

# TEACHING & EXAMINATION SCHEME

## THIRD 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	
								Th	Pr
								Total	Total
3.1	Food Production & Patisserie	3	8	3	5	100	100	25	50
3.2	Advanced Food & Beverage Service Operations	2	2	3	3	100	100	25	50
3.3	Housekeeping Management	3	2	3	3	100	100	25	50
3.4	Front Office Management	2	2	3	3	100	100	25	50
3.5	Financial Management	2		3		100		25	25
3.6	Computer Applications II	----	2		2		50		50
3.7	Hospitality Marketing & Sales	2		3		100		25	25
3.8	Human resource Development	1		2		50		25	25
3.9	Facility Planning	2		3		100		25	25
3.10	Communication Skills II (English)	2		3		100		25	25
		19	16						

**TOTAL 35 HOURS TOTAL MARKS 1700**

- 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 PATISSERIE

Teaching Scheme : Theory 03 hrs/week – 105 hrs - 100 mks  
Practicals 08 hrs/week – 280 hrs – 100 mks

### THEORY

Topics	Hours	Marks
1. Garde Manger/Larder <ul style="list-style-type: none"> <li>a. Introduction and explanation &amp; function</li> <li>b. Sub-sections of the garde Manger</li> <li>c. Essentials</li> <li>d. Heavy, light equipments &amp; tools in the Larder/Garde Manger.</li> <li>e. Layout of a larder and various sections</li> <li>f. Larder control</li> <li>g. Yield testing</li> <li>h. Duties and responsibilities of chef, Garde manger and the Chef de Parties</li> </ul>	15	20
2. Charcuterie <ul style="list-style-type: none"> <li>(i) Forcemeats               <ul style="list-style-type: none"> <li>a. Explanation of forcemeat</li> <li>b. Types of forcemeat</li> <li>c. Preparation of forcemeat and</li> <li>d. Applications and uses of forcemeat</li> </ul> </li> <li>(ii). Sausages               <ul style="list-style-type: none"> <li>a. Introduction to Charcuterie</li> <li>b. Sausages casings, types, uses and advantages &amp; disadvantages of using various types of casings.</li> <li>c. Fillings – Various types and method and recipe for stuffings</li> <li>d. Smoking – Function, uses, types.</li> <li>e. The smoking equipment</li> <li>f. The Smoking Process</li> <li>g. Fuel used for smoking &amp; types of wood</li> </ul> </li> <li>(iii) Brines/cures and marinades               <ul style="list-style-type: none"> <li>a. What is Brine</li> <li>b. The Brining Process</li> <li>c. Functions &amp; uses of Brine</li> <li>d. Preparation of Brine</li> <li>e. Curing – wet and dry</li> <li>f. Curing salts</li> <li>g. Methods of curing</li> <li>h. Types of marinades, use of marinades and their application</li> </ul> </li> </ul>	30	30



(iv) Ham Bacon, Gammon

- a. Types of pork for preparing Ham, Bacon, Gammon
- b. Stages of processing Ham, Bacon and Gammon
- c. Difference between green bacon, Bacon, Ham and Gammon
- d. Cuts of Bacon and their uses.

(v) Galantine

- a. What are Galantines
- b. Types of Galantines
- c. Ballotines
- d. Recipe and preparation of galantines
- e. Chaud-froid of galantine.

(vi) Pate & terrines

- a. Explain Pate' and terrine
- b. Types of Pate' & terrine
- c. Recipe and preparation of pate' maison
- d. Uses & applications of Pate'

(vii) Mousse/Mousseline

- a. Types of Mousseline
- b. Preparation and recipe of Mousseline

(viii) Aspic & Gelee

- a. Explanation of Aspic & Gelee
- b. Preparation of Aspic
- c. Uses and Applications of Aspic

(ix) Appetizers & Garnishes

- a. Classification of Horsd'oeuvres
- b. Canape
- c. Appetizer
- d. Examples of Classical Horsd'oeuvres
- e. Garnishes - The classical and modern approach

(x) Sandwiches

- a. Parts of a Sandwiches
- b. Types of Bread used
- c. Types of Fillings used
- d. Types and Varieties of spreads and garnishes
- e. Preparation of sandwiches and storing the same
- f. Classical sandwiches such as checker board, pinwheel, rolled, mosaic, open,



sandwiches. g. Hot sandwiches, Croute Monsieur, Croute madame, Strammer Max, Lindstrom, Subs.		
3. International Cuisine a. Geographical Location b. Historical background c. Different regions, provinces and states d. Staple food and regional influence. e. Agricultural, Dairy and other produce. f. Styles of cooking. g. Equipments used for cooking and service ware h. Specialities of the various regions Chinese, Great Britain, France, Italy, Spain & Portugal, Scandinavia, Germany, Orient, Middle east, Mexican	20	15
4. Bakery & Confectionary (i) Icings and toppings a. functions b. Types and recipe of each type c. Preparation and use of icings and toppings  ii) Frozen desserts a. classification b. Types – Still frozen/ Churn frozen c. Recipe and methods of preparation of mousses, soufflés, Bavoroise, etc. d. Ice creams e. Types of Ice creams f. Recipe and manufacture of Ice creams g. Storage and service of Ice Creams h. Various types of Ice Creams and additive, Preservative, stabilizers used in preparing ice creams i. Quality of Ice Creams, mouth feel, Overrun etc.  iii) Meringues a. What is Meringues b. Preparation of meringue c. Factor affecting stability d. Cooking meringue e. Applications and uses.  iv) Bread Making a. Recipe balancing b. Role of each ingredient used in bread making. c. Bread improvers d. Faults in Bread making	20	20



