Complex, B1 , B2, Niacin, and Vit C with reference to – Functions, Sources, RDA (Adolescents and adults), Deficiency diseases and its symptoms. Calcium, Iron, Iodine - Classification, Functions, RDA (Adolescents and adults), Rich food sources, Deficiency disease and its symptoms, Sodium Chloride - Importance and Limitations, Food sources

### **Unit 5**

Water And Its Importance To Health-Water Balance, Dietary sources, Dehydration and Oedema. Basic Five Food Groups - Foods included in each group, Serving size of foods under each group. Balanced diet (Using basic 5 food groups)- Menu Planning for a day's diet for adolescents and adults, Vegetarian and Non vegetarian, Importance of avoiding fast/junk foods. Important Foods to be avoided and recommended for: Diabetes Mellitus, Heart related diseases (Cardio Vascular), Peptic Ulcer Jaundice, Kidney diseases, Fever and infection, Diarrhoea and Constipation – Preservation of nutrients while cooking food

### **Reference Books**

- 1) M.S.Swaminathan, 2012, Hand Book of Food and Nutrition- The Bangalore Printing And.
- 2) Sumati R. Mudambi and M.V, Rajgopal, 2007, Fundamentals of Food and Nutrition, V Edn. New Age International (P) Ltd., Publishers.
- 3) C Gopalan, 1989, Nutritive value of Indian Food - National Institute of Nutrition, Indian Council of Medical Research.

## **CHMC 203 Food Production - II**

### **Objective**

Food Production is an integral part of the Hospitality Industry. To prepare the students to cater to the need of the industry, it is important to inculcate in them sound knowledge of the principles of Food Production so that they can be put to use in an efficient & effective way.

The course aims to develop basic awareness of important nutrients, and acquire knowledge of nutritional requirements for human beings and plan a balanced diet.

### **Unit 1**

Fuels used in the kitchen-Heat Transfer Principles, Classification, Types, Advantages & Disadvantages

### **Unit 2**

Introduction to Methods of Cooking - Cooking as applied to all commodities studied in SEM1, Classification & Salient Features of various cooking methods. Temperature precautions, Equipments used their care & maintenance.

Moist methods of cooking - Steaming with pressure & without pressure, Braising, Poaching, Boiling,

Dry methods of cooking – Baking, Roasting, Grilling, Tandoor Frying - Types of frying medium, Sauteneing, Shallow frying, Deep – frying, Combining the methods, Pressure Frying, Microwave cooking - Advantages & disadvantages

### **Unit 3**

Stocks, Sauces, Soups & Basic Masalas & Gravies used in Indian Cooking-Definition & uses of stocks, Classification, Rules of stock making, Recipes of 1 litre of various stocks (White, brown, fish and vegetable), Glazes & Aspic, Storage Care, Classification & uses of sauces, Composition, Thickening agents, Recipes of mother sauces, Finishing of sauces ( reducing, straining, de glazing, enriching and seasoning), Precautions & rectification, handling & storage, Derivatives ( five each), Pan gravies, 9 Flavored butters

### **Unit 4**

Aim of soup making, Classification of soups - Cream, Puree, Veloute, Chowder, Consommé, National soups, Blending of spices and concept of masala, Composition of different masala used in Indian Cooking (wet & dry), Proprietary masala blends, Preparation of different masalas - Basic Garam Masala, Madras Curry Powder, Sambar Masala, Chat Masala, Goda Masala, Kolhapuri Masala, Vindaloo Masala, Popular Gravies used in Indian Cooking -White, Brown, Tomato, Green, Moghlai

### **Unit 5**

Texture, Accompaniments & Garnishes-Importance & Characteristics, Factors affecting textures in food, Desirable & Non-Desirable Textures with examples, Difference between Accompaniments & Garnishes

### **Reference Books**

- 1) Victor Ceserani & Ronald Kinton, 2004, Practical Cookery- ELBS, Edward Arnold X Edn.
- 2) Victor Ceserani & Ronald Kinton, 2002, Theory of Catering- ELBS.
- 3) Thangam Philip, 2003, Modern Cookery for Teaching & Trade Vol, Orient Longman.
- 4) Le Rol A. Polsom, 2007, The Professional Chef, IV Edn. Prentice Hall.
- 5) Jane Grigson, 1988, The book of Ingredients, Mermaid Books II Edn.

## **CHMC 204 Food and Beverage Service - II**

### **Objective:**

The courses will give the students a comprehensive knowledge and develop technical skills in the basic aspects of food and non-alcoholic beverage service operations in the Hotel Industry.

### **Unit 1**

Types of Meals-Breakfast – Introduction, Types, Service Methods, Brunch, Lunch, Hi – Tea, Dinner, Supper

### **Unit 2**

Menu knowledge- Introduction, Types –Ala Carte & Table D'hote, Menu Planning, considerations and constraints - Menu Terms, Classical French Menu, Classical Foods & its Accompaniments with Cover.

### **Unit 3**

Control Methods-Necessity and functions of a control system,Billing Methods – Duplicate & Triplicate System, KOTs & BOTs, Computerized KOTs (Kitchen Order Ticket, Beverage Order Ticket) Flow chart of KOT, Presentation of bill.

#### **Unit 4**

Non – Alcoholic & Alcoholic Beverages-Classification, Hot Beverages – Types, Service, Cold Beverages – Types, Service, Definition, Classification of Alcoholic Beverages,

#### **Unit 5**

Beers-Introductions, Ingredients used, Production Types and Brands – Indian and International, Other fermented and brewed beverages – Sake, Cider, Perry

#### **Reference Books:**

- 1) Sudhir Andrews, 2005, Modern Restaurant Service Food & Beverage Service Training Manual, Tata McGraw Hill.
- 2) John Cousins and Dennis Lillicrap, 2010, Food & Beverage Service, Hodder Education; VIII Edn.
- 3) Lipinski, The Restaurant (from Concept to Operation).
- 4) C. Katsigris, 2002, Bar and Beverage Book, Mary Porter.

### **CHMC 205 Housekeeping Operations – I**

#### **Objective**

The course aims to establish the importance of House Keeping and its role in the hospitality Industry. It also prepares the student to acquire basic knowledge and skills necessary for different tasks and aspects of housekeeping.

#### **Unit 1**

Introduction to House Keeping - Importance & Functions of Housekeeping, Guest satisfaction and repeat business, House Keeping Areas – Front-of-the-house and Back-of-the-house areas, Guest Rooms, Public Areas, Maids Room, Indoor and Outdoor Areas

#### **Unit 2**

Co-ordination with other Departments - Departments like Front Office, Engineering, F & B, Kitchen, Security, Purchase, HRD, Accounts.

#### **Unit 3**

Layout & Organization of House Keeping Department - Sections of the housekeeping department, their functions and layout - Hierarchy in large, medium & small hotels, Attributes of staff, Job Descriptions and Job Specifications

#### **Unit 4**

Types, Amenities & facilities for Standard & VIP guest rooms.

#### **Unit 5 Cleaning Equipments, Cleaning Agents & Key Control**

Classification, use, care & maintenance, Selection & purchase criteria - Classification, use, care and storage, Distribution & Control, Selection Criteria - Computerized keys, Manual keys, Key Control Procedures

#### **Reference Books: -**

- 1) Sudhir Andrews, 2013, Housekeeping Training Manual, Tata McGraw Hills
- 2) Joan C. Branson and Margaret Lennox, 1988, Hotel, Hostel & Hospital Housekeeping, Hodder Arnold, V Edn.

## **CHMC 206 Front Office Operations – II**

### **Objective:**

This course aims to establish the importance of Front Office within the hospitality industry .It also prepares the student to acquire basic skills and knowledge necessary to successfully identify the required standards in this area and to consider all aspects of this department .

### **Unit 1**

Pre-Arrival Procedures-Pre arrival activities (Preparing an arrival list, notification etc), Procedure for VIP arrival. Procedure for group arrival (special arrangements, meal coupons, etc)

### **Unit 2**

Guest Arrival-Types of registration.(Register, Loose Leaf, Registration Cards), Receiving guests. Arrival procedure for various categories of guests (Foreigners along with C-forms, FITs- walkin , with confirmed reservation), Notification of guest arrival. Criteria for taking advance.(Walk-ins, Scanty Baggage etc)

### **Unit 3**

Guest Stay-Rooming a guest (introduction to the hotel facilities, orientation of the room), Procedure for room change, Safe deposit procedure. Assisting guest with all possible information and help(medical etc.)

### **Unit 4**

Basic Information (Travel& Tourism)-Role of a Travel Agent, Passport(concept and types), Visa(concept and types), Rules regarding customs, foreign exchange etc.

### **Unit 5**

Guest Departure & Methods of Payment-Departure notification, Task performed at bell desk ,cashier, reception. Express check outs, Late check outs and charges .  
Credit card handling, Traveler cheques, Personal checks, Handling cash Indian , Foreign currency, Other methods of payment [Travel agent , Bill to Company etc--]

### **Reference Books**

- 1) Sudhir Andrews, 1982, Hotel front Office Training Manual, Tata McGraw Hill.
- 2) Michael Kasavana, Charles Steadmon, 2011, Managing Front Office Operations - Educational Inst of the Amer Hotel
- 3) Gary K. Vallen and Jerome J. Vallen, 2012, Checkin Checkout, Pearson.
- 4) Colin Dix, 1984, Accommodations Operations, Pitman.
- 5) Dennis Foster, 1992, Front Office Operation and Administration, Glencoe.

## **CHMP 207 Food Production and Catering Science Lab – II**

Minimum 24 individual practicals be accomplished consisting of - 50 % Continental menus  
30% Indian Menus, 20 % Break Fast Menus. ( Indian & Continental )

**Practical Examination** To be conducted on a Basic Continental menu (Consisting of soup, meat, potato preparation, salad & cold Sweet.)

