

University of Mumbai



ASSOCIATE DEGREE IN HOSPITALITY STUDIES

A.D. H.S.

**ORDINANCE, REGULATIONS &
SCHEME OF EXAMINATION AND SYLLABUS
(w.e.f. Academic Year 2017 – 18)**

UNIVERSITY OF MUMBAI

TITLE : THE ASSOCIATE DEGREE SHALL BE TITLED AS Associate Degree in Hospitality Studies A.D.H.S.

Syllabus Committee Members

1) Prin. B.P. Sahni	Convener
2) Mr. Conrad D'souza	Member
3) Mr. Ajay Meshram	Member
4) Mr. Subramaniam Iyer	Member
5) Mr. Stany Lopez	Member
6) Mr, Vishwanath Iyer	Member
7) Mr. Santhosh Kotla	Member
8) Ms.Preeti Punjabi	Member
9) Mr. Girish Sankpal	Member
10) Ms. Reshma Nagarkar	Member
11) Ms. Prasannata Krishnakumar	Member

Objectives :

- a) To impart Career oriented skills in the field of Hospitality Studies.
- b) To prepare students to exploit opportunities being newly created in the Hospitality Profession.
- c) To create for the students of University of Mumbai an additional avenue of self-employment.

Eligibility :

- a) A candidate for being eligible for admission to the Associate Degree in Hospitality Studies shall have passed XII Standard Examination of any State Board for Higher Secondary Education or its equivalent from India or abroad.
- b) Selection procedure shall be based on (i) written examination and (ii) personal interview conducted by each college
- c) Every candidate admitted to the Associate Degree in Hospitality Studies in the affiliated College conducting the course shall have to register himself / herself with the University of Mumbai after all the selection procedures are conducted by the respective college.

Duration:

- a) The Program shall be One Year full time for Diploma in Hospitality Studies and Two Years Full Time for Associate Degree in Hospitality Studies.
- b) Number of Students: A batch shall consist of not more than 60 students.

Certification Process

- a) On Successful Completion of Semester I & II and obtaining 40 Credits the Student will be awarded a diploma in Hospitality Studies.
- b) On Successful Completion of Semester I & II & Semester III & IV and Obtaining 80 Credits the Student will be awarded Associate Degree in Hospitality Studies.
- c) Lateral entry to the final year of the Bachelor's degree in Hospitality Studies (B.A. Hospitality Studies): Students successfully completing semesters I, II, III and IV of the Associate Degree in

Hospitality Studies are eligible to join the Final Year of the B.Sc. (Hospitality Studies) program from the University of Mumbai.

Scheme of Examination:

- a) The Examinations shall be conducted at the end of each semester. Semester I&III will be conducted by the College & Semester II&IV by the University of Mumbai.
- b) The responsibility of evaluation during Semester I & III shall rest with the college / institution wherein the students are admitted for the course. The college / institution shall carry out the internal evaluation for theory papers and training. The marks of students shall be sent to the University of Mumbai by the respective college / institution within 30 days of the commencement of Semester II & IV respectively.
- c) Each theory paper & practical examination shall carry 100 marks.
- d) Each theory and practical course shall comprise of 25 marks of internal assessment and a 75 mark Semester End examination.
- e) The semester end practical examination shall comprise of 100 marks.

Performance Grading :

The performance grading of a student shall be on the 7 point ranking system as under:

Grades	Marks	Grade Points	Grades	Marks	Grade Points
O	70 and above	7	D	45 to 45.99	3
A	60 to 69.99	6	E	40 to 44.99	2
B	55 to 59.99	5	F (Fail)	39.99 and below	1
C	50 to 54.99	4			

The performance grading shall be based on the aggregate performance of Semester Internal Assessment and Semester End Examination.

Library:

The Institute shall upgrade the existing library in a phased manner by allocating at least Rupees One Lakh per annum.

Fees :

Rupees Sixty Five Thousand per Semester.

Pedagogy :

A combination of participatory approaches such as lecture discussion, assignments, reports, presentations, experimental culinary practical etc. To get a feel of the culinary world, Industrial Visits are to be organized covering the diverse range of food facilities. Practicing experts from the industry should supplement the formal classroom sessions with guest lectures. Frequent seminars, workshops and panel discussions should be held to enhance the training program and update students with the latest industry practices. Academic faculty should update their own skill and knowledge by undergoing familiarization programs each year.

SEMESTER I–Associate Degree in Hospitality Studies

Course Code	Subject	Class Room Instruction Face to Face									Total	Total Marks		Credits			
		Per Week			Per semester			Per semester hours				TH	PR	L	P	T	Total
		L	P	T	L	P	T	L	P	T							
ADHS 101	Fundamentals of Food Production	3	-	-	45	-	-	45	-	-	45	100	-	2	-	-	2
ADHS 102	Food Production Practical	-	4	-	-	60	-	-	60	-	60	-	100	-	2	-	2
ADHS 103	Bakery & Pastry Art	-	4	-	-	60	-	-	60	-	60	-	100	-	2	-	2
ADHS 104	Introduction to Food & Beverage Services	3	-	-	45	-	-	45	-	-	45	100	-	2	-	-	2
ADHS 105	Food and Beverage Service Practical	-	4	-	-	60	-	-	60	-	60	-	100	-	2	-	2
ADHS 106	Front Office Operations	3	-	-	45	-	-	45	-	-	45	100	-	2	-	-	2
ADHS 107	Housekeeping Operations	3	-	-	45	-	-	45	-	-	45	100	-	2	-	-	2
ADHS 108	Rooms Division Operations Practical	-	4	-	-	60	-	-	60	-	60	-	100	-	2	-	2
ADHS 109	Culinary Math	3	-	-	45	-	-	45	-	-	45	100	-	2	-	-	2
ADHS 110	Food Safety & Nutrition	3	-	-	45	-	-	45	-	-	45	100	-	2	-	-	2
	Total	18	16	-	270	180	-	270	180	-	450	600	400	12	8	-	20

• L = one lecture / period of 60 minutes (1 hr) ; P = Practical ; T = Tutorial

SEMESTER II – Associate Degree in Hospitality Studies

Course Code	Subject	Class Room Instruction Face to Face									Total	Total Marks		Credits			
		Per Week			Per semester			Per semester hours				TH	PR	L	P	T	Total
		L	P	T	L	P	T	L	P	T							
ADHS201	Fundamentals of Food Production	3	-	-	45	-	-	45	-	-	45	100	-	2	-	-	2
ADHS 202	Food Production Practical	-	4	-	-	60	-	-	60	-	60	-	100	-	2	-	2
ADHS 203	Bakery & Pastry Art	-	4	-	-	60	-	-	60	-	60	-	100	-	2	-	2
ADHS 204	Introduction to Food & Beverage Services	3	-	-	45	-	-	45	-	-	45	100	-	2	-	-	2
ADHS 205	Food and Beverage Service Practical	-	4	-	-	60	-	-	60	-	60	-	100	-	2	-	2
ADHS 206	Front Office Operations	3	-	-	45	-	-	45	-	-	45	100	-	2	-	-	2
ADHS 207	Housekeeping Operations	3	-	-	45	-	-	45	-	-	45	100	-	2	-	-	2
ADHS 208	Rooms Division Operations Practical	-	4	-	-	60	-	-	60	-	60	-	100	-	2	-	2
ADHS 209	Communications	3	-	-	45	-	-	45	-	-	45	100	-	2	-	-	2
ADHS 210	Information Technology	-	4	-	-	60	-	-	60	-	60	-	100	-	2	-	2
	Total	15	20	-	225	300	-	225	300	-	525	500	500	10	10	-	20