v) Chocolate <ul style="list-style-type: none"> <li>a. History</li> <li>b. Source</li> <li>c. Processing and manufacturing</li> <li>d. Chocolate</li> <li>e. Types of chocolate</li> <li>f. Tempering Chocolate</li> <li>g. Cocoa – butter, cocoa.</li> <li>h. White chocolate</li> <li>i. Moulding chocolate</li> </ul>		
5. Kitchen Management <ul style="list-style-type: none"> <li>a. Kitchen organization</li> <li>b. Stores Management</li> <li>c. Inventory control</li> <li>d. MIS report</li> <li>e. Material Management system</li> <li>f. Dealing with suppliers</li> <li>g. Budgeting</li> <li>h. Production planning</li> <li>i. Production Scheduling</li> <li>j. HACCP</li> <li>k. Yield Management</li> <li>l. Job analysis/ Job description</li> <li>m. Duty Roster</li> </ul> Product Development <ul style="list-style-type: none"> <li>a. Developing and testing new recipes and equipments</li> <li>b. Food trials – Organoleptic Evaluation of food.</li> </ul>	15	10
6. French <ul style="list-style-type: none"> <li>a. Culinary terms</li> <li>b. Classical recipes and garnishes</li> <li>c. Historical background of classical garnishes</li> </ul> Larder terminology	5	5



## Practicals

### Suggested Menus

#### French

Menu 1      Consommé Carmen  
             Poulet Saute chasseur

Pommes Lorette  
Haricot Verts  
Salade de Betterave  
Brioche  
Baba au Rhum

Menu 2      Bisque D'ecrevisse  
Escalope De Veau viennoise  
Pommes Batailles  
Courge Provencale  
Epinards au Gratin

Menu 3      Crème Dubarry  
Darne De Saumon Grille  
Sauce Paloise  
Pommes fondant  
Petits Pois a la flamande  
French Bread  
Tarte Tartin

Menu 4      Veloute Dame Balnche  
Cote De Porc Charcutiere  
Pommes de Terre a la crème  
Carottes Glace Au gingembre  
Salade Verte  
Harlequin Bread  
Chocolate Cream puffs

Menu 5      Cabbage Chowder  
Poulet A la Rex  
Pommes Marquise  
Ratatouille  
Salade De carottes et Celeris  
Clover Leaf Bread  
Savarin aux Fruits

Menu 6      Barquettes Assortis  
Stroganoff De Boeuf  
Pommes Persilles  
Salade De Chou – Cru  
Garlic Rolls  
Crepe Suzette



Menu 7        Duchesse Nantua  
Poulet Maryland  
Pommes De Terre croquette  
Salade Nicoise  
Brown Bread  
Pate Des pommes

Menu 8        Kromeskies  
Fillet De Sole Walweska  
Pommes Layonnaise  
Funghi Marinati  
Bread Sticks  
Souffle Milanaise

Menu 9        Vol-Au-Vent De Volaille Et Jambon  
Homard a la Thermidor  
Salade Waldorf  
Vienna Rolls  
Mousse Au chocolat

Menu 10      Crabe En Coquille  
Quiche Lorraine  
Salade de Viande  
Pommes Parisienne  
Foccacia  
Crème Brulee

Plus 4 Buffets -        Cold Buffet  
                             Hot buffet  
                             Indian continental

### Chinese

Menu 1        Prawn Ball soup  
Fried Wantons  
Sweet & Sour Pork  
Hakka noddles

Menu 2        Hot & sour Soup  
Beans a la Sichwan  
Stir fried Chicken & peppers  
Chinese fried rice

Menu 3        Sweet corn soup  
Shao Mai  
Tung-po Mutton  
Yangchow Fried Rice



Menu 4      Wanton Soup  
               Spring Rolls  
               Stir Fried Beef & Celery  
               Chow mein

Menu 5      Prawns in garlic Sauce  
               Fish Szechwan  
               Hot & Sour cabbage  
               Steamed Noodles

### International

SPAIN      Gazpacho  
               Pollo En Pepitoria  
               Paella  
               Fritata De Patata  
               Pastel De Manzana

ITALY      Minestrone  
               Ravioli Arabeata  
               Fettucine Carbonara  
               Pollo Cacciatore  
               Medanzane Parmifiane  
               Grissini  
               Tiramisu

