

MADURAI KAMARAJ UNIVERSITY
DIRECTORATE OF DISTANCE EDUCATION
REGULATIONS AND SYLLABUS FOR

M.Sc. (HOTEL MANAGEMENT AND CATERING SCIENCE)
(Non – Semester)

(For the candidates admitted from the academic year 2013-14 onwards)

REGULATIONS

Duration of the Course: Two Years (Annual Pattern)

Eligibility:

Graduation in any discipline from a recognized University (or) Three year Diploma in Hotel Management and Catering Technology (**10+2+3 pattern**) awarded by Directorate of Technical Education (or) National Council for Hotel Management and Catering Technology, New Delhi.

Eligibility for Lateral Entry:

Candidates with the following qualifications will be given year exemption. However they have to appear for all Theory and Practical Papers of entire Curriculum (both I Year and II Year) in second year M.Sc.

Graduation in any discipline from a recognized University (or) Three year Diploma in Hotel Management and Catering Technology (**10+2+3 Pattern**) awarded by Directorate of Technical Education (or) National Council for Hotel Management and Catering Technology, New Delhi with a one year P.G. Diploma (or) Diploma Course in Hotel Management / Tourism Management / Travel Management / Home Science / Nutrition and Dietetics.

AGE:

There is no upper age limit to admit a candidate to M.Sc. Hotel Management and Catering Science offered by the Directorate of Distance Education, Madurai Kamaraj University, Madurai – 625 021.

**M.Sc. (HOTEL MANAGEMENT AND CATERING SCIENCE)
COURSE STRUCTURE & SCHEME OF EXAMINATIONS**

I Year			II Year		
Subject Code	Paper	Max Marks	Subject Code	Paper	Max Marks
	I) Business Communication (Theory)	100		I) Food Production (Theory)	100
	II) Front Office Management (Theory)	100		II) Food and Beverage Service (Theory)	100
	III) Accommodation Management (Theory)	100		III) Food and Beverage Management (Theory)	100
	IV) Hospitality Marketing Management (Theory)	100		IV) Facility Management (Theory)	100
	V) Event Management (Theory)	100		V) Food Production (Practical)	100
	VI) Front Office and Accommodation Operation (Practical)	100		VI) Food and Beverage Service (Practical)	100
				VII) Industrial Training Report & Viva Voce (Two Months)	100
Total Marks		600		Total Marks	700
Total Marks for I & II Years (600 + 700) = 1300					

Duration of Examination	3 Hours
Maximum marks per paper	100 Marks
Passing minimum marks per paper	50 Marks
Medium of instruction	English

Question Paper Pattern for Theory Papers

Duration : 3 Hours

Max Marks : 100

PART – A

(5 x 5 = 25 Marks)

Answer any Five Questions

(There will be 7 questions and the students have the option of selecting any 5 questions)

PART – B

(5 x 15 = 75 Marks)

Answer any Five Questions

(There will be 7 questions and the students have the option of selecting any 5 questions)

FIRST YEAR

Paper I

BUSINESS COMMUNICATION (Theory)

Subject Code:

Objective: To make the student to understand about the importance of Business Communication to handle the Hotel Business in Industry.

Unit - I

INTRODUCTION: Role of communication – defining and classifying communication – purpose of communication – process of communication – characteristics of successful communication – importance of communication in business.

Unit - II

ORAL COMMUNICATION: What is an oral Communication – principles of successful oral communication – barrier to communication – what is conversation control – reflection and empathy: two sides of effective oral communication in business– effective listening – non – verbal communication.

Unit - III

WRITTEN COMMUNICATION: Purpose of writing – clarity in writing – principles of effective writing – approaching the writing process systematically for business communication: Pre writing – Writing – Revising – Specific writing – electronic writing process.

Unit - IV

BUSINESS LETTERS AND REPORTS: Introduction to business letters – writing routine and persuasive letters –positive and negative messages- writing memos – what is a report, purpose, kinds and objectives of reports- writing reports.

Unit - V

PRESENTATION SKILLS: what is a presentation-Advanced visual support for business presentation- types of visual aid

EMPLOYMENT COMMUNICATION: Introduction – writing CVs – Group discussions interview skills - Impact of Technological Advancement on Business Communication networks – Intranet – Internet – e mails – SMS –teleconferencing – videoconferencing.

