

GOVERNMENT OF ANDHRA PRADESH



**STATE BOARD OF TECHNICAL EDUCATION AND TRAINING**  
**Andhra Pradesh :: Amaravathi**



Globally Competitive  
**CURRICULUM (C-16)**  
For Polytechnic Diploma Courses  
In Andhra Pradesh



**DIPLOMA IN  
HOTEL MANAGEMENT &  
CATERING TECHNOLOGY**

Front Cover Page

## Objective of the New Curriculum (C-16)

To make the students 'Globally Competitive & Employable' by learning industry relevant subjects & undergoing Industrial training



Suggestions from Industrialists have been incorporated in the Curriculum by organising Industry Institute Interaction Meet.

## Highlights of the Curriculum (C-16)



- ❖ 6 months /1 year industrial training in all the Diploma Courses.
- ❖ 1 year industrial training in collaboration with BOAT (Board of Apprenticeship & Training (SR), Chennai).
- ❖ Virtual labs for ECE & Computer Branches & Strengthening of Skill Development Centers to provide industrial training to students.

Fundamentals of 'Internet of Things' (IoT) is included for all the Branches in the Subject "Industrial Management & Smart Technologies".



"Communication Skills" and "Life Skills" have been introduced as practical subjects for all the Branches.



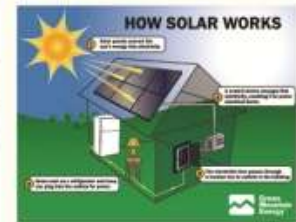
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“Computer Fundamentals Laboratory” is introduced for all the Branches in First year. AutoCAD specific to the Branch has been given emphasis in the Curriculum.

C Language, Programmable Logic Controllers (PLC), Microcontrollers, Solar Energy are introduced in Electrical Engineering Branch.



Mobile Communications, Consumer Electronics are introduced in Electronics and Communication Branch

CAD/ CAM, CNC Machines, Power Plant Engineering are introduced in Mechanical Engineering Branch.



OOPS through JAVA, Web Designing, Computer Hardware & Networking are introduced in Computer Engineering Branch.

Automobile Chassis and Body Engineering, Recent Trends In Automobile Engineering, Motor Transport Organization etc are introduced in Automobile Engineering Branch.



**Back Cover Page-Inside**

# Journal (JPAP)

The Department of  
Technical Education,  
A.P. has a bi- annual  
'Journal of Polytechnics  
of Andhra Pradesh'  
JPAP



**JOURNAL OF  
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## CISCO ACADEMIES IN POLYTECHNICS

- ◆ 70 Government Polytechnics chosen to have Cisco Academies
- ◆ Course Content of CISCO has been incorporated into the ECE and Computer Diploma Courses
- ◆ CISCO to train Staff of Polytechnics in two phases to enable them to run the courses effectively
- ◆ Students to get 'Certificate from CISCO' along with Diploma Certificate.

**CURRICULUM – 2016  
(C-16)**

**DIPLOMA IN  
HOTEL MANAGEMENT  
&  
CATERING TECHNOLOGY**



**STATE BOARD OF TECHNICAL EDUCATION & TRAINING  
ANDHRA PRADESH  
VIJAYAWADA**

**DIPLOMA IN HOTEL MANAGEMENT & CATERING TECHNOLOGY**

**CURRICULUM – C-16**

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**CURRICULUM-2016**  
**( C-16 )**  
**FOR DIPLOMA COURSES IN ANDHRA PRADESH**

**PREAMBLE**

The State Board of Technical Education and Training, Andhra Pradesh under the aegis of the Department of Technical Education, Andhra Pradesh generally reviews the Curricula once in every five years. However, recognizing the needs of the industries and enhancing the employability skills of Polytechnic students, the Government of Andhra Pradesh constituted a committee vide G.O.Rt.No:95 of Higher Education (TE) Dept dated: 29-4-2016 and G.O.Rt.No:98 of Higher Education (TE) Dept dated: 4-5-2016 for updation of polytechnic curriculum under the chairmanship of Sri. S. Balasubrahmanyam, IAS (Retd.). The committee submitted a report on 31-5-2016 making certain recommendations and suggesting new initiatives to be incorporated in the curriculum. An Industry Institute Interaction Meet was organized with Industry experts and subject experts on 26-12-2016 and the suggestions from Industrialists have also been incorporated in the curriculum. The new Curricula for the different diploma courses have been designed with the active participation of the members of the faculty teaching in the Polytechnics of Andhra Pradesh, besides reviewed by Expert Committee constituted with eminent academicians.

The primary objective of the curricular change is to produce best technicians in the country by correlating growing needs of the industries with the academic input.

The revised New Curriculum i.e., Curriculum–2016 (C-16) is approved by BoG of SBTET for its implementation with effect from 2016-17.

**Salient Features:**

1. Duration of course is either 3 years / 3½ years duration of Regular Academic Instruction.
2. The Curriculum is prepared in Semester Pattern. However, First Year is maintained as Year-wise pattern.
3. 6 Months/ 1 year Industrial Training is introduced for all the Diploma courses.
4. Fundamentals of Internet of Things (IOT) is introduced for all the Diploma courses in the subject.
5. Modern subjects relevant to the industry are introduced in all the Diploma courses.
6. CISCO course content has been incorporated into the ECE and CME courses to get certification from CISCO along with Diploma.



7. The policy decisions taken at the State and Central level with regard to environmental science are implemented by including relevant topics in Chemistry. This is also in accordance with the Supreme Court guidelines issued in Sri Mehta's case.
8. Keeping in view the increased need of communication skills which is playing a major role in the success of Diploma Level students in the Industries, emphasis is given for learning and acquiring listening, speaking, reading and writing skills in English. Further as emphasized in the meetings, Communication Skills lab and Life Skills lab are introduced for all the branches.
9. Modern topics relevant to the needs of the industry and global scenario suitable to be taught at Diploma level are also incorporated in the curriculum.
10. AutoCAD specific to the branch has been given more emphasis in the curriculum. Preparing drawings using CAD software has been given more importance.
11. Every student is exposed to the computer lab at the 1st year itself in order to familiarize himself with skills required for keyboard/mouse operation, internet usage and e-mailing.
12. Upon reviewing the existing C-14 curriculum, it is found that the theory content is found to have more weightage than the Practical content. In the revised C-16 curriculum, more emphasis is given to the practical content of Laboratories and Workshops, thus strengthening the practical skills.
13. With increased emphasis for the student to acquire Practical skills, the course content in all the subjects is thoroughly reviewed and structured as outcome based than the conventional procedure based.
14. Curricula of Laboratory and Workshops have been thoroughly revised based on the suggestions received from the industry and faculty, for better utilization of the equipment available at the Polytechnics. The experiments /exercises that are chosen for the practical sessions are identified to conform to the field requirements of industry.
15. The Members of the working group are grateful to Sri G.S. Panda Das, I.A.S., Special Commissioner of Technical Education & Chairman of SBTET, AP. and Sri. Adityanath Das, I.A.S., Principal Secretary of Higher Education for their guidance and valuable inputs in revising, modifying and updating the curriculum.
16. The Members acknowledge with thanks the cooperation and guidance provided by Sri. A.Nirmal Kumar Priya, Secretary, SBTET, Andhra Pradesh and other officials of Directorate of Technical Education and the State Board of Technical Education, Andhra Pradesh, experts from industry, academia from the universities and higher learning institutions and all teaching fraternity from the Polytechnics who are directly or indirectly involved in preparation of the curricula.

## **RULES AND REGULATIONS**

### **1 DURATION AND PATTERN OF THE COURSES**

All the Diploma programs run at various institutions are of AICTE approved 3 years or 3½ years duration of academic instruction.

All the Diploma courses are run on year wise pattern in the first year, and the remaining two or two & half years are run in the semester pattern. In respect of few courses like Diploma in BM course, the training will be in the seventh semester. Run-through system is adopted for all the Diploma Courses, subject to eligibility conditions.

## **2 PROCEDURE FOR ADMISSION INTO THE DIPLOMA COURSES:**

Selection of candidates is governed by the Rules and regulations laid down in this regard from time to time.

- a) Candidates who wish to seek admission in any of the Diploma courses will have to appear for Common Entrance Test for admissions into Polytechnics (POLYCET) conducted by the State Board of Technical Education and Training, Andhra Pradesh, Vijayawada.

Only the candidates satisfying the following requirements will be eligible to appear for the Common Entrance Test for admissions into Polytechnics (POLYCET).

- b) The candidates seeking admission should have appeared for S.S.C examination, conducted by the Board of Secondary Education, Andhra Pradesh or equivalent examination thereto, at the time of making application to the Common Entrance Test for admissions into Polytechnics (POLYCET). In case of candidates whose results of their Qualifying Examinations is pending, their selection shall be subject to production of proof of their passing the qualifying examination in one attempt or compartmentally at the time of admission
- c) Admissions are made based on the merit obtained in the Common Entrance Test (POLYCET) and the reservation rules stipulated by the Government of Andhra Pradesh from time to time.
- d) For admission into the following Diploma Courses for which entry qualification is 10+2, candidates need not appear for POLYCET. A separate notification will be issued for admission into these courses.  
1). D.H.M.C.T. 2).D. Pharmacy

## **3 MEDIUM OF INSTRUCTION**

The medium of instruction and examination shall be English.

## **4 PERMANENT IDENTIFICATION NUMBER (PIN)**

A cumulative / academic record is to be maintained of the Marks secured in sessional work and end examination of each year for determining the eligibility for promotion etc., A Permanent Identification Number (PIN) will be allotted to each admitted candidate to maintain academic records.

## **5 NUMBER OF WORKING DAYS PER SEMESTER / YEAR:**

- a). The Academic year for all the Courses shall be in accordance with the Academic Calendar.
- b). The Working days in a week shall be from Monday to Saturday
- c). There shall be 7 periods of 50 minutes duration on all working days.
- d). The minimum number of working days for each semester / year shall be 90 / 180 days excluding examination days. If this prescribed minimum is not achieved due to any reason, special arrangements shall be made to conduct classes to cover the syllabus.

## **6 ELIGIBILITY OF ATTENDANCE TO APPEAR FOR THE END EXAMINATION**

- a). A candidate shall be permitted to appear for the end examination in all subjects, if he or she has attended a minimum of 75% of working days during the year/Semester.
- b). Condonation of shortage of attendance in aggregate upto 10% (65% and above and below 75%) in each semester or 1<sup>st</sup> year may be granted on medical grounds.
- c). A stipulated fee shall be payable towards condonation for shortage of attendance.
- d). Candidates having less than 65% attendance shall be detained.
- e). Students whose shortage of attendance is not condoned in any semester / 1st year and not paid the condonation fee in time are not eligible to take their end examination of that class and their admissions shall stand cancelled. They may seek re-admission for that semester / 1<sup>st</sup> year when offered next.

## 7 READMISSION

Readmission shall be granted to eligible candidates by the respective Principal/ Regional Joint Director.

1. a) Within 15 days after commencement of class work in any semester (Except Industrial Training).
- b) For Industrial Training: before commencement of the Industrial training.
2. Within 30 days after commencement of class works in any year (including D. Pharmacy course or first year course in Engineering and Non Engineering Diploma streams).

Otherwise such cases shall not be considered for readmission for that semester / year and are advised to seek readmission in the next subsequent eligible academic year.

The percentage of attendance of the readmitted candidates shall be calculated from the first day of beginning of the regular class work for that year / Semester, as officially announced by CTE/SBTET but not from the day on which he/she has actually reported to the class work, after readmission is granted.

## 8 SCHEME OF EXAMINATION

### a) First Year

**THEORY EXAMINATION:** Each Subject carries 80% marks with examination of 3 hours duration, along with 20% marks for internal evaluation. (Sessional marks). However, there are no minimum marks prescribed for sessionals.

**PRACTICAL EXAMINATION:** There shall be 40% Marks for regular practical work done, i.e. sessional marks for each practical subject with an end examination of 3 hours duration carrying 60% marks. However, there are no minimum marks prescribed for sessionals.

### b) III, IV, V, VI and VII Semesters:

**THEORY EXAMINATION:** Each subject carries usually 80 marks and 30 marks in respect of specified subjects of 3hours duration, along with 20 marks for internal evaluation (sessional marks) respectively.

**PRACTICAL EXAMINATION:** Each subject carry 60/30 marks of 3hours duration 40/20 sessional marks.

## 9 INTERNAL ASSESSMENT SCHEME

- a) Theory Subjects: Theory Subjects carry 20% sessional marks, Internal examinations will be conducted for awarding sessional marks on the dates specified. **Three unit tests will be conducted for I year students and two Unit Tests for semesters.** Average of marks obtained in all the prescribed tests will be considered for awarding the sessional marks.
- b) Practical Subjects: Student's performance in Laboratories / Workshop shall be assessed during the year/ semester of study for 40% marks in each practical subject. Allotment of marks should be discrete taking into consideration of the students' skills, accuracy, recording and performance of the task assigned to him / her. Each student has to write a record / log book for assessment purpose. In the subject of Drawing, which is also considered as a practical paper, the same rules hold good. Drawing exercises are to be filed in seriatum.
- c) Internal assessment in Labs / workshops / Survey field work etc., during the course of study shall be done and sessional marks shall be awarded by the concerned Lecturer / Senior Lecturer / Workshop superintendent as the case may be.
- d) For practical examinations, except in drawing, there shall be two examiners. External examiner shall be appointed by the Principal in consultation with respective Head of Section preferably choosing a qualified person from any local Industry/ nearby Government Polytechnic/ Local Government Organization. Internal examiner shall be the person concerned with internal assessment as in (c) above. The end examination shall be held along with all theory papers in respect of drawing.
- e) Question Paper for Practicals: Question paper should cover all the experiments / exercise prescribed.
- f) Records pertaining to internal assessment marks of both theory and practical subjects are to be maintained for official inspection.
- g) **In case of Diploma courses *having* Industrial Training**, the training assessment shall be done and the marks are to be awarded in the following manner.

Industrial assessment marks each)	:	200 marks (in two spells of 100
Maintenance of log book	:	30 marks
Record Work	:	30 marks
Seminar / viva-voce	:	40 marks
		-----
TOTAL	:	300 marks
		-----

The assessment at the institution level (Seminar/Viva-voce) shall be done by three members, viz., Internal Faculty member, External Examiner and Head of Section and be averaged.

## 10 MINIMUM PASS MARKS THEORY EXAMINATION:



For passing a theory subject, a candidate has to secure a minimum of 35% in end examination and a combined minimum of 35% of both Sessional and end examination marks put together.

**PRACTICAL EXAMINATION:**

For passing a practical subject, a candidate has to secure a minimum of 50% in end examination and a combined minimum of 50% of both sessional and practical end examination marks put together. In case of D.C.C.P., the pass mark for typewriting and short hand is 45% in the end examination. There are no sessional marks for typewriting and Shorthand subjects of D.C.C.P course.

**11. PROVISION FOR IMPROVEMENT**

1. Improvement is allowed only after he / she has completed all the subjects from First Year to Final semester of the Diploma.
2. Improvement is allowed in any 4 (Four) subjects of the Diploma.
3. The student can avail of this improvement chance **ONLY ONCE**, that too within the succeeding two examinations after the completion of Diploma. However, the duration including Improvement examination shall not exceed FIVE years from the year of first admission.
4. No improvement is allowed in Practical / Lab subjects or Project work or Industrial Training assessment. However, improvement in drawing subject(s) is allowed.
5. If improvement is not achieved, the marks obtained in previous Examinations hold good.
6. Improvement is not allowed in respect of the candidates who are punished under Mal-practice in any Examination.
7. Examination fee for improvement shall be paid as per the notification issued by State Board of Technical Education and Training from time to time.
8. All the candidates who wish to appear for improvement of performance shall deposit the original Marks Memos of all the years / Semesters and also original Diploma Certificate to the Board. If there is improvement in performance of the current examination, the revised Memorandum of marks and Original Diploma Certificate will be issued, else the submitted originals will be returned.

**12. RULES OF PROMOTION FROM 1<sup>ST</sup> YEAR TO 3<sup>rd</sup>, 4<sup>th</sup>, 5<sup>th</sup>, 6<sup>th</sup> and 7<sup>th</sup> SEMESTERS:**

**a) For Diploma Courses of 3 Years duration**

- i. A candidate shall be permitted to appear for first year examination provided he / she puts in 75% attendance (which can be condoned on Medical grounds upto 10%) i.e. attendance after condonation on Medical grounds should not be less than 65% and pay the examination fee.
- ii. A candidate shall be promoted to 3<sup>rd</sup> semester if he/she puts the required percentage of attendance in the first year and pays the examination fee. A candidate who could not pay the first year examination fee has to pay the promotion fee as prescribed by State Board of Technical Education and Training from time to time before commencement of 3<sup>rd</sup> semester.
- iii. A candidate shall be promoted to 4<sup>th</sup> semester provided he/she puts the required percentage of attendance in the 3<sup>rd</sup> semester and pay the examination fee. A candidate who could not pay the 3<sup>rd</sup> semester exam fee, has to pay the promotion fee as prescribed by State Board of Technical

Education and Training from time to time before commencement of 4<sup>th</sup> semester.

- A candidate is eligible to appear for the 4<sup>th</sup> semester examination if he/she
- i) Puts the required percentage of attendance in the 4<sup>th</sup> semester
  - ii) Should not have failed in more than Four backlog subjects of 1<sup>st</sup> year

**For IVC & ITI Lateral Entry Students:**

- A candidate is eligible to appear for the 4<sup>th</sup> semester examination if he/she puts the required percentage of attendance in the 4<sup>th</sup> semester
- iv) A candidate shall be promoted to 5<sup>th</sup> semester provided he / she puts the required percentage of attendance in the 4<sup>th</sup> semester and pays the examination fee. A candidate, who could not pay the 4<sup>th</sup> semester examination fee, has to pay the promotion fee as prescribed by State Board of Technical Education and Training from time to time before commencement of 5<sup>th</sup> semester.

- A candidate is eligible to appear for the 5<sup>th</sup> semester examination if he/she
- i) Puts the required percentage of attendance in the 5<sup>th</sup> semester
  - ii) Should get eligibility to appear for 4<sup>th</sup> Semester examination.

**For IVC& ITI Lateral Entry students:**

- i) Puts the required percentage of attendance in the 5<sup>th</sup> semester
  - ii) Should not have failed in more than Four backlog subjects of 3<sup>rd</sup> Semester
- v) A candidate shall be promoted to 6<sup>th</sup> semester provided he/she puts in the required percentage of attendance in the 5<sup>th</sup> semester and pay the examination fee. A candidate who could not pay the 5<sup>th</sup> semester examination fee, has to pay the promotion fee as prescribed by State Board of Technical Education and Training from time to time before commencement of 6<sup>th</sup> semester.

A candidate is eligible to appear for 6<sup>th</sup> semester Industrial Training assessment (Seminar/Viva-voce)

- i) Puts the required percentage of attendance, ie., 90% in 6th semester Industrial Training
- ii) Should get eligibility to appear for 4<sup>th</sup> Semester Examination.

**For IVC & ITI Lateral Entry students:**

- i) Puts the required percentage of attendance, ie., 90% in 6<sup>th</sup> semester Industrial Training.
- ii) should get eligibility to appear for 5<sup>th</sup> Semester Examination.

**Important Note:**

**Seminar/Viva-voce should not be conducted for Not-Eligible Candidates, till the candidate gets eligibility. The record of internal assessment for Industrial Training for 260 marks shall be maintained at Institution Level for all candidates and the data is to be uploaded only for eligible candidates. For not eligible candidates the data is to be uploaded as and when the candidate gets eligibility.**

- b) For Diploma Courses of 3 ½ Years duration (MET/ CH/ CHPP/ CHPC/ CHOT/ TT):

1. A candidate shall be permitted to appear for 1<sup>st</sup> year examination provided he / she puts in 75% attendance (which can be condoned on Medical grounds upto 10%) i.e. attendance after condonation on Medical grounds should not be less than 65% and pay the examination fee.
2. A candidate shall be promoted to 3<sup>rd</sup> semester if he/she puts the required percentage of attendance in the 1<sup>st</sup> year and pays the examination fee. A candidate who could not pay the 1<sup>st</sup> year examination fee has to pay the promotion fee as prescribed by State Board of Technical Education and Training from time to time before commencement of 3<sup>rd</sup> semester.
3. A candidate shall be promoted to 4<sup>th</sup> semester provided he/she puts the required percentage of attendance in the 3<sup>rd</sup> semester and pay the examination fee. A candidate, who could not pay the 3<sup>rd</sup> semester exam fee, has to pay the promotion fee as prescribed by State Board of Technical Education and Training from time to time before commencement of 4<sup>th</sup> semester.  
A candidate is eligible to appear for the 4<sup>th</sup> semester exam if he/she
  - i) Puts the required percentage of attendance in the 4<sup>th</sup> semester
  - ii) Should not have failed in more than Four backlog subjects of 1<sup>st</sup> year.

**For IVC & ITI Lateral Entry students:**

- (i) Puts the required percentage of attendance in the 4<sup>th</sup> semester
4. A candidate shall be promoted to 5th semester industrial training provided he / she puts the required percentage of attendance in the 4th semester and pays the examination fee. A candidate, who could not pay the 4th semester examination fee, has to pay the promotion fee as prescribed by State Board of Technical Education and Training from time to time before commencement of 5th semester.
5. Promotion from 5th to 6th semester is automatic (i.e., from 1st spell of Industrial Training to 2nd spell) provided he/she puts the required percentage of attendance, which in this case ie.,90 % of attendance and attends for the VIVA-VOCE examination at the end of training.
6. A candidate shall be promoted to 7th semester provided he / she puts the required percentage of attendance in the 6th semester and pays the examination fee. A candidate, who could not pay the 6th semester examination fee, has to pay the promotion fee as prescribed by State Board of Technical Education and Training from time to time before commencement of 7th semester.
7. A candidate shall be promoted to 7th semester of the course provided he/she has successfully completed both the spells of Industrial Training.

A candidate is eligible to appear for 7th semester examination if he/she

- i) Puts the required percentage of attendance in the 7th semester
- ii) Should get eligibility to appear for 4<sup>th</sup> semester Examination.

**For IVC & ITI Lateral Entry students:**

- i) Puts the required percentage of attendance in the 7th semester

- ii) Should not have failed more than four backlog subjects of 3<sup>rd</sup> Semester

#### **OTHER DETAILS**

- a) In case a candidate does not successfully complete the Industrial training, he / she will have to repeat the training at his / her own cost.
- b) The I spell of Industrial training shall commence 10 days after the completion of the last theory examination of 4<sup>th</sup> Semester.
- c) The Second spell of Industrial training shall commence within 10 days after the completion of I spell of Industrial training.

#### **c) For Diploma Courses of 3 ½ Years duration (BM):**

The same rules which are applicable for conventional courses also apply for this course. The industrial training in respect of this course is restricted to one semester (6 months) after the 6<sup>th</sup> semester (3 years) of the course.

1. A candidate shall be permitted to appear for first year examination provided he / she puts in 75% attendance (which can be condoned on Medical grounds upto 10%) i.e. attendance after condonation on Medical grounds should not be less than 65% and pay the examination fee.
2. A candidate shall be promoted to 3<sup>rd</sup> semester if he/she puts the required percentage of attendance in the first year and pays the examination fee. A candidate who could not pay the first year examination fee has to pay the promotion fee as prescribed by State Board of Technical Education and Training from time to time before commencement of 3<sup>rd</sup> semester.
3. A candidate shall be promoted to 4<sup>th</sup> semester provided he/she puts the required percentage of attendance in the 3<sup>rd</sup> semester and pay the examination fee. A candidate who could not pay the 3<sup>rd</sup> semester examination fee, has to pay the promotion fee as prescribed by State Board of Technical Education and Training from time to time before commencement of 4<sup>th</sup> semester.

A candidate is eligible to appear for the 4<sup>th</sup> semester examination if he/she

- i) Puts the required percentage of attendance in the 4<sup>th</sup> semester
- ii) Should not have failed in more than Four backlog subjects of 1<sup>st</sup> year

#### **For IVC & ITI Lateral Entry Students:**

A candidate is eligible to appear for the 4<sup>th</sup> semester examination if he/she puts the required percentage of attendance in the 4<sup>th</sup> semester

4. A candidate shall be promoted to 5<sup>th</sup> semester provided he / she puts the required percentage of attendance in the 4<sup>th</sup> semester and pays the examination fee. A candidate, who could not pay the 4<sup>th</sup> semester examination fee, has to pay the promotion fee as prescribed by State Board of Technical Education and Training from time to time before commencement of 5<sup>th</sup> semester.

A candidate is eligible to appear for the 5<sup>th</sup> semester exam if he/she

- i) Puts the required percentage of attendance in the 5<sup>th</sup> semester
- ii) Should get eligibility to appear for 4<sup>th</sup> Semester examination.

#### **For IVC & ITI Lateral Entry students:**

- iii) Puts the required percentage of attendance in the 5<sup>th</sup> semester
- iv) Should not have failed in more than Four backlog subjects of 3<sup>rd</sup> Semester



5. A candidate shall be promoted to 6<sup>th</sup> semester provided he/she puts in the required percentage of attendance in the 5<sup>th</sup> semester and pays the examination fee.

A candidate who could not pay the 5<sup>th</sup> semester examination fee, has to pay the promotion fee as prescribed by State Board of Technical Education and Training from time to time before commencement of 6<sup>th</sup> semester.