• L = one lecture / period of 60 minutes (1 hr) ; P = Practical ; T = Tutorial

SEMESTER III – Associate Degree in Hospitality Studies

Course Code	Subject	Class Room Instruction Face to Face									Total	Total Marks		Credits			
		Per Week			Per semester			Per semester hours				TH	PR	L	P	T	Total
		L	P	T	L	P	T	L	P	T							
ADHS301	Food Production Operations	3	-	-	45	-	-	45	-	-	45	100	-	2	-	-	2
ADHS 302	Food Production Operations Practical	-	4	-	-	60	-	-	60	-	60	-	100	-	2	-	2
ADHS 303	Food & Beverage Operations	3	-	-	45	-	-	45	-	-	45	100	-	2	-	-	2
ADHS 304	Food & Beverage Operations Practical	-	4	-	-	60	-	-	60	-	60	-	100	-	2	-	2
ADHS 305	Room Division Operations	3	-	-	45	-	-	45	-	-	45	100	-	2	-	-	2
ADHS 306	Room Division Operations Practical	-	4	-	-	60	-	-	60	-	60	-	100	-	2	-	2
ADHS 307	Communications	-	4	-	-	60	-	-	60	-	60	-	100	-	2	-	2
ADHS 308	Hospitality Sales	3	-	-	45	-	-	45	-	-	45	-	100	2	-	-	2
ADHS 309	Principles of Accountancy	3	-	-	45	-	-	45	-	-	45	-	100	2	-	-	2
ADHS 310	Hospitality Supervision	3	-	-	45	-	-	45	-	-	45	100	-	2	-	-	2
		18	16	-	270	240	-	270	240	-	510	400	600	12	8	-	20

- L = one lecture / period of 60 minutes (1 hr) ; P = Practical ; T = Tutorial

SEMESTER IV – Associate Degree in Hospitality Studies

Course Code	Subject	Class Room Instruction Face to Face									Total	Total Marks		Credits			
		Per week			Per semester			Per semester hours				TH	PR	L	P	T	Total
		L	P	T	L	P	T	L	P	T							
ADHS401	Food Production Operations	3	-	-	45	-	-	45	-	-	45	100	-	2	-	-	2
ADHS 402	Food Production Operations Practical	-	4	-	-	60	-	-	60	-	60	-	100	-	2	-	2
ADHS 403	Food & Beverage Operations	3	-	-	45	-	-	45	-	-	45	100	-	2	-	-	2
ADHS 404	Food & Beverage Operations Practical	-	4	-	-	60	-	-	60	-	60	-	100	-	2	-	2
ADHS 405	Room Division Operations	3	-	-	45	-	-	45	-	-	45	100	-	2	-	-	2
ADHS 406	Room Division Operations Practical	-	4	-	-	60	-	-	60	-	60	-	100	-	2	-	2
ADHS 407	Personality Development	3	-	-	45	-	-	45	-	-	45	-	100	2	-	-	2
ADHS 408	Hotel Accountancy	3	-	-	45	-	-	45	-	-	45	-	100	2	-	-	2
ADHS 409	Practicum		8			120			120						4		4
	Total	15	20	-	225	300	-	225	300	-	510	300	600	10	10	-	20

- L = one lecture / period of 60 minutes (1hr) ; P = Practical ; T = Tutorial
- Students must compulsorily undergo an additional 2 months training in the Industry to be eligible to enroll for Semester V.

Fundamentals of Food Production

1. Introduction to the Food Production Department

- 1.1 Levels of Skills and Experience
- 1.2 Attitude & Behaviour in the Kitchen
- 1.3 Kitchen Uniforms
- 1.4 Personal Hygiene
- 1.5 Safety Procedures for Handling Equipment

2. Culinary History & Culinary Terms (explanation with examples)

- 2.1 Origins of Modern Cookery
- 2.2 Modern Development in Equipment and Technology

3. Equipment & Hand Tools used in Kitchen & Different Types of Fuels used in Kitchen

- 3.1 Hand tools & utensils used in Kitchen
- 3.2 Various Fuels used in the Kitchen
- 3.3 Advantages & Disadvantages of Various Fuels
- 3.4 Various Equipment used in the Kitchen

4. Introduction to Cooking

- 4.1 Aims and Objectives of Cooking
- 4.2 Classification of Various Raw Materials according to Functions
- 4.3 Various Textures and Consistencies
- 4.4 Methods and Techniques of Preparation

5. Stocks

- 5.1 Definition of Stock
- 5.2 Types of Stocks
- 5.3 Preparation (Recipe), Storage, Care and Precautions in Preparation

6. Culinary Terms

- | | | |
|--------------------------|------------------|---------------|
| • Au gratin | • Bake | • Barbeque |
| • Baste | • Batter | • Béarnaise |
| • Beat | • Béchamel | • Beurre Noir |
| • BeurreManie | • Blanch | • Blend |
| • Bouquet garni | • Broil | • Brunoise |
| • Brush | • Bouillon | • Caramel |
| • Consommé | • Court Bouillon | • Croutes |
| • Croutons | • Custard | • Dough |
| • Mince | • Estouffade | • Espagnole |
| • Fume | • Garnish | • Glaze |
| • Hollandaise | • Infusion | • Liason |
| • Beurre Maître d' Hotel | • Marinate | • Mire Poix |
| • Mis-en-place | • Par boil | • Pare |
| • Poach | • Roux | • Sabayon |
| • Sauté | • Stock | |

