

Placed at the Meeting of
the Academic Council
held on 15.10.2007

APPENDIX - G

MADURAI KAMARAJ UNIVERSITY

POST-GRADUATE DIPLOMA IN
CATERING AND HOTEL MANAGEMENT

(For candidates admitted from the Academic Year 2007-2008)

Name of the Course :

Post Graduate Diploma in Catering and Hotel Management.

Duration of the Course :

One Year (Non-Semester Pattern)

Eligibility for Admission :

Graduation in any discipline from a Recognised University.

(or)

Three year Diploma in Hotel Management and Catering Technology (10 + 2+ 3 Pattern) awarded by Directorate of Technical Education (or) National Council for Hotel Management and Catering Technology, New Delhi.

Medium of Instruction : English

Course Content and Scheme of Examinations :

Sl. No.	Paper	Sub-Code	Teaching Hours per week	Max. Marks	Duration of Exam
1)	Food Production (Theory)		3	100	3 Hours
2)	Food and Beverage Service (Theory)		3	100	3 Hours
3)	Front Office Management (Theory)		3	100	3 Hours
4)	Accommodation Management (Theory)		3	100	3 Hours.
5)	Hotel Administration (Theory)		3	100	3 Hours
6)	Food Production Practical		5	100	4 Hours

Sl. No.	Paper	Sub-Code	Teaching Hours per week	Max. Marks	Duration of Exam
7)	Food and Beverage Service Practical		4	100	3 Hours
8)	Front Office and Accommodation Management Practical		4	100	3 Hours
9)	Project work		2	100	3 Hours
	Total		30	900	

Candidates who pass in each Theory, Practical and Project work & secure 60% and above in the overall aggregate will be declared to have passed in first class. All others who pass the whole examination will be declared to have passed in second class. The passing minimum for each subject is 50 marks.

Project Work :

In case of project work, the distribution of marks is as follows :-

Compiling of Project	-	75 Marks
Viva-Voce	-	25 Marks

Question Paper Pattern (Theory) Max Marks = 100

SECTION - A

Answer all questions (Objective Type) 20x1= 20 Marks.

SECTION - B

Short Answer Type with Internal Choice 5x6 = 30 Marks.

SECTION - C

Essay Type/Descriptive type with Internal Choice 5x10 = 50 Marks

Reference Books :

- 1) Modern Cookery for Teaching and Trade – Vol. I & II
Thangam E. Philip (Orient Longman Publications)
- 2) Theory of Cookery – S.K. Arora (Frank Bros. & Company Ltd.)
- 3) Practical Cookery – Cesarani & Kinton.
- 4) Theory of Catering (Cesarani & Kinton)
- 5) Practical Baking – William J Sultan (Van Nostrand Reinhold Publications)
- 6) Basic Baking – S.C. Dubey

PAPER – 2

FOOD AND BEVERAGE SERVICE (THEORY)

UNIT I

INTRODUCTION TO F & B SERVICE

Different types catering establishment, types of F&B outlets, types of service offered, status of a waiter and his attributes, hierarchy of f&b in 5, 3 star hotels with French and American and English terminology.

UNIT II

PLANNING AND LAYOUTS OF F & B OUTLETS

Restaurant - location, theme, Blue print or layout planning, equipments, staff and menu offered.

Bar and pub - location, theme, Blue print or layout planning, equipments, staff, wine and alcoholic drink list.

Banquet – type, function, staff, seating arrangements, menu.

Basic layout of coffee shop and other speciality restaurants.

UNIT III

Ala carte and table d' hote menu, Types of breakfast, brunch, afternoon and high tea, supper.

DETAILED SYLLABUS

PAPER-1

FOOD PRODUCTION (THEORY)

UNIT - I

Aims and Objectives of cooking - Preparation of ingredients - Methods of Mixing foods - Methods of cooking with special application to meat, fish, vegetable soups, cheese, pulse & egg cookery.

UNIT - II

Accompaniments and garnishes - sauces - classification - mother sauces & their derivatives.

Kitchen organisation - duties and responsibilities of personnel - Portion control - Kitchen Plan - equipment - Labour saving devices. Safety precautions - Larder department - salads, vegetable carving, fruit carving, ice carving and cold cuts.

UNIT - III

Regional Cooking :

Indian culinary terms - Basic Masalas & Gravies, Tandoori varieties. South Indian - Tamilnadu, Andhra Pradesh, Kerala & Karnataka, Bengali Cuisine, Maharashtra & Gujarati, Mughal and Punjabi - examples of Menu and Culinary History.

UNIT - IV

Western Culinary Terms - Characteristics of International Cuisines - French, Italian, Spain, Chinese, Ceylon, Thai, Mexican etc.

UNIT - V

Wheat - Composition - Milling of wheat in to flour.