Reference Books:

1. Business Communication: Concepts, Cases and Applications – P D Chaturvedi, Mukesh Chaturvedi, Pearson Education, First Edition, 2004.
2. Business Communication, Process And Product – Mary Ellen Guffey – Thomson Learning, Third Edition, 2002.
3. Basic Business Communication – Lesikar, Flatley TMH 10 Edition, 2005.
4. Advanced Business Communication – Penrose, Rasberry, Myers Thomson Learning, 4th Edition, 2002.
5. Business Communication, M.K. Sehgal & V. Khetrapal, Excel Books.
6. Effective Technical Communication By M Ashraf Rizvi .- TMH, 2005.
7. Business Communication Today by Bovee Thill Schatzman – Pearson & Education, 7th Edition, 2003.
8. Contemporary Business Communication - Scot Ober-Biztantra, 5th Edition
9. Business Communication – Krizan, Merrier, Jones- Thomson Learning, 6th Edition, 2005.

Paper II FRONT OFFICE MANAGEMENT(Theory) Subject Code:

Objective: To make the student to understand about the Hotel Industry and the Front Office department

Unit - I

Introduction to Hotel Industry and growth of Hotel industry in India - Classification of Hotels- based on location, clientele, size, length of stay, other types of hotels - Heritage Hotel, casino, time- share hotels, Boutique Hotel. Star rating of Hotels- list of famous International chain / group of Hotels.

Unit - II

Functions of Front Office department - Types of rooms – Tariff - Types of plans - Importance of front Office- Layout of front office & different equipments in front Office- Organizational structure – Job description of Front Office staff.

Unit - III

Communication within the Front office – Logbook - Information Directory - Handling Mail - Handling Message - Telephone service - Inter - Departmental Communications Guest Service - Guest relations – Complaints Handling - Concierge and Bell Desk - Job Description of concierge - Errand Cards - Baggage Handling- Paging the guest

Unit - IV

Reservation- Sources of reservation –Modes and Types of reservation-Terms used in reservation- Registration, Pre- registration - Check In procedures, over booking, Procedure for handling over booking.

Unit - V

Front office Accounting:-Accounts-Guest accounts & Non Guest Accounts-Folios-Vouchers-Ledgers-Credit monitoring Procedures-Accounts Maintenance-Foreign Currency Encashment Procedures-Internal Control-Night Auditing, Meaning, Purpose, Procedures- check out types and Methods of settlement.

Reference Books:

1. Front Office Management S.K. Bhatnagar (2002) Frank Bros. & Co. (Publishers) Ltd.
2. Hotel and Lodging Management: An Introduction Alan T. Stutts; James Wortman (2005) Wiley.
3. Introduction to the Hospitality Industry Tom Powers; Clayton W. Barrows (2002) Wiley.
4. Hotel Front Office Management James A. Bardi (2002) Wiley.
5. Hotel Front office Training manual – Sudhir Andrews Tata Mc Graw Hill Publishers, New Delhi.
6. Front Office Operations and Management - Ahmed Ismail (2002) Thomson Delmar Learning.
7. Managing Front Office Operations - Michael L. Kasavana and Richard M. Brooks (2005) Educational Institute of American Hotel & Lodging Association.
8. Front Office: Procedures, Social Skills, and Management - Abbott P. and Lewry S. (1991), Butterworth Heinemann.

Paper III ACCOMMODATION MANAGEMENT (Theory) Subject Code:

Objective: To make the student to understand about the operation and the management of Housekeeping department in hotel

Unit - I

Role of Housekeeping in Hospitality Operations: Introduction to Housekeeping-Layout of Housekeeping Department-Hierarchy of Room divisions-Team work in Housekeeping department

Unit - II

Duties & Responsibilities of Housekeeping department: Executive Housekeeper, Asst Executive Housekeeper-Middle level Management-Skill based employee's responsibilities-Communication responsibilities

Unit - III

Interior Design: Elements and Purpose-Fixtures & Furniture - Carpets & Floor-Lighting & Colours.

Managing Inventories:-Linen & Uniforms-Cleaning equipments & Agents-Budget Process-Safety & Security

Unit - IV

Managing Human Resources:-Induction and Training-Recruiting, Selecting-Skill Training & Co-ordination-Motivation & Employee Discipline

Unit - V

Housekeeping - The Scope in Lodging Industry: Overview. Housekeeping as a business.

