

HOTEL MANAGEMENT

(Subjects & Syllabus)

1. P.G. Diploma in Hotel Management - 18 Months
2. P.G. Diploma in Hospitality and Tourism management - 12 Months
3. Advance Diploma in Hotel Management - 24 Months
4. Diploma in Hotel Management - 18 Months
5. Diploma in Bartending - 12 Months
6. Diploma in Food Production - 18 Months
7. Diploma in Hotel Operations - 24 Months
8. Diploma in Hospitality and Tourism management - 12 Months
9. Advance Diploma in Hospitality and Tourism management - 24 Months
10. Certificate in House Keeping Operations - 6 Months
11. Certificate in Front Office Management - 6 Months
12. Certificate in Food & Beverage Service - 6 Months
13. Certificate in Bakery & Confectionery - 6 Months
14. Certificate in Mixology - 6 Months
15. Certificate in Bar Management - 6 Months



P.G DIPLOMA IN HOTEL MANAGEMENT**Eligibility: ANY DEGREE****Duration: 18 Months**

S.No	Subject Code	SUBJECTS	THEORY	PRACTICAL	THEORY
1.	HMCE	COMMUNICATIVE ENGLISH	50	50	100
2.	HM01	FRONT OFFICE	50	50	100
3.	HM02	HOUSE KEEPING	50	50	100
4.	HM03	FOOD & BEVERAGE SERVICE	50	50	100
5.	HM04	FOOD PRODUCTION	50	50	100
6.	HM05	COMPUTER APPLICATIONS	50	50	100
7.	HM06	HYGIENE & SANITATION	100	--	100
8.	HMIT	INDUSTRIAL TRAINING	--	100	100
			300	400	700

ADVANCE DIPLOMA IN HOTEL MANAGEMENT**Eligibility: 12th Standard****Duration: 2 Years****FIRST YEAR**

S.No	Subject Code	SUBJECTS	THEORY	PRACTICAL	THEORY
1.	HMCE	COMMUNICATIVE ENGLISH	50	50	100
2.	HM01	FRONT OFFICE	50	50	100
3.	HM02	HOUSE KEEPING	50	50	100
4.	HM03	FOOD & BEVERAGE SERVICE	50	50	100
5.	HM04	FOOD PRODUCTION	50	50	100
			250	250	500

SECOND YEAR

S.No	Subject Code	SUBJECTS	THEORY	PRACTICAL	THEORY
1.	HMCS	COMMUNICATIVE ENGLISH	50	50	100
2.	HM02A	ROOM DIVISION MANAGEMENT	50	50	100
3.	HM03A	ADV.FOOD & BEVERAGE SERVICE	50	50	100
4.	HM04A	ADVANCE FOOD PRODUCTION	50	50	100
5.	HMIT	INDUSTRIAL TRAINING	--	100	100
			200	300	500

DIPLOMA IN HOTEL MANAGEMENTEligibility: 10th Standard

Duration: 18 Months

S.NO	Subject Code	SUBJECTS	THEORY	PRACTICAL	TOTAL
1.	HM01	FRONT OFFICE	50	50	100
2.	HM02	HOUSE KEEPING	50	50	100
3.	HM03	FOOD & BEVERAGE SERVICE	50	50	100
4.	HM04	FOOD PRODUCTION	50	50	100
5.	HMIT	INDUSTRIAL TRAINING	--	100	100
			200	300	500

DIPLOMA IN BARTENDINGEligibility: 10th Standard

Duration: 1 Year

S.NO	Subject Code	SUBJECTS	THEORY	PRACTICAL	TOTAL
1.	HMPDF	PERSONALITY DEVELOPMENT & FRENCH	50	50	100
2.	HMO7	BEVERAGE OPERATIONS	50	50	100
3.	HM08	BAR OPERATIONS	50	50	100
4.	HM09	FERMENTED BEVERAGES, INDIGENOUS SPIRITS & LIQUEURS	50	50	100
5.	HMIT	INDUSTRIAL TRAINING	--	100	100
			200	300	500

DIPLOMA IN FOOD PRODUCTION**Eligibility: 10th****Duration: 18 Months**

S.NO	SUBJECT CODE	SUBJECTS	THEORY	PRACTICAL	TOTAL
1.	HM04	FOOD PRODUCTION	50	50	100
2.	HM05	COMPUTER APPLICATONS	50	50	100
3.	HM10	LARDER	50	50	100
4.	HM11	HYGIENE AND NUTRITION	100	--	100
5.	HM12	COMMODITIES & COSTING	100	--	100
6.	HMIT	INDUSTRIAL TRAINING	--	100	100
			350	250	600

DIPLOMA IN HOTEL OPERATIONS**Eligibility: 10th Standard****Duration: 2 YEARS****FIRST YEAR**

S.NO	Subject Code	SUBJECTS	THEORY	PRACTICAL	TOTAL
1.	HMCE	COMMUNICATIVE ENGLISH	50	50	100
2.	HM01	FRONT OFFICE	50	50	100
3.	HM02	HOUSE KEEPING	50	50	100
4.	HM03	FOOD & BEVERAGE SERVICE	50	50	100
5.	HM04	FOOD PRODUCTION	50	50	100
			250	250	500

SECOND YEAR

S.NO	Subject Code	SUBJECTS	THEORY	PRACTICAL	TOTAL
1.	HMCS	COMMUNICATION SOFT SKILLS	50	50	100
2.	HM03A	ADVANCE FOOD & BEVERAGE SERVICE	50	50	100
3.	HM04A	ADVANCE FOOD PRODUCTION	50	50	100
4.	HM05	COMPUTER APPLICATIONS	50	50	100
5.	HMIT	INDUSTRIAL TRAINING	--	100	100
			200	300	500

P.G. DIPLOMA IN HOSPITALITY AND TOURISM MANAGEMENT**ELIGIBILITY: ANY DEGREE****DURATION : 1 YEAR**

S. No	Subject name	Theory marks	Practical Marks	Total Marks
1	Front Office	50	50	100
2	House Keeping	50	50	100
3	Food Production	50	50	100
4	Food & beverage Service	50	50	100
5	Communicative English	50	50	100
6	Hospitality and Tourism Management	50	50	100
7	Internship	-	100	100
	Total	300	400	700