Practicals related to Calculation of Nutrients

Carbohydrates, Fat, Protein, Energy, Vit A, Ca, Fe, B1, B2 and C of any 10 recipes



## **CHMP 208 Hotel Management Lab- II**

### **Food & Beverage Service**

1. Breakfast Table Lay – up & Service (Indian, American, English, Continental) Table D'Hote & A la Carte Cover
2. Receiving the guests
3. Sequence of Service
4. Silver Service (Horsd'uree– (Classical and Horsd'oeuvres) varies to Coffee)
5. Crumbing, Clearing, Presenting the bill
6. Side board Organization
7. Taking an Order –Food & Making a KOT
8. Writing a Menu in French & its Equivalent in English
9. Revision of practicals from the first semester.
10. Points to be remembered while setting a cover and during service
11. Service of Beer (Bottled, Canned and Draft).

### **Housekeeping Operations**

1. Equipping Maids Carte / Trolley
2. Bed Making – Day / Evening
3. Daily Cleaning of Guest rooms – Departure, occupied and vacant
4. Weekly / Spring Cleaning
5. Daily cleaning of Public Areas (Corridors)
6. Weekly Cleaning of Public Areas
7. Cleaning routine Restaurants / Admin. Offices / Staircases & Elevators / Exterior areas.
8. Inspection records – Checklist
9. Monogramming
10. Mending, Sewing Machine
11. Linen Inventory – Stock Taking
12. Identification and construction of – plain, basket, figured, weaves, pile, satin, twill and sateen.

### **Front Office Operations**

1. Welcoming and rooming a guest
2. Handling check-ins (FIT, VIP, Group & Foreigners)
3. Handling of different situations at the reception counter
4. Handling guest at GRE desk.
5. Handling check-outs
6. Handling payment of bills through (Cash, Credit Cards, Traveller Vouchers, Bill to Company and Foreign Currency)
7. Handling Express check outs and late charges

## Second Year – Semester – III

### CHMC 301 Principles of Management

**Objective:**

To make the students understand the concepts of management & their Practical application in the hospitality industry.

**Unit 1**

Introduction & Management thought: journey from inception till today-A typical day in the life of a manager at hotel (illustrative situations), Management defined, Levels of management, External & internal factors that effect management Brief history of management thought, Contribution of F.W. Taylor to scientific management, Henry Fayol's classical management theory, Modern day management theory

**Unit 2**

Planning& Decision Making-Planning – Definition, Nature & Importance of planning, Advantages & disadvantages, Types of plans – objectives, strategies, policies, procedures, methods, rules, programs & budgets, Steps in planning, Planning assumptions Decision-making - Types of decisions, Step by step decision making process

**Unit 3**

Organizing& Staffing-Organizing – Definition, Nature & importance of organizing, Principles of organizations – Formal & Informal, Centralized / Decentralized, Line & staff Staffing, Definitions, Delegation and Departmentalization, Authority & Responsibility, Span of control

**Unit 4**

Leadership & Motivation-Definition, Leadership theories - Managerial grid, Different styles of leadership, Characteristics of a good leader Definition, Nature & importance, Benefits of motivated staff, Theories of motivation , Maslow's theory of need hierarchy, Herzberg's two factor theory, McGregor's theory 'X' and theory 'Y', Morale – its role & importance

**Unit 5**

Communication, Coordination & Controlling-Definition, nature, process of communication, Types of communication, Upward / downward, Verbal / Nonverbal, Formal / Informal, Barriers to communication, Methods of improving communication, Effectiveness. Definition, Need for coordination - Definition, Process of controlling, Need for control

**Reference Books**

- 1) Daniel R. Gilbert, 1995, Management – James Arthur Finch Stoner, R. Edward Freeman, Prentice Hall.
- 2) Koontz & O'donnel, 2009, Essentials of Management –Tata McGraw Hill.
- 3) Peter Ferdinand Drucker, 1974, Management tasks –Harper & Row.
- 4) Rustom S. Davar, Sohrab Rustamji Davar, 1982, Management Process – Nusli R. Davar Progressive Corporation.

## CHMC 302 Hotel Engineering

### **Objective:**

The course will provide information regarding the basic services and different types of systems in hotel industry. This will help the students to understand plan, co-ordinate and integrate the functions of engineering departments for over all operations and assist in the management of hotel.

### **Unit-1**

Maintenance & Replacement Policy-Importance of maintenance dept. in Hotel Industry, Organization of maintenance Dept .in 3/4/5 star hotel , Duties & responsibility of chief Engg. of a hotel, Types of maintenance with examples of each - Advantages & disadvantages. Maintenance chart : for Swimming pool, Kitchen. Reasons for replacement of equipment, Replacement factors, Economic replace of equipment (introduction only), Contract of Maintenance Definition & procedure, types.Advantages & disadvantages

### **Unit 2**

Refrigeration-Definition, Pressure, Energy, Heat, Temperature, Specific heat, Sensible and latent heat ,Relative humidity, DBT, WBT. Block diagram and function of: Boiler, Condenser, Compressor, Evaporator, Heat Exchanger. Unit of refrigeration, Vapour compression Refrigeration system (Block diagram), Absorption refrigeration system (Block diagram), Domestic Refrigerator, defrosting, Need, Methods, Maintenance of refrigerator. Refrigerant: types , properties of good refrigerant, Ammonia as a refrigerant.

### **Unit 3**

Air-conditioning & Pollution and Control-Factors affecting comfort AC (supply of oxygen, removal of heat & moisture proper air circulation, pure air), Factors affecting on AC load. Types of AC systems :Central AC ,Unitary AC, AC equipment :Air filter, Humidifier , Dehumidifier, Window AC, Walk in freezer , cold storage.

Air pollution - Sources, Control –Collectors, filters, Govt. stipulated conditions for air pollution.

Water pollution - Water pollution sources in Hotels, Control methods, Govt. stipulated conditions for water pollution, Waste Disposal - Waste Handling equipment – (Shredders,Compactors,Transportation separation), Controlling methods(recycled material, land filling, heat recovery by incineration ), Noise pollution control - Sources of noise in Hotel & its unit, Introductory control methods, Govt.stipulated condition for noise pollution, Environmental Degradation, Global warming and methods of Conservation.Concept of Recycling

### **Unit 4**

Water and Sanitation-Water purification methods, Methods of water softening (Ion exchange, Zeolite process), Cold and hot water distribution system, Various plumbing fixtures, Types of sanitary traps and their applications, Types of water closets and flushing.

### **Unit 5**

Fuels and Electricity, Energy conservation & Safety in hotel Industry-Methods of heat transfer, Units of heat, Solid,Liquid,Gas,Electricity,Biogas fuels, Importance of earthing, Safety devices such as fuse,circuits breaker, Methods of lighting (Direct,Indirect), Types of electric supply (single phase,three phase), Calculation of electricity bill.

Importance of energy conservation, Simple methods of Energy conservation, Developing energy conservation program for hotel, Use of solar energy for various activities.

Classification of fire ,symbols, Methods and types of fire extinguishers, Fire detectors, alarm, Various security system for hotel ( Key control, Door,valuable guest).

## Reference Books

- 1) Frank D. Borsenik, 1997, Management of maintenance & Engineering Systems in Hospitality Industries, John Willey & Sons.
- 2) O.P. Khanna, 1980, Industrial Engineering and Management, Dhanpat Rai.
- 3) Arora C.P, S.C. Arora S.C and S. Domkondwar, 1998, Refrigeration & Air Conditioning, Pearson Education Canada.
- 4) Arora K.C and N.C.Goyal, 2006, Hotel Maintenance, Standard Publishers Distributors.

## **CHMC 303 Advanced Food Production - I**

### Objective:

Based on the sound knowledge of commodities and principles and methods of cooking it is desired to prepare students to evolve good understanding and prepare Indian regional menus in large quantities to suit the occasion. The course further introduces the students to the concepts of bakery & confectionery.

### Unit 1

Quantity Food Production-Introduction to large scale / quantity food production.- Industrial, Commercial and Institutional (Hospitals / Schools)

### Unit 2

Indian Regional Cooking-Introduction & Factors affecting eating habits, Staple diet, Historical background, Availability of raw material, Special equipment and fuels, Food prepared for festivals and special occasions of the following cuisines - Hyderabadi, Bengali, Goan, Gujarathi, Rajasthani, Kashmiri , Maharashtrian, Punjabi , Chettinad, Kerala, Dum, Awadhi.

### Unit 3

Introduction to Bakery & confectionery-Definition, Principles of baking, Bakery Equipment (small & large), Formulas & measurements, Physical & chemical changes during baking,

### Unit 4

Characteristics Functions of ingredients in Bakery & Confectionery-Flour, Shortening agents, Sweetening agents, Raising agents, Dairy products, Eggs, Sundry materials

### Unit 5

Yeast Doughs (Fermented Goods) & Cake Making-Role of ingredients, Types – (Rich / lean), Methods of bread making, Stages in bread making, Faults and remedies, Bread Disease, Bread Improvers, Role of ingredients, Recipe balancing, Method of cake making, Faults & remedies

## Reference Books

- 1) Rocky Mohan, 2011, Art of Indian Cookery – Roll.
- 2) Philip E Thangam, 2011, Modern Cookery (Vol –I & Vol -II) For Teaching & Trade - Orient Longman, Orient BlackSwan.Wayne Gisslen, 2009, Professional Baking –John Wiley and Sons.

### **CHMC 304 Advanced Food and Beverage Service-I**

#### **Objective:**

The courses will give a comprehensive knowledge of the various alcoholic beverage used in the Hospitality Industry. It will give an insight into their history, manufacture, classification, and also to develop technical and specialized skills in the service of the same.

