YEAR ONE, FIRST SEMESTER

101: FOUNDATION COURSE IN FOOD PRODUCTION-I

Objective: To impart technical skills of food production among students and to familiarize the students with day to day working atmosphere of food production department in a 5-star hotel.

Unit-I History of Culinary Art. Introduction to organization chart of food production department in different category hotels. Factors affecting Kitchen organisation. Kitchen stewarding department, various sections in food production department organizational structure, duties and responsibilities of entire staff.

Unit-II Raw materials used in F&B (Production) department: salt, liquids, sweetening, raising or leavening agents, thickening agents, binding agents, flavourings and seasonings.


Unit-IV Mise-en-place: washing, peeling, paring, cutting, mire-poil, mincing, meringue, mandoline, macedoine, shredding, slicing, slitting, grating, grinding, mashing, puréeing, kneading, marinating, stirring, whipping, blending etc. Eggs, its uses, methods of cooking eggs and structure of egg.

Unit-V Introduction and classification of different cooking equipment, their cleaning, maintenance and storage. Different types of ovens and modern kitchen equipments.

Suggested Readings:

1. Arora Krishna: Theory of Cookery: Frank Bros & Co

FOOD PRODUCTION

PRACTICALS
1. Identification of utensils, description, use and handling hygiene - kitchen, personal.

2. EGG COOKERY
   Preparation of:
   (i) Hard and soft boiled eggs.
   (ii) Fried eggs.
   (iii) Poached eggs.
   (iv) Scrambled eggs.
   (v) Omlette's (Plain, Spanish, Stuffed).
   (vi) Egg Dishes (Oeuf florentine, Oeuf benedict, Oeuf deur mayonnaise, Oeuf portugese)

3. SIMPLE POTATO DISHES
   Mash potato, jacket potato, baked potato, roasted potato, French fries.
4. PREPARATION OF VEGETABLES
   (i) Cuts of vegetables
       Julienne, Jardiniere, Dice, Cubes, Macedoine, Paysanne, Shredding, Concasse,
       Mire-poix.
   (ii) Blanching of Tomatoes and Capsicum.
   (iii) Cooking vegetables:
       Boiling (potatoes, peas), Frying (Aubergine, Potatoes), Steaming (Cabbage),
       Braising (Potatoes), Braising (Onions, Cabbage)

5. RICE AND PULSES COOKING
   (i) Identification of types of rice varieties and pulses.
   (ii) Simple preparation of (a) Boiled rice (Draining and absorption) method.
   (iii) Fried rice.
   (iv) Simple dal preparation.
   (v) Wheat, products like making chapattis, parathas, phulkas, kulehas and puris.

6. INDIAN MASALAS
   (i) Composition of basic Indian Masalas.

7. INDIAN BREAKFAST
   (i) Preparation of puri/bhaji, aloo paratha, chola bhatura, idli/sambhar, different dosas.

8. Fruit and Vegetable Carving for Buffet Presentation

102: FOUNDATION COURSE IN FOOD AND BEVERAGE SERVICE-I

Objective: To impart an overview of entire food and beverage service department and to make
students familiar with the working procedures and skill required in managing this
department.

Unit I An introduction of food and beverage industry, types of food and beverage operations.
Organizational structure of food and beverage department in different kinds of hotels i.e.
5 star, 3 star and unapproved category etc. Different types of food and beverage outlet -
Restaurant, Banquet, Bar, Disco theque, Fort fooduction etc.
Classification of Catering Establishment

Unit II Food and beverage (services) equipments: Introduction about the entire food and
beverage (services) equipments, their use and maintenance procedure e.g. equipment's
used in still room, silver room, wash up, dispense bar, furniture, linen, chinaware, table
ware and glass ware.

Unit III F & B service department hierarchy. Attributes of food and beverage (service) staff,
personal hygiene, appearance, attitude, etiquettes and salesmanship. F & B service
method (different types).

Unit IV Department coordination: A study of various department to which food and beverage
(service) department interacts e.g. front office, housekeeping, and sales and marketing
department etc.

Unit V Food and beverage (services) areas: Study of different food and beverage (services) areas
like still room, silver room wash up, hot plate, dispense bar etc.
F & B Terminology.

Suggested Readings
1. Food & Beverage Service : Dennis Lillicrap and John Cousins (specially 7th edition)

Food and Beverage Service

Practical

Familiarisation of :-
(a) Cutlery, Crockery, Glassware, Flatware, Holloware.
(b) French terms related to the above.
Mise-en-scene & Mise-en-place:- Dusting, vacuuming, arranging tables and chairs, linen replenishment, accompaniments, condiments, side board, silver cleaning, laying of tables according to the covers.

TECHNICAL SKILLS:- Holding and using service gear, carrying plates using salver and tray, using service plate, carrying glasses.

CARE AND MAINTENANCE OF EPNS ITEMS

1. ACTUAL SERVICE PRACTICAL
   a) English/Silver Service
   b) Pre-plated service
   c) Taking the order
   d) Taking restaurant reservations/bookings
   e) Receiving and seating guests
   f) Setting room service tray for different meals
   g) Laying the table covers
   h) Napkin folding (10 folds)

103 : FOUNDATION COURSE IN FRONT OFFICE OPERATION-I

Objectives: This module is prescribed to appraise students about Hotel Front Office and its basic function.