7. Methods of Cooking

7.1 Various Methods of Cooking Foods (Roasting, Grilling, Frying, Baking, Boiling, Poaching, Microwave)

7.2 Principles of each Method and Precaution to be taken

8. Hierarchy and Kitchen Staffing

8.1 Classical Kitchen Brigade

8.2 Modern Staffing in Various Category Hotels

8.3 Duties and Responsibilities of Various Chefs

8.4 Role and Duties of the Executive Chef

8.5 Inter-Departmental Co-operation and Co-ordination

9. Egg

9.1 Selection of Eggs

9.2 Structure of Eggs

9.3 Uses of Eggs

9.4 Nutritive Value of Eggs

10. Vegetables & Fruits

10.1 Classification of Vegetables

10.2 Colour Pigments in Vegetables and Effects of Heat, Acid and Alkali on each of them

10.3 Cuts of Vegetables

10.4 Classification of Fruits

10.5 Uses of Fruits

10.6 Salad & Salad Dressing

11. Sauces

11.1 Classification of Sauces / Composition

11.2 Mother Sauces and its Recipes (1 Litre)

11.3 Derivatives

Bechamel Sauce

Mornay

Cream

Parsley

Mustard

Onion

Soubise

Cardinal

Tomato Sauce

Barbecue

Italienne

Portugaise

Provençal

Bretonne

Milanaise

Chaufroid

Veloute Sauce

Allemande

Supreme

Mushroom

Hongroise

Ivory

Aurore

Caper

Hollandaise Sauce

Bearnaise

Maltaise

Choron

Foyot

Mustard

Mousseline

Noisette

Espagnole Sauce

Demi-glaze

Madeira

Nancy

Chasseur

Robert

Bordelaise

Devil

Mayonnaise

Tartare

Thousand Island

Cocktail

Chantilly

Gribiche

Vincent

Andalouse

12. Bakery & Pastry – Ingredients

12.1 Sugar

12.1.1 Importance of Sugar

12.1.2 Types of Sugar

12.1.3 Cooking Stages and Temperature of Various Stages

12.1.4 Uses of Sugar

12.2 Flour (wheat)

12.2.1 Structure of Wheat

12.2.2 Types of Wheat

12.2.3 Types of Flour

12.2.4 Milling of Flour

12.2.5 Nutritive Value

12.3 Raising Agents

12.3.1 Classification and Role of Raising Agents

13. Bakery & Pastry – Breads & Cookies

13.1 Bread Making

13.1.1 Principles of Bread Making

13.1.2 Role of Each Ingredient

13.1.3 Simple Yeast Bread

13.1.4 Baking Temperature & its Importance

13.2 Cookies

13.2.1 Types of Cookies

13.2.2 Methods of Preparation

REFERENCE BOOKS

Thangam Philip – Modern Cookery I & II – Orient Longman

Auguste Escoffier – Ma Cuisine – Hamlyn

Digvijay Singh – Cooking Delight of the Maharajas – Vakils, Feffer & Son's Ltd.

Philip Dowell & Adrian Barley – The Book of Ingredients – Mermaid Books

Wayne Gisslen – Professional Baking – John Wiley & Sons

Martha Day – Baking – Lorenz Books

M. J. Leto & Bode – The Larder Chef – Heinemann Publishing House

Parvinder S. Bali - Food Production Operations

Thangam E. Philip - Modern Cookery for Teaching & Trade

Krishna Arora - Theory of Cookery

Wayne Gisselen - Professional Cooking

J. C. Dubey - Basic Bakery

Kinton Ceserani - Theory of Catering

Bernard Davis - Food Commodities

Daniel R. Stevenson - Basic Cookery The Process Approach

Tools for Cooks – Christine McFaddel – Jacqui Small LLP

ADHS 102

Food Production Practical

1. Identification of Tools & Equipment's

(Familiarization of Kitchens BTK, QTK, ATK, Bakery, Pot Wash & Utility Area)
Introduction to Basic Commodities used in the Kitchen

2. Methods of Cooking

Roasting, Grilling, Frying, Baking, Boiling, Poaching, Microwave.
Principles of each method of cooking & precautions to be taken.
Cuts of Vegetables & Egg Preparation

3. Suggested Menu Patterns

Indian Menus
Continental Menus

PRACTICAL MENU

I Cuts of Vegetables

Slicing	Chopping	Mincing
Shredding (Chiffonade)	Fardinier (Batons)	Allumettes
Julienne	Dices	Brunoise
Lozenge	Paysanne	

Eggs
Boiled Eggs (Soft and hard)
Friend Eggs
Fried Eggs [sunny Sideup, Double Fried (Over Easy, Flipped)]
Scrambled Eggs
Omelet – Cheese, Spanish and Masala

II Salads

Veg Kachumber
Mixed Veg Raita
Cole Slaw with Vinegrette Dressing
Cole Slaw with Mayonnaise
Russian Salad

III Soups

Crème of Tomate / Épinard / Champignon
Consommé Julienne / Brunoise / Royale
Puree Dubarry
Potage Minestrone
Cabbage Chowder
Bisque (Crab, Prawn)

IV Poisson

Fillet de Pomfret Colbert au beurre maître d' hotel
Fillet de Pomfret Bonne Femme
Fillet de Pomfret Belle Meuniere
Fillet de Pomfret Orly
Masala Fried Fish

V Poulet

Poulet sauté a la king

PouletSaute Chasseur
PouletSaute Champignon
MethiMurg
Murg Masala

VI Entrees

Irish Stew
Shepherds Pie
Boeuf Stroganoff
PalakGhosht
Mutton Masala
Pork Vindaloo

VII Legumes (Vegetables)

Glazed Carrots / Beans
Petite Pos a la Flamande
Chouoxfleux au Gratin
Ratatouille
Legumes aux fine herbs
Épinard a la Crème
PalakPaneer
Cabbage Foogath
BatataBhujia
Vegetable Rogout

VIII Pommes de terre

French Fries
Pommes Persilles
Mashed Potato
Pommes de terreLyonnaise
Duchees Potatoes
Pommes de terreanna
Hash Brown Potato
Roast Potatoes

IX Cereals & Pulses

Boiled Rice
Jeera Rice
Mixed Veg Pulao
Tadka Dal
Masala Dal
Moong Dal with Palak

X Rotis

Phulkas
Chappatis
Pooris

XI Hot Desserts

DoodhiHalwa
SevianKheer
Caramel Custard
Bread and Butter Pudding
Crème Brulee
Albert Pudding

XII Cold Desserts

Coffee Mousse

Fruit Salad with Crème Anglaise

Lemon Souffle

Soufflé au Caramel

Bavarois a la Crème

ADHS 103
Bakery & Pastry Art

- 1. BREAD ART**
 - Yeast Bread**
 - Basic Bread Rolls (hard & soft rolls)
 - Bread Stick
 - French Bread & Bread Loaf
 - Enriched dough**
 - Brioche
 - Cinnamon buns
 - Doughnuts
 - International Breads**
 - Focaccia
 - Lavash
 - Pita
 - Pizza Bread
 - Ciabatta
 - Cheese Bread
 - Garlic Bread
 - Quick Breads**
 - Cheese biscuits
 - Herbed biscuits
 - Banana Bread
- 2. COOKIES**
 - Butter Cookies
 - Chocolate Chip Cookies
 - Brandy Snaps
 - Ice Box Cookies
 - Almond Biscotti
 - Coconut Macaroons
 - Peanut Macaroons
 - Melting moments
 - Chocolate Brownies
- 3. CUSTARDS**
 - Baked Custard
 - Crème Caramel
- 4. PUDDING**
 - Sticky Toffee Pudding
 - Christmas Pudding
 - Rum & Raisin Pudding
 - Vanilla Pudding
 - Bread & Butter Pudding

ADHS 104

Introduction to Food & Beverages Services

	<p>1. Introduction To Hotel And Catering Industry</p> <p>1.1 Role of catering establishment in travel / tourism industry</p> <p>1.2 Types of F& B operation (Classification)</p> <p>Commercial (residential / Non Residential)</p> <ul style="list-style-type: none">• Welfare• Institutional• Transport (Roads, Railways, Airlines, Marine) <p>1.3 Structure of hospitality industry and career opportunities</p>
	<p>2. Departmental Organisation & Staffing</p> <p>2.1 Organisation of F & B Department of a Hotel (English & French)</p> <p>2.2 Attributes & Competencies of F & B Personnel</p> <p>2.3 Duties and responsibilities of F & B Staff</p> <ul style="list-style-type: none">a) F & B Managerb) Banquet managerc) Outlet Manager (All day dining/ Bar/ In Room Dining/ Specialty Restaurant, etc)d) Senior captain/ Captain/ Supervisore) Stewardf) Sommelierg) Trancheurh) Hostessi) Cashierj) Room Service Order Takerk) Busboys <p>2.4 Departmental Relationship of F& B with other Departments</p>
II.	<p>3. Operational &Auxiliary Areas of Food & Beverage Department</p> <ul style="list-style-type: none">a) Coffee shop (all day dining)b) Snack bar/ counter servicec) Specialty restaurant/ theme restaurantd) Banquet operations/ off premise cateringe) In-Room Dining (Room Service)f) Discotheque / night clubg) Mini Barh) Vending Machinesi) Dispense Bar &Public Barj) Pantry/Still roomk) Hot Platel) Kitchen stewardingm) Silver room / plate roomn) Linen room
	<p>4. FOODAND BEVERAGE SERVICE EQUIPMENT</p> <p>4.1 Classification of equipment. (Familiarization of equipment)</p> <p>4.2 Criteria for selection and requirements</p>

