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- Unit III Computer its characteristics, anatomy and architecture: Characteristics of a compute capabilities and limitations, dangers of computers, anatomy, ALU storage devices. CPI types of memory, computers architecture, computer programming and use of assembl languages.
- Unit IV Word processing excel spreadsheet software live power point, window .function (creating a document editing, saving, searching etc) Email and internet.
- Unit V Presentation Package: Creating, opening and saving presentation, working in differer views working with slides, adding and formatting text, designing slides, shows, runnin and contracting a slide show, printing presentation.

Suggested Readings:

1. Braham, B. Computer System in Hotel and Catering Industry, Casseu.
2. Basandra, S.K. Computer Today, New Delhi: Galgotia Publications.
3. Clark, A Small Business Computer Systems. Hodder and Stoughton.
4. London, K.C. and London, J.P.: Management System Information System - contemporary perspective McMilan.

SECOND SEMESTER

SJ. 801
M17 M

201 : FOUNDATION COURSE IN FOOD PRODUCTION-II

- Objective To manage the entire skills and procedure of the food production. To develop certain technical skills to build up successful professionalism in the catering industry.
- Unit I Classification of vegetables and fruits, its composition, storage, plant pigments, cuts of vegetables and its selection factors.
- Unit II Kitchen layout planning, factors affecting kitchen layout, working triangle, flow of activity, human engineering in the kitchen, structural consideration in the kitchen, trends in the layout planning of modern kitchens, types of kitchen layout.
- Unit III Menu planning, factors affecting menu planning and types of menu, planning for children's, railways, air lines, canteens.
- Unit IV Stocks, preparation of different stocks, precautions taken while preparing stocks, glazes and chud froid and its various kinds.
- Unit V Preparation of mother sauces, mother sauces and its derivatives, purpose of sauces, faults in sauce making, rectification of mayonnaise, sweet sauces, classification of soups international soups.

Suggested Readings

1. Arora Krishna: Theory of Cookery, Frank Bros & Co.
2. Philip e. Thangom: Modern Cookery vol. 1 and 2: Orient Longman
3. Klinton & Cesarani: Practical Cookery: Arnold Heineman.
4. Fuller J. Barrie & Jenkins: Accompaniments and Garnishes from waiter, communica Europa.

202 : FOUNDATION COURSE IN FOOD AND BEVERAGE SERVICE - II

Objectives	To develop a thorough knowledge of all food and beverage outlets and all specialised services offered in a luxury hotel.
Unit I	The Restaurant: Different types of restaurant, organizational hierarchy of a restaurant, basic etiquette of restaurant staff, briefing and debriefing, duties and responsibility of F & B staff. Different type of meal and breakfast. Different type of meal and breakfast, Mise-en-Scene and Mis-en-place: Meaning, works to be done for mise-en-scene and mise-en-place in restaurant (Light decor, Furniture, chair, tables side board, lines). Meals and menu planning menu and types, its courses, objective. French classical menu.
Unit II	Types of Food service.
Unit III	The menu : Classical sequence of course, classes of menu and hors d'oeuvre, potage, oeufs, Farinaceous, Poisson, Entree, Sorbet, Releve, Roti, Legumes, Entremet, Fromage, Dessert, Beverage. Different types of influences of compilation of the menu. Ala carte, table d' hote, food and accompaniment, India, Continental, Chinese ... menu compilation .
Unit IV	Sale Control - kot, bill, record keeping. Non alcoholic beverages : Tea-producing countries, purchasing brand, storage, making of tea, and different types of tea. Coffee, brand grinding storage, characteristics, making and kinds of coffee. Dispense bar, cold beverages..., mineral water, cordial and squashes, syrups and mocktails.
Unit V	Tobacco, cigar, cigarettes, types and brand names care and storage.