Unit I
Front office: Introduction : types of hotels, staff structure, job profile, front office desks - reception, registration, reservation, information and cash counter. History of Indian hospitality industry and tourism about MICE.

Unit II
Qualities of front office salesman ship, departments front office coordinates with, types of rooms.

Unit III
Reception : Qualities of receptionists, details of arts and architecture of front office desks, etiquettes, personal hygiene and personality traits.

Unit IV
Reservation: Types of reservation cancellation procedure, room retention charges, registration of foreign and domestic visitors, modes of receiving payments.

Unit V
Lobby: Job description of bell boy, arrival/departure procedure, control of bell boys left luggage procedure, scanty baggage procedure.
Suggested Readings:

2. Front Office Operations - Bhattacharya.

FRONT OFFICE OPERATION

PRACTICAL

1. (i) Identification of F.O. equipment.
   (ii) Filling up a Reservation form
   (iii) Glossary of Front Office terms
   (iv) Telephone handling at Reservations and Standard phrases.
   (v) Using computer to display reservations menu, blocking accommodation, checking availability and making an amendment/cancellation.

2. (i) Role play : At the porch, guest driving in. Doorman opening the door and saluting guest; calling bellboy.
   (ii) At the Front Desk: Guest arriving: greeting and offering welcome drink, checking if there is a booking.

104 : FOUNDATION COURSE IN HOUSE KEEPING OPERATION-I

Objectives: To familiarize the students with the operation of the housekeeping department and routine functions of staff members.

Unit I Role of HKG: Importance and role in achieving guest satisfaction and repeat business, responsibility of HK department.

Unit II Introduction to housekeeping : layout, organization chart applicable to categories of hotels, role of key personnel of the department job description of H.K. Personnel, Coordination with other department. Qualities of H.K. Staff.

Unit III Care and cleaning of different surfaces: metal, glass, ceramic, wood, marble, leather, rexin. Cleaning equipments: Criteria for selection: equipments used, (manual/mechanical), care, maintenance and storage.

Unit IV Rooms and floors : Knowledge of rooms, rules of guest floor, maids carts, maids services room/floor pantry, principles of cleaning hygiene and safety factors in cleaning, job work card, procedure for cleaning of guest rooms (vacant room, check out room, occupied room), under repair room, special and periodical cleaning of rooms, second service, turn down service, replenishment of supplies and amenities, housekeeping supervision (importance of inspection, checklist, dirty dozen).

Unit V Cleaning agents: Criteria for selection, classification, care and storage. Relationships between various departments of the hotel and glossary of terms.

Suggested Readings

3. A.C. David: Hotel and Institutional Housekeeping.
4. Wellek, Hotel Housekeeping.
5. Housekeeping Management - Margaret Kappa.
HOUSEKEEPING

PRACTICALS

1. Rooms layout and standard supplies (amenities)
2. Identification of cleaning equipments both manual and mechanical use of dif. brushes, rooms, mops, identification of cleaning agents.
3. Maids Trolley: Set up, stocking and usage.
5. Cleaning guestrooms (vacant occupied, departure), placing/replacing guest supplies and soiled linen.
6. Cleaning of different surfaces e.g. windows, tabletops, picture frames under beds, on carpet, metal surfaces, tiles, marble and granite tops.
7. How to do a guest room inspection : Use of check list, Making a maintenance order, Follow up with control desk.

105 : BUSINESS COMMUNICATION

Objective: To develop communication skills of the student, self expression, verbal and written, objective reporting, to make students think creatively and analytically and to develop in the correct pronunciations.

Unit I Communication process, types of communication, effective communication. Elements of English grammar, common errors in sentences.
Unit II Essays: report writing, precise, comprehension of passage.
Unit III Basic letter writing, memorandums, official letters.
Unit IV Writing a bio-data for job interviews, job description, letter of application and resignations.
Unit V Basic personality traits-dress, address, gestures and manners, self evaluation and development, SWOT, overcoming hesitation, mock interviews, role play.

Suggested Readings

1. 30 minutes to succeed in Business Writings-Graham Hart.

106 : COMPUTER APPLICATION - I

Objectives This module is prescribed in the course to impart knowledge of computers and its application.

Unit I Introduction: What is a Computer? Computer v/s Human brain, impact and versatility of computer. Role of computers in our life. Types/classification of computers or computer dynasty.
Unit II Evolution of Computers: Abacus, analog machines and Napier's Bones, basic pascal and his role in evolution process, Charles Babbage, Herman Hollerith, IBM mark I computer generations to Pentium IV.
Unit III
Computer its characteristics, anatomy and architecture: Characteristics of a computer, capabilities and limitations, dangers of computers, anatomy, ALU storage devices. CPU types of memory, computers architecture, computer programming and use of assembly languages.

Unit IV
Word processing excel spreadsheet software live power point, window functions (creating a document editing, saving, searching etc) Email and internet.

Unit V
Presentation Package: Creating, opening and saving presentation, working in different views working with slides, adding and formatting text, designing slides, shows, running and contracting a slide show, printing presentation.

Suggested Readings: