1	Name of Syllabus	**C. C. IN Hotel Management & Catering Technology (HMCT) (401208)**
2	Max.Nos of Student	25 Students
3	Duration	1 year
4	Type	Full Time
5	Nos Of Days / Week	6 Days
6	Nos Of Hours /Days	7 hrs.
7	Space Required	1) Practical Lab = 700 sqfeet 2) Class Room = 300 sqfeet TOTAL = 1000 sqfeet
8	Entry Qualification	H.S.C. Pass
9	Objective Of Syllabus/ introduction	To introduce students with the process of communication so that they can identify conditions favorable to effective communication and to teach them basic and applied language skills useful for the study of technical subjects as well as communication, with a particular emphasis on writing and oral presentation skills, which are top ranking capabilities needed for professional careers as middle level manager.
10	Employment Opportunity	Can get job in concern Establishment / Self Employment
11	Teacher's Qualification	Bachelor Degree in HMCT of Statutory University OR Three years diploma in HMCT of Maharashtra State Board of Technical Education with one year Teaching/Industry/ Professional Experience.
12	Training System	**Training System Per Week** Theory: 18hrs; Practical: 24hrs; Total: 42hrs
13	Exam. System	

Sr. No.	Paper Code	Name of Subject	TH/ PR	Hours	Max. Marks	Mini. Marks
1	40120811	Communication Skill	TH-I	3 hrs.	100	35
2	40120812	Food Production & Catering Science	TH-II	3 hrs.	100	35
3	40120813	Food & Beverage Services	TH-III	3 hrs.	100	35
4	40120821	Communication Skill	PR-I	3 hrs.	100	50
5	40120822	Food Production & Catering Science	PR-II	3 hrs.	100	50
6	40120823	Food & Beverage Services	PR-III	3 hrs.	100	50
		Tota			600	255

Curriculum :- Hotel Management & Catering Technology (HMCT)

Theory- I & Practical - I COMMUNICATION SKILL

Detailed contents :

Theory- I Contents

UNIT-1 : BASIC CONCEPTS AND PRINCIPLES OF COMMUNICATION

Chapter 1: The Communication Event

1.1 The Communication Events: definition

1.2 The elements of communication: the sender, receiver, message, channel, feedback and context.

Chapter 2: The concept of Communication Process

2.1 The Communication Process : definition

2.2 Stages in the process: defining the contest, knowing the audience, designing the message, encoding selecting proper channels, transmitting, receiving, decoding and giving feedback.

Chapter 3: Principal of Effective Communication.

3.1 Effective communication: definite

3.2 Communication Barriers and how to overcome them at each stage of communication process.

3.3 Developing effective messages: thinking about purpose, knowing the audience, structuring the message selecting proper channels, minimizing barriers and facilitating feedback.

UNIT-II LANGUAGE GRAMMER

Chapter: 4 Principal of Language Grammar and Usage

4.1 The sentence elements: words, phrases and clauses.

4.2 Phrase structure and clause structure; transformation of sentence.

4.3 Constructing correct and effective sentences

4.4 Punctuation

4.5 Mechanics of writing.

UNIT III: WRITTEN COMMUNICATION

Chapter 5: Preparation for Writing

Understanding the writing assignments: topic, purpose, audience, scope and constraints.

Analyzing the context

Determining the scope of topic

Audience Analysis for entry behavior

Collecting information for the assignment.

Chapter 6: Designing Message Outline

6.1 Organizing ideas: elements determining the general and specific purpose, organizing principles of the text.

6.2 Outlining: key and topic sentence outlines, writing target statement;;

Chapter 7: Writing and Reviewing

7.1 Principles of presentation of text: progressive differentiation, integrative reconciliation, sequential organization and consolidation.

7.2 Procedures for writing text with specific purposes; Writing topic sentences, Writing Introductions, definitions, describing objects, events and procedures; classifying, comparison and contrast cause and effect, concluding; explaining

concept, principles and procedures.

7.3 Reviewing for relevance structure, unity, coherence, clarity, consistency, length and accuracy.

Chapter 10: Communicating Oral Messages.

10.1 Designing oral messages: preparation, practice and presentation with written and graphic material.

10.2 International Phonetic Script

UNIT IV: NON-VERBAL AND GRAPHIC COMMUNICATION

Chapter 8: Non-verbal Codes

8.1 Nonverbal codes: body language chronemics and artifacts.

8.2 Body language: Kinesics (eye contact, gestures, postures, body movement and facial expressions) Proxemics (using space), Vocalics (accepts of speech like, tone, emphasis, volume, pauses etc.) and physical Appearance; Chronemics (manipulating time); Artifacts (environment and objects)

8.3 Using non-verbal codes in oral communication.

Chapter 9: Using Visuals

9.1 Interpreting visuals and illustrating with visuals like tables, charts and graphs.

UNIT V : USING THE COMMUNICATION SKILLS (Marks 22, Period 14)

Chapter 11: TOPICS IN THE CLASSROOM CONTEXT

11.1 Writing answers by defining, describing, explaining and illustrating.

Chapter 12: TOPICS FOR OUT OF CLASSROOM CONTEXT

12.1 Letter, memorandum and short reports: types, parts and formats; developing messages.

COMMUNICATION SKILL & IT (FRENCH)

Detailed contents

Chapter 1 French Vocabulary and Grammar

Theory

1.1 Works and verbs often used in the hotel.

1.2 Conjugation of French verbs and transaction into the various tenses (Past, Present & Future)

1.3 Transforming sentences into negative / singular & plural form.

1.4 Formation of sentences into French.

Chapter 2 Conversational French

1.1 Basic Verbs often used in the hotel.

1.2 Modes of introduction with friends and guests.

1.3 Knowledge of time, seasons, months, days, number and currency.

1.4 Conversation with regards to interaction with guest in various areas such as Front office, Restaurant, Housekeeping, Kitchen etc.

Chapter 3 French Kitchen, Restaurant, Front office Bar terminology

Theory

3.1 Knowledge of the kitchen brigade.

3.2 Kitchen equipments.

3.3 Ingredients, means/Vegetable/fruit/fish/ herbs /spices.

3.4 Culinary terms in French.

3.5 French Cheeses.

3.6 Knowledge of the restaurant brigade.

3.7 Equipments used in the restaurant.

3.8 French classical menu up to 13 courses.

3.9 Menu translation from French to English and vice-versa.
3.10 Knowledge of principal ingredients used in classical French dishes.
3.11 How to read and translate a recipe from French to English ?
3.12 French Terminology required in handling guest check in and checking out.
3.13 How to read and write passport details in French ?

- **Im plementation strategies**
  The focus will be on developing practical skills, which the student can use in various areas when he comes contact with foreign guest.

Practical - I Communication Skill

UNIT-1 : BASIC CONCEPTS AND PRINCIPLES OF COMMUNICATION

Chapter 1: The Communication Event

1.1 The Communication Events: definition
1.2 The elements of communication: the sender, receiver, message, channel, feedback and context.

Chapter 2: The concept of Communication Process

2.3 The Communication Process : definition
2.4 Stages in the process: defining the contest, knowing the audience, designing the message, encoding selecting proper channels, transmitting, receiving, decoding and giving feedback.

Chapter 3: Principal of Effective Communication.

3.4 Effective communication: definite
3.5 Communication Barriers and how to overcome them at each stage of communication process.
3.6 Developing effective messages: thinking about purpose, knowing the audience, structuring the message selecting proper channels, minimizing barriers and facilitating feedback.

UNIT-II LANGUAGE GRAMMER

Chapter: 4 Principal of Language Grammar and Usage

4.6 The sentence elements: words, phrases and clauses.
4.7 Phrase structure and clause structure; transformation of sentence.
4.8 Constructing correct and effective sentences
4.9 Punctuation
4.10 Mechanics of writing.

UNIT III: WRITTEN COMMUNICATION

Chapter 5: Preparation for Writing

Understanding the writing assignments: topic, purpose, audience, scope and constraints.
Analyzing the context
Determining the scope of topic
Audience Analysis for entry behavior
Collecting information for the assignment.

Chapter 6: Designing Message Outline

6.3 Organizing ideas: elements determining the general and specific purpose, organizing principles of the text.
6.4 Outlining: key and topic sentence outlines, writing target statement;;

Chapter 7: Writing and Reviewing

7.4 Principles of presentation of text: progressive differentiation, integrative reconciliation, sequential organization and consolidation.

7.5 Procedures for writing text with specific purposes; Writing topic sentences, Writing Introductions, definitions, describing objects, events and procedures; classifying, comparison and contrast cause and effect, concluding; explaining concept, principles and procedures.

7.6 Reviewing for relevance structure, unity, coherence, clarity, consistency, length and accuracy.

Chapter 10: Communicating Oral Messages.