A candidate is eligible to appear for 6<sup>th</sup> semester examination

- i) Puts the required percentage of attendance in 6<sup>th</sup> semester and
- ii) should get eligibility to appear for 4<sup>th</sup> Semester Examination.

**For IVC & ITI Lateral Entry students:**

- i) Puts the required percentage of attendance in 6<sup>th</sup> semester.
  - ii) should get eligibility to appear for 5<sup>th</sup> Semester Examination.
6. A candidate shall be promoted to 7<sup>th</sup> semester provided he/she puts the required percentage of attendance in 6<sup>th</sup> semester and pay the examination fee. A candidate, who could not pay the 6<sup>th</sup> semester examination fee, has to pay the promotion fee prescribed by SBTET from time to time before commencement of the 7<sup>th</sup> semester (Industrial Training).

A candidate is eligible to appear for 7<sup>th</sup> semester Industrial Training assessment

(Seminar/Viva-voce) if he/she

- i) Puts the required percentage of attendance, ie., 90% in 7th semester Industrial Training
- ii) Should get eligibility to appear for 4<sup>th</sup> Semester Examination.

**For IVC & ITI Lateral Entry students:**

- i) Puts the required percentage of attendance, ie., 90% in 7<sup>th</sup> semester Industrial Training.
- ii) Should get eligibility to appear for 5<sup>th</sup> Semester Examination.

**Important Note:**

**Seminar/Viva-voce should not be conducted for Not-Eligible Candidates, till the candidate gets eligibility. However, the record of internal Assessment for Industrial Training for 260 marks shall be maintained at Institution Level for all candidates and the data is to be uploaded only for eligible candidates. For not eligible candidates the data is to be uploaded as and when the candidate gets eligibility.**

**OTHER DETAILS**

- a) In case a candidate does not successfully complete the Industrial training, he / she will have to repeat the training at his / her own cost.
- b) The Industrial training shall commence 10 days after the completion of the last theory examination of 6th Semester.

**13. STUDENTS PERFORMANCE EVALUATION**

Successful candidates shall be awarded the Diploma under the following divisions of pass.

1. First Class with Distinction shall be awarded to the candidates who secure an overall aggregate of 75% marks and above.
2. First Class shall be awarded to candidates who secure overall aggregate of 60% marks and above and below 75% marks.
3. Second Class shall be awarded to candidates who secure a pass with an overall aggregate of below 60%.

The Weightage of marks for various year/Semesters which are taken for computing overall aggregate shall be 25% of I year marks + 100% of 3<sup>rd</sup> and subsequent Semesters.

In respect IVC & ITI Lateral Entry candidates who are admitted directly into diploma course at the 3<sup>rd</sup> semester (i.e., second year) level the aggregate of (100%) marks secured at the 3<sup>rd</sup> and subsequent semesters of study shall be taken into consideration for determining the overall percentage of marks secured by the candidates for award of class/division.

4. Second Class shall be awarded to all students, who fail to complete the Diploma in the regular 3 years/ 3 ½ years and four subsequent examinations, from the year of first admission.

**14. EXAMINATION FEE SCHEDULE:**

The examination fee should be as per the notification issued by State Board of Technical Education and Training from time to time.

**15. STRUCTURE OF END EXAMINATION QUESTION PAPER:**

The question paper for theory examination is patterned in such a manner that the Weightage of periods/marks allotted for each of the topics for a particular subject be considered Examination paper is of 3/6/9 hours duration.

- a) Each theory paper consists of Section 'A' and Section 'B'. Section 'A' contains 10 short answer questions. All questions are to be answered and each carries 3 marks Max. Marks: 10 x 3 = 30.

Section B contains 8 essay type questions including Numerical questions, out of which 5 questions each carrying 10 marks are to be answered.

Max.Marks: 5 x 10 = 50.

Total Maximum Marks: 80.

- b) For Engineering Drawing Subject (107) consist of section 'A' and section 'B'. Section 'A' contains four (4) questions. All questions in section 'A' are to be answered and each carries 5 marks. Max. Marks: 4 x 5=20. Section 'B' contains six (6) questions. Out of which four (4) questions to be answered and each question carries 10 Marks. Max. Marks 4 x 10 = 40.

- c) Practical Examinations

For Workshop practice and Laboratory Examinations, Each student has to pick up a question paper distributed by Lottery System.

Max. Marks for an experiment / exercise : 50%

Max. Marks for VIVA-VOCE : 10%

Total : 60% (of total marks for the subject)

In case of practical examinations with 50 marks, the marks will be worked out basing on the above ratio.

In case of any change in the pattern of question paper, the same shall be informed sufficiently in advance to the candidates.

**16. ISSUE OF MEMORANDUM OF MARKS**

All candidates who appear for the end examination will be issued memorandum of marks without any payment of fee. However candidates who lose the original memorandum of marks have to pay the prescribed fee to the Secretary, State Board of Technical Education and Training, A.P. for each duplicate memo.

**17. MAXIMUM PERIOD FOR COMPLETION OF DIPLOMA COURSES:**

Maximum period for completion of the diploma courses is twice the duration of the course from the date of First admission (includes the period of detention and discontinuation of studies by student etc) failing which they will have to forfeit the claim for qualifying for the award of Diploma (They will not be permitted to appear for examinations after that date). This rule applies for all Diploma courses of 3 years and 3 ½ years of engineering and non-engineering courses.

**18. ELIGIBILITY FOR AWARD OF DIPLOMA**

A candidate is eligible for award of Diploma Certificate if he / she fulfils the following academic regulations.

- i. He / She pursued a course of study for not less than 3 / 3 ½ academic years & not more than 6 / 7 academic years.
- ii. He / she has completed all the subjects.  
Students who fail to fulfill all the academic requirements for the award of the Diploma within 6 / 7 academic years from the year of admission shall forfeit their seat in the course & their seat shall stand cancelled.

**For IVC & ITI Lateral Entry students:**

- i. He / She pursued a course of study for not less than 2 / 2 ½ academic years & not more than 4 / 5 academic years.
- ii. He / she has completed all the subjects.  
Students who fail to fulfill all the academic requirements for the award of the Diploma within 4 / 5 academic years from the year of admission shall forfeit their seat in the course & their seat shall stand cancelled.

**19. ISSUE OF PHOTO COPY OF VALUED ANSWER SCRIPT, RECOUNTING & REVERIFICATION:**

**A) FOR ISSUE OF PHOTO COPIES OF VALUED ANSWER SCRIPTS**

1. A candidate desirous of applying for Photo copy of valued answer script/  
scripts should apply within prescribed date from the date of the declaration  
of the result.
2. Photo copies of valued answer scripts will be issued to all theory subjects and  
Drawing subject(s).
3. The Photo copy of valued answer script will be dispatched to the concerned  
candidate's address as mentioned in the application form by post.
4. No application can be entertained from third parties.

**B) FOR RE-COUNTING(RC) and RE-VERIFICATION(RV) OF THE VALUED ANSWER SCRIPT**

1. A candidate desirous of applying for Re-verification of valued answer script should  
apply within prescribed date from the date of the declaration of the result.

2. Re-verification of valued answer script shall be done for all theory subjects and

Drawing subject(s).

3. The Re-verification committee constituted by the Secretary, SBTETAP with subject

experts shall re-verify the answer scripts.

### **1) RE-COUNTING**

The Officer of SBTET will verify the marks posted and recount them in the already valued answer script. The variations if any will be recorded separately, without making any changes on the already valued answer script. The marks awarded in the original answer script are maintained (hidden).

### **2) RE-VERIFICATION**

- (i) The Committee has to verify the intactness and genuineness of the answer script(s) placed for Re-verification.
- (ii) Initially single member shall carry out the re-verification.
- (iii) On re-verification by single member, if the variation is less than 12% of maximum marks, and if there is no change in the STATUS in the result of the candidate, such cases will not be referred to the next level i.e., for 2-Tier evaluation.
- (iv) On re-verification by a single member, if the variation is more than 12% of maximum marks, it will be referred to 2-Tier evaluation.
- (v) If the 2-Tier evaluation confirms variation in marks as more than 12% of maximum marks, the variation is considered as follows:
  - a) If the candidate has already passed and obtains more than 12% of the maximum marks on Re-verification, then the variation is considered.
  - b) If the candidate is failed and obtains more than 12% of the maximum marks on Re-verification and secured pass marks on re-verification, then the status of the candidate changes to PASS.
  - c) If a candidate is failed and obtains more than 12% of the maximum marks on Re-verification and if the marks secured on re-verification are still less than the minimum pass marks, the status of the candidate remain FAIL only.
- (vii) After Re-verification of valued answer script the same or change if any therein on Re-verification, will be communicated to the candidate.
- (viii) On Re-verification of Valued Answer Script if the candidate's marks are revised, the fee paid by the candidate will be refunded or else the candidate has to forfeit the fee amount.

4. No request for Photo copies/ Recounting /Re-verification of valued answer script would

be entertained from a candidate who is reported to have resorted to Malpractice in that examination.



**20. MAL PRACTICE CASES:**

If any candidate resorts to Mal Practice during examinations, he / she shall be booked and the Punishment shall be awarded as per SBTETAP rules and regulations in vogue.

**21. DISCREPANCIES/ PLEAS:**

Any Discrepancy /Pleas regarding results etc., shall be represented to the SBTETAP within one month from the date of issue of results. Thereafter, no such cases shall be entertained in any manner.

**22. ISSUE OF DUPLICATE DIPLOMA**

If a candidate loses his/her original Diploma Certificate and desires a duplicate to be issued he/she should produce written evidence to this effect. He / she may obtain a duplicate from the Secretary, State Board of Technical Education and Training, A.P., on payment of prescribed fee and on production of an affidavit signed before a First Class Magistrate (Judicial) and *non-traceable certificate* from the Department of Police. In case of damage of original Diploma Certificate, he / she may obtain a duplicate certificate by surrendering the original damaged certificate on payment of prescribed fee to the State Board of Technical Education and Training, A.P.

In case the candidate cannot collect the original Diploma within 1 year from the date of issue of the certificate, the candidate has to pay the penalty prescribed by the SBTET from time to time.

**23. ISSUE OF MIGRATION CERTIFICATE AND TRANSCRIPTS:**

The Board on payment of prescribed fee will issue these certificates for the candidates who intend to prosecute Higher Studies in India or Abroad.

**24. GENERAL**

- i. The Board may change or amend the academic rules and regulations or syllabi at any time and the changes or amendments made shall be applicable to all the students, for whom it is intended, with effect from the dates notified by the competent authority.
- ii. All legal matters pertaining to the State Board of Technical Education and Training are within the jurisdiction of Vijayawada.
- iii. In case of any ambiguity in the interpretation of the above rules, the decision of the Secretary, SBTET, A.P is final.

**DIPLOMA IN HOTEL MANAGEMENT & CATERING TECHNOLOGY  
SCHEME OF INSTRUCTION AND EXAMINATION**

**FIRST YEAR**

Subject code	Name of the subject	Instruction Period/Week		Total Periods /year	Scheme of Examination			
		Theory	Practicals		Duration (Hrs.)	Sessional Marks	End Exam Marks	Total Marks
	<b><u>Theory</u></b>							
HMCT-101	Food Production	4	-	120	3	20	80	100
HMCT-102	Food & Beverage Service	4	-	120	3	20	80	100
HMCT-103	Front Office Operations	3	-	90	3	20	80	100
HMCT-104	Accommodation operations	4	-	120	3	20	80	100
HMCT-105	Nutrition and Hygiene	3	-	90	3	20	80	100
	<b><u>Practicals</u></b>							
HMCT-106	Food Production	-	8	240	6	40	60	100
HMCT-107	Food & Beverage Service	-	3	90	3	40	60	100
HMCT-108	Front Office Operations	-	3	90	3	40	60	100
HMCT-109	Accommodation operations	-	4	120	4	40	60	100
HMCT-110	Computer Applications Laboratory		4	120	3	40	60	100
	Tutorials/Tests/ Group Discussions/Local Industrial Visit	-	2	60	-	-	-	-
	<b>TOTAL</b>	<b>18</b>	<b>24</b>	<b>1260</b>		<b>300</b>	<b>700</b>	<b>1000</b>

**DIPLOMA IN HOTEL MANAGEMENT & CATERING TECHNOLOGY  
SCHEME OF INSTRUCTION AND EXAMINATION**

**III SEMESTER**

Subject code	Name of the subject	Instruction Period/Week		Total Periods /year	Scheme of Examination			
		Theory	Practicals		Duration (Hrs.)	Sessional Marks	End Exam Marks	Total Marks
	<b><u>Theory</u></b>							
HMCT-301	Regional Cookery	4	-	60	3	20	80	100
HMCT-302	Food & Beverage Service – Wines & Spirits	4	-	60	3	20	80	100
HMCT-303	Front Office Management	4	-	60	3	20	80	100
HMCT-304	House-keeping Operations	4	-	60	3	20	80	100
HMCT-305	Hotel Accounts	4	-	60	3	20	80	100
	<b><u>Practicals</u></b>							
HMCT-306	Regional Cookery	-	8	120	4	40	60	100
HMCT-307	Food & Beverage Service - Wines & Spirits	-	4	60	3	40	60	100
HMCT-308	Front Office Management	-	4	60	4	40	60	100
HMCT-309	House-keeping Operations	-	4	60	4	40	60	100
	Tutorials/Tests	-	2	30	-	-	-	-
	<b>TOTAL</b>	<b>20</b>	<b>22</b>	<b>630</b>		<b>260</b>	<b>640</b>	<b>900</b>

**DIPLOMA IN HOTEL MANAGEMENT & CATERING TECHNOLOGY**

**SCHEME OF INSTRUCTION AND EXAMINATION**

**IV SEMESTER**

Subject Code	Name of the subject	Instruction Period / Week		Total Periods per semester	Scheme of Examination			
		Theory	Practicals		Duration (Hrs.)	Sessional Marks	End Exam Marks	Total Marks
	<b>Theory</b>							
HMCT-401	Advanced Cookery	4	-	60	3	20	80	100
HMCT-402	Food & Beverage Service – M.I.C.E	4	-	60	3	20	80	100
HMCT-403	Human Resource Management	4	-	60	3	20	80	100
HMCT-404	Hotel Engineering	4	-	60	3	20	80	100
HMCT-405	Financial management	4	-	60	3	20	80	100
	<b>Practicals</b>							
HMCT-406	Advanced Cookery	-	8	120	7	40	60	100
HMCT-407	Food & Beverage Service – M.I.C.E	-	4	60	4	40	60	100
HMCT-408	Communication Skills	-	4	60	4	40	60	100
HMCT-409	Hotel Engineering		4	60	3	40	60	100
	<b>Tutorials/Tests</b>		2	30	-	-	-	-
	<b>TOTAL</b>	<b>20</b>	<b>22</b>	<b>630</b>		<b>260</b>	<b>640</b>	<b>900</b>

**DIPLOMA IN HOTEL MANAGEMENT & CATERING TECHNOLOGY**

**SCHEME OF INSTRUCTION AND EXAMINATION**

**V SEMESTER**

Subject Code	Name of the subject	Instruction Period / Week		Total Periods per semester	Scheme of Examination			
		Theory	Practicals		Duration (Hrs.)	Sessional Marks	End Exam Marks	Total Marks
	<b><u>Theory</u></b>							
HMCT-501	Bakery & Confectionary	5	-	075	3	20	80	100
HMCT-502	Food & Beverage Management	5	-	75	3	20	80	100
HMCT-503	Tourism & Travel Management	5	-	75	3	20	80	100
HMCT-504	Sales & Marketing	5	-	75	3	20	80	100
HMCT-505	Culinary Arts and smart Technologies	5	-	75	3	20	80	100
	<b><u>Practicals</u></b>							
HMCT-506	Bakery & Confectionary	-	7	120	7	40	60	100
HMCT-507	Tourism & Travel Management	-	3	45	4	40	60	100
HMCT-508	Life Skills	-	3	45	4	40	60	100
HMCT-509	Culinary arts	-	3	45	3	40	60	100
	<b>TOTAL</b>	<b>25</b>	<b>17</b>	<b>630</b>		<b>260</b>	<b>640</b>	<b>900</b>

## DIPLOMA IN HOTEL MANAGEMENT & CATERING TECHNOLOGY

### SCHEME OF INSTRUCTION AND EXAMINATION

#### VI SEMESTER

Subject Code	Name of the subject	Instruction Period / Week		Scheme of Examination			
		Theory	Practicals	Duration (Hrs.)	Sessional Marks	End Exam Marks	Total Marks
	Industrial Training – Seminar/ project	-	-	6 months	300	-	300
	<b>TOTAL</b>			-	300	-	300

Industrial assessment: 200 marks  
Log books: 30 marks  
Seminar/Viva 40 marks  
Record 30 marks  
**Total: 300 marks**

During Industrial Training the Candidate shall put in a minimum of **90% Attendance**

**The assessment at the Institute Level will be done by a minimum of three faculty members including Head of the Department and be averaged.**

**Note:** If the candidate is undergoing industrial training away from the city or outside the state; she is required to submit the acceptance of the concerned hotel where she will be likely to undergo training. In case of the chain hotels, the concerned area training manager has to give appraisal for those students who are selected by their chain of hotels outside the city or state.

**1<sup>ST</sup> YEAR**



**DIPLOMA IN HOTEL MANAGEMENT & CATERING TECHNOLOGY  
SCHEME OF INSTRUCTION AND EXAMINATION**

**FIRST YEAR**

Subject code	Name of the subject	Instruction Period/Week		Total Periods /year	Scheme of Examination			
		Theory	Practicals		Duration (Hrs.)	Sessional Marks	End Exam Marks	Total Marks
	<b><u>Theory</u></b>							
HMCT-101	Food Production	4	-	120	3	20	80	100
HMCT-102	Food & Beverage Service	4	-	120	3	20	80	100
HMCT-103	Front Office Operations	3	-	90	3	20	80	100
HMCT-104	Accommodation operations	4	-	120	3	20	80	100
HMCT-105	Nutrition and Hygiene	3	-	90	3	20	80	100
	<b><u>Practicals</u></b>							
HMCT-106	Food Production	-	8	240	6	40	60	100
HMCT-107	Food & Beverage Service	-	3	90	3	40	60	100
HMCT-108	Front Office Operations	-	3	90	3	40	60	100
HMCT-109	Accommodation operations	-	4	120	4	40	60	100
HMCT-110	Computer Applications		4	120	3	40	60	100
	Tutorials/Tests/ Group Discussions/Local Industrial Visit	-	2	60	-	-	-	-
	<b>TOTAL</b>	<b>18</b>	<b>24</b>	<b>1260</b>		<b>300</b>	<b>700</b>	<b>1000</b>

## FOOD PRODUCTION

<b>Subject Title</b>	-	<b>Food Production</b>
<b>Subject code</b>	-	<b>HMCT-101</b>
<b>Periods / week</b>	-	<b>04</b>
<b>Periods / year</b>	-	<b>120</b>

### TIME SCHEDULE

S.NO.	Major Topics	Periods	Weightage of marks	No. of short questions	No. of essay question
1	Introduction to cookery, Aims and Objectives Culinary History	12	13	1	1
2	Kitchen organization	12	10	0	1
3	Equipment and fuels used	8	3	1	0
4	Texture and consistencies	8	13	1	1
5	Basic menu planning	8	3	1	0
6	Basic principles of Food Production	15	13	1	1
7	Methods of cooking food	15	16	2	1
8	Basic Commodities	15	13	1	1
9	Role of flour and sugar in bakery	12	13	1	1
10	Role of various ingredients in bakery product	15	13	1	1
		120	110	10	8

### OBJECTIVES

On completion of study of this subject the student will be able to:

#### 1.0 Introduction to cookery

- 1.0 Definition of cooking
- 1.1 Aims and objectives of cooking
- 1.2 Origin of culinary history of cookery
- 1.3 Explain culinary terms
- 1.4 Explain Indian cookery and western cookery
- 1.5 Levels of Skills and experiences required in the kitchen
- 1.6 Attitude and behavior in the kitchen

#### 2.0 Know about kitchen organization.

- 2.1 List out the classical kitchen brigade
- 2.2 List out the kitchen brigade in various categories hotels, flight Kitchens, hospital and institutional kitchen
- 2.3 Explain the duties and responsibilities of kitchen staff
- 2.4 State the importance of co-operation with other Departments
- 2.5 General layout of kitchen in various organizations (hotel, industrial, institutional)
- 2.6 Explain briefly about the layout of receiving areas and storage areas
- 2.7 Explain briefly about the layouts of service and wash up area of kitchen.

- 3.0 Know about equipment and fuels used.**
- 3.1 List out the different types of fuels used (solid, liquid, gas and electricity)
- 3.2 List out the different equipment used in food production (large, mechanical and ancillary)
- 4.0 Know about texture and consistencies.**
- 4.1 Know texture
- 4.2 State the various types of textures
- 4.3 Define consistencies
- 4.4 State the various types of consistencies
- 4.5 Explain about the techniques used in preparation
- 5.0 Know about Basic Menu Planning.**
- 5.1 List out the types of menus (table d'hôte A la carte, function menu, special menu, hospital menu, institutional menu, school meals, cyclical menu, breakfast, lunch, dinner and tea menus).
- 5.2 Explain the principles of menu planning.
- 6.0 Understand basic principles of Food Production**
- 6.1 Classify and identify cereals and pulses and explain the effects of cooking rice.
- 6.2 State basic principles of fruit and vegetable cookery, its classification cooking, effects of pigmentation and colour changes in vegetables and fruits.
- 6.3 Define stock; classify preparation care, precaution and storage of stock
- 6.4 Define and classify soups, preparation and accompaniments and garnishes.
- 6.5 Define and classify sauces, basic mother sauces and its derivatives.
- 6.6 Explain the cuts and uses of mutton, lamb, beef, pork and veal.
- 6.7 Explain the quality, composition, structure and list out offal's of various meat.
- 6.8 Classify fish types of fish and selection of fish and identify cuts of fish and different methods of cooking fish.
- 6.9 Draw and explain the structure of egg. Its selection and uses in cookery and give the methods of cooking eggs and storage of eggs.
- 6.10 Explain Salads and their dressing
- 7.0 Understand methods of cooking.**
- 7.1 Explain the care and precautions and each method of cooking food roasting, grilling, frying, baking, broiling, poaching and boiling etc.
- 7.2 State the selection of food for each type of cooking.
- 7.3 State the causes of Browning and Discuss desirable and undesirable Browning in Food preparation
- 7.4 State the preventive measures of Browning.
- 7.5 Define Flavor, types of flavor, flavoring extracts and flavor intensifiers.
- 7.6 Explain the control of flavor in cooking and processing of food.
- 8.0 Know about basic commodities.**
- 8.1 List out commodities and its uses in culinary preparation – milk and milk products and its types and methods of preparation.
- 8.2 State the uses of cream.
- 8.3 Explain briefly types of butter and its uses.

- 8.4 Give the classification of cheese and its uses.
- 8.5 Explain the effect of heat on cheese.
- 9.0 Know about the Flour and Sugar in bakery.**
- 9.1 Structure of wheat grain.
- 9.2 Types of wheat and their characteristics.
- 9.3 Explain the milling of wheat, roller milling and fragmentation milling.
- 9.4 Explain the uses of strong flour, medium, strong flour, weak flour and Corn flour
- 9.5 Write about the functions of sugar.
- 9.6 Write in brief about the uses of castor sugar, liquid glucose, molasses demerara sugar, golden syrup, treacle and honey .
- 10.0 Understand role of various ingredients in Bakery product.**
- 10.1 List out various fats and oils and explain the functions of fats and oils in bakery.
- 10.2 Write in brief about the uses of butter, margarine and high ratio fats.
- 10.3 Explain about the function of sugar.
- 10.4 Explain the role of egg in bakery.
- 10.5 Write about colors and flavors used in bakery (natural and synthetic)

## **COURSE CONTENTS**

1. Introduction to cookery - History of culinary – culinary cookery and bakery terms, levels of skills, attitudes and behaviour in the kitchen.
2. Kitchen organization - Layouts of kitchen, classical kitchen brigade, duties and responsibilities of kitchen staff, coordination with other departments.
3. Classification of equipment and fuels used - Types of fuels – large, mechanical and ancillary, solid, liquid, gas, advantages and disadvantages.
4. Different Textures and consistencies characteristics and types.
5. Basic menu planning – list out types of menus and principles of menu planning.
6. Basic principles of food production.
7. Methods of cooking food.
8. Basic commodities.
9. Role of ingredients used in bakery.
10. Food preservation, adulteration and poisoning

## **REFERENCES**

1. Theory of Cookery by Krishna Arora Published by Frank Bros. & Co. Ltd. 2000-2001.
2. The Theory of Catering by Ronald Kington ELBs, 8<sup>th</sup> Edition 1995.
3. "Modern Cookery" Volume-I by Ms. Thongerm E. Philip by Orient Longman Ltd.1998.
4. Cooking in the professional way by Keneeth C. Wolfe by Van Nostrant Reinhold Co. 1982.
5. The Art and Science of Culinary Preparation by Jerold W. Chessar, CEC by the Education Institute of American Federation.