#### **Unit 1**

Wines - Introduction, definitions of Wines. Classification, Viticulture & Viticulture Methods, Vinification- Still, Sparking, Aromatized & Fortified Wines, Vine Diseases

#### **Unit 2**

Wines – France, Italy, Spain, Portugal, Germany, New World Wines (South Africa, Australia, USA, Hungary & India) – Categories, Regions, Important Wines with their qualities

#### **Unit 3**

Food & Wine Harmony, Wine glasses and equipment, Storage and service of wine.

#### **Unit 4**

Aperitifs-Definition, Types- Wine based & spirit based,

#### **Unit 5**

Tobacco-Types – Cigars & Cigarettes, Cigar strengths and sizes, Brands – Storage and service

#### **Reference Books:**

- 1) Lilicrap & Cousins, 2010, Food & Beverage Service- Hodder Education Group.
- 2) John Fuller, 1983, Modern Restaurant Service- Nelson Thornes Limited.
- 3) Sudhir Andrews, 1986, Food & Beverages Service Training Manual- Tata McGraw Hill
- 4) Costas Katsigris, Mary Porter, Thomas, 2012, Bar & Beverage Book-, Wiley.
- 5) Lipinski, 1988, Professional Guide to Alcoholic Beverages- John Wiley & Sons, Incorporated.

### **CHMC 305 Housekeeping Operations – II**

#### **Objective:**

The course aims to establish the importance of House Keeping and its role in the hospitality Industry. It also prepares the student to acquire basic knowledge and skills necessary for different tasks and aspects of housekeeping.

#### **Unit 1**

Cleaning Routine of Housekeeping Department-General principles of cleaning, Work routine for floor supervisors and chamber maids, Rules of the floor

#### **Unit 2**

Cleaning Routine of Guest Rooms-Daily cleaning of occupied, departure, vacant, Under Repair & VIP rooms, Evening service & second service procedures. Weekly / Periodic cleaning – Special Cleaning tasks to be carried out. Spring Cleaning procedures

#### **Unit 3**

Cleaning Routine of Public Areas-Areas to be maintained, Daily, weekly and spring-cleaning procedures for various Public Areas such as Lobby / Lounge, Restaurants, Bar, Banquet Halls, Swimming Pool, Elevators and staircase & corridors.

#### **Unit 4**

Lost and Found Procedure and Control Desk-Procedure for Guest articles, Procedure for Lost Hotel Property, Records maintained Importance of Control Desk, Records maintained, Functions performed by C.D.

#### **Unit 5**

Housekeeping Supervision, Linen & Uniform room-Importance of supervision, Checklist for inspection, Dirty Dozen  
Layout of Linen Room, Classification & Selection of Linen, Classification of Bed, Bath, & Restaurant Linen, Sizes of Linen, Calculation of Linen requirement, Linen Control – Linen Inventory, Par stock, Linen Coverage ,Discard management

#### **Reference Books:**

- 1) Brenda Piper, 1981, Fibres & Fabrics –Longman.
- 2) Sudhir Andrews, 1987, Housekeeping Training Manual –Tata McGraw Hill.
- 3) Joan C. Branson and Margaret Lennox, 1988, Hotel, Hostel & Hospital Housekeeping, Hodder Arnold, V Edn

### **CHMC 306 Accommodation Operations – I**

#### **Objective**

This course aims to establish the importance of Accommodation operations within the hospitality Industry .It also prepares the student to acquire basic skills and knowledge necessary to successfully identify the required standards in this area and to consider all aspects of cost control and establishing profitability.

#### **Unit 1**

Contract Cleaning and Pest Control-Definition, Concept, Jobs given on contract by Housekeeping, Advantages & Disadvantages, Pricing a contract. Types of Pests, Preventive and Control Measures,

#### **Unit 2**

Safety & Security Processes-Safety of Guest Property, Hotel Property, Prevention of accidents, First Aid, Role & Procedures adopted by the Security Department.

#### **Unit 3**

Textiles and Laundry Management & Flower Arrangement-Classification of fibres with examples, Characteristics and uses of fabrics used in Hotel Industry. Layout, Laundry Equipments, Laundry flow process - Guest, House, Contract, Stains and Stain removal, Dry-cleaning – Agents and procedures, In-house laundry v/s Contract Laundry: Merits & Demerits - Concept, Importance & Principles, Types and shapes, Tools, Equipments and Accessories, Conditioning of Plant Materials

#### **Unit 4**

Front Office Accounting & Calculation of various Statistical data using Formulae & exercises on-Accounting fundamentals (types of accounts,ledger, folios, vouchers), Record keeping system (non automated, semiautomated and fully automated), Credit Monitoring and Charge Privileges  
Cash sheet - (ARR, Room occupancy %, Double Occupancy%, Foreign Occupancy %, Local Occupancy %, House count)

#### **Unit 5**

Reports, Guest Relations and Situation Handling-Night Receptionist Report, No-Shows & Cancellations Report / Sources of Business Report. / Discrepancy Report/Hospitality Desk, Functions and role, Maintenance of records like guest history card etc), Special personality traits for a Guest

Relations Executive Complaint handling procedure, Dealing with unusual situations(Death, Theft, Fire, Bomb-Scare etc)

**Reference Books:**

- 1) Brenda Piper, 1981, Fibres & Fabrics, Longman.
- 2) Robert Martin, 1992, Housekeeping Operations, John Wiley & Sons.
- 3) Matt A. Casado, 2000, Housekeeping Management –Wiley.
- 4) Sue Baker, P. Bradley, J. Huyton, 1998, Principles of Hotel Front Office Operations, Hospitality Press.
- 5) Charles Steadmon, 1985, Managing Front Office Operation, Educational Institute of the American Hotel & Motel Association.

**CHMP 307 Advanced Food Production Lab - I**

Minimum of 24 Practicals consisting of - 60 % Indian Regional Specialties inclusive of snacks (Cooked in Quantity- Minimum 60 portions) 40 % Basic Bakery & Confectionery Items. Practical Examination to be conducted on Indian Menus consisting of meat, vegetable, rice, roti, raita and a sweet preparation.

**CHMP 308. Hotel Management Lab - III**

**Advanced Food & Beverage Service**

1. Conducting Briefing/ De-Briefing for F & B outlets
2. Taking an Order for Beverages.
3. Service of aperitifs
4. Wine bottle, Identification, Glasses, Equipment, Required for service.
5. Reading a wine label (French, German)
6. Types of Glasses used un the bar
7. Service of Sparkling, Aromatized, Fortified, Still Wines.
8. Menu Planning with wines and service of food & wine
9. Service of Beer, Sake and Other Fermented & Brewed Beverages.
10. Service of cigars and cigarettes.

**Accommodation Operations**

1. Stain Removal
2. Laundering Procedure – Starching / Blueing / Ironing
3. Use of Laundry Equipment (Washing Machine)
4. Visit to a Laundry
5. Flower Arrangements – Different shapes and styles – 2 Practicals
6. Introduction to Horticultural aspects
7. Pest Control
8. Posting charges in guest folio
9. Practical applications of Credit Monitoring
10. Practical applications of Charge Privilege
11. Late Check-outs
12. Late Charges
13. V.P.O. and Miscellaneous vouchers
14. Allowance vouchers
15. Dealing with guests at the hospitality desk(enhancing the guest experience)
16. Situation Handling (Death, Theft, Fire, Bomb-Scare, etc)

## Second Year – Semester – IV

### CHMC 401 Hotel Accountancy

#### **Objective:**

This course gives an in-depth knowledge about the books maintained in the Hotel Industry. The students may be able to understand the day-to-day final transactions and its record keeping in hotels.

#### **Unit 1**

Introduction to Joint Stock Company-Definition, Characteristics & Advantages, Meaning, Definition and Types of Shares and Debentures

#### **Unit 2**

Company Final Accounts-Preparation of Trading, Profit and Loss, Profit and Loss Appropriation Accounts & Balance Sheet with provisions of Companies Act including writing off of Miscellaneous Expenses, Proposed dividend, Provision for Taxation and Transfer to Reserves.

#### **Unit 3**

Allowances and Visitors Paid Out-Meaning, Types and Proformas, Difference between Allowances & VPO

#### **Unit 4**

Guest Billing & Uniform System of Accounting-Proforma and Use of Visitors Tabular Ledger and Guest Weekly Bill, Accounting of Bills receivable Introduction, Practical problems on preparation of Income, Statement, Schedules showing Departmental incomes -Rooms, Food & Beverage, Telephone, Gift shop, Garage and Parking, Laundry and Marketing only

#### **Unit 5**

Concepts related to Financial Management-Definition, and factors affecting Working Capital, Definition, Characteristics of Budgets, History and meaning of Value added tax

#### **Reference Books**

- 1) S.P Jain & K.L Narang , 1999, Hotel Accountancy & Finance, Kalyani Publishers.
- 2) Ozi D'Cunha Gleson Ozi D'Cunha , 2002, Hotel Accounting & Financial Control, Dickey Enterprises.
- 3) Richard Kotas, 1981, Accountancy in the Hotel & catering Industry, International Textbook Company.
- 4) G.S.Rawat & JMS Negi , 1994, Elements of Hotel Accountancy, Aman Publications.

### CHMC 402 Managerial Economics

**Objective:** It is important that students have knowledge of application of management techniques in the field of economics. Moreover they should be able to understand the manager's Role in the decision making process from economic view point.

#### **Unit 1**

Nature & Significance of Managerial Economics-Meaning, Features & Significance, Functions of Managerial Economist

#### **Unit 2**

Basic Terms used in Economics-Micro & Macro Economics, Problem of Scarcity – Lionel Robbins Definition of Economics, Economic Tasks – Production & Distribution, Economic Entities – Household & Firm, Distinction between Plant, Firm & Industry.



