

I-YEAR

FOOD PRODUCTION THEORY I

1211 N

Objectives: To develop a comprehensive knowledge of professional cookery in the hotel and catering industries. To induce in the student professional competence at commis decuisine in any of food. Production operation with a grounding common to Indian and other types of cookery as well as in all related subjects.

Introduction of professional cookery: Culinary history-origins of modern cookery-modern developments in equipment and food stuffs.

Standards of professionalism: Level of skills attitude towards work-experience-behavior in the kitchen-personal hygiene-organization of practical work in the institute.

Kitchen Organization: Structure of a kitchen lay out. Receiving and preparation area cooking areas-service and washing-up- area-obtaining supplies.

The Classical Brigade: Role of the Chief-apportioning of tasks among section. Co-operation with other departments. Starting the work shift-ending the work shift.

Equipment and Tools: Heat production equipment-cold production equipment ancillary equipment-knives-utensils Pots & pans-Pastry & Bakery equipment-Cleaning fixed and portable equipment.

Commodities: Professional knowledge of food stuffs as parallel study with nutrition programme I.

Basic Cookery Principal: Applicable to Indian, Chinese and Western Cookery. Heat and foods-heat transfer and cooking times dry heat method-moist heat method Art of seasoning-reading a recipe.

Foundations of Continental Cookery: Stock - Soups - Basic squces -Elaborated sauces, doughs, pasts, creams assembling into finished products.

Menu Briefing: Standard recipes, writing and costing.

FOOD PRODUCING PRACTICAL I

I.A. The pre-preparation, preparation and method of cooking

Objectives: To develop and perfect basic skills in handling foodstuffs and using dry and moist head method of cooking

To develop skills in various mixing method for doughs pastries and custards.

Preparing and cooking vegetables.

Preparing and cooking fish and shellfish

Preparing and cooking poultry.

Preparing and cooking eggs.

Cooking meat

Preparing stocks, sauces, soups and basic masalas.

Preparing salad dressings and salads (raw and cooked)

Preparing & cooking starch products (rice, pasta & potatoes)

Handling pastry goods various mixing methods

Making plain dough and fermented doughs.

Making short pastes, sponge and choux pastries.

Making custards (light, confectioners & baked) & creams.

Making snacks and cookies.

I B BASIC COOKERY

Objectives: Developing at an early stage skills and interest in preparing continental and Indian style cookery and pastry. To perfect basic skills acquired in the previous module through the elaboration of 18 application menus using the following skills

Making Soups: Hot & cold starters-Egg and fish dishes, Meats dishes and their accompaniment of vegetable-sauces (Hot & Cold).

Making Cereals and Potato dishes.

Making Breads, Pancakes, fritters, choux, pies, flaky pastry, savarins, Sponge Cakes.

Making Creams, rice pudding, Bavarios, charlottes, Mousses, sweet and savory Indian snacks

FOOD AND BEVERAGE SERVICE I

1212 N

Objective: To develop a comprehensive knowledge of restaurant service in the hotel and catering industries. To induce in the student professional competence at basic level and ensure a through grounding in the principles of food service and all its related activities.

Introduction to the Hotel Industry: The growth of the catering Industry in India. Career opportunities in the Hotel & catering Industry. Different type of Catering establishment.

Attributes of Waiter: Personal hygiene and appearance attitudes. Job satisfaction. Salesmanship.

Departmental Organization: Various hotel department & their personal Relationships between the food and Beverage. Department and other departments. Principal staff of various types of restaurants, their duties and responsibilities.

Restaurant Organization: Food service areas and ancillary departments Room service, Still Room, Stores, Linen-Room, Kitchen Stewarding.

Restaurant Service: Mise-en-place, laying tables, Forms and methods of service, Receiving the guest, service at table social skills.

Variety of Menus: Fixed menu and a la carte, classical French menu terms, Indians foods and accompaniments, planning a simple menu, breakfast menus.