10.3 Designing oral messages: preparation, practice and presentation with written and graphic material.

10.4 International Phonetic Script

UNIT IV: NON-VERBAL AND GRAPHIC COMMUNICATION

Chapter 8: Non-verbal Codes

8.4 Nonverbal codes: body language chronemics and artifacts.

8.5 Body language: Kinesics (eye contact, gestures, postures, body movement and facial expressions) Proxemics (using space), Vocalics (accepts of speech like, tone, emphasis, volume, pauses etc.) and physical Appearance; Chronemics (manipulating time); Artifacts (environment and objects)

8.6 Using non-verbal codes in oral communication.

Chapter 9: Using Visuals

9.1 Interpreting visuals and illustrating with visuals like tables, charts and graphs.

UNIT V: USING THE COMMUNICATION SKILLS

Chapter 11: TOPICS IN THE CLASSROOM CONTEXT

11.1 Writing answers by defining, describing, explaining and illustrating.

Chapter 12: TOPICS FOR OUT OF CLASSROOM CONTEXT

12.1 Letter, memorandum and short reports: types, parts and formats; developing messages.

COMMUNICATION SKILL & IT (FRENCH)

Detailed contents

Chapter 1 French Vocabulary and Grammar

Theory

1.5 Works and verbs often used in the hotel.

1.6 Conjugation of French verbs and transaction into the various tenses (Past, Present & Future)

1.7 Transforming sentences into negative / singular & plural form.

1.8 Formation of sentences into French.

Chapter 2 Conversational French

1.5 Basic Verbs often used in the hotel.

1.6 Modes of introduction with friends and guests.

1.7 Knowledge of time, seasons, months, days, number and currency.

1.8 Conversation with regards to interaction with guest in various areas such as Front office, Restaurant, Housekeeping, Kitchen etc.

Chapter 3 French Kitchen, Restaurant, Front office Bar terminology
Theory

3.14 Knowledge of the kitchen brigade.
3.15 Kitchen equipments.
3.16 Ingredients, means/Vegetable/fruit/fish/ herbs /spices.
3.17 Culinary terms in French.
3.18 French Cheeses.
3.19 Knowledge of the restaurant brigade.
3.20 Equipments used in the restaurant.
3.21 French classical menu up to 13 courses.
3.22 Menu translation from French to English and vice-versa.
3.23 Knowledge of principal ingredients used in classical French dishes.
3.24 How to read and translate a recipe from French to English ?
3.25 French Terminology required in handling guest check in and checking out.
3.26 How to read and write passport details in French ?

- **Im plementation strategies**

The focus will be on developing practical skills, which the student can use in various areas when he comes contact with foreign guest.

1. Identifying Communication Events.
2. Analyzing Communication Events.
3. Identifying Units of Grammar
4. Constructing Effective Sentences.
5. Using a Directory
6. Drawing information Structure of Texts
7. Summarizing Techniques 5.0 Designing the message
8. Writing Topic Sentences
9. Writing Paragraphs
10. Writing Function paragraphs.
11. Understanding Graphics.
12. Format Written Communication
13. Communicating Orally.

Theory - II & Practical - II 1.2 FOOD PRODUCTION & CATERING SCIENCE

Chapter 1 Introduction To Cookery

Theory

1.1 History of Cookery
1.2 Origins of Modern Cookery
1.3 Levels of Skill
1.4 Attitude & Behavior in the Kitchen
1.5 Kitchen uniforms
1.6 Safety Procedure for Handling Equipments

Chapter 2 Kitchen Staffing

Theory

2.1 Classical Brigade
2.2 Kitchen Staffing in Various Category Hotels
2.3 Duties & Responsibilities of Executive Chef and Various Chefs
2.4 Inter-departmental Co-ordination.

Chapter 3 Kitchen Hand Tools

Theory

3.1 Tools & utensils used in the Kitchen.
3.2 Different Types of Fuel used in Kitchen

Practice :-

i) Use of Kitchen Equipment, Tools Utensils & Cleaning

Chapter 4 Aims & Objectives of Cooking Food

Theory

4.1 Aims and objective of Cooking Food.
4.2 Classification of Raw Materials according to their Functions.
4.3 Various Textures.

Practice

i) Various of vegetables, Pulses, condiments. Spices used in functions.

Chapter 5 Methods of Cooking Foods.

Theory

5.1 Preparation of ingredients
5.2 Methods of Mixing Foods Methods of Cooking Food-Roasting, Banking, Smoking, Grilling, Broiling, Microwave, Frying, Poaching & Peeling.

Practice

i) Methods of Cooking Food will be during the Practical Sessions through the Year.

Chapter 6 Cull nary Terms

Theory

6.1 Explanation of following culinary Terms with Examples.

1	Bharat	24	Caramel	47	Gateaux	69	Poach
2	Augratin	25	Caramelise	48	Gonoese	70	Potage
3	Bain Marie	26	Choux	49	Glaze	71	Pot Pourri
4	Bake	27	Cisel	50	Hollandaise	72	Ragout
5	Barbeque	28	Compote	51	Hor's doeuvre	73	Rechauffe
6	Baste	29	Condinebts	52	Infusion	74	Roe
7	Batter	30	Condiments	53	Liason	75	Roux
8	Bearnaise	31	Baghar	54	Larding	76	Royal
9	Beat	32	Consomme	55	Macedione	77	Royale
10	Bechamel	33	Court Bouillon	56	Maitre-d-hotel Butter	787	Sabayon
11	Beurre Noir	34	Corissant	57	Marinate	79	Saffron

12	Beurre Mainie	35	Croutes	58	Matignon	80	Saute
13	Bisque	36	Croutons	59	Mire-Poix	81	Sear
14	Blanch	37	Custard	60	Mis-en- place	82	Seasoned Flour
15	Blend	38	Dame	61	Mousse	83	Souffle
16	Boilion	39	Dough	62	Mousseline	84	Stew
17	Bortsch	40	Mince	63	Panada	85	Stock
18	Bouquet Gamy	41	Estouffade	64	Panner	86	Supreme
19	Brioche	42	Espagnole	65	Parboil	87	Kofta
20	Broil	43	Force Meat	66	Pare	88	Trancon
21	Brunoise	44	Fume	67	Pimento	89	Zest
22	Brush	45	Gamish	68	Khoya		
23	Canapes	46	Gamiture				

Chapter 7 Vegetables & Fruits

Theory

7.1 Introduction & Classification
7.2 Cuts of Vegetables
7.3 Classification and Uses of Fruits in Cookery

Practice

i) Identification, Classification, Cuts of Vegetables & Fruits, Methods of Cooking Vegetables as per the colour.

Chapter 8 Egg Cooking

Theory

8.1 Introduction, Struction & Selection
8.2 Methods of Cooking and Uses of Egg in Cookery.

Practice

i) Preparation of Varieties of Egg Dishes- Boiled (Soft/Hard), Fried (Sunny Side

Chapter 9 Fish Mongery

Theory

9.1 Introduction of Fish Mongery, Classification of Fish with examples.
9.2 Selection of Fish, Shellfish, Cuts of Fish.
9.3 Cooking of Fish.
9.4 Local names of Finfish / 10 Local names of Shellfish.

Practice

i) Identification & Classification of Fish Cuts such as Fillets, Darne, Trancon, paupietta, Goujons and Preparation of Simple Dishes e.g. Orly, Colbert, Meuniere & Grilled.

Chapter 10 Meat & Poultry

Theory

10.1 Introduction to Meat Cookery
10.2 Cuts of Lamb / Mutton, Selection & Uses of its Cuts.
10.3 Cuts of Poultry, Selection & Uses of Cuts.

Practice

i) Demonstration of Cuts of Lamb/Mutton, Cuts of Chicken, Preparation of Single Dishes e.g. Chicken, Roast Chicken.

Chapter 11 Stocks

Theory

12.4 Definition of Stock, Classification Preparation of Stock, Recipes of 1 liter of various Stocks. (Fond Blanc, Estouffade, Furnt de poison, Vegetable Stock).
12.5 Storage, Uses, Care and the seven Rules of Stock Making.

Practice

i) Demo of White Stock, Brown Stock, Fish Stock

Chapter 12 Soups

Theory

12.1 Classification of Soups with example

Cream Soups	**Puree Soups**	**Veloute**
Cream de tomato	Puree de carottes	Voloute auz con combers
Cream de celery	puree de lentilles	Veloute dame balabche
Cream de champignon	Puree de tomato	Veloute marie louis
Cream de concombre	Puree de pois frais	Veloute d' artois
Cream d'epinard	Puree dubarry	Veloute marie Stuart.

Chowder	**Consomme**	**National Soups**
Cabbage Chowder	Consomme Juleinne	Mulligatawny
Prawn Chowder	Consomme	Gazpacho Soup
Chicken Chowder	Celesting	Potage Minestrone Soup
Crab Chowder	Consomme Royale	Cock-a-Leekie Soup
Oyster chowder	Consomme Brunoise	Vichyssoise Soup
	Consomme Florentine	

12.2 Consomme (Recipe of 1 Liter), Gamishes & Accompaniments of Soups- Alexandra/ Profitroie/ Madreling/ Clairmont/ Marcelon.