## FOOD & BEVERAGE SERVICE

<b>Subject Title</b>	-	<b>Food &amp; Beverage Service</b>
<b>Subject code</b>	-	<b>HMCT-102</b>
<b>Periods / week</b>	-	<b>04</b>
<b>Periods / year</b>	-	<b>120</b>

### TIME SCHEDULE

<b>S.NO.</b>	<b>Major Topics</b>	<b>Periods</b>	<b>Weightage of marks</b>	<b>No. of short questions</b>	<b>No. of essay question</b>
1	Introduction to the hotels and catering industry	05	13	1	1
2	Departmental organization and staffing	10	13	1	1
3	Food & Beverage Service outlets and ancillary departments	15	13	1	1
4	Food and Beverage Service equipment	10	13	1	1
5	Meals and Menu planning	15	13	1	1
6	French Classical Menu	15	16	2	1
7	Food and Beverage Service Method	15	13	1	1
8	Control System	15	03	1	-
9	Non-alcoholic beverage	20	13	1	1
	<b>TOTAL</b>	<b>120</b>	<b>110</b>	<b>10</b>	<b>8</b>

## OBJECTIVES

### 1.0 Introduction of Hotel and Catering Industry

- 1.1 Define hotel and list out the departments.
- 1.2 Give a brief history of hotel and catering industry.
- 1.3 Give an account of the growth and development of hotel and catering industry in India.
- 1.4 Discuss the role of catering industry in travel and tourism.
- 1.5 List out the types of catering establishments
- 1.6 Explain the commercial catering (Residential and non-residential)
- 1.7 Give a brief description of welfare catering (industrial – institutions)
  
- 1.8 Explain the transport catering (airlines, railways, ship and surface)
- 1.9 Know about career opportunities in hotel and catering industry.

### 2.0 Understand the organization and staffing of food and beverage service department.

- 2.1 Draw the organization chart of Food and Beverage Service Department.
- 2.2 List out food and beverage service personnel.
- 2.3 Explain the duties and responsibilities of food and beverage service personnel.
- 2.4 Describe the attributes of Food and Beverage Service personnel.
- 2.5 Explain Inter Departmental Relationship

- 3.0 Know about Food and Beverage Service outlets.**
- 3.1 List of various Food and Beverage Service outlets.
  - 3.2 Write in brief about coffee shop
  - 3.3 Explain about snack bar and counter service.
  - 3.4 Describe vending machine.
  - 3.5 Give a brief description of banquet operations
  - 3.6 Draw the layout and write briefly about pantry.
  - 3.7 Explain Food pickup areas
- 4.0 Know about Food and Beverage Service equipment**
- 3.8 Give the classification of equipment
  - 3.9 Give the criteria of selection, requirement (quantity) and types of crockery, tableware, glassware, linen and furniture.
- 5.0 Know about the Menu planning and types of meals**
- 5.1 Define menu and write about the origin
  - 5.2 List out the types of menu
  - 5.3 Differentiate between a la carte and table d' hotel menus.
  - 5.4 Explain the general rules of menu planning
  - 5.5 Explain different types of breakfast (Indian, continental and English)
  - 5.6 Describe brunch and lunch, dinner and supper
  - 5.7 Write about afternoon tea and high tea
- 6.0 French Classical Menu**
- 6.1 Evaluation of French classical menu, its brief history
  - 6.2 List out course of French classical menu
  - 6.3 Describe each course with examples.
  - 6.4 Compile 3,4,5,6, 8 each course of French classical menu
  - 6.5 Give the Accompaniments of continental and Indian dishes
  - 6.6 Tobacco – history – cigar – cigarettes – storage and services
- 7.0 Know about dining service method and procedure**
- 7.1 Explain mise-en-scence & mise-en-place.
  - 7.2 Describe restaurant reservation system.
  - 7.3 List of various types of food services
  - 7.4 Explain English, French, American and Russian service
  - 7.5 Differentiate cafeteria service and counter service
  - 7.6 Explain room service in detail
- 8.0 Order taking of various outlets(order taken)**
- 8.1 Importance of order taking.
  - 8.2 Performance of order taking Duplicate checking, triplicate checking methods
  - 8.3 Preparations and presenting the Bills.
  - 8.4 Methods of payment , cheque grantee card, credit card, debit card, charge card etc..
  - 8.5 Guest comment card, feedback etc.
- 9.0 Know about non-alcoholic beverages.**
- 9.1 Give the classification of non-alcoholic beverages.
  - 9.2 List out non-alcoholic beverages.
  - 9.3 Describe in brief the origin and manufacture of tea.
  - 9.4 List out types and brands of tea.
  - 9.5 Give the methods of preparation of tea.



- 9.6 Describe briefly the origin and manufacture of coffee.
- 9.7 List out types and brands of coffee.
- 9.8 List out various methods of preparing coffee.
- 9.9 Explain various method of preparing coffee (percolator, vacuum infusion cona filter Espresso, Iced, Turkish, Cappuccino, Irish).
- 9.10 Mention the types and brands of malted beverages.
- 9.11 Give the methods of preparation of melted beverages.
- 9.12 Briefly describe the service of fruit juices and soft drinks.
- 9.13 List out various brands of mineral water and tonic water.

## **COURSE CONTENTS**

1. Introduction to Hotel & Catering Industry - Brief history growth and development of hotel in India, role of catering establishments in travel and tourism - Types of catering establishments - Career opportunities.
2. Departmental organization and staffing - Organization of food and beverage service department – Principal staff - duties and responsibilities - attributes of Food and Beverage Staff - Inter departmental relationship.
3. Food and Beverage Service outlets and ancillary departments, coffee shop, snack bar and counter service - vending machine - speciality restaurant and multicuisine restaurant – Banquets - room service – pantry - food pickup areas - stores and linen room - kitchen stewarding.
4. Food and Beverage Service equipment - classification - criteria for selection – care and maintenance of equipment.
5. Meals and menuplanning – origin of menu – menu planning, objectives – types - general menu planning considerations - French classical menu - Breakfast – Lunch – Brunch, Dinner – Supper – Afternoon tea.
6. French classical menu – menus – accompaniments.  
Tobacco – history, cigar – storage and service, cigarettes – nuts.
7. Food and Beverage Service methods - Mise-en-scence & Mise-en-place – methods of service – French Family – English – Silver – Buffet – Banquet.
8. Control system – Necessity and function – Food and Beverage control cycle – KOT – making bills.
9. Non-alcoholic beverages – classification – origin, manufacture, types and brands of tea, coffee – cocoa – malted beverages – Juices and soft drinks – mineral water.

## **REFERENCES**

1. Food and Beverage Service by D.R. Lillycrap – Edward Arnold.
2. Food and Beverage Service by Vijay Dhawan – Frank Bros. & Co.
3. Professional Food and Beverage Service Management by Brian Verghese Macmillan India Ltd.,
4. Food and Beverage Service Training Manual by Sudhir Andrews – Tata Mc Graw Hill Publishing Co. Ltd.
5. Multiple choice question on food service by Brian K. Julyan – Heinemann Lo

## FRONT OFFICE OPERATIONS

Subject Title	-	Front Office Operations
Subject code	-	HMCT-103
Period / weak	-	03
Period / year	-	90

### TIME SCHEDULE

S.NO.	Major Topics	Periods	Weight age of marks	No. of short questions	No. of essay question
1	Hospitality Industry	10	23	1	2
2	Front Office Organization	10	13	1	1
3	Glossary	07	06	2	0
4	Brochure and Tariff room rate assignment	05	06	2	0
5	Reservation	12	13	1	1
6	Registration	12	13	1	1
7	Report and statistics	12	13	1	1
8	Settlement of bills	12	13	1	1
9	Guest Relation	10	10	0	1
		90	110	10	8

### Objectives:

Upon completion of study of the subject the student will be able to

#### **1.0 Know about characteristics of the hospitality industry.**

- 1.1 Define hotel and explain general ways of classifying the hotel size, target market, levels of service, ownership and affiliation.
- 1.2 Categorize as per automobile association stars to hotels awarded
- 1.3 Describe Rosette awards to restaurants and hotels
- 1.4 Major chains of Hotels in India ITDC, OBEROI, Taj group. ITC – welcome group, HCI International Chain of Hotel in India. Kempenski, Sheraton, Quality Inn, Novtel, Le Meridian & Ramada.

#### **2.0 Explain the hotel mission, its objectives, goals and strategies of the organization.**

- 2.1 Describe how an organization chart depicts the lines of responsibilities among positions, departments and divisions
- 2.2 List out the functional areas which generate revenue, and support center
- 2.3 Explain the function of the Front – Office regarding reservation. Cashier, billing accounts – telephone and front – office reception.
- 2.4 Relate the responsibilities between house – keeping and the front office
- 2.5 Explain the basic positions and functions of the uniformed staff

#### **3.0 Know the glossary terms**

- 3.1 List the terms / glossary used in Hotel industry.
- 3.2 Explain the terms used for reservation
- 3.3 Recognize the abbreviations.

**4.0 Know about the brochure, tariff and the important terminology used in Front office.**

- 4.1 Explain brochure – its uses
- 4.2 Define tariff. Explain the room rate, its range, rack rate and assignment.
- 4.3 Identify the plans – American Plan, Modified Plan, European Plan and Continental plan.
- 4.4 Outline the factors to be borne in mind while offering a variety of room rates.

**5.0 Know the importance of Reservation**

- 5.1 Explain the modes and sources of reservation
- 5.2 State the importance of efficient reservation system
- 5.3 Discuss confirmation, guarantee and cancellation
- 5.4 Explain the group reservation
- 5.5 Describe Whitney System
- 5.6 Uses of density chart

**6.0 Know about Registrations**

- 6.1 Explain the Registration process and list the steps and the advantages of pre-registration
- 6.2 Creation of Registration record, allocation of rooms and its rates assignment
- 6.3 Explain the policies involved in guest room key control and the facilities of the safety deposit boxes
- 6.4 Discuss special request and guest services, identify creative options for registration, up – selling and alternate arrangement

**7.0 Understand about reports and statistics**

- 7.1 Explain the simple method of calculating percentages, express ratio and prepare statistics
- 7.2 Denote “Sales Mix” and give the percentage of each revenue producing department
- 7.3 Calculate the room / bed occupancy in order to prepare daily reports for analyzing the operating efficiency
- 7.4 Explain the uses of graph and charts
- 7.5 Discuss how the overseas visitor’s percentage helps into earn revenue and attract foreigners

**8.0 Know about check out procedures**

- 8.1 Explain the check out procedures – late check out, express check out, self check out.
- 8.2 Define guest folio voucher, auxiliary charges
- 8.3 Explain credit card acceptance procedure
- 8.4 Create guest history card

**9.0 Know how to handle guests**

- 9.1 Explain how personal appearance affects the way people are regulated by others. Discuss the qualities desired in a Receptionist
- 9.2 Discuss techniques for handling guest complaints effectively
- 9.3 Explain the methods of eliminating guest problems and complaints
- 9.4 Resolve by using guest complaint cards and suggestion card
- 9.5 Explain about black listed guests

## **COURSE CONTENTS**

1. Introduction to lodging industry, definition of hotel, classification of hotels, categorization of hotels and restaurants.
2. Front – Office Organizations – its mission, objectives, organization revenue and support center, brochures, tariffs, room rate, assignments, types of plans, terms and glossaries.
3. Glossary, abbreviations and terms.
4. Brochure, tariff terminology room and rate assignment.
5. Reservation, importance, source of reservation, efficient system of reservation, confirmation, cancellation, changes guaranteed reservation, group reservations and Whitney system.
6. Registration – Six steps process. Registration record, safety deposit boxes, allocation of room, up selling.
7. Reports and statistics, percentage ratio. Statistics sales mix room bed occupancy, Analysis of a average length of stay. Graphs and charts overseas percentage.
8. Settlement of bills – check out procedures, guest folio, voucher, credit card acceptance, guest history card.
9. Guest relations, establishing guest relations, poise, grooming and personal appearance, tact and diplomacy, handling guest complaint – guest complain card and suggestion card – black listed guest.

## **REFERENCES**

1. Hotel Front Office Training Manual by Andrews.
2. Hotel Reception by Paul B. White and Helen Beckley.
3. Front Office Operations and Administration by Dennis L. Foster.
4. Back Office Operations and Administration.
5. Front Office Operations – American Hotel & Motel Association (AHMA).  
Body Language by Allan Pease
6. Body Language by Allan Pease.
7. Principles of Front Office Operations by SUE BAKER. & PAN BRANDLEY
8. Front Office Management by S.K. BATNAGAR

## ACCOMMODATION OPERATIONS

<b>Subject Title</b>	-	<b>Accommodation Operations</b>
<b>Subject Code</b>	-	<b>HMCT – 104</b>
<b>Periods / week</b>	-	<b>04</b>
<b>Periods / year</b>	-	<b>120</b>

### TIME SCHEDULE

<b>S.No</b>	<b>Major Topics</b>	<b>Periods</b>	<b>Weightage of marks</b>	<b>No. Of Short questions</b>	<b>No. of Essay questions</b>
1.	Organization of House keeping	20	16	02	01
2.	Cleaning agents	15	13	01.	01
3.	Cleaning Equipments	15	13	01	01
4.	Cleaning procedures	20	16	02	01
5.	Cleaning of Rooms	15	13	01	01
6.	Service procedures	15	13	01	01
7.	Pest Control	10	13	01	01
8.	Safety and Security	10	13	01	01
	<b>TOTAL</b>	<b>120</b>	<b>110</b>	<b>10</b>	<b>08</b>

### OBJECTIVES

**Understand the importance of housekeeping department in hospitality operations and organization of housekeeping department.**

**1.0 Define hotel LODGING HOUSE manager of a hotel owner of the lodging house paying guest, premises tenant and fair rate.**

- 1.1 State the types of hotels and services offered.
- 1.2 Mention the types of rooms available in a five star hotel.
- 1.3 Explain the role of housekeeping in guest satisfaction and repeat business.
- 1.4 Draw the organization chart of housekeeping department.
- 1.5 State hierarchy in small, medium, large and chain hotels.
- 1.6 Enlist the responsibilities of housekeeping department.
- 1.7 State the personality traits of housekeeping management personnel.  
Explain the duties and responsibilities of housekeeping staff.
- 1.8 Draw the layout of housekeeping department.
- 1.9 Rights and duties of Hoteliers as a hosts and also concerning guest safety.

## **2.0 Know the importance of cleaning Agents.**

- 2.1 Explain the nature and structure of cleaning agents
- 2.2 Discuss the types of water used for cleaning.
- 2.3 State about the water softening used in Hotel.  
List out the types of detergents.
- 2.4 State the selection of ideal detergent
- 2.5 Enlist the types of abrasives.
- 2.6 List the types of reagents used in Housekeeping.
- 2.7 State the types of organic solvent used in Housekeeping.
- 2.8 List the disinfectants and bleaches used in Housekeeping.
- 2.9 State the types of polishes used in cleaning.
- 2.10 Discuss about the selection and storage of cleaning agents.

## **3.0 Know the importance of cleaning equipments.**

- 3.1 Classifying cleaning equipments.
- 3.2 Explain the types of cleaning equipment used in Housekeeping.  
Classifying the types of clothes used in Housekeeping.
- 3.3 Explain about the cleaning clothes used in House keeping
- 3.4 Explain about care and cleaning of clothes used in Housekeeping.
- 3.5 State the types of containers used in House keeping
- 3.6 List out different types of mechanical equipments.
- 3.7 Explain about the vacuum cleaners.
- 3.8 State about the types of broom and brushes.
- 3.9 State the guidelines for selection of cleaning equipments.

## **4.0 Know the importance of cleaning procedure.**

- 4.1 State the principles of general cleaning, hygiene and safety factors in cleaning.
- 4.2 Explain cleaning routine in hotels.
- 4.3 Give the order of work for cleaning of specific articles like telephone, T.V. set, wash basin, mirror etc.
- 4.4 Discuss about types of polishes, their composition and use.
- 4.5 Explain the term floor seals.
- 4.6 State the composition, care and cleaning of metals, glass, leather rexines, plastics and wood.
- 4.7 Discuss the care and cleaning of wall finishes and floor finishes.

## **5.0 Know the importance of cleaning of rooms**

- 5.1 Give the procedure for daily cleaning of check out rooms, occupied rooms and vacant rooms.
- 5.2 Explain the term “Evening services in the room”.
- 5.3 Explain the special cleaning programmes
- 5.4 Explain the daily routine cleaning of public area – Front and back areas in the hotels.
- 5.5 Mention work schedule and records.
- 5.6 Give a specimen of lost and found proforma.
- 5.7 Explain the procedure in detail.
- 5.8 Mention the care and cleaning heating ventilation and air conditioning system .

## **6.0 Know about service procedure.**

- 6.1 Mention the amenities and supplies and their essential features.
- 6.2 Describe the use of Chamber Maid trolley.

- 6.3 Mention types of keys – Grand master key, Master key, Sub-master key and Individual key.
- 6.5 Explain about computerized key card and key control.
- 6.6 List out the items of room supply.
- 6.7 Mention about V.I.P. and V.V.I.P's placement and guests special request like extra bed, crib, etc.

**7.0 Understand the importance of pest control.**

- 7.1 Identify the areas of infestation.
- 7.2 Explain the control of moths, carpet beetle, wood boring beetles, wet rot and dry rot etc.,
- 7.3 Explain the control measures for different infestation.

**8.0 Know the importance of safety and security.**

- 8.1 state the safety awareness and accident prevention.
- 8.2 Discuss the prevention of fire, fire emergency and fire fighting equipment.
- 8.3 Know about first-aid box and treatment for shock, bleeding, heart attack and fractures.
- 8.4 Discuss the role of security office in crime prevention and emergency situations.

**COURSE CONTENTS:**

1. The role of house keeping in hospitality operation. Types of hotels and services offered. Types of rooms – Role of House-keeping – Guest satisfaction and repeat business. Organization chart of the House-keeping Department – Hierarchy in small, medium, large and chain hotels – identifying house-keeping responsibilities – personality traits of house-keeping management personnel – duties and responsibilities of house-keeping staff, layout of the house-keeping department.
2. Cleaning agents – importance – nature and structure – water – types of water – water softeners. Detergent – selection – types, abrasives – types – reagents – organic solvents – disinfectants and bleaches – polishes – types – storage of cleaning agents.
3. Cleaning equipments – general criteria for selection of cleaning equipment – manual equipment – mechanical equipment – use and care of equipment – cleaning agents – general criteria for selection of cleaning agents. Classification – polishes – floor seals – use, care and storage – distribution and control – use of eco-friendly products in house-keeping. Composition care and cleaning of different surfaces – metals – glass – leather, leatheriteo rexins – plastics – wood – wall-finishes, floor-finishes.
4. Cleaning procedures – principles of general cleaning – order of work for cleaning – articles like TV, Telephone, wash basin, mirror etc. – procedure for daily-cleaning of check out rooms, occupied rooms, vacant rooms, evening services, special cleaning programmes – daily routine cleaning of public areas – types of polishes, composition – uses.



5. Maids service room – location, layout and essential features – chamber maids trolley. Key - types of keys – computerized keycard, key control, standard supplies – Ordinary – VIP, VVIP placement, guests special requests – extra bed etc. Internal environment – heating ventilation – air-conditioning etc. Lost and found – procedure and records.
6. Standard supplies – Ordinary – VIP, VVIP placement, guests special requests – extra bed etc. Internal environment – heating ventilation – air-conditioning etc. Lost and found – procedure and records.
7. Pest control: areas of infestation-preventive measures-control measures for different infestation.
8. Safety and security :Safety awareness and accident prevention-fire safety and fire fighting and crime prevention.

### **REFERENCES**

1. Hotel House keeping Training Manual by Sudhir Andrews.
2. Hotel, Hostel and Hospital House keeping by Joan C. Beason and Margaret Lennox.
3. The theory of Catering by Ronald Kinton and Victor Ceserani.
4. Practical Maintenance and Equipment of Hoteliers, Licenses and Caterer by D.C.Gladwell

## NUTRITION AND HYGIENE

**Subject Title** - Nutrition and Hygiene  
**Subject code** - HMCT-105  
**Period / weak** - 03  
**Period / year** - 90

### TIME SCHEDULE

S.NO.	Major Topics	Periods	Weightage of marks	No. of short questions	No. of essay question
1	Nutrition, Nutrients and Energy Requirements	10	13	01	1
2	Macro Nutrients	15	23	01	2
3	Micro Nutrients Water	05	13	01	1
4	Balanced diet menu planning	10	06	02	-
5	Hygiene	15	13	01	1
6	Food Contamination and Spoilage	15	16	02	1
7	Micro organisms	05	10	-	1
8	Food preservation	15	16	02	1
	<b>Total</b>	<b>90</b>	<b>110</b>	<b>10</b>	<b>8</b>

### 1.0 Know about nutrition, nutrients and energy requirement

- 1.1 Define the terms food, nutrition, optimum nutrition, mal-nutrition, nutritional care, health and energy
- 1.2 List out the functions of food
- 1.3 Classify the foods according to their nutritive value
- 1.4 Give the meaning and unit of measurement of energy
- 1.5 Define the term calorie, kilocalorie and joule.
- 1.6 State physiological energy values of food
- 1.7 Discuss the energy needs of the body
- 1.8 Give the recommended dietary allowances of energy for different age groups
- 1.9 State the calories, allowances for pregnant and lactating women.

### 2.0 Macro nutrients (Carbohydrates, Proteins and Fats)

- 2.1 Carbohydrates: compositions, Classification and Functions.
- 2.5 Daily requirements, Excess and deficiency Conditions carbohydrates.
- 2.6 Give the Meaning & uses of Dietary Fiber.
- 2.7 Proteins Quality & composition, Classifying Source and Function.
- 2.8 Daily requirement deficiency Conditions of proteins.
- 2.6 Fats & lipids composition, classification, function and sources.
- 2.7 Daily Requirements, excess and deficiency symptoms of fats.

- 2.8 Mention the physical properties and uses of CHO , Fats in food Preparation and changes in cooking (starch, sugar cellulose, pectin Rancidity of fats, flavor, reversion, polymerization and prevention of spoilage..
- 2.9 State the types of protein foods and explain special protein supplements.
- 2.10 Explain the properties of proteins , denaturalization and coagulation, Hydration emulsifying agent and gel formation
- 2.11 Discuss the importance of protein foods both plant and animal in food preparation.

**3.0 Know about the micro nutrients and water.**

- 3.1 Classification of minerals in the body.
- 3.2 Majors minerals functions, deficiencies food source and daily requirements.
- 3.2 Trace elements their functions, sources and daily requirements. Excess
- 3.3 Toxic affects in special case of fluorine.
- 3.4 Define Vitamins and classification of Vitamins.
- 3.5 Water soluble vitamins, functions, food source, daily requirements and effect of deficiencies.
- 3.6 Fats soluble vitamins, functions, food source, daily requirements and effect of deficiencies.
- 3.7 Explain the importance and functions of water in human body.
- 3.8 Give the meaning of water balance.

**4.0 Know about the balanced diet and menu planning**

- 4.1 State the importance of balanced diet
- 4.2 List the major food groups and give the nutritional contributions of various food groups
- 4.3 Plan menus based on recommended daily allowances based on 5 food group system.
- 4.4 Explain the principles of menu planning in terms of nutritive value.

**5.0 Know about the meaning and scope of Hygiene and food poisoning**

- 5.1 Understand the role of hygiene in hospitality industry.
- 5.2 Define personal hygiene and explain the importance of hygiene for a food handler.
- 5.3 Discuss kitchen hygiene and equipment hygiene.
- 5.4 Define and state the causes of food poisoning and poisoning by Microorganisms.
- 5.5 Define Food infection and mention the ways to prevent food infection and explain briefly.

**6.0 Know about the contamination**

- 6.1 Define and different the terms food contaminations and spoilage.
- 6.2 Discuss about the preventive measures for food contamination and spoilage through efficient food storage temporary.
- 6.3 Explain in detail about food borne diseases
- 6.4 What is HACCP?
- 6.5 Explain the seven principles of HACCP.
- 6.6 Mention about metallic contamination.

## **7.0 Know about Microbes.**

- 7.1 Define microbes.
- 7.2 State the morphological characteristics of mold, yeast and bacteria.
- 7.3 Explain the environment factors for growth of micro organism.
- 7.4 Discuss the role of the micro organism manufacture of dairy products likes' cheese, paneer, yogurt and vegetable preparation.
- 7.5 Discuss the role of micro organisms in the manufacture of alcohol beverages ,vinegar and fermented bakery products.

## **8.0 Understand the food additives, food preservation and food adulteration**

- 8.1 Define and mention the use of food additive.
- 8.2 Explain the briefly about various categories of food additives.
- 8.3 Define and state the importance of food preservation.
- 8.4 State the principles of food preservation.
- 8.5 Explain the methods of food preservation-chemical, irradiation, low temperature and high temperature.
- 8.6 Mention and explain briefly about food standards in India.
- 8.7 Define food adulteration and state common food adulterants and their prevention.Aduilerated food,public analyst and central foods.
- 8.8 list simple physical and chemical tastes for detection of adulteration.
- 8.9 Define consumer,dispute,objective of the consumer protection act-1986.
- 8.10 State the main provisions of essential commodities act 1955 and consumer Protection counsel.

## **COURSE CONTENTS**

### **Unit – I**

Nutrition – Nutrients, Energy requirements Introduction to Nutrition – Classification of nutrients – Functions of food – Social functions of food, Psychological functions of food. Energy: Definition of Calorie, Kilocalories, Joule – energy value of foods – physiological fuel values-Basal metabolism, factors influencing BMR-Recommended dietary allowances for energy - energy requirement of various age group.