GERMANY      Linsensuppe  
                     Sauerbraten  
                     Spatzle  
                     German Potato Salad  
                     Pumpernickle  
                     Apfel Strudel

U.K.          Scotch Broth  
                     Roast Beef  
                     Yorkshire pudding  
                     Glazed Carrots & turnips  
                     Roast Potato  
                     Yorkshire Curd tart  
                     Crusty Bread

GREECE      Soupe Avegolemono  
                     Moussaka A La Greque  
                     Dolmas  
                     Tzaziki  
                     Baklava  
                     Harlequin Bread



## BAKERY AND PATISSERIE PRACTICALS

### MUST INCLUDE

- Decorated cakes
- Gateaux
- International breads
- Sorbets, Parfaits
- Hot/Cold Desserts

### DEMONSTRATION OF Charcuterie - Galantine

- Pate
- Terrines
- Mousselines
- Sausages



## ADVANCED F&B OPERATIONS

THEORY	: 70 HOURS
PRACTICAL	: 70 HOURS
PAPER	: 100 MARKS, 3 HOURS
PRACTICAL	: 100 MARKS, 4 HOURS

### PROGRESSIVE ASSESMENT MARKS :-

THEORY	: 25 MARKS
PRACTICALS	: 25 MARKS

**OBJECTIVES** : To develop a thorough knowledge of all food and beverage operations with special emphasis on banquets and related functions and all specialized services offered in the five star establishment to ensure thorough grounding in the principle of food and beverage service and its related activities at supervisory level. To develop skill in trolley service and service of classical items from Gueridon. Compilation and service of a la carte and evening menu. Planning and conducting function catering.

## THEORY

### TOPICS

- 1. RESTAURANT (14 Hours) (25 Marks)**
- a. Physical layout
    - Introduction
    - Objectives of a good layout.
    - Essential elements of planning a Restaurant.
  - b. Planning the functioning and supporting areas and Equipment selection
  - c. Factors to be considered for a restaurant décor, furnishing and fittings.
  - d. Furniture and linen – tables, Glassware, Flatware, Cutlery, Hollow ware and other service accessories.
  - e. Types of seating, with tables of different shapes and sizes, with space for gangways and side stations.
  - f. Layouts of Coffee shops, Speciality restaurants, Restaurants with show kitchens or Grill Restaurants, etc. (with an incorporated bar).

### Project on the following Topic.

Planning of various kinds of Restaurants mentioned above with at least a minimum of 4 Samples of each of the Type of Restaurants with smoking and non smoking zones.

- 2. F & B STAFF ORGANISATION (6 Hours) (10 Marks)**
- a. Categories of staff



- b. Hierarchy of staff
- c. Job description and specification.
- d. Duty Roaster

**3. MANAGING F & B OUTLET. ( 6 Hours) (10 Marks)**

- a. Supervisory skills
- b. Developing Efficiency
- c. Standard Operating Procedures. (Preparation of S.O.P's)

**4. FUNCTION CATERING (12 Hours) (20 Marks)**

- a. Banquets – Formal and Informal
- b. Organization of the banquet department
- c. Duties and Responsibilities of banquetting staff
- d. Function seating plans – Theatre/ Auditorium style, classroom style, board meeting style, Function notifications – weekly and daily.
- e. Formal gatherings, Table plans/ arrangements, Mise – en – place, service  
Toasting and sequence of events
- c. Informal gatherings – Wedding and Engagement Reception, cocktail parties, conventions, seminars, exhibitions, fashion shows, trade fairs.

**Assignment on the following topic**

**Drawing layouts (minimum 4 numbers) with different types of banquet sets ups with different seating arrangements.**

**6. BUFFETS.**  
**Marks)**

**(10 Hours) (10**

- a. Introduction, space requirements.  
Factors essential for an impressive buffet, no. of guest, expectations of the host, dept of the hosts pocket, planning and organizing, sequence of food lay out.
- b. Types of Buffets.  
Display, Breakfast, Full/ Sit down, stand up, cold buffet.
- c. Essential equipment for buffet, Gastronomical rules of buffet menu planning.
- d. Supervision and buffet checklist

**5. GUERIDON SERVICE ( 10 Hours) (10 Marks)**

- a. Impulse buying  
How do you create impulse buying?  
All Trolleys/ Open Kitchens/ Buffet/ Visuals/ Location.
- b. History of Gueridon  
Definition of the term  
Manual Gueridon  
General points to be considered while doing Gueridon service  
Advantages and disadvantages of Gueridon service.
- d. Gueridon equipment  
Trolleys, flambé lamp, suzette Pans, Hot Plates, Cutting Boards, Service Cutleries, carving set, salad bowls, mixing utensils, fuels, gas, spirit, solid fuel.
- e. Gueridon Ingredients  
Proprietary sauces, sugar, alcohol, spices and condiments
- f. Staffing.  
Chef de rang, commis, duties and responsibilities of both.



