

TEACHING & EXAMINATION SCHEME

SECOND YEAR DIPLOMA PROGRAMME: HOTEL MANAGEMENT & CATERING TECHNOLOGY

Sr. No.	Courses / Subject	Teaching Scheme		Paper Hours		Examination Scheme Marks				
		Theory (Hrs)	Pract (Hrs)	Theory	Pract.	Th	Pr	Progressive Assessment		Total
								Th	Pr	
2.1	Food Production Operations	4	8	3	5	100	100	25	50	275
2.2	F & B Service Operations	3	2	3	4	100	100	25	25	250
2.3	Housekeeping Operations	2	2	3	4	100	100	25	25	250
2.4	Front Office Operations	2	2	3	4	100	100	25	25	250
2.5	Hotel Accountancy	2	--	3	--	100		25		125
2.6	Food Safety & Quality	1	--	2	--	50		25		75
2.7	Catering Management	2		3	--	100		25		125
2.8	Food & Beverage Management	2		2	--	50		25		75
2.9	Industrial Orientation Programme	24 (WEEKS)		--	--				300	300
2.10	Guest Speakers / Self Study / Library Studies	3								
		21	14							

TOTAL 35 HOURS TOTAL MARKS 1725

1. Theory and Practical Periods of 60 minutes each
2. Practical exams to be assessed by external and internal examiner as per BTE norms.

FOOD PRODUCTION OPERATION

3 hrs./Week = 54 Hours

(Marks : 100)

<u>THEORY</u>	Hrs.	Marks
I. QUANTITY FOOD PRODUCTION	4	15
A. EQUIPMENT <ul style="list-style-type: none"> - Heat and cold generating equipment - Care and maintenance of the equipments 	2	5
B. PLANNING <p>Principles of planning with regards to</p> <ul style="list-style-type: none"> - Staff allocation / organization - Storage and space. 	3	5
C. MENU PLANNING <ul style="list-style-type: none"> - Basic principles of menu planning - Points to be considered for volume feeding. 	5	10
D. INDENTING <ul style="list-style-type: none"> - Recipes – Definition, structure and function - Portion sizes. - Converting Recipes. - Difficulties while Indenting. 	6	20
II. VOLUME FEEDING		
A. Institutional and Industrial Catering		
B. Hospital Catering		
C. Off Premises Catering.		
D. Mobile Catering <ul style="list-style-type: none"> - Air, Rail, Catering 		
E. Quantity Purchase and Storage <ul style="list-style-type: none"> - Introduction to Purchase. - Purchasing system - Purchase specification - Storage (Meat Tag) 	3	10
III. REGIONAL INDIAN CUISINE	26	20
A. Introduction to Regional Indian Cuisine.		
B. Heritage of Indian Cuisine		
C. Factors that affect eating habits in different parts of the country.		
D. Cuisine and its highlights of different states/regions/communities to be discussed under: <ul style="list-style-type: none"> * Geographic location * Historical background * Seasonal availability * Special equipment * Staple diet <ul style="list-style-type: none"> • Specialty cuisine for festivals and special occasions 		

STATES

Andhra Pradesh, Bengal, Goa, Gujarat, Kashmir, Karnataka,
Kerala, Maharashtra, Punjab, Rajasthan, Tamilnadu, U.P.

IV. INDIAN BREADS, INDIAN SWEETS & INDIAN SNACKS.

5

15

REFERENCE BOOKS

1. Quantity Food Production
2. Taste of India
3. Flavors of India
4. Heritage of India
5. Prashad
6. Cooking Delights of the Maharajas

FOOD PRODUCTION OPERATIONS

8 Hrs/Week = 144 Hours
(Marks : 100)

PRACTICAL

To formulate the menus from the following dishes and to include more dishes from the respective regions.