Practice

i) Preparation of Basic Soups, Consomme, Cream, Puree, Broths Voloute, National Soups (Mulligatawny, Onion Soup etc.)

Chapter 13 Sauces

13.1 Classification of Sauces / Composition

13.2 Recipes of Mother Sauces (1 Liter)

13.3 Derivatives (Any 5)

Bechamel Sauce		**Veloute Sauce**		**Espagnole Sauce**		**Tomato Sauce**	
1	Momy	1	Allemande	1	Demi-glaze	1	Barbecue
2	Cream	2	Supreme	2	Maderia	2	Italians
3	Parsley	3	Mushroom	3	Nancy	3	Porugaise
4	Mustard	4	Hongroise	4	Chasseur	4	Provencal
5	Onion	5	Ivory	5	Robert	5	Bretonne
6	Soudinal	6	Aurore	6	Bordelaise	6	Milanaise
7	Cardinal	7	Caper	7	Devil	7	Chaudfroids

Practice

i) Demonstration of Mother Sauces & 2-3 Derivations of each.

Chapter 14 Bread

Theory

14.1 Practical of Bread Making

14.2 Simple Yeast Breads.

14.3 Role of each Ingredient in Bread Making

Baking Temperature & its Importance.

Practice

i) Bread Making, Demo & Simple & Enriched Bread, Bread Loaf (White/Brown), Bread Rolls (Various Shapes, French Bread, Brioche)

Chapter 15 Cookies

Theory

15.1 Types of Cookies.

15.2 Methods of Preparation of Cookies.

Practice

i) Demonstration & Practice of simple Cookies, Like Nankhatal, Golden Goodies & Melting Moments etc.

Chapter 16 Price, Cereals, Pulses & Sprouts

16.1 Introduction, Classification, Identification & Varieties of Rice.

16.2 Sprouts: Definition, Methods of Making Sprouts and its Uses.

Practice

i) Preparation of Rice-Boiled, Absorption/Draining Methods, Pulao

Chapter 17 Flour

Theory

17.1 Types of Wheat, Types of Flour and its Uses.

Practice

i) Preparation of Indian Breads-Chapaties, Phulkas and Parathas.

Chapter 18 Shortenings (Facts & Oils)

Theory

18.1 Role of shortening, Varieties, Advantages and Disadvantages of using Different Shortenings

18.2 Fats & Oils: Types & Varieties, Saturated Fat, Unsaturated Fat, Advantages and Disadvantages of Fats & Oils.

Practice

i) Demonstration of Dishes using Varieties of Pastry. Short Crust: Jam Tarts Laminated: Puff & Flaky.

Chapter 19 Raising Agents

Theory

19.1 Classification Role of Raising Agents, Actions & Reaction.

Practice

i) Demonstration of sponge Cake, Genoese, Fatless Sponge, Swiss Rolls.

Chapter 20 Sugar

Theory

20.1 Importance of Sugar, Types of Sugar, Effect of Heat on Sugar of Different Temperature

Practice

i) Preparation of Indian Sweets & continental Hot & cold Puddings.

Chapter 21 Spices, Herbs & Condiments

Theory

21.1 Role of Spices / Herbs in Indian / Continental Cookery.

21.2 Local Names of Spices.

Practice

i) Use knowledge of this topic for Preparing Various Types of Dishes. Using Spices, Herb and Condiments.

Chapter 22 Milk and Milk Products

22.1 Introduction, Processing of Milk, Pasteurization, Homogenization, Milk in Various Forms e.g. Toned Powder, Condensed Evaporated etc.

22.2 Cream- Introduction, Processing & Types.

22.3 Butter- Introduction, Processing & Types.

22.4 Ch eese- Introduction, Classification, with examples, Processing, Types, Cooking with Cheese & Uses.

Practice

i) Preparation of Indian Desserts Like Kheer, Halwas, Continental Desserts like Mousse caramel custard, Sauces, Soups, Savory Dishes.

- **Implementation Strategies**

Practical classes should incorporate simple menus both Indian & Continental as follows. Each Institute may formulate its own combination, Minimum 25 menus may be practiced (15 Indian & 10

Continental). Under Bakery 16 Practical may be conducted which may include 4 varieties of bakery products such as bread, cookies, cakes, pastries, About 10 practical may be utilized for demonstration purposes.

Indian

Rice Dal	10 Varieties 06 Varieties
Vegetables	12 Varieties
Panner Dishes	02 nos
Curs	Preparation 5 raitas & 2 kadis
Egg	03 Varieties including omelets curry
Fish	05 Varieties including fried fish
Meat and Poultry	12 Varieties min 2 chicken dishes
Snacks	10 varieties
Indian Sweets	Gauja, Chiroti, Sakarpura, Sheera, Lapse, Gulab Jamun, semiya Payasam, Carrot, Halwa, jalebis, Halwa, Dudhi Halwa and coconut Burfi.

Continental

Soup Cream Broth	Vegetable, Spinach, Tomatoes, Consomme with Garnishes like Royal, Cormen, Celestine, Madreline & Clement. Scotch broth, minestrone.
Puree	Puree Lentill, Postage Bressani
Chowder	Cabbage Chowder, National Soup, Bisque, Shrimp & Crab.
Fish	Fish Orly, Colbert, meunisere, Poached, Baked, Grilled & Mornay.
Entrees	Stews, Ragout, Croquettes, Goulash, Cutlets, Hot Pot Hambergers & Scotch eggs.
Potatoes	Biles, Baked, Creamed, Parsley, Scalloped, Duchesse, Lyonnaise, roast, Chips and Savory.
Vegetables	Boiled Veg.- Cabbages, Cauliflower, Beans and peas Galzed Veg.- Corrots, RAdish & Tumips. Fried Veg.- Aubergines. Stewed Veg.- Courge, RAdish & Tumips. Baised Veg.- Onions, Leeks & Cabbage.
Salads	06 Varieties with at least 3 types of salad Dressing.
Cold Sweets	Honeycomb, Butter Scotch, Sponge Coffee Mousse, Lemon Sponge, Blancmange & Trifle.
Hot Sweets	Christmas Pudding.

Practical - II 1.2 FOOD PRODUCTION & CATERING SCIENCE

Chapter 1 Introduction To Cookery

Theory

1.7 History of Cookery
1.8 Origins of Modern Cookery
1.9 Levels of Skill
1.10 Attitude & Behavior in the Kitchen
1.11 Kitchen uniforms
1.12 Safety Procedure for Handling Equipments

Chapter 2 Kitchen Staffing

Theory

2.5 Classical Brigade
2.6 Kitchen Staffing in Various Category Hotels
2.7 Duties & Responsibilities of Executive Chef and Various Chefs
2.8 Inter-departmental Co-ordination.

Chapter 3 Kitchen Hand Tools

Theory

3.3 Tools & utensils used in the Kitchen.

3.4 Different Types of Fuel used in Kitchen

Practice :-

i) Use of Kitchen Equipment, Tools Utensils & Cleaning

Chapter 4 Aims & Objectives of Cooking Food

Theory

4.4 Aims and objective of Cooking Food.

4.5 Classification of Raw Materials according to their Functions.

4.6 Various Textures.

Practice

i) Various of vegetables, Pulses, condiments. Spices used in functions.

Chapter 5 Methods of Cooking Foods.

Theory

5.3 Preparation of ingredients

5.4 Methods of Mixing Foods Methods of Cooking Food-Roasting, Banking, Smoking, Grilling, Broiling, Microwave, Frying, Poaching & Peeling.

Practice

i) Methods of Cooking Food will be during the Practical Sessions through the Year.

Chapter 6 Cull nary Terms

Theory

6.1 Explanation of following culinary Terms with Examples.

1	Bharat	24	Caramel	47	Gateaux	69	Poach
2	Augratin	25	Caramelise	48	Gonoese	70	Potage
3	Bain Marie	26	Choux	49	Glaze	71	Pot Pourri
4	Bake	27	Cisel	50	Hollandaise	72	Ragout
5	Barbeque	28	Compote	51	Hor's doeuvre	73	Rechauffe
6	Baste	29	Condinebts	52	Infusion	74	Roe
7	Batter	30	Condiments	53	Liason	75	Roux
8	Bearnaise	31	Baghar	54	Larding	76	Royal
9	Beat	32	Consomme	55	Macedione	77	Royale
10	Bechamel	33	Court Bouillon	56	Maitre-d-hotel Butter	787	Sabayon
11	Beurre Noir	34	Corissant	57	Marinate	79	Saffron
12	Beurre Mainie	35	Croutes	58	Matignon	80	Saute
13	Bisque	36	Croutons	59	Mire-Poix	81	Sear
14	Blanch	37	Custard	60	Mis-en- place	82	Seasoned Flour
15	Blend	38	Dame	61	Mousse	83	Souffle
16	Boilion	39	Dough	62	Mousseline	84	Stew
17	Bortsch	40	Mince	63	Panada	85	Stock
18	Bouquet Gamy	41	Estouffade	64	Panner	86	Supreme
19	Brioche	42	Espagnole	65	Parboil	87	Kofta
20	Broil	43	Force Meat	66	Pare	88	Trancon
21	Brunoise	44	Fume	67	Pimento	89	Zest
22	Brush	45	Gamish	68	Khoya		
23	Canapes	46	Gamiture				

Chapter 7 Vegetables & Fruits

Theory

7.4 Introduction & Classification

7.5 Cuts of Vegetables

7.6 Classification and Uses of Fruits in Cookery

Practice

i) Identification, Classification, Cuts of Vegetables & Fruits, Methods of Cooking Vegetables as per the colour.

Chapter 8 Egg Cooking

Theory

8.3 Introduction, Struction & Selection

8.4 Methods of Cooking and Uses of Egg in Cookery.

Practice

i) Preparation of Varieties of Egg Dishes- Boiled (Soft/Hard), Fried (Sunny Side

Chapter 9 Fish Mongery

Theory

9.5 Introduction of Fish Mongery, Classification of Fish with examples.

9.6 Selection of Fish, Shellfish, Cuts of Fish.

9.7 Cooking of Fish.

9.8 Local names of Finfish / 10 Local names of Shellfish.

Practice

i) Identification & Classification of Fish Cuts such as Fillets, Darne, Trancon, paupietta, Goujons and Preparation of Simple Dishes e.g. Orly, Colbert, Meuniere & Grilled.

Chapter 10 Meat & Poultry

Theory

10.4 Introduction to Meat Cookery

10.5 Cuts of Lamb / Mutton, Selection & Uses of its Cuts.

10.6 Cuts of Poultry, Selection & Uses of Cuts.

Practice

i) Demonstration of Cuts of Lamb/Mutton, Cuts of Chicken, Preparation of Single Dishes e.g. Chicken, Roast Chicken.

Chapter 11 Stocks

Theory

12.6 Definition of Stock, Classification Preparation of Stock, Recipes of 1 liter of various Stocks. (Fond Blanc, Estouffade, Furnt de poison, Vegetable Stock).

12.7 Storage, Uses, Care and the seven Rules of Stock Making.

Practice

i) Demo of White Stock, Brown Stock, Fish Stock

Chapter 12 Soups

Theory

12.2 Classification of Soups with example

Cream Soups	**Puree Soups**	**Veloute**
Cream de tomato	Puree de carottes	Voloute auz con combers
Cream de celery	puree de lentilles	Veloute dame balabche
Cream de champignon	Puree de tomato	Veloute marie louis
Cream de concombre	Puree de pois frais	Veloute d' artois
Cream d'epinard	Puree dubarry	Veloute marie Stuart.

Chowder	**Consomme**	**National Soups**
Cabbage Chowder	Consomme Juleinne	Mulligatawny
Prawn Chowder	Consomme	Gazpacho Soup
Chicken Chowder	Celesting	Potage Minestrone Soup
Crab Chowder	Consomme Royale	Cock-a-Leekie Soup
Oyster chowder	Consomme Brunoise	Vichyssoise Soup
	Consomme Florentine	

12.2 Consomme (Recipe of 1 Liter), Gamishes & Accompaniments of Soups- Alexandra/ Profitroie/ Madreling/ Clairmont/ Marcelon.

Practice

i) Preparation of Basic Soups, Consomme, Cream, Puree, Broths Voloute, National Soups (Mulligatawny, Onion Soup etc.)

Chapter 13 Sauces

13.4 Classification of Sauces / Composition

13.5 Recipes of Mother Sauces (1 Liter)

13.6 Derivatives (Any 5)

Bechamel Sauce		**Veloute Sauce**		**Espagnole Sauce**		**Tomato Sauce**	
1	Momy	1	Allemande	1	Demi-glaze	1	Barbecue
2	Cream	2	Supreme	2	Maderia	2	Italians
3	Parsley	3	Mushroom	3	Nancy	3	Porugaise
4	Mustard	4	Hongroise	4	Chasseur	4	Provencal
5	Onion	5	Ivory	5	Robert	5	Bretonne
6	Soudinal	6	Aurore	6	Bordelaise	6	Milanaise
7	Cardinal	7	Caper	7	Devil	7	Chaudfroids

Practice

i) Demonstration of Mother Sauces & 2-3 Derivations of each.

Chapter 14 Bread

Theory

14.1 Practical of Bread Making

14.2 Simple Yeast Breads.

14.3 Role of each Ingredient in Bread Making

Baking Temperature & its Importance.

Practice

ii) Bread Making, Demo & Simple & Enriched Bread, Bread Loaf (White/Brown), Bread Rolls (Various Shapes, French Bread, Brioche)

Chapter 15 Cookies

Theory

15.3 Types of Cookies.

15.4 Methods of Preparation of Cookies.

Practice

i) Demonstration & Practice of simple Cookies, Like Nankhatal, Golden Goodies & Melting Moments etc.

Chapter 16 Price, Cereals, Pulses & Sprouts

16.3 Introduction, Classification, Identification & Varieties of Rice.

16.4 Sprouts: Definition, Methods of Making Sprouts and its Uses.

Practice

ii) Preparation of Rice-Boiled, Absorption/Draining Methods, Pulao

Chapter 17 Flour

Theory

17.2 Types of Wheat, Types of Flour and its Uses.

Practice

i) Preparation of Indian Breads-Chapaties, Phulkas and Parathas.

Chapter 18 Shortenings (Facts & Oils)

Theory

18.3 Role of shortening, Varieties, Advantages and Disadvantages of using Different Shortenings

18.4 Fats & Oils: Types & Varieties, Saturated Fat, Unsaturated Fat, Advantages and Disadvantages of Fats & Oils.

Practice

ii) Demonstration of Dishes using Varieties of Pastry. Short Crust: Jam Tarts Laminated: Puff & Flaky.

Chapter 19 Raising Agents

Theory

19.2 Classification Role of Raising Agents, Actions & Reaction.

Practice

ii) Demonstration of sponge Cake, Genoese, Fatless Sponge, Swiss Rolls.

Chapter 20 Sugar

Theory

20.2 Importance of Sugar, Types of Sugar, Effect of Heat on Sugar of Different Temperature

Practice

i) Preparation of Indian Sweets & continental Hot & cold Puddings.

Chapter 21 Spices, Herbs & Condiments

Theory

21.3 Role of Spices / Herbs in Indian / Continental Cookery.

21.4 Local Names of Spices.

Practice

ii) Use knowledge of this topic for Preparing Various Types of Dishes. Using Spices, Herb and Condiments.

Chapter 22 Milk and Milk Products

22.5 Introduction, Processing of Milk, Pasteurization, Homogenization, Milk in Various Forms e.g. Toned Powder, Condensed Evaporated etc.

22.6 Cream- Introduction, Processing & Types.

22.7 Butter- Introduction, Processing & Types.

22.8 Ch eese- Introduction, Classification, with examples, Processing, Types, Cooking with Cheese & Uses.

Practice

ii) Preparation of Indian Desserts Like Kheer, Halwas, Continental Desserts like Mousse caramel custard, Sauces, Soups, Savory Dishes.

- **Implementation Strategies**

Practical classes should incorporate simple menus both Indian & Continental as follows. Each Institute may formulate its own combination, Minimum 25 menus may be practiced (15 Indian & 10 Continental). Under Bakery 16 Practical may be conducted which may include 4 varieties of bakery products such as bread, cookies, cakes, pastries, About 10 practical may be utilized for demonstration purposes.

Indian

Rice Dal	10 Varieties 06 Varieties
Vegetables	12 Varieties
Panner Dishes	02 nos
Curs	Preparation 5 raitas & 2 kadis
Egg	03 Varieties including omelets curry

Fish	05 Varieties including fried fish
Meat and Poultry	12 Varieties min 2 chicken dishes
Snacks	10 varieties
Indian Sweets	Gauja, Chiroti, Sakarpura, Sheera, Lapse, Gulab Jamun, semiya Payasam, Carrot, Halwa, jalebis, Halwa, Dudhi Halwa and coconut Burfi.

Continental

Soup Cream Broth	Vegetable, Spinach, Tomatoes, Consomme with Garnishes like Royal, Cormen, Celestine, Madreline & Clement. Scotch broth, minestrone.
Puree	Puree Lentill, Postage Bressani
Chowder	Cabbage Chowder, National Soup, Bisque, Shrimp & Crab.
Fish	Fish Orly, Colbert, meunisere, Poached, Baked, Grilled & Mornay.
Entrees	Stews, Ragout, Croquettes, Goulash, Cutlets, Hot Pot Hambergers & Scotch eggs.
Potatoes	Biles, Baked, Creamed, Parsley, Scalloped, Duchesse, Lyonnaise, roast, Chips and Savory.
Vegetables	Boiled Veg.- Cabbages, Cauliflower, Beans and peas Galzed Veg.- Corrots, RAdish & Tumips. Fried Veg.- Aubergines. Stewed Veg.- Courge, RAdish & Tumips. Baised Veg.- Onions, Leeks & Cabbage.
Salads	06 Varieties with at least 3 types of salad Dressing.
Cold Sweets	Honeycomb, Butter Scotch, Sponge Coffee Mousse, Lemon Sponge, Blancmange & Trifle.
Hot Sweets	Christmas Pudding.