	<ul style="list-style-type: none"> • Tableware&Serviceware(Glassware, crockery & china, hollowware&flatware) • Special equipment with their uses • Care & maintenance of equipment • Furniture (Tables, Chairs, Trolleys, Dumb Waiter, hostess desk) • Linen • Napkin folds <p>4.3 Table d 'hote & A la carte menus Side Work : Mis-en-place, Mis-en-Scene</p>
III.	<p>5. DINING SERVICES METHODS,TECHNIQUES & STYLES</p> <p>5.1 Different methods of services</p> <p>a. Table service</p> <ul style="list-style-type: none"> • Silver service/ English service • American/ Plated • Family • Russian • Butler • Gueridon <p>b. Bar Counter</p> <p>c. Assisted Service</p> <ul style="list-style-type: none"> • Carvery • Buffets <p>d. Self Service</p> <ul style="list-style-type: none"> • Cafeteria : <ul style="list-style-type: none"> - Straight Line - Free-flow <ul style="list-style-type: none"> - Echelon - Supermarket <p>e) Single point service</p> <ul style="list-style-type: none"> • Take-away • Drive through • Fast food • Vending • Kiosk • Food court • Bar <p>f) Specialised (in-situ)</p> <ul style="list-style-type: none"> • Tray • Trolley • Home delivery • Lounge • In Room • Drive in
	<p>6. Dining Room Operations</p> <p>6.1 Typical Restaurant / Coffee Shop Layout</p> <p>6.2 The Concept of numbering the tables & covers at a table</p> <p>6.3 Reservation Systems in Restaurants</p>

	<p>6.4 Records & Registers maintained by a Restaurant</p> <p>6.5 Rules to be observed while laying the table.</p> <p>6.6 Rules to be observed while waiting at the table.</p> <p>6.7 Dos & don'ts in a restaurant</p> <p>6.8 Organising the staff for service – The Team Approach – The Individual Service Approach</p>
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REFERENCE BOOKS:-

1. Food & Beverage Service – R. Singaravelavan-Oxford University Press
2. Food & Beverage Service - Dennis Lillicrap, John Cousins – Bookpower
3. Food & Beverage – F & B Simplified – Vara Prasad & R. Gopi Krishna – Pearson
4. Food & Beverage Service - Vijay Dhawan
5. The Steward - Peter Dias
6. The Waiter - John Fuller & A.J. Currie – Shroff Publishers
7. Food & Beverage Service A Training Manual - Sudhir Andrews – McGraw Hill Education
8. Food & Beverage Service - Bobby George
9. The Practical Guide to Napkins & Napkin Folding – Rick Beech – Hermes House
10. Dining Room & Banquet Management – Strianese&Strianese – Delmar Cengage Learning

ADHS 105

Food & Beverage Service Practical

1	Introduction To Hotel & Catering Industry. Visit to various catering outlets a. Coffee shop b. specialty restaurant c. Bar d. Room Service e. Banquets f. Snack bar (any fast food or QSR) g. Kiosk After visiting the above mentioned outlets the student is required to submit a report.
2.	Emerging trends in the hospitality industry – Guest lecture from the Industry After the lecture the student is required to submit a report
3.	Departmental Organisation & Staffing Role play on the attributes, attitude & etiquette of a food service personnel
4.	Departmental Organisation & Staffing Standard phrases used in food & beverage service outlets (Role play)
5.	Food & Beverage Service Equipment & Their Usage a. Hollowware b. Glassware c. Crockery d. Flatware e. Tongs f. Linen g. Furniture h. Special Equipment & Fixtures
6	Napkin Folds Students are required to be familiar with minimum 15 napkin folds (glass & table)
7	Stocking of Side Stations
8	Cleaning & Wiping of glassware and wiping of crockery
9	Dining Room Practices & Operating Procedures 1. Procedures for Meeting, Greeting & Seating of the Guests 2. Carrying & balancing the salver/tray 3. Laying and relaying of tablecloth 4. Water service 5. Carrying & Placing Plates & Glassware at the table 6. Presenting Menus to a Guest 7. Handling and using service fork & service spoon (service gear) 8. Laying of a la carte cover 9. Clearance of ashtray 8. Role play on do's & dont's in a restaurant
10.	Accepting & Confirming a Telephonic Reservation of a Guest

ADHS 106

Front Office Operations

I	<p>1. Introduction to the Hotel & Tourism Industry</p> <ul style="list-style-type: none"> • An account of development and growth of hotel & tourism industry in the world • Development & Growth of Hotel and Tourism Industry in India. <p>2. Classification of Hotels by</p> <ul style="list-style-type: none"> • Location • Architectural design • Number of Rooms • Ownership • Pricing Plan • Type of Clientele • Duration of Guest stay • Facilities offered • Star rating criteria in India (HRACC) <p>3. Supplementary Accommodation</p>
II	<p>4. Tariff Structure</p> <p>1. Types of Rooms Single, Double, Twin, Hollywood twin, Interconnecting, Adjacent, Adjoining, Lanai, Penthouse, Duplex, Quad, Efficiency, Physically Challenged, Studio, Parlour, Hospitality Room, Suite (types), Double Double (family room), Cabana</p> <p>2. Basis of Charging the Rooms Fixed Check-in & Check-out time basis, 24 hour basis, Night basis&Day rate</p> <p>3. Types of Meal Plans European, Continental, American Plan (Full-Board : En Pension), Modified American Plan (Half-Board, Demi- Pension)&Bermuda Plan</p> <p>4. Packages & Special Rates Rack rate, Group rate, Volume rate, Government rate, FIT, Wholesale net rate, Seasonal rate, Crib Rate, Extra bed rate, Family rate, Crew rate, Week day/Weekend rates, Membership rates, Executives of the other units of the same chain, Corporate rate, Commercial rate, Advance purchase rate Package rate, Ad-hoc rate</p> <p>5. Taxation</p> <ul style="list-style-type: none"> • Luxury Tax, Expenditure Tax, Sales Tax, Value Added Tax & other statutory taxes. • Service Charges. <p>6. Organisation of the Front Office Department</p> <p>6.1 Organisation charts of</p> <ul style="list-style-type: none"> • Small Hotel • Medium Hotel • Large Hotel <p>6.2 Sections of the Front Office Department</p> <p>6.3 Inter & Intra departmental Co-ordination</p> <p>6.4 Job Specifications and Job Description</p> <ul style="list-style-type: none"> • Front Office Manager