Non-Alcoholic Beverages, teas, coffees, milk based drinks, juices, soft drinks.

Simple control systems: Necessity for Restaurant control, function of systems, taking the guests order.

FOOD AND BEVERAGE SERVICE I

PRACTICAL

Objectives: To develop and perfect skills and techniques in the basic operational activities of food beverage service of Familiarization of Restaurant Equipment.

Methods of Cleaning and upkeep of silver.

Arrangement of sideboards

Laying of table linen

Lay-up for various meals

Folding serviettes in various designs

Receiving guests and taking order

Service of Food

Service of non-alcoholic beverages

Service of Breakfast

Loading/carring-trays/trolleys

Objectives: To Familiarize the students with the organization of the housekeeping department, its routines and systems, the functions of the staff and overall general responsibilities of the department.

As a natural sequence to the practical aspects of the course communication system with other departments particularly front office must be stressed.

Clerical and office routines of key control, maids and house keepers reports, check lists and work cards, their formats and function:

Lost and found procedures and storage.

PRACTICAL

The student should learn by a modular system daily room cleaning routines and variable for check out, stay over and vacant rooms.

Routines of servicing rooms in the evening

Weekly cleaning routines

Special cleaning programmes

Public Area cleaning

Various types of machinery, their use and care

Room inspection.

Particular stress should be paid to hygienic working methods of the importance of these to a company & how it effects profitability & to the general importance of house keeping in a Hotel.

Methods of dealing with different surfaces, floorings & floor coverings. The use of cleaning materials detergents & chemicals, different methods of cleaning guests Rooms, care & set up of maids trolley & service room.

The students should be introduced to the treatment of VIP guests as well as guests special requests and how to deal with them.

FRONT OFFICE OPERATIONS I

1214 N

Objectives: That the students understands the structure of the Hotel industry, tariffs and standards as well as the departmental organization. He must also acquire the skills necessary to handle reservations & all their complexities. The student will also be made aware of the importance of the tourist potential of India & its influence on the economy. Introduction to the Hotel & Catering Industry, organization of the Hotel, Front office & Tariff structures.

Reservation, function, equipment, requirement, enquiries & procedures, study of various system, terminology, group reservation, over booking, policies reporting and presenting statistics.

Various types of tourism, leisure & business tourism Foreign & domestic markets. Touristic resources.

Analysis of tourism potential of the country, Historical, cultural, religious, sporting, resorts, scenic gastronomic.

FRONT OFFICE OPERATION I

(PRACTICAL)

Objectives: The students must be able to prepare efficiently & accurately all guests bills using various systems.

Identification of various vouchers, use of arrivals and departure lists, manual billing, mechanical ledger & billing, computerized ledger & billing.

PRINCIPALES OF ACCOUNTING & FOOD COSTING 1215 N

Objectives: That the students acquires skills and appreciates the importance of accounting principals to understand how to record day to day business transactions, and develop an attitude of cost consciousness.

Accounting concepts: Income & expenditure transactions, revenue and capital items.

Classification of Accounts: Rule of debit and credit, preparation of various journals, posting into ledger, balancing and closing ledger accounts.

Trading Accounts: Profit and loss accounts, trial balance.

Hotel statistical information.

Methodology of Food costing.

Food and Beverage Costs.

COMMUNICATION I

1216 N

Objectives: To develop ability in the student-precise self expression both in verbal and written forms and in objective reporting. To make students think creatively & analytically and to develop in them correct pronunciation.

Essays: Report writing, précis, comprehension of passage Basic letter writing, memorandums, official letters

Etiquette and manners, elocution, group discussions debating, speeches and presentation.

To enable the students to understand hotel and catering terminology, through simple speaking and writing exercises, developing correct pronunciation and simple grammar principles.

-la politesse et presentations, expressions et conversations usuelles

-Le client et l'hotel, les services et le personal de l'hotel, le menu

-La prononciation Francaise

-Temp, Genres, modes, attributes, elements et construction de la phrase.