INDIAN BREADS

Malabari paratha
Puri
Paratha
Methi Thepla
Chapati
Missie Roti

CEREALS/DAL

Dal Tadka
Punjabi Dal
Dal & Vegetable Sorak
Dal Makhani
Rajma Masala
Sambhar

POULTRY

Murgh Malai Curry
Chicken Chettinad
Chicken Shahjahani
Chicken Kolhaputi
Chicken Xacuti

RICE

Steamed Rice
Lime Rice
Masale / Tendli Bhaath
Prawn Pulao
Aloo Gobi ki Tahari
Shahjeera Pulao
Yellow Rice
Yakhni Pulao
Vegharelo Bhaath
Ghee Rice
Moong Dal Khitchdi

MEAT

Kheema Maharashtrian Style
Mutton Khorma
Mutton Burani
Mulligatwanny Curry
Mutton Vindaloo
Beef Assad
Mutton Roganjosh
Nilgiri Khorma

FISH

Parwn Ambotik
Caldeen
Prawn Patia
Masala Fried Fish
Macher Jhal / Dolmach

SWEETS

Chenna Payesh
Payasam
Shrikhand
Dodol
Carrot Halwa
Phirnee
Gille Firdose
Besan Ladoo

Baath
Bread Pudding
Jallebi
Basundi
Zarda Pulao
Rawa Ladoo
Sheera
Gulab Jamun

Mithi Dabal / Shahi
Tukda

VEG. ACCOMPANIMENTS

Chauli Beans Usal
Simla Mirch Kaande Aloomein
Cashew Potato Curry
Avial
Vegetable Jhalfraizi
Aloo Gobi
Cabbage Thoran
Jeera Aloo
Cabbage Foogath
Pumpkin Errussery
Masalyachi Vangi
Shahi Paneer
Beans Vazhatiyathu
Panch Phooran Charchari
Sindhi Curry

Doodhi Na Muthia
Padval Val Dalimbi
Caldeen

SALADS & RAITA

Khaman Kakdi
Mixed Salad
Cucumber

Cucumber Raita
Tomato Raita

F&B SERVICE OPERATIONS

THEORY	: 54 HOURS
PRACTICAL	: 36 HOURS
PAPER	: 100 MARKS, 3 HOURS
PRACTICAL	: 100 MARKS, 4 HOURS

PROGRESSIVE ASSESMENT MARKS:-

THEORY	: 25 MARKS
PRACTICALS	: 25 MARKS

OBJECTIVE : To give the student an extensive understanding of the various alcoholic beverages available in India, and in common use throughout the hotel industry. The history, manufacture, classification, storage and service. To develop further knowledge of menu compilation, French menu terms, regional Indian dishes – their format and popularity in the International restaurant trade.

THEORY

TOPICS

1. INTRODUCTION TO BEVERAGES (4 HOURS)

- Definition of beverages.
- Classification of beverages

(6 MARKS)

2. WINES

(22 HOURS)

- Introduction to wines Classification of wines, types of glass and equipment required for the service of wines, wine producing areas of the world.
- The Vine
 - Vine diseases
 - Viticulture
 - Factors influencing quality of wine
- The Grape
 - Diagram
 - Grape Varieties
- Wine Calendar
- Making a Table wine
- Faults in Wine
- Organic Wines
- Making of Sparkling wine
 - Grapes used in making Champagne
 - Methode Champanoise
 - Pot still and Continuous still Method
- Decanting a wine (Advantages and Disadvantages)
- Wine Trade Terms
- Reading a Wine Label
- Tasting of Wines

- m. Wines of Other countries and their grape variety
 - n. Courses of the menu and their wine accompaniment.*
 - o. Alcoholic strength of beverages.
 - p. Fortified wines, types of port, aromatized wines, bitters, Aperitifs.
- (30 MARKS)**

3. BEER

(6 HOURS)

- a. Manufacture
- b. Types
- c. Storage
- d. Service

(12 MARKS)

4. SPIRITS

(10 HOURS)

- a. Introduction and definition
- b. Pot still and Patent Still
- c. Types of Spirits
- d. Whiskey (Types, method of preparation, classification if any, service detail)
- e. Gin (Types, method of preparation, classification if any, service detail)
- f. Brandy/ Cognac (Types, method of preparation, classification if any, service detail)
- g. Rum (Types, method of preparation, classification if any, service detail)
- h. Vodka (Types, method of preparation, classification if any, service detail)
- i. Tequila (Types, method of preparation, classification if any, service detail) and **other spirits.**

(30 MARKS)

5. LIQUEURS

(4 HOURS)

- a. History
- b. Classification
- c. Method of production.
- d. Uses.

(8 MARKS)

6. MENU TERMINOLOGY

(4 HOURS)

- a. Compilation of menus, French menu terminology, Foreign names for food stuffs.

