

Certificate course in
Hotel Management & Catering Science

SYLLABUS

Theory

1. Communicative English ✓ (H) ~~CH~~
2. Food Production ✓ CH ✓ ~~SHMSAST~~
3. Food & Beverage Service Management ✓ ~~SHMSAST~~ CH 2
4. Accommodation and Front Office Operation ✓ CH ✓
5. Hotel Administration ✓ CH ✓

Practicals

1. Food Production ✓ CH ✓
2. Food & Beverage Service CH ✓
3. Accommodation and Front Office Operation ✓ CH ✓

CERTIFICATE COURSE IN HOTEL MANAGEMENT AND CATERING SCIENCE

(ONE YEAR)

CHM&CS

I. PREAMBLE:

The Course is intended to introduce as to train candidates in Hotel Management and Catering Science in a short duration.

II. ELIGIBILITY:

PLUS TWO PASS. S.S.T.C. PASS

III. IMPLEMENTATION:

The course will be implemented from the Academic Year 2001-2002.

IV. REGULATION & SCHEME OF EXAMINATION:

The Examination will be conducted at the end of the Academic Year. Therefore it is conducted on Non-Semester pattern.

V. BODY OF THE SYLLABUS:

No.	Subject	No. of Hours per week	Maximum Marks
<u>THEORY:</u>			
1.	Communicative English	3 Hrs.	50
2.	Food Production Theory	4 Hrs.	100
3.	Food and Beverage Service Management	3 Hrs.	100
4.	Accommodation and Front-Office Operation.	4 Hrs.	100
5.	Hotel Administration	2 Hrs.	50
<u>PRACTICALS:</u>			
01.	Food Production Practicals	6 Hrs.	100
02.	Food and Beverage Service	4 Hrs.	100
03.	Accommodation and Front-Office Operation.	4 Hrs.	100
		30 Hrs.	700

ACADEMIC ACTIVITIES:

- Two months Industrial Exposure.
- Training during the course of study.

COMMUNICATION ENGLISH

1. Language and Communications:

Need-Principles and linguistics in communications/
Barriers to communication and importance of communication/
Media and pattern of communication-non verbal communication.

2. DIADIC COMMUNICATION:

Face to face - telephonic conversations - interviews -
Instructions - Dictations.

3. BUSINESS COMMUNICATION:

Purpose - structure - layout - Qualities and types.
Inquires - replies - quotation and tenders -
placement and cancellation of orders - Circulars.
Communication to office, banks, government organisations.

4. GROUP DISCUSSION:

Group dynamics - purpose - Organisation - types -
seminars and conferences and organisations.

5. STYLE:

Professional writing - features of written communication -
choice of words and phrases - length and structure of
sentences.

6. Letter writing - Application drafting - Advertising -
para phrasing - comprehension - punctuations -
capitalization - abbreviations numerals.

7. Newspaper, Magazines - Journals - Analytical reading -
Aural / Oral current affairs.

8. Practical Grammar:

Tenses - passive voice - subordinate clause -
Question forms.

FOOD PRODUCTION THEORY

- I. Origin of cooking - business of different countries, Aims and objectives of cooking - knowledge of raw-materials - Kitchen organisation and layout - Culinary terms. Personal Hygiene food poisoning and food borne disease.
- II. Preparation of ingredients - methods of mixing and Texture - definition - correct and incorrect Textures - causes and remedies.
- III. Methods of cooking - Dry and wet heat methods - Basic rules principles, advantages & Limitation. - Microwave and Nouvelle methods of cooking.
- IV. Stocks - definition and Classification - preparations - Soups - definition and Classification - liaison Agents. Sauces - definition - classification - Basic sauces and their derivatives - basic Indian gravies.
- V. Vegetables and Fruits - Classification - Selection - storage - preparation for cooking.
- VI. Fish - classification - selection factors - cuts of fish - preparation for cooking - storage.
- VII. Meat - Classification - selection factors - cuts of meat and their uses storage - Tendering Agents.
- VIII. Poultry and Game - Classification - selection - various cuts and their uses - Storage - Egg Cookery.
- IX. Larder - Preparation of meat for pate, Terrinnes, Galantine - cold sauces - salads and dressings - accompaniments and Garnishes.
- X. Bakery and confectionery - classification - Role of ingredients in Baking - preservation of foods - Role of convenience foods.