### **Unit – 2**

Micro Nutrients – carbohydrates classification – Functions – Food services – Daily requirement excess and deficiency – dietary fibre. Proteins composition – classification functions – food services - Daily requirement excess and deficiency. Fats - composition – classification functions – food services - Daily requirement excess and deficiency.

### **Unit – 3**

#### **Protective and Regulatory Nutrients ;**

Minerals – Classification- functions – food sources – daily requirements – Deficiency states of Calcium & Phosphorous, iron, sodium, iodine and fluorine.

Vitamins: Fat soluble vitamins – A, D, E & K – Clasifications, functions – food sources – requirements – deficiency disorders – water soluble vitamins – Thiamine, riboflavin, niacin and Vitamin - C – Classifications, functions- food sources – requirements – Deficiency symptoms.

Water – meaning- importance – Water balance-excess and deficiency of water intake

#### **Unit – 4**

Definition of balance diet-Importance of balance diet-Major food groups and their use in meal planning- basis for meal planning.

#### **Unit – 5**

Hygiene - Role of hygiene in the hospitality industry – Definition – Importance of hygiene in catering industry – personal hygiene – Health, appearance, clothing –Importance of creating right attitude of mind towards hygiene- General principles of hygiene in relation to food production – Kitchen hygiene – Kitchen premises – hygiene of kitchen equipment.

#### **Unit-6**

Contamination: Primary and secondary source of contamination. Definition for Sterilization and disinfection- sources of water, household methods of purification of water-filtration, sterilization and use of chemicals. Large scale purification. Methods  
HACCP concept, importance & seven principles.

#### **UNIT -7**

**Microbes** Morphology – classification – environment factors for growth – role in food industry – role micro organism in the manufacture of fermented foods like diary products, vegetables, preparation, alcoholic beverages,, vinegar, fermented Indian food.

#### **Unit – 8**

**Food additives-** types of additives , food preparation – chemical, irradiation, low temperature-Refrigeration and freezing high temperature-pasteurization, canning-dehydration and smoking.  
Food adulteration- food standards in India – common food adulterants their prevention – simple taste to detect food adulterants- metallic contaminants.  
Food Poisoning- Food Poisoning and food infection.

### **CONSUMER ACTS –LAW**

#### **REFERENCES**

1. Fundamentals of food and nutrition by Sumati R Mudambi and M.V.Raja gopal, New Age International (P) Ltd publishers
2. Text book of Foods, Nutrition and Dietetics by M.Raheena Begum – Sterling Pub. Pvt Ltd.,
3. Principles of Nutrition by Eva D wilson Katherine H. Fisher Pilav A. Garcia, John Wiley and Sons
4. Food, Hygiene and sanitation by S.Roday- Tata McGraw Hill
5. Theory of catering by R.Kinton and V.Ceserani published by Hodder and Staughton/ ELBS London
6. Nutritive value of Indian foods, by NIN, Hyderabad
7. Food Science by Sumathi R Mudambi, Shalini, M Rao, by New Age International Pvt Ltd
8. Food hazards and Food Hygiene by Seema yadav, by Anmol Publication Pvt. Ltd, New Delhi
9. Normal and Therapeutic nutrition. by Proud fit and Robinson published by Oxford New Delhi
10. Food Hygiene, Mehtab S. Bamji, B. Narsinga Rao, Vinodini Reddy, NIN, Hyderabad.
11. Preventive medicine, social medicine and Hygiene by D.F.Soonwala.
12. Text book of preventive and social medicine by J.E. Park and K. Park

## **FOOD PRODUCTION**

<b>Subject Title</b>	-	<b>FOOD PRODUCTION</b>
<b>Subject code</b>	-	<b>HMCT-106</b>
<b>Periods / week</b>	-	<b>08</b>
<b>Periods / year</b>	-	<b>240</b>

### **OBJECTIVES**

1. To develop and perfect skills in handling food stuffs and using dry and moist heat methods of cooking
2. To develop skills in various mixing methods for cakes, dough's cookies and custards
3. To know about staple foods of India

### **COURSE CONTENTS**

1. Basic Indian Cuisine
2. Identification of equipment, vegetables and basic cuts of vegetables
3. Preparation of stocks, soups and sauces
4. Egg Cookery
5. Preparation of snacks

Samosa, veg. cutlets, bullets, sandwiches, tikkas, masala, wada, assorted bhajias, finger chips, chats.

### **MENU**

#### **MENU-1**

Boiled Rice  
Sambar  
Aloo Mattar  
Semiya Kheer

#### **MENU - 2**

Fried Rice  
Mutton/ Chicken Khurma  
Vegetable Khurma  
Onion Raita  
Fruit Custard with Jelly

#### **MENU - 3**

Aloo Gobhi Ki Thahari  
Navarathan Khurma  
Egg Croquettes  
Doodhi Ka Halwa

#### **MENU - 4**

Parathas  
Kheema Curry  
Mixed Vegetable Curry  
Caramel Custard

**MENU – 5**

Stuffed Parathas  
Dahi Khurma  
Palak Paneer  
Phirnee

**MENU – 6**

Poories  
Mutton Vindaloo  
Cabbage Foogath  
Neopolitan Mousse

**MENU – 7**

Russian Salad  
French Onion Soup  
Bird's Nest  
Grilled Fish with Lemon Sauce  
Coffee Mousse

**MENU – 8**

Cream of Tomato Soup  
Pomfret Colbert  
Vegetable Stew  
Cauliflower Au gratin  
Diplomate Pudding

**MENU – 9**

Carrot Puree  
Fish Morney  
Vegetable Ragout  
Apricot Charlotte

**MENU – 10**

Bisque  
Lamb Hot Pot  
Macaroni Cheese  
Pimento Farcis  
Trifle Alaska

**MENU – 11**

Mulligatawany Soupe  
Fricasse de Volaille  
Fish Kedgree  
Beans Goulash  
Pineapple Souffle

**MENU -12**

Chicken Veloute  
Tournedos of Mutton  
Oeufs Diable  
Aubergine with Peppers  
Cabinet Pudding

**MENU – 13**

Mixed Vegetable – Soup  
Irish Stew  
Spaghetti Bolognaise  
Sanfiana Verduras  
Bavarois Diplomate

**MENU - 14**

Consomme Royale  
Shepherd's Pie  
Coleslaw  
Spinach Souffle  
Banana Chocolate Sundae

**EGG COOKERY**

Boiled Egg  
Hard boiled egg  
Poached egg  
Egg Indad  
Scrambled egg  
Omelette (Assorted)  
Stuffed egg  
Egg curry / Egg bhujia

**SNACKS**

Assorted Bajjias  
Chudwa  
Wada  
Finger chips  
Chats  
Cutlets  
Samosas  
Sandwiches

**BREAKFAST DISHES**

Idli / Wada / Assorted Dosa  
Pesarattu  
Assorted Upma  
Poha  
Kichidi  
Pongal

**FRUIT CUTS / DEMO HORS D'OEUVRE**

1. Vegetables & Fruits carving
2. Corn on the cob
3. Russian Salad
4. Melon Cocktail
5. Tomato juice Cocktails
6. Fruit juice



## **BAKERY**

1. Melting moments
2. Nankhatai
3. Coconut cookies
4. Coconut macaroons
5. Butter buttons
6. Tricolour biscuits
7. Fruit biscuits
8. Swiss tarts – Lemon curd tarts
9. Jam tarts
10. Osmani biscuits
11. Flaky pastry
  - A. Curry puffs
  - B. Cream horns
12. Danish pastry
13. Choux pastry
14. Lemon meringue pie
15. Egg & cheese flan
16. Date & walnut cake
17. Pineapple upside down cake
18. Sponge cake
19. Vanilla cake
20. Check cake
21. Madeira cake
22. Fatless sponge
23. Velvet cake
24. Genoise sponge

## **FOOD & BEVERAGE SERVICE**

<b>Subject Title</b>	-	<b>Food &amp; Beverage Service</b>
<b>Subject Code</b>	-	<b>HMCT-107</b>
<b>Periods / Week</b>	-	<b>03</b>
<b>Periods / Year</b>	-	<b>90</b>

1. Familiarization of restaurant equipment.
2. Care and maintenance of the equipment including silver cleaning.
3. Planning menus for breakfast, lunch, dinner.
4. Description of dishes.
5. Accompaniments.
6. Mise-en-scen & Mise-en-place. (including arrangement of side-board).
7. Laying tables for different meals and menus including laying, relaying table cloth and folding serviettes.
8. Restaurant reservation systems.
9. Receiving the guest and taking orders. Preparing K.O.T.
10. Preparing and presenting the bill. Tray and trolley arrangement for room service (Breakfast, lunch, dinner, tea, coffee).
11. Service of tea, coffee, fruit juices and soft drinks.

## **FRONT OFFICE OPERATIONS**

<b>Subject Title</b>	-	<b>Front Office Operations</b>
<b>Subject Code</b>	-	<b>HMCT-108</b>
<b>Periods / Week</b>	-	<b>03</b>
<b>Periods / Year</b>	-	<b>90</b>

### **OBJECTIVES**

The objective is to train the student about they uses of all the stationery in front office taking reservation, cancellation, processing reservation, communication skills, telephone conversation, speech improvement.

### **COURSE CONTENTS**

1. Welcoming the Guest by Front – Desk Attendant.
2. Enquiring regarding Tariff and Availability of Rooms – walk-ins etc.,
3. Receiving Telephonic enquiry.
  - a) Rooms / Tariff.
  - b) Restaurant – transfer call
  - c) Event – transfer call
  - d) Banquets – transfer call
  - e) Travel Desk etc - transfer call
4. Reservation – conformation slip.
5. Handling the Reg card – On going.
6. Accepting the credit - card / Debit card.
7. Arrival list and Departure List.
8. Co- ordination with Bell Desk.

## **ACCOMMODATION OPERATIONS**

<b>Subject Title</b>	-	<b>Accommodation Operations</b>
<b>Subject Code</b>	-	<b>HMCT -109</b>
<b>Periods / Week</b>	-	<b>04</b>
<b>Periods / Year</b>	-	<b>120</b>

### **OBJECTIVE**

**The student will identify and use the equipment cleaning agents, Acids etc in providing Hygienic clean Accommodation for the Guests.**

1. - Identification of cleaning Agents. Water, Alkaline, Acids, Hazardous & Non- hazardous.  
- Cleaning Equipment – Manual & Mechanical small, medium and large.
2. Surface cleaning, floor cleaning
3. Polishes – Wooden, Glass, Brass, Silver, Chrome etc.
4. Chamber Maid Trolley.
5. Vacuum Cleaning.
6. Order of Cleaning Toilets.
7. Bed – making
8. Spring cleaning.

## COMPUTER APPLICATIONS LABORATORY

**Subject Title** : Computer Applications Laboratory  
**Subject Code** : HMCT-110  
**Periods/Week** : 04  
**Periods/Year** : 120

### List of Experiments:

S. No.	Major Topics	No. of sessions each of 3 periods duration	No. of Periods
I.	Computer hardware Basics	01	03
II.	Format a Disk	03	09
III.	MS Word	04	12
IV.	MS Excel	04	12
V.	MS PowerPoint	02	6
VI.	Internet Concepts	01	3
<b>Total</b>		<b>15</b>	<b>45</b>

**Rationale:** The knowledge of Computer usage has become a must for everyone, due to widespread computer usage and related applications in all fields. This laboratory is designed to give the students hands on practice of Windows Operating System, MS Office and Internet to enable the students to use these skills in future courses.

### **I. Computer Hardware Basics (Not for end examination)**

1. a).To Familiarize with Computer system and hardware connections  
b).To start and Shut down Computer correctly  
c). To check the software details of the computer

### **II.Format a Disk.**

- 2.1 Install new software using control panel.
- 2.2 Uninstall software using control panel.
- 2.3 Install and uninstall hardware using control panel.
- 2.4 Find out drive space using system tools.
- 2.5 Carry out disk defragmentation.
- 2.6 Install modem using control panel.
- 2.7 Install printer using control panel.
- 2.8 Change resolution, color and screen from server option.
- 2.9 Change the system date and time.

### **III. Practice with MS-WORD**

- 3.1 To familiarize with MS-WORD layout.
- 3.2 Enter text-using word.
- 3.3 Select, copy, cut and paste text within the same file and into another file.
- 3.4 Type symbol and special characters.
- 3.5 Save a document.
- 3.6 Format paragraph.
- 3.7 Include header and footer.
- 3.8 To insert a table of required number of rows and columns.
- 3.9 To insert Objects, Clipart and Hyperlinks.
- 3.10 Carry out mail merge.

### **IV. Practice with MS-EXCEL**

- 4.1 To familiarize with MS-EXCEL layout
- 4.2 To access and Enter data in the cells
- 4.3 To edit a spread sheet- Copy, Cut, Paste, and selecting Cells.
- 4.4 Change column width and row height.
- 4.5 To enter a Formula for automatic calculations.
- 4.6 To use built in functions and Formatting Data.
- 4.7 To practice Excel Graphs and Charts.
- 4.8 To format a Worksheet in Excel, Page Setup and Print.

### **V. Practice with MS-POWERPOINT**

- 5.1 To familiarize with Ribbon layout features of PowerPoint
- 5.2 To create a simple PowerPoint Presentation..
- 5.3 To insert Text and Objects.
- 5.4 Change the background of the slide.
- 5.5 To practice Animating text and objects.
- 5.6 To Review presentation.

### **VI.Run Browser software to access website.**

- 6.1 Use different search engines to collect required information.
- 6.2 Create a user account on the Internet and E- mail.
- 6.3 Send and receive E-mail.

# **III SEMESTER**

**DIPLOMA IN HOTEL MANAGEMENT & CATERING TECHNOLOGY  
SCHEME OF INSTRUCTION AND EXAMINATION**

**III SEMESTER**

Subject code	Name of the subject	Instruction Period/Week		Total Periods /year	Scheme of Examination			
		Theory	Practicals		Duration (Hrs.)	Sessional Marks	End Exam Marks	Total Marks
	<b><u>Theory</u></b>							
HMCT-301	Regional Cookery	4	-	60	3	20	80	100
HMCT-302	Food & Beverage Service – Wines & Spirits	4	-	60	3	20	80	100
HMCT-303	Front Office Management	4	-	60	3	20	80	100
HMCT-304	House-keeping Operations	4	-	60	3	20	80	100
HMCT-305	Hotel Accounts	4	-	60	3	20	80	100
	<b><u>Practicals</u></b>							
HMCT-306	Regional Cookery	-	8	120	4	40	60	100
HMCT-307	Food & Beverage Service - Wines & Spirits	-	4	60	3	40	60	100
HMCT-308	Front Office Management	-	4	60	4	40	60	100
HMCT-309	House-keeping Operations	-	4	60	4	40	60	100
	Tutorials/Tests	-	2	30	-	-	-	-
	<b>TOTAL</b>	<b>20</b>	<b>22</b>	<b>630</b>		<b>260</b>	<b>640</b>	<b>900</b>



## REGIONAL COOKERY

<b>Subject Title</b>	- Regional cookery
<b>Subject Code</b>	- HMCT-301
<b>Periods / Week</b>	- 04
<b>Periods / Semester</b>	- 60

### TIME SCHEDULE

<b>S.No.</b>	<b>Major Topics</b>	<b>Periods</b>	<b>weightage of marks</b>	<b>No.of Short questions</b>	<b>No.of Essay Questions</b>
1.	Quantity Food Production Equipment and Menu Planning	12	13	1	1
2.	Indenting and Costing	12	16	2	1
3.	Indian Regional Cooking – Styles	14	39	3	3
4.	Volume Feeding	12	26	2	2
5.	Quantity Purchase and Storage	10	16	2	1
	<b>TOTAL</b>	<b>60</b>	<b>110</b>	<b>10</b>	<b>08</b>

### OBJECTIVES

On completion of study of this subject the student will be able to :

#### 1.0 Know about Equipment and Menu Planning.

- 1.1 Discuss factors effecting quantity food production.
- 1.2 List out the Quantity Cooking equipment and give the use, care and maintenance.
- 1.3 List out the popular manufactures.
- 1.4 Plan the menus for various institutions such as schools, colleges, industrial canteens, hospitals and for out door parties, theme parties, transport / mobile catering.
- 1.5 Discuss the parameters while planning menus for quantity food production.

#### 2.0 Know about Indenting and Costing.

- 2.1 State the Principles of Indenting.
- 2.2 Discuss practical difficulties involved in cooking.
- 2.3 Explain about basic costing.
- 2.4 Discuss factors influencing of food costing.
- 2.5 Mention the measures for food cost control.
- 2.6 Discuss problems related to food costing.

### **3.0 Know about Indian Regional Cooking Styles.**

- 3.1 Give brief description of Indian food.
- 3.2 Explain about ethnic eating and eating habits.
- 3.3 State the importance of Heritage of Indian Cuisine.
- 3.4 Discuss briefly about cooking styles under various conditions.
- 3.5 Explain regional cooking styles and various communities of different states.
- 3.6 List out the spices and names of spices in Hindi and other regional languages and role of spices in Indian Cookery.
- 3.7 Explain the different masalas used in Indian Cookery.

### **4.0 Know about Volume Feeding.**

- 4.1 Explain different types of institutional and industrial catering.
- 4.2 Classify diets and the role of dietician and importance of diets.
- 4.3 Discuss briefly the importance of hygiene in hospital kitchen.
- 4.4 Explain briefly about off-premises catering. Advantages and disadvantages of off-premises.

### **5.0 Know about Quantity Purchase and Storage.**

- 5.1 Define Purchasing.
- 5.2 Explain various methods of purchasing.
- 5.3 Give the purchase specification for vegetables, meat, poultry and fish.
- 5.4 Explain the purchase techniques.
- 5.5 Discuss the importance of storage.

## **COURSE CONTENTS:**

### **1. EQUIPMENT AND MENU PLANNING.**

Equipment needed for quantity food production, heat and cold generating equipment, specifications of equipment – list of manufacturers – care and maintenance of equipment.

Basic menu planning – recapitulation. Special emphasis on quantity food production. Planning of menus for various categories such as school, college students, industrial workers, hospitals and canteens. Outdoor parties, theme parties, transport / mobile catering. Parameters for quantity food menu planning.

### **2. INDENTING AND COSTING.**

Principles of indenting. Practical difficulties involved in indenting. Introduction to basic costing, food costing, food cost control. Problems related to food costing.

### **3. INDIAN REGIONAL COOKING STYLES**

Introduction / Description of Indian food – Ethnic eating and eating habits – Importance of heritage – cooking styles under various conditions. Regional cooking styles and various communities of different states – Andhra Pradesh, Bengal, Goa, Gujarat, Hyderabad, Karnataka, Kashmir, Kerala, Madhy Pradesh, Maharashtra, North Eastern States, Punjab, Rajasthan and Tamilnadu. Parsee, Chettinad, Bohoras, Awadha, Malabari, Lucknow, Indian Sweets, Indian Breads like Rotis, Parathas and Chapathis / Pooories. Indian Sauces like Tamarind Chutney, Pudina and Tomato Chutney etc.,

**4. VOLUME FEEDING**

Introduction about institutional and industrial catering. Diets and Diet menus. Importance of Hygiene in hospital kitchen. Introduction to off-premises, Airlines, Railways, Roadways, Cruiselines, Outdoors and theme parties etc. Catering advantages and disadvantages of off-premises catering.

**5. QUANTITY PURCHASE AND STORAGE**

Introduction to purchasing – Purchasing methods – Purchasing Specifications for vegetables, meat, poultry and fish – purchasing techniques – Importance of storage - dry storage, temperature storage – Organisation of storage, general procedure for storage – stock book.

**REFERENCE**

1. Theory of Cookery by Krishna Aora .
2. The Theory of Catering by Ronald Kington.
3. “Modern Cookery”Volume-1 by Ms.Thongerm E.Philip

## FOOD & BEVERAGES SERVICE – WINES & SPIRITS

<b>Subject Title</b>	-	<b>Food &amp; Beverage Service –Wines &amp; Spirits</b>
<b>Subject Code</b>	-	<b>HMCT-302</b>
<b>Periods / Week</b>	-	<b>04</b>
<b>Periods / Semester</b>	-	<b>60</b>

### TIME SCHEDULE

<b>S.No.</b>	<b>Major Topics</b>	<b>Periods</b>	<b>Weightage of marks</b>	<b>No.of Short Questions</b>	<b>No. of Essay Questions</b>
1.	Introduction to Alcoholic beverages & glossary terms	12	16	02	01
2.	Wines	18	29	03	02
3.	Beer	05	13	01	01
4.	Spirits	15	26	02	02
5.	Aperitifs – Liqueurs – Cocktails	10	26	02	02
	<b>TOTAL</b>	<b>60</b>	<b>110</b>	<b>10</b>	<b>08</b>

### OBJECTIVES

Upon the completion of this subject the student will be able to

#### 1.0 Know about alcoholic beverages, History of Wines

- 1.1 Define Alcoholic beverage.
- 1.2 Classify Alcoholic Beverages.
- 1.3 History of wine making and the development of Wine production and Grape wine.
- 1.4 Famous white Grape of various Countries used in winemaking.
- 1.5 Famous Black grapes of Various Countries used in making wine.
- 1.6 Discuss about Wine producing Countries – (France, Italy ,Spain, Germany, Portugal, California, Australia, Hungary, India).
- 1.7 Give the meaning of various terms related to Alcoholic beverage.

#### 2.0 Know about Wines.

- 2.1 Define Wine.
- 2.2 Describe table/still/natural wine and explain the production process.
- 2.3 List out various table wines.
- 2.4 Explain the methods of production of sparkling wines.
- 2.5 Mention various sparkling wines.
- 2.6 Explain in detail about fortified wines (Port,Sherry,Madeira,Marsala).
- 2.7 Write about aromatized wines.
- 2.8 List out aromatized wines and describe each in brief.
- 2.9 List out food and wine combination list.

- 2.10 Write about the storage of wines and type of glassware used.
- 2.11 Describe the process of taking wine order and service of wines.

### **3.0 Know about Beer.**

- 3.1 Define Beer.
- 3.2 List out the basic material used in the manufacture of beer.
- 3.3 Explain the process of manufacture of beer.
- 3.4 List out different types of beer.
- 3.5 Describe the production of bottled, canned & draught beer.
- 3.6 Explain the Glassware used & method used for the service of beer.

### **4.0 Know about Spirits.**

- 4.1 Define Spirits.
- 4.2 Explain Distillation of spirits (*pot still and patent still methods*).
- 4.3 Explain the production process of (*Whisky, Rum, Gin, Brandy, Vodka and Tequila*).
- 4.4 Name few other spirits.
- 4.5 Describe proof spirit and scales.
- 4.6 Explain the service of spirits and types of glassware used.

### **5.0 Know about Aperitifs, Liqueurs and Cocktails.**

- 5.1 Give the meaning of the term Aperitifs, Mention different Aperitifs
- 5.2 Explain the service of Aperitifs.
- 5.3 Define Liqueurs. Describe the basic methods of making liqueurs.
- 5.4 List out various categories of liqueurs and their colour, flavours and base spirit.
- 5.5 Write in brief about service of liqueurs.
- 5.6 Describe cocktails. Differentiate between cocktails and mocktails.
- 5.7 State various types of cocktails.
- 5.8 Give the methods of making cocktails.
- 5.9 List out rules to make perfect cocktail.
- 5.10 Give the recipes of :
  - Whisky Cocktails* – Scotch mist, Whisky Sour, Manhattan.
  - Gin Cocktails* - Pink Lady, Fallen Angle, Tom Collin.
  - Rum cocktails* – Pinnacolada, Cuba Libra.
  - Vodka Cocktails* – Bloody Mary, White Spider.
  - Brandy Cocktails* – Sidecar, Stinger.
- 5.11 List out the cocktail bar equipment.
- 5.12 Write about specialty coffee - Irish coffee & Turkish coffee

## **COURSE CONTENTS**

1. Alcoholic Beverages – Introduction – Definition – Classification – History, Production, Definition of wine, varieties of grape-Black & White, Famous wine producing countries, Terms.
2. Wines – Introduction – Definition – Classification Table/Still/natural – Fortified – Sparkling – Aromatized – Definition and production of each category –Principle Wine regions of France, Germany, Italy and Spain, food and wine combination – storage and service of wines.
3. Beer – Introduction and definition – types – definition and production of each type – storage – service.
4. Spirits – Definition – Production – Pot still, patent still – production of whisky, rum, gin, brandy, vodka and tequila – proof spirits different scales – service.
5. Aperitifs – Meaning of the term – types – service. Liqueurs – Definition – History – Production – Categories – Service. Cocktails – Definition history – Classification – Cocktail bar equipment preparation and service of cocktails – Mocktails – speciality coffees.

## **REFERENCE BOOKS**

1. Food and Beverage Service by D.R. Lillycrap – Edward Arnold.
2. Food and Beverage Service by Vijay Dhawan – Frank Bros. & Co.
3. Professional Food and Beverage Service Management by Brain Verghese Macmillan India Ltd.,
4. Food and Beverage Service Training Manual by Sudhir Andrews – Tata Mc Graw Hill Publishing Co. Ltd.
5. Multiple choice questions on food service by Brian K. Julyan Heinemann London.