## **6. BAR.**

**(12 Hours) (15 Marks)**

### **a. The Bar.**

- Introduction and type of bar – dispense bar, cocktail bar, floating bar.
- b. Atmosphere and décor layout – available space, activities and patterns – furniture.
- c. Plan of a Bar – Front bar, Back bar, under bar, Speed Rack.
- d. Bar Equipments.
- e. Bar stocks and Inventory
- f. Staffing a Bar.
- g. Bar control systems
- h. Supervising a bar.

**Assignment:- Planning a 70 cover theme bar with description of appropriate props being used and a list of all bar forms and formats.**

## **PRACTICAL**

### **TOPICS**

#### **1. SET UPS AND SERVICE.**

- a. A la carte
- b. Table d'hôte
- c. Wines (Red, White and Sparkling)
- d. Spirits and Cocktails.

#### **2. PREPARATION OF CONNOISSEUR COFFEES.**

- a. Irish coffee, Café Royale, Café Parisienne, Monks coffee, Russian coffee, Highland coffee, Calypso coffee, Jamaican coffee.
- b. Mise en place required and method.
- c. Tray set up
- d. Other types of coffees and their service.

#### **3. FLAMBE ON THE GUERIDON TROLLEY.**

- a. Mise en place required for each flambé preparation.
- b. Crepe suzette, Banana flambé, Steak Diane.

#### **4. BAR.**

Mock bar service (Taking orders, picking up the drinks from the bar and serving.)

#### **5. ROOM SERVICE.**

- a. Telephone etiquettes.
- b. Taking orders on ☐.
- c. Writing the order on Room service log book (Format for log book)
- d. Tray set ups
- e. Phrases used when delivering the order to Room.
- f. Setting up of Room Service Trolleys.



## REFERENCES:-

- ❖ Food and Beverage Service
  - Dennis Lillicrap
- ❖ Food & Beverage Service
  - Bobby George
- ❖ Bar Management and Control
  - Dr. B. K. Chakravarti
- ❖ Food & Beverage Service
  - Vijay Dhawan
- ❖ Dining Room and Banquet Management
  - Anthony J. Strianese
- ❖ Introduction to Catering
  - Stephen B. Shiring, R. William Jardine
- ❖ Design & Equipment for Restaurant & Food Service
  - Costas Katsigris & Chris Phomas



## HOUSEKEEPING MANAGEMENT

### THIRD YEAR

**THEORY :** 105 HOURS

**PRACTICAL:** 70 HOURS

**PAPER:** 100 MARKS, 3 HOURS

**PRACTICAL:** 100 MARKS, 4 HOURS

**PROGRESSIVE ASSESEMENT:-**

**THEORY: 25 MARKS, PRACTICALS: 25 MARKS**

	TOPIC	HOURS	MARKS
1	<b>Contract cleaning</b> a) Types of contract cleaning b) Methods of pricing a contract c) Advantages and Disadvantages	14	10
2	<b>Hiring of staff</b> a) Job Specification & Job Description b) Duty Schedules, Manual for housekeeping procedures of commercial establishments	13	12
3	<b>Communicational skills</b> a) Definition and importance b) Types, methods, modes of communication and their use in housekeeping department	14	10
4	<b>Interior design</b> a) Factors affecting interior design b) Elements of design c) Colour and its role in décor- types of colour schemes d) Lighting and lighting fixtures e) Floor finishes f) Carpets g) Furniture and fittings h) Accessories	20	25
5	<b>Planning and Organising House keeping Department</b> a) Area Inventory list b) Frequency schedules c) Performance and Productivity Standards d) Time and Motion Study in housekeeping operations e) Standard Operating Manuals – job procedures f) Job allocation and work schedules g) Calculating staff strengths and planning duty rosters, team work and leadership in housekeeping	30	34



	<ul style="list-style-type: none"> <li>h) Training in HKD, devising training programmes for HK staff.</li> <li>i) Inventory level for non recycled items</li> <li>j) Budget and budgetary controls</li> <li>k) Budget process</li> <li>l) Planning capital and operational budget</li> <li>m) Operating budget- controlling expenses- income statement</li> <li>n) Purchasing systems – Methods of buying</li> <li>o) Stock records – issuing and control</li> </ul>		
6	<b>Layout of Guest Rooms</b> <ul style="list-style-type: none"> <li>a) Size of rooms, furniture arrangements</li> <li>b) Cost of each room (accordingly)</li> <li>c) Refurbishing and redecoration</li> <li>d) Special considerations for rooms for physically handicapped and disabled.</li> <li>e) Snagging List</li> </ul>	14	

### PRACTICALS

- a) Appraisal of Front Office Equipment and Furniture (Rack, Counter, Bell Desk)
- b) Telephone handling
- c) Situation Handling
- d) IDS computer package

### REFERENCE BOOKS

- 1) Housekeeping manual – Sudhir Andrews
- 2) Housekeeping for Hotels, Motels, Hospitals, Clubs & Schools – Grace Brigham
- 3) Supervisory Housekeeping – Jean Kimbell
- 4) Front office Management – S.K.Bhatnagar