	<ul style="list-style-type: none"> • Receptionist • Bell Captain & Bell Boys • Concierge • Cashier • Duty Manager / Lobby Manager • Guest Relations Executive
III.	<p>7. Telecommunications</p> <ul style="list-style-type: none"> • Introduction • Types of Exchange- PBX, PABX, EPABX • Other Communication Equipment- Walkie- Talkies, Pagers, Mobile Phones, Telephone Instruments, Pay Phones, Facsimile. • Organisation of the Telecommunications department • Job descriptions of the Telecommunications department supervisor & Operator • Skills & Competencies of the Telephone Operator • General duties of a Telephone Operator • Internet Access- Introduction, Dial up access, High speed with wired access, High speed with wireless access • Future of Hotel telephones- Voice-over-internet-protocol (VOIP) • AYS – At Your Service

REFERENCE BOOKS:-

Author	Name of the book	Publisher
Jatashankar Tiwari	Front Office Management	Oxford University Press
Andrews, Sudhir	Hotel Front Office Training Manual	The Tata M'cGraw Hill
Kasavana, Michael & Brooks, Richard	Managing Front Office Operations	AHMA
Baker & Bradley	Principles of Hotel front Office Operations	Cassell
Deveau, insley&deveav, Patricia	Front Office Management and Operations (2)	Prentice Hall
Bullied, An Ritchie, Caroline	Reception	Stanley Thornes
Chakravarti, B.K.	Front Office Management In Hotel	BNS Publishers
Braham, Bruce	Hotel Front Office	Hutchinson
Ford, Robert & Heaton, Cherrill	Managing the guest Experience	Delmar Publishers
Bardi,James	Hotel Front office Management	John wiley& sons
Aggarwal.Ravi	Hotel front Office	Sublime Publications
Huyton Jeremy & Baker Sue	Case Studies in Rooms Operations & Management	Hospitality Press P Ltd.
Bhatnagar S.K.	Front office Management	Frank Bros & Co.
Andrews, Sudhir	Hotel Front Office Training Manual	The Tata M'cGraw Hill

Chakravarti B.K.	Front Office Management in Hotel	CBS Publisher
Chakravarti B.K.	Concept of Front Office Management	APH Publishing
	India(Tourist Guide)	Lonely Planet
Front office operations &Mgmt	Ahmad Ismail	Cengage Learning

ADHS 107

Housekeeping Operations

I	1. INTRODUCTION TO HOUSE KEEPING DEPARTMENT 1.1 Types of Hotel & services offered 1.2 Types of Room 1.3 Role of Housekeeping department in a Hotel 1.4 Personality Traits of Housekeeping Personnel 1.5 Daily routine in Housekeeping
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	1.6 Glossary
II.	1. ORGANIZATION OF HOUSEKEEPING DEPARTMENT 1.1 Organization Chart of a Small, Medium & Large Hotel 1.2 Duties & Responsibilities of House Keeping Personnel 1.3 Inter departmental coordination 1.4 Control Desk Operations
	2. CLEANING EQUIPMENT 2.1 Classification of Cleaning Equipment 2.2 Use & Care of Equipment 2.3 Glossary
III.	1. CLEANING AGENTS 1.1 Classification 1.2 Use, care & Storage 1.3 Distribution & Control 1.4 Glossary
	2. CLEANING & POLISHING OF DIFFERENT SURFACES 2.1 Metals 2.2 Glass 2.3 Plastic 2.4 Ceramics 2.5 Wood 2.6 Leather 2.7 Rexene

REFERENCE BOOKS:-

1. Hotel Housekeeping Operations and Management – G. Raghubalan&SmriteeRaghubalan – Oxford University Press.
2. Housekeeping Operations, Design and Management – Malini Singh & Jaya B. George – Jaico Publications.
3. Housekeeping Management – Margaret Kappa, AletaNitschken, Patricia B. Schappert – A.H. & L.A.
4. Hotel Hostel and Hospital Housekeeping – Joan Branson & Margaret Lennox –
5. Hotel Housekeeping Management & Operations – Sudhir Andrew – McGraw Hill Companies.

ADHS 108

Rooms Division Operations Practical

FRONT OFFICE

Sr.	PRACTICAL
1	<ul style="list-style-type: none"> • Grooming Standards- For Boys and Girls • Social Etiquettes- Soft Skills
2	TELEPHONE HANDLING

	<ul style="list-style-type: none"> • Transferring calls • Call on hold Procedure • Voice modulation
3	<p>KNOW YOUR CITY- MUMBAI/ NAVI MUMBAI ETC Shopping, Tourist attractions, Beaches, Historical and Archaeological monuments, Religious sites, Hotels and Restaurants, Live Theatres, Cinema Halls and Multiplexes, Handicrafts, Hospitals, Consulates and Embassies etc.</p>

HOUSEKEEPING

Sr.	PRACTICAL
1	Introduction to Housekeeping practical, grooming and journal
2	Introduction to all cleaning equipments, agents and surfaces & Orientation of the different areas
3	Dusting (high & low)
4	Floor cleaning- Sweeping & mopping – Dry and Wet Mopping
5	Floor cleaning – Scrubbing – Manual and with Machines
6	Cleaning and Polishing of Brass (Functional & Decorative) – Demo & Practical
7	Cleaning and polishing of Silver (Functional & Decorative) – Demo & Practical
8	Cleaning and polishing of steel/chrome – Demo & Practical
9	Cleaning of Glass – Demo & Practical
10	Cleaning of Tiles – Demo & Practical
11	Cleaning and polishing of Wood Surfaces – Demo & Practical
12	Cleaning and polishing of Laminated Wood – Demo & Practical
13	Cleaning and polishing of Marble/ Granite– Demo & Practical

ADHS 109
Culinary Math

- 1. Basic Arithmetic**
 - 1.1 Addition, Subtraction, Multiplication & Division (Application of the Rule of BODMAS)
 - 1.2 Working with Decimals & Rounding up Figures
 - 1.3 Fractions & Percentages
 - 1.4 Basic Geometric Shapes & Related Fundamental Formulae such as Area, Perimeter & Volume (square, rectangle, circle, triangle, cube, cuboid, sphere, cylinder)
 - 1.5 Application of Pythagoras Theorem
- Unit I**
 - 2. Metric System**
 - 2.1 Basic Units (gram, litre, millilitre, millimeter, centigrade, kilo,
 - 2.2 Converting to Metrics
 - 2.3 Metric Recipe
 - 3. Measurement**
 - 3.1 Ingredients Measurement
 - 3.1.1 Weight
 - 3.1.2 Volume
 - 3.1.3 Count
 - 3.2 Portion Control
 - 3.3.1 Portion Control in preparation
 - 3.3.2 Portion Control in Plating & Service
 - 4. Units of Measures (to & from)**
 - 4.1 Oven Temperature : Celsius, Fahrenheit, Gas
 - 4.2 U.S Cups : cups to ml
 - 4.3 Spoons : ml to teaspoons / tablespoons
 - 4.4 Volume : ml to ounce / pints
 - 4.5 Weight : grams to ounce / pounds
 - 4.6 Linear Measurements : mm to inches & cm to inches
- Unit II**
 - 5. Scaling Recipes**
 - 5.1 Procedure for scaling total yield
 - 5.2 Procedure for scaling portion size
 - 6. Problems in Scaling Recipes**
 - 6.1 Measuring
 - 6.2 Surface & Volume
 - 6.3 Equipments
 - 6.4 Time
- Unit III**
 - 7. Food Cost Calculation**