## FRONT OFFICE MANAGEMENT

<b>Subject Title</b>	- <b>Front office management</b>
<b>Subject Code</b>	- <b>HMCT – 303</b>
<b>Periods / Week</b>	- <b>04</b>
<b>Periods/ semester</b>	- <b>60</b>

### TIME SCHEDULE

S.no.	Major Topics	Periods	Weightage marks	Short Question	Essay Questions
1	Hospitality management	15	26	2	2
2	Font office accounting	15	26	2	2
3	Night Auditor	12	26	2	2
4	Planning and Evaluating	08	16	2	1
5	Yield management	10	16	2	1
	<b>Total</b>	<b>60</b>	<b>110</b>	<b>10</b>	<b>8</b>

### OBJECTIVES:

Upon completion of the study of this subject the student will able to:

#### 1.0 Know about the importance, style, strategies, recognizing guest needs and service performance gap in Hospitality management.

- 1.1 Emphasize the importance and management of hospitality.
- 1.2 Explain the importance of Mission statement.
- 1.3 Discuss about service strategy and the points of difference in service.
- 1.4 State the Movements of truth in hotel service management, employee buy-staff product knowledge, specify skill required in front office position.
- 1.5 Forecasting needs – “Future vacancies and determining the work hour, contracted hours”.
- 1.6 Training - Job list & Job break down list sample of each list.
- 1.7 Discuss about choosing the strategic solutions.
- 1.8 explain hospitality delivery by recognizing guest needs and service performance gap (SPG)

#### 2.0 Understand Front Office Accounting.

- 2.1 Explain function of Accounting Systems
- 2.2 Describe the uses of accounts and types of accounts and types of accounts.
- 2.3 Discuss folio voucher and ledgers.
- 2.4 Explain creation and maintenance of account s and record keeping functions.
- 2.5 state the three system of record keeping and discuss in detail non automated, semi automated and fully automated.
- 2.6 Explain about charge privilege and device credit monitoring and importance of account maintenance.
- 2.7 Discuss transaction and its types and differentiate between cash payment and charge purchase, and account correction.
- 2.8 Explain the method of cash advance and method of payments. Cash credit traveler’s cheque credit card.

- 2.9 Outline the elements of direct billing and special programme.
- 2.10 List out functions of internal controls.
- 2.11 Differentiate between Front Office cash sheet and Cash Book.

### **3.0 Understand the role and duties of Night Auditor and property management (PMS) interface.**

- 3.1 List out the function of Night Audit.
- 3.2 Describe the roll of Night Auditor, explain about daily and supplemental transcript audit posting.
- 3.3 State the Night audit role in monitoring guest credit limit and also summarize cross reference accounting documents.
- 3.4 Explain the step involved in night audit procedures. Distinguish the posting of room charges in three record keeping systems. Emphasize account integrity and explain automotive system update.
- 3.5 Functions of Check out procedure, method of settlement and steps involved to reduce unpaid account balance and collection process.
- 3.6 Explain briefly about the property management, system hierarchy and PMS systems, interface and Evolution of PMS.
- 3.7 Illustrate the inter relationship of the systems in Front Office.
- 3.8 Explain point to be noted on shift closing under PMS.
- 3.9 Explain the industry perspective technology in hospitality.

### **4.0 Know the about planning and evaluating.**

- 4.1 Identify the typical items managers should consider when establishing room- rates, apply two common methods of establishing room rates.
- 4.2 Explain the types of information that can help front office managers can use to forecast room availability.
- 4.3 Explain the following rates, rack-rates, corporate rate, volume account rates, government rate, seasonal rate, week day/week end rates, membership rates, industry rates, walk- in rate, premium, advance purchase rates, half- day rates, package rate (meal packages, vacation ‘ packages meeting packages) per person rates and group rates.
- 4.4 Discuss about rates measurement averages.
- 4.5 Explain the primary responsibilities of the front office managers in budget planning.
- 4.6 State the purpose of the daily operations report.
- 4.7 Identify and define various occupancy ratios – occupancy percentage, multiple occupancy ratios, ADR, ARG.
- 4.8 Outline methods of room revenue analysis and relate between the hotel’s statements of income and the rooms division income statement.
- 4.9 Emphasize how budget reports can be used to analyze operations.
- 4.10 discuss useful operating ratios standards.

### **5.0 Discuss the concept of yield management and how its applies to the hospitality industry.**

- 5.1 Identify the three ways that yield management uses.
- 5.2 Forecast information to maximize room revenue.
- 5.3 Explain what the potential average rate is and how it is determined.
- 5.4 Describe the calculation and use of the room rate achievement factors, yield and RPAR.
- 5.5 Define identical yield and equivalent occupancy and state how they differ from each other.



- 5.6 Determining whether any additional revenue brought in by a room price change will be offset by a change in non-room revenue.
- 5.7 Discuss five elements that must be included in one development of a successful yield management strategy.
- 5.8 Identify possible yield management tactics to implement under various circumstances
- 5.9 Cite the advantages of using yield management computer soft ware.

### **COURSE CONTENTS**

1. Hospitality Management – its importance, mission statement, service strategy, points of difference, movements of truth, strategic solutions, service performance gap – Training – Job list and job break down.
2. Front Office Accounting - Functions of accounting systems, use of accounts, types of accounts, folio vouchers, ledgers, creation and maintenance of accounts privilege, credit monitoring, transactions – six types, internal controls, front office cash sheet and cash balance
3. Night Auditor – its functions, duties of Night Auditor, daily and supplemental scripts, audit posting formulae, unpaid balances, accounts integrity, interface perspective technology in hospitality.
4. Establishing room rates, forecasting room availability, data, ratio, 10-day and 3-day forecasts, rack-rates offered, rate measurement averages budget planning, operation reports, occupancy ratios, rooms revenue analysis, income statement, budget reports, operating ratios and standards.
5. Concept of yield management, potential average rate, yield factor RPAR, price change, offset in non-room revenue, element of successful yield management, advantages of using yield management, computer software.

### **REFERENCES**

1. Hotel Front Office Training Manual by Andrews.
2. Hotel Reception by Paul B. White and Helen Beckley.
3. Front Office Operations and Administration by Dennis L. Foster.
4. Back Office Operations and Administration.
5. Body Language by Allan Pease.

## HOUSE KEEPING OPERATIONS

<b>Subject Title</b>	-	<b>House keeping operations</b>
<b>Subject Code</b>	-	<b>HMCT – 304</b>
<b>Periods / Week</b>	-	<b>04</b>
<b>Periods/ semester</b>	-	<b>60</b>

### TIME SCHEDULE

S.no.	Major Topics	Periods	Weightage marks	Short Question	Essay Questions
1	House Keeping Inter – relation with other departments and clerical work	15	26	2	2
2	Managing House keeping	10	16	2	1
3	Laundry and Linen	15	26	2	2
4	Planning trends	10	26	2	2
5	Flower arrangement	10	16	2	1
	<b>Total</b>	<b>60</b>	<b>110</b>	<b>10</b>	<b>8</b>

### OBJECTIVE:

#### **1.0 Know about inter - relation of housekeeping department with front office, food and beverage and maintenance.**

- 1.1 Explain the inter–relation of house keeping with other departments.
- 1.2 Explain the clerical work of housekeeping department.
- 1.3 Explain the use of computer aids in the department.
- 1.4 Explain about lost and found register, special request register Maids report, duty rotas, stock
- 1.5 Explain about the records maintained in hosekeeping department: records of special cleaning, attendance record, hand over record and V.I.P. list

#### **2.0 Know about the managing House Keeping.**

- 2.1 Documents for personal department
- 2.2 Calculation of staff strength.
- 2.3 Recruiting, selecting, hiring and orienting
- 2.4 Importance of training, methods and schedule of training to housekeeping staff.
- 2.5 Performance appraisal of staff.
- 2.6 Describe standard operating manuals job procedure.
- 2.7 Importance of Employee welfare and disciplines.

#### **3.0 Know about Linen and laundry Room.**

- 3.1 Explain linen and laundry room activities.
- 3.2 Discuss the storage and exchange of linen.
- 3.3 Define par stock.
- 3.4 Explain the linen control process.
- 3.5 Explain the types of linen used in house-keeping.

- 3.6 Explain the types of laundry.
- 3.7 Advantages and Disadvantages of laundry.
- 3.8 Draw the layouts of O.P.L.
- 3.9 List the types of laundry equipment.
- 3.10 Explain the pressing and folding machines.
- 3.11 Explain the stages of laundry process.
- 3.12 State the types of stain removal process.

**4.0 Know the planning trends of Guest rooms. Understanding the Law relating to guest relationship.**

- 4.1 Importance of Guest room; Types of guestrooms.
- 4.2 State the Guest room status and furniture and its arrangements
- 4.3 Explain about guest room fixtures and fittings
- 4.4 State the types of beds mattress and bedding, soft furnishing
- 4.5 Explain the guest room accessories and placement guest supplies
- 4.6 Explain fixation of fair rates
- 4.7 Explain refusal of accommodation
- 4.8 Discuss eviction of a hotel room
- 4.9 State the duties of an innkeeper towards Guest
- 4.10 List out the rights of an hotelier towards guest

**5.0 Know about Flower arrangement interior decoration.**

- 5.1 Explain the importance of flower arrangement.
- 5.2 State the principles of design as applied to flower arrangement.
- 5.3 Discuss the types of flower arrangements in Hotels.
- 5.4 Mention about the equipment and material required for flower arrangements.
- 5.5 Describe the role of colour in interior decoration.
- 5.6 Explain about the colour scheme.
- 5.7 Discuss the importance of lighting.
- 5.8 Classification of lighting, and discuss the various types of lights and lighting fixture.
- 5.9 Identification of ceilings and wall covering.

**COURSE CONTENTS**

- 1 Interrelation with – front office- food and beverage – maintenance – security stores – personnel – accounts – other departments – use of computes aids.
- 2 Organisation of house keeping department : Area inventory list – Frequency schedules – Performance and productivity standards – time and motion study standard operating manuals – job procedure – job allocation and work schedules – calculating staff strength and planning duty roasters – training in the housekeeping department – performance appraisals- selection of cleaning equipment and agents – inventory levels for non-recycled item.
- 3 Laundry : Commercial and on-site laundry flow process of industrial laundering – OPL – Stages in the wash cycle- Laundry equipment and machines- Layout of laundry – Laundry dry cleaning , guest laundry / valet service- stain removal. Activities of linen room- Selection criteria for various linen item- room linen. Food and beverage linen- purchase of linen- calculation of linen requirements- Linen control- Procedure and records-

Stock taking – Procedure and records- Recycling of discarded linen- Linen hire. Advantage of providing uniforms to staff – Issuing and exchange of uniforms. Types of uniforms- selection and designing of uniforms- Layout of the uniform room. Sewing Room : Activities and areas to be provided – Equipment

- 4 Provided. Planning Trends – Guest room : Layout of guest rooms – Refurnishing and redecoration – sizes of rooms – sizes of furniture- furniture arrangements- Principles of design- Colour harmony and colour schemes. New property countdown. Interior Decoration : Elements of Design colour and its role in Décor- windows and window treatments- lighting and lighting fixtures – floor finishes-Carpets- furniture and fitting- accessories. Flower arrangements :
- 5 Flower arrangements in Hotels- Equipment and material required for flower arrangement- Principles of design as applied to flower arrangement Special Decoration : Various occasions – material used and cost incurred- theme decoration.

### **REFERENCES**

- 1 Hotel House keeping Training Manual by Sudhir Andrews.
- 2 Hotel, Hostel and Hospital House keeping by Joan C. Beason and Margaret Lennox.
- 3 The theory of Catering by Ronald Kinton and Victor Ceserani.
- 4 Practical Maintenance and Equipment of Hoteliers, Licenses and Caterer by D.C.Gladwell.
- 5 House hold equipment by Wiley

## HOTEL ACCOUNTS

<b>Subject Title</b>	-	<b>Hotel Accounts</b>
<b>Subject Code</b>	-	<b>HMCT-305</b>
<b>Periods / Week</b>	-	<b>04</b>
<b>Periods / Semester</b>	-	<b>60</b>

### TIME SCHEDULE

<b>S.No.</b>	<b>Major Topics</b>	<b>Periods</b>	<b>Weightage of marks</b>	<b>No.ofShort Questions</b>	<b>No.of Essay questions</b>
1.	Introduction to Accountancy, Business Organisation and capital structure	10	19	3	1
2.	Journal, Ledger and Trial Balance	15	26	2	2
3.	Uniform system of Accountancy and final accounts	15	26	2	2
4.	Departmental Accountancy	10	26	2	2
5.	Bank Reconciliation Statement	10	13	1	1
	<b>TOTAL</b>	<b>60</b>	<b>110</b>	<b>10</b>	<b>08</b>

### OBJECTIVES

Upon completion of the study of this subject the student will be able to :

#### **1.0 Understand the Basics of Accountancy, Business Organisation.**

- 1.1 Define Book keeping, objectives and advantages
- 1.2 Define account, discuss its types
- 1.3 Rules of accounts
- 1.4 Transaction, Debit, credit.
- 1.5 Journal definitional – Practical problems.
- 1.6 Ledger – Practical problems.
- 1.7 Subsidiary books, classification, Practical problems

#### **2.0 Understand about Business transactions, Journal. Ledger, Subsidiary books, Trial Balance and Final Accounts.**

- 2.1 Cash book, its types, practical problems.
- 2.2 Trial balance, Final accounts – trading account and profit and loss accounts and balance sheet with problems.
- 2.3 Meaning of business organization, sole trading, partnership and company and in terms of Hotel industry with examples.
- 2.4 Explain about the income generating departments in a hotel.
- 2.5 Prepare banqueting sales book, Restaurant sales book, visitors sales book, and other books.

**3.0 Know the preparation of uniform system of accounting and final accounts.**

- 3.1 Explain the contents of a Balance sheet.
- 3.2 State the meaning of departmental accounting, objectives, advantages and disadvantages.
- 3.3 Write the procedure for the preparation of departmental accounts.
- 3.4 Explain different profit levels. Departmental gross profit, Departmental net profit.
- 3.5 Illustrate problems on departmental accounts.

**4.0 Know the preparation of Departmental Accounts, Departmental Income Statements and Expenses Statements.**

- 4.1 Explain different instruments of credit
- 4.2 What is a cheque, what are its types.
- 4.3 What is meant by crossing of a cheque, explain the types of crossing a cheque
- 4.4 What is demand draft, Bill of Exchange, Promissory note and Money order?
- 4.5 Format of a cheque.

**5.0 Know the preparation of Bank Reconciliation Statement.**

- 5.1 What is a Bank Reconciliation Statement
- 5.2 Explain the purpose of preparing Bank Reconciliation Statement
- 5.3 Explain the reasons for the differences between cash book and pass book
- 5.4 Explain the points to be noted before preparing a Bank Reconciliation Statement
- 5.5 Illustrate problems.

## **COURSE CONTENTS**

1. Basic of Accountancy – Definition, objectives, merits, demerits, different terms of accountancy, principles of accountancy, double entry system and single entry system – advantages and disadvantages, classification of accounts – characteristics of different forms of organisation – capital structure – equity concept, types of loding organization.
2. Business transactions – journal book – subsidiary book – debit note, credit note, trade discount, cash discount - ledger posting – simple, cash book, two column and three column cash book and petty cash book – trial balance.
3. Uniform system of accounting – meaning, usefulness – income statement – balance sheet statement – preparation of final accounts – trading – profit and loss account – balance sheet – adjustments.
4. Departmental accounts – meaning, objectives, advantages, disadvantages, allocate and apportion – method of recording – problems on departmental accounts – profit levels – criteria – departmental transactions.
5. Bank Reconciliation Statement – credit instruments – definition on B.R.S. – differences between cash book and pass book balances – points to be noted while preparing B.R.S. – format of B.R.S. and problems.

## **REFERENCES**

1. B.S. Raman – General Accounting for Hotel Management – United Publishers – Jeepu – Mangalore –1.
2. Grewal T.S. ‘Introduction of Accountancy’.
3. Grewal T.S. ‘Double Entry Book-keeping’.
4. Maheswari S.N. ‘Introduction to Accountancy’.
5. Jain & Narang ‘Accounting – Volumes I & II’.
6. Book keeping by K.Suryasaiah, Shanmukha Swamy.

## REGIONAL COOKERY

<b>Subject Title</b>	-	<b>Regional Cookery</b>
<b>Subject Code</b>	-	<b>HMCT- 306</b>
<b>Periods / Week</b>	-	<b>08</b>
<b>Periods / Semester</b>	-	<b>120</b>

### OBJECTIVES

The objective is to train the student in preparing food in large quantities in a set time. And also adapt recipes for quality food production.

### FOOD PRODUCTION – (PRACTICALS)

#### HYDERABAD

1. Hyderabad Biryani  
Methi Murg,  
Mirchi Ka Salan  
Onion Raita  
Double Ka Meeta
2. Katchi Biryani  
Dalcha  
Bagara Baigan  
Qubani Ka Meeta

#### Andhra Pradesh

3. Kodi pulao  
Mutton curry(Nellore)  
Kutti vangakaya  
Chillu gharalu  
Alam Pachadi

#### AWADH

4. Yakni Pulao  
Moghalai Paratha  
Gosht do Pyaza  
Falooda

#### BENGAL

5. Ghee Bhat  
Luchi  
Macher Jhal  
Baigan Bhaja  
Kala Jamun

#### GOA

6. Coconut Pulao  
Sanna  
Goan Fish Curry  
Cabbage Foogath  
Dodel



## **GUJARAT**

7. bhaat  
Sali murg  
Methi Thelpa  
bhindi curry  
Shrikand

## **RAJASTHAN**

8. parathas  
Safed Maas  
Rataluki Subji  
Mirchi Ki Sookhi Subji  
Mawa Ki Kachauri

## **TAMILNADU**

9. Tamarind Rice  
Chicken Chettinadu  
Sambar  
Rasam  
Yoghurt rice  
Pal Payasam.

## **KERALA**

- 10 Coconut Rice  
Meen Moilee  
Avial  
Parappu Payasam

## **KARNAKATA**

- 11 Bisi-bela-bath  
Thoran  
Poran Poli

## **KASHMIR**

- 12 Namkeen Pulao / Kashmir  
Naan  
Rogan Josh  
Dal Makhani  
Kashmir Dum Aloo  
Mohantal
- 13 Mutanjan  
Lal Keema  
Palak Mutter  
Metha Pulao

## MAHARASTRA

- 14** Masala Bhath  
Kolhapuri Mutton  
Batatechi Bhajee  
Coconut Poli
- 15** Moon Dal Kichidi  
Dhansak  
Saran Surry  
Basundi

## PUNJAB

- 16** Bhaturas  
Sarson Ka Saag  
Channa Pindi  
Mal Pura
- 17** Laccha Paratha  
Palak Meat  
Palak Paneer  
Baigan Ka Bhurtha  
Gajar Ka Halwa
- 18** Missie Roti  
Murg Tikka  
Pudina Chuteny  
Aloo Gobhi Curry  
Carrot Kheer

## REGIONAL DISHES

- 19** Rasagulla  
**20** Jangree  
**21** Nihari  
**22** Haleem  
**23** Tandori Chicken  
**24** Roomali / Lassan  
**25** Rajma / Dhokla  
**26** Mysore pak

## REFERENCES

1. A taste of India by Madhur Jaffery.
2. Flavours of India by Madhur Jaffery.
3. Cooking Delights of the Maharaj by Digvijay Singh.
4. Rotis and Naans of India by Purobi Babbar.
5. The Indian Menu Planner (Lustre) by Welcome Group Chefs.
6. Jo Marie Powers "Basic of Quantity Food Production" Wiley Service Management Series.
7. Theory of Cookery by Krishna Arora published by Frank Bros. & Co. Ltd., 2000-2001.
8. Professional Chef "The Art of Fine Cooking" by Arvind Saraswat UBS Publishers Distributors Pvt. Ltd.

## **FOOD & BEVERAGE SERVICE – WINES & SPIRITS**

<b>Subject Title</b>	-	<b>Food &amp; Beverage Service- Wines &amp; Spirits</b>
<b>Subject Code</b>	-	<b>HMCT- 307</b>
<b>Periods / Week</b>	-	<b>04</b>
<b>Periods / Semester</b>	-	<b>60</b>

### **OBJECTIVES**

To develop skills and techniques in the operational activities of food and beverage service particularly in relation to wines, beers, spirits and other alcoholic beverages and the service of regional Indian dishes.

### **COURSE CONTENTS**

1. Setting up and operating a bar.
1. Taking orders for wines and other alcoholic beverages.
2. Service of wines, spirits and beers.
3. Preparation and service of cocktails and mocktails.
4. Service of regional Indian dishes.

## **FRONT OFFICE MANAGEMENT**

<b>Subject Title</b>	<b>- Front Office Management</b>
<b>Subject Code</b>	<b>- HMCT – 308</b>
<b>Periods / Week</b>	<b>- 04</b>
<b>Periods/ semester</b>	<b>-60</b>

### **OBJECTIVES:**

Upon the completion, the student must be aware about the importance and managing the front office settlement of guest account, cashier's responsibilities and duties of the front office manager, itinerary – India Region – wise, currency, air and railways timetables FERA report, Presentations and interviews, hotels websites.

### **COURSE CONTENTS**

- 1 Front office guest settlements
- 2 Cashier responsibilities
- 3 Duties & responsibility of front office manger Training, duty rotes, staff schedule.
- 4 Itinerary planning
- 5 India region wise
- 6 Transport/ Air/Railways/Sea/Timetable
- 7 Currency regulations and FERA Report
- 8 Handling guest complaints
- 9 Key control & Safety deposit locker.
- 10 Vouchers – Debit voucher, Credit voucher, cash voucher, payment voucher
- 11 Ledger- Tabular ledger, Guest ledger, City ledger
- 12 Presentation Interviews and Hotel websites.

## HOUSE KEEPING OPERATIONS

<b>Subject Title</b>	<b>- House keeping Operations</b>
<b>Subject Code</b>	<b>- HMCT – 309</b>
<b>Periods / Week</b>	<b>- 04</b>
<b>Periods/ semester</b>	<b>-60</b>

### OBJECTIVES:

1. Strain Removal
  - Lipsticks, Curry stain, Animals milk, Tea, coffee, Rust nail polish, soil grease etc.
2. Laundry
  - Washing, bleaching, bluing, starching.
3. Mono gramming .
4. Ironing / pressing
  - Cotton, linen, silk, wool, synthetic (chiffon, Georgette, Rayon, Nylon etc).
5. Flower Arrangements
  - Table cover arrangements
  - Guest Room- Dresser, Bedside, Table, Tee pay, Console etc.
  - Banquets
  - Conference
  - Seminar
  - Lobby
  - Dias
6. Arrange the first-aid box.
  - Band – aid
  - Dettol
  - Cotton – wool
  - Scissors
  - Crepe Bandage
  - Burnol
  - Gauze
  - Surgical spirit
  - Iodine
  - Plaster
  - Thermometric
  - Paracetmol
7. Practices – Bandage – sling, collar, Shoulder, Arm, Ankle etc.
8. Treatment for the following
  - Moths
  - Beetle
  - Cockroach
  - Auts
  - Termites
  - Bed Bugs
  - Mosquitoes
  - Rodents
9. Arrange the mini Bar.
10. Arranging the supplier and Amenities in the Guest Room Toilet

# **IV SEMESTER**

**DIPLOMA IN HOTEL MANAGEMENT & CATERING TECHNOLOGY**

**SCHEME OF INSTRUCTION AND EXAMINATION**

**IV SEMESTER**

Subject Code	Name of the subject	Instruction Period / Week		Total Periods per semester	Scheme of Examination			
		Theory	Practicals		Duration (Hrs.)	Sessional Marks	End Exam Marks	Total Marks
	<b>Theory</b>							
HMCT-401	Advanced Cookery	4	-	60	3	20	80	100
HMCT-402	Food & Beverage Service – M.I.C.E	4	-	60	3	20	80	100
HMCT-403	Human Resource Management	4	-	60	3	20	80	100
HMCT-404	Hotel Engineering	4	-	60	3	20	80	100
HMCT-405	Financial management	4	-	60	3	20	80	100
	<b>Practicals</b>							
HMCT-406	Advanced Cookery	-	8	120	7	40	60	100
HMCT-407	Food & Beverage Service – M.I.C.E	-	4	60	4	40	60	100
HMCT-408	Communication Skills	-	4	60	4	40	60	100
HMCT-409	Hotel Engineering		4	60	3	40	60	100
	<b>Tutorials/Tests</b>		2	30	-	-	-	-
	<b>TOTAL</b>	<b>20</b>	<b>22</b>	<b>630</b>		<b>260</b>	<b>640</b>	<b>900</b>

## ADVANCED COOKERY

<b>Subject Title</b>	-	<b>Advanced cookery</b>
<b>Subject Code</b>	-	<b>HMCT- 401</b>
<b>Periods / Week</b>	-	<b>04</b>
<b>Periods / Semester</b>	-	<b>60</b>

### TIME SCHEDULE

<b>S.No.</b>	<b>Major Topics</b>	<b>Periods</b>	<b>Weightage of marks</b>	<b>No.of Short Questions</b>	<b>No.of Essay Questions</b>
1.	Larder	11	26	02	02
2.	Charcutiere	12	26	02	02
3.	Appetizers, Garnishes, Sandwiches, herbs and wines used in cooking	12	26	02	02
4.	International Cuisine	15	16	02	01
5.	Kitchen and Stores Management	10	16	02	01
	<b>TOTAL</b>	<b>60</b>	<b>110</b>	<b>10</b>	<b>08</b>

### OBJECTIVES

On completion of study of this subject the student will be able to :

#### 1.0 Understand the larder work.

- 1.1 Explain about larder.
- 1.2 Give the layout of a typical larder.
- 1.3 List out the equipment used in the larder.
- 1.4 Explain the common terms.
- 1.5 Explain the duties and responsibilities of larder chef.
- 1.6 Explain briefly the liason of larder with other such as kitchens.
- 1.7 Describe various non-edible displays.