B) CATERING SCIENCE (918)

Detailed Content

Chapter 1 Introduction to Catering Science

Theory

1.1 Importance of Catering Science in the Hospitality Industry.

Chapter 2 Food & Micro-Organism

Theory

2.1 Classification of Microbes.

2.2 Factors for growth (Bacteria, Yeast and Mould)

Chapter 3 Harmful Effect of micro-organism

Theory

3.1 Food Poisoning (Staphylococcus, Salmonella, Clostridium porringers and Clostridium botulinum)

3.2 Food Infection, Food Contamination, Sources, Vehicles and routes of bacterial contamination, Physical contamination, Prevention of food infection.

Chapter 4 Beneficial Effects of Micro-Organism

Theory

4.1 Dairy Products.

4.2 Vegetable Preparation.

4.3 Bakery products.

4.4 Alcoholic Beverage.

4.5 Vinegar.

Practice

i) Related to cookery

Chapter 5 Introduction to Hygiene

Theory

5.1 General rules relating to food and food hygiene.
5.2 The identification of steps critical to food safety. (HACCP)
5.3 Food hygiene relation to microbes.

Chapter 6 Personal Hygiene for Food Handlers

Theory

6.1 Control measures in catering industry through hygiene standard.
6.2 Personal hygiene.
6.3 General rules relating to health & safety for food handlers.

Chapter 7 Hygiene in Food Production & Service Area.

Theory

7.1 Flooring, ventilation, drains, kitchen traps.
7.2 Dish washing 1-2-3 sink dishwashing method.
7.3 Basic garbage disposal in kitchen, waste disposal.
7.4 Pest control-Rodents, Cockroaches, ants-Control measures.

Chapter 8 Food preservation & Storage

Theory

8.1 Ch
emical
8.2 Irradiation.
8.3 Low temperature-Refrigeration & Freezing.
8.4 High temperature-Pasteurization, canning dehydration & smoking.
8.5 Storage of commodities as per the type-dry storage, cold storage, temperature control, correct use of refrigeration freezer for storing food stocks, rotation & cooling.

Chapter 9 Food Adulteration

Theory

9.1 Food standard in India
9.2 Common food adulterants.
9.3 Simple tests to detect food adulterants, Milk, sugar, turmeric, chilli Powder, tea, Coffee, semolina flour, ghee, butter, Margarine and oil.

Chapter 10 Food Additive

Theory

10.1 Natural and synthetic colour.
10.2 Thickening, Stabilizing & emulsifying agents.
10.3 Flour improvers.

Chapter 11 Introduction to Nutrients

Theory

11.1 Define food, Nutrients, nutrition.
11.2 Function food.
11.3 Basic food groups & Planning of a balanced diet, factors affecting daily requirements of calories.

Chapter 12 Protein

Theory

12.1 Composition, classification, sources, functions, daily requirements, excess and deficiency.

Chapter 13 Carbohydrates

Theory

13.1 Composition, classification, sources, functions, daily requirements, excess and deficiency.

Chapter 14 Fats

Theory

14.1 Composition, classification, sources, functions, daily requirements, excess and deficiency.

Chapter 15 Vitamins

Theory

15.1 Composition, classification, sources, functions, daily requirements, excess and deficiency.

Chapter 16 Minerals

Theory

16.1 Composition, classification, sources, excess and deficiency.

Chapter 17 Water

Theory

17.1 Importance of Water & dietary sources of water.

Chapter 18 Colloidal Chemistry

Theory

18.1 Colloidal system-types of colloidal in food, factors that affect the properties of colloids in food preparation.

18.2 Emulsion-Types of emulsion, emulsifying agents and their use in preparation of emulsions.

- **Implementation Strategies**

Average visit to various in hotels, fight kitchens, clubs, canteens, hospitals to observe the Hygiene standards maintained.

Theory - III & Practical - III 1.3 FOOD & BEVERAGE SERVICES

- **Detailed content**

Chapter 1 Introduction to the Hotel & Catering Industry

1.1 Introduction to the hotel industry and growth of the hotel industry in India.

1.2 Types of outlets and types of meals (Coffee Shop, Snack bar, Counter service, Vending machines, Specialty restaurants, operations, Room service).

1.3 Contribution of the Food and Beverage Department in these outlets (Including revenue production).

1.4 Classification of Food and Beverage Operation a) Commercial: Residential / Non-residential b) Welfare: Industrial /Institutional/Transport (Air, Road, Rail, Sea).

Chapter 2 Departmental Organization & Staffing

Theory

2.1 Hierarch in different outlets.

2.2 Duties & Responsibilities of staff in different outlets.

2.3 Staff etiquette & attributes of a good waiter

2.4 Inter-department relationship (Within F & B and with other departments).

Practice

i) Profile, Dress codes And Attributes of Water.

Chapter 3 Essential Equipments in Food and Beverage Service

Theory

Familiarization and Classification of Equipment.

3.1 Fumitory (Light & Decor)

3.2 Glassware

3.3 Tableware-Chinaware, Cutlery, Hollow ware

3.4 Other equipments

Practice

i) Introduction to Equipments & Infrastructure: Glassware, Crockery, Cutlery Ancillary Installation.

Chapter 4 Auxiliary Areas of the Food and Beverage Department & their Importance.

Theory

4.1 pantry / Stillroom

4.2 Food pickup areas

4.3 Stores

4.4 Linen room

4.5 Kitchen Stewarding

4.6 Silver room

Chapter 5 The Menu

Theory

5.1 Origin of Menus

5.2 Types of Menu - A la Carte and Table d' Hotel

5.3 Principles of menu planning

5.4 Menu compilation - 5,6,7 course (Including Indian Menus)

5.5 French 13 course menu

5.6 General Accompaniments

Practice

i) Menu Planning (Planning & Completion of 5,6,7 course menus)

Chapter 6 Restaurant Set up prior to

Service and Types of Service

Theory

6.1 Mise-en-place

6.2 Mise-en-scene

6.3 Silver Service

6.4 American Service

6.5 English Service
6.6 French Service
6.7 Russian Service
6.8 Grill Room Service
6.9 Buffet Service
6.10 Guerdon Service (Introduction)

Practice

i) Table Set-ups
   a) Laying and relaying of table covers
   b) Laying an A La Carte Cover
   c) Laying a Table d' Hotel Cover
   d) Etiquette toward guests
   e) Greeting and seating a guest and presenting Menus
   f) Water Service
   g) Service of Non-alcoholic Beverages
   h) Course wise service of Food
   i) French classical service
   j) Pre plated service
   k) Buffet setups
   l) Course wise clearance of dishes from the table.
   m) Different methods of Clearance
   n) Crumbing of the table
   o) Clearance of Soiled / dirty ashtrays

Chapter 7 Breakfast Service

Theory

7.1 Introduction and definition
7.2 Types – English, Continental, American, Indian, Buffet
7.3 Brunch - Compilation of each menu.

Practice

i) Breakfast Service
   a) Service of Continental Breakfast
   b) Service of English Breakfast
   c) Breakfast tray set-ups

Chapter 8 Tea Service

Theory

8.1 Types of tea service
   a) Full Afternoon Tea
   b) High Tea
8.2 Sandwiches
   a) Types of Sandwiches
   b) Service of Sandwiches
8.3 Compilation of tea menus (English / Indian)

Practice

i) Procedures for Tea Service
   a) Service of full Afternoon Tea
   b) Service of High Tea

Chapter 9 Cheese & Savories

9.1 Types - Hard, Semi hard, Soft, Fresh
9.2 Country of origin and mild processed from
9.3 Services & Accompaniments
9.4 Savories - Types and Service

Chapter 10 Ice - Creams

Theory

10.1 Types of Ice creams

10.2 Categories of Ice creams.

Chapter 11 Non-alcoholic Beverages

Theory

11.1 Stimulating - Tea, Coffee, Cocoa

11.2 Nourishing - Health drinks

11.3 Refreshing - Juices, Squashes, Crushes, Syrups

11.4 Mineral water & carbonated drinks

11.5 Classification Chart - Alcoholic & Non alcoholic drinks

Chapter 12 Cigars & Cigarettes

Theory

12.1 Introduction to Cigars and Cigarettes

12.2 Brands & codes

12.3 Service Procedures

Chapter 13 Systems of Order Taking

13.1 Kitchen Order Ticket

13.2 Bar Order Ticket

Practice

i) Taking guest order

ii) Handing guest complaints and Grievances.