- 7.1 Food Cost percentage
- 7.2 Yield Cost Analysis
 - 7.2.1 Raw Yield Test
 - 7.2.2 Cooked Yield Test
- 7.3 Portion Cost
- 8. Inventory Control**
 - 8.1 Physical & Perpetual Inventory
 - 8.2 Inventory Valuation
 - 8.2.1 FIFO (First In First Out)
 - 8.2.2 LIFO (Last In First Out)
 - 8.2.3 FEFO (First Expiry First Out)
 - 8.2.4 Weighted Average
 - 8.3 Inventory Turnover Ratio
- 9. Calculation of Revenue Aspects of Food Service Operations**
 - 9.1 Seat Turn Over Ratio
 - 9.2 Sales Mix
 - 9.3 Average Spending Power (Average per cover or Guest Average Check)
 - 9.4 REVPASH (Revenue Per Available Seat Hour)

References

- Food & Beverage Control – Kotas& Davis – International Textbook Company
- Culinary Math – Linda Blocker, Julia Hill – Wiley Publications
- Math for the Professional Kitchen - Laura Dreesen, Michael Nothnagel&Susan Wysocki - Wiley Publications
- Food & Beverage Control – Jack Ninemeier – AHLEI Publication

ADHS 110
Food Safety & Nutrition

Unit I	<p>1. INTRODUCTION TO HYGIENE</p> <p>1.1 Rules & importance of hygiene</p> <p>1.2 Personal Hygiene</p> <p>1.3 Cleaning of premises</p> <p>1.4 Pest Control</p> <p>1.5 Waste disposal</p> <p>1.6 Dishwashing methods</p>
	<p>2. HACCP (Hazards & Critical Control Points)</p> <p>2.1 Introduction</p> <p>2.2 Importance</p> <p>2.3 7 Principles of HACCP</p>
	<p>3. MICROBES</p> <p>3.1 Introduction (Bacteria, Yeast, Mould)</p> <p>3.2 Classification</p> <p>3.3 Factors for growth</p> <p>3.4 Role of microbes in manufacture of fermented foods (dairy products, Veg. & bakery preparations, alcoholic Bev., vinegar, fermented Indian foods)</p>
Unit II	<p>4. FOOD BORNE ILLNESS</p> <p>4.1 Natural Toxins (Kesari Dal, Potatoes, Mushrooms, Shell Fish, Peanuts)</p> <p>4.2 Chemical (Tin, Copper, Arsenic, Lead)</p> <p>4.3 Bacterial toxins (staphylococcus, salmonella, Clostridium perfringens, Clostridium botulinum)</p> <p>4.4 Food poisoning & Infections</p> <ul style="list-style-type: none"> • Definitions • Food contamination & Spoilage • Differentiation • Examples
	<p>5. FOOD ADULTERATION</p> <p>5.1 Definition and types</p> <p>5.2 Test to detect (coffee, semolina, flour, ghee, butter, margarine, oil, milk, turmeric, coriander powder, pepper, corn, meat etc.</p> <p>5.3 Food standards in India (PFA, FPO, MPO, BIS-ISI, AGMARK, ISO)</p>
	<p>6. FOOD ADDITIVES</p> <p>6.1 Colours&Flavours</p> <p>6.2 Browning reactions-causes, desirable & undesirable effects)</p>

Unit II	<p>7. METHODS OF PRESERVATION</p> <p>7.1 Natural & Chemical Preservation</p> <p>7.2 Low temperature(Refrigeration, Freezing)</p> <p>7.3 High Temperature(Pasteurisation, Sterilization, Canning)</p> <p>7.4 Irradiation</p> <hr/> <p>8. FOOD STORAGE</p> <p>8.1 Dry food store</p> <p>8.2 Refrigerated store</p> <p>8.3 Freezer store</p> <p>8.4 Holding at High Temperature</p> <p>8.5 Stock rotation & cross contamination</p>
Unit III	<p>9. INTRODUCTION TO NUTRITION</p> <p>9.1 Definitions(Food, balanced diet, nutrition, over nutrition, under nutrition, malnutrition, health)</p> <p>9.2 Balanced diet-Food pyramid</p> <p>9.3 Meal planning steps</p> <hr/> <p>10. CARBOHYDRATES</p> <p>10.1 Classification & composition</p> <p>10.2 Functions & requirements, sources</p> <p>10.3 Excess & Deficiency</p> <p>10.4 Uses in food preparation (Gelatinization, Gel formation, Dextrinization, Gluten formation, Caramelization)</p> <hr/> <p>11. PROTEINS</p> <p>11.1 - Classification & Composition</p> <p>11.2 - Functions & requirements, Sources</p> <p>11.11 - Excess & Deficiency</p> <p>11.4 - Uses in food preparation</p> <p>11.5 - Effect of heat (Denaturation, Coagulation)</p> <p>11.6 - Gel formation</p> <p>11.7 - Foaming</p> <hr/> <p>12. FATS&OILS</p> <p>12.1 - Classification & Composition</p> <p>12.2 - Functions & requirements, Sources</p> <p>12.3 - Excess & Deficiency</p> <p>12.12 - Types, Sources, Uses</p> <p>12.5 - Factors causing deterioration</p> <p>12.6 - Rancidity</p> <p>12.7 - Flavour reversion</p> <p>12.8 - Shortening</p> <p>12.9 - Polymerisation</p>

	13.VITAMINS, MINERALS, WATER & COLLOIDS
13.1	- Functions
13.2	- Sources
13.3	- Deficiency & Excess
13.4	- Fat soluble & water soluble Vitamins (A,D,E,K,B1,B2,B3,C)
13.13	- Minerals (Ca,P, Na,K,Fe,I,Fl)
13.6	- Importance, balance & Sources
13.7	- Cooking losses & prevention
13.8	- Definitions (sol, gels, foam, emulsion)
13.9	- Examples(roasting, grilling, frying, baking, boiling, poaching, microwave)
13.10	- Importance in food industry

REFERENCE BOOKS

Author	Title	Publisher
Hobbs, Betty & Roberts, Diane	Food Poisoning & Food Hygiene	Hoddr& Stoughton
Rodey S		Tata Mcgraw Hill
Trickett, Jill	Food Hygiene for Food Handlers	Macmillion
Knowles Tim	Food Safety in the HospitalityIndustry	Butterworth Heinamann
Scott Elizabeth & Sockett Paul	How To Prevent Food Poisoning	John Wiley & sons
Loken Joan	The HACCP Food Safety Manual	John Wiley & sons
Commercial law Publishers	The Prevention of Food Adulteration Act, 1954	Commercial law Publishers
Mahindru S.N.	Food Additives	APH Publishing Corp
Sareen, Sandeep	Food Preservation	Sarup& sons
VanGarde Shirley & Woodburn Margy	Food Preservation & Safety	Surabhi Publication
M.Swaminathan	Food & Nutrition Vol-I	
M.Swaminathan	Food & Nutrition Vol-II	
M.Swaminathan	Food & Nutrition	
B.Srilakshmi	Food Science	
RodaySunetra	Food Science & Nutrition	