FOOD PRODUCTION

Practicals

1. Preparation of stocks - Basic soups - Sauces - Gravies.
2. Preparation of dishes : 2 types of pulao - 3 Biriyan - Meat Preparations - 4 fish preparations - 4 types of poultry preparations.
3. Breakfast dishes (Indian & Continental)
 4. Indian Breads.
5. Salads & Vegetable preparations.
6. Preparation of Cold cuts.
7. Preparation of Indian & Continental desserts.
8. Preparation of Fast Food items and Snacks.
9. Yeast based products preparation of confection goods.

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FOOD & BEVERAGE SERVICE MANAGEMENT (THEORY)

- I. Evolution of Catering Industry - classification of hotels - various types of catering establishments and their features.
- II. F & B Service Department - Various F & B Outlets and their characteristics - co-ordination of F & B Service department with other department.
- III. Organisation of F & B Service department - Duties and Responsibilities of F & B staff - Layout.
- IV. F & B service equipment - selection - dimensions and their uses - Glassware, Crockery, Cutlery, Linen, furniture and special equipments.
- V. Menu - origin & definition - types - Factors for menu planning - courses of menu and - Menu compiling.
- VI. Rules for laying the table - Rules for waiting at the table - Mise-en-place - Mise-en-scene - Types of F & B Service.
- VII. Types of breakfast and cover - Banquet - Types of Banquets - Table arrangements and Function prospectus.
- III. Beverages - Definition and classification - preparation of alcoholic Beverage - Beer, Whisky, Brandy, Rum, vodka, Gin, Wines.
- IX. Bar - classification of bar - Bar layout - preparation of Cocktails, Mocktails and Non-alcoholic beverages - Types of cigars & Cigarettes - Service.
- X. Accompaniments and Garnishes - Wine Accompaniments.

PRACTICALS

1. Identification of various service equipments.
2. Laying of table - different services.
3. Practising of Food & Beverage service methods.
4. Service of Alcoholic & Non-Alcoholic Beverages.
5. Various types of Napkin foldings.
6. Preparation for Banquet functions - Functions -

ACCOMMODATION & FRONT OFFICE OPERATIONS (THEORY)

1. Hotel - Organisational chart - Functions of various departments Types of rooms - Importance of Front Office House keeping - Co-ordination with other departments
2. Organisational chart of Room division department - Duties & Responsibilities of executives and sub-ordinates.
3. Front Office - Layout - Functioning of the department equipments - Reservations - Modes and sources of Reservation and Procedure - Registration - methods of Registration - information - Pertaining to hotels and other services - cashier and dealing with foreign currency, Travellers Cheque, credit card, etc.,
4. Type of Room plans and tariffs - Discount and Complimentary
5. Guest arrival and departure - Walk-in & Check in - procedures for FIT & Groups - Handling of complaints and suggestions.
6. Hotel credit - city ledger - registers - stationery. Lost & found procedure - safety locker management and Handling of unusual events.
7. Uniformed staff-Lobby manager - GPE Bell desk and paging systems.
8. Cleaning agents and equipments cleaning equipments - classification - Selection and use on various surfaces. storage and maintenance - Cleaning agents - classification Selection and uses of detergents, cleaning liquids, abrasives and disinfectants - Storages.
9. Types of cleaning - Daily, Weekly, spring cleaning - cleaning procedures for occupied room, just vacated public area - Type of Laundry - Laundry equipments - Laundry cycle stain removal.
10. Linen-layout of linen room - furnitures of linen room - Classification - storage furnishing - Bed making Procedure evening service of second service.

ACCOMMODATION AND FRONT OFFICE OPERATION

PRACTICALS

1. Use of stationary in Front Office - Telephone - Reservation & Registration procedures and Handling of Receipts and Payment.
2. Knowledge of places of Tourism Interest.
3. Role play of a student as a Guest and as a Manager.
4. Cleaning of various surfaces - stain removal methods - Bed making - flower arrangements.

HOTEL ADMINISTRATION

1. General Manager - Duties and Responsibilities -
Administrative Skills - Personality Traits - Line Staff
relationship Delegation of authority - departmental
executives.
2. Industrial and Guest psychology - Guest Satisfaction
Repeat Guest - GAC, CST
3. Sales and Marketing - Pricing decision - Promotion
campaign of Rooms and Food & Beverage - Food carnivals
and Theme parties - Guest survey.
4. Financial Management - Food & Beverage control - BFC
Report, Budgeting - Costing - Analysis - Portion control
standar recipe - YIELD management - Night auditor
report - Wastage management.
5. Supporting departments - Role of Engineering Department
Functions of Purchase Department and Receiving
department. Human Resource department and functions
Welfare - Security Services - Health club and
swimming pool management.