Chapter 14 Methods of Billing & Payment

Theory

14.1 Cash

14.2 Credit

14.3 A/c

14.4 NCR / ECR

Practice

i) Billing procedures

- **Implements Strategies**

  The Students may be trained to acquire skills to handle basic daily restaurant service operation by giving more opportunities for hands- on experience in using various equipments and ingredients during practical classes. Students may also be trained to serve lunch in the training restaurant.

B) ACCOUNOMODATION SEVICES

- Detailed Contents.

Chapter 1 Introduction to Hotel House Keeping

Theory

1.1 Importance and role of House Keeping department in hotel.

1.2 Areas fir House Keeping.

Chapter 2 Organization of House Keeping Departments

Theory

2.1 Staffing of House Keeping Department in Small, Medium and Large Hotels.

2.2 Personality tryst of housekeeping staff.

2.3 Duotes and Responsibilities of House Staff: Executives House Keeper, floor supervisor, Public Area Supervisor, Desk Supervisor, room Attendant.

2.4 Rules of the Floor.

2.5 Work routine.

2.6 Co-ordination with other departments: Front Office, Maintenance, Food & Beverage & Other departments.

Chapter 3 Cleaning Agents

Theory

3.1 Classification of Cleaning Agents.
3.2 Selection of Cleaning Agents.
3.3 Use, Care and Storage of Cleaning Agents.
3.4 Distribution and Control of Cleaning Agents.

Practical Part

i) Use of Cleaning Agents for various surfaces.

Chapter 4 Cleaning equipments

4.1 Types of Cleaning Equipments.
4.2 Manual Equipment for cleaning.
4.3 Use
& Care of Cleaning Equipments.

Practical

i) Cleaning and sweeping by using various Brooms, Brushes, Vacuum Cleaner etc.

Chapter 5 Routine Cleaning of Housekeeping Dept.

Theory

5.1 Hygiene and safe cleaning.
5.2 General Principal of Cleaning.

Practice

i) Routine cleaning by use of detergents & cleaning equipments.

Chapter 6 Periodical Cleaning And Special cleaning Programs.

Theory

6.1 Weekly Cleaning, Spring-cleaning.
6.2 Special Cleaning tasks.
6.3 Schedule and record keeping of cleaning.

Chapter 7 Daily Cleaning of guest Room

Theory

7.1.1 Rule of the guest room.
7.1.2 Checkout.
7.1.3 DC of Occupied room.
7.1.4 DC of Vacant room.
7.1.5 Procedure for Cleaning of Check out Room.
7.1.6 Evening Service.
7.1.7 Second Service.
7.1.8 Bed Making.
7.1.9 Front / back areas.
7.1.10 Work Routine.

Practical

i) Bed Making, Cleaning of guest-room.

Chapter 8 Cleaning & Polishing of Common Surfaces.

Theory

8.1 Glass.
8.2 Wood and Allied surfaces.
8.3 Metals - Copper, Brass, Silver, Aluminum and Steel.
8.4 Leather, Rexene, Plastic and Ceramics.

Practical

i) Cleaning & Polishing of Metals and Non-metals.

Chapter 9 Maids Service room.

Theory

9.1 Location.
9.2 Layout and essential features.
9.3 Organizing a maid's trolley.
9.4 Records: Checklist, Occupancy List, floor, Register List.

Practical

i) Organizing and use of Maid's Trolley for room cleaning.

Chapter 10 Guest Room Supplies

Theory

10.1 Standard Supplies.
10.2 Regular Supplies.
10.3 V.I.P and V.V.I.P.
10.4 Standard Contents.

Chapter 11 Lost & Found

Theory

11.1 Procedures for Lost and Found of Guest Articles.
11.2 Procedures for Lost Hotel Articles / Items.
11.3 Records.

- **Implementation Strategies.**

Each Institute shall arrange at least 3 visits to hotels to observe Cleanliness, Types of Room & Public Areas including toilets. Which may include small, medium & Large Hotels. Each Student shall maintain a work card file for the Practicals.

The file shall include the following Assignment.

1) List of Cleaning Agents with their brand names & Prices.
2) List of Guest supplies in different Category of Hotels.
3) List of Equipments use in House Keeping Department of a Hotel with Brand name and its manufacturer along with specification.
4) Any other assignments given by the subject teacher.
5)

1.4 (b) ACCOMODATION SERVICES

Detailed Contents

Chapter 1 Introduction to Hospitality industry

Theory

1.1 Evolution of the hospitality industry-Western and Indian evolution.
1.2 Classification of Hotels.
1.3 Departmental classification of hotel.
1.4 Function of the major departments.
1.5 Organization chart of the hotel-large, medium & small.
1.6 Organization chart of Front Office department of various category hotels, large, medium and small.

Chapter 2 Organization of Front Office Department

Theory

2.1 Section & general layout of front office department and equipments used.
2.2 General duties and responsibilities of the front office staff.
2.3 Personality traits of the front office staff.

Practice

i) Grooming
ii) Do & Don'ts at the Front Office Desk.

Chapter 3 Hotel Brochures & Tariffs.

Theory

3.1 Different types of room rates (Rack, F.I.T., Crew, Group).
3.2 Discount offered and packages.

3.3 Basis of charging tariffs.
3.4 Taxes levied (sales tax, expenditure tax, luxury tax. and service charge).
3.5 Food Plans.
3.6 Use of brochures & tariff cards.

Practice

i) Collection and study of Hotel Brochures & to study them.

Chapter 4 Bell Desk

Theory

4.1 Importance and basic functions of the Bell Desk.
4.2 Paging system.
4.3 Handing luggage in house & left luggage procedure.
4.4 Concierge concept, Valet, Butler.

Chapter 5 Telephone Department

Theory

5.1 Importance and basic functions.
5.2 Types of Calls.
5.3 Telephone manners.

Practice

i) Telephone manners (Do's and Don'ts).

Chapter 6 Key Control

Theory

6.1 Types, Care control & storage of keys.
6.2 Missing key procedure.

Practice

i) Handling & Dealing with Room Keys.

Chapter 7 Room Status Report

Theory

7.1 Black List.
7.2 Rules of the house (guidelines to guest)
7.3 Time-share concept - advantages / disadvantages.
7.4 Inter departmental co-ordination, Housekeeping, Room service, Laundry, Mini bar.

Chapter 8 Guest Cycle-pre Arrival, Occupancy

Theory

8.1 Importance of the Guest Cycle Modes & Sources Procedure for making reservation / reservation activities. Guaranteed/non-guaranteed reservation. Overbooking, Cancellation & Amendments. Manual reservation system used in the form of booking diary, booking charts, etc. Whitney system Computerized system. Reservation network system - affiliated / non-affiliate, centralized reservation system. Terminology of reservation.

Practice

i) Dealing with Reservation.

Theory

8.2 Arrival, Stage-Registration and reception.
Receiving of a guest. Handling registration, Arrival procedure of various categories of guests Notification of the guest arrival Criteria for taking advance.

Practice

i) Preparing for Guest Arrival, Registration of Guest and allotment of Room.

Theory

8.3 Departure Stage- Departure notifications, Task performed at the bell desk and front office cashier.
Express check out procedure, late checkouts & charges.

Chapter 9 Front Office Glossary

9.1 Abbreviations and terminology related to Front Office.

- **Implementation Strategies.**

Each Institute will arrange for industrial visit to two hotels to observe the Front Office Department.

The following assignments may be given to students to collect information /date on.

1: Place of interest in Maharashtra, Gujarat & Goa,
   i) Wild Life Sanctuaries and National Parks.
   ii) Beaches.
   iii) Historical and Archaeological monuments.
   iv) Temples and Pilgrimage centers.
   v) Important cities.
2: Handling Emergencies and Situations.
   i) Th eft in the guest room.
   ii) Drunken Guest in the lobby.
   iii) Fire in the room.
   iv) A bomb threat on the phone.
   v) Complaint of dirty bed linen.
   vi) No towels in bathroom.
   vii) Complaints of the room not being cleaned.
   viii) No delivery of newspaper to guests in the room.
   ix) A guest kept waiting at Front office desk.
   x) Guest has lost his room-key.

3: Tourism Information.
   i) Countries, Capitals & Currencies.
   ii) Airport & airline information.
   iii) Local city knowledge.
   iv) Travel agencies.
   v) Hotels of international and domestic origin.
   vi) Indian States and Capitals.
   vii) Music & Dance.
   viii) Hotel brochures & pamphlets.
4: Dealing with emergencies and situations.

During the term the students will carry out the above ASSIGNMENTS from knowledge point of view. These will not appear in the theory paper but will appear as viva voce for practical examination.