### **Unit 3**

Demand Analysis & Theory of Consumer Demand-Meaning, Types & Determinants of Demand, Meaning & Determinants of Individual & Market Demand, Demand Function & Demand Schedule , The Law of Demand Utility - Meaning & Types, The Law of Diminishing Marginal Utility, The Law of Equi-Marginal Utility

### **Unit 4**

Elasticity of Demand-Concepts, Kinds & Types, Measurement of Price Elasticity Demand

### **Unit 5**

Production & Supply Analysis and Types of Market-Concepts & Attributes, The Law of Variable Proportions, The Law of Returns to Scale

Meaning & Determinants of Supply, The Law of Supply, Elasticity of Supply- meaning, measurement & factors affecting elasticity of Supply

Meaning & Classification of Market Structure, Types of Market Structures Formed by the Nature of Competition

### **Reference Books:**

- 1) Howard & Hugle, 1989, Economics for Hotel & Catering Students, Nelson Thrones II Edn.
- 2) Caiseneross, Introduction to Economics
- 3) Lila Jean Truett, Dale B Truett, 2004, Managerial Economics VIII Edn., Wiley.

## **CHMC 403 Advanced Food Production - II**

### **Objective:**

The course provides a detailed understanding of the compositions and methods used in meat cookery, while also advancing in the bakery & confectionery curriculum. The course develops the knowledge and understanding of the international cuisine amongst students.

### **Unit 1**

Meat Cookery, Fish Mongery & Convenience Foods-Understanding meats – Composition, structure & basic quality factors, Aging, Factors affecting tenderness, Appropriate cooking methods.

**Lamb / Beef / Veal / Pork** - Selection Criteria, Principles of Storage & thawing, Cuts (uses & suitable cooking methods), Poultry - Selection Criteria, Principles of Storage & thawing, Cuts of poultry (uses and suitable cooking methods), Description and uses of - Duck, goose, turkey, guinea- fowl & quail. Introduction to fish mongery, Classification of fish with examples( local names also ), Selection & storage of fish & shell fish, Cuts of fish, Cooking of fish, Preserved & processed fish Characteristics, Processing methods. Advantages & Disadvantages

### **Unit 2**

Flour Pastries, Cookies, Icing, Frosting & Fillings Definition & Classification- Short Crust, Hot Water/ choux, Rough Puff, Flaky, Role of ingredients, Recipes, methods of preparation, Do's and Don'ts while preparing Pastry Definition / introduction, Types of cookies, Methods of mixing & Baking Definition & Uses, Classification, Ingredients used

### **Unit 3**

International & Nouvelle Cuisine-Introduction to influences of cultures on regions, Special features with respect to ingredients, methods, presentation styles in the following countries - Asian , European (continental), North & South American & Mexican.

Evolution & history, Salient features, Difference between Haute Cuisine & Nouvelle Cuisine, Service Style – points to be considered, Preparing plated service

#### **Unit 4**

Larder / Garde Manger-Functions of larder department and Duties & responsibilities of larder chef, Common terms used in larder department, Specific essential tools & equipment in the larder. Pates, Mousses, Galantines, Ballotines

#### **Unit 5**

Salads, Sandwiches, Kitchen Stewarding & Garbage Disposal-Classification, Composition, Principles of making a salad, Classical salads Parts / composition of sandwiches, Types of bread used in sandwich making, Types of sandwiches, Fillings – basic principles of sandwich spread making & fillings. Precautions to take while preparing sandwiches, Storing of sandwiches for health & safety. Importance of kitchen stewarding, Hierarchy & staffing in kitchen stewarding department, Equipment found in kitchen stewarding department Introduction, Ways of accumulation, Segregation, Disposal methods, Importance and maintenance of garbage bins

#### **Reference Books**

- 1) Wayne Glasslen, 2011, Professional Baking, John Wiley & sons.
- 2) Anne Willan, Complete Guide To Cookery
- 3) Bo Friberg, 2008, Professional Pastry Chef, John Wiley
- 4) Le Rol A Polsom, 2002, The Professional Chef IV Edn. John Wiley
- 5) S. Roday, 1998, Food Hygiene and Sanitation, Hill Publication.

### **CHMC 404 Advanced Food and Beverage Service – II**

#### **Objective:**

The courses will give a comprehensive knowledge of the various alcoholic beverage used in the Hospitality Industry. It will give an insight into their history, manufacture, classification, and also to develop technical and specialized skills in the service of the same. The students will gain a comprehensive knowledge and develop technical skills in aspects of Specialized Food and Beverage services.

#### **Unit 1**

Introduction to Spirits, Distillation process, Pot Still & Patent Still & Spirits-Whisky Brandy, Rum, Vodka, Gin & Tequila, Production, Types, Brands- Indian and International, Other Alcoholic Beverages- Absinthe, Ouza Aquavit, Silvovitz, Arrack, Feni, Grappa, Calvados & other fruit brandies

#### **Unit 2**

Liqueurs & Cocktails-Types, Production, Brands & Service- Indian and International Introduction, History, Methods of Mixing cocktails, Rules of mixing cocktails, Classic Cocktails- Recipes, innovative cocktails & mock tails (at least 5 from each base), Cocktail Bar Equipment, garnishes, decorative accessories, Definition of other mixed drinks – eg. Cobler, Daisy, Sangaree etc.

#### **Unit 3**

Room Service/ In room dining service-Introduction, general principles, Cycle of Service, scheduling and staffing, Forms and Formats, Order Taking, Suggestive Selling, breakfast cards, Time management- lead time from order taking to clearance

#### **Unit 4**

Banquets & Buffets-Organization structure, Duties & Responsibilities of banquetting staff, Administrative Procedures, Formats Maintained, Banquet Function Prospectus, Types of Function ( Formal and Informal), Menu Planning ( Indian, Continental, Theme, conference, cocktail, others), Seating Arrangements, Off Premise/ Out door catering, Air line/ Railway/ Sea Catering. Definition, Types of buffets, Buffet equipment and tables set-up.

## **Unit 5**

Bar Operations & Gueridon Service-Types of bars, Layout of American bar (parts of the bar), Bar equipments Origin and definition, Types of Trolleys and layout, Special equipment, Service Procedures, Service of important classical dishes

### **Reference Books:**

- 1) John A. Cousins, D. R. Lillicrap, 2010, Food & Beverage Service –Hodder Education.
- 2) John Fuller, 1983, Modern Restaurant Service- Nelson Thornes Limited.
- 3) John A. Drysdale, Jennifer Adams Galipeau, 2008, Profitable Menu Planning, Pearson Prentice Hall.
- 4) Robert A. Lipinski, Kathleen A. Lipinski, 1988, Professional guide to Alcoholic Beverages, John Wiley & Sons, Incorporated.

## **CHMC 405 Accommodation Operations – II**

### **Objective:**

This course aims to establish the importance of Rooms Division within the hospitality Industry. It also prepares the student to acquire skills and knowledge necessary to successfully identify the required standards and Control Systems in this area and to consider managerial decision-making aspects of this department

### **Unit 1**

Interior Decoration, Refurbishing & Redecoration-Importance & Definition, Principles of Design, Elements of Design – Line/ Form/ Color / Texture, Definition, Factors, Snagging list

### **Unit 2**

Budget & Budgetary Control-Definition, Concept & importance, Types of Budgets – operating & capital, Housekeeping Room Cost

### **Unit 3**

Purchasing System-Identification & selection of supplier, Purchase procedure – Purchase order, receiving, storage & issuing, Concept of ROL, bin card & other records maintain for purchasing

### **Unit 4**

Night Audit & Sales Techniques-Concept of Night Audit and Role of Night, Auditor, Night Auditors Report (Night Auditors Report), Auditing Process(in brief) Various Sales Tools, Role of Front Office Personnel in maximising occupancy, Overbooking, Repeat guests, Return Reservations, Offering Alternatives and Suggestive Selling, Business related Marketing Techniques

### **Unit 5**

Establishing Room Rates & Forecasting Room Availability-( Rule of Thumb Approach, Hubbart's Formula) Market Conditions Approach Useful forecasting Data, Room Availability Forecast, Forecast forms [sample]

### **Reference Books:**

- 1) Madelin Wexler, 1997, Professionals Housekeeper, John Wiley & Sons. Inc.
- 2) Michael L. Kasavana, Ph.D., Richard M. Brooks, 2011, Managing Front Office Operations, Educational Inst of the Amer Hotel.
- 3) Gary K. Vallen, Jerome J. Vallen, 2012, Checkin Checkout, Pearson Education.
- 4) Grace Paige, Jane Paige, The Hotel Receptionist
- 5) Paul White and Helen, Hotel reception.

## **CHMC 406 Travel and Tourism**

**Objective:** To inculcate a sense of importance and establish a link between the tourism industry and the hotel industry and to highlight tourism industry as an alternative career path

### **Unit 1**

Tourism Phenomenon & Constituents of Tourism Industry-Definition – Tourism; Tour; Tourist; Visitor; Excursionist; Domestic; International; Inbound; Outbound; Destination, Growth of Tourism / Evolution /History of Tourism & Present status of tourism in India, Thomas Cook – Grand Circular Tour Primary Constituents, Secondary Constituents, The 4 A's of Tourism – Attraction, Accessibility, Accommodation, Amenities, Career Opportunities for tourism professionals

### **Unit 2**

Infrastructure of Tourism, Types of Tourism and the Impact of Tourism-Role of Transport in Tourism, Modes of Transport: Road, Rail, Air, Sea. Types of Accommodation – Main & Supplementary  
Types of Tourism: - Various Motivators Holiday, Social & Cultural, MICE Religious, VFR (Visiting Friends and Relatives), Sports, Political, Health, Senior Citizen, Sustainable Tourism Alternative Tourism: Eco Tourism, Agro Rural Tourism Economic Impact – Employment generation, Foreign Exchange Earnings, multiplier effect, Leakage, Infrastructure development. Social, Cultural & Political Impact – Standard of living, passport to peace, International understanding, Social Integration, Regional Growth, National Integration. Environmental Impact – Tourism pollution & control, wild life & bird sanctuaries & their protection for tourist industry.