**HOURS:**

THEORY: 70 HOURS

PRACTICAL : 70 HOURS

**PA**

THEORY: 25

PRACTICAL :25

**MARKS :**

THEORY : 100

PRACTICAL: 100

FRONT OFFICE MANAGEMENT	HOURS	MARKS
<b>1] Planning &amp; Evaluating Front Office Operations</b> A. Forecasting Techniques B. Forecasting & Room Availability C. Useful Forecasting Data <ul style="list-style-type: none"> <li>▪ % Of walking</li> <li>▪ % Of overstay</li> <li>▪ % Of under stay</li> </ul> D. Forecast Formula E. Sample Forecast Forms	14	20
<b>2] Budgeting</b> A. Making of Front Office Budget B. Factors Effecting Budget Planning C. Capital Operation Budget for Front Office D. Refining Budgets E. Forecasting Room Revenue	14	20
<b>3] Computer Application In Front Office</b> A. Fidelio / IDS	14	20
<b>4] Yield Management</b> A. Concept & Importance B. Applicability of Rooms Division <ul style="list-style-type: none"> <li>▪ Capacity Management</li> <li>▪ Discount Allocation</li> <li>▪ Duration Control</li> </ul> C. Measurement Yield D. Potential High & Low Demand Tactics E. Yield Management Software F. Yield Management Team	18	20
<b>5] Night Auditing</b> A. Functions B. Audit Procedures <ul style="list-style-type: none"> <li>▪ Non – Automated</li> <li>▪ Semi – Automated</li> <li>▪ Fully Automated</li> </ul>	6	12
<b>6] Room Selling Techniques</b> A. Upselling B. Special Rates (Discounts)	4	8



## **PRACTICALS**

- 1] Hands on practice of Computer Applications (Hotel Management System) related Front Office Procedures such as
  - Reservations
  - Registrations
  - Guest History
  - Telephones
  - Housekeeping
  - Daily Transactions
  - Night Audit
  - Income Audit
  - Accounts
- 2] Other Front Office Accounting Procedures
  - Yield Management
- 3] Creating & Collecting MIS Reports of various Hotels
- 4] Compiling of Survey report of various equipments used in Front Office Department Of various hotels
- 5] Making of Folios
- 6] Handling of Emergencies

## **Reference Books**

- 1] Principals of Hotel Front Office Operations – Sue Baker, Pam Bradley & Jeremy.
- 2] Front Office Management – S.K. Bhatnagar.
- 3] Introduction To Hospitality Operation – Peter Jones Cassell ISBN – 0 – 304 – 32902 – 9.
- 4] Hotel Front Office Training Manual – Sudhir Andrews.
- 5] Front Office Procedures – Michael. L. Kasavana & Richard. M. Brooks.



## FINANCIAL MANAGEMENT

### HOURS

THEORY 70

PA: 25

MARKS 100

SR.NO.	TOPIC	HOURS	MARKS
1.	FINANCIAL MANGEMENT MEANING & SCOPE A. Meaning of Business Finance B. Meaning of Financial Management C. Objectives of Financial Management	02	4
2.	FINANCIAL STATEMENT ANALYSIS AND INTERPRETATION A. Meaning And Types of Financial Statements B. Techniques of Financial Analysis C. Limitations of Financial Analysis	03	04
3.	RATIO ANALYSIS a. Meaning of Ratios b. Classification of Ratios c. Profitability Ratios d. Turnover Ratios e. Financial Ratios f. Du Pont Control Chart g. Practical Problems	15	20
4.	FUNDS FLOW ANALYSIS A. Meaning of funds flow statement B. Uses of funds flow statement C. Preparation of funds flow statement D. Treatment of provision for taxation and proposed dividends (as current liabilities)	12	16
5.	CASH FLOW ANALYSIS A. Meaning of cash Flow statement B. Preparation of Cash Flow Statement C. Difference between Cash Flow And Funds Flow Analysis D. Practical problems	12	16
6.	BUDGETING A. Definition Of Budget, Budgeting And Budgetary Control B. Types Of Budget C. Methods Of Budgeting – Fixed Budget And Flexible Budget D. Preparation Of Cash Budget (Simple Problem) E. Budget Committee, Budget Director And Budget Manual	10	14
7.	WORKING CAPITAL MANAGEMENT A. Concept of working capital B. Factors determining working capital needs	02	4



8.	<b>BASICS OF CAPITAL BUDGETING</b> A. Importance of Capital Budgeting B. Capital Budgeting Appraising Methods C. Payback Period D. Average rate of return E. Net Present Value F. Profitability Index G. Internal rate of return H. Practical problems	08	12
9.	<b>COSTING</b> A. Elements of Costing --- Material, Labour, Overheads, Fixed Cost And Variable Cost B. Break Even Analysis (Simple Problem with P/V Ratio) C. Break Even Chart & Margin of Safety	06	10