(8 MARKS)

7. COCKTAILS & MOCKTAILS

(4 HOURS)

- a. Introduction
- b. Parts of a Cocktail / Mocktail
- c. Methods of making Cocktails/ Mocktails
- d. Standard Recipes

(6 MARKS)

HOUSEKEEPING OPERATIONS

PRACTICAL

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

1. BAR:

a. SETTING UP AND MAINTAINING BAR FORMS AND FORMATS.

1. Opening checklist and closing checklists.
2. Inter departmental Beverage Transfer (I.B.T or I.D.T)
3. Beverage/ Tobacco Inventory Sheets.
4. Bar current tax structure for billing purpose.(Market Survey to be done by students)

2. BAR ORDER TAKING AND SERVICE :

- a. All alcoholic beverages (spirits, wines, aperitifs, liqueurs and beers)
- b. Preparation and service of Cocktails and Mocktails.
- c. Service of beverages in Room Service.
- d. Service of soft beverages (Juices, mineral waters, sparkling water)

3. MENUS AND THEIR SERVICE:

- a. Compiling 5 course menus, stating mise en place required for service with help of diagram
- b. Compiling Table d'hote menus with wines included and service of the same.
- c. Compiling an Ala Carte menu card, Making a K.O.T, A la Carte set up and service of A la Carte meals.
- d. Compiling Beverage list, samples of beverage list from reputed hotels.
- e. Wine menu, order taking and service of Red wine, White wine and Champagne with glassware used, decanting of Red wine.

NOTE:- Discontinue wines for each course of the menu.

4. COCKTAIL DEMONSTRATION:-

- a. Introduction, parts of a cocktail, different garnishes.
- b. List of cocktails to be demonstrated.
Bloody Mary, Virgin Mary, Pinacolada, Virgin Colada, Whiskey Sour, Pink Lady, Orange Blossom, Margherita, Diaquiri, Cuba Libra and Mojito.
- c. Iced tea preparation
- d. Preparation of milk shakes, Masala Chaach, Smoothies, etc.

5. ROOM SERVICE:

- a. Telephone etiquettes in room service, phrases to be used on while conversing with the guest.
- b. Room service order taking log book format
- c. Order placing to room service and setting up of trays, service in rooms.
(Phrases to be used)

REFERENCES:-

- ❖ Food and Beverage Service
- Dennis Lillicrap, John Cousins and Robert Smith.
- ❖ Food and Beverage Service Training Manual.
- Sudhir Andrews.
- ❖ Food & Beverage Service
- Bobby George
- ❖ Bar Management and Control
- Dr. B. K. Chakravarti
- ❖ Larousse Encyclopedia of Wine
- Hamlyn
- ❖ Larousse Cocktails
- Hamlyn
- ❖ The Beer Drinkers Hand book
- Kevin Trayner
- ❖ The World Encyclopedia of Beer
- Bryan Glover

HOUSEKEEPING OPERATIONS

SECOND YEAR

THEORY : 36 HOURS

PRACTICAL: 36 HOURS

PAPER: 100 MARKS, 3 HOURS

PRACTICAL: 100 MARKS, 4 HOURS

PROGRESSIVE ASSESEMENT:-

THEORY: 25 MARKS, PRACTICALS: 25 MARKS

SR.NO.	TOPIC	HOURS	MARKS
1.	LINEN AND UNIFORM ROOM. a) Activities of the linen room b) Layout and equipment in the linen room c) Selection criteria of various linen items and fabrics suitable for this purpose. d) Purchase of linen e) Calculation of Linen requirements. f) Linen control procedures and records g) Recycling of discard linen h) Linen hire i) Selection and designing of uniforms j) Issuing and exchange of uniforms k) Advantages of providing uniforms to staff	10	30
2	PEST CONTROL a) Types of pest b) Control over pests c) Areas of infestation	08	15
3	HOUSEKEEPING AS A DEPARTMENT IN OTHER INSTITUTION TO BE APPLIED TO A SLIGHTLY DIFFERENT SET OF CIRCUMSTANCES. a) Housekeeping in residential homes b) Housekeeping in hostels c) Housekeeping in Hospitals d) Housekeeping in Hotels	08	20
4	EMERGENCY AND DEALING WITH THEM a) Fire :Prevention and Fire Fighting b) Safety Awareness and accident prevention c) First Aid box - procedure to be used d) Dealing with sick guest – Sanitation	06	20
5	REPORTABLE MATTERS a) No baggage b) Scanty baggage c) Overnight damage or articles missing d) Changes in guest occupancy e) Birds or animals f) Suspicious or unusual guest conduct g) Guest who are ill h) Do Not Disturb	04	15

	i) Change of rooms j) Expressions of guests k) Presence of vermin l) Arms and ammunition		
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PRACTICALS

