

SYLLABUS FOR Ist SEM

HM – 101 FOOD PRODUCTION

HM - 102 F & B SERVICE

HM – 103 FRONT OFFICE

HM – 104 HOUSEKEEPING

HM – 105 BUSINESS COMMUNICATION

HM -106 NUTRITION

HM – 101 Foundation Course in Food Production-I

OBJECTIVES:

At the end of the course the students should:

- a) Know the history of cooking, its modern developments and develop brief idea of various cuisines;
- b) Understand the professional requirements of kitchen personnel and the importance and maintenance of hygiene;
- c) Have insight of kitchen organization, duties and responsibilities of kitchen staff, workflow, and kitchen equipments;
- d) Have through knowledge of methods of cooking and understanding raw materials..

COURSE CONTENT:

UNIT 1

INTRODUCTION TO PROFESSIONAL COOKERY:

- a) Culinary history.
- b) Origins of modern cookery.

KITCHEN & PERSONAL HYGIENE:

- a) Personal Hygiene
- b) Cleanliness of surface & Garbage Disposal

UNIT 2

KITCHEN ORGANIZATION:

- a) kitchen Brigade
- b) Duties and responsibilities of Kitchen Staff
- c) Responsibilities of each section

EQUIPMENT AND TOOLS:

- a) Pre-preparation & Preparation equipments
- b) Ancillary equipments: knives, utensils, pots and pans.
- c) Bakery equipment
- d) Modern Development in Equipments

UNIT 3

BASIC METHODS OF COOKERY:

- a) Modes of Heat Transfer
- b) Various methods of Cooking: Definition, Rules, Associated Terms, Moist Methods: Boiling, Poaching, Steaming, Stewing, Braising.
- c) Dry Methods: Frying, Grilling, Roasting, Broiling, And Baking.
- d) Modern Methods

UNIT-4

UNDERSTANDING RAW MATERIALS:

- a. Understanding of common ingredients, classification and available Forms

- b. Uses and storage
- c. Salt, Liquids, sweetening, Fats, and Oils, Raising or Leavening agents.
- d. Thickening and binding agents, Flavorings and seasoning.

REFERENCE BOOKS:

Sudhir K. Shibal : The Ashok book of Favourite Indian Recipes

Madhur Jaffery's : Cook Book

Chandal Padmanabhan : Dakshin Veg. Delicacies from South India

J. Inder S. Kalra : Prasad Cooking

Jane Grigson : The Book of Ingredients

K.T. Achaya, Oxford : Indian Food

Le rol a. Polsom : The Professional Chef

HM -151 PRACTICALS

1. Demonstration classes to make students familiar with:

The pre-preparation, preparation and method of cookery.

- a) Preparing and cooking vegetables.
- b) Preparing and cooking Fish & Shellfish
- c) Preparing and cooking Poultry
- d) Preparing and cooking Eggs
- e) Preparing and cooking Stocks

HM -102, FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE-I

OBJECTIVES:

By the end of the semester the students should be able to:

- a) Develop an -insight -into the growth of catering Industry..
- b) Understand the different components of the catering industry) the functions of various departments of a hotel, and their relationship with Food & Beverage service department, in order to acquire professional competence at basic levels in the principles of Food service and its related activities.
- c) Understand the role of F & B department its functions and staffing.
- d) Understand different non-alcoholic beverages with their preparation and services.
- e) Identify and use the different types of restaurant equipments.
- f) Acquire the requisite technical skills for competent service of Food and Beverage.

COURSE CONTENTS:

UNIT 1

INTRODUCTION TO THE CATERING INDUSTRY:

- a)History of catering Industry
- b) Introduction and growth of catering-industry.
- c) Classification of catering establishments: Commercial, Transport, Welfare, Industrial, & Institutional
- d) A brief description of each type showing the career opportunities in each.

DEPARTMENTAL Organization:

- a) Organization of the star category hotel
- b)Organization of F & B department professional relationship between guest and steward.
- c) Relationship among F & B service department with other departments of the hotel;
- d) Types of F & B outlets
- e) Organization of staff in various F & B Outlets
- f) Duties and responsibilities of all F & B staff
- g) Attributes of a waiter: Effective communication skills, Personal hygiene, physical attributes, work related attributes/professional attributes.

UNIT 2

RESTAURANT EQUIPMENTS:

- a) Crockery.
- b) Glassware, Chinaware.
- c) Cutlery, Flatware, Hollow ware - Silver and stainless steel, disposable, cleaning method polivit, dry powder silver dip. Burnishing method
- d) Linens, Furnishing, fittings, and disposable.
- e) Care and maintenance of restaurant equipment.

ANCILLARY DEPARTMENTS:

Pantry, still room, plate room, hotplate, & kitchen stewarding a brief description.

UNIT-3

NON-ALCOHOLIC BEVERAGES:

- a. Tea & coffee: Types, manufacturing, brand names.
- b. Service
- c. Milk based drinks.
- d. Juices.
- e. Soft drinks.
- f. Mineral Waters spring water, nourishing drinks and tonic water.
- g. Mise-en-place.

UNIT 4

ROOM SERVICE:

- a) Type of Room Service Introduction – Cycle of service / Centralized / Decentralized /forms to formats used in room service, order taking, thumb rules, suggestive selling, guest service Procedure in room service.
- b) List of Equipments
- c) House Rules of Room Service Waiter
- d) Room Service Menu

REFERENCE BOOKS:

Sudhir Andrews: F & B Service Trg. Manual

Denni R. Lillicrap: F & B Service

John Walleg: Professional Restaurant Service

Brian Varghese: Professional F& B Service Management

Brown, Heppner & Deegan: Introduction to F&B Service

HM - 152 PRACTICALS

1. Opening and inspecting cleaning a restaurant: Routine Cleaning & Non-Routine Cleaning
2. Identification of restaurant equipments.
3. Special equipments used in restaurant.
4. Wiping: - Glassware ,Cutlery, Crockery holding are using service gears, carrying plating by using trays & salver ,using service plate, carrying clearance of dirty cutleries & crockery's..
5. Polishing silver, silvo method, burnishing method
6. Arrangement and use of side board - Check list.
7. Laying a table cloth
8. Re-laying a table cloth
9. Using a tray, Salver
10. Procedure for laying table
 - i) Procedure for Laying a la carte & Table D'hote Menu
 - ii) Service of Breakfast- Continental, English & American.
 - iii) Room service tray setup.

HM – 103, FOUNDATION COURSE IN FRONT OFFICE OPERATION – I

OBJECTIVES:

The Student will be aware and get knowledge about:

- a) Classification and categorization of Hotels and its Evolution.
- b) Duties & responsibilities of the staff in the different sections.
- c) Identify Market segment.
- d) Types of rooms, food plan.
- e) Importance, Modes, Tools of reservation.

COURSE CONTENT:

UNIT 1

INTRODUCTION TO FRONT OFFICE

- a. Introduction to hotel industry, Evolution, Definition of modern Hotel, Classification and categorization, Indian concept.
- b. Position, Role and Importance of Front office in the hotel.

UNIT 2

ORGANIZATIONAL STRUCTURE OF FRONT OFFICE

- a. Structure and functions of each section
- b. Duties and responsibilities of Front office staff.
- c. Layout of Front office department.

UNIT 3

ATTRIBUTES OF FRONT OFFICE STAFF AND FRONT OFFICE TERMINOLOGY

- a. Attributes of Front office staff.
- b. Front office terminology regarding guest's plans and different guest rooms.

UNIT 4

RESERVATION OPERATIONS:

- a) The importance of reservation section.
- b) The modes of reservation: C.R.S. and I.R.S.
- c) Various tools of reservation: Room status board.
- d) Reservation form, Advance-letting chart, Density control chart, Hotel Diary, Whitney system of reservation.
- e) Cancellation and amendment procedure.
- f) Various report prepared at front office at the time & reservation..
- g) Group reservation.

HM-153 PRACTICAL

1. Receiving telephone calls.
2. Familiarization of reservation tools.
3. Receiving reservation requests.
4. Finding room availability on Advance letting chart, updating it
5. Finding room availability on Density Control chart, updating it
6. Updating Hotel diary and preparation of movement list.
7. Handling Cancellation and Amendments.

REFERENCE BOOKS:

Dennis L. Foster: Back Office Operation & Admn.

Dennis L. Foster: Front Office Operation & Admn

Sudhir Andrews: Hotel Front Office

Colin Dix & Chirs Baird: Front Operations

Kasavana & Brooks: Managing Front office Operations

HM – 104 FOUNDATION COURSE IN HOUSEKEEPING - I

OBJECTIVES:

The students will get knowledge about:

- a) Organization, function of Housekeeping department and its different sections.
- b) Different departments Housekeeping co-ordinates with
- c) Procedure of cleaning different status of room.
- d) Cleaning equipments and cleaning agent.
- e) Lost and found procedure in the control.

COURSE CONTENT:

UNIT 1

HOUSEKEEPING AS A DEPARTMENT:

- a) Importance of housekeeping
- b) Responsibilities of housekeeping department and housekeeping layout.
- c) Interdepartmental co-operation & co-ordination of Housekeeping.
- d) Different sections of Housekeeping departments.

ORGANISATION STRUCTURE OF HOUSEKEEPING DEPARTMENT:

- a) Small hotels, Medium hotels, large hotels.
- b) Duties & responsibilities of Executive Housekeeper.
- c) Duties & responsibilities of Housekeeping Staff.

UNIT-2

GUEST ROOMS-

- a) Types of guest room with sizes.
- b) Types of Bed & Mattresses
- c) Guest room status report.
- d) Floor rules
- e) Service and facilities offered by various hotel.

UNIT – 3

CLEANING ORGANIZATION

- a) Principles of cleaning
- b) Method of organizing cleaning
- c) Frequency of cleaning daily, periodic and special.
- d) Design features that simplify cleaning.

UNIT 4

CLEANING EQUIPMENT:

- a) General considerations & selections
- b) Classification & Types of equipments, Floor trolley, Vacuum Cleaner etc.
- c) Method of use & mechanism for each type
- d) Care & maintenance.