-Themes et versions simples.

Objectives: To inculcate in the students a basic understanding of hotel maintenance using the available energy utilities with emphasis on upkeep, safety and economy.

Organization of the maintenance department, the staff, duties and responsibilities.

A comparative study of economic viability of fuels used in the catering Industry.

Gas: Types of gas available and containers, precautions to be taken leakage preventive maintenance, heat units, BTU and therm and calorific values.

Electricity: Sources and uses, AC “&DC differentials, signs and symbols voltage and wattage, fuses, switches and sockets short circuit, cause and dangers and importance of earthing, current, resistance, ohm’s law, power, conductors and insulators, single phase supply three phase supply, light and fan circuit, type of lamp-holders, simple numerical problems.

Water System: Source of water and its quality; mechanical and chemical water softeners; hot water supplies; swimming pool maintenance; study of traps.

Refrigeration and Air Conditioning system: Basic scientific principles, different types of refrigerator systems and refrigerants, walk in coolers and freezers and Air- conditioners.

Safety and alarm systems: Fire and power systems- operation and maintenance Fire Fighting equipment.

Repair and Maintenance: Diagnosing faults, leakages, cracks, damp patches, minor repairs.

Paints: Types of paints and uses.

PRACTICAL

- To replace a blown fuse.
- Wiring of a socket and plugs.
- To change a gas bottle or cylinder.
- Defrosting freezers and refrigerators
- Cleaning and air co-filter.
- To replace a tap washer.
- Unblocking a sink.
- Fighting a fire.
- Testing of single phase system with line tester and test lamp.

- Testing of three phase system with line tester and two test lamp.
- Wiring of switch and socket on bakelite sheet.

To ensure the student have knowledge of the constituents of human nutrition and an understanding of requirements for energy and the maintenance of good health.

Definition of calories: Calories used in nutrition as against those in physics, standard measures daily requirements, factors that effect the daily requirements.

Carbohydrates: Composition, classification, source function, daily requirements, excess and deficiency.

Proteins: Compositions, classification, importance, source, daily requirement based on age groups, excess and deficiency proteins quality and supplementation of amino acids.

Fats: Classification according to sources, fatty acids, difference between animal and vegetable fat, functions, daily requirements, excess and deficiency.

Water:

Mineral: (a) major-calcium, phosphorus, iron, (source, function, iodine, sodium chloride, deficiency and daily potassium magnesium sulphar requirements)

(b) minor-manganese, cobalt, zinc, flouing and copper.

Vitamins in diet- fat soluble, A, D, E, and K water soluble, B complex, and C, sources, functions, daily requirements, excess and deficiency. Effect of cooking on vitamins losses due to shortage, processing etc.

Digestion absorption and metabolism of food.

Percentage composition of the more commonly used food stuffs.

Objective: That the student understands the harmful, as well as beneficial effects of micro-organisms in food. To become cognizant with the physical and chemical environment of food facilitating microbial growth, and to apply this knowledge against contamination and spoilage.

Introduction to food micro-biology-its importance in relation to food handling, preparation and service.

Bacteria, yeast, mould-physical and chemical environment of food facilitating growth of these micro-organisms. The harmful and beneficial effects of these as related to food preparation, storage and consumption.

Use of Disinfectants: Sterilization and pasteurization of food and food handling equipment as related to the catering industry.

Preservation of fresh food products: canned and frozen foods, by application of high temperatures, low temperature irradiation and chemical preservatives.

Use of food colors- food flavors and flavors intensifiers during preparation of various food products. Food adulteration as a public health hazard, prevailing food standards in India, prevention of adulteration, simple tests to detect common food adulterant in milk, cereals, beverages, pulses, masala powders etc.

LIBRARY STUDIES

Objectives: That the student is able to use the library constructively, as an additional means of acquiring necessary information which is part of the learning process. The students will be encouraged to make full use of the library facilities outside the one period of supervised study.