Ingredients used in yeast raised goods - bread and its types - production of bread - methods of bread making - bread diseases - Bread faults. Ingredients used in Confectionery Products - Types of Sponge - Production of Sponge Cake - methods of cake making - cake faults - pastes - short crust, Puff, flaky & their preparation.

History of French classical Menu with 5 and 7 courses menu
calculations,

Food and their accompaniments

UNIT IV

BEVERAGES

Introduction to beverages,

Classification of alcoholic and non – alcoholic beverages, Introduction to wines, Major grape varieties of red and white, Wine makers calendar and viticulture, Production of wine, Classification of wine according to colours, Classification of wine according to styles (table, fortified, sparkling and aromatized), Wine label reading, Introduction to sparkling wines, Production of sparkling wine, Champagne with its styles, Introduction to fortified wines, Production of port, sherry, madeira, malaga, marsala and Introduction to Aromatized wine (Vermouth).

Production and service of beer, whisky, rum, brandy, gin, vodka and liqueurs.

UNIT V

Compiling of French classical menu with wines, wine and food harmony.

Meaning of cocktail and mocktail, equipments and glassware for making cocktails, examples of cocktails

Reference Books:

- 1) Food and Beverage Service - Sudhir Andrews – Tata Mc. Grawhill Publications.
- 2) Food and Beverage Service – Lilly Crap & Cousins
- 3) The Waiter – John Fuller & A.J. Currie
- 4) Modern Restaurant Service – John Fuller
- 5) Professional Food and Beverage Service Management – Brian Verghese.
- 6) The World Atlas of wines – Hugh Johnson

PAPER - 3

FRONT OFFICE MANAGEMENT (THEORY)

UNIT - I

Hospitality Industry - Introduction - Origin - Nature - History - Various Departments of a Hotel - Activities of Major Revenue Producing, Minor Revenue Producing, and Non-Revenue Producing Departments - Co-ordination of Front Office with other Departments - Importance of Front Office in a Hotel.

UNIT - II

Front Office - Functions - Various sections - Staff Organization - Duties and Responsibilities - Selection of Staff - Rules of the House for the Front Office Staff - Communication - Importance - Types - Methods - Merits - Barriers - Plans.

UNIT - III

Front Office Guest Handling - Pre-arrival - Reservation - Functions - Importance - modes - channel - types - handling - Proforma - Chart - system - Equipment - Arrival - Preparation - Receiving of the Guest - Registration Procedure - Methods - Concept - Various Registers - Rooming a guest - Departure procedure.

UNIT - IV

Bell desk - Functions - Left Luggage - Various Registers - Equipment - Mail Handling - Message Handling - Safety Deposit - Incentive - Guest History - Business Centre.

UNIT - V

Guest Accounting - Guest Ledger - City Ledger - Vouchers - duties of cashier - cashier's report - Presentation of Bills - Settlement of Bill - Credit mode - Credit Monitoring - Night Auditor - Role of Night Auditor - Night Auditor Process - Preparing Night Audit - Occupancy Ratio - Yield Management - Role of Computers.

Unit - IV:

Cost Control and Fire Extinguisher: -

Definition: Cost control, Budgeting - How to make a budget - Capital Budget - Operational Budget - Lost and Found procedure - Fire Prevention - Classification of fire - Types of Extinguishers - Care of Fire Extinguishers - Fire Protection Checklist

Unit - V:

Flower arrangements - Materials used - Types of arrangements - Principles involved in flower arrangements. Bed making procedure - Evening attention.

Reference Books :

- 1) Hotel House Keeping Training Manual - Sudhir Andrews (Tata Mc. Graw Hill Publications)
- 2) Hotel Hostel and Hospital House Keeping - Joan Branson Margaret Lennox.
- 3) The Art of Flower arrangements - Rekha Barni
- 4) Professional Management of House Keeping Operations - Robert J. Martin
- 5) Accommodation Operations Management - S.K. Kaushal & S.N. Gautam (Frank Bros. & Co.)

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HOTEL ADMINISTRATION (THEORY)

Unit I

Management - Definition - General Manager - Duties and Responsibilities - Difference between Administration and management - Planning - Organization - Direction - Co-ordination - Motivation (Maslow theory) - Communication.

Unit II

Human Resource Department - Role and Function of HRD - Human Resources Planning - Job Analysis (specification & description) - Recruitment, selection and Training - Wage and Salary Administration.

Reference Books

- 1) Front Office Management – Sushil Kumar Bhatnagar.
- 2) Hotel Front Office Training Manual – Sudhir Andrew (Tata Mcgraw Hill Publications)
- 3) Front Office Procedures – Michael L. Kasavana & Richard M. Brooks (AH&MA Publications)
- 4) The Hotel Receptionist – Grace Paige & Jane Paige (ELBS Publications)

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ACCOMMODATION MANAGEMENT (THEORY)

Unit I:

Introduction to Housekeeping department: -

Objectives – Organizational Hierarchy of housekeeping department – Types of Hotel (Small, Medium, Large) - Types of room – Ordinary (Single, Double, Executive), Suite (Executive, Duplex, Pent House), Other types (Cabana, Parlour, Studio) - Types of plan Duties and Responsibilities of Executive Housekeeper – Duties and Responsibilities of other personnel.