#### REFERENCES:

1. Financial Accounting by Shetkar S.I. , Hutkoti S.B.
2. Financial Management by Maheshwari
3. Financial Management by Jain & Narang
4. Financial Management By S.C.Kuchhal
5. Financial & Cost Control Techniques in Hotel & Catering Industry by Jagmohan Negi
6. Financial Accounting By Ashok Banerjee
7. Cost Accounting & Costing Method by Wheldom
8. Financial Management by Khan & Jain



## COMPUTER APPLICATIONS II

**Hours: Practical 70**

**Marks :50 (Practical)**

**PA: 50 (Practical)**

S. No.	Topic	Hours		Marks
		Theory	Practical	
1.	<b>PRESENTATIONS</b> A. Making a simple presentation B. Using Auto content Wizards and Templates C. Five views of PowerPoint D. Slides <ol style="list-style-type: none"> <li>i Creating slides, re-arranging, modifying</li> <li>ii Inserting pictures, objects</li> <li>iii Setting up Slide show</li> </ol> E. Creating an Organizational Chart		15	10
6.	<b>DATABASE</b>			20
	Introduction			
	Objectives			
	Database & Relational Database <ol style="list-style-type: none"> <li>i.) Key field</li> <li>ii.) Primary Key</li> <li>iii.) Foreign Key</li> </ol>			
	Elements of a Database <ol style="list-style-type: none"> <li>i.) Tables</li> <li>ii.) Queries</li> <li>iii.) Forms</li> <li>iv.) Reports</li> </ol>			
	<ol style="list-style-type: none"> <li>i.) Creating a database               <ol style="list-style-type: none"> <li>a.) Table</li> <li>b.) Records &amp; Fields</li> <li>c.) Types of Fields</li> </ol> </li> <li>ii.) Creating a Master table</li> <li>iii.) Modification to Table Design</li> <li>iv.) Modification to Table Data</li> <li>v.) Creating a transaction table</li> <li>vi.) Relationships between the tables               <ol style="list-style-type: none"> <li>a.) Referential Integrity</li> <li>b.) Editing a relationship</li> </ol> </li> </ol>		20	
	Forms <ol style="list-style-type: none"> <li>i.) To design &amp; create your own form</li> <li>ii.) Entering data through the forms</li> <li>iii.) Updating the entries</li> </ol>			
	Queries <ol style="list-style-type: none"> <li>i.) Create queries</li> <li>ii.) Select &amp; retrieve the data</li> </ol>			



	<b>Reports</b> i.) Create Reports using wizard ii.) Printing the Reports			
7..	<b>Software Packages for Billing in F&amp; B Outlets &amp; Restaurants</b> i.) Micros System i.) Checking Guest Data ii.) Opening a bill on a table iii.) Feeding data about guest & Food items iv.) Printing a Kitchen Order Tickets (KOT's) v.) Adding items to open checks vi.) Printing a check vii.) Settling checks viii.) Printing Reports <b>OR</b> ii.) Showman Point of Sale( POS)		15	20
	<b>Software used in Front Office &amp; House keeping</b> i.) Fidelio System OR IDS		10	
	<b>Software Packages for Requisitions</b> i.) SCALA ( Indenting Purpose) ii.) Material Management Systems (MMS- for requisition)		10	

#### References

1. Management Information Systems by Davis Olson
2. An Introduction to Database system by Bipin C.. Dessai
3. Database Management System by Dr. Arun K. Pujari
4. Step by Step MS Powerpoint by Eastern Economy Edition
5. Introduction to computers by Peter Nortons  
(Tata Mc. Graw hill edition fourth edition)
6. Internet book by Douglas E. Comer
7. Computer Awareness by Rai Ghosh
8. Computer Today by Suresh K. Basandra



## HOSPITALITY MARKETING & SALES

HOURS :70

MARKS 100

PA : 25

		HOURS	MARKS
1.	Concept of Marketing <ul style="list-style-type: none"> <li>a. Evolution</li> <li>b. Definition</li> <li>c. Purpose</li> <li>d. Solving Customers Problems</li> <li>e. Management Orientation</li> <li>f. Concepts</li> <li>g. Systems</li> <li>h. Hospitality</li> <li>i. Service Concept</li> <li>j. Components of Hospitality product</li> <li>k. Internal Marketing , Complaints</li> </ul>	8	12
2.	Marketing v/s Selling	4	8
3.	Marketing environment <ul style="list-style-type: none"> <li>a.Environment</li> <li>b.Types of environment</li> <li>c.Case Study</li> <li>d.Holiday Inn Environmental Scanning</li> <li>e.Marketing Opportunities and Threats</li> </ul>	8	12
4.	Market Place: Needs, wants, Problems <ul style="list-style-type: none"> <li>A. Consumer               <ul style="list-style-type: none"> <li>a.Needs</li> <li>b.Perception</li> <li>c.Beliefs</li> <li>d.Attitude</li> <li>e.Intentions</li> <li>f.Evaluation</li> </ul> </li> <li>B. Organisational Customer               <ul style="list-style-type: none"> <li>a. Travel Market</li> <li>b. Corporate meeting market</li> <li>c. Incentive market</li> <li>d. Convention market</li> </ul> </li> </ul>	8	12
5.	Market <ul style="list-style-type: none"> <li>a. Differentiation</li> <li>b. Segmentation</li> <li>c. Segment Mix Positioning               <ul style="list-style-type: none"> <li>- Objectives and subjectives</li> </ul> </li> <li>d. Repositioning</li> <li>e. Positioning strategies</li> </ul>	8	12
6.	Marketing Mix <ul style="list-style-type: none"> <li>a. 4 P's</li> <li>b. Hospitality Marketing Mix</li> </ul>	14	16