DIPLOMA IN HOSPITALITY AND TOURISM MANAGEMENT**ELIGIBILITY: 10TH STANDARD****DURATION: 1 YEAR**

S. No	Subject name	Theory marks	Practical Marks	Total Marks
1	Front Office	50	50	100
2	House Keeping	50	50	100
3	Food Production	50	50	100
4	Food & beverage Service	50	50	100
5	Communicative English	50	50	100
6	Hospitality and Tourism Management	50	50	100
7	Internship	-	100	100
	Total	300	400	700

ADVANCE DIPLOMA IN HOSPITALITY AND TOURISM MANAGEMENT**ELIGIBILITY: 12TH STANDARD****DURATION: 2 YEARS****Subjects and Allotted Marks for First Year**

SI No	Subject name	Theory marks	Practical Marks	Total Marks
1	Front Office	50	50	100
2	House Keeping	50	50	100
3	Food Production	50	50	100
4	Food & beverage Service	50	50	100
5	Communicative English	50	50	100
6	Hospitality and Tourism Management	50	50	100
	Total	300	300	600

Subjects and Allotted Marks for Second year

SI No	Subject name	Theory marks	Practical Marks	Total Marks
1	Communication Soft Skills	50	50	100
2	Room Division Management	50	50	100
3	Advanced Food and beverage service	50	50	100
4	Advance Food Production	50	50	100
5	Internship	-	100	100
	Total	200	300	500

SYLLABUS

HM01-Front Office (Theory)

Unit-I : Introduction to Hotel Industry,

1. Growth of Hotel Industry in abroad and India,
2. Organization chart of large, medium and small hotels.
3. Classification of Hotels according to the length of stay, clientele, number of rooms, locations.

Unit-II : Organization of Front Office Department,

1. various Departments in Front Office and its importance,
2. staff organization of Front Office Department,
3. Job description of various staff in Front Office Department,
4. Different types of Tariff and Plan.

Unit-III : Reception-Reservation,

1. Check In, Check out –Pre-registration,
2. Checkin of reserved guest,
3. Walk-in guest,
4. Registration Procedure,
5. Knowledge of various registers and forms used in Reception,
6. Check out procedure Reservations –Types of reservations,
7. Modes of reservations, Diaries and Charts used in reservation,
8. Group reservation, Over Booking.

Unit-IV : Bell Desk – Staff Organization and Job Description of Bell Desk Staff

1. Handling of Guest Luggage while check in & check out
2. Left Luggage Procedure,
3. Mail Handling, Paging. Telephones, Board (PBX, PABX,EPABX),
4. Qualities of Telephone Operator,
5. Wake-up call procedure.

Unit-V : Cashier – Job Description of Front Office Cashier

1. Records & Ledgers maintained by the Cashier
2. Visitors Tabular ledger
3. Guest's weekly bill
4. Allowance Voucher,
5. Visitors Paid out Voucher
6. Taxes, Foreign Currency Encashment
7. Credit Cards, Charge slips
8. Telephone Voucher
9. Petty Cash Voucher Cashier report,
10. Types of Guest Folio,
11. Methods settling the Guest Bill –Night auditing – Functions of night auditing,
12. preparing night audit reports – Front Office Terminologies.

REFERENCE BOOKS:

1. Hotel Front Office Training Manual – Sudhir Andrews – Tata Mc Graw Hill Publishers, New Delhi.
2. Front Office Management –S.K.Bhatnagar, Frank BrothersCo Ltd., Daryaganj, New Delhi.
3. The Hotel Receptionist – Grace Paige and Jane Paige ELBS Publications
4. Manual of Hotel Reception –Medlik.

HM02-House Keeping (Theory)

Unit- I:

House Keeping in Hotels Importance, Functions, Liaison with other departments, staff hierarchy, duties and responsibilities of housekeeping staff, Introduction to various sections of House Keeping like House Keeping Desk, Laundry, Linen, Horticulture, Types of Cleaning Procedures.

Unit- II:

Guest Supplies and Amenities, Bed Making, Evening Service, Types of Key and Key Control. Cleaning Equipments and Agents–Classification and types.

Unit- III:

Stain Removal & Pest Control –Definition, Importance &Classification of Stains – General Rules of stain removal –Different types of stain removing agents with examples.

Unit- IV:

Fibres & Fabrics Fibre-Introduction– Classification of Fibres – Origin &characteristics of Fibre – Methods of Construction, Knitting, Weaving (Plain, Twill, Satin, Figured, Pile, Cellular) Finishes given to Fabrics. Flower Arrangement – Purpose of Flower Arrangement, Equipments and Materials used, styles and principles of flower arrangement.

Unit- V:

Laundry - Types of Laundry - In house laundry, Out site Laundry, Contract Laundry. Flow process of Industrial Laundry, Laundry Equipments and layout of Industrial laundry – Dry cleaning& Guest laundry. Linen –Classification & sizes of various linen (Bed, Bath & Table Linen),layout of linen room / Uniform room, storage condition, inspection & issuing linen, stocktaking, par stock; inventory records.

REFERENCE BOOKS:

1. Hotel House Keeping Training Manual – Sudhir Andrews – Tata Me Graw Hill Publishers, New Delhi.
2. Accommodation and Cleaning Services – David M. Allen, Stanley Thomas Publications.
3. Professional Management of House Keeping Operations –Robert's Martin.
4. Hotel, Hostel and Hospital House Keeping – Joan C.Branson &Margaret Lenox ELBS Publication.
5. House Keeping Supervision Volume 1 & 2 - Jane Fellow.