Unit – II:

Classification of equipments and cleaning agents: -

Brushes / Brooms (Mops, Dusters, Pushers) – Mechanical (Squeezes, Vacuum Cleaner . Shampooing machine, Floor Burnishing machine, Auto scrubbers) – Care and use of the above equipment – Machine room – Floor pantry – Housekeeping stores – Classification (water- Hard & Soft, soaps, detergents, alkalis, deodorants, Disinfectants, polishes) – use and care of storage.

Unit – III:

Linen room and Laundry: -

Definition- Layout of Linen room and Uniform room – Equipment and accessories for linen and uniform room – Storage conditions and tips – Types of linen and uniform used – Size of the linen - Par stock and inventory control – Laundry service – Valet service – Laundry process – Washing processes – Stains and stain removal.

PAPER - 6

FOOD PRODUCTION PRACTICAL

Demonstration on various cutting of vegetables

Preparation :

Soups	-	4 types
Salads	-	4 Nos.
Vegetable	-	10 varieties
Meat & Poultry	-	10 varieties
Fish	-	5 varieties
Basic Masalas / Gravies	-	Red Gravy Green Gravy Brown Gravy White Gravy Khadai Masalas
Bengali Menu	-	1 No.
Punjabi Menu	-	1 No.
Gujarathi Menu	-	1 No.
Mughal Menu	-	1 No.
Tamilnadu Menu	-	1 No.
Andhra Pradesh Menu	-	1 No.
Karnataka Menu	-	1 No.
Kerala Menu	-	1 No.

Dishes from Italy, France, Mexico and China

Dishes of Bakery

Preparation of Bread, Bread Rolls, Croissants etc.

Preparation of Sponge and Cake Decoration.

Biscuit - 2 Nos, Cookies - 2 Nos.

Fruit Cakes - Plum Cakes

Tart Varieties.

Puff varieties

Unit III

Financial & Management Accounting – Basic Accounting Concept, Financial Statement, Fund flow Analysis– Cash flow Analysis (Basic concept, advantage , disadvantage) Budgetary control-Meaning-Classification-(Simple Problem in Cash Budget & Flexible Budget – Cost – Costing-Cost Accounting – Classification – Cost Sheet.

Unit IV

Sales & Marketing – Concept of Marketing – Marketing Mix – Product - Product Planning & Development - Product life cycle – Pricing -Types of Pricing - Factors affecting pricing – Channel of Distribution -Types of Channel of distribution- advantage, disadvantage – Promotion –Objectives of Promotion activity – Marketing strategy.

Unit V

Entrepreneurship --Types – Classification-Entrepreneurship development-- Project Report –Institutional Finance to Entrepreneurs (ICICI, IDBI, IFCI, UTI, NABARD etc.,)

Reference Books :

- 1) Catering Management – An Integrated Approach – Mohini Sethi & Surjeet Malhan (Wiley Eastern Publications).
- 2) Introduction to Management in Hospitality – Tom Powers.
- 3) Sales and Marketing for Hotels, Motels and Restaurants – Jag Mohan Negi.
- 4) Marketing Management – Philip Kotler
- 5) Principles of Management – Dr. P.C. Sekar (Enpee Publications)

PAPER - 7

FOOD AND BEVERAGE SERVICE PRACTICAL

- 1) Identification of Food and Beverage Service Equipments.
- 2) Laying of Cover – Table d’hote, Ala Carte and Breakfast menus.
- 3) Waiting at a Table.
- 4) Service of alcoholic Beverages such as Wines, Spirits, Liqueurs and cocktails.
- 5) Service of cigars and cigarettes.
- 6) Compiling French classical menus with appropriate food and wine accompaniments.

PAPER - 8

FRONT OFFICE AND ACCOMMODATION MANAGEMENT PRACTICAL

Front Office

- 1) Formats of various stationeries used in front office operations.
- 2) Handling Reservation Procedure.
- 3) Registration Procedure.
- 4) Procedures to be followed while handling foreign currency, credit cards and traveller's cheques.
- 5) Telephone manners.
- 6) Knowledge of places of Tourism Interest.

ACCOMMODATION MANAGEMENT

- 7) Knowledge of cleaning equipments and cleaning agents.
- 8) Procedures to be followed in Daily Room cleaning.
- 9) Bed making Procedure.
- 10) Basic Principles of Flower arrangements.
- 11) Cleaning of various surfaces.
- 12) Polishing of Tiles, Metals, Leather, Glass and wooden surfaces.