### **Unit 3**

The Tourism Organizations and the Travel Agency-Objectives, Role & function of: Government Organizations: DOT, ITDC, MTDC, ASI, TFCI. Domestic Organizations: TAAI, FHRAI, IATO, International Organizations: WTO, IATA, PATA. NGO: Role of NGO in making responsible tourists. Meaning & Definition of Travel Agent, Types of Travel Agent: Retail & Wholesale, Functions of Travel Agent, Provisions of Travel Information, Ticketing, Itinerary Preparation, Planning & Costing, Settling of Accounts, Liaisons with service providers, Role of Travel Agent in promotion of Tourism.

### **Unit 4**

The Tour Operator-Meaning & Definition, Types of Tour operator: Inbound, Outbound & Domestic, Tour Packaging – definition, components of a tour package, Types of Package Tour: Independent Tour, Inclusive Tour, Escorted Tour, Business Tour, Guides & escorts – Their role and function Qualities required to be a guide or escort.

### **Unit 5**

Travel Formalities & Regulations, and Itinerary Planning-Passport – Definition, issuing authority, Types of Passport, Requirements for passport, Visa – Definition, issuing authority, Types of visa Requirements for visa, Health Regulation – Vaccination, Health Insurance. Economic Regulation – Foreign Exchange

Definition, Steps to plan a Tour, Route map, Transport booking – reservation, Accommodation – reservation, Food facilities, Local guide / escort, Climate / seasonality, Shopping & cultural show, Costing

### **Reference Books**

- 1) Michael M. Cottman, Van Nostrand, 1989, Introduction to Travel & Tourism, Reinhold.
- 2) Jagmohan Negi, 1997, Travel Agency & Tour Operation Concepts & Principles - Kanishka Publishes, Distributors.
- 3) B. K. Goswami & G. Raveendran, 2003, A Textbook of Indian Tourism, Anand Publications Pvt. Ltd.
- 4) Ratandeep Singh, 1998, Dynamics of Modern Tourism, Kanishka Publishers.
- 5) Fletcher & Cooper, 2000, Tourism Development, Principles and Practices, ELBS.

### **CHMP 407. Advanced Food Production Lab - II**

Students to continue with a combination of Bakery and Quantity Food production menus (minimum 24 practicals as follows).

50 % Advanced Bakery Menus covering Flour Pastry Products and variations, Gateaux using various Icings and decorations techniques and cookies.

50% brunch, high tea, snacks and Industrial / Institutional Lunch Menus.

Practical Examination to be conducted on three Bakery Products inclusive of Flour Pastry Variation, Birthday Cake / Fresh Cream Gateau and bread rolls

### **CHMP 408. Hotel Management Lab - IV**

#### **Advanced Food & Beverage Service and control**

1. Service of Spirits & Liqueurs from the bar and at the table.
2. Cocktail/Mocktail Preparation, presentation and service
3. Service of Cigars & cigarettes]
4. Setting of a bar and service from the bar
5. Menu planning & service of food and alcoholic beverages.
6. Room Service- Tray and trolley lay up, breakfast hanger & service procedure.
7. Mini bar- format and operational procedures.
8. Filling of Banquet function prospectus, Menu Planning & Service (International Menus - French, Chinese, Mexican & Italian)
9. Banquet seating styles, formal banquet service
10. Setting up of bar with glasses & equipment
11. Compiling Beverage lists
12. Mise-en-place for serving a dish from Gueridon Trolley & Service of dishes (flambe & salads)
13. Setting up of buffets and service procedures.
14. Guest Situation Handling

#### **Accommodation Operations**

1. Basic layout of a Guest Room.
2. Formats of purchase records such as purchase order, bin card, requisition slip etc.
3. Colour Wheel
4. Calculation of staff requirement for house keeping department for 5 star hotels.
5. Calculation of staff requirement for house keeping department for 3 star hotels.
6. Preparing duty rota for supervisory staff.
7. Preparing duty rota for GRA & Public Area attendance.
8. Daily & monthly consumption sheet.
9. Up-selling
10. Suggestive Selling
11. Formats of Night audit process
12. Preparing Forecast sheets-week
13. Preparing Forecast sheets-month
14. Overbooking
15. Increasing Repeat Guests
16. Encouraging Return reservation

### Third Year – Semester – V

#### CHMC 501 Environmental Management

**Objective:**

The course aims to establish the importance of environmental issues and the role of the Hospitality Industry in propagating conservation measures.

**Unit 1**

Introduction and development of environmental message-Staff – Raise awareness build commitment, provide support, reward efforts, celebrate success, Business partners coordination, Guests participation, Community – sponsorship, urban beautification, alternate energy sources

**Unit 2**

Waste Management, Energy and waste conversion and Water-Why manage waste, Recycling, Non-hazardous energy separation Introduction, Energy efficiency action plan, Assessing current performance, Energy conservation measures, Guidelines for major use areas, Making decision about investments, Evaluation of new technology Water and the environment, Improving water quality, Case studies

**Unit 3**

Product purchase, Indoors air quality and External air emissions-Principles of responsible purchasing, Implementation of Eco friendly purchasing, Products: recycled paper, future products Potential sources of air pollution, Improving indoor air quality, Costs Sources, Effects, Hotels and air pollution

**Unit 4**

Noise, Hazardous materials and Ecotels-Introduction, Problems of noise & program for tackling it Definition & Sources, Hazards & dealing with hazardous materials What are ecotels, Case studies India, abroad

**Unit 5**

Building of the future-Building materials – cement, bricks, wall panels, Paints, Smart buildings, Current technology

**Reference Book**

- 1) Butterworth & Heinemann, Environmental Management for Hotels
- 2) V.Subramaniam, 2002, A text book in Environmental Science, Narosa Publishing House.
- 3) D.K.Asthana and Meera Asthana, 1998, Environment Problems & Solutions, S.Chand & Co., Ltd.

#### CHMC 502 Organizational Behavior

**Objective:** To understand the impact that individual, group and structure have on behaviour within organisations for the purpose of applying such knowledge towards improving an organizations effectiveness.

**Unit 1**

Introduction to Organisational Behaviour-Definition of OB, relevance and its scope, Relationship to other fields, Objectives of OB, Behavioural Approach to Management.

**Unit 2**

Organizational Design & Culture- Modern Organizational Design, Delegation & Decentralization, Organizational Culture – Definition & Characteristics.

**Unit 3**

Human Behavior-Nature & Dimensions of Attitude, Nature & Importance of Perception – Social Perception, Personality – Meaning and Personality Traits, Group – Nature, Types, Group Dynamics and Group Decision Making.

#### **Unit 4**

Motivation, Learning & Conflict Management-Meaning & Importance, Techniques, Theories of Motivation – Maslow & McGregors. Process of learning, Principles of learning, Organisations Reward System, Behavioural Management. Traditional Vs Present Views, Reasons for Conflicts, Strategies to overcome conflict.

#### **Unit 5**

Stress Management, Diversity and Ethics-Concepts of Stress, Sources & Effects of Stress, Strategies to overcome individual & organizational stress. The Nature of Diversity, Reasons for the Emergence of Diversity, Specific Characteristics of Diversity.Managing Diversity - Developing the multicultural Organization, Individual Approaches to Managing Diversity, Organizational Approaches to Managing Diversity Ethics & Ethical Behaviour in Organizations - The impact of ethics on "Bottom-Line" Outcomes, Sexual Harassment, Pay and promotion Discrimination, Employee Privacy Issues.

#### **Reference Books**

- 1) Stephen Robins, 2012, Organizational Behaviour, XV Edn. Prentice Hall
- 2) Fred Luthans, 2010, Organizational Behaviour, XII Edn., Mc Graw – Hill
- 3) Management of Organizational Behaviour –. (Pearson, 9<sup>th</sup> edition)
- 4) Keith Davis & John W Newstrom, 2002, Human Behaviour at work – Organizational Behaviour Mc Graw – Hill
- 5) Uma Sekaran, 2004, Organisational Behaviour, II Edn., Mc Graw – Hill

### **CHMC 503 Hospitality Marketing**

**Objective:** The course aims to make the students understand importance of marketing in Hospitality Industry, concepts of the marketing, buying behaviors, market segmentation and marketing mix strategies for effective marketing of the hotel industry.

The course aims to enable the students to, understand the intricacies of managing service business, understand approaches / issues relating to augmented P's of services (People physical evidence, process) and to appreciate the importance of customer satisfaction & quality service.

#### **Unit 1**

Introduction to Marketing & Analysis of Current business environment-Definition of Marketing, Customer Orientation, Core Concept of Marketing, Marketing Management – Definition Philosophies and pillars of Marketing management, Introduction to 7 P's of Marketing mix Competition, Economic Environment, Technological Environment, Social & Cultural Environment, Political Environment, Internal Environment

#### **Unit 2**

Consumer Behaviour, Market Segmentation & Product-Consumer Behaviour model, Factors affecting Consumer Behaviour – Cultural, Social, Personal, Psychological Definition & need for market segmentation, Basis for segmentation - Geographic, Demographic, Behavioral and Psychographics Definition, Levels of Product, Hospitality products, Branding, New Product Development. Product Life Cycle, Product Differentiation

#### **Unit 3**

Pricing, Distribution & Promotion-Introduction, Internal & External affecting pricing, General Pricing methods, Pricing strategy adopted by hotels for [Room tariff, F & B Items, Functions, Packages] Definition and importance of Distribution system, Channel levels of distributions, Intermediaries for Hospitality Industry [Travel Agents, Tour Wholesalers, Hotel representatives, National/ regional/ local/ tourist agencies, centralised reservation systems, airline based reservation systems, Internet], Franchising, Alliances, Location of services,Definition and characteristics of promotion tools, 5 M's of Advertising, Various Sales promotion tools used in hotels, Publicity and public relation - Tools and opportunities in the hotel industry, Principles of personal selling, Direct Marketing - Telemarketing and internet