HM03-FOOD & BEVERAGE SERVICE

S.NO	TOPICS
1	INTRODUCTION TO HOSPITALITY INDUSTRY
1.1	Growth and development of catering industry
1.2	Career opportunities
1.3	Classification of catering industry
1.4	Types of service operations
2	FOOD AND BEVERAGE SERVICE ORGANISATION
2.1	Classification of F&B Service department in a hotel
2.2	Staff organization of F&B Service- Department, their duties and responsibilities
2.3	Co-ordination with other departments
2.4	Attributes of a Waiter
3	RESTAURANT OPERATIONS
3.1	Restaurant equipments: Types, Standard sizes, Care & Maintenance ,cleaning & Polishing
3.2	Duties of a Waiter
3.3	Mise-en-scene & Mise-en place
3.4	Rules to be observed while laying at table and waiting at a table
3.4	Guest cycle
3.5	Types and styles of food & beverage service: Factors to be considered while deciding upon style of service a) Table service: <ul style="list-style-type: none"> • Silver service • American Service • English service • French service • Russian service

	<ul style="list-style-type: none"> • Gueridon service • Bar <p>b) Assisted services</p> <ul style="list-style-type: none"> • Carvery • Buffet <p>c) Self service</p> <ul style="list-style-type: none"> • Counter service • Free flow • Echelon • Super market <p>d) Single point service</p> <ul style="list-style-type: none"> • Take away • Drive through • Fast food • Vending • Kiosk • Food court • Specialized form of service • Tray service • Trolley • Home delivery • Lounge • Room service
4	MEALS & MENU PLANNING
4.1	Origin and Functions of menu
4.2	Objectives of menu planning
4.3	Types of menu
4.4	Courses of French classical menu
4.5	<p>Types of meals:</p> <ul style="list-style-type: none"> i) Early morning tea ii) Breakfast(Continental, English, American, Indian) iii) Brunch iv) Lunch v) Afternoon/High tea vi) Dinner vii) Supper
4.6	<p>Non-alcoholic beverages</p> <ul style="list-style-type: none"> i. Classification (Stimulating , Nourishing & Refreshing) ii. Tea : Origin, manufacturing, types & brands

	<ul style="list-style-type: none">iii. Coffee: Origin, manufacturing, types & brandsiv. Juices & soft drinks: Brand names of juices, soft drinks, mineral water, tonic water, energy drinksv. Cocoa and malted beverages: Origin and manufacture
4.7	Tobacco <ul style="list-style-type: none">i. Historyii. Process of cigarettes, pipe tobacco and cigarsiii. Cigars: Parts, Shapes colours, sizes, services, storage
5	SIMPLE CONTROL SYSTEMS
5.1	Necessity of control system in a restaurants
5.2	Functions of a control system
5.3	Form's of KOT's and bills
5.4	Triplicate checking system
5.5	Cash handling equipment
5.6	Record keeping

HM04-FOOD PRODUCTION

UNIT-1: INTRODUCTION TO COOKERY

- 1.1 Introduction: Culinary History
 - 1.1.1 Indian Regional Cuisine
 - 1.1.2 French & International Cuisines
- 1.2 Aims & Objectives of Cooking
- 1.3 Effect of cooking,
- 1.4 Characteristics of raw materials:
 - 1.6.1 Salt
 - 1.6.2 liquids
 - 1.6.3 sweetening
 - 1.6.4 fats & oils,
 - 1.6.5 thickening & binding agents,
 - 1.6.6 flavourings & seasonings,
 - 1.6.7 spices & herbs
- 1.7 Preparation of Ingredients:
 - 1.7.1 Mise-en-place
 - 1.7.2 Terms used in preparation of food

UNIT-2: PRINCIPLES OF COOKING & MENU PLANNING

- 2.1 Cooking techniques
 - 2.1.1 Methods of heat transfer
 - 2.1.2 Different methods of cooking & their basic rules
 - 2.1.3 Infra-red cooking
 - 2.1.4 Microwave cooking
- 2.2 Principles of Menu Planning
 - 2.2.1 points to be considered while planning

UNIT-3: UNDERSTANDING MAJOR COOKING INGREDIENTS

- 3.1 Cooking Pulses, rice & cereals
- 3.2 Vegetable cookery -
 - 3.2.1 Classification

- 3.2.2 Composition
- 3.2.3 Cuts & dishes
- 3.3 Egg Cookery
 - 3.3.1 Structure
 - 3.3.2 Composition
 - 3.3.3 Use in cookery & bakery, dishes
- 3.4 Fish cookery -
 - 3.4.1 Classification,
 - 3.4.2 Cuts,
 - 3.4.3 Selection & purchase guidelines,
 - 3.4.4 Dishes
- 3.5 Poultry & Game Cookery -
 - 3.5.1 Classification
 - 3.5.2 Cuts of chicken
 - 3.5.3 Dishes
- 3.6 Meat Cookery-
 - 3.6.1 Slaughtering stages,
 - 3.6.2 Factors affecting quality of meat,
 - 3.6.3 Tenderizing meat,
 - 3.6.4 Various cuts of Beef veal & pork

UNIT-4: BASIC PREPARATIONS

- 4.1 Stocks
 - 4.1.1 Definition
 - 4.1.2 Types
 - 4.1.3 Preparation
- 4.2 Sauces:
 - 4.2.1 Definition
 - 4.2.2 Types
 - 4.2.3 Preparation & Dishes
- 4.3 Soups
 - 4.3.1 Definition
 - 4.3.2 Classification

- 4.3.3 Preparation,
- 4.3.4 International soups

4.4. Salads

- 4.4.1 Parts of salad,
- 4.4.2 Classification & types,
- 4.4.3 Dressings
- 4.4.4 Classical examples

4.5 Garnishes & Accompaniments

UNIT-5: KITCHEN OPERATIONS

5.1 The Hierarchy

- 5.2 Attitude towards work
- 5.3 Grooming & Personal hygiene
- 5.4 Duties & responsibilities
- 5.5 Coordination with other departments
- 5.6 Kitchen Equipment & tools
 - 5.6.1 Types
 - 5.6.2 Safety precautions
 - 5.6.3 General maintenance
- 5.7 Types of fuels & uses
- 5.8 Kitchen hazards
 - 5.8.1 Accidents
 - 5.8.2 Fire