#### 2.0 Know about Charcutiere.

- 2.1 Explain in detail about charcutiere.
- 2.2 Mention the types of sausage casings.
- 2.3 List out the additives and preservatives used in sausages.
- 2.4 Define force meats and explain the types and preparation of forcemeats.
- 2.5 Define and describe the types of Brines, Cures, Marinades.
- 2.6 Mention the importance of using Brines, Cures and Marinades.
- 2.7 Differentiate Ham, Bacon and Gammon.
- 2.8 Explain about the various types of galantines – Chicken, Pheasant & Pork.
- 2.9 Describe the making of pates.
- 2.10 Explain about the terrines.
- 2.11 List out the uses of truffles.
- 2.12 Explain briefly mousses, mousseline, chaud froid, Aspic and Gelec, jelly.



### **3.0 Know about Appetizers, Garnishes, Sandwiches, Herbs and Wines used in Cooking.**

- 3.1 Give the classification of Appetizers.
- 3.2 Explain about Cocktails and Canapés.
- 3.3 List out the popular Horsd'oeuvres.
- 3.4 State the parts of salad and list out the salad with recommended dressings.
- 3.5 Define Garnish and write the importance of garnishes.
- 3.6 Explain the types of garnishes and give the suggested garnishes for the different courses of menu.
- 3.7 Explain the types of Sandwiches and list out the types of bread used for sandwiches and mention the various spreads and garnishes used.
- 3.8 State the steps to be followed for keeping sandwiches fresh for service.
- 3.9 Give the classification of Herbs and write the uses of Herbs.
- 3.10 Write the uses of wines in cooking.

### **4.0 Know about International Cuisine.**

- 4.1 Discuss about the regional influence and specialties of British,
- 4.2 Give two recipes of each of the above mentioned cuisines.
- 5.3 Explain in detail about Chinese cooking, its style and methods.
- 5.4 List out the equipment, utensils, knives used in Chinese Cooking.

### **5.0 Know about Kitchen Management and Stores Management.**

- 5.1 Give the layout of a kitchen.
- 5.2 Explain the facility planning of a kitchen.
- 5.3 Describe kitchen stewarding its staff, equipment needed.
- 5.4 Explain about kitchen organization.
- 5.5 Give the details of job description and job specification.
- 5.6 Explain about Job specification, the duty rotas.
- 5.7 Discuss the procedure adopted for production quality control&quantity.
- 5.8 Explain the process developing, new recipes and adopting recipes.
- 5.9 Incorporate sensory evaluation and process of organoleptic.
- 5.10 Emphasis the importance of stores management.
- 5.11 Explain about standard purchasers of specifications for stores.
- 5.12 List out the records inventories maintained in the stores.

## **COURSE CONTENTS**

1. Larder Theory – layout – terms – control duties and responsibilities of larder chef and non-edible displays.
2. Charcutiere – Sansages, forcemeats, marinades, cures, brines, bacon and ham, gammon eglantines – pate, aspic, jelly.
3. Appetizers – Classification – Cocktails – Canapes – Horsd'oeuvres – Salads – Dressings, Garnishes – Types – Importance, Sandwiches – Types – Preparation — storing and herbs and wines classification uses.
4. International cuisine – British – French – Scandinavian – Middle Eastern – German – Spanish and Portuguese – Italian – Mexican – Chinese.
5. Kitchen Management – Layout – Design – Kitchen Stewarding – Purchase specification - Records and inventories.

## **REFERENCE**

1. The Theory of Catering by Ronald Kington ELBs, 8<sup>th</sup> Edition 1995.
2. Cooking in the professional way by Keneeth C. Wolfe
3. “Modern Cooker” Volume – 1 by Ms. Thangam E. Philip

## FOOD & BEVERAGE SERVICE – M.I.C.E

<b>Subject Title</b>	-	<b>Food &amp; Beverage Service – M.I.C.E</b>
<b>Subject Code</b>	-	<b>HMCT-402</b>
<b>Periods / Week</b>	-	<b>04</b>
<b>Periods / Semester</b>	-	<b>60</b>

### TIME SCHEDULE

<b>S.No.</b>	<b>Major Topics</b>	<b>Periods</b>	<b>Weightage of marks</b>	<b>No. of Short Questions</b>	<b>No. of Essay Questions</b>
1.	Food and Beverage Service outlets	15	26	02	02
2.	Managing Food and Beverage Outlets	12	13	01	01
3.	Function Catering	15	29	03	02
4.	Gueridon Service	08	23	01	02
5.	Bar Operations	10	19	03	01
	<b>TOTAL</b>	<b>60</b>	<b>110</b>	<b>10</b>	<b>8</b>

### OBJECTIVES

Upon the completion of the study of this subject the student will be able to:

#### 1.0 Know the Food and Beverage Service Outlets.

- 1.1 Draw the layout of speciality restaurants, coffee shop, fast food center, pubs and disco, room service, flight kitchen, industrial canteen.
- 1.2 State the objectives of good layout.
- 1.3 List out steps in planning, F & B outlets.
- 1.4 Mention the factors to be considered while planning.
- 1.5 Explain the calculation of space requirements of various Food and Beverage service outlets.
- 1.6 Explain briefly the staff requirement.
- 1.7 Describe the selection and planning of heavy duty and light equipment.
- 1.8 Explain the criteria of calculating quantities of equipment required (crochery, glass ware, steel, silver, linen).
- 1.9 List out the suppliers and manufacturers.
- 1.10 Mention approximate cost of H.D. equipment, light equipment, crochery etc.
- 1.11 Explain about planning the décor, lighting & colour, furniture and furnishing.
- 1.12 Define hierarchy. Explain the need for hierarchy

## **2.0 Understand Management of the Food and Beverage Service outlets.**

- 2.1 List out various supervisory skills.
- 2.2 Explain the need for discipline.
- 2.3 List out cost reducing methods.
- 2.4 Explain about briefing in detail.
- 2.5 Explain the need for training and discuss its importance.
- 2.6 List out the things that supervisor must do to appraise his team.
- 2.7 Explain how the attendance registers are maintained.
- 2.8 Define total quality management.
- 2.9 Discuss the scope of T.Q.M. in hospitality industry.
- 2.10 Explain the Principles of T.Q.M.

## **3.0 Understand the organization and operation of function catering.**

- 3.1 Define function catering. List out different types of functions.
- 3.2 List out function catering staff
- 3.3 Explain the duties and responsibilities of function catering staff
- 3.4 Explain function administration. Give the specimen of function confirmation form.
- 3.5 Draw various table plans and explain seating arrangement.
- 3.6 Calculate space and area required for banquets.
- 3.7 State the order of service for formal functions.
- 3.8 Explain about toasting.
- 3.9 Explain in brief about various informal banquets (reception – cocktail parties – conference and seminar exhibition – fashion shows).

## **4.0 Understand Gueridon service and Buffets**

- 4.1 Define and give a brief description of gueridon service.
- 4.2 List out general considerations of operation of gueridon service.
- 4.3 Explain about the advantages and disadvantages.
- 4.4 List out the equipment required.
- 4.5 List out factors to be considered while planning buffet
- 4.6 Calculate area required.
- 4.7 Explain planning and organization of buffets.
- 4.8 Plan menus for various types of buffets.
- 4.9 Explain about different types of buffets. (Sit down-fork-finger-cold buffet-breakfast buffet).
- 4.10 List out the equipment required for buffets.
- 4.11 Give the check list

## **6.0 Know about Bar Operations.**

- 5.1 List out types of bars.
- 5.2 List out bar equipment.
- 5.3 Explain planning of bar.
- 5.4 Explain beverage control.
- 5.5 Explain about goods received book.
- 5.6 Give the meaning of terms ullage, allowance and off-sales book.
- 5.7 Explain about transfer book, bin – cards, requisition form.  
Explain cellar control.
- 5.8 Define licence and permit procedure for obtaining renewing and suspension and termination of licences for restaurants and Bars.
- 5.9 State the right of the parties.

## **COURSE CONTENTS**

1. Planning and operating various Food and Beverage service outlets – layout of functional and ancillary areas – objectives of good layout – steps in planning – factors of planning – calculating space requirements – seating arrangements. Staff requirements – menu planning – selecting equipment (H.D. & light) listing the quantities of equipment required – suppliers and manufactures, planning décor – furnishing & fixtures. Food and Beverage staff organization – categories of staff organization chart – hierarchy duties and responsibilities duty rota staff schedule.
2. Managing Food and Beverage outlets – supervisory skills, discipline, cost reducing methods – briefing training – performance appraisal – attendance – T.Q.M. – Scope – Principles.
3. Function catering – definition – types – organization of banquet department – staff of the department sales – booking procedure – menus – banquet protocol – space requirement – table plans – mise-en-place service – toasting – Informal banquets. Buffets – Factors to plan a buffet – area requirement – planning organization – menu planning – types display – equipment supplies.
4. Gueridon service – Introduction – General consideration of operations – Advantages and disadvantages – equipment.
5. Bar operation – Types of bar – cocktail bar dispense bar – Bar equipment – staffing in bar – Bar control – Beverage Control.

## **REFERENCE BOOKS**

6. Food and Beverage Service by D.R. Lillycrap – Edward Arnold.
7. Food and Beverage Service by Vijay Dhawan – Frank Bros. & Co.
8. Professional Food and Beverage Service Management by Brain Verghese Macmillan India Ltd.,
9. Food and Beverage Service Training Manual by Sudhir Andrews – Tata Mc Graw Hill Publishing Co. Ltd.
10. Multiple choice question on food service by Brian K. Julyan Heinemann London.

## HUMAN RESOURCE MANAGEMENT

<b>Subject Title</b>	-	<b>Human Resource Management</b>
<b>Subject Code</b>	-	<b>HMCT- 403</b>
<b>Periods / Week</b>	-	<b>04</b>
<b>Periods / Semester</b>	-	<b>60</b>

### TIME SCHEDULE

<b>S.No.</b>	<b>Major Topics</b>	<b>Periods</b>	<b>Weightage of marks</b>	<b>No. of Short Questions</b>	<b>No. of Essays Questions</b>
1.	Principles & Functions of Management	08	13	01	01
2.	Planning of Personnel Functions	08	13	01	01
3.	Tools of Human Resource Management	14	26	02	02
4.	Staffing	10	26	02	02
5.	Organisational Behaviour, Industrial Relation and Quality of work life	20	32	04	02
	<b>TOTAL</b>	<b>60</b>	<b>110</b>	<b>10</b>	<b>08</b>

### OBJECTIVES

Upon completion of study of this subject the student will be able to :

#### **1.0 Know about principles and functions of management.**

- 1.1 Define Management and explain the Principles.
- 1.2 List out Managerial Functions.
- 1.3 Define Planning and list out the steps of planning.
- 1.4 Write about different types of plans. (Short-term, mid-term & long-term).
- 1.5 Explain the advantages of planning.
- 1.6 Give the meaning of organizing and write about various types of organization structures.
- 1.7 Explain Centralization and Decentralization.
- 1.8 Write about delegation and different forms of delegation.
- 1.9 Give the meaning of staffing and directing.

#### **2.0 Understand planning of personnel functions.**

- 2.1 Discuss about changing role of personnel management in India.
- 2.2 Explain the functions and operations of personnel department.
- 2.3 Give the meaning of manpower planning.
- 2.4 List out the objectives of manpower planning.
- 2.5 Explain the process of manpower planning.
- 2.6 Give the meaning of manpower demand.
- 2.7 Explain about micro forecasts of manpower demand.

### **3.0 Know about the tools of Human Resource Management.**

- 3.1 Define Job analysis and explain the use.
- 3.2 Give the meaning of job description and write about the use.
- 3.3 Give the job description of any one job in hotel industry.
- 3.4 Explain about job specification and explain its importance.
- 3.5 Explain about job evaluation and its objectives.
- 3.6 Explain in brief about various methods of job evaluation.
- 3.7 Explain Decision Making.
- 3.8 List out the stages in the process of decision making.
- 3.9 Explain various types of managerial decisions.
- 3.10 Explain about techniques used in different steps of decision making.

### **4.0 Appreciate the importance of staffing.**

- 4.1 Explain recruitment and selection.
- 4.2 Explain about various methods of recruitment.
- 4.3 Explain in brief about various steps of selection process.
- 4.4 Explain about induction and placement.
- 4.5 state about types of transfers and a systematic transfer policy.
- 4.6 Explain the purpose of promotion and a sound promotion policy.
- 4.7 Explain the need for training.
- 4.8 Discuss in brief, about various methods of training.
- 4.9 Give the meaning of H.R.D. and explain its need.
- 4.10 Explain about various methods of performance appraisal.

### **5.0 Understand human behaviour, importance of industrial relations and quality of work life.**

- 5.1 Give the meaning of motivation and explain Maslow's Theory of Motivation.
- 5.2 Explain theory 'X' and 'Y' and explain different styles of leadership.
- 5.1 Explain group dynamics.
- 5.4 Explain what constitutes good industrial relation practices and the objectives of workers participation in management.
- 5.5 Explain about reasons for stress, methods of stress coping, counseling and Explain quality of work life.
- 5.6 Explain work measurement and work improvement.
- 5.7 Explain about method study, motion study and time study.

## **COURSE CONTENTS**

- (1) Principles & Functions of Management.
  - Definition – Henry Fayol’s Principles of Management.
  - Planning – Steps in Planning – Types of Plans – advantages – organizing – organizational structures – centralization – decentralization delegation – staffing – directing.
- (2) Planning of Personnel Functions.
  - Changing role of personnel management in India functions and operations of personnel department – manpower planning – objectives and process – manpower demand – micro forecast of manpower demand.
- (3) Tools of Human Resource Management.
  - Job analysis – job description – job specification – job evaluation – job design – training – decision making – stages in the process of decision making – managerial decisions – techniques of decision making.
- (4) Staffing – Recruitment Methods Selection.
  - Steps – induction and placement – transfer – promotion – training – need – methods – H.R.D. – Need – Methods of performance appraisal
- (5) Organisational behaviour, industrial relations and QWL – motivation – Maslow’s theory – Styles of leadership – Theory X & Y – group dynamics – good industrial relation practices – workers participation in management – industrial disputes – conflict – collective bargaining – counseling – stress – work measurement – work improvement – method study – motion study – time study.

## **REFERENCES**

1. Industrial Management and Entrepreneurship – M. Zakria Baig.
2. Industrial Management and Entrepreneurship – N. Krishna Moorthy.
3. Industrial Management and Entrepreneurship – M.M. Sheriff.
4. Personnel Management – C.B. Mamoria

## HOTEL ENGINEERING

<b>Subject Title</b>	-	<b>Hotel Engineering</b>
<b>Subject code</b>	-	<b>HMCT – 404</b>
<b>Periods/ Week</b>	-	<b>04</b>
<b>Periods/ year</b>	-	<b>60</b>

### Time schedule

S.No	Major topics	pe riods	Weightage of marks	No. of Short question	No. of Essay question
1	Maintenance	16	24	2	2
2	Fuels & Electricity	18	24	2	2
3	Water & sanitation system	12	16	2	1
4	Refrigeration and Air conditioning systems	12	16	2	1
5	Equipment replacement polices	12	24	2	2
	<b>Total</b>	<b>60</b>	<b>110</b>	<b>10</b>	<b>8</b>

### OBJECTIVE:

#### 1.0 Understand the role of maintenance department in hotel industry and types of hotels.

- 1.1 Explain the functions of maintenance department with emphasis on its relation with other departments in hotels.
- 1.2 Draw the organization chart of maintenance department.
- 1.3 Explain the duties and responsibilities of maintenance department.
- 1.4 Define the term maintenance.
- 1.5 State the types of maintenance, preventive maintenance and break down maintenance. Differentiate between preventive and breakdown maintenance.
- 1.6 Explain about the necessity of contract maintenance and services, type of contract service, their advantages and disadvantages.
- 1.7 List out guides lines for hiring contract service and discuss the procedure for inviting and processing tender, negotiating and finalizing.

#### 2.0 Know the fundamentals of electricity.

- 2.1 Define LPG, explain its properties and explain the principle of Bunsen burner.
- 2.2 Explain about the low and high pressure burner corresponding heat outcome and list out the precautions to be taken while handling gas equipment.
- 2.3 Explain the fundamental of electricity-AC and DC current, single and three phase current, volt, ampere, ohms.
- 2.4 Define insulator, conductor, resistance and unit of relationship,
- 2.5 Define open circuit, close circuit and short circuit and identify the symbols of circuit element. MCB



- 2.6 Explain about series and parallel connections,
- 2.7 Know about the types and uses of fuses, and Earthing.
- 2.7 Categorize the types of wiring and justify for placing switches on live wire side.
- 2.8 List the precaution to be observed while using electric appliances.
- 2.9 Define illumination and state the unit of illumination.

**3.0 Know the importance of water & Sanitation system and energy and water conservation in hotel.**

- 3.1 Explain the cold water supply system in hotels
- 3.2 Explain the Hot water production and supply system in hotel.
- 3.3 Explain about flushing cistern, water taps and water closets.
- 3.4 Explain the necessity of for energy and water conservation in different area of Hotels.
- 3.5 State about the types of waste
- 3.6 Discuss about disposal of solid waste and sewage treatment.

**4.0 Understand the principles and maintenance of refrigeration and air conditioning system**

- 4.1 State the basic principles of refrigeration-latent heat, boiling point and its dependant on pressure.
- 4.2 Explain the two types of refrigeration system vapour compression system and vapour absorption system and their properties.
- 4.3 Explain care and maintenance of refrigerators.
- 4.4 Mention the conditions of comfort in the guest room and public areas of a hotel.
- 4.5 Explain the terms, relative humidity, humidification, dehumidifying and dew point control.
- 4.6 Describe the work of air conditioning plant with the help of a neat diagram and explain care and maintenance

**5.0 Understand the equipment replacement policy in hotel industry.**

- 5.1 Explain the importance of equipment replacement policy
- 5.2 State the circumstances under which equipment are replaced.
- 5.3 Discuss replacement policy of items which gradually deteriorate.
- 5.4 List out the equipment to be purchased when the cost is minimum
- 5.5 write about economic replacement cycle for suddenly failing equipment.
- 5.6 Explain about the causes & control measure to be taken for air pollution, water pollution, noise pollution and thermal pollution in hotel industry.
- 5.7 Mention about structural protection and legal requirements Mention about structural protection and legal requirements

## **COURSE CONTENTS:**

1. Role importance of maintenance department in hotel industry with emphasis on its relation with other departments of the hotel- organization chart of maintenance department- duties and responsibilities of maintenance department Maintenance – Preventive and preventive and break down.
2. Fuels used in catering industry – types of fuels used in the catering industry – calorific value – comparative study of different fuels – LPG and its properties, principle of Bunsen Burner – precautions to be taken while handling gas, low and high pressure burners – corresponding heat outcome. Electricity – fundamentals of electricity – insulators, conductors, resistance, current potential difference, power energy – concepts definitions – their units and relationship – AC and DC, single phase and three phase and its importance on an equipment. Specifications electric circuits – open circuits and closed circuits, symbols of circuit elements, series and parallel connection – short circuits, symbols of circuit elements, series and parallel connection- short circuit –fuses- MCB –earthing – reason for placing switches on live wire side- electric wires and types of wiring- safety precautions to be observed while using electric appliances.
3. Water systems- cold water systems in hotels- cold water systems, -hot water supply systems in hotels- flushing cistern, water traps and closets. Importance of pollution and waste disposal system – Liquid waste and solid waste disposal systems
4. Refrigeration an air-conditioning- basic principle- latent heat- boiling point and its dependence on pressure-vapour compression system of refrigeration and refrigerants-vapour absorption system- care and maintenance of refrigerants different types of refrigerant units, their care and maintenance- condition of comfort in the guest rooms and public areas- relative humidity- humidification – dehumidifying- dew point control, unit air conditioning – window type air – conditioner- central- air conditioning – window type air – conditioner-central- air conditioning
5. Importance of equipment replacement policy and its importance - causes & control measure to be taken for various types of pollutions – structural Protection and legal requirement for hotel building.

## **REFERENCES**

1. The Theory of Catering by Ronald Kinton and Victor Ceserani.
2. practical Maintenance and Equipment of Hoteliers, Licenses and Caterer by D.C.Gladwell.
3. Household equipment by Wiley.
4. Food and Beverage Management and cost control by Jagmohan Nagi – Kanishka Publishers, Distributors Catering Management – An integrated approach by Mohini Sethi Surjeet Malhan Wiley Eastern Ltd

## FINANCIAL MANAGEMENT

<b>Subject Title</b>	-	<b>Financial Management</b>
<b>Subject Code</b>	-	<b>HMCT- 405</b>
<b>Periods / Week</b>	-	<b>04</b>
<b>Periods / Semester</b>	-	<b>60</b>

### TIME SCHEDULE

S.No.	Major Topics	Periods	Weightage of marks	No. of Short Questions	No. of Essay Questions
1.	Financial Management, meaning, scope and financial statements	10	16	02	01
2.	Financial Planning, Financial Analysis And Forecasting.	10	26	02	02
3.	Funds Flow and Cash Flow Analysis	15	26	02	02
4.	Capital Management And Capitalisation	10	26	02	02
5.	Capital Management And Capital Budget	15	16	02	01
	<b>TOTAL</b>	<b>60</b>	<b>110</b>	<b>10</b>	<b>08</b>

### OBJECTIVES

On completion of the chapter the student will be able to:

#### 1.0 Know about Financial Management, Financial Statement, Analysis and interpretation.

- 1.1 Define the term finance and functions of financial management.
- 1.2 Define Financial Management.
- 1.3 Explain the scope, its importance and functions of financial management.
- 1.4 Explain organizational structure of Finance Department

#### 2.0 Know about Financial Analysis planning and forecasting.

- 2.1 Meaning and Definition of Financial Analysis.
- 2.2 Explain Financial Forecasting
- 2.3 Give the meaning of Financial Planning – its scope, objectives.
- 2.4 Explain characteristics of Sound Financial Planning

#### 3.0 Know about Fund Flow and Cash Flow Analysis.

- 3.1 Define fund, funds flow statement and its uses.
- 3.2 Explain the preparation of fund flow statement
- 3.3 Give the meaning of cash flow analysis.
- 3.4 Meaning and importance of Cash flow statement
- 3.5 Procedure for preparing cash flow statement.
- 3.6 Differentiate between fund flow and cash flow analysis.

#### **4.0 Understand Capital Management and Capitalization – meaning and scope**

- 4.1 Explain the definition need and importance of Capitalization
- 4.2 Explain authorized capital, issued capital, subscribed capital, called-up capital, and paid-up capital.
- 4.3 List the objectives of Capitalization.
- 4.4 Explain the determinants of Capitalization
- 4.5 State over capitalization, under – capitalization.
- 4.6 Procedures for issue of shares and debentures and their types
- 4.7 Explain the method of procuring capital for the Hotel industry.

#### **5.0 Understand working capital management and Capital Budgeting.**

- 5.1 Give the meaning, objectives and features of Budgetary control
- 5.2 Classify Budget.
- 5.3 Explain Inventory control its concepts
- 5.4 Factors determining the level of Inventory
- 5.5 State stock levels: types of levels – minimum and maximum levels.
- 5.6 Explain stock receipt, recording and issue of stock, order level of stock
- 5.7 State LIFO and FIFO Bin card.

#### **COURSE CONTENTS:**

1. **Financial Management meaning, scope and financial statements :-** Meaning, Definition, nature, scope of financial management – objectives, importance, need and functions of Financial Management – Organizational structure of finance department.
2. **Financial Analysis, Planning and Forecasting:** - Meaning, Definition, forecast financial planning – its scope, objectives, characteristics of financial planning:- essentials of sound planning. – Preparation of fund flow statements.
3. **Funds Flow and Cash Flow Analysis :-** Definition, flow statements, its uses – preparation of fund flow statement – provision for taxation, proposed dividends, practical problems:- Cash flow – definitions, analysis, sources, and uses of cash – statement. Differentiate cash flow and cash funds – flow analysis – practical problems.
4. **Capital Management And Capitalization:-** Meaning, need, and importance of Capitalization – definition, authorized, issued, subscribed, called-up capital, paid-up capital - Determinants of capitalization.- over capitalization, under capitalization, issue of shares and debentures their types. Procuring of capital by hotel industry.
5. **Capital Management and Capital Budgeting :-** Meaning, classification, objectives and features of budgetary control. Inventory control – concepts, factors, levels of inventory its types. Stock receipt, recording and issue of stock, order level of stock – LIFO and FIFO Bin card.

#### **REFERENCES**

- (1) Theory and problems of Financial Management – Khan & Jain.
- (2) Management Accounting – J.V. Prabhakara Rao, V. Subbarayudu.
- (3) Financial Management – Dr. M.M. Varma & R.K. Agarwal.
- (4) Management Accountancy – S.N. Maheswari.
- (5) Financial Management by - Dr. Mittal
- (6) Financial Management by - Nair, Benerjee, Agarwal.