#### **Unit 4**

Services Marketing, People, Physical Evidence, Process & Customer satisfaction & Quality-Definition, Difference between goods & services, Characteristics of services, Management strategies for service business Role of employees in service process, Recruitment and training, Motivation & Empowerment, Internal marketing Definition & role, Elements of physical evidence, Exterior facilities, Interior facilities, Other tangibles Service encounter, Blue printing, Operation design for cost efficiency, service quality and customization position ,Customer Value and satisfaction, Five gap model of service quality, Benefits of service quality ,Retaining customers, handling customer complaints, Relationship marketing, Monitoring and measuring customer satisfaction

#### **Unit 5**

Managing supply, demand and productivity & Marketing organization-Managing supply, (Part - time employees, Overtime, Cross training, Peak time operation procedures, increasing customer participation, shared facility, outsourcing), Managing Demand - (Shift usage, decrease demand during peak, stimulate demand during slow periods) Tools of managing demand. Enhancing productivity - (Improving quality of labour force, Investment in capital equipment, automation of tasks, modify customer – service interaction, separate customer contact & support function, outsourcing, increase self service options) Forms of Marketing organization, Set-up and organisation of sales and marketing department, (Individual property, regional/ national chain/ multinational chain), Duties of a Marketing Manager

#### **Reference Books**

- 1) Philip Kotler, Bowen & Makens, 2010, Marketing for Hospitality & Tourism, V Edn., Prentice-Hall Inc.
- 2) S.M.Jha, Hotel Marketing,2012, III Edn. Himalaya publishing House.
- 3) Neil Wearne,2006, Hospitality Marketing I Edn., Hospitality Press Pvt Ltd.
- 4) M.K. Ram Pal & S.L. Gupta, 2013, Services Marketing - - Galgotia Publishing Concept, II Edn. Application & Cases Co.M.P.Singh, 2009, Operation management and strategies, I Edn, Sonali publishing.

### **CHMC 504 Hotel Related Laws and Business Communication**

#### **Unit 1**

Indian Contract & Consumers Protection Act-Definition of Contract , Proposal, Agreement, Consideration, etc.,Essentials of Valid contract, Competent Parties, Types of Contracts – valid, void and voidable, Performance of Contract, Discharge of Contract, Remedies for Breach of Contract, Indemnity and Guarantee Definitions – Consumer, Complaint, Defect in goods, Deficiency in service, Unfair trade practice, Restricted trade practice, Procedure for redressal of grievances before District Forum, State Commission, and National Commission, Other related provisions.

#### **Unit 2**

Sale of Goods & Food Adulteration Act-Essentials of valid Sale, Conditions and Warranties, Unpaid seller and his rights, Rights and duties of seller and buyer Principles of food laws regarding prevention of food adulteration, definition, authorities under the act, procedure of taking a sample purchase right, warranties, guest control order or food services order in force from time to time. Essential commodities etc., and AGMARK

#### **Unit 3**

Shops and Establishments & Environmental Protection Act – Important provisions-Procedure relating to registration of hotel, Lodges, Eating Houses, Restaurants, and other related provisions. The Water (Prevention and Control of Pollution) Act 6.2 The Air (Prevention and Control of Pollution) Act.

#### **Unit 4**

Licenses and permits for hotels and catering establishments – Licenses and Permits & Industrial Legislation Procedure for procurement, bye laws of hotels and restaurant under municipal corporation – Renewal Suspension and termination of licenses.Factory Act - Definition of Factory, Worker, Health Safety and Welfare provisions, Industrial Disputes Act – Definition of Industry, Manufacturing process,



Industrial Dispute, provisions relating to strike, lock-out, retrenchment, lay-off and Authorities for settlement of Industrial Disputes, Payment of Wages Act - Definition of Wages, Authorized deductions from the wages, Workmen's Compensation Act – Definition of Dependent, Disablement, Occupational disease, liability of the employer to pay compensation and amount of compensation.

### **Unit 5**

Business Communication, Case studies & Stress Management-Report writing, Incident and event, Festival / themed events, Meetings – Types, Structuring an agenda, Writing the minutes, Conducting a meeting, Presentations – Types, Making a presentation, Making use of AV aids Advantages of the case study method 5.2 Technique for analyzing a case study and presenting an argument Causes of stress, Handling stress / Stress Management techniques

### **Reference Books:**

- 1) Arun Agarwal, 2002, How to get the job you want, Vision books.
- 2) Rohit Anand and Sanjeev Bikchandani, Get that job, Harper Collins.
- 3) Dale Carnegie, How to develop self-confidence and influence people by public speaking Cedar self help.
- 4) Andrew Leigh and Michael Maynard, 2003, The Perfect Presentation, Random House Business.

## **CHMC 505 International Cuisine , Food and Beverage Services - I**

**Objective:** This course enables the student to gain a better understanding of the roll of Food and Beverage Management in the context of overall catering operation. It also helps them to acquire finer skills and through understanding of the managerial principals for overall development.

### **Unit 1**

Restaurant Planning & Operations-Types of Restaurants, Location or site, Sources of Finance, Design Consideration, Furniture, Lighting and Décor, Equipment required, Records maintained, Licences required.

### **Unit 2**

Bar Planning & Event Management-Types of Bar, Target clientele, Location, Atmosphere and Décor, Basic elements of Layout and Design consideration, Parts of bar, Beverage control procedure, Records maintained, Licenses required .Types of functions, Role of sales and marketing, Taking bookings, Planning and organising themes of Indian and International cuisine, Concept & planning for MICE segments.

### **Unit 3**

Personal Management in F & B Service-Developing a good F & B Team (desirable attributes for various levels of hierarchy), Allocation of work, Task analysis and Duty Rosters, Performance Measures, Customer Relations, Staff Organizations and Training, Sales Promotion

### **Unit 4**

International cuisines-French, American, Oriental, Far east, Mediterranean, Polynesian, German, Spanish, Mexican, etc (Brief description of the classical dishes for the purpose of Menu Planning)

### **Unit 5**

Menu Merchandising-Major types of merchandizing e.g. Floor Stands, Posters, Wall displays, tent cards etc., Basic menu criteria, Types of food and beverage menu, Methods of printing menu, Suggestive selling and up selling

### **Reference Books:**

- 1) Dennis R Lillicrap and John A Cousins, 2006, Food and Beverage Service, VII Edn., Hodder Arnold.
- 2) Bernard Davis, Andrew Lockwood and Sally Stone, 2012, Food and Beverage Management, V Edn., Routledge.
- 3) Edward Kagarian, 2013, Facility Planning and Design, IV Edn., A&C Black
- 4) Costas Katsigris, Mary Proter & Thomas, Bar and Beverage Book.
- 5) Kinton and Cesarani, Theory of Catering

### **CHME 506 Elective - I**

#### **CHMP 507 Advanced Food Production Lab - III**

##### **International Cuisine, Specialized Food and Beverage services**

- 1) Planning a restaurant (Spatiality, fast food and coffee shop) with the factors mentioned in the theory).
- 2.) Planning of bar with the factors mentioned in theory
- 3) Preparation of duty roasters in restaurants and function catering
- 4) Formal banquets (Seating arrangements and service procedures)
- 5) Menu planning – Indian and International with wines
- 6) Formats of records maintained in restaurants and bars (booking, Diary, KOT, Sales summary sheet, Guest comments, Log Book, etc)
- 7) List of restaurants equipment manufacturers (Assignment)
- 8) List of licenses required (Assignment)

International menus – Minimum of 4 international cuisines to be covered, such as – Oriental, Italian, Mexican, Middle Eastern, Continental.

Desirable – Students should learn making of pates galantine, terrine, classical salads, Savouries,

Students should learn making of pates galantine and terrine, classical salads, savouries, Sugar Craft, Chocolate Confectionary and Advanced Indian Sweet – meats.

#### **CHMP 508 Hotel Management Lab -V**

##### **Practical guidelines-Hotel Related Laws & Business Communication**

The student is required to maintain a file to document practicals. Every week one current affairs issue is to be discussed and recorded in the student file. Making short presentations on current hospitality topics using trade magazines and journals as resources to be followed by a Q&A session.

1. Case study analysis
2. Time management applied
3. Participating in a debate
4. Information on personalities in hospitality and other service businesses to be collected and discussed.
5. Hospitality company profiles/ history / culture to be collected and discussed.
6. Application of stress management techniques like yoga could be incorporated on a weekly basis.
7. Identification of colour schemes
8. Study the layout and model preparation for – Single, Double and Handicap Room , etc
9. Planning and designing of a Lobby (Assignment)
10. Assignment on floor furnishing, wall coverings, curtains. (Samples to be collected)
11. Designing a Broucher for heritage Hotel , Business Hotel and Resort
12. Collect five different examples of Hotel Advertisement – Assignment
13. Comparative study of any two MICE destinations
14. Assignments – Workout a model-marketing plan for a Five Star Hotel

### **Third Year – Semester – VI**

#### **CHMC 601 Total Quality Management**

##### **Objective:**

To understand meaning of Quality Management in Hospitality Industry and learn methods of solving problems and under taking improvements projects by developing culture of team working with the ultimate intention of delighting customer and continually improving the processes in all functions.

### **Unit I**

Quality in Service Industry - Definitions - Concepts and models - Quality plans Core Concepts of TQM Internal Customer - Right First Time - Customer Focus - Continuous Improvement - Thoughts from Quality Gurus Deming – Crosby - Juran

### **Unit II**

Core values of Japanese Management - Group Orientation – Perfectionism -Innovation  
Deligence - Various International Quality Standards- QMS – ISO 9001:2000 - EMS – ISO 14001:1996 – HACCP - Organizational culture & leadership for TQM 06 08 – Commitment – Vision – Mission - Creating environment

### **Unit III**

Problem solving Tools & Techniques - Brain Storming - Pareto Analysis - Fishbone Diagram - Team work for Quality - Quality Circle - Flow group Concept - Kaizen & Continuous Improvement - “5 S ” – Philosophy - Process Mapping & Improvement (5 W & 1 H) - Measuring & Managing Customer Satisfaction - Why? What? & How?