UNIT-6: KITCHEN CONTROLS

- 6.1 Standard recipe system
- 6.2 Portion control
- 6.3 Food cost control
- 6.4 Waste management
- 6.5 Garbage disposal

UNIT-7: INTRODUCTION TO BAKERY & CONFECTIONERY

- 7.1 Basic principles of Bakery & bakery terms

7.2 Bread

- 7.2.1 Role of various ingredients in bread making
- 7.2.2 Methods of bread making
- 7.2.3 Faults & remedies

7.3 Cakes

- 7.3.1 Types,
- 7.3.2 manufacturing process,
- 7.3.3 faults & remedies

7.4 Cookies

- 7.4.1 Types
- 7.4.2 Making
- 7.4.3 Faults & remedies

7.5 Sugar

- 7.5.1 Importance of sugar
- 7.5.2 types of sugar
- 7.5.3 various stages of sugar cookery

HM05-COMPUTER APPLICATIONS

Unit – 1 :

Computer Concepts -Introduction to Computers -Definition - Advantage &Disadvantages - Classification of Computers (Desktop, Laptop, Notepad) Hardware features & Uses- Defining hardware - Components of Computer -Diagram of Computer -Primary Storage Concept - Secondary Storage Devices - Input / Output, Devices - Software Concepts -Operating System (O/S) MS Dos, Windows - 2000 / XP, Unix Application Software (Cobol, Basic, Fortran, C) Language Classification(Higher Level, Lower Level, Assembly) - Compiles and interpreter (Basic I/S Cobol, DBase Vs Clipper)

Unit – II :

Management Information Systems - An Overview - Introduction to MIS - Meaning and Role of MIS - Objectives of MIS - Elements of MIS -Characteristics of MIS - Applications of MIS (Briefly) in Accounting and Finance Management - Marketing Management -Materials Management- Production Management - Personnel Management - Role of Computers in MIS.

Unit – III :

Introduction to MSOffice 2000 - Characteristics of MSOffice 2000 - Its applications -Introduction to MS Word Creating, Editing, Formatting, Saving Documents -Types of document formats - Mail Merge features -Spreadsheet Introduction to MS Excel- Definition, Characteristics, Mathematical Functions in Excel, Creating and Working with Graph and Charts - Internet Usage in Business Email.

Unit – IV :

Introduction to MS Power Point - Creating, Formatting, Editing, Viewing Slideshow, Creating a Presentation using MS Power Point.

Unit – V :

Introduction to MS Access- Meaning, Creating of Database, Modification, Storing and Retrieving of records from a database -Introduction to Business Process Outsourcing.

REFERENCE BOOKS:

1. CB Memoria, MS Office -Complete Reference, BPPPublications, New Delhi.
2. T.D. Malhotra, ComputerAwareness and Applications,Kalyani Publishers, New Delhi.

HM06 –HYGIENE & SANITATION

UNIT-1 HYGIENE

1. Hygiene ; why it is important?, Personal Hygiene, Kitchen Hygiene, Food Hygiene, Food Safety
2. (General Food Hygiene),
3. Food Hygiene Regulations, Food Safety Act, HACCP & Its terminologies.

UNIT-II FOOD SAFETY

1. Basic Introduction To Food Safety, Food Hazards & Risks,
2. Contaminants and Food Hygiene

UNIT-III MICROORGANISMS IN FOOD

1. General characteristics of Micro-organism based on their occurrence and structure,
2. Factors affecting their growth in food (intrinsic and extrinsic),
3. Common food borne micro-organisms: Bacteria (spores/capsules), Fungi, Viruses, Parasites

UNIT- IV FOOD BORNE DISEASES

1. Types (Infections and intoxications),
2. Common diseases caused by food borne pathogens, Preventive measures

UNIT-V QUALITY ASSURANCE

1. Introduction to Concept of TQM, GMP and Risk Assessment,
2. Relevance of Microbiological standards for food safety,
3. HACCP (Basic Principle and implementation)

UNIT-VI HYGIENE AND SANITATION IN FOOD SECTOR –

1. General Principles of Food Hygiene,
2. GHP for commodities, equipment, work area and personnel,
3. Cleaning and disinfection (Methods and agents commonly used in the hospitality industry),
4. Safety aspects of processing water (uses & standards), Waste Water & Waste disposal

UNIT-VII RECENT CONCERNS

1. Emerging pathogens, Genetically modified foods, Food labelling,
2. Newer trends in food packaging and technology,
3. BSE (Bovine Serum Encephalopathy)

UNIT – VIII FIRST AID

1. Definition, Importance & Rules,
2. Duties of a First – Aider, Skeleton System: Anatomy & Functions of Eye, Ear & lungs,
3. Pressure Points, Respiration, Artificial Respiration, Heart- Blood Circulation.

UNIT – IX HANDLING ACCIDENTS

1. Burns & Scalds; Poisons, Shock: Types, Sign & Symptoms & Treatments,
2. Fractures: Types, Signs & Symptoms & Treatments,
3. Wounds & Hemorrhage, Dressings & Bandages,
4. Heat Stroke; Epileptic Fits; Sprains; Drowning; Snake Bite etc.

REFERENCE BOOKS:

1. Modern Food Microbiology by Jay. J.

2. Food Microbiology by Frazier and Westhoff
3. Food Safety by Bhat & Rao
4. Safe Food Handling by Jacob M.
5. Food Processing by Hobbs Betty
6. Microbiology- Anna K Joshna
7. Handbook of analysis and Quality Control for fruits and vegetables by Rangana S. (Publisher: Tata Mc Graw Hill)
8. First Aid Manual By St Andrew's Ambulance Association & British Red Cross St John Ambulance Published By Dorling Kinderslay Publisher Ltd

HMPDF-PERSONALITY DEVELOPMENT & FRENCH**(Diploma in Bartending)**

Unit I

Improving Self Confidence

Handling Inferiority & superiority complex, doubt, fear and depressions.

Positive and Negative thinking, self – confidence.