Housekeeping for different institutions - Airlines, Hospitals, Hostels, Corporate, Industry etc.

Reference Books:

1. Sudhir Andrews, Hotel House Keeping Training Manual, Tata Mc Graw Hill Publishers, New Delhi, Edition 2, 2005.
2. Matt A. A Casado, Housekeeping Management
3. Aleta Nitschke, Marget M.M. kappa, Managing Housekeeping operations
4. Robert J. Martin, Professional Management of Housekeeping operations
5. George Trucker, Madelin Schacider, Mary Scoviak, The Professional Housekeeper Rosemary Hurst, Heinemann, House Keeping Management for Hotels,
6. Joan C. Branson & Margaret Lennox, Hotel, Hostel & Hospital House Keeping, ELBS
7. David . Allen, Accommodation & Cleaning Services, Volume I & II, Hutchinson

Paper IV HOSPITALITY MARKETING MANAGEMENT(Theory) SubjectCode:

Objective: To make the student to understand about the Hospitality marketing and the management operation in the hotel with an implementation process.

Unit - I

Basic introduction to marketing, meaning, nature and scope, difference between marketing and selling, Hotel marketing, changing role of Hotel marketing, Features of Hospitality marketing,

Customer expectation from Hospitality services, Value chain linkage in hotel industry, Classification of Hotel industry.

Unit - II

Market segmentation, Organizational customer segment, Travel Market, Corporate meeting, marketing, Incentive markets, Convention market, Services marketing, basic difference between goods and services and their marketing, Marketing Mix in services marketing (7P's),

Unit - III

Types of service Products, Front Office & accommodation, food and beverage, Value added products, recreation & health, Shops, car rental service. Promotion, Advertising; sales promotion, personal selling, publicity; Communication process in services promotion, Public relations in hotel industry Place (distribution), Agents & brokers, Electronic channels, People, Role of employees in service delivery, Recruitment, selection and training of employees, Relationship marketing.

Unit - IV

Physical evidence, Employee dress, Aesthetics, Tangible Equipment Process of service delivery, Steps in service delivery, Level of customer involvement. Consumer Behaviour in hotel industry, Customer expectations, Post purchase evaluation, Types of service expectations, Factors influencing customer expectations and perceptions of service, managing the customer mix, Customer Delight approach, Marketing strategies for hotel industry, New service development, A strategic program for the marketing of service

Unit - V

Hospitality Pricing: Approaches to hospitality service pricing; marketing intermediates in hospitality business; channel behavior and channel relations; aspects of supply chain management; advertising and promoting hospitality products: direct marketing decisions: HR issues in hospitality business. TQM in service marketing (Measures, features, application in hospitality industry), Hospitality marketing - Indian scenario, (Issues /solutions /future prospects)

Reference Books:

1. Services marketing - Zeital Valerire - A and Mary Jo Baiter publisher Megraw Hill companies
2. Delivery quality service: Zeithmal, Pasasuraman and Bitner Publisher, New York, Free press
3. Kotler Philip, Marketing Management: Analysis, planning, implementation and control, Prentice Hall of India, New Delhi
4. Kotler Philip and Armstrong, Gary, Principles of Marketing; Prentice Hall of India
5. Saxena, Rajan, Marketing Management; Tata McGraw Hill, New Delhi
6. Staton, Willian et al. Fundamentals of Marketing; McGraw Hill International Edition
7. Wilson, Richard and Gilligan Colin, Strategic Marketing Management-Planning, Implementation and Control; Viva Books Pvt. Ltd. New Delhi
8. Marketing Management; V. S. Ramakumari MAC MILLAN India Ltd.
9. Hospitality Marketing, Wearne, Neil, Global Books & Subscription Services.
10. Marketing & Sales Strategies for Hotels and Travel Trade, Dr. Jagmohan Negi, S. Chand & Co.
11. Marketing for Hospitality & Tourism, Kotler Philip, Pearson Education Asia.
12. Contemporary tourism and hospitality marketing, Sethi, Praveen, New Delhi, Rajat Publication, 1999.
13. Marketing in the Hospitality Industry, Ronald A. Nykiel, EI-AH&LA, USA.
14. Contemporary hospitality marketing, William lazer, Roger Laygon, EI-AH&LA.
15. Global marketing strategies, Jeannet, Jean Pierre, Jaico Publishing House, Delhi.