	c. Hospitality Product & Service Mix d. Product Life Cycle and its stages e. Presentation Mix --- Location and Atmosphere --- Employees --- Customers --- Price --- Pricing --- Discounting --- Communications Mix --- Advertising --- Promotion Mechanising --- PR and Publicity		
7.	Channels of Distribution a. Marketing System Management b. Marketing Intelligence Information Needs c. Marketing Information System d. Strategic Marketing e. Marketing Plan - Forecast - Budget - Control f. Marketing Research	8	12
8.	Marketing Leadership v/s Marketing Management a. Leadership and Management b. Winning Performance c. Future of Hospitality Marketing	12	16

### Reference Books

1. Foundation & Practices by Robert Lewis and Richard Chambers
2. Marketing Management by Philip Kotler.
3. Modern Marketing Management in the Indian Context by R. S. Davar.
4. Marketing Management by V. S. Ramaswamy.
5. Marketing Management by C. N. Sontakki.
6. Hotel Management Theory by Dr. B.K. Chakravarti.



## HUMAN RESOURCE DEVELOPMENT

No of hours : 35

Marks: 50

PROPOSED SYLLABUS	HOURS	MARKS
<b>1. Conceptual Framework of HRD</b> Definition Meaning HRD systems and Organisations	2	3
<b>2. Human Resource Management</b> Definition Meaning Personnel Management V/S Human Resource Management Profile of a Human Resource Professional Functions – Operative, Managerial HRD- as a Catalyst	3	4
<b>3. Strategic HRD</b> Strategic Role of HRD in an Organisation HRD Applications in Hotel Industry	3	3
<b>4. Human Resource Planning</b> Meaning Process of Human Resource Planning Human Resource Demand Forecast and Human Resource Supply Forecast Relevance of HRP in Hotel Industry	3	4
<b>5. Human Resource Accounting</b> Meaning Objectives Approaches Limitations	2	4
<b>6. Recruitment / Selection</b> Meaning Sources of Recruitment Selection Techniques	2	3
<b>7. Training and Development</b> Meaning Training V/S Development Process Tools / Techniques Evaluation Techniques Effective transfer of Learning	3	4
<b>8. Performance Appraisal</b> Meaning Objectives Methods Errors in Performance Appraisal Strategies to improve Performance Appraisal system Performance Counseling	3	4



<b>9. Career Planning</b> Meaning Process Succession Planning Promotion Demotion Transfers	<b>2</b>	<b>3</b>
<b>10. Employee Welfare</b> Quality of work life Health and safety measures Effective grievance handling machinery Disciplinary issues Gender sensitivities Building employee morale	<b>3</b>	<b>5</b>
<b>11. Job Analysis</b> Job description Job specification Job Evaluation Methods of Job Evaluation Job Redesign	<b>4</b>	<b>5</b>
<b>12. Employee Compensation</b> Economic and Non economic incentives Wage and Salary Administration	<b>2</b>	<b>3</b>
<b>13. HRD in Future</b> Change in hotel Industry Emerging Trends and perspectives in Hotel Impact of Mergers and acquisitions Implications to HRD	<b>3</b>	<b>5</b>

### References;

1. Personnel & Human Resource Management by A.M. Sharma
2. Organisational Behaviour by Stephen & Robbins
3. Accounting for Human Resource By Rakesh Chandra Katiar
4. A Handbook of Human Resource Management by Michael Armstr
5. Human Resource management by Michael V.P.



## FACILITY PLANNING

## HOURS

## THEORY 70

PA 25

MARKS 100

SR.NO.	TOPIC	HOURS	MARKS
1	<b>HOTEL DESIGN</b> Design Consideration <ul style="list-style-type: none"> <li>▪ Attractive Appearance</li> <li>▪ Efficient Plan</li> <li>▪ Good Location</li> <li>▪ Suitable material</li> <li>▪ Good Workmanship</li> <li>▪ Sound financing</li> <li>▪ Competent management</li> </ul>	06	10
2	<b>FACILITIES PLANNING</b> The systematic layout planning pattern (SLP) Planning consideration A. Flow process and Flow Diagram B. Procedure for determining space considering the guiding factors for guest room / public facilities, support facilities and services, hotel administration , internal roads/budget hotel / 5 star hotel. Architectural consideration Difference between carpet area plinth area and duper built area, their relationships, reading of blue print (plumbing, electrical, AC, ventilation, FSI, FAR, public areas.) Approximate cost of construction estimation Approximate operating areas in budget type/ 5 star type hotel approximate other operating areas per guest room. Approximate requirement and estimation of water/electrical load gas, ventilation	02   01 03    02  01 02  01	10
3.	<b>STAR CLASSIFICATION OF HOTEL</b> Criteria for star classification of hotel (Five, Four, Three, Two, One and heritage)	02	5
4.	<b>KITCHEN</b> A. Equipment requirement for commercial kitchen, heating, gas/ electrical, cooling (for various catering establishment) B. Developing Specification for various kitchen equipments. C. Planning of various supporting services (Pot wash, wet grinding, chef room, larder, store and other staff facilities)	05  04 03	15
5.	<b>KITCHEN LAYOUT &amp; DESIGN</b> A. Principles of kitchen layout and design B. Areas of the various kitchens with recommended dimension C. Factors that affect kitchen design	12	15