List of Tools and Equipment

S.N.	Name of items	Quantity
1	Deep freezers	01
2	Precision scale	03
3	Dough mixer-with attachments	02
4	Food Mixer- with attachments	02
5	Masala grinder	01
6	Convection oven	01
7	Tandoor with rods	01
8	2 burner gas range and work table and stainless steel sink with draining board	12
9	Butchers knives	03
10	Chefs knives case (8 per case)	01
11	Carving knives	02
12	Large Steel degchi	06
13	Iron kadai (different sizes)	04
14	Dosa tawa	02
15	Frypan	12
16	Fish slicers	15

17	Frying Spoon	15
18	Round ladle	15
19	Grater	15
20	Wooden spoon and spatula	each-15
21	Sauté pan- small and medium	each-30
22	Measuring jug	15
23	Wire whisk	15
24	Colander	15
25	Peeler	15
26	Stainless steel Degchi with lid	24
27	Stainless steel degchi with lid	15
28	S/s bowl, flat and round bottom	each -15
29	Stainless Steel pan 12" with Lids	04
30	Stainless Steel Pan - 3" with lids	04
31	Stainless Steel Pan 15" with lids	05
32	Flat spoons iron (Palta)	04
33	Round spoon18" with wooden handle	12
34	Egg beaters	06
35	Fire extinguisher	02

List of Tools and Equipment for Bakery

S.N.	Name of items	Quantity
1	Chopping Board	06
2	Knives steels	15
3	Pastry pincher	12
4	Cream whipper (electric)	02
5	Long handle flat spoon (Palta)	06
6	Halwaikadai	12
7	Jalebi Tawa	01
8	Long handless draining spoon	12
9	Long Handled Wooden spoon	12
10	Bread tins	15
11	Cake tin round	15
12	Cake tin rectangular	15
13	Borquette moulds	15
14	Muffin trays	15
15	Doughnut cutter	06
16	Fancy moulds assorted	06
17	Piping Bags	30
18	Nozzles assorted	06
19	Cooling racks - rectangular and round	20
20	Rolling pins	30
21	Quiche moulds	15
22	Chocolate moulds (assorted)	15
23	Easter egg moulds	15
24	Slotted s/s spoon	15 s/s bowl
25	Lemon squeezer	06
26	Mugs s/s	15
27	Grater	06
28	Wooden spoon and spatula	each -15
29	Measuring jug	15
30	s/s degchi with lid	15

31	Work table with marble top	01
32	Wire Whisk	01
33	Comb for decoration	01
34	Piping bags with set of nozzles	01
35	Strainer s/s	01
36	s/s sieve	06

List of Tools and Equipment for Food and Beverage Service

S.N.	Name of items	Quantity
1	Juice extractor	1 No.
2	Gueridon	1 No.
3	Cork screw-waiters friend	5 Nos.
4	Ice bucket	1 No.
5	Ice tongs	2 Nos.
6	Optic measure pourer	2 Nos.
7	Bread and Butter plates	12 Nos.
8	Half plate	12 Nos.
9	Dinner plates 25 cms	12 Nos.
10	Tea cups	12 Nos.
11	Egg dish (round)	06 Nos.
12	Salad plates	06 Nos.
13	Butter knives	12 Nos.
14	Coffee spoon	12 Nos.
15	Dessert fork	12 Nos.
16	Dessert knife	12 Nos.
17	Desert spoons	12 Nos.
18	Fish knife	12 Nos.
19	Fish fork	12 Nos.
20	Fruit knife	12 Nos.
21	Fruit fork	12 Nos.
22	Pastry fork	12 Nos.
23	Service spoon	12 Nos.
24	Service fork	12 Nos.
25	Steak knives	06 Nos.
26	Soupspoons	12 Nos.
27	Sugar tongs	06 Nos.
28	Butter dish with cover	06 Nos.
29	Cruet set -pepper and salt	06 Nos.
30	Coffee pots	06 Nos.
31	Creamers	06 Nos.
32	Entrees dishes	12 Nos.
33	Finger bowls	06 Nos.
34	Hors d'oeuvers tray	03 Nos.
35	Milk jugs	12 Nos.
36	Menu stands	12 Nos.
37	Sauce boats	06 Nos.
38	Sugar bowls	06 Nos.
39	Tea strainer	06 Nos.
40	toast rack	03 Nos.
41	Water jugs	12 Nos.
42	Brandy ballon	12 Nos.

43	Champagne flute	12 Nos.
44	Champagne saucer	12 Nos.
45	Goblet	12 Nos.
46	High ball glass	12 Nos.
47	Juice glass	12 Nos.
48	Liquor glass	12 Nos.
49	Port glass	12 Nos.
50	Sherry glass	12 Nos.
51	Whisky saucer	12 Nos.
52	Cocktail glasses	12 Nos.
53	Bread Boats	12 Nos.
54	Carving knife	1 No.
55	Carving Board	02 Nos.
56	Fruit stand	02 Nos.
57	Plate cover	06 Nos.
58	Sugar bowl	06 Nos.
59	Service Tables 36”x36”x30”	06 Nos.
60	Wooden chairs	24 Nos.
61	Bar counter	01 No.
62	Display unit	01 No.
63	Refrigerator (Double door 350 ltr)	01 No.
64	Bain Marie	01 No.
65	Storage cupboards	02 Nos.
66	Glass rack	02 Nos.
67	Sample preparation trolley	as per requirement
68	Wash basin	01 No.
69	Soap dispenser	01 No.
70	Electric geyser	01 No.
71	Micro oven	01 No.
72	Table cloth 54”x54”	12 Nos.
73	Table Napkins 18”x18”	48 Nos.
74	Moulton	06 Nos.
75	Tea Urn	01 No.
76	Trainee Lockers	as per requirement
77	Computer with Printer	01 No.
78	Restaurant demo software	01 No.
79	Instructor cupboard, Table & chair	1 each
80	Trays	06 Nos.
81	Round Salvers (12”)	06 Nos.
82	Table Accompaniments	06 each
83	Water jugs	06 Nos.
84	Chopping board	01 No.
85	Wine stand	01 No.
86	Frills	06 Nos.
87	Wine opener	02 Nos.
88	Culling knife	01 No.
89	Crockery & Cutlery	as per requirement
90	Tea pot & coffee pot (Silver)	as per requirement
91	Plate warmer (25 plate capacity)	01 No.
92	Salamander Electric	01 No.

Front Office Laboratory Equipment and Furniture Norms.

Equipment

Room rack -1, Information rack -1, Date and time stamping machine -2, Message light system -1, Reservation rack -1, Space availability board -1, call bell -1, Trinning telephone -4, Registration card holder-3, Postal scale -1, Front Office posting machine -1, Guest folio tray -1, Cash box -1, Credit card imprinter-1, Calculating machine -2, Wall clock -1, Luggage Trolley -1

Furniture

Reception counter -1, Information counter -1, F.O. cashier counter -1, Bell desk -1, Lobby desk -1, Mail and key rack -1, Mail sorting rack -1, Mail forwarding file -1, Duplicate key rack -1, Notice Board -1, Bulletin board -1, Chalk board with stand -1, Guest history filing cabinet -1, History filing cabinet -1, Reservation office cabinet -1, Reservation office table / chair -1.

Housekeeping Laboratory

Room

Fan /A.C -1, Fitted carpet, single beds -2, Bed heads -2, Bed sheets -2, Telephone -1, Bed side lamp -2, Chest for drawers -1, Wardrobe -1, Desk -1, Desk lamp -1, Mirror -1, Full length mirror -1, Pictures / Luggage rack -1, Arm chairs -2, Coffee table -1, Studying lamp -1, Upright chair - as per requirement.

Bathroom

Shower curtains -as per requirements, Exhaust fan -as per requirement, Shelving -as per requirement, Toilet roll holders - as per requirement, Towel rails -as per requirement.

Housekeeping

Vacuum cleaner -1, Wet pickup machine -1, Scrubbing machine -1, Carpet -1, Maids trolley -1, Cleaners trolley -1, Box carpet sweeper -1.

Laundry

Sinks -4, Laundry tables-2, Laundry trolley -1, Washing machine / tumbler Drier (20 kg. -1) (5 kg-1), Steam press -1, ironing Board 2, Calendar -1, Dry clean machine (10/15 kg.) - 1.