CLEANING AGENTS:

- a) General criteria for selection
- b) Classification.

REFERENCE BOOKS:

Sudhir Andrews: Hotel Housekeeping
Joan C. Branson: Hotel, Hostel & Hospital Housekeeping
Georgi ra Tucker: The Professional Housekeeper
Rose Mary & Heinemann: Housekeeping Management for Hotels
Devid Allen, Hutchinson: Accommodation & Cleaning Services

HM-154 PRACTICAL

- 1) Introduction, identification, uses and care of hand tools, cleaning Equipments and cleaning agents (Paste chart / drawing as applicable)
- 2) Basic cleaning procedure in Guest room:
 - a) Check-out room
 - b) Occupied room
 - c) Vacant room
 - d) Evening service.
- 3) Procedure for Bed making:
 - a) Day Bed
 - b) Night Bed
- 4) Procedure for cleaning bathrooms.
- 5) Organizing for completing the assigned task, preparing work plan.

HM – 105 BUSINESS COMMUNICATION

OBJECTIVE:

By the end of the course the students should:

- a) b) Understand the Value of Communication
- b) Understand the constituents of technical written communication.
- c) Understand the various forms of verbal and Nonverbal, Formal and Informal communications.
- d) Understand various Etiquette followed in hotel industry

COURSE CONTENT:

UNIT 1

INTRODUCING BUSINESS COMMUNICATION.

Definition, types of business communication their merit and demerits, barriers of communication, importance of communication, media of communication their merits & demerits.

Unit 2

Listening

- A. Definition
- B. Types of Listening
- C. Listening Barriers
- D. Guidelines For Effective Listening

UNIT 3

FORMAL WRITTEN COMMUNICATION:

Official letters, Report writing: Types & format, Memorandums and Circulars, Agenda and minutes, Resume

UNIT 4

FORMAL VERBAL COMMUNICATION:

Group discussion, Interview, Business negotiation, Public Speaking, Meeting, Counseling, Business Presentation.

UNIT 5

Non verbal Communication

Meaning, its importance & Types

Etiquettes

Meaning, Telephone Etiquettes & Hotel Etiquettes

REFERENCE BOOKS:

- Murphy & Peck: Effective Business Communication
Manroe and Ebninged: Speech Communication
Himshreet and Baty: Business Communication
Richard E. Cable: Public relation and Communication
C.B. Gupta: Office Language
Alien Pease: Body Language

HM -106 NUTRITION

OBJECTIVE:

This course is designed to acquaint the students with the basic concept of nutrition which will finally provide support to their knowledge about Food & its preparations. By the end of the semester the students should be able to:

- a. Know the importance of food and nutrition.
- b. Understand the role of various nutrients in our body.
- c. Conceptualize the fundamental of balance diet.
- d. Know the effect of storage, pre-preparation and cooking on nutrients.
- e. Use the knowledge of nutrition for retention of nutrients while preparation of food and during menu planning.

COURSE CONTENT

UNIT 1

INTRODUCTION TO NUTRITION:

Definition of Nutrition; Importance and scope; The various nutrients.

Importance, Function & Scope of Food, Interrelationship between Nutrition & good health.

Definition of Energy, Energy requirement of our body, Factors affecting Energy Requirement in our body, Concept of BMR, SDA, Dietary Sources of energy, Concept of energy balance and the health hazards associated with underweight, overweight.

UNIT 2

ROLE OF NUTRIENTS IN OUR BODY:

Carbohydrates: Classification, functions, Deficiency and excess of carbohydrates, sources.

Fats: Classification of Fats, Functions, deficiency & excess of Fat; sources.

Proteins: Definition, Classification based upon amino acids composition, functions of proteins, Dietary Sources of Protein, deficiency, Protein energy malnutrition (P.E.M.), Methods of improving quality of protein in food (Special emphasis on Soya Protein & Whey Protein)

UNIT 3 ROLE OF NUTRIENTS IN OUR BODY – II

Vitamins: Definition, Classification of vitamins, function, deficiency & excess and sources of all vitamins.

Minerals: Definition, Classification, Sources and functions & deficiency of various minerals – Iron, Calcium, Phosphorous, Sodium & Iodine

Water: Definition, Dietary Sources (Visible & Invisible), Functions of water & Role of water in maintaining Health (water balance)

UNIT 4

BALANCED DIET

Definition, Concept of balanced diet: Menu planning for specific requirements viz. infants, Children, adolescents adult, man & women; nutritional requirements during specific conditions like obesity, diabetic condition & heart diseases.

Factors affecting meal planning, Critical evaluation of few meals serve at the institutes/hotels based on the principle of meal planning

Calculation of nutritive value of dishes /meals

UNIT 5

MASS FOOD PRODUCTION

Effect of Cooking on nutritive value of food

Need for introducing nutritionally balanced and health specific meals

Critical Evaluation of Fast Foods

New Products being launched in the market (nutritional evaluation)

Books for reference

Fundamentals of Food & Nutrition : Mudaambi & Raajgopal

Normal & Therapeutic Nutrition : H. Robinsson

Clinical Dietics & Nutrition : F.P Aanita