Adams MR. & Moss M.O.	Food Microbiology
Jim Mann & A. Stewart Truswell	Essentials of Human Nutrition

ADHS 201

Fundamentals of Food Production

- Unit I**
- 1 Culinary Terms with Explanation & Examples**
 - 2 Layout of Kitchen**
 - 2.1 General Layout of the Kitchen
 - 2.2 Receiving Area
 - 2.3 Storage
 - 2.4 Wash up
 - 3 Soups**
 - 3.1 Classification with Examples
 - 3.2 Consommé and Garnishes with their names (Any 10 common name)
 - 4 Fish Mongery**
 - 4.1 Classification of Fish with examples
 - 4.2 Selection, Cooking & Storage of Fish
 - 4.3 Local Names of Fin Fish and Shell Fish
 - 4.4 Cuts of Fish
 - 5 Poultry**
 - 5.1 Cuts of Poultry
 - 5.2 Selection and Uses of Cuts
 - 6 Rice, Cereals & Pulses**
 - 6.1 Introduction, Classification of Cereals and Pulses
 - 6.2 Varieties of Rice and Byproducts
 - 6.3 Nutritive Value of Various Cereals
 - 6.4 Sprouts and Uses
- Unit II**
- 7 Meat**
 - 7.1 Introduction to Meat Cookery
 - 7.2 Cuts of Lamb, Pork, Beef / Veal
 - 7.3 Variety of Meats / Offal
 - 7.4 Selection and Storage of Meats
 - 8 Milk and Milk Products**
 - 8.1 Introduction, Processing of Milk, Pasteurization, Homogenization, Milk in Various Forms e.g. Toned, Powder, Skimmed, Condensed & Evaporated.
 - 8.2 Cream – Introduction, Processing & Types
 - 8.3 Butter – Introduction, Processing & Types
 - 8.4 Cheese – Introduction, Classification with Examples, Processing, Types, Cooking with Cheese and Uses.
 - 9 Shortening – Fats & Oils**
 - 9.1 Saturated and Un-saturated Fats
 - 9.2 Advantages & Disadvantages of Using Fats
 - 9.3 Varieties of Shortening
 - 10 Tea & Coffee**
 - 10.1 Introduction
 - 10.2 Producing Regions/Country
 - 10.3 Types and Methods of Preparation
 - 10.4 Popular Brands and Variety Available
 - 11 Thickening Agents used in Indian Gravies**

11.1 Role of Thickening Agents

Unit III	12	Indian Cookery
		12.1 History of Spices and Trade Routes
		12.2 Basic Spices, Condiments and Masalas
		12.3 Role of Spices in Indian Cuisine
		12.4 Indian Equivalent name
		12.5 Blending of Spices
		12.6 Concept of Wet and Dry Masalas
		12.7 Regional Varieties of Basic Masalas
		12.8 Basic Composition of Some Important Masalas
	13	Menu Planning
		13.1 History of Menu
		13.2 Types of Menu
		13.3 Menu Planning Principles
	14	Bakery & Pastry

- 14.1 **Pastries**
 - Classification of Pastries
 - Varieties
 - Role of Each Ingredient
 - Baking Temperature and Time of Each Pastry
- 14.2 **Pastry Cream**
 - Basic Pastry Cream
 - Use in Confectionery
 - Preparation and Care in Production
- 14.3 **Cocoa and Chocolate**
 - Introduction, Production and Manufacture
 - Varieties of Chocolates
 - Tempering of Chocolates

REFERENCE BOOKS

1. Parvinder S. Bali – Quantity Food Production and Indian Cuisine
2. Thangam Philip – Modern Cookery I & II – Orient Longman – 2001
3. Auguste Escoffier – Ma Cuisine – Hamlyn – 2000
4. Digvijay Singh – Cooking Delight of the Maharajas – Vakils, Feffer & Son's Ltd. – 1982
5. Philip Dowell & Adrian Barley – The Book of Ingredients – Mermaid Books – 1987
6. Wayne Gisslen – Professional Baking – John Wiley & Sons – 1994
7. Martha Day – Baking – Lorenz Books – 1999
8. M. J. Leto & Bode – The Larder Chef – Heinemann Publishing House – 1989
9. Parvinder S. Bali - Food Production Operations

10. Thangam E. Philip - Modern Cookery for Teaching and Trade - 4th Vol. - 1996
11. Krishna Arora - Theory of Cookery – 2nd – 1992
12. Wayne Gisselen - Professional Cooking – 4th – 1992
13. Wayne Gisselen - Professional Baking – 2nd – 1994
14. J. C. Dubey - Basic Bakery - 1st – 1992
15. KintonCeserani - Theory of Catering – 7th – 1996
16. Bernard Davis - Food Commodities - 4th – 1998
17. Daniel R. Stevenson - Basic Cookery The Process Approach - 5th - 1997

ADHS 202
Food Production Practicals

1	Suggested Menu Patterns	
	<ul style="list-style-type: none"> • Indian Menus • Continental Menus 	
	Snack Menu	
	Non-Veg	Veg.
	<ol style="list-style-type: none"> 1. Chicken / Beef Burgers 2. Chicken Grilled Sandwich 3. Chicken Pizza 4. Kheema Samosa 5. Mince Meat Croquettes 6. ShamiKabab 7. Chicken Lollypop 8. Fish Fingers 	<ol style="list-style-type: none"> 1. Veg. Burger 2. Veg Grilled Sandwich 3. Veg. Pizza 4. Punjabi Samosa 5. Chutney Pattice 6. Chillie Cheese Toast 7. Aloo Chat 8. Wada
	Accompaniments: Green / Red / Tamarind Chutney, Tartare Sauce, Hot Garlic Sauce, Tomato Sauce	
II	Salads	
	<ol style="list-style-type: none"> 1) Tossed Salad with French Dressing 2) Waldorf Salad 3) Palak / Pineapple / AnarRaita 4) Chicken Hawain Salad 5) Salad Caprese 6) Ceasar Salad 	
III	Soups	
	<ol style="list-style-type: none"> 1) Consommé Jacqueline / Celestine 2) Soupe à l' oignon à la François 3) Puree Lentils 4) Crème de Volaille 	

	5) Soupe Cockie Leekie 6) Soupe Vichyssoise 7) Sea Food Chowder 8) Gazpacho 9) Mulligutwany	
IV	Poisson	
	1) Fried Fish with tartare Sauce 2) Grilled Fish with Hollandaise Sauce 3) Baked Fish in Provencale Sauce 4) Fillet de Pomfret Cubat 5) Goan Fish Curry	
V	Poulet	
	1) Poulet à la Rex 2) Poulet Sauté Mireille 3) Poulet Sauté Parmentier 4) Masala Roast Chicken 5) Murg Khorma	
VI	Entrees	
	1) Scotch Eggs 2) Spaghetti Bolognaise 3) Grilled Steaks with Pepper Sauce 4) Barbeque Pork Chops with Robert Sauce 5) Goulash de Boeuf à la Hongroise 6) Mutton Nilgiri Khorma 7) Mutton Rogan Josh	
VII	Entremettes	
	1) Mixed Vegetables Bhujia 2) Baingan Bharta 3) Muttar Kumbh Masala 4) Courge Provencale 5) Corn and Pepper au gratin	6) Boquetier de Legumes 7) Aubergine à la Turque 8) Spaghetti with Mushroom & Cheese Sauce 9) Cheese and Cauliflower Soufflé 10) Baked Spinach
VIII	Potatoes	
	1) Pommes de terre Croquettes 2) Jacket baked Potatoes 3) Pommes Chateau 4) Pommes Marquise	5) Gratin de Pommes de terre Dauphinoise 6) Bubble and Squeak 7) Garlic & Herb Roast Potatoes 8) Soufflé de Pommes de Terre
IX	Cereals & Pulses	
	1) Alooki Tihari 2) Pea Pulao 3) Riz Pilaf 4) Makhani Dal 5) Dal Fry 6) Moong Dal with Palak	
X	Rotis & Parathas	