II-YEAR

FOOD AND BEVERAGE SERVICE 2

1231 N

Objectives: To give the student an extensive understanding of the various alcoholic beverages available in India and in common use throughout the Hotel Industry-the history, manufacture, classification storage and service.

To develop a further knowledge of menu compilation, French menu terms, regional Indian-dishes-their format and popularity in the international restaurant trade.

Wines: Introduction to wines and the principal wine producing areas of the world, storage, types of glass & equipment required for the services of wines.

Aperitifs: Classification manufacture, cocktails, mixed drinks.

Liqueurs: History, Classification, method of production, uses.

Spirits: Different types- whisky, gin, brandy, rum, vodka, methods of manufacture, other spirits.

Beer: History, Manufacture, types, storage, service.

Menu Terminology: Compilation of menu, French menu terminology menu planning, foreign names for food stuffs, regional Indian dishes.

PRACTICAL

Objectives: To develop skills and techniques in the operational activities of food and beverage service, particularly in relation to wines, beers and spirits and other alcoholic and non-alcoholic beverages and the service of continental and Indian regional dishes.

Setting up and operating a Bar.

Taking orders for wine and other alcoholic beverages Service of wines, spirits, aperitifs liqueurs and beers preparation and service of cocktails and mixed drinks Service of regional dishes

Trolley Services

Room Services

Objectives: To impart a full knowledge of Indian National Cookery, its origins, equipment, techniques and main dishes. To Induce in the student professional competence in quantity food, preparation at medium level from planning to operating and costing.

Classical Indian National Cookery & modern development Study of main parts of Indian Staple food+Indian spices. Main recipes used in Breakfast Cookery, main meals and snacks, ethnic eating. Traditions (Muslim traditional vegetarians).

Quantity Food Production: Introduction to Industrial and Institutional. Catering, Staff Organization, Kitchen layout preparation Cooking processing, holding and storage problems and adjustments. Specific equipment used in Quantity Food-including food transportation equipment.

Adapting recipes-Standardizing. Cooking Times, indenting and costing.

Mass Purchasing: Convenience products. Meat & Fish markets. Butchery Study of carcasses.

Principles of Menu Planning: Study of menus for various types of quantity food outlets (industrial Institutions and Fast Food Services) using continental and Indian dishes in parallel with nutrition II programme).

FOOD PRODUCTION PRACTICAL II

II.A. Practical

The objective is to train the students in producing food in large quantities in a set time and adapting recipes to quantity food production 15 national Indian Cookery Menus using the following techniques

Method of cooking meat and poultry

Skewered Rost on spit Minced

Stewed

Method of cooking fish

Roast on spit-stewed-fried

Eggs-curried

Vegetables accompaniments

Vegetarian cookery-Paneer

Veg, stews, purees, sauces

Basic masalas mixing, Red white, brown, green, yellow Rice, Dals, Breads

Chutneys, Curds and Raitas

Indian Desserts: Kulfi, Halwas etc

Training in Counter Service after the preparation & cooking Training in Breakfast cookery-A duty roaster will be established so that each group of students practices breakfast cookery during 5 early morning sessions.

Objectives: To enable the students to effectively handle the routines of reception procedures

Front Desk Layout: Reception and staff preparation for guest arrival and receiving & registration of guests, method of room assignments luggage handling and arrival records.

Handling Special Situations: Group arrivals and departures, room changes, VIP's overbooking, complaints Departure Procedures.

Co-operation with other department and particularly housekeeping.

Computerized room management systems.

Compilation of reposts and statistics.

Objectives: To enable the students to understand and use terms and expression used in French in Hotel and catering Activities.

Culinary Terms: Food and beverage terminology conversational dialogues relevant to the Hotel Industry.

Grammar: Tenses. Negative and affirmative phrases interrogative, possessive and demonstrative sentence construction. Translation and Pronunciation.