### **Unit IV**

Green Service Quality – Challenges – Opportunities – Water – Energy - Waste Management - Cost of Quality – Failure – Appraisal - Preventive Cost - Role of Communication in TQM Language Concept - Effective Ways - Investors in People – Assessment - Competence Gap Training

### **Unit V**

Business Process Re-engineering - Concept – Methodology - Measuring & Managing Customer Satisfaction - Steps to success

### **Reference Books:**

- 1) Mike Asher, 1996, Managing Quality in Science Sector, Kogan Page Ltd.
- 2) John Bank 1996, The essence of Total Quality Management, Practice Hall of India Pvt. Ltd.
- 3) Philip Crosby, 1980, Quality is Free and Quality is still Free, Mentor Pub.
- 4) John Pike & Richard Barheo, TQM in Action, Clrpure & Hall.
- 5) Bo Evandsson, Bertel Thamsson & John Obertveit, 2011, Quality of Service, VII Edn. Mc Graw – Hill Book Company.

## **CHMC 602 Entrepreneurship Development**

**Objective:** This course enables the student to develop entrepreneurship abilities and understand the culture of entrepreneurship development.

### **Unit 1**

Introduction to Entrepreneurship / Concept of Entrepreneurship

### **Unit 2**

Qualities & Attributes required for Entrepreneurship

### **Unit 3**

The Entrepreneurial Process and Identifying the Opportunity (SWOT Analysis)

### **Unit 4**

Assessing the Market & Resource Mobilization-Information gathering techniques, Principles of market survey, Analysis of survey data

### **Unit 5**

Budgeting, Accounting & Control and Preparation of a Project report-Principles of evaluation of quality control

### **Reference Books**

- 1) Crisp, 2001, Entrepreneurship Development – MSBTE, McGraw Hill Education India Pvt Ltd
- 2) Peter Drucker, 2006, Innovation & Entrepreneurship III Edn., Harper business.
- 3) Berger, 1991, The culture of Entrepreneurship, VII Edn. ICS press.

## **CHMC 603 Human Resource Management**

**Objective:** The understanding of Human Resources Management will help the students in identifying the significance and its role in the Hotel & Catering Industry. It will also help them to develop an attitude for positive Human Behaviour at work.

### **Unit 1**

Introduction to Human Resource Management-Definition, Nature & Characteristics, Need for HRM in the Service Industry, Role of Human Resource Manager.

### **Unit 2**

Human Resource Planning-Concepts, Characteristics and Need, Job Analysis, Job Description & Job Specification, Recruitment & Selection: Sources & Modes of Recruitment, Tests & Interviews, Selection Process.

### **Unit 3**

Human Resource Development-Definition and Characteristics, Orientation & Induction, Training – Need & Importance. Difference between Training & Development Methods of Training, Performance Appraisal – Purpose & Methods, Promotion & Transfers

### **Unit 4**

Wage & Salary Administration-Job Evaluation – Concept & Objectives, Formulation of Compensation Structure, Regulatory Provisions, Fringe Benefits

### **Unit 5**

Grievances & Discipline and Labour – Management Relations-Grievance Handling – Identifying Causes, Developing Grievance Handling Systems, Discipline – Concept, Causes of Indiscipline Trade Unions – Concept, Objectives & Functions, Collective Bargaining, Workers Participation in Management, Labour Turnover – Causes & Measures to prevent Labour Turnover.

### **Reference Books**

- 1) Dr P C Shejwalkar & Mr S R Malegaonkar, 2007, Personnel Management & Industrial Relations, VIII Edn. Lakshmi publishing.
- 2) Mamoria , 2014, Personnel Management –Himalaya publishing.
- 3) Edwin b. Flippo, 1984, Personnel Management, VI Edn. McGraw Hill.
- 4) Frank M /Mary L Monochello,2012, Human Resource Management in the Hospitality Industry, I Edn., Tata Mc Graw Hill.
- 5) V P Michael, 2011, Human Resource Management & Human Relations, V Edn. Himalaya Publishers.

## **CHMC 604 International Cuisine , Food and Beverage services - II**

**Objective:** This course enables the student to gain a better understanding of the role of Food and Beverage Management in the context of overall catering operations. To familiarize the student with the current trends in hospitality operations like Standard Operating Procedures and Software Applications.

**Unit 1**

Meal Experience-Introduction, Eating Out, Food and Drink, Variety of service, Level of Services, Interior design and atmosphere, Expectation and identification, F & B Service employees, Trends in eating out

**Unit 2**

Managing quality in Food & Beverage Operations-Definition and importance, Approaches to quality management, Managing quality

**Unit 3**

Budgetary Control & F & B Management in Fast Food and Popular Catering-Objectives, Types of Budgets, Basic stages in preparation of budgets, Pricing consideration, Menu pricing, Menu engineering

Introduction, Basic policies – Financial marketing and Catering, Organizing and Staffing, Control and performance measurement

**Unit 4**

F & B Management in Hotels & Restaurants-Introduction, Basic Policies – Financial marketing and Catering, Organizing and Staffing, Control and performance measurement, Production planning & scheduling, Production quality & quantity control

**Unit 5**

F & B Management in Industrial Catering-Introduction, Basic policies – Financial marketing and Catering, Organizing and Staffing, Control and performance measurement

**Reference Books:**

- 1) Dennis Lillicrap and John Cousins, 2013, Food & Beverage Service, VIII Edn., Hodder Headline publishing.
- 2) Bernard Davis, 2013, Food & Beverage Management, IV Edn., Roughage publishing
- 3) Brain Varghese, 2012, Food & Beverage Service Management, I Edn. Jaico Book House.
- 4) Lipinski, The Restaurant (From Concept to Operation)
- 5) Sudhir Andrews, 2013, Food & Beverage Service Training Manual, III Edn. Tata Mc Graw Hill.

**CHME605 Elective II****CHME606 Elective III****CHMP 607 Advanced Food Production Technology Lab - IV****International Cuisine, Specialized Food and Beverage services**

- 1) Arranging a theme Dinner / Food Festival
- 2) Practice software applications in F & B
  - a. Create KOT's / BOT's and open a guest table
  - b. Posting items and writing on item / bill
  - c. Printing of a bill
  - d. Settling bills / Credit cards
  - e. Opening and closing a shift and operations afloat
  - f. Types of keys / passwords – waiter, supervisor, manager
  - g. List of reports generated – Daily Revenue Reports, including APC Menu Sales Analysis, Food & Beverage Cost reports, etc.

- 3) Checklist for opening a restaurant
- 4) Checklist for closing a restaurant
- 5) Practice of standard operating procedures in restaurants
- 6) Menu planning and service procedures – Indian and International cuisine (Specialized service, banquets, gueridons).

### **CHMT 608 Project**

The Project Report should be market research and field work oriented and related to Food Production / Food & Beverage Service/Accommodation Management.

#### **List of courses for Electives- I, II, III**

- 1) Specialized Food production
- 2) Specialized Food and Beverages Service
- 3) Specialized Accommodation Management
- 4) Tourism Resources in India
- 5) Facility and Event Management
- 6) Travel Agency and Tour Operation Business

### **1.Specialized Food Production**

#### **Objective:**

Personnel deciding to make a career in the food & beverage productions need to acquire finer skills & through understanding of the managerial principles so that the student is professionally developed.

#### **Unit 1**

Charcutiere-Definition & terms-Production, classification, processing of-Sausages-Forcemeats-Marinades, cures, brines-Knowledge of cold meat platter-Types & uses of chaud froid-Preparing aspic & gelee-Ham Bacon & Gammon-Difference-Processing- Uses Appetizers (Hot & Cold)- Classification with examples-Classical appetizers-Precautions for preparing, presenting and storing from food spoilage view

#### **Unit 2**

Pates & Galantines-Types & making of pate- Commercial pate & pate maison-Truffle sources, cultivation uses & types of truffe-Types & making of galantine-Ballotines Mousse & Mousseline-Types of mousse (savoury)-Preparation of mousse & mousseleine- Difference between mousse & mousseline

#### **Unit 3**

Food Additives-Preservatives-Class I and Class II Preservatives their names & examples-Colouring agents – natural & synthetic, their names& common usage-Flavouring agents-Essences – Natural & synthetic their names &common usage-Sweetening agents – Natural & synthetic – exampleand usage-Humectant – types , examples, usage-Bleaching agents – composition, examples, usage-Thickeners –classification, characteristics, example & usage-Anticaking agents- definition and usage-Sequestrant- definition and usage- Nutrient supplements – definition, usage and examples.

#### **Unit 4**

Specialised Kitchen Equipment-Classification-Modern Development in equipment manufacture-Selection care and maintenance, such as BuffaloChopper, Bone saw, bread slicing machine, gravity slicer, combi oven, microwave oven, rotary oven,dough sheeter. etc.

## **Unit 5**

Kitchen Layout & Design-Information required.-Areas of the kitchen with recommended dimension-Factors that affect kitchen design-Principles of kitchen layout & design- Placement of equipment-Flow of work-Layouts of kitchens, bakery & confectionery in various organizations-Layout of receiving & storage area-Layout of service & wash up.

### **Reference Books:**

- 1) John Kinsella and David T, Harvey, 1996, Professional Charcuterie: Sausage Making, Curing, Terrines, and Pâtés, Wiley
- 2) David Paul Larousse, 1996, The Professional Garde Manger: A Guide to the Art of the Buffet, Wiley
- 3) Wayne Gisslen, 2008, Professional Baking, 5th Edn., John Wiley
- 4) The Professional Chef, 2011, Culinary Institute of America
- 5) Brenda Purton, 1987, The Art of Sugar Craft – Sugar paste, Murdoch Books, 1987

## **2.Specialized Food and Beverage Service**

### **Objectives:**

This course enables the student to gain a better understanding of the role of Food and Beverage Management in the context of overall catering operation. It also helps them to acquire finer skills and through understanding of the managerial principles for overall development.