Unit II

Improving Self-Presentation

Self – Presentation to prospective clients / colleagues / seniors/ Grooming /

Uniform regulations & Accessories

Unit III

Method to influencing and Convince others:

Techniques to persuade influence and convince others

Unit IV

Interview Techniques and Body Language:

Interview Techniques - Handling an interview (Appearing for an interview/Taking an interview) Body language in different situations.

Unit V

Introduction to the Language (French)

Letters of the Alphabet and their pronunciation

Numbers 1 to 50

Self Introduction

Presenting and introducing other person

Greeting

Reply to a greeting

Taking Order

How to welcome a Customer

Thanking a Customer for Tips

Basic communication required by a Bartender

English and Personality Development

Reference Book	Author	Publisher
1. Developing Communicational Skill	Krishana Mohan, Meera Banerji ISBN 0333 929195	Macmillan India Ltd. New Delhi,
2. High School English Grammar & Composition	Wren & Materin ISBN-81-219-00009-3	S. Chand & Company Ltd., New Delhi
3. Effective Business Communication	Asha Kaul ISBN-81-203-1709-2	Prentice -Hall of India New Delhi

FRENCH

Reference Book	Author	Publisher
1. Le Language et La civilisation Françaises	G Mauger	Max Dany
2. Bou levard	Haohette	St. Germain Paris

HM07-BAR BEVERAGE OPERATIONS

(Diploma in Bartending)

I. Spirits

Introduction to Spirits: Types, Production methods, Whisky : Production, Types and Brands, Brandy : Production, Types and brands, Gin : Production, Types and Brands, Rum : Production , Types and Brands ,Vodka : Production , Types and Brands, Tequila : Production , Types and Brands, Other alcoholic beverages: Absinthe, Aquavit, Slivovitz, Arrack, Feni, Grappa, Calvados, etc.

II. Liqueurs

Types, Production , Brands and Service : Indian and International.

III. Bar

Introduction , Bar stocks maintenance, Types , Layouts, Equipments used , Control methods and Licenses, Staffing , job description, job specification, Bar Planning and Designing and costing corkage, Bar Menus: Wine List – meaning & its importance , design & Layout

IV. Cocktails

Introduction, History , Types and Preparation, Classic Cocktails : Recipes , costing , innovative cocktails and mock tails, Cocktails bar equipment , garnishes and decorative accessories, Terms related to alcoholic beverages, Interaction with guests, suggestive selling.

V. Tobacco

Cigars: Production, types Brands, Storage and Service, Cigarettes: Production , types , brands , Storage and Service, Food and beverage Terminology related to the course

HM08-BAR OPERATIONS

(Diploma in Bartending)

Unit- I

Introduction to Bar Operation- Designing of Bar- Bar Flooring-Bar interior- Bar Lighting- Bar chairs- Bar equipments-Bar Classes-Presentation of Bar Classes- duties – Opening of bar- Care of work Station- Closing of Bar- Handling Money / Cash – Cash Register.

Unit –II

2 Stock Control – Purpose of Stock control, Stock level, and Stock control in the Bar.

Unit-III

The Bar and Bar Equipment- Bartender- Customers.

Unit -IV

Guidelines for Bartenders- Bartender as Sales person- Rules of the House- Hygiene & Health.

Unit- V

FLR (Foreign Liquor Register)- Rules and Regulations- Accounting.- Inventory & FLR Formalities- Costing and Beverage Control.

HM09 - FERMENTED BEVERAGES, INDIGENOUS SPIRITS & LIQUEURS **(Diploma in Bartending)**

Unit- 1

BEER:-

- 1.1 Introduction to Beer
- 1.2 History – A detailed description of the ingredients used , process of making Beer.
- 1.3 Type of Beer
- 1.4 Lager , Ale, Pilsner, Porter and Stout beer
- 1.5 Glassware and Service
- 1.6 International and Domestic Brand names

Unit- 2

WINE:-

Objectives: At the end of this unit, Student have the in-depth knowledge of Wine.

- 2.1 History and Introduction to Wine
- 2.2 Different steps in Wine making
- 2.3 Categorization of Wine

Unit-3

WINE PRODUCING REGIONS AND STORAGE:

- 3.1 Principle wine producing regions of France (Bordeaux, Burgundy, Champagne, Rhone, Alsace and Loire)
- 3.2 Other Country Producing Wine (Spain, Italy, Germany, Australia, Portugal, Etc)

3.3 Storage, Service and Glassware of Wine.

Unit- 4

OTHER SPIRITS:

knowledge of Indigenous Spirits

(a)Tequila , (b)Absinthe, (c) Mescal, (d) Grappa, (e) Ouzo,(f) Aquavit etc....

Unit- 5

LIQUEURS:

2.1.1 Different type of Liqueurs.

2.1.2 Production Process – Infusion Method and Distillation Method.

2.1.3 Knowledge of International brands with respect to their country of origin.

HM10 - LARDER (THEORY)
(Diploma in Food production)

UNIT-I

Fish classification, scalling , cleaning, preparation, basic cuts and its uses and storage.

UNIT-II

Butchery Cuts of beef, lamb, mutton and pork, its uses and weights.

UNIT-III**Poultry and Game:**

Poultry Classification, preparation, dressing and cuts with its uses.

Game Fured game and feathered game, preparation cuts with its uses.

UNIT-IV

Assembling of cold buffets, sandwiches and canapes. Proper storage of leftovers.

LARDER (PRACTICAL)

Butchery:

a) Lamb and mutton Demonstration of jointing mutton carcasses.

Deboning of mutton leg and shoulder.

Curry cuts and boti kabab.

b) Pork Demonstration and preparation of pork chops, debonding of pork leg.

c) Fish cuts of fish and its use in cold buffets.

d) Poultry Dressing, trussing and debonding.

HM11 - HYGIENE & NUTRITION

(Diploma in Food production)

UNIT-I

Personal hygiene care of skin, hand and feet. Food handlers hygiene, protective clothing.

UNIT-II

Dishwashing methods - manual and machine dish washing merits and demerits.

UNIT-III

Garbage disposal - different methods advantage and disadvantages.