Objectives: To develop in the student the power to communicate formally for the purposes.

Business Correspondence: Quotations, official orders, records of disputes, notices and circulars.

Writing a Bio-Data for job interviews, job descriptions, letters of application and resignation.

Interviews: Role playing Techniques.

Debates and Group Discussions, Telephone Etiquette.

Objectives: That student recognizes the effects of the physical structure and chemical constituents of food during food preparation and cooking techniques and applies this knowledge to prepare better recipes, producing quality products.

Carbohydrates in foods: Change in Carbohydrates during cooking gelatinization of starch, factors affecting stiffness of starch gels in food preparation, retrogradation of starch gels in food preparation, retrogradation of starch during storage of starch gels.

Fats: Types of fats and oils and their use. Factors causing deterioration and methods to prevent it.

Proteins: Their role in food preparation:- use of proteins gel formation, effects of heat treatment on proteins.

Vegetable pigments: Types, effect of cooking and processing on pigments.

Colloidal system: Type of Colloids in food, factors that effect the properties of colloids in food preparation.

Emulsions: Theory of emulsification, types of emulsions, emulsifying agents and their use in preparation of emulsion

Browning reaction: Causes, desirable undesirable effects in food preparation, prevention of browning.

Objectives: To be able to plan nutritive and cost effective meals for different occupational categories and age groups in various catering situations.

Balance diet Quality and quantity depending on age sex, occupation and climate, importance of a balance diet, Daily requirements.

Menu Planning: Factors affection meal planning, balanced diet, acceptability and provision of diet for various ethnic and cultural groups, calculation of calorific value.

Malnutrition and Sub nutrition Effects: Negative effects of dietary insufficiency.

Low budget diets and supplementary protein for vegetarian diets.

Effects of cooking on the nutritive value applied to mass production.

Objective: The student should be able to prepare record books of accounts of a hotel in accordance with accepted systems of hotel accounts and also preparation of final accounts and balance sheet. An approach to financial analysis of the operation of an hotel should be developed.

Basis principals of inform system of accounting, uses and advantages of uniform systems of accounting, percentage analysis of operation statement for periodical and iterfirm comparison.

Departmental sale records and departmentalization of hotel revenue including operating costs

Night Audit: Basic Principles

Daily report

Different types accounting machines and their uses, application of computers in accountancy.

Objective: To complete the students experience of all house keeping routines, and to familiarize them with laundry procedures, fabrics and their care.

Procedures in the lined room sewing and uniform rooms as well as studies of fabrics and fabres complements the practical aspects of the laundry work.

Students must gain a knowledge of high standards of cleanliness as required in hotels through the roles of floor supervisors and public areas supervisors.

Polices and procedures for redecoration and refurnishing schemes must be considered.

Operation of pest control in hostels or contractors.

Finalization of Office Procedures.

PRACTICALS

Special emphasis on the laundry department methods, machinery, their use and care also included guest's laundry and dry cleaning and stain removal

Special decorations, floral arrangements, care of plants complete the practical aspects.

Objectives: To understand the functions of the engineering. Department and its integration in the overall operation and management of the Hotel.

Contract Maintenance: Establishing a maintenance contract Advantages and Disadvantages.

Equipment Replacement Policies: Repair or replace deterioration, preventive replacement.

Pollution Control and waste Disposal: Water pollution, sewage pollution and waste disposal.

Safety and Alarm systems: Fire and Power systems and their operation and maintenance.

Energy Maintenance: Conservation of energy, utilization of energy.

PRINCIPLES OF MANAGEMENT—1241 N

Objectives: To identify basic management functions and techniques which lead to staff motivation and the creation of conducive working environment.

Concept of Management: Management as a profession, need for principles of Management, external and internal factors that effect Management.

Management Functions: Objectives and Policies, planning and strategy programmes, formulation of plan, problem solving and decision making.

Organization: Co-ordination of authority, delegation of responsibility.