## ADVANCED COOKERY

<b>Subject Title</b>	-	<b>Advanced Cookery</b>
<b>Subject Code</b>	-	<b>HMCT- 406</b>
<b>Periods / Week</b>	-	<b>08</b>
<b>Periods / Semester</b>	-	<b>120</b>

### **CONTINENTAL :-**

#### **MENU - 1**

Crème Dubarry  
Darne de Saumon Grill  
Poulet Saute Chasseur  
Haricotes Verts  
Crepe Suzette

#### **MENU- 2**

Consomme Carmen  
Homard Thermidor  
Poulet a la Rex  
Salade de Choufleur  
Mousse au Chocolate

#### **MENU -3 - GERMANY**

Kartoffel Suppe  
Fish balls with Spinach  
Stuben Kueckeu  
Apple Strudel

#### **MENU - 4 U.S.A**

Black Bean Soup / Fish Chowder  
Old fashioned Chicken Pie/Frijoles  
Wild Rice Stuffing  
Caesar Salad  
Apple Jonathan

#### **MANU - 5 JAPAN**

Misoshiru  
Sukiyaki  
Tsukemono  
Teriyaki  
Rice cakes with Strawberries

#### **MENU - 6 ITALY**

Minestrone Soup  
Ravioli Arabeata  
Pizza Margherita / Neapolitana  
Stuffed Aubergines  
Trimusu

**MENU – 7 THAI**

Stir Fried Scallops with Asparagas  
Ginger , Chicken and Coconut Soup  
Steamed Egg with Lamb and Spring onion  
Mutton Curry with Thai Aubergine  
Pineapple Fried Rice  
Bananas in Coconut Cream

**MENU – 8 THAI**

Fish Cakes with Cucumber Relish  
Baked Fish in Banana Leaves  
Fried Jasmine Rice with Prawns & Thai Basil  
Mixed Vegetables in Coconut Milk  
Baked Coconut in Rice Pudding

**MENU – 9 GREECE**

Soupe Arogotememo  
Moussaka a la Greque  
Chicken Pillaf  
Aubergines with Pepper  
Baklava

**MENU – 10 SRILANKA**

Mullugutwany Soup  
Idde Appung  
Ceylon Chicken Curry  
Kalu Dodel

**MENU- 11 SPAIN**

Gazpacho  
Salmon a la Alicantina  
Spanish Rice  
Pollo En Pepitoria  
Chocolate Creams

**MENU -12 RUSSIA**

Caucasian Salad  
Armenian Soup  
Stuffed Fish  
Stuffed Meat Loaf  
French Beans with Mushrooms  
Apple Soufflé

**MENU – 13 CHINESE**

Man chow Soupe  
Golden Fried Prawns  
Hunan Steamed Rice  
Festival Sweet Rice Porridge

**MENU – 14 CHINESE**

Hot & Sour Chicken Soup  
Chicken Lollipop  
Pecking Duck  
Spring Rolls  
Fruit Custard

**MENU – 15 CHINESE**

Sweet Corn Chicken Soup  
Fried Wonton  
Chinese Fried Rice  
Ginger Chicken  
Moss Jelly

**MENU – 16 U.K**

Tomato Juice Cocktail  
Scotch Broth  
Sanfrancisco Chicken Wings  
Apple Crisp

**INTERNATIONAL BUFFET MENUS**

**GOURMET BUFFET: MENU - 17**

Trout with White Wine  
Chicken Livers with Paysanne (Rose Wine )  
Grilled Tomatoes  
Lamb a la President Barbecue  
Garlic Bread  
Green Salad  
Citrus Souffle ( Champagne )  
Coffee

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**BUFFET : MENU – 18 SCANDINAVIAN**

Chicken salad  
Spring Soup  
Baked Fish  
Danish Parsley Chicken  
Chocolate Chiffon Pudding

## **FOOD & BEVERAGE SERVICE – M.I.C.E**

<b>Subject Title</b>	-	<b>Food &amp; Beverage Service- M.I.C.E</b>
<b>Subject Code</b>	-	<b>HMCT- 407</b>
<b>Periods / Week</b>	-	<b>04</b>
<b>Periods / Semester</b>	-	<b>60</b>

### **OBJECTIVES**

To develop skills and techniques for formal banquet service and induce supervising responsibilities in the students.

### **COURSE CONTENTS**

1. Supervising formal functions.
2. Planning menus.
3. Demonstration of crepe suzette and banana flambé Indian flambés.
4. Supervising meal service for lunch, dinner, buffets, bar operations.



## COMMUNICATION SKILLS

<b>Subject Title</b>	-	<b>Communication Skills</b>
<b>Subject Code</b>	-	<b>HMCT-408</b>
<b>Periods / Week</b>	-	<b>04</b>
<b>Periods / year</b>	-	<b>60</b>

### TIME SCHEDULE

<b>S.No.</b>	<b>Major Topics</b>	<b>Periods</b>	<b>Weightage of marks</b>	<b>No. of Short Questions</b>	<b>No. of Essay Questions</b>
1.	Business Communication/ Organization communication	15	26	02	02
2.	Listening on the job, Effective speaking.	10	13	01	01
3.	Non-verbal communication	5	13	01	01
4.	Telephone handling	10	13	01	01
5.	Report Writing, Presentation, Interviews	20	13	01	01
	<b>TOTAL</b>	<b>60</b>	<b>110</b>	<b>10</b>	<b>08</b>

### OBJECTIVES

Upon completion of the study of this subject the student will be able to :

#### 1.0 Know about Business communication.

- 1.1 Explain Business Communication
- 1.2 Explain the need and purpose of communication
- 1.3 Discuss the barriers of communication, and how to overcome the barriers.
- 1.4 Explain the nature of communication.
  - a) Be clear about the objective of communication.
  - b) Organize the message well.
  - c) Suit the message to the needs of the receiver.
- 1.5 Explain channels of communication.
  - Upward communication.
  - Providing feed back.
  - Constructive suggestions.
  - Outlet for emotions.
  - Greater harmony and cohesion.
- 1.6 Explain Downward communication and lateral communication, its purposes and functions.

- 1.7 Formal and informal channels of communication.
- 1.8 Selecting medium carefully  
Ex. Personally, messenger, letter, telegram etc.

**2.0 Know about listening on the job.**

- 2.1 Define listening
- 2.2 Explain the advantages of listening
- 2.3 List of the guidelines for effective listening
- 2.4 Discuss the barriers in listening.

**3.0 Appreciate the need of effective speaking and Handling of meetings.**

- 3.1 To make polite and effective enquiries and to give response in the Restaurants and hotels.
- 3.2 To address a group.
- 3.3 List the essential qualities of a good speaker
- 3.4 Analyses the interest of audience
- 3.5 Define the purpose of speech
- 3.6 Organize the ideas and deliver the speech.
- 3.7 Explain the structures of meetings, notice agenda and minutes

**4.0 Know about non-verbal communication.**

- 4.1 Define non-verbal communication.
- 4.2 Explain the importance and its inevitability.
- 4.3 Explain body language.
- 4.4 Explain the communicative use of space.
- 4.5 Explain vocal behaviour and its impact on verbal communication.
- 4.6 Describe the communicative use of artifacts – furniture, plants, colours, architecture.

**5.0 Use the telephone.**

- 5.1 Write the nature of telephone activity in the hotel industry.
- 5.2 Explain the need for developing telephone skills.
- 5.3 Describe techniques for effective telephone.
- 5.4 State the development of telephone skills.

**6.0 Know about Appraisal and Report writing, presentations and the process of interviews,**

- 6.1 Explain the objective appraisal of self and subordinates.
- 6.2 Write about different types of presentation.
- 6.3 Discuss the points for effective presentation and the uses of audio-visual
  - a) Aids in presentation,
  - b) Suitable for mass publicity
  - c) Mass propaganda
  - d) Mass education.
- 6.4 Define interview
- 6.5 Write about the need and purpose of interviews.
- 6.6 List the types of interviews.
- 6.7 Explain the Strategies for interviews.
- 6.8 Explain the various points to be borne in mind while appearing for Interview.

## **COURSE CONTENTS**

1. Introduction, needs and purposes the nature and methods of communication, barriers of communication, nature of business communication and channels of communication. Organizational Communication, upward communication, providing feed back, constructive suggestions, outlet for emotions, greater harmony and cohesion, downward communication, flows from superior to a sub-ordinate, lateral purposes and functions promoting understanding and co-ordination Define listening advantages and guidelines of effective listening, barriers to listen.
- 2 Need of speaking polite enquires of response of hotels, address a group essential qualities of good speaker interest of audience, organize and deliver a speech. Handling meetings, types of meetings, Agenda and Minutes, Minutes of Resolution, Minutes of Narration, maintenance and indexing of minutes.
- 3 Non-verbal communication and its inevitability, body language, communicative use of space, vocal behavior, verbal communication, communication use of artifacts.
- 4 Nature of telephone activity, uses, need for developing techniques, effective telephone, and development of telephone skills.
- 5 Appraisals, report writing, types of reports, informal letters, effective reports, appropriate reports, Decision Making, characteristics, precision, accuracy, relevance, reader orientation, simple and unambiguous
- 6 Presentation, types, effective presentation, audio, mass publicity, propaganda and education. Interviews, definition, its need, purpose, screening, random appearance, tests experience strategies for appearing interview, know yourself, know company, prepare questions, conduct yourself, don't be nervous, read the interviewer, don't exhibit your knowledge.

## **REFERENCES**

1. Top Talking in English by Charles J. Rajendra Kumar
2. Business Correspondence and Report Writing.
3. Body Language by Allan Pease.
4. Effective English Communication by Krishna Mohan, Meenakshi Raman.  
Contemporary Business Communication

## HOTEL ENGINEERING

<b>Subject Title</b>	-	<b>Hotel Engineering</b>
<b>Subject code</b>	-	<b>HMCT – 409</b>
<b>Periods/ Week</b>	-	<b>04</b>
<b>Periods/ year</b>	-	<b>60</b>

### II. Hotel Engineering and Sanitation practical

1. Plug and socket wiring practices / demonstration on different types of electrical wiring.
2. Demonstration of simple electrical / electronic gadget and then wiring circuit – like Hair dryer, Shaver, Hand blower, etc.,
3. Light, bell, buzzers, fire detectors and alarms.
4. Testing of supply system by tester to test lamp, fluorescent tube, incandescence bulbs, replacing, measuring insulation resistance.
5. Replacing washer and assembling of taps, dismantling and assembly of float valves.
6. Demonstration of cleaning & refixing of air – conditioner filters.
7. Students should get acquainted with the following:
  - Tools* – pliers, screwdriver, spanner etc.
  - Accessories* – electrical switches different types
  - Sockets* – two – pin plug & e pin plus.
  - Amps* 05 & 15 fuses.
  - Plumbing* – GI pipe coupling elbow nipple, reducer, union plug, S & T traps, and PVC valves etc., Materials – galvanized – Aluminum.
8. Cleaning and Maintenance Heavy duty Equipment etc., laundry machinery.
9. Visit to Hotels – 3 Visits regarding H.A.V.C
  - Hot and Cold water supply system, Air condition, water purification.
  - Lay-out of maintenance Department.
  - Security and safety – fire extinguishing equipment – Demo/ Drill.
  - Hotel, electrical water Meter reading etc.
  - Fumigation- Pest control.

# **V SEMESTER**

**DIPLOMA IN HOTEL MANAGEMENT & CATERING TECHNOLOGY**

**SCHEME OF INSTRUCTION AND EXAMINATION**

**V SEMESTER**

Subject Code	Name of the subject	Instruction Period / Week		Total Periods per semester	Scheme of Examination			
		Theory	Practicals		Duration (Hrs.)	Sessional Marks	End Exam Marks	Total Marks
	<b><u>Theory</u></b>							
HMCT-501	Bakery & Confectionary	5	-	75	3	20	80	100
HMCT-502	Food & Beverage Management	5	-	75	3	20	80	100
HMCT-503	Tourism & Travel Management	5	-	75	3	20	80	100
HMCT-504	Sales & Marketing	5	-	75	3	20	80	100
HMCT-505	Culinary Arts and smart Technologies	5	-	75	3	20	80	100
	<b><u>Practicals</u></b>							
HMCT-506	Bakery & Confectionary	-	7	120	7	40	60	100
HMCT-507	Tourism & Travel Management	-	3	45	4	40	60	100
HMCT-508	Life Skills	-	3	45	4	40	60	100
HMCT-509	Culinary arts	-	3	45	3	40	60	100
	<b>TOTAL</b>	<b>25</b>	<b>17</b>	<b>630</b>		<b>260</b>	<b>640</b>	<b>900</b>

## BAKERY & CONFECTIONERY

Subject Title	-	Bakery & Confectionery
Subject Code	-	HMCT – 501
Periods / Week	-	05
Periods / year	-	75

### TIME SCHEDULE

S.No	Major Topics	Periods	Weightage of marks	No. of Short Questions	No. of Essay Questions
1.	Principles of bread making	15	16	2	1
2.	Bread making process	15	26	2	2
3.	Sugar boiling and chocolate works	10	26	2	2
4.	Meringues	05	16	2	1
5.	Process of making cakes and puff pastry	15	26	2	2
	<b>Total</b>	<b>60</b>	<b>110</b>	<b>10</b>	<b>08</b>

### OBJECTIVES

On completion of study of this subject the student will be able to:

#### 1.0 Understand the Principles of Bread Making and Fermented Goods.

- 1.1 Describe about strong and weak flours with special reference to breads.
- 1.2 Differentiate about different grades of flour, whole meal and wheat meal.
- 1.3 Explain Pekar test and W.A.P. of flour.
- 1.4 Explain about the importance of the quality of gluten.
- 1.5 Explain the role of salt and sugar in bread making.
- 1.6 Draw the structure of yeast cell and explain the multiplication.
- 1.7 Discuss about the function of yeast in bread making.

#### 2.0 Understand Bread Making Processes.

- 2.1 Explain in brief about, straight dough, ferment and dough, sponge and dough, salt delayed method and continuous bread making process.
- 2.2 Explain the changes taking place during fermentation and baking.
- 2.3 Explain briefly about various bread improvers (mineral additives, enriching agents, yeast foods)
- 2.4 List out the characteristics of good bread.
- 2.5 Write about various bread faults causes and prevention.
- 2.6 Discuss about bread diseases (Rope and Moulds) causes and prevention.
- 2.7 Prepare score sheet for judging bread.

### **3.0 Understand sugar boiling and chocolate work.**

- 3.1 Differentiate about saturated and super-saturated (solutions of sugar) syrups.
- 3.2 Give the reasons for re-crystallization of syrups.
- 3.3 Describe the hand tests to check the degrees of sugar boiling with approximate temperatures.
- 3.4 Give the classification of chocolate.
- 3.5 Explain tempering of chocolate couvertures.
- 3.6 Describe the use of bakers chocolate compound.

### **4.0 Know about Meringues.**

- 4.1 Define Meringue.
- 4.2 Explain about the precautions and care to be taken for preparing meringue of good quality.
- 4.3 Explain the preparation of cold meringue.
- 4.4 Describe the procedure of hot meringue.
- 4.5 Write about boiled or Italian Meringue.

### **5.0 Know about Methods of Making cakes and Puff , Pastry decoration**

- 5.1 Explain various methods of preparing cakes
- 5.2 Discuss the cake ingredients and their roles
- 5.3 Explain about various cake faults and the remedies
- 5.4 List out various methods of making puff pastry
- 5.5 Explain the English method of making puff pastry
- 5.6 Discuss the importance of cake decoration
- 5.7 List out various cake decoration and its uses.
- 5.8 List out the equipment required for cake decoration.

## **COURSE CONTENTS**

1. **Principles of Bread Making** :- Strong and weak flours with special reference to bread – Grades of flours – Whole meal – Wheat meal – Pekar Test – W.A.P. of flour – quality of gluten – Role of salt, sugar in bread making – Structure of yeast – Functions of yeast.
2. **Bread Making Process** :- Straight dough – ferment dough – sponge and dough – salt delay – continuous bread making – changes during fermentation and baking – various bread improvers – characteristics of good bread – various bread faults – causes – prevention – bread diseases – causes – prevention – score sheet – judging a bread.
3. **Sugar Boiling and Chocolate Work**:- Saturated and super saturated – reasons for re-crystallization of syrups – Hand tests – Sugar boiling with approximate temperatures – classification of chocolates – tempering of chocolate – use of bakers chocolate compound.
4. **Meringues**:- Definition / Meaning – Precautions / care – preparing good quality of meringue – preparation of cold meringue – procedure of hot meringue – boiled or Italian meringue.
5. **Cakes, Puff Pastry and Cake Decoration**:-Various methods of cake making and puff pastry Importance of cake decoration – various cake decorations – advantages and disadvantages of glaze icing – preparation and use of fondant – preparation and use of royal icing – American frosting – preparation and use of almond paste – gum paste – butter cream.



## **REFERENCES**

1. Wilfred James Fance, 'The Students Technology of Bread Making and Flour Confectionary' Rout Ledge and Kegan Paul Limited, 1960.
2. Albert R. Daniel 'Bakery Materials and Methods' Allied Service publishers – London – 4<sup>th</sup> Edition 1978.
3. Cake icing and decoration by Marguerite Pattern.
4. Theory of Bakery and Confectionery by Yogambal Ashok Kumar.
5. The colour book of cakes and cake icing by Jo Barker.
6. Chocolate Lovers Cook Book by Andrey Ellis.
7. Bread Science and Technology by Yeshajahu Pomeranz and J.A.Shellen Berger.
8. The complete Bread Book by Lorna Walker and Joyce Hughes.

## FOOD & BEVERAGE MANAGEMENT

<b>Subject Title</b>	-	<b>Food &amp; Beverage Management</b>
<b>Subject Code</b>	-	<b>HMCT-502</b>
<b>Periods / Week</b>	-	<b>05</b>
<b>Periods / Semester</b>	-	<b>75</b>

### TIME SCHEDULE

S.No.	Major Topics	Periods	Weightage of marks	No. of Short Questions	No. of Essay Questions
1.	Food Cost Control Budgeting	12	26	2	2
2.	Material Control	10	29	3	2
3.	Production and Sales Control	10	16	2	1
4.	Beverage Control	10	13	1	1
5.	Labour Cost Control	10	13	1	1
6.	Menu Merchandising	08	13	1	1
	<b>TOTAL</b>	<b>60</b>	<b>110</b>	<b>10</b>	<b>08</b>

### OBJECTIVES

Upon completion of study of this subject the student will be able to:

#### 1.0 Know about Food Cost Control and Budgeting.

- 1.1 Explain the objectives of food cost control.
- 1.2 Write about the three phases of food cost control.
- 1.3 Define financial policy and catering policy.
- 1.4 Explain the operational control in relation to catering cycle.
- 1.5 Explain the role of food and beverage control department.
- 1.6 Discuss elements of cost in relation to total sales.
- 1.7 Give the formula for food cost percentage and selling price.
- 1.8 Give the formula and explain gross profit and net profit.
- 1.9 Calculate selling price, food cost, food cost percentage, gross profit, gross profit percentage.
- 1.10 Give the factors that affect food cost percentage.
- 1.11 Compute monthly food cost.
- 1.12 Define and give the formula for break even point.
- 1.13 Draw break even chart and explain PV Ratio, contribution and margin of safety.
- 1.14 Explain different types of budget (Capital, Operating, Master Budget, Departmental budget).

#### 2.0 Understand Materials Control.

- 2.1 State the importance and aims of purchasing.
- 2.2 Explain the selection of supplier and supplier rating.
- 2.3 Explain methods of purchasing.

- 2.4 Explain purchase specifications.
- 2.5 Explain the standard receiving procedure.
- 2.6 Draw the format of delivery note, invoice, bill, cash memo and credit note and explain.
- 2.7 Explain blind receiving.
- 2.8 Explain the use of meat tag in food cost control.
- 2.9 Explain about the location and physical layout of store room.
- 2.10 Explain buffer stock, ROL, ABC analysis, stock turn over and RST.
- 2.11 Draw the format and state the use of stores requisition form, bin card, transfer note, damaged goods book, stock sheets.
- 2.12 Explain the methods of pricing the issues.
- 2.13 Explain the procedure for perpetual inventory.

### **3.0 Understand Production and Sales Control.**

- 3.1. Give the objectives and process of volume forecasting.
- 3.2 Explain standard yield and portion control.
- 3.3 Define standard portion size and standard portion cost.
- 3.4. Explain Sales Control.
- 3.5 Explain how to deal with missing cheques.
- 3.6 Calculate the average spending power.
- 3.7 Give the procedure for cash control.
- 3.8 List the types of thefts which lead to high food cost.

### **4.0 Know about Beverage control.**

- 4.1 Discuss the beverage control in relation to purchasing, receiving, storing, issuing and production control.
- 4.2 Explain the importance of standard recipe and standard portion size.
- 4.3 List the bar frauds.
- 4.4 Explain bin card, par stock, full bottle sale, coding, beverage stock turn over.
- 4.5 Explain the books to be maintained.
- 4.6 Explain beverage control by selling price method.

### **5.0 Understand labour cost control.**

- 5.1 Explain the importance of pay roll cost control.
- 5.2 State the factors, which affect pay roll cost.
- 5.3 Give the steps to be taken to control pay roll cost.
- 5.4 Explain time card.

### **6.0 Know about menu merchandising.**

- 6.1 Explain the terms menu control and menu structure.
- 6.2 Explain menu as a tool.
- 6.3 Explain the factors to be considered while planning menus.
- 6.4 Explain the constraints of menu planning.
- 6.5 Explain pricing the menus (cost plus, subsidy pricing).
- 6.6 Explain the factors on which pricing is based.

## **COURSE CONTENTS**

1. Food Cost Control – Definition, objectives, methodology – Elements of cost – Relating costs and profits to volume of sales – Basic concept of profit – Pricing aspects – Cost Dynamics – Fixed costs – variable costs – Break even chart – PV Ratio – Contribution – margin of safety – Budgeting for food operations – Objectives – Kinds of budgets – master budget – budgetary control.
2. Materials control – Importance of Purchasing – the purchase procedure – the selection of a supplier – supplier rating – Methods of purchasing – standard purchase specifications – purchase order form – EOQ – Receiving procedure – receiving expensive commodities – Blind receiving – Document given by supplier – Bills / invoice / cash memo / credit notes – records maintained in receiving department – GRB – Meat tags – Storing – Issuing – facilities – equipment, location of storage facilities – security – stock records – stores issues – transfer notes – pricing of issues – stock taking – stock turn over – stock levels.
3. Production and Sales Control – Volume forecasting – standard yields – standard recipes – standard portion sizes – standard portion cost – Sales control – checks – analysis – cashier summery sheet –cash control – machine system – ECR – NCR – preset machine – POS – Reports – Thefts – Cash handling.
4. Beverage control – purchasing – receiving – storing – issuing – production control – standard recipe – standard portion size – bar frauds – books maintained – beverage control by selling price method. .
5. Labour cost control – staffing – pay roll – over time.
6. Menu Merchandising – Menu control – Menu structure – planning – pricing of menus – menu as a marketing tool – lay out – constraints of menu planning.

## **REFERENCES**

1. Food Cost Control by Richard Kotas and Bernard Davis – International Text Book Company.
2. Food and Beverage Cost Control by Michael M. Coltman – Prentice Hall Series in Food Service Management. Food and Beverage Control by Douglas C. Keister – Prentice Hall Series in Food Service Management.

## TOURISM AND TRAVEL MANAGEMENT

<b>Subject Title</b>	-	<b>Tourism &amp; Travel Management</b>
<b>Subject Code</b>	-	<b>HMCT- 503</b>
<b>Periods / Week</b>	-	<b>05</b>
<b>Periods / Semester</b>	-	<b>75</b>

### TIME SCHEDULE

<b>S.No.</b>	<b>Major Topics</b>	<b>Periods</b>	<b>Weightage of marks</b>	<b>No. of Short Questions</b>	<b>No. of Essay Questions</b>
1.	Travel – Its Evolution	05	13	01	01
2.	Impact of tourism - social & Env	05	13	01	01
3.	Planning and development & Economic growth	25	42	04	03
4.	Travel Agency & Role of Agents	15	26	02	02
5.	Civil Aviation Immigration & Ticketing.	10	16	02	01
	<b>TOTAL</b>	<b>60</b>	<b>110</b>	<b>10</b>	<b>08</b>

### OBJECTIVES

Upon completion of this subject the student will be able to:

#### **1.0 Travel – its Evolution.**

- 1.1 Define tourism.
- 1.2 Explain The Reasons for Travel.
- 1.3 Evolution – Emergency of Railway air ways – Motor ways.
- 1.4 Motivation for Travel, and Barriers to Travel.
- 1.5 Classification and Forms of Tourism.
- 1.6 Travel Through the Ages – its History – Romans, the Middle Ages Renaissance and after.

#### **2.0 Impact of Tourism Social and Environment Tourism organization.**

- 2.1 Explain Geo-graphical History of Indian – River, Plateaus, Hills of Coasts, Mountains Ghats and Lakes.
- 2.2 Sun, Sand and Surf and its Environment impact.
- 2.3 Tourism – Indian and Western attitude forward Nature.
- 2.4 Need for conversation.
- 2.5 Case History – garbage Disposal the Japanese way.
- 2.6 General code of Responsibility for Environment Tourism – World wide.

#### **3.0 Planning & Development of Tourism.**

- 3.1 Tourism its classification.
- 3.2 Planning process of Tourism.