UNIT-IV

Food Poisoning - Causative factor and the precautions to be taken by food handlers.

UNIT-V

Food Storage -Techniques of correct storage, storage temperature of different commodities to prevent bacterial manifestation or contamination.

UNIT-VI

Pest Control - Rodents and insect control techniques, special stress on control of flies, rats and cockroaches.

UNIT-VII

Municipal health laws.

UNIT-VIII

Golden rules of first aid and treatment for cuts, wounds, burns.

HM12 - COMMODITIES AND COSTING (THEORY)**(Diploma in Food production)****UNIT-I**

Cereals; Wheat, rice, maize

Breakfast Cereals Uses and storage of cornflakes, puffed rice, pressed rice.

UNIT-II

Pulses Types and uses of pulses.

UNIT-III

Fresh fruits and vegetables, classification of fruit and vegetables and its use.

UNIT-IV

Dairy products Milk and its composition and storage, classification and use of cheese, butter & cream,

UNIT-V

Herbs, spices and condiments classification and uses of different types of herbs and condiments,

UNIT-VI

Brief introduction of Tea, Coffee, Cocoa and its procurement, storage and use. Food flavors, essences and colors with brand names.

HMCE01 - COMMUNICATIVE ENGLISH

UNIT I SHARING INFORMATION RELATED TO ONE SELF/FAMILY & FRIENDS

Reading- short comprehension passages, practice in skimming-scanning and predicting- **Writing-** completing sentences- developing hints. Listening- short texts- short formal and

informal conversations. Speaking- introducing oneself - exchanging personal information- Language development- Wh- Questions- asking and answering-yes or no questions- parts of

speech. - prefixes- suffixes- articles.- count/ uncountable nouns.

UNIT II GENERAL READING AND FREE WRITING

Reading - comprehension-pre-reading-post reading- comprehension questions (multiple choice questions and /or short questions/ open-ended questions)-inductive reading- short narratives

and descriptions from newspapers including dialogues and conversations (also used as short

Listening texts)- register- Writing – paragraph writing- topic sentence- main ideas- free writing,

short narrative descriptions using some suggested vocabulary and structures –Listening-

telephonic conversations. Speaking – sharing information of a personal kind—greeting – taking

leave- Language development – prepositions, conjunctions

UNIT III GRAMMAR AND LANGUAGE DEVELOPMENT

Reading- short texts and longer passages (close reading) Writing- understanding text

structure- use of reference words and discourse markers-coherence-jumbled sentences

Listening – listening to longer texts and filling up the table- product description- narratives from

different sources. Speaking- asking about routine actions and expressing opinions. Language

development- degrees of comparison- pronouns- direct vs indirect questions— single word substitutes- adverbs.

UNIT IV READING AND LANGUAGE DEVELOPMENT

Reading- comprehension-reading longer texts- reading different types of texts- magazines

Writing- letter writing, informal or personal letters-e-mails-conventions of personal email- Listening- listening to dialogues or conversations and completing exercises based on them.

Speaking- speaking about oneself- speaking about one's friend- Language development- Tenses- simple present-simple past- present continuous and past continuous- synonyms-antonyms- phrasal verbs

UNIT V EXTENDED WRITING

Reading- longer texts- close reading –Writing- brainstorming -writing short essays – developing an outline- identifying main and subordinate ideas- dialogue writing-Listening – listening to talks- conversations- Speaking – participating in conversations- short group conversations-Language development-modal verbs- present/ past perfect tense - -collocations- fixed and semi-fixed expressions

REFERENCES

1. Comfort, Jeremy, et al. Speaking Effectively : Developing Speaking Skills for Business English. Cambridge University Press, Cambridge: Reprint 2011
2. Dutt P. Kiranmai and RajeevanGeeta. Basic Communication Skills, Foundation Books:2013
3. Redston, Chris & Gillies Cunningham Face2Face (Pre-intermediate Student's Book & Workbook) Cambridge University Press, New Delhi: 2005

ADVANCE FOOD & BEVERAGE SERVICE

THEORY

1. ALCOHOLIC BEVERAGE

- a) Introduction and definition
- b) Production of alcoholic
 - Fermentation process
 - Distillation process Classification with examples WINES
- c) Definition & history
- d) Classification with example
 - Table/still/natural
 - Sparkling
 - Fortified
 - Aromatized
- e) Production of wines
- f) Food & Wine Harmony
- g) Storage of wines

Wine terminology (English & French) BEER

- a) Introduction & Definition
- b) Types of Beer
- c) Production of Beer
- d) Storage

SPRITS

- a) Introduction and Definition
- b) Production of spirits
 - Pot –still method
 - Patent still method
- c) Production of
 - Whisky
 - Rum
 - Gin
 - Brandy
 - Vodka
 - Tequila
- d) Different Proof spirit
 - American Proof
 - British Proof (Sikes scale)
 - Gay Lussac (OIML Scale)

2. DISPENSE & COCKTAIL BARS

- a) Introduction and definition
- b) Bar layout- physical layout of bar
- c) Bar stock- alcohol & non alcohol beverages
- d) Bar equipments

3. FUNCTION CATERING BANQUETS

- a) History b.Types
- b) Organization of banquet department
- c) Duties and responsibilities
- d) Sales
- e) Booking Procedure
- f) Banquet menus
- g) Banquet Protocol & Toasting BUFFET:
 - a. Introduction and types
 - b. factors to plan buffet
 - c. equipment

4. FOOD COST CONTROL

- a) Introduction to Cost Control
- b) Define Cost Control
- c) The Objectives and advantages of Cost Control
- d) Basic costing
- e) Food costing

FOOD CONTROL CYCLE

Stages in food control cycle

5. KITCHEN STEWARDING

- a. Importance
- b. Duties and responsibilities c .Staffing
- c. Record keeping
- d. Inventory

ADVANCE FOOD & BEVERAGE SERVICE

PRACTICAL

1. Dispense Bar – Organizing Mise-en-place
 - Task-01 Wine service equipment
 - Task-02 Beer service equipment
 - Task-03 Cocktail bar equipment
 - Task-04 Bar stock - alcoholic & non-alcoholic beverages
 - Task-05 Bar accompaniments & garnishes
 - Task-06 Bar accessories & disposables