Direction: Theories and Techniques of motivation and its effect on productivity.

Leadership: Role: Types, style, importance and qualities.

Communications: Channels of Communications conditions for effective Communication, barriers in Communications.

Concept of Control: Control as a management tool, case studies on a situational basis

Objectives: To develop in the students a discerning knowledge of the various aspects of the Hotel and catering Industry, its operational activities and the vital importance of the Tourism Industry as a whole to the country.

The Tourist Industry Today: Classification of F & B establishments commercial institutional, transformational Human resources development in the Industry.

F & B Staff Organization: Categories of staff, management hierarchy job description, job specification.

Cycles of Control: Purchasing, receiving, storing, issuing, preparation selling, service, accounting.

Purchasing: Methods of operation, sources of supply, specification, standardized buying.

Restaurant Planning: Décor, furnishing, fixtures and fitting, purchase with specification of small equipment, Indian manufacturers of Hotel small equipment, planning and layout of food and beverage service areas.

Planning and operating a commercial restaurant.

Planning and operating a fast food outlet.

Objective: To understand the legal responsibility of business in respect of various licenses and permits to be obtained and respect of various licenses and permits to be obtained and safeguard the interest of business by adopting appropriate procedures and policies.

Introduction: Need for Law: Sources of Indian Law, Types and Application of law in Hotel Operations, Basic Principles of Criminal and civil liberties, Understanding of Indian evidence Act.

Licenses and Permit: Procedure for procurement bye-laws of hotels and restaurants under municipal corporation, renewal, suspension and termination of licences.

Mercantile Law: Importance of Industrial Law, Shops and Establishments Acts, Factories Act, effective procedure for employment, discharge and dismissal of an employee, employee relations, role of the State

Objectives: That the student should have an understanding of the economic factors affecting business.

Nature and Scope of Economic Science: Linkage of economic and Socio-political System
Theory of Production Analysis, Theory of Production and supply, Theory of consumption and Demand.

Public Economy and Finance: Price regulation, Balance of Payments, Gross national Productivity, Inflation case and control measures.

Private Economy: Stock Market

Banking System: Role of Bank, Various types of banks theory of money and banking.

Objectives: To introduce the student to the computers key-board and basic computer systems and how they function. Basic Principles of the computer: structures of computer systems, Data procession functions.

PRACTICAL

Exercise on the keyboard: Key use D.O.S. Commands.

Elementary Programming in Basic Calc. Text treatment Front office Systems.

Food Production-Standard recipes and Cost Calculation.

LIBRARY STUDIES

Objective: That the students is able to use the library constructively, as an additional means of acquiring necessary information which is part of the learning process. The students will be encouraged to make full use of the story outside the two periods.

III-YEAR

FOOD PRODUCTION THEORY III

1251 N

Objectives: To impart to the student skills, knowledge and attitudes required to plan, organization, produce and cost Indian (regional) continental and Chinese food in any type of food production operation (table d, hote, buffet or a la carte)

Organization and mise en place for extended meal service buffet and banqueting. Menu planning will be covered by the food and Beverage Service Programme.

Larder Work- Cold food presentation Aspics and chaud froid sandwiches and canapes- Cold starters-Charcuterie (Terries, Galantines, quates, etc.)

Hot Cookery- regional Indian cookery (according to location)

- Principals of Chinese cookery
- Classical and modern garnishes in continental cookery
- Cooking using left-overs hot starters

Pastry & Bakery- Ice cream and sorbets, Frozen desserts

- Bakeshop production-faults in making
- rolled in doughs-cake formulas and cake making
- Icings-sugar & chocolate basic work

Food Production Cost Control-

Establishing purchase specification-Dealing with supplier-receiving methods-stores organization and stole control-stock levels and rotation speeds-yeild testing for meat-fish and poultry-meat tags.

Establishing and evaluation of standard recipe cards-

Developing, Testinhg & assessing new recipes-sales monitoring-portion Control Implementation-Food cost Control Stoking method.