- 3.3 Explain the feature of Indian Economy and Explain the growth and development of Tourism industry in India.
- 3.4 Factors influencing Tourism development.
- 3.5 Constitutes of Tourist attractions, PRASAD, HRIDAY
- 3.6 Explain the 11<sup>th</sup> Five year plan achievement and the on- going 12<sup>th</sup> Five year plan and its perspective towards tourism.
- 3.7 Indian Economy, growth and Development of Tourism; Employment generation.
- 3.8 Economic analysis Law of demand Balance of Trade and balance of payment its equilibrium & disequilibrium.
- 3.9 Explain about National Tourism Administration.
- 3.10 Explain the detail about Indian Tourist development corporation (ITDC & WTO).
- 3.11 Role of IRTC; Golden Triangle Palace on Wheel etc.
- 3.12 Explain any two of case- histories of Tourism development in India.

**40. Know about the Business travel and travel agency.**

- 4.1 Explain the characteristics of Tourism product.
- 4.2 Explain the sales promotion aspect of Tourism product.
- 4.3 Who is a Travel agent; Itinerary.
- 4.4 Explain the whole sale and retail travel agents.
- 4.5 Explain the functions of Travel Agency.
- 4.6 Explain the role of ICAO, IATA, PATA, ICPB, TAAI, ASTA, UFTAA.

**5.0 Civil aviation in India And Aboard**

- 5.1 Indian Aviation – its origin.
- 5.2 Domestic carrier and International carrier.
- 5.3 Major Air lines International and Domestic World wide Airport.
- 5.4 Air Ticketing Reservations – Sources of Reservations.
- 5.5 E – Ticketing Terms & Conditions.
- 5.6 Baggage Handling; Transports.
- 5.7 Passport type of Visa processing of Visa-stamping.
- 5.8 Immigration & permits.

## **COURSE CONTENTS**

- 1. Travel its evolution** – Definition – reasons – Evaluation – classification and forms of Tourism.
- 2. Impact of Tourism** – Geography – Environmental impact and conservation case History of Garbage disposal.
- 3. Planning, Development, Classification.**
  - Classification
  - Planning process.
  - 11<sup>th</sup> & 12<sup>th</sup> five year plans
  - Tourist attract – NTA, ITDA, WTO
  - Indian Economy
  - Growth and Development
  - Economic analysis
  - Balance of trade
  - Balance of payment
- 4. Travel and Travel Agency**  
Tourism product – characteristics and promotion – Travel agents- types and functions – role of IATA, ICAO, PATA, ASTA, TAAI, UFTAA, ICPB.
- 5. Civil aviation in India and Abroad**
  - Indian aviation – origin
  - Domestic carrier – International carriers.
  - Air ticket, E-ticketing
  - Baggage handling
  - Pass port, Visa, stamping Immigration.

## **REFERENCE BOOKS**

1. Traveller's Directory.
2. Welcome to Hospitality An Introduction.
3. Domestic Tourism by A.K. Bhatia.
4. International Tourism by A.K. Bhatia
5. International Tourism – Fundamentals and Practicals.
6. Tourism Management and Marketing by A.K. Bhatia – Sterling Publishers 1994 to 1997.
7. Tourism Development in India – Satish Babu.
8. Tourism Management in India – Akhtar Javaid.
9. Cultural History of India – A.L. Bhashan.
10. Travel and Tourism Management – R.K. Sinha.
11. Information Technology – Dennis P. Custer and Kintoley – Tata Mc Graw Hill Edition.
12. Contemporary Tourism and Hospitality Marketing – Praveen Sethi.

13. Tourism Evolution, Scope, Nature and Organization – P.C. Sinha.

### SALES & MARKETING

<b>Subject Title</b>	-	<b>Sales &amp; Marketing</b>
<b>Subject Code</b>	-	<b>HMCT- 504</b>
<b>Periods / Week</b>	-	<b>05</b>
<b>Periods / Semester</b>	-	<b>75</b>

### TIME SCHEDULE

S.No.	Major Topics	Periods	Weightage of marks	No. of Short Questions	No of Essay Questions
1.	Marketing, Marketing Information Systems and Marketing Environment	13	26	02	02
2.	Consumer Behavior and Market Segmentation	13	26	02	02
3.	Product and Branding	10	16	02	01
4.	Pricing, Integrated Marketing Communication and Personal Selling	15	26	02	02
5.	Sales Department	09	16	02	01
	<b>TOTAL</b>	<b>60</b>	<b>110</b>	<b>10</b>	<b>08</b>

### OBJECTIVES

Upon completion of study of this subject the student will be able to:

- 1.0 Understand the profile of the hospitality industry, Marketing Information Systems, Environment and Marketing Planning Process.**
- 1.1 Discuss the complimentary role of hospitality industry with other industries, and the growth potentiality of the industry in future.
  - 1.2 Define Marketing and explain the terms, needs, wants, demands and exchange.
  - 1.3 Explain the elements of marketing concept; Marketing Mix and four piece (Product, Price, Promotions, and Place).
  - 1.4 Give the meaning and components of marketing information system.
  - 1.4 Explain internal record system, marketing intelligence system.
  - 1.5 Explain Marketing Research System, its process, characteristics and its scope in hospitality business.
  - 1.6 Give the meaning of marketing environment and understand SWOT analysis for hospitality industry.
  - 1.7 Give the meaning of marketing concept.
  - 1.8 Explain the steps in Hospitality marketing planning process.



1.9 Discuss the marketing mix for hotel and catering industry, matching consumer expectations and wants.

## **2.0 Understand Consumer Behavior and market segmentation.**

- 2.1 Define the term consumer behavior and its role and importance for a marketer.
- 2.2 List the factors that affect consumer behavior.
- 2.3 Explain the decision making process.
- 2.4 Explain the strategic consideration of consumer behavior in hospitality business.
- 2.5 Discuss the need and importance of In-house selling.
- 2.6 Define market segmentation.
- 2.7 Explain the methods of market segmentation on basis of market segmentation.
- 2.8 Explain the meaning of target market, selecting and marketing for target market.

## **3.0 Know about Product and Branding.**

- 3.1 Define and differentiate between product and service.
- 3.2 Define hospitality product and explain levels of product and characteristics of Hospitality product.
- 3.3 Give the characteristics of services.
- 3.4 Give the meaning of the terms, tangible and intangible products.
- 3.5 Explain product mix in hospitality business and explain product life cycle.
- 3.6 Give the meaning of brand and define brand name.
- 3.7 List the essentials of good brand.
- 3.8 Give the advantages of branding to the buyers and sellers.
- 3.9 Give the meaning of brand equity.
- 3.10 Explain about branding in hotel.

## **4.0 Understand pricing policies of Hospitality industries and Integrated Marketing Communications.**

- 4.1 Define price.
- 4.2 Discuss different pricing techniques.
- 4.3 Explain the principles of pricing.
- 4.4 Explain the need for integrated marketing communication in Hotel industry.
- 4.5 Identify and explain various promotional methods - direct marketing, telemarketing, advertising, publicity, sales promotion.
- 4.6 Explain the stages in promotion planning process.
- 4.7 Selling process, AIDA Model.
- 4.8 Guest as a Sales Force.
- 4.9 Importance of Location.

## **5.0 Understand role of a Sales Department**

- 5.1 Importance of sales organization
- 5.2 Give a typical organization chart of a hotel sales department.
- 5.3 Explain the responsibilities and major functions of the sales department.
- 5.4 Explain the role of sales manager
- 5.5 Explain sales forecasting and budgeting.
- 5.6 Selling polices of Hotel industry.

## **COURSE CONTENTS:**

- (1) Sales and Marketing**
  - Marketing, marketing mix, marketing information system and marketing environment – Marketing planning process Research system.
- (2) Understand consumer behavior market**
  - Role and importance – Factors – Decision making – segmentation; Target market.
- (3) Product and Branding**
  - Definition – difference - Level of Product.
  - Branding – Name – Equity.
  -
- (4) Pricing, integrated communication**
  - Pricing Policies – Marketing
  - Communication - **Importance** of Location
- (5) Sales department – Function, Organization chart - Responsibility**
  - Forecasting and budgeting – selling polices.

## **REFERENCES BOOKS**

1. “Hotel and Food Services Marketing – A Managerial Approach” by Francis Buttle, Educational Low-Priced Books Scheme.
2. “Tourism-Untapped Potential” by Rabindra Seth, Hindu Survey of Indian Industries 1999.
3. “Marketing Management” by Philip Kotler and Gary Armstrong Prentice Hall of India Pvt. Ltd., 1997.
4. “Marketing Management – A Strategic Approach with a Global Orientation” by Boyd, Wealker, Larreche, 2<sup>nd</sup> Edition, Irwin 1990.
5. “Hospitality Sales and Marketing” by James R. Abbey 3<sup>rd</sup> Edition, Educational Institute American Hotel & Model Association.
6. “Service Marketing” by S.M. Jha, Himalaya Publishing House, 1994.
7. “Services Marketing” by Harsh Verma.
8. “Service Marketing” by Helen Woodruffe Macmillan, 1997.
9. Indian Express, Aug. 1998.
10. Investment Weekly, Sept. 1999.
11. Boveee & Thill “Marketing”.
12. “Tourism Development – role, development challenges and Strategies” by Manjula, Discussion Paper, Sarojini Naidu Vanitha Maha Vidyalaya, 2001.

## **CULINARY ARTS AND SMART TECHNOLOGY**

**Subject Title** - **CULINARY ARTS AND SMART TECHNOLOGY**  
**Subject code** - **HMCT-505**  
**Periods / weak** - **05**  
**Periods / year** - **75**

### **TIME SCHEDULE**

<b>S.NO.</b>	<b>Major Topics</b>	<b>Periods</b>	<b>Weightage of marks</b>	<b>No. of short questions</b>	<b>No. of essay question</b>
1	Introduction to culinary arts	12	26	2	2
2	Management and recapitulation of culinary skills	16	26	2	2
3	Cuts and carvings	15	26	2	2
4	Conversational French	12	16	2	1
5	Smart Technology	20	16	2	1
	<b>TOTAL</b>	<b>75</b>	<b>110</b>	<b>10</b>	<b>8</b>

### **OBJECTIVES**

**Upon the completion of the study of this subject the student will bwe able to:**

#### **1.0 INTRODUCTION TO CULINARY ARTS .**

- 1.1 Definition of culinary .culinary concepts, fine dining practices across the globe
- 1.2 challenges and issues in culinary industries relation with other arts and science.
- 1.3 Heading chefs of the world. Introduction to different cuisines.
- 1.4 Trends in culinary productivity improvement convenience foods –system catering – Mechanization food dispensing –technology- Industrial welfare.
- 1.5 Different culinary concepts. Rechauffe; indirection rules for reheating foods uses of Leftover foods, leftover ingredients.

#### **2.0 MANAGEMENT AND RECAPITULATION OF CULINARY SKILLS.**

- 2.1 Menu designing and organization.
- 2.2 Standard, Recipes Menu development, testing, & menus for small events pricing the Same.
- 2.3 Recipe-measurement/conversions and techniques.
- 2.4 Menu functions: Six factors to consider when planning menu, Global trends in Menu planning.
- 2.5 Yield Analysis and cost control.
- 2.6 Career skills needed for food industry career.

### **3.0 CUTS & CARVINGS.**

- 3.1 Identify the types of equipments used for cutting carvings the fruits and vegetables.
- 3.2 Describe the care, cleaning & storage of cutting and carving equipment.
- 3.3 State the Cuts of vegetables & their uses.
- 3.4 Fruits and vegetables carving (Edible and non edible carvings.)
- 3.5 Discuss the importance of cuts and Carvings in enhancing and promoting the food sales.
- 3.6 Explain the role and responsibilities of PREP cooks.

### **4.0 CONVERSATIONAL FRENCH – READING/WRITING AND VERBAL SKILLS.**

- 4.1 French menu with correct phonetics
- 4.2 Restaurant and kitchen vocabulary
- 4.3 kitchen brigade
- 4.4 classical French dishes/Garnishes
- 4.5 wines and cheese
- 4.6 Wish guest in French
- 4.7 Carry out regular conversation
- 4.8 Understanding basic adjectives

### **5.0 KNOWS SMART TECHNOLOGY**

#### 5.1 Understand the overview of Internet of Things (IoT)

- 5.1.1 Define the term IoT
- 5.1.2 State the working principle of IoT.
- 5.1.3 List the key features of IoT
- 5.1.4 List the components of IoT (hardware, software, technology and protocols)
- 5.1.5 List the advantages and disadvantages of IoT

#### 5.2 Understand the applications of IoT in various fields of engineering

- 5.2.1 Mention the application of IoT in Smart Cities
- 5.2.2 State the application of IoT in Smart Energy and the Smart Grid
- 5.2.3 Mention the application of IoT in Smart Transportation and Mobility
- 5.2.4 State the application of IoT in Smart Home, Smart Buildings and Infrastructure
- 5.2.5 Mention the application of IoT in Smart Factory and Smart Manufacturing
- 5.2.6 Mention the application of IoT in Smart Health
- 5.2.7 Mention the application of IoT in Food and Water Tracking and Security
- 5.2.8 Mention the application of IoT in Social Networks and IoT

**REFERENCES:**

PAULI, P CLASSICAL COOKING –THE Modern way ,3<sup>RD</sup> Edition –john wiley USA,1999.

- Victor ceserani& RONALD KINTION ELB , Practical cookery
- VICTOR CESERANI&RONALD KINTON, ELB, THERY OF CATERING .
- MRS K. ARORA, FRANK BROTHERS, THERY OF CATERING .
- JANE GRIGSON. The book of ingredients .
- WAITER BICKLE, HERRINGS DICTIONARY OF CLASSICAL &MODERN COOKERY.
- WAYNE GISSLEN ESSENTIALS OF PROFESSIONALS COOKING ,JOHNWIKEY &SONS.
- LYN RUTHERFOLD GARNISHES.
- PHILIP E. THANGAM MODERN COOKERY (VOL-1) FOR TEACHING &TRODE.
- PRASHAD, COOKING WITH MASTERS, JIGGS KALRA.
- THE PROFESSIONAL CHEF –THE CULINARY INSTITUTE OF AMERICA.
- FOOD PRACTION OPERATION-PARVINDER.S.BALI.
- PROFESSIONAL COOKING –WAYNE GISLEN.
- COURS DE LANGUE ET DE CIVILIZATION FRANCAISES-J-LANAISON
- CONNEXION- FRENCH TEXT BOOK
- FRENCH VOCABULARY AND VERBS
- BASIC FRENCH GRAMMAR
- FRENCH-ENGLISH-FRENCH DICTIONARY

## **BAKERY AND CONFECTIONARY**

**Subject Title** - Bakery and confectionary

**Subject code** - HMCT-506

**Periods / week** - 08

**Periods / year** -120

### **OBJECTIVES**

To acquire the technical skills, develop creativity in preparing bread and rolls, cake, decorations (icing) chocolate work, candies and pastries.

- 1 Bread roll(straight dough and no time dough)
- 2 Bread loaf
- 3 Masala buns
- 4 Chelsea buns
- 5 Brown bread
- 6 Milk bread
- 7 Fruit bread
- 8 Yeast doughnuts
- 9 Hot cross buns
- 10 Pau
- 11 Baba au rum
- 12 Sweet dough – Swedish Tea ring
- 13 Pizza
- 14 Burger
- 15 Cakes: Wedding cake – Black forest cake – Christmas cakes
- 16 At least 6 fancy cakes using the following Icings  
Royal icing, Butter icing, frosting, glace icing, gum paste, almond paste, fondant.
- 17 Chocolate work: Chocolate with different centre's (fillings)  
Moulded chocolate and easter eggs .
- 18 Candies – Crème de menthe, fudge, almond rock.
- 19 Pine apple pastries
- 20 Puff pastry – curry puffs with different fillings, chocolate cream puffs.
- 21 Strawberry flan, apricot flan, grape flan.

## **TOURISM & TRAVEL MANAGEMENT**

<b>Subject Title</b>	-	<b>Tourism &amp; Travel Management</b>
<b>Subject Code</b>	-	<b>HMCT- 507</b>
<b>Periods / Week</b>	-	<b>03</b>
<b>Periods / Semester</b>	-	<b>45</b>

### **OBJECTIVE**

1. Visit to Tourism Offices
2. Role of travel agent
3. India Region wise
4. Role of Transportation – I
  - a) Air – Ways
  - b) Water Ways
5. Role of Transportation – II
  - a) Surface / Road Ways
  - b) Railways
6. Wild Life Sanctuaries and National Parks
7. Itinerary
8. Regional Dance & Music of India
9. Tourist Centers of Andhra Pradesh
10. Air lines, Railways – E – Ticketing – visit to Travel agent – periodicals.

## LIFE SKILLS

Subject Title	:	Life Skills
Subject Code	:	HMCT-508
Scheme	:	C-16
Periods/ Week	:	03
Periods/Semester	:	45

### TIME SCHEDULE

SI No.	UNITS	No. of periods Allotted		
		Explanation	Activities	Total
1.	ATTITUDE	1	3	4
2.	ADAPTABILITY	1	3	4
3.	GOAL SETTING	1	3	4
4.	MOTIVATION	1	3	4
5.	TIME MANAGEMENT	1	3	4
6.	CRITICAL THINKING	2	3	5
7.	CREATIVITY	1	3	4
8.	PROBLEM SOLVING	1	3	4
9.	TEAM WORK	1	3	4
10.	LEADERSHIP	1	3	4
11.	STRESS MANAGEMENT	1	3	4
TOTAL		12	33	45

**Note: No Written Examination; The total 45 hours are to be considered as Theory hours.**

**Marks:** Internal – 40; External – 60

### OBJECTIVES:

*Upon the completion of this course, the student shall be able to*

#### 1.0 Understand the concept of Attitude

- 1.1 Define 'Attitude'
- 1.2 Explain the importance of Attitude
- 1.3 Distinguish between Positive and Negative Attitudes
- 1.4 Life Response: Need for change of Attitude
- 1.5 Positive Attitude: Key to success in Personal and Professional Lives



## **2.0 Understand the concept of Adaptability**

- 2.1 Define the term 'Adaptability'
- 2.2 Explain the concept of Adaptability
- 2.3 Advantages of Adaptability
- 2.4 Disadvantages of Lack of Adaptability
- 2.5 Need for positive response to change

## **3.0 Understand the concept of Goal setting**

- 3.1 Define the terms 'Goal' and 'Goal Setting'
- 3.2 Explain the significance of Goal setting & Long and Short term goals
- 3.3 Explain the following concepts
  - a) Wish b) Dream c) Goal
- 3.4 Explain the reasons for and consequences of not setting goals
- 3.5 The SMART features in Goal setting

## **4.0 Understand the concept of Motivation**

- 4.1 Define 'Motivation' ; Inspiration Vs Motivation
- 4.2 Importance of motivation in Goal setting
- 4.3 Distinguish between Internal (Self) Motivation and External Motivation
- 4.4 De-motivating Factors and how to overcome them
- 4.5 Motivating oneself and others

## **5.0 Understand Time Management skills**

- 5.1 Define 'Time Management'.
- 5.2 Comprehend the significance of Time Management.
- 5.3 Explain the Time Quadrant
- 5.4 Common Time wasters and how to overcome them.
- 5.5 How to meet deadlines and targets within time

## **6.0 Understand Critical Thinking**

- 6.1 Define "Critical Thinking",
- 6.2 Understand the importance of Critical Thinking
- 6.3 Distinguish between facts and opinions (assumptions)
- 6.4 Inculcating different perspectives
- 6.5 Developing Reasoning abilities and form sound judgments

## **7.0 Understand Creativity**

- 7.1 Understand the importance of and need for creative ideas
- 7.2 Distinguish between Linear Thinking and Lateral Thinking
- 7.3 Distinctive qualities of creative people
- 7.4 Unusual or creative use of familiar objects
- 7.5 Creative ways of solving problems

## **8.0 Understand Problem Solving**

- 8.1. Define the concept of Problem solving
- 8.2 Viewing the problems as challenges
- 8.3 Different steps in solving a problem
- 8.4 Selecting the best solution to solve a problem
- 8.5 Lateral thinking in Problem solving

## **9.0 Understand Team Work**

- 9.1 Define Team work
- 9.2 Develop Team skills
- 9.3 Advantages of team work
- 9.4 Understand responsibilities as a team player
- 9.5 Problems of working in a team and possible solutions

## **10.0 Understand Leadership**

- 10.1 Define Leadership
- 10.2 Identify Leadership qualities
- 10.3 Analyze one's strengths and limitations as a leader
- 10.4 Types of Leadership: Autocratic and Democratic
- 10.5 Leadership by example

## **11.0 Understand Stress Management**

- 11.1 Define Stress
- 11.2 Explain the causes of stress
- 11.3 Learn Stress Management skills
- 11.4 Need for positive thinking and self esteem
- 11.5 Practice Stress Management strategies

## **REFERENCES**

1. Robert NLussier, Christopher F. Achua Leadership: Theory, Application, & Skill development: Theory, Application.

## **CULINARY ARTS AND SMART TECHNOLOGY**

<b>Subject Title</b>	-	<b>CULINARY ARTS AND SMART TECHNOLOGY</b>
<b>Subject Code</b>	-	<b>HMCT- 509</b>
<b>Periods / Week</b>	-	<b>03</b>
<b>Periods / Year</b>	-	<b>45</b>

1. Various menu preparations – culinary preparations for corporate meetings , Trade shows, Exhibituions, Conventions, Conferences and Theme events.
2. Corporate working lunch menus.
3. Various kinds of menu keeping in consideration the types of shows and exhibitions and probable clientele.
4. Lunch menus served from cold and hot buffet.
5. Contemporary volume preparations, theme preparation
6. For every menu cost analysis and yield analysis should be calculated.
7. Exhibitions of carvings (Edible and Non-edible carvings)

# **VI SEMESTER**

**DIPLOMA IN HOTEL MANAGEMENT & CATERING TECHNOLOGY**

**SCHEME OF INSTRUCTION AND EXAMINATION**

**VI SEMESTER**

Subject Code	Name of the subject	Instruction Period / Week		Scheme of Examination			
		Theory	Practicals	Duration (Hrs.)	Sessional Marks	End Exam Marks	Total Marks
	Industrial Training – Seminar/ project	-	-	6 months	300	-	300
	<b>TOTAL</b>			-	300	-	300

Industrial assessment: 200 marks  
Log books: 30 marks  
Seminar/Viva 40 marks  
Record 30 marks  
**Total: 300 marks**

During Industrial Training the Candidate shall put in a minimum of **90% Attendance**

**The assessment at the Institute Level will be done by a minimum of three faculty members including Head of the Department and be averaged.**

**Note:** If the candidate is undergoing industrial training away from the city or outside the state; she is required to submit the acceptance of the concerned hotel where she will be likely to undergo training. In case of the chain hotels, the concerned area training manager has to give appraisal for those students who are selected by their chain of hotels outside the city or state.

## HMCT-601 INDUSTRIAL TRAINING

### VI SEMESTER

#### Scheme of evaluation

S.NO	Subject	Duration	Items	Max Marks	Remarks
1	Practical Training in the Industry	6 Months	I. Industrial Assessment	100	
			II. Training Report	20	
			a. Log Book	20	
			b. Seminar	40	
			c. Viva	20	
			3. Project work	100	
<b>TOTAL</b>				<b>300</b>	

The industrial training shall carry 300 marks and pass marks is **50%**. A candidate failing to secure the minimum marks should complete it at his own expenses. No apprenticeship training stipend is payable in such case.

During Industrial training the candidate shall put in a minimum 90% attendance.

**VI Semester**  
**(Industrial Training)**  
**Duration: 6 months**

**OBJECTIVES:**

On completion of a spell of practical training in a hotel industry, the student will be able to:

**1.0 Know organizational set up of a hospitality industry**

- 1.1 Know the functions of each department / section
- 1.2 Know the interrelationship among various department / section

**2.0 Know behavioral pattern**

- 2.1 Get the benefit of exposure to hotel industry
- 2.2 Understand the industrial environment and behavioral pattern while working in a hotel industry

**3.0 Know the various techniques**

- 3.1 Gain communication skills, speech improvement and to deal with guests
- 3.2 To acquire technical skills in an industry
- 3.3 Emphasis is given for learning and acquiring knowledge about hotel industry.

## INDUSTRIAL TRAINING SCHEME

### VI SEMESTER

A candidate shall be assessed twice in each spell of industrial training i.e. At the third and sixth months before he/she has completed the industrial training

The assessment shall be carried out by a committee comprising of

(a) A representative of the Industry where the candidate is undergoing training

(b) A staff member of the concerned section of the polytechnic.

The assessment at the end of the third and sixth months of training shall each carry 50 marks for the progress made during the corresponding period of training

The remaining 200 marks are allotted as follows for the training record 20 marks, log book 20 marks and for seminar 40 marks. The remaining 100 marks are allotted for project work. These are to be evaluated at the institution at the end of each spell of training by a committee consisting following staff members

(1) Head of Section.

(2) External Examiner preferably from Industry

(3) Staff member who assessed the student during the Industrial Training.

The progress made during the end of each assessment will be evaluated on the basis of the following parameters.

<b>Assessment Schemes. No.</b>	<b>Name of the Parameter</b>	<b>Max. Marks Allotted for each Parameter</b>
1.	Attendance and punctuality	2.5
2.	Familiarity with Technical terms	2.5
3.	Familiarity with Technologies	5
4.	Attitude towards job	5
5.	Application of knowledge	7.5
6.	Problem solving skills	5
7.	Comprehension and observation	5
8.	Human relations	5
9.	Ability to communicate	5
10.	General conduct during the period	2.5
11.	Maintenance of dairy	5
	<b>Total:</b>	<b>50</b>