Paper V EVENT MANAGEMENT (Theory) Subject Code:

Objectives: To make the students to gain the Basic Knowledge about different Hotel Events and the situations to handle.

Unit - I

Introduction to Event Management -Categories and Definitions-Needs and Objectives of Event Management-Creativity and implications of Events- Organization Structure of Event Management -Functions of a Multifaceted Event Management.

Unit - II

Event Management Planning-Event Planning-Arranging Chief Guest/Celebrities-Arranging Sponsors-Blue Print of the Function area-Factors affected in Event Management.

Unit - III

Different Management in Event-Back Stage Management and its Importance-Brand Management and its Characteristics-Budget management and its controlling Methods-Leadership management and its authority-Feed Back Management and its measuring tools.

Unit - IV

Basic Qualities of Event management Person- Social and Business Etiquette-Speaking Skills and Team Spirit - Stage Decoration -Time Management – Selecting a Location.

Unit - V

Various Event Activities- Concept Exhibition - Space Planning – ITPO - Sports Planning-Tourism events and Leisure Events.

Reference Books:

1. Anton Shone, Successful Event Management, Cengage Learning Business Press, Edition 2, 2004.
2. Julia Tum, Management of Event Operations, Atlantic Publishing Company, Second Edition -2007
3. Julia Ruherford Silvers and Joe Goldblatt, Professional Event Coordination, Wiley, John & Sons, Edition -2006.

Paper VI FRONT OFFICE AND ACCOMMODATION Subject Code:
OPERATION (Practical)

Objective: To make the students to understand the operations of Front Office and the Housekeeping in a Hotel.

- Communication skills - verbal, non verbal
- Preparation and study of countries, capitals, currencies, airlines and flags chart
- Telecommunication skills - telephonic situation handling
- Identification of equipment, work structure and stationery
- Basic manners and grooming standards required for Front Office personnel
- How to handle inquiries, suggestive selling
- How to convert inquiries to valid reservations
- Preparing and filling up reservation forms
- Role play of accepting reservations, walking a guest and complaint handling for bumped reservation
- Reservation handling by computers. Actual computer lab work with the PMS
- Preparing and filling up registration card
- Role play for different check ins, Walk in, FIT, FFIT, Corporate, VIP, CIP and Groups
- Role play on guest complaint handling, critical and dangerous situation handling
- Operating FIDALIO/IDS-PMS system in computer lab. Familiarization of all options
- Guest Room Layout
- Identification of cleaning equipment - Manual & mechanical
- Cleaning of different surfaces
- Stain removal
- Scrubbing, polishing, wiping, washing, rinsing, swabbing, mopping, sweeping, brushing, buffing
- Use of cloths and their types, abrasives, polishes, chemical agents and commercially available products.
- Room Attendant Trolley
- Bed Making/Turn down service
- Cleaning of guest rooms - departure, occupied, vacant
- Cleaning of public areas
- Inspection of guest rooms & public areas with the help of checklist
- First aid

Reference Books:

1. Sudhir Andrews, Hotel Front Office Training Manual, Tata Mc Graw Hill Publishers, New Delhi, Edition 2, 2004.
2. Sudhir Andrews, Hotel House Keeping Training Manual, Tata Mc Graw Hill Publishers, New Delhi, Edition 2, 2005.
3. S.K.Bhatnagar, Front Office Management, Frank Brothers & Co.Ltd, New Delhi, Edition -2006.

SECOND YEAR

Paper I

FOOD PRODUCTION (Theory)

Subject Code:

Objective: To make the students to understand the basic knowledge of the Kitchen operations and the cuisine.

Unit - I

Introduction to the art of cookery

Culinary history-Development of the culinary art from the middle ages to modern cookery, modern hotel kitchen, Nouvelle Cuisine, Cuisine Minceur, Indian regional cuisine, Popular International cuisine (an introduction).French, Italian, Chinese- Characteristics, Menu terms, Names of the Dishes, popular spices used, etc.

Unit - II

Aims and objectives of cooking food, Importance of cooking food with reference to the catering industry. Principles of a balanced and a healthy diet, Action of heat on food.

Unit - III

Methods of cooking, Classification, principles, equipment required, methods of cooking-boiling, roasting, poaching, braising, grilling, baking, roasting, broiling, stewing, sauteing, blanching steaming, micro-waving etc.