Food Cost Reconciliation Sheet- Food Cost percentage Analysis of results with study of causes and remedies.

PRACTICAL

Objective:- To impart perfect skills in the preparation of regional Indian, National, Chinese and advance Continental cookery

To develop the student interest in the various Techniques of preparations and service by the implementation of practical work conducted under similar condition to the Industry

Preparation and service of 20 table d, hot 4 buffets and 3 A la carte menus with an overall proportion of 40% Continental dishes, 40% Indian regional dishes and 20% Chinese dishes some international specialties will be introduced in continental cookery specially during buffets.

The F & B service syllabus will follow this programme for various types of services syllabus will follow this programme for various types of services corresponding to the type of menu.

FOOD AND BEVERAGE SERVICE III

1252 N

Objective: To develop a through knowledge of all food and beverage outlets & particularly all specialized services offered in five star establishments, and at supervisory level.

Restaurant Lay-out: Staff requirement, stations, duty rosters, restaurant etiquette.

Gueridon Service: Various types of gueridon, items to be prepared, advantages & disadvantage, space requirements preparation of special dishes, flambe work

Functions: Banquets, receptions, weddings, formal and informal gathering, seating arrangements, table plans menus, protocol.

Bar Operation: Dispense, cocktail, equipment, bar stocks, staffing, inventory, control systems

PRACTICAL

Objectives: To develop and perfect skills and techniques for formal banquet service, functions, gueridon and flambé work and induce supervisory responsibilities in the student cooking & carving at the table

Cooking on a spirit lamp

Preparing special dishes

Supervising meal services

Supervising Formal function

Supervising bar operations

Objectives: For the student to view the housekeeping department through a management perspective.

Training & hiring of staff

Job description Rotas and manuals

Induction programmes

Purchasing and budgeting contract cleaning

Emergencies' fire prevention+fire fighting

Safety awareness, procedures concerning first aid boxes Dealing with sick guests+sanitation

The importance of decore color lighting floor and wall covering, lay out of rooms and suites and how the physical lay out affects systems need careful consideration,

Personal qualities of housekeeping Management Personal must be covered along with case studies relevant to the department.

Housekeeping as a department in other institutions must be investigated using the previously gained knowledge to apply it to a slightly different set of circumstances.

The variables of opening a new hotel should be included

Objective: That the students understand the role & function of the Front Office supporting services for a complete understanding of the front office management procedures. Information service mail services, messages, keys local-information.

Bell service: Bell captain, area layout and staff, language handling procedures paging, door and car parking services Telephone operating: Telephone procedures, Telephone manners.

Telax: Layout, equipment, staff and procedures.

Front Office Cashiering: Charges and credit, cashiers report method of setting guest accounts, safety deposit facilities foreign exchange regulations.

Objectives: To enable the student to understand and use terminology used in Hotel and Catering activities to write and translate menus, to converse in relation to guest requirements at reception in the restaurant and in guest rooms.

Menus and culinary terms for translations, paragraphs and passages for comprehension and translation conversation relevant to the industry

Grammar according to the passage learnt. Reading-expression. Pronunciation and fluency

Objectives: That the student has a good idea of marketing and various marketing and sales techniques.

Marketing Management: Definition and role of marketing product-price-place and promotion, product analysis, identification of market and market segments, market analysis and research, target setting.

Human Factors in Marketing: Seller and buyer behavior states methods, salesmanship, sale promotion, publicity and advertising, evaluation of customer satisfaction, marketing planning budgeting, timing and pricing in marketing and marketing contrl.

Innovative and accurate marketing

Objectives: That the student comprehends the nature and function of food and beverage purchasing production and service, costs and control, pricing and budgeting, and the concepts of planning and layout of food service facilities.

Food Cost Control: objectives of food costing, check and checking systems, calculating actual daily, and monthly food costs, computation of staff meals, standard costing variance analysis.