Suggested Readings

1. Food and Beverages Service: Dennis Lillicrap and John Cousins (specially 7th edition)
2. Sudhir Andrus: Food and Beverage Service Training Manual: Tata McGraw Hill.
3. Text Book of Food and Beverage Service: S.N. Bagchi/Anita Sharma: Aman Publication.
4. Professional Food and Beverage Service Management: Brian Verghese (Macmillan).

F & B SERVICES -II
PRACTICALS
1. METHODS OF SERVICES AND CLEARANCE

- (i) Table laying for different meals and Re laying.
- (ii) Set up and service of water, juices, soft, drinks squashes, syrups.
- (iii) Table d' hote cover and A la carte cover.
- (iv) Services of Food: Soup, meat, fish, potatoes, vegetables, sweets, cheese.
- (v) Service of tea and coffee, including accompaniments.
- (vi) Services of cigars and cigarettes
- (vii) Changing of dirty Ash try.

2. REGIONAL CUISINS PRACTICAL

- (i) Menu writing of Regional dishes
- (ii) Table laying for regional dishes
- (iii) Services of regional dishes

FOR COLLEGE ONLY

3. BREAKFAST SERVICES PRACTICAL

- (i) Laying of difference type of breakfast cover with all table appointments like butter dish, supreme bowl (for service of grape fruit etc.).
- (ii) Laying a room service tray for bed tea and breakfast (continental and English).

203: FOUNDATION COURSE IN FRONT OFFICE OPERATION-II

SS 803
M17 M14
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- Objective: This module to prescribe to appraise students about hotel front office and functioning of front office desks.
- Unit I Reception: Night duty, night clerk report, VIP list, communication and its use in hotels, paging, role of the night auditor: C Form; Scanty Baggage arrivals.
- Unit II Reservation : Group reservation, discount and allowances, reservation slip, whitney rack system, reservation chart, guest history card, amendment/cancellation of bookings. Key and key control.
- Unit III Information : Information racks, receiving message, message slips, key rack with message lights, handling guest mails and message through telephone, fax etc. role of the concierge.
- Unit IV Telephone : Telephone exchange, qualities of telephone operation, registers used in tel. exchange, general duties and wake-up-calls procedure.
- Unit V Cash : Credit cards, procedure for handling, procedure for accepting the foreign exchange, foreign currency transaction, traveler's cheque, credit control.

Suggested Readings:

- 1. Andrews, Sudhir: Hotel Front Office, Tata McGraw Hill, New Delhi.
- 2. Malik, S.: Profile of Hotel and Catering Industry, Heineman.

FRONT OFFICE

PRACTICALS

1. REGISTRATION OF GUEST

- (i) Pre registration procedure
- (ii) Filling up a guest registration card
- (iii) Determining Room availability (Room Position) Formula
- (iv) Errand card Key card, electronic key cutting replacement of lost electronic key card issue of lost electronic key card, issue of duplicate)
- (v) Arrival and departure intimation to house keeping etc.

2. FAMILIRISATION WITH RECORD BOOKS, LISTS AND FORMS SUCH AS

- (i) Arrival/departure register
- (ii) Departure intimation
- (iii) Arrival/departure list
- (iv) No show/cancellation report
- (v) VIP list
- (vi) Fruits and flowers requisition
- (vii) Left luggage register

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- (viii) Bell boy movement control sheet
- (ix) Scanty baggage register
- (x) Arrival and departure errands cards
- (xi) Expected arrival/departure list

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204 : FOUNDATION COURSE IN HOUSEKEEPING OPERATION-II

- Objective: To enable the student to understand works performed over control desk, linen room and public areas.
- Unit I Housekeeping procedures: HK control desk, role and importance of C.D., types of registers, ledgers and files to be maintained, handling of lost and found and glossary of terms.
- Unit II Public area cleaning, cleaning of back of the house areas and front of the house areas (lobby, cloak rooms, restaurants, bar, banquet halls, lifts/elevators, staircase, corridor, back areas).
- Unit III Linen room/tailor room: Layout, equipment's used, types of linen and sizes, procedure for getting fresh linen, storage tips, quantity of linen (PAR STOCK) and control of linen, recycling of discarded linen, linen hire, buying linen, activities performed and equipments used in tailor room. Uniform - advantage and disadvantage, layout of uniform and selection. Laundry: OPL/ In-house laundry, flow process of laundry through OPL, wash cycle, laundry agents, equipments used in laundry, valet service, dry cleaning, stain removal.
- Unit IV Flower arrangement in indoor plants rooms: Hints and guidelines on preserving freshness of natural flowers, types/styles of flower arrangement, equipments used for F.A.
- Unit V Housekeeping practices: pest control: types of pests, control measures, contract services.