	D. Placement of equipment E. Flow of work F. Space allocation G. Kitchen equipment, manufacturers and selection H. Layout of commercial kitchen (types, drawing a layout of a commercial kitchen) I. Budgeting for kitchen equipment		
6.	<b>KITCHEN STEWARDING LAYOUT AND DESIGN</b> A. Importance of kitchen stewarding B. Kitchen stewarding department layout and design C. Equipment found in kitchen stewarding department	04	5
7.	<b>STORES – LAYOUT AND DESIGN</b> a. Stores layout and planning (dry, cold and bar) b. Various equipments of the stores work flow in stores.	04	5
8	<b>ENERGY CONSERVATION</b> A. Necessity for energy conservation B. Methods of conserving energy in different area of operation of a hotel C. Developing and implementing energy conservation program for a hotel	01 01 02	10
9.	<b>CAR PARKING</b> Calculation of car park area for different types of hotels	01	5
10.	<b>PLANNING FOR PHYSICALLY CHALLENGED</b>	02	5
11	<b>PROJECT MANAGEMENT</b> A. Introduction to network analysis B. Basic rules and procedure for network analysis C. CPM and PERT D. Comparison of CPM and PERT E. Classroom exercises F. Network crashing determining crash cost, normal cost	01 03 02 01 02 02	15



## COMMUNICATION SKILLS II

Hours : 70

Marks 100

PA : 25

PROPOSED SYLLABUS	HOURS	MARKS
<b>1. NATURE &amp; SYSTEM OF COMMUNICATION</b> a ) Definition: need and importance of communication b ) Basic types of communication c ) Modes of communications d ) Effective and ineffective communications e ) Communications for different environments systems of office classified and mass communications f) communication component form and content.	6	10
<b>2.COMMUNICATION PROCESS</b> Starters: news, data, message ,thinking, getting ideas, determining the intent, organizing format, selecting modes and medias, encoding & transmitting , receiving, perceiving and interpreting the message distorting in communication, barriers of communication	6	10
<b>3. COMMUNICATION IN ORGANIZATION, ROUTS &amp; NETWORKS</b> A. Nature of organization internal & external communication B. VERTICAL & HORIZONTAL COMMUNICATION C. UPWARDS and downwards Communication D. Diagonal Communication E. Formal & informal Communication F. Common equipment used for Communication by police/ security organization	8	10
<b>4. WRITTEN COMMUNICATION</b> A. The process of formal written Communication B. Qualities of good writing C. Principles of text organization D. Levels of meaning E. Contextual and pragmatic meaning F. Mechanics of writing	10	15



<b>5. ORAL COMMUNICATION</b> a. The process of formal communication- designing oral messages, analysis audience and selecting method of presentation b. Phonic system of languages c. Improving intelligibility of spoken language, use of body language	10	15
<b>6. GRAPHICAL AND MEDIA COMMUNICATION</b> A. Communications through sketches, graphics, tables B. Formal presentation through computer - LCD (power point), OHP and C. Composing material for these projections. D. Composing short messages for SMS, telegraph, telephone, wireless, radio, T.V., signage and symbols, communicating with masses, public announcements, advertisements, displays.	15	20
<b>7. PRACTICALS</b> A. Reports – 4 types ( Investigation, trouble, appraisal progress) B. Precis Writing C. Letter Writing – official orders, notices, circulars, memorandums, dispute, telex and fax messages. D. Interviewing and group discussions.	15	20

#### REFERENCES

1. Communication by William Raymond
2. Human Communication 1994 sage publication London, By Burgoon Michal
3. Outline of Composition Book By Hill L. A.
4. Developing Communication skills 1994 cambridge university press, by K. Mohan and M. Bannerjee
5. Living English Structure by Stannard Allan
6. Teaching of Structure, words and patterns by Horsy A.S.
7. Developing Communication Skills by K. Mohan & M. Bannerjee.
8. High School English Grammar & Composition by Wren & Martin
9. Strengthening your English by Bhatnagar Horsburgh.
10. Business English & Communication by Lyn Clark & Zimmer
11. Effective Communicator by John Adair.
12. Communicating effectively by Lani Arredondo