Menu Merchandising: Recording costs, standardized recipes, pricing techniques, break even analysis, profit margins statistical food control.

Control Techniques, stock taking, stock considerations, cash & bill control, fraud, wastage, measurement of performance targets and budgeting.

Liquor Control: purchase of liquor, wine merchants/importers, assessment of quality, legal requirements, customs and excise duties, seller stock control, beverage sales.

Control Marketing and Sales: Catering policy, financial and operational policy, analysis of marketing requirements-the hotel the restaurant, the menu.

Planning and lay-out: systematic planning, characteristics of typical food facilities, selection of equipment for restaurant, importance of planning between departments.

Future of the Industry: Management principles and practice, diversification, food and beverage trends, fast food service, computer technology.

Objectives: That the students should be able to analyse the elements contributive to a successful operation from both the human and economic viewpoint.

Types of Business Organization: Ownership, partnership and joint stock and public companies, outline of corporate management organization

The Role of the Manager: Finance, forecasting and budgeting, implementation of company policies and procedures maintaining standards, fostering public relations maintaining harmonious working relationship within the organization.

Establishment and decision making regarding company policies and procedures.

Forms of control of each department

Ratio Analysis: Fund flow analysis, budgeting, cost accounting and internal checks, adjusting and reporting on results T.S. General/Battlon

Human Resources: Manpower planning, job analysis, job specifications recruitment section and promotion and performance appraisal of executives staff, assessment of training requirements, industrial and labor relations, policies concerning trade unions.

Public Relations: The public image; public relations guests entertainment- regular guests and VIP's; relations with the board, the hotels association and the travel trade.

Objectives: To understand the legal responsibility of business in respect of guests and their property and safety, safeguarding the interests of business by adopting appropriate procedures and policies relating to food legislation and sale of alcoholic beverages.

Law of Tenancy: Rent-Control Act Distinction between guest and tenant, innkeepers liability.

Bye-Law: As affecting residential & catering establishments

Food Legislation: Acts regarding prevention of food adulteration, purchaser rights-guarantees and warranties, essential commodities Act.

Liquor Legislation: type of licenses, drinking in licensed premises and different types of permits.

Objectives: To familiarize the students with computer systems and programmes in use in the hotel industry and development of individual appropriate programmes.

The computer as a tool for producing management information enabling effective decision making.

Various areas in which a computer can be used in the Hotel & Catering Operations, their functions & advantages

PRACTICAL

Keyboard exercises

Accounts and stock taking

Work Orders (CMPU-CHEF)

Management Systems (LOTUS 1.2.3)

Other (Designs, Games etc.)

Guest Lecture

A guest lecturer will be invited each week to speak to the students on their own particular job, which will be directly or indirectly associated with the industry, Guest speakers will be selected from the following areas.

The Hotel and Catering Industry: Hotel general manager, Food and Beverage manager, Executive Chief, Banqueting manager, executive housekeeper, front office manager, personal training manager and the Engineer.

Industrial catering

Airlines: Catering Manager and Airlines sales

Railway catering

Tour Operator

Indian Tourism Development Corporation

State tourism Office

Trade Union Secretary

Ministry of Labour

Hospital Nursing Sister

Fire Brigade

Ex-Student

LIBRARY STUDIES

Objectives: That the students is able to use the library constructively, as an additional means of acquiring necessary information which is part of the learning process.

The students will be encouraged to make full use of the library outside these two periods of supervised study.

RESERCH PROJECT

Objectives: That the student, given the opportunity is able to produce an depth these type research project relevant to the Hotel Industry, which will enhance their knowledge and provide their future employers with a guide to their imaginative and creative ability.

The student will choose a subject, relevant to the Hotel & Catering Industry, and create an in depth project of not less then 50,000 words which will be handed to the principal 6 weeks prior to the commencement of the final examinations for evaluation.

The library study period may also be used for research, which should take approximately 30 hours before beginning to formulate finally the project findings.