Suggested Readings:

1. Andrews Sudhir, Hotel, Housekeeping Manual, Tata, McGraw Hill.
2. Branson & Lennox: Hotel Housekeeping, Hodder and Stoughton.
3. Wellek: Hotel Housekeeping.
4. A.C. David: Hotel and Institutional Housekeeping

HOUSEKEEPING

PRACTICALS

1. (i) Layout of linen room and uniform room
(ii) Cleaning of public areas and inspection of public areas (lobby, restaurant, staircase, cloak rooms, corridor, offices, back areas)
(iii) Stain removal: different types of stains to be removed by hand using different chemicals.
(iv) Using a washing machine for linen wash after stain removal.
(v) Pressing uniforms and different types of linen
(vi) Laundering labels.
(vii) Flower arrangement practice of making fresh flower and dried flower arrangement.

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205 : NUTRITION, FOOD SCIENCE, HYGIENE AND SANITATION

- Objective: To make students aware with nutrition, calorific value of different foods and balanced diets. To provide information regarding contaminated food, contamination and sanitary techniques for prevention.
- Unit I Definition and introduction, nutritional charts: its use and relevance, importance of nutrition in day to day life.
- Unit II Calorific values of food: its importance and definition, daily requirements, for man woman and children.
- Unit III Eating habits of Indian people: Factors which affect the eating habits, good eating habits. Balanced diets: Diet for different age groups occupation and importance and relevance.
- Unit IV The place of hygiene in the catering industry, personal hygiene for staff in food production areas and those coming in contact with the guest. Meanings of food poisoning and food and water borne disease, moulds, yeast, bacteria, and trace bacteria.
- Unit V Food sanitation: Hygienic food handling, high risk foods, preventing food poisoning, temperatures control, storage of food, hygiene regulations, design of plant and equipment in the kitchen cleaning and disinfection, cleaning agents-water abrasives, disinfectants etc. cleaning schedules, pest control, waste disposal.

Suggested Readings:

1. David MC Sware, Nancy Rue, Richard Linten: Essentials of food Safety and Sanitation
2. Cairncross Kiochar: Studying Hygiene Behaviour
3. Longree and Blader: Sanitary Techniques in food Service
4. Ghosh B.N.: A Treatise on Hygiene and public health.

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SS-806

206 : TOURISM : CONCEPTS AND LINKAGES

- Unit I An Historical Overview: Travel in ancient times and in the middle ages, the development of travel and tourism in the 19th century and after independence; major trends in the development of tourism. Tourists: Conceptual and statistical definitions :popular versus mass tourism, concepts, typologies, stages in the touristy process, role and implications of tourism.
- Unit II Tourist Generating Region: conceptual definitions, role in the casual mode of tourism, activity, illustrative examples of variations in regions, and identifying basic tourism regions with destination regions and with the tourist industry. Determinants and motivation for tourism: factors stimulating the growth of tourism (determinants), why people travel (motivations)? and influences of supply.
- Unit III Statistical measurements and dimensions: types of tourism statistics: (a) domestic tourism: sources, methods and dimensions, (b) international tourism: sources and dimensions.
- Unit IV The tourist industry: definition, characteristics of purchase and consumption of tourism services, kinds of goods and services, sectors of the tourism industry, illustration of the tourist industry in relation to tourism system.
- Unit V Tourism and travel organizations, UNWTO, PATA, MOT, ITDC etc.