- 1) Special emphasis on the laundry department methods, machinery, their use and care also included guest laundry, dry cleaning and stain removal.
- 2) Flower arrangements.
- 3) Assigning of rooms, preparation of reservation charts, departure reports, compiling MIS reports.
- 4) Guest room inspection
- 5) Reporting staff placements
- 6) Room occupancy report
- 7) Entering checklists, floor registers, work order, log book.
- 8) Maids report
- 9) Handover records
- 10) Guests special request register
- 11) Call Register
- 12) V.I.P Lists

REFERENCE BOOKS

- 1) Housekeeping manual – Sudhir Andrews
- 2) Housekeeping for Hotels, Motels, Hospitals, Clubs & Schools – Grace Brigham
- 3) Supervisory Housekeeping – Jean Kimbell

HOTEL ACCOUNTANCY

HOURS:

THEORY: 36 HOURS

PRACTICAL : 36 HOURS

PA

THEORY: 25

PRACTICAL :25

MARKS:

THEORY : 100 PRACTICAL: 100

FRONT OFFICE OPERATIONS	HOURS	MARKS
1] Tourism Industry A. Importance of Tourism B. Hospitality Industry & Tourism	2	4
2] Handling Special Situations A. Group Arrival & Departures B. Room Changes C. VIPs D. Overbooking E. Complaints	6	16
3] Reservations A. Group Reservations B. Sources of Reservation <ul style="list-style-type: none"> ▪ GITS ▪ Travel agents ▪ Airlines 	6	16
4] Guest Safety And Security A. Importance Of Security Systems A. Safe Deposit B. Key Handling C. Emergency Situations [Accident, Illness, Theft, Fire, Bomb E. Computerized Room Management System	6	20
5] Compilation Of Reports & Statistics To Calculate: Occupancy Ratios like <ul style="list-style-type: none"> A. Room Occupancy B. Double/ Single occupancy C. House count D. Average room rates E. Local & Foreign occupancy 	3	10
6] Checkout Procedures [Departure] A. Guest Accounts Settlement <ul style="list-style-type: none"> ▪ Cash & Credit and its Control ▪ Indian & Foreign Currency ▪ Transfer Of guest Accounts ▪ Express checkout 	5	16
7] Front Office Accounting A. Accounting Fundamentals B. Guest & Non Guest Accounts C. Accounting System <ul style="list-style-type: none"> ▪ Non Automated ▪ Semi – Automated ▪ Fully Automated 	8	18

PRACTICALS

1] Assigning of Rooms / Departure Reports / Compiling of MIS Reports

2] Front Office Accounting Procedures

- Manual Accounting
- Machine Accounting
- Payable, Accounts Receivable, Guest History

3] Situation Handling

4] Checkout Procedures (FIT, Group)

REFERENCE BOOKS

- 1] Front Office Management – S.K. Bhatnagar.
- 2] Principals of Hotel Front Office Operations – Sue Baker, Pam Bradley & Jeremy.
- 3] Front Office Operations & Management – Ahmed Ismail.
- 4] Front Office Operations & Administration – Dennis. L. Foster.