Basic preparations, Mise-en-place of all the basic preparations, stocks, egg preparations

Unit - IV

Kitchen Equipment- Different types of kitchen equipments, different types of special equipments, heat generating, refrigeration, kitchen machinery, storage tables, hand tools, weighing and measuring, pot wash, diagrams, uses, maintenance, criteria for selection.

Food Commodities- Classification with examples and uses in cookery Cereals, pulses, vegetables, mushrooms, fruits, eggs, foundation ingredients their characteristics and their uses in cookery

Unit - V

Kitchen hygiene- Personal hygiene, their importance, food handling & storage, care, sanitation practices, attitude towards work in the kitchen, fumigation.

HACCP - Practices in food handling & storage

Conversion tables: American, British measures and its equivalents

Reference Books:

1. Hamlyn Larousse Gastronomique Publisher: Octopus Publishing Group 2-4, Heron Quays, London- E14 4JP
2. Kinton & Cessarani, Practical Cookery Published by A division of Hodder and Head line PLC, 338, Euston Road, London, Ninth edition 2000
3. Kinton & Cessarani, Theory of Catering Published by A division of Hodder and Head line PLC, 338, Euston Road, London, Ninth edition 2000

4. D. D. Sharma, Cold Kitchen Aman Publications, L G- 4A, Ganapati Bhawan, 4675-B/21, Ansari Road, Darya Ganj, Delhi- 110002
5. Thangam E.Philip, Modern cookery for Teaching and Trade(Vol I & Vol II) – Orient black Swan Publishers Ltd.,

Paper II FOOD AND BEVERAGE SERVICE (Theory) Subject Code :

Objective: To make the students to understand the basic knowledge of Food and Beverage Service Operations

Unit - I

Food & Beverage Service- Introduction, Types of Catering Establishments
F & B Service areas in a hotel - Restaurant, Coffee Shop, Room Service, Bars, Banquets, Discotheques, Still Room, Grill Room, Snack Bar, executive lounges, business centre & Night Clubs.

Unit - II

F & B Service Equipment - Usage of Equipment, criteria for selection, requirements, quantity and types
Furniture, Linen, Chinaware, Silverware & Glassware, Disposables
Special Equipments & Other Equipments - Care and maintenance

Unit - III

Food & Beverage Service Organization
Job Descriptions & Job Specifications of F& B Service Personnel
Attitude & Attributes -Food & Beverage personnel, competencies.
Basic Etiquettes for catering staff - Interdepartmental relationship

Unit - IV

Food & Beverage Service Methods
Table Service-Silver/English, Family, American, Butler/French, Russian
Self Service-Buffer & Cafeteria

Unit - V

Specialized Service-Gueridon, Tray, Trolley, Lounge, Room, etc.,
Single Point Service-Take Away Vending, Kiosks, Food Courts & Bars, Automats
Food & Beverage Terminology

Reference Books:

1. Food & Beverage Service Training Manual - Sudhir Andrews, Tata McGraw Hill
2. Food & Beverage Service - Lillicrap & Cousins, ELBS
3. Modern Restaurant Service - John Fuller, Hutchinson
4. Food & Beverage Service Management-Brian Varghese
5. Introduction F& B Service - Brown, Heppner & Deegan
6. Professional Food & Beverage Service Management -Brian Varghese

Paper III FOOD AND BEVERAGE MANAGEMENT (Theory) Subject Code :

Objective: To make the students to know about the managerial part of Food and Beverage Controls and the functions.

Unit - I

F&B CONTROL – OVERVIEW-Introduction, Objectives of F&B Control, Problems in F&B Control, Methodology of F&B Control, Personnel Management in F&B Control.
COST & SALES CONCEPTS-Definition of Cost, Elements of Cost, Classification of Cost, Sales defined, Ways of expressing sales concepts. Cost/Volume/Profit Relationships (Break-even analysis).

Unit - II

FOOD CONTROL-Food Purchasing Control, Food Receiving Control, Food Storing and Issuing Control, Food Production Control, Food Cost Control, Food Sales Control, Standard Yield, Standard Portion Sizes, Standard Recipes
BEVERAGE CONTROL-Beverage Purchasing Control, Beverage Receiving Control, Beverage Storing and Issuing Control, Beverage Production Control, Beverage Cost Control, Beverage Sales Control.