STANDARDISED LIST

Audio - Visual and reproduction equipment

Marking pens -permanent -100, Marking pens - water - soluble -100, Photocopier -1, Electronic stencil cutter-, Flip Board-portable -3, Flannel board-portable -1, Magnetic Board portable - 1, Desk Top Publishing machine -1. Projector - 1

- **REFERENCE BOOKS**

1.1 COMMUNICATION SKILLS AND INDUSTRIAL TRAINING (English) :-

Author	Title	Year of Publication	Place of Publication & Publisher
MSBTE	Communication Skill for Polytechnic Students	in Press	
BURGOON MICHAEL	Human Communication	1994	London sage Publications
GEOFREY LEECH AND JAN SVARTVIK	A Communicative Grammar of English	1994	Essex Longman Group Ltd. ELBS
JOHN SINCLAIR (ed.)	Collins Co built English Grammar	1990	Essex Longman Group Ltd. ELBS
THOMAS	Technical Writing and Professional	1991	London William

HUCKIN AND LESLIE OLSON LYN CLARK AND ZIMMER	Communication Business English and Communication	 1988	Collins & Sons co. New York: Mcgraw Hill
JOHN THILL AND COUNTRTLAND BOVEE	Excellence in Business communication	1991	New York: Mcgraw Hill
R.K. BANSAL AND J.B. HARRISON	Spoken English for India	1972	New York: Mcgraw Hill
J.D. O'CONNOR	Better English Pronunciation	1970	New Delhi : Orient Longman
KRISHNA MOHAN AND MEERA BANNERJI	Developing Communication skills	1994	London : Cambridge University Press ELBS, Macmilan

- **COMMUNICATION SKILL AND INDUSTRIAL TRAINING (FRENCH)**

Sr. No.	Author	Title	Edition	Year of Publication	Publisher and Address
1.	Alliance Francaise	A Votre Service.	1	2001	Sliance Francaise Delhi and Mumbai
2.	S. Bhattacharya	French for Hotel Management and Tourism industry French for Catering Students		--	Frank Brothers and Co. Ltd. 4675-A, Ansari Road, 21, Daryagani, New Delhi - 100 002.
3.		French for Catering Students	1	--	John Grishbrock Holder and stoughton

1.2 FOOD PRODUCTION PRINCIPLES (913)

Author		Title	Edition	Year of Publication	Publisher & Address
1	Thangam E . Philip	Modern Cookery for Teaching and Trade	4th Vol.	1996	Oriented Longman Ltd. Mumbai
2	Krishna Arora	Theory of Cookery	2nd	1992	Frank Bros and Co. Ltd. 4675, Daryagani, New Delhi - 100 002.
3	J.C. Dubey	Basic Bakery	1st	1992	G. N. Danri, G.D. Enterprise, B/13, 1st floor, 389/91, JSS Road, Mumbai
4	Lungburg & Kotschevar	Understanding Cooking			
5	Wayne Gisselen	Professional Cooking	4th	1992	John Weily & Sons 605, 3rd Avenue, N.Y
6	Wayne Gisselen	Professional Banking	2nd	1994	John Weily & Sons 605, 3rd Avenue, N.Y
7	Kinton	Theory of Catering	7th	1996	Holder & Stoughton

	Ceserani				Educational, 338, Euston Road, London.
8	Bernard Davis	Food Commodities	4th	1998	William Heinmen Ltd. 15 Queens Street, May Fair, London
9	Kotschever Lendal & Mc William	Understanding Food			
10	Daniel R. Stevenson	Basic Cookery the Process Approch	5th	1997	Stanley Thomas Ltd. Old Station Drive England.

1.3 FOOD & BEVERAGE SERVICE - (914)

	Author	Title	Edition	Year of Publication	Publisher and Address
1	Dennis Lilicrap, John Cousins Robert Smith	Food and Beverage Service	5th edition	1998	Holder & Stoughton Educational, 338, Euston Road, London.
2	Peter Howard, Jeffery Puckeridge	The Professional Waiter	3rd edition	1999	Hospitality Books (ACN 003183882) P. O. Box 3007, Putney NSW, Australia 2112
3	Sylvia Meyer Edy Schmind, Christel Spihleer	Professional Table Service	2nd edition	1998	Verlag Schureizer Write Verband, Zurich, Switzerland
4	Ecole Technique Hoteliere Tsuji	Professional Restaurant Service	--	--	Kahakura Sobo Publishing Co. Ltd. Japan
5	Brian Varghese	Professional Food and Beverage Service Management	1st edition	1999	Rajiv Beri for Macmillan India Ltd., 315/316, Raheja Chambers, 12 Museum Road, Bangalore-560 001.
6	Vijay R. Thakur	Food and Beverage Service			Central Techno Publications 23, "Shri. Shantadurga Niwas", Central Bazar Road, New Ramdaspeth, Nagpur -400 010 (MS) India.

1.4 ACCOMMODATION SERVICES (b)

	Author	Title	Edition	Year of Publication	Publisher and Address
1	Stanley Thornes	Reception, Students guide	1994	1993 reprint 1994	Stanley Thornes Ltd. Ellenboroug house Wllington st. Cheltenham. GL 501 YD.
2	Peter Abbott & sue le	Front Office Procedures, social skills and management	1991	1991	Butter worth Heinemann ltd. Halley courts, Jordan hill, Oxford. OX 2 8 EJ
3	Colin Dix (MHCIMA) Chris braid (BA MHCIMA CGLI)	Front Office operations. (Previously) Accommodation operations	Third	1998	PITMAN Publications. 128 long acre, London. WC 2E 9 AN.
4	Sudhir Andrews	Hotel front office training manual	14th reprint 1995,	1982 Reprint 1995,	Tata McGraw hill Publication Co. ltd.

5	Dennis I. Foster	Rooms at The inn. Front office operation and administrations	1993	1992	Glencoe division of Macmillan / McGraw hill publication co.
6	Grace Paige Jane Paige	The hotel receptionists	Second	1977	Cassell EDU ltd. Artillery house, Artillery row,
7	Paul B White & Helen	Hotel reception	1996	1982	Edward Arnold ltd. 41 Bedford sq. London, WC 1B 3 DQ.
8	Jorome J. Vallen	Check in- check out Principles of effective front office management	Third	1974, 80.	W.M.C Brown publishers. Dubuque lowa.
9	Sue Baker, Pam Bradi Jeremy Huyton	Principle of Hotel Front office operation Hotel Front office	1994	1994	Cassell Wellington house, 125 Strand London Wc 2 R OBB Stanley Thornes ltd.
10	Bruce Braham	Hotel front office	1985	1985 Reprint 19987, 88	Stanley Thornes ltd.
11	Michel L. Kasavana Richard M Brooks, CH	Managing front office	Third	1991	Edu. Inst. of the A H & M A. Michigan-48826 USA. South Harrison rd. p.b. no. 1240, East Lansing, Michigan.

1.4 ACCOMODATION SERVICES (A)

Author		Title	Edition	Year of Publication	Publisher and Address
1	Robert j. Martin	Professional Mgmt. of housekeeping operations	Third	1998	John wiley & sons, inc, 605 third avenue, new York, 10158-0012.
2	Brenda Piper	Fibers & fabrics.	Second	1981	Longman group ltd. longman house Burnt mil, harlow Essex, c m 20 2je, england
3	John C Branson Margaret Lennox	Hotel, hostel & hospital housekeeping	Fourth	1982	Edward amold ltd. 41 bedfors sq. london Wc 1 b dq.
4	Eva M. Ling	Modern household science (a practical approach)	Third	1980	Allman, London
5	Sudhir Andrews	Hotel housekeeping training manual	Eight	1992	Tata ms graw hill Publication co. ltd. New Delhi.

1.5 BASIC PRINCIPLE OF AACOUNTING (917)

Author		Title	Edition	Year of Publication	Publisher and Address
1	Richard Kotas	Book Keeping in the Hotel & Catering Industry	1974	1965	International Text Book Company
2	T.S Grewal	Elements of Accountancy			S. Chand & Co.
3	Frank Woods	Business Accountancy			Pitman Publishing
4	Arbony	Elements of			Addition & Wesley
5	G.S Rawat & J.M.S. Negi	Accountancy Elements of Hotel Accountancy	1974	1972	HKS Books International, 4074, Naisarak, Delhi 110 006.

1.6 CATERING SCIENCE

Author		Title	Edition	Year of Publication	Publisher Name and Address
1	M. Swami Nathan	Handbook of food & nutrition	Fifth	1999	The Ban galore Printing & Publishing Co. Ltd. P.B. No. 1807, No 88, Mysore Road, Bangalore- 560018.
2	M. Swami Nathan	Handbook of food Science and Experimental Food	Second	1999	The Ban galore Printing & Publishing Co. Ltd. P.B. No. 1807, No 88, Mysore Road, Bangalore- 560018.
3	W.C. Frazier D.D. West off	Food Microbiology	Third	1991	Tata Mc Graw-Hill Publishing Co. Ltd. 4/12 Asaf Ali Road, New Delhi -110 002.
4	Shubhanigini Joshi	Nutrition & Dietetics	First	1999	Tata Mc Graw-Hill Publishing Co. Ltd. 4/12 Asaf Ali Road, New Delhi -110 002.
5	J.A. Stretch & H.A. Southgate	The Science of Catering	Second	1986	Edward Amold
6	Michael collier & Col ion Sussams	Success in Principles Catering	Second	1988	--

1.7 Management and Human Resource Development :-

Author		Title	Publisher
1	Michael Vaz Vinayak Pralikar		Manan Prakash 105, Nehru Road, Vile Parle

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