HOTEL ACCOUNTANCY

HOURS : 36

MARKS: 100

Progressive Assessment : 25

SR.NO.	PARTICULARS	HOURS	MARKS
1	UNIFORM SYSTEM OF ACCOUNTS FOR HOTELS <ul style="list-style-type: none"> • Introduction To Uniform System Of Accounts • Need And Purpose Of Uniform System Of Accounting • Contents Of The Income Statement • Problems 	10	20
2	INTERNAL CONTROL <ul style="list-style-type: none"> • Definition • Objectives Of Internal Control • Characteristics Of Internal Control 	2	8
3	INTERNAL AUDIT AND STATUTORY AUDIT <ul style="list-style-type: none"> • An Introduction To Internal And Statutory Audit • Distinction Between Internal Audit And Statutory Audit 	4	16
4	DEPARTMENTAL ACCOUNTING <ul style="list-style-type: none"> • An Introduction To Departmental Accounting • Allocation And Apportionment Of Expenses • Problems 	8	20
5	CONTENTS OF THE BALANCE SHEET <ul style="list-style-type: none"> ▪ Assets Side ▪ Liabilities Side ▪ Practicals 	8	20
6.	ACCOUNTING SYSYTEM <ul style="list-style-type: none"> ▪ Inputs and Outputs of the Accounting System ▪ Types of Accounting Machines ▪ Advantages and Disadvantages of Accounting Machines 	04	16

HOTEL ACCOUNTANCY

HOURS: 30
MARKS: 100
Progressive Assessment: 25

REFERENCES:

1. Management Accounting By M.G. Patkar
2. Advanced Accountancy by S N Maheshwari
3. Modern Accountancy by Mukherjee Hanif
4. Hotel Management Theory By Dr. B. K. Chakravarti
5. Operations, Methods & Cost Control by Dennis L. Foster

REFERENCE BOOKS

- Front Office Management - S.K. Maheshwari
- Principles of Hotel Front Office Management - S.K. Maheshwari
- Front Office Operations & Management - S.K. Maheshwari
- Front Office Operations & Management - S.K. Maheshwari
- Characteristics Of Internal Control
- Objectives Of Internal Control
- Internal Control

INTERNAL AUDIT AND STATUTORY AUDIT

- An Introduction To Internal And Statutory Audit
- Distinction Between Internal Audit And Statutory Audit

DEPARTMENTAL ACCOUNTING

- An Introduction To Departmental Accounting
- Allocation And Apportionment Of Expenses
- Problems

CONTENTS OF THE BALANCE SHEET

- Assets Side
- Liabilities Side
- Particulars

ACCOUNTING SYSTEM

- Inputs and Outputs of the Accounting System
- Types of Accounting Machines
- Advantages and Disadvantages of Accounting Machines

FOOD SAFETY & QUALITY

THEORY: 35 HOURS

PAPER : 50 MARKS (2HRS)

PROGRESSIVE ASSESSMENT : 25 MARKS

Sl. No.	Topic	Hours	Marks
01	A. Basic introduction to food safety , food hazards and risks contamination and food hygiene	03	04
02	FOOD SPOILAGE AND FOOD PRESERVATION A. Types and causes of spoilage B. Sources of contamination C. Spoilage of different products (milk and milk products, cereals and cereal products, meat eggs, fruits and vegetables, canned products) D. Basic principles of food preservation E. Methods of p[reservation (high temperature, low temperature, drying, preservation and irradiation)	06	10
03	BENEFICIAL ROLE OF MICRO - ORGANISMS A. Fermentation and role of lactic and bacteria B. Fermentation in food dairy foods, vegetable, Indian foods, bakery products and alcoholic beverages C. Miscellaneous vinegar anti- biotics	02	04
05	FOOD ADDITIVES A. Introduction B. Types (Preservatives, anti oxidants, sweeteners, food colors and flavours, stabilizers and emulsifiers)	02	02
06	FOOD CONTAMINATIONS AND ADULTERATIONS A. Introduction to food standards B. Types of food contaminations (Pesticides residue, bacterial toxins mycotoxins, sea food toxins, metallic contaminants, residues from packaging material) C. Common adulterants in food D. Method of their detection basic principles	05	06
07	FOOD LAWS AND REGUALTIOONS A. National – PFA essential commodities act FPO, MPO etc B. International – codex Alimentarius , ISO	04	06

	C. Regulatory agencies – WTO D. Consumer Protection Act		
08	QUALITY ASSURANCE A. Introduction to concept to TQM, GMP and risk assessment B. Relevance of microbiological standards for food safety C. HACCP (basic principle and implementation)	04	06
09	HYGIENE AND SANITATION IN FOOD SECTOR A. General principles of food hygiene B. GHP for commodities, equipment, work area and personnel C. Cleaning and disinfection (methods and agents commonly used in the hospitality industry) D. Safety aspects of processing water (uses and standards) E. Dishwashing – Manual & Machine F. Waste water and waste disposal	06	08
11	RECENT CONCERNS A. Emerging pathogens B. Genetically modified foods C. Food labeling D. Newer trends in food packaging and technology E. BSE (Bovine Serum Encephalopathy)	03	04

REFERENCES

1. Modern Food Microbiology by Jay J.
2. Food Microbiology by Fraizer and Westhoff
3. Food Safety by Bhat and Rao
4. Safe Food Handling by Jacob M.
5. Food Processing by Hobbs Betty
6. PFA Rules

CATERING MANAGEMENT

NO OF HOURS: 36

MARKS 100

PROGRESSIVE ASSESSMENT : 25

PROPOSED SYLLABUS	HOURS	MARKS
1. NATURE OF MANAGEMENT <ol style="list-style-type: none"> 1. Introduction 2. Management : why / what / how / by whom management / treatment of guests at various commercial establishments 3. Management : definition and types of management 4. Management : art , science , or profession 5. Levels of management 6. Management by objectives 7. Principles of management 	8	20
2. ROLE OF MANAGER <ol style="list-style-type: none"> 1. Functions of Managers 2. Schools of management 3. Case study 	5	16
3. MANAGEMENT PROCESS A.FUNCTIONS OF MANAGEMENT <ol style="list-style-type: none"> 1. Planning 1. Organizing 2. Staffing 3. Directing 4. Communicating 5. Motivating 6. Leadership 7. Co-ordinating 9. Controlling 	6	16
4. LEADERSHIP SKILLS <ol style="list-style-type: none"> 1. Meaning and Functions 2. Theories of Leadership 3. Qualities of an ideal Leader 	6	16
5. DECISION MAKING <ol style="list-style-type: none"> 1. Meaning and its importance 2. Steps in Decision Making Process 3. Difficulties in Decision Making and Execution 	6	16
6. MOTIVATION / LEADERSHIP SKILLS <ol style="list-style-type: none"> 1. Meaning of Motivation 2. Theories of Motivation / Leadership Skills 	5	16

ASSIGNMENT:

BIOGRAPHIES OF LEADING INDUSTRIALISTS:

- a. J.R.D. TATA
- b. DHIRUBHAI HIRACHAND AMBANI
- c. M.S. OBEROI'S
- d. NARAYAN MURTI

REFERENCES

1. GENERAL MANAGEMENT - N.G. KALE
2. PRINCIPLES OF MANAGEMENT - TERRY FRANKLIN
3. GENERAL MANAGEMENT - DR. C.N. SONTAKI
4. PRINCIPLES OF MANAGEMENT - PRASAD
5. PRINCIPLES OF MANAGEMENT - TIRUPATHI

FOOD & BEVERAGE MANAGEMENT

MARKS 50

PA 25

HOURS 36

PROPOSED SYLLABUS	HOURS	MARKS
1. Sales Concepts A. Various Sales Concept B. Uses of sales Concept	02	4
2. Inventory Control A. Importance B. Objective C. Method D. Levels and Technique E. Perpetual Inventory F. Monthly Inventory G. Pricing of Commodities H. Comparison of Physical and Perpetual Inventory	06	8
3. Beverage Control A. Purchasing B. Receiving C. Storing D. Issuing E. Production Control F. Standard Recipe G. Standard Portion Size H. Bar Frauds I. Books Maintained J. Beverage Control	06	8
4. Sales Control A. Procedure of Cash Control B. Machine System C. ECR D. NCR E. Preset Machines F. POS G. Reports H. Thefts I. Cash Handling	06	8
5. Variance Analysis A. Standard Cost B. Standard Costing C. Cost Variances D. Material variances E. Labour Variances F. Overhead Variance G. Fixed Overhead Variance	06	8

H. Sales Variance I. Profit variance		
6. Menu Merchandising A. Menu Control B. Menu Structure C. Planning D. Pricing of Menus E. Types of menus F. Menu as Marketing Tool G. Layout H. Constraints of Menu Planning	06	8
7. MIS A. Reports B. Calculation of Actual cost C. Daily Food Cost D. Monthly food Cost E. Statistical Revenue Reports F. Cumulative and non cumulative	04	6

Reference Books:

1. Professional Food and Beverage Service Management by Brian Vergheese
2. Food & Beverage Management and Cost control by Jag Mohan Negi.