Unit - III

LABOUR CONTROL - Labour cost considerations, Organizational plan, Job analysis, Forecasting and scheduling of Personnel, Standards of Performance, and Payroll Analysis.
FRAUDS IN F&B CONTROL-Frauds in Purchasing, Receiving, Storing, Issuing, Preparing and Selling Stages of F&B Control, Prevention of Frauds.
INVENTORY CONTROL-Importance, objectives, methods, levels & technique, perpetual inventory, monthly inventory, pricing of commodity, comparison of physical and perpetual inventory.

Unit - IV

F&B MANAGEMENT – OVERVIEW-Introduction, Objectives of F&B Management, Responsibilities of F&B Management, Constraints to F&B Management.
MENU MANAGEMENT-Introduction, Types of Menu, Menu Planning Considerations & Constraints, Menu Costing and Pricing, Menu Merchandising, Menu Engineering, Menu Fatigue, Menu as a In-House Marketing Tool.
MATERIAL MANAGEMENT- Introduction, concepts.

Unit - V

F&B MANAGEMENT IN FAST-FOOD AND POPULAR CATERING- Introduction, Basic Policies -financial, marketing and catering, Control & Performance Measurement.
F&B MANAGEMENT IN HOTELS AND QUALITY RESTAURANTS- Introduction, Basic Policies -financial, marketing and catering, Control & Performance Measurement.
F&B MANAGEMENT IN FUNCTION CATERING- Introduction, Basic Policies - financial, marketing and catering, Control & Performance Measurement.
F&B MANAGEMENT IN INDUSTRIAL/INSTITUTIONAL CATERING- Introduction, Basic Policies -financial, marketing and catering, Control & Performance Measurement.

Reference Books:

1. Food & Beverage Management, Bernard Davis & Sally Stone, Published by: Butterworth-Heinemann Ltd. UK
2. Food & Beverage Control, Richard Kotas and Bernard Davis, Published by: International Text book Company Limited, Glasgow.
3. Principles of Food, Beverage, and labour Cost Control, Paul R. Dittmer, Published by: John Wiley & Sons INC
4. Food & Beverage Operation - Cost Control & Systems Management, Charles Levinson, Prentice Hall

Paper IV FACILITY MANAGEMENT (Theory) Subject Code :

Objective: to make the student to know the operation level of the hotel and the maintenance.

Unit - I

INTRODUCTION: The role of facilities in the hospitality industry, cost associated with hospitality facilities, the cost of development and construction, cost of operation, cost of renovation and modernization, impact of facility design on facility management, components, layouts and materials, methods and types of construction, paints and varnishes.

Unit - II

MANAGING MAINTENANCE: systems, types of maintenance, maintenance management
WATER AND WASTE WATER SYSTEMS: water usage in the lodging industry, water systems, water quality, water heating, swimming pool water systems, water conservation
ENERGY MANAGEMENT: background, energy pricing, energy cost control and building systems, reducing guest room energy costs, reducing food and beverage production and service energy costs, reducing boiler and chilling energy costs, energy management and conservation systems.

Unit - III

ELECTRICAL SYSTEMS: fuses and circuit breakers, distribution panels and wiring, electric Motors, controls and drive elements, electronic equipment, reading electrical utility meters, Checking the bill for electrical energy, ac and dc system of supply, power in ac single and three phase HEATING, VENTILATION AND AIR CONDITIONING SYSTEMS: guest room HVAC system, types, centralized systems, decentralized systems, guestroom HVAC maintenance, Refrigeration cycle, cooling systems operations and maintenance, factors influencing building comfort.

Unit - IV

LIGHTING SYSTEMS: basic definitions, light sources, natural lights, artificial light, lighting system design, design factors, lighting system maintenance, cleaning fixtures and lamps, replacing lamps, effects of maintenance on light outputs.

Unit - V

SAFETY AND SECURITY SYSTEMS: safety and the hospitality industry, fire safety, fire Prevention, fire detection, fire notification, fire suppression, fire control.

BASIC FUELS: types, calorific value, definition, comparison, cost calculation

Reference Books:

1. Hospitality Facilities management and Design, David M. Stipanuk, Harold Roffmann
Publisher: Educational Institute, AHMA
2. How things work-The Universal Encyclopedia of Machines, Volume 1 & 2
3. The Management of Maintenance and Engineering Systems in the Hospitality Industry, Frank D. Borsenik & Alan T. Stutts, Publisher: John Willey & Sons Inc. NY
4. Air Conditioning Engineering, W.P.Jones, Publisher: English Language Book Society / Edward Arnold
5. Building Construction, Sushil Kumar, Standard Publishers & Distributors, Delhi
6. The Complete Guide to DIY and Home maintenance

Paper V

FOOD PRODUCTION (Practical)

Subject Code :

Objective: To make the student to understand the basic knowledge on Food production and few dishes.