### **Unit 1**

Restaurant Planning & Operations-Types of Restaurants- Location or site-Sources of Finance- Design Consideration-Furniture-Lighting and Décor- Equipment required- Records maintained-Licences required

### **Unit 2**

Bar Planning -Types of Bar-Target clientele-Location-Atmosphere and Décor-Basic elements of Layout and Design consideration-Parts of bar-Beverage control procedure-Records maintained-Licences required Event Management -Types of functions-Role of sales and marketing-Taking bookings-Planning and organising themes of Indian and International cuisine- Concept & planning for MICE segments

### **Unit 3**

Personal Management in F & B Service-Developing a good F & B Team (desirable attributes for various levels of hierarchy)-Allocation of work, Task analysis and Duty Rosters-Performance Measures-Customer Relations-Staff organizations and Training- Sales Promotion

### **Unit 4**

International cuisines-French-American-Oriental-Far east-Mediterranean-Polynesian-German-Spanish-Mexican, etc (Brief description of the classical dishes for the purpose of Menu Planning)

### **Unit 5**

Menu Merchandising-Major types of merchandizing e.g. Floor Stands, Posters, Wall displays, tent cards etc.-Basic menu criteria-Types of food and beverage menu-Methods of printing menu-Suggestive selling and up selling

### **Reference Books:**

- 1) Dennis Lillicrap and John Cousins, 2013, Food and Beverage Service, VIII Edn. Hodder Headline publishing.

- 2) Bernard Davis, Andrew Lockwood and Sally Stone, 2013, Food and Beverage Management, IV Edn., Roughage publishing.
- 3) Costas Katsigris, Mary Proter & Thomas, 2009, Bar and Bevarage, I Edn., Book –Aph Pubs,
- 4) Kinton and Cesarani, 2003, Theory of Catering, X Edn. Hodder Pubs

### **3.Specialized Accommodation Management**

#### **Objectives:**

The course ends to establish the importance of accommodation management within the hospitality industry. It equips the student to acquire knowledge & skills with respect to planning & designing aspects.

#### **Unit 1**

Colour -Colour Wheel-Colour Schemes-Psychological effects of colour Lighting-Classification / type-Lighting for the guest rooms & public areas

#### **Unit 2**

Windows & window treatment-Different types of windows-Curtains & draperies , valances, swag-Window cleaning – Equipment and AgentsSoft furnishing & Accessories-Types, use & care of soft furnishing-Role of accessories

#### **Unit 3**

Floor, Floor finishes & wall carving- Classification / types-Characteristics-Selection criteria-Cleaning Procedures – care & maintenance- Agents used, polishing / buffing-Floor seals-Carpets-Types – selection care & maintenance-Types of wall coverings- Functions of wall coverings Textiles-Yarn manufacturing-Textural process-Characteristics & uses of various fabrics- Selection of fabric

#### **Unit 4**

Planning of a Guest Room-Application of Chapter 1-4 in Planning-Size of Guest Room as per the classification norms- Layout of the guest room to the scale- Furniture - size and arrangement-Bathroom fixtures & amenities -Planning of Services Areas – Linen Room / Laundry Planning of a Lobby & Front Desk and Designing of brochures & Tariff cards-Layout of-Front Desk- Back Office-Equipment- Lobby – Atrium and other types (Pertaining to size, colour, content, cost, etc)

#### **Unit 5**

Training-Methods-Importance of Training-Train the Trainer MICE – Meeting Incentive Convention Exposition-Concept- Importance- Planning for MICE Sales & Marketing Department -Organizational Chart- Role of Sales & Marketing Department- Co-ordination with Front Office-Making of Sales and Marketing and Advertising Plan

#### **Reference Books:**

- 1) Georgina Tucker, Schneider, Mary Scoviak, 2001, Professionals Housekeeper - Rajoth Pubs, I Edn.
- 2) Matt. A. Casado, 2003, Professional Management of H.K. operations, Wiley
- 3) Linsley Deveaur, Marcel Escoffer, 2010, Front Office Management & Operations, I Edn. Aph Pubs.
- 4) Gary Vallen, Jereme, Vallen, 2009, Check in – Check out, VIII Edn. Pearson Pub.
- 5) Micheal Kasavana, Richard M Brooks, 2013, Managing Front Office Operations, I Edn., Oxford press.



## 4. Tourism Resources in India

### Objective :

To familiarize the important tourism destinations in India, understand the relevance and importance of famous tourism destinations.

This course helps to study the various forms of tourism products in India and to understand emerging trends in tourism industry.

### Unit 1

Tourism Products - meaning, concept, components, elements, characteristics, typology. India as tourism destination—man made tourism resources, architectural heritage, forts, palaces, monuments, culture and tradition – folklore-cuisine- costume –religions- Jainism, Islam, Hinduism,Christianity,Sikhism. Dance and Music, handicrafts, fairs and fests, important destinations in India.

### Unit 2

Natural tourism resources – National Parks – Wild life sanctuaries – Biosphere serve mountains – beaches – islands – back water – inland water ways – adventure tourism –Aero based.

### Unit 3

Perspective of tourism resources in Kerala – Kerala as a tourist Destination,Natural, Man made, Biotic, emerging trends in Kerala tourism – Eco tourism –Responsible tourism – back water, Ayurveda, Yoga, Wild life, Festivals. Important destinations in Kerala.

### Unit 4

Emerging form of tourism in Kerala – Responsible, Alternative, Rural, Agro,Sustainable Tourism, Eco-tourism, Medical Tourism, and Village Tourism.

### Unit 5

World's important tourism destinations.

### Reference books:

- 1) Basam al, 2004, Wonder – that is india, III Edn. Picador
- 2) Bryn thomas, 2010, Lonley planet, IX Edn., Sarup books.
- 3) Asif, 2006, Tourism in india, I Edn., Sarup books Pubs
- 4) Romila Chowla, 2008, Cultural tourism and heritage, I Edn.Kanishka Pubs.
- 5) P.C.Jain, 2002, Monuments of India, I Edn., Tata Mcgraw

## 5. Facility and Event Management

### Objective

To develop students with knowledge and competent to plan, manage and implement special events successfully, familiarize the managerial activities in facility management, inculcate the spirit and thereby enabling the students to set up their own enterprises in the field of facility and event management.

### Unit 1

Introduction to facility Management - Facility planning - Design & Layout -Planning process - developing the concepts - equipment requirements - Space requirements -Bidding and awarding contracts - planning team.

## **Unit 2**

Functional planning - concepts of flow - functional requirements – other requirements - work place planning - environment of work place - material handling – space requirement - space estimation - total facility size - space calculations - dining area, receiving area, storage area, serving area, dining area.

## **Unit 3**

Concept of designing - designing of hospitality properties - development of strategy and brand image - asset management. Complimentary facilities - Yoga, Gymnasium, Steam bath, Sun bath. Route Management & Vehicle Management (Students are familiarized with the aspect of two wheelers and LMV). Presentation & Communication skill – Video Conferencing - comparing - anchoring (Students are familiarized with the operations of office gadgets - XEROX, FAX, EPBX, Video Conferencing, power point etc)

## **Unit 4**

Event management – definition – event – types – cultural – festivals – religious business. Activities conceptualizing and designing events – event planning, five Cs of events, event as a marketing tool, roll of events in promotion of tourism.

## **Unit 5**

MICE – meeting – incentives – conference – convention – exhibition –trade shows and fairs, leisure events, sports events – organizers – sponsorship – event management as a profession

### **Reference books:**

- 1) Sanjaya Singh Gaur, 2012, Event marketing and management, I Edn. Vikas pubs.
- 2) J.M.Mathews, 2002, Hospitality marketing and management, I Edn., Anmol Pubs.

## **6.Travel Agency and Tour Operation Business**

### **Objective**

The course enables the students to polish their skills and become proficient in handling all major aspects of travel Agency and familiarize the tour handling, ticket issuance and travel documents. To equip prospective students with the Managerial knowledge and skills required to work in Travel agencies and create awareness on tour pricing strategy and tour costing.

### **Unit 1**

Travel Agency-concept, -Travel agencies-role-functions-types- ownership- linkages- arrangements, negotiations with Airlines, Transparent Agencies-CRS- functions-various computerized reservation systems.

### **Unit 2**

Setting up of Travel Agency-setting up-organization structure-procedures or the approval from IATA,IATO and different organizations, services offered by Travel Agency-Air, water, surface, outbound, insurance, travel documents-travel agency managing-definition-objective-unique features.

### **Unit 3**

Tour Operation-Meaning-definition-functions-Tour operator product-component- features-types of tour operation-overseas, domestic, specialist-incoming tour operator's-main types of tour packages-nosted, escorted, independent-Two centre or multi centre holidays-self drive package-campsite

holidays- adventure and overland holidays-crossing-honeymoon package, luxury arias package-pilgrim package.

#### **Unit 4**

Tour Packaging Management - development-definition-types of - tour design process-destination research-market research- preparation-handling agency-negotiation- costing and pricing of tour-Tour Brochure-development of research-marketing of tour-actual tour operation.

#### **Unit 5**

Tour cost and pricing-definition-components of tour cost-travel cost- accommodation cost-transfer cost-administrative cost-marketing cost-category of tour cost-direct and indirect, fixed and variable cost-costing of tour package-marketing of tour.

#### **Reference Books:-**

- 1) Mohindar Chand, 2009, Travel Agency Management : Travel Agency and Tour, II Edn., Anmol Pubs.
- 2) Mohan, Negi, Operation : Iag, Conducting Tours : Marc Manchi, Manual of Travel
- 3) Christopher Holloury, 2012, Business of Tourism, IX Edn., Pearson Pubs.