2. Service of Wines
 - Task-01 Service of Red Wine
 - Task-02 Service of White/Rose Wine
 - Task-03 Service of Sparkling Wines
 - Task-04 Service of Fortified Wines
 - Task-05 Service of Aromatized Wines

- Service of Beer
 - Task-01 Service of Bottled & canned Beers
 - Task-02 Service of Draught Beers

- Service of Spirits
 - Task-01 Service styles – neat/on-the-rocks/with appropriate mixers
 - Task-02 Service of Whisky
 - Task-03 Service of Vodka
 - Task-04 Service of Rum
 - Task-05 Service of Gin
 - Task-06 Service of Brandy

Task-07 Service of Tequila

Matching Wines with Food

Task-01 Menu Planning with accompanying Wines

- Continental Cuisine
- Indian Regional Cuisine

Task-02 Table laying & Service of menu with accompanying Wines

- Continental Cuisine
- Indian Regional Cuisine

3. Function catering –Banquets

- Planning & organizing formal & informal Banquets
- Planning & organizing outdoor caterings
- Planning & organizing various types of Buffets

4. Kitchen Stewarding

- Using & operating machines Exercise-physical inventory

ADVANCE FOOD PRODUCTION

THEORY SYLLABUS

1. INDIAN CUISINE
 - a) Introduction to Indian food
 - b) Spices used in Indian cookery
 - c) Masala mix used
 - d) Basic gravies
 - e) Famous cuisines of India – (concise)
 - Kashmiri
 - Punjabi
 - Mughalai & Awadhi
 - Hyderabad
 - Gujarati
 - Rajasthani
 - Marathi
 - Bengali
 - Goan
 - Chettinad
 - Kerala
 - Andhra
2. INTERNATIONAL CUISINES
 - a) French & nouvelle cuisine
 - b) Italian cuisine
 - c) Oriental cuisine
3. KITCHEN HYGIENE AND SANITATION
 - d) Food laws
 - e) Food additives
 - f) Food adulteration
 - g) Causes of food spoilage
 - h) Common food & water borne diseases and their prevention
4. ADVANCED BAKERY
 - a) Pastry
 - Short crust
 - Laminated
 - Choux
 - Puff
 - b) Icings and pastry cream
 - Basic icing and pastry cream
 - Uses in confectionary

ADVANCE FOOD PRODUCTION

PRACTICAL SYLLABUS

1. Basic Indian gravies – Red, yellow, green, brown & white gravy
2. Menu 1: Kashmiri Pulao, Mutton roganjosh, Chaman kaliyan, Dum aloo kashmiri, Kongeh Phirin(Suji phirni with saffron)
3. Menu 2: Moti pulao, Amritsari machchi, Rajma masala, Tandoori murgh, Tandoori roti, Gajar ka halwa
4. Menu 3: Galouti kabab, Yakhni pulao, Mughlai paratha, Gosht do pyaza, Paneer pasanda, Muzzafar
5. Menu 4: Kachche gosht ki/Vegetable biryani, Dum ka murgh, Mirchi ka saalan, Khubani ka meetha
6. Menu 5: Saarki, Brown rice, Oondyu, Gujrati dal, Mohanthal
7. Menu 6: Gatte ka pulao, Dal, Bhati, Choorma, Laal maas, Moongdal halwa
8. Menu 7: Masala bhat, Kolhapuri mutton/ vegetable, Amti, puranpoli
9. Menu 8: Ghee bhat, Luchi, Macher jhol, Shukto, Mishti doi
10. Menu 9: Prawn pulao, Mutton vindaloo, Tur daal sorak, Dodal
11. Menu 10: Coconut rice, Chicken chettinad, Malabar paratha, Pal payasam
12. Menu 11: Aapam, Stew, Meen poriyal, Avial, Pumpkin erissery, Ada pradaman
13. Menu 12: Plain rice , Mudda pappu, Chepala pulusu, Bendakaya vepudu, Khaja
14. Salads & Sandwiches
15. French menu
16. Italian menu
17. Chinese menu
18. Puff Pastry: veg. puff, egg puff, chicken puff
19. Flaky Pastry: khari, tie-biscuit, cheese straws
20. Danish Pastry: Danish, croissant, cinnamon rolls
21. Short Crust Pastry:
 - Biscuits: vanilla, fruit, osmania
 - Pies: apple pie
 - Flans: fruit flan
 - Tarts: jam tarts, lemon cream tarts
22. Desserts:
 - Mousse: chocolate, coffee
 - Soufflé: lemon, vanilla
 - Puddings: caramel custard, bread & butter pudding

ROOM DIVISION MANAGEMENT

THEORY

UNIT 01 : Introduction to Front office and House Keeping Department

- Introduction to Front office & Housekeeping Department
- Coordination Between Housekeeping and Front Office
- Classification of Hotels and Other Types of Lodging

UNIT 02 : Room Division Department

- Types of Rooms in Hotel, Section and Layout of Front Office & House Keeping Department
- Organization Chan of Front Office department & Housekeeping
- Attributes of Front Office and House Keeping Personnel
- Duties and Responsibilities of Some of Front Office Personnel- Front Office Manager

UNIT 03 : Job Description of House keeping Department

- Duties and Responsibilities of Housekeeping Personnel Executive House keeper

UNIT 04 : Introduction to Front office and House Keeping Department

- Equipment used in housekeeping Definition of Equipement, Manual and Mechanical
- Storage of Equipment
- Cleaning Equipment
- Equipment used in housekeeping

UNIT 05 : Room TARIF

- Introduction, Room Rate Designation, Meal Plans, Room Tariff Card, Room Tariff fixation
- Government Rate, FIT, Discounted rate, Seasonal Rates, Crih rate, Extra Bed Rate, Family Kate Crew Rate
Weekday/Weekend rate, Membership rate Advance Purchase rate Package rate, Sample of Tariff Card