Proper usage of a kitchen knife and hand tools- Understanding the usage of small equipments -Familiarization, identification of commonly used raw material

Basic hygiene practices to be observed in the kitchen- First aid for cuts & burns

Safety practices to be observed in the kitchen Demonstration of fire fighting for kitchen fires

Demonstration of cooking methods - two items of preparation of each method-Basic cuts of vegetables-Basic stock preparations-Egg cookery including classical preparations

Basic sauce preparations and few (2-4) commonly used derivatives

Preparation of traditional / classical Indian, English and continental breakfast dishes

Preparation of three course simple Indian menus and Indian snacks / high tea items.

Preparation of basic continental cookery-stews, sauces, soups, and basic fish preparations

Preparation of gravies and commonly used Indian Masalas

Regional cookery of India- Karnataka, Tamil Nadu, Kerala, Andhra Pradesh, Gujarathi, Moghlai, Punjabi, Bengali and Kashmiri cuisines with proper accompaniments like chutney, Indian breads, rice preparations etc,

Planning elaborate Indian menus up to 40 portions

Reference Books:

1. Krishna Arora: Theory of Cookery, Frank Brothers Publisher Limited 4675A, Ansari Road, 21 Darya Ganj, New Delhi- 110002, Edition 2002.
2. Philip E. Thangam, Modern Cookery for Teaching and Trade (Volume – I & Volume – II), Orient Black Swan Publisher Ltd.
3. Kinton & Cessarani, Practical Cookery, Published by A division of Hodder and Head line PLC, 338, Euston Road, London, Ninth edition 2000
4. Kinton & Cessarani, Theory of Catering, Hodder and Head line PLC, 338, Euston Road, London, Ninth edition 2000

Paper VI FOOD AND BEVERAGE SERVICE (Practical)

Subject Code :

Objective: To make the students to understand the basic operation level of Food and Beverage Service.

Restaurant Etiquettes -Restaurant Hygiene practices

Mise- En -Place & Mise- En –Scene.

Identification of Equipments

Laying & Relaying of Table cloth

Napkin folds

Rules for Laying a table-Carrying a Salver/Tray-Service of Water-Handling the Service-Carrying Plates, Glasses & other Equipments-Clearing an Ashtray-Situations like spillage-Breakfast Table Lay-up- A la Carte Cover, Restaurant Reservation System, Receiving the guests-Sequence of Service- Silver Service- Crumbing, Clearing , Presenting the bill-Side board Organization- Taking an Order-Food & Making a KOT- Writing a Menu in French & its Equivalent in English- Service of Cold & Hot Non Alcoholic Beverages

Room Service Tray & Trolley Lay-Up and service. Room Service Amenities Set-up.

Layouts for room service Conducting Briefing/De-Briefing for F & B outlets Taking an Order for Beverages. Service of Beer, Sake and Other Fermented & Brewed Beverages.

Service Of Sparkling, Aromatized, Fortified & Still Wines. Set up of a table with Prepared Menu with wines.

Reference Books

1. Food and Beverage Service Training Manual, Sudhir Andrews,1980, Tata McGraw Hill Publisher Limited,No-7, West Patel Nagar, New Delhi-110 020
2. Food and Beverage Service, Dennis Liicarp & John Cousins, 2002, Hodder & Stoughton Education, 338, Euston Road, London

**Paper VII INDUSTRIAL TRAINING REPORT & VIVA VOCE SubjectCode:
(TWO MONTHS)**

Industrial Training:

Being a professional course, Industrial Training is also included as a part of the curriculum. A minimum of eight weeks full time industrial training in a Reputed Hotel has to be undergone by every student during second academic year. The training has to be given under the supervision and guidance of the Hotel Training Manager.

Each student will have to maintain a daily logbook and enter the observations and get it countersigned by the Hotel Training Manager. At the end of the Training, the student will have to submit a comprehensive Training Report undergone by him/her at the hotel and appear for Viva-voce examination.