ROOM DIVISION MANAGEMENT PRACTICAL

The Learner is expected to know All equipment for use in Front office & Housekeeping operations, Familiarization of Department

1. Identification of Front office Equipment
2. Rack, Front Desk counter and Bell Desk
3. Welcoming of Guest
4. Telephone Handling
5. Tariff Fixation
6. Bell Desk Procedures
 - Errand Cards, Luggage Tgas
 - Registers
 - Language Handling during Check-in and Check-out
 - Left Luggage Procedures
 - Skipper Guest
7. Identification of Housekeeping Cleaning Equipment
 - Manual and Mechanical
8. Understanding the Working Operation of Manual and Mechanical equipment
 - Handling and Uses of Equipment

BAKERY & CONFECTIONERY

1. Introduction: Scope of Bakery & Confectionery, Bakery terms, Organisation chart of Bakery.
2. Wheat and Flour: Different types of flours available, Constituents of flours, pH Value of flour, Water absorption power of flour, Gluten, diastatic activity of flour, Grade of flour, Temperature/ Weight conversions
- 3 .Raw materials required for bread making: Role of flour, water, yeast, salt, Sugar, milk and fats
- 4 .Yeast: An elementary knowledge of Baker's yeast, the part it plays in the fermentation of dough and conditions influencing it's working. Effect of over and under fermentation and under proofing of dough and other fermented goods.
5. Oven & Baking: Knowledge and working of various types of oven, baking temperatures for bread and confectionery goods.
6. Methods of bread making: Straight dough method, Delayed salt method, No time dough method, Sponge and dough method
7. Characteristics of good bread: External characteristics, Volume, symmetry of shape, Internal characteristics - colour, texture, aroma, clarity and elasticity , Bread faults and their remedies
8. Quality control of raw material and of finished products.

CONFECTIONERY

- 1 .Ingredients used in Cake Making: Types & Varieties of Flour, Sugar, Shortening – Fats and oil, Egg , Moistening & Leavening Agents
- 2 Cake Making Methods: Sugar butter process, Flour butter process, Genoise method , Blending and rubbing method.
3. Basic Pastries: Pastry making, principles & derivatives
4. Characteristic of Cakes: Balancing cake formula , External & Internal Characteristics , Cake Faults and remedies
5. Chocolate: Identify different forms in which coco and chocolate are available, Explain the process of chocolate tempering, Chocolate designs, garnishes and presentations
- 6 .Sugar: Describe the different stages of cooking sugar, Caramelized Sugar preparations, Sugar for desserts and presentations
7. Types of icing: Classification Preparing and applying various types of Icing like Butter, Royal, Fresh Cream

8 .Cookies and biscuits: Factors affecting the quality of biscuits /cookies, Classification baking various types of biscuits, Basic procedure in Production, Types of biscuits: Salted, Ice-Box, Piping, Rolling, Macrons, Tarts.

10 Storage of confectionery product & Types of Ice Creams

Commodities used:

1. Wheat: composition, production, grade and quality, wheat products, other flours, meals and starches
2. Sugar: sugar substitutes, syrups, jams and marmalades, Cocoa production, Cocoa by-products
3. Eggs and dairy products: types, importance in bakery and confectionery, grading, quality and selection
- 4 .Leavening agents: Yeast and its varieties, Role in raising bakery products, Chemical leavening agents
- 5 .Shortenings: Role of shortening, Types , Usage in bakery and confectionery
- 6 .Gelling agents and stabilizers: Their role in bakery and confectionery, Food additives and preservatives , Edible garnishes ,Canned food
- 7 .Introduction to food laws: Storage and preservation of bakery and confectionery products, Organic and genetically modified foods

FOOD COSTING:

1. Pricing: Menu pricing styles, Types of menu, Different methods in pricing
- 2 .Costing: Importance of food costing, Methods of costing, costing techniques
3. Standard recipes: Use of standardised recipes, Developing standardised recipes, Adjustment factor
- 4 .Material costing: Through purchasing, receiving, issuing, production, sales and accounting
- 5 .Control of various costs: Food, Labour, Overhead & Miscellaneous costs
- 6 .Yield: butchers yield, cooking yield, portion control

HYGIENE AND SANITATION

- 1.Food Microbiology: Introduction ,Microorganism groups important in food microbiology , Viruses , Bacteria , Fungi (Yeast & Molds) ,Algae , Parasites ,Factors affecting the growth of microbes , Beneficial role of Microorganisms
2. FOOD Contamination & Spoilage: Classification Of Food , Contamination And Cross Contamination , Spoilages Of Various Food with the Storing Method

3. Sanitary Procedure for food handling: Receiving, Storage, Preparation, Cooking, Holding, and Service of The Food
4. Safe Food Handling: Personal Hygiene, Hand Washing Procedure , First Aid definition, types of cuts, wounds, lacerations with reasons and precautions.
5. HAZARD ANALYSIS CRITICAL CONTROL: Introduction, History & Principles of HACCP
6. FOOD SAFETY STANDARDS AUTHORITY OF INDIA (FSSAI) : Introduction , Role & Compliance of FSSAI
- 7 .Garbage Disposal: Different Methods, Advantages & Disadvantages, Municipal Laws

INDUSTRIAL TRAINING : (Six Months Duration)

Each Student is Required to Undertake an Internship in an Organization or Company for a Period of 20 to 24 Weeks During the Final Six Months of the Course. This Internship is Compulsory and Serves as a Crucial Component of all Diploma and Higher-Level Programs. The Placement Office will Assist Students in Finding Appropriate Assignments and Projects. The Primary Objectives of the Internship are:

- Applying the knowledge and techniques acquired during the course to real-world business challenges, thereby enhancing learning.
- Performing diligently in the assigned role to increase the likelihood of securing a pre-placement offer.

Upon completing the internship, students must submit a concise report summarizing key learning points and insights gained. They will also be required to present and discuss their experiences with their peers. A 'Certificate of Completion' from the host organization is mandatory. The industry internship will be credited as per the approved curriculum.