	<ol style="list-style-type: none">1) SatpuraParathas2) DhakaiParathas3) Missie Roti4) Chapati
XI	Hot Dessert
	<ol style="list-style-type: none">1) Gajar / Beetroot Halwa2) ShahiTukra3) Christmas Pudding with Custard Sauce4) Crêpe Suzette
XII	Cold Dessert
	<ol style="list-style-type: none">1) Blancmange2) Fruit Trifle3) Chocolate Mousse4) Diplomat Pudding5) Chocolate / Vanilla Panacotta

ADHS 203
Bakery & Pastry Art

1.	CAKE MAKING <ul style="list-style-type: none">- Basic Sponge Cake- Genoise Sponge Cake- Pound Cake- Lemon Cake- Marble Cake- Fruit Cake- Eggless Cake- Ribbon Cake- Swiss Roll- Madeleines
2.	PASTRY Short Crust Pastry <ul style="list-style-type: none">- Apple Pie- Jam Tarts- Quiche- Lemon Tart- Bakewell Tart
3.	CHOUX PASTRY <ul style="list-style-type: none">- Chocolate Éclairs- Profiteroles- Swan
4.	CREAMS & SAUCES <ul style="list-style-type: none">- Crème Anglaise- Pastry Cream- Bavarian Cream- Chocolate Sauce- Caramel Sauce- Melba Sauce- Hot Chocolate Sauce- Hot Caramel Sauce
5.	SOUFFLE <ul style="list-style-type: none">- Chocolate Soufflé- Lemon Soufflé- Coffee Soufflé
6.	MOUSSE <ul style="list-style-type: none">- Praline Mousse- Strawberry Mousse- Mango Mousse

ADHS 204
Introduction to Food & Beverage Services

Unit I	<p>1. MEALS & MENU PLANNING</p> <p>1.1 Menu – Origin, definition & objectives</p> <p>1.2 Types of meals (Breakfast, Brunch, Lunch, Afternoon tea, High tea, Dinner)</p> <p>1.3 Types of Menu</p> <p>a) A la carte</p> <p>b) Table d’ hote</p> <p>c) Cyclic menu</p> <p>d) Banquet menu</p> <p>e) Carte du jour / plat du jour</p> <p>f) Californian menu</p> <p>g) Take-away</p> <p>Other types of menu</p> <p>a) Children’s menu</p> <p>b) Club menu</p> <p>c) Ethnic menu</p> <p>d). Health menu</p> <p>e). Spa Menu,</p> <p>f). Ayurvedic Menu</p> <p>1.4 Principles of Menu planning</p> <p>1.5 Breakfast: English, Continental, American, Indian</p> <p>1.6 Types of Tea Service: Full Afternoon Tea, High Tea</p>
Unit II	<p>2. French Classical Menu:</p> <p>2.1 Sequence and Courses</p> <p>2.2 General Accompaniments for Classical Dishes</p> <p>3. Ice creams</p> <p>3.1 Ingredients of Ice Creams</p> <p>3.2 Types & categories of Ice creams</p>
	<p>4. Tobacco</p> <p>4.1 Introduction to Cigars and cigarettes.</p> <p>4.2 Types of tobacco</p> <p>4.3 Shape, size, color& Brand names with country of origin.</p>
Unit III	<p>5. Non Alcoholic Beverages</p> <p>5.1 Definition of beverages</p> <p>5.2 Classification chart –alcoholic & non-alcoholic drinks.</p> <p>5.3 Stimulating-Tea, Coffee & Cocoa, (origin, manufacture, Method of preparation, types & brands)</p> <p>5.3 Nourishing-health drinks</p> <p>5.5 Refreshing –juices, squashes, crushes, syrups & aerated water</p> <p>5.6 Table Water (origin, types & brands) & carbonated water.</p>

	<p>6.Simple Control Systems 6.1 Restaurant reservation system 6.2 KOT Checking System 6.3 Types of KOT / BOT 6.4 Method of billing (manual & computerised)</p>																																																																																										
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REFERENCE BOOKS:-

1. Food & Beverage Service – R. Singaravelavan - Oxford University Press
2. Food & Beverage Service - Dennis Lillicrap, John Cousins – Bookpower
3. Food & Beverage – F & B Simplified – Vara Prasad & R. Gopi Krishna – Pearson
4. Food & Beverage Service - Vijay Dhawan
5. The Steward - Peter Dias
6. The Waiter - John Fuller & A.J. Currie – Shroff Publishers
7. Food & Beverage Service A Training Manual - Sudhir Andrews – McGraw Hill Education
8. Food & Beverage Service - Bobby George
9. The Practical Guide to Napkins & Napkin Folding – Rick Beech – Hermes House
10. Dining Room & Banquet Management – Strianese&Strianese – Delmar Cengage Learning

ADHS 205

Food & Beverage Service Practical

	MEALS AND MENU PLANNING
1	<ul style="list-style-type: none">• Menu Planning (Planning and compilation of 4,5,6 courses menu. lunch and dinner, English & French)• Table d hote menu (cover, taking order & service)
2	<ul style="list-style-type: none">• Types of table service<ul style="list-style-type: none">○ Silver service/ English service○ American/ Plated○ Semi Silver○ Family○ Butler
3	Points to be considered while waiting at the table.
4	Menu, cover, taking order & procedure for Service of Breakfast (Continental, American, English & Indian.
5	Breakfast tray & trolley setups.
6	Taking order & service of pot tea & coffee.
7	Menu, cover, taking order & procedure for full afternoon tea. (table, tray & trolley)
8	Menu, cover, taking order & procedure for High Tea. (table, tray & trolley)
	NON ALCOHOLIC BEVERAGES.
9	<ul style="list-style-type: none">• Service of carbonated (fresh lime soda & soft drinks), refreshing (juice), nourishing (milk shakes)
10	<ul style="list-style-type: none">• Procedure of service of tea. (tea bags, envelop, camomile & jasmine).
11	<ul style="list-style-type: none">• Procedure of service of coffee (instant, plunger, filter, cappuccino & ristretto)
12	CHAPTER 3. TOBACCO Procedure of Service of cigars and cigarettes.
13	CHAPTER 4. SIMPLE CONTROL SYSTEMS. Writing of manual food check (KOT, suivant, supplement, retour en place, accident & Non chargeable)
14	Guest lecture on food & beverage controls After the lecture the student is required to submit a report.

ADHS 206
Front Office Operations

I	<p>RESERVATIONS</p> <ul style="list-style-type: none"> • Sources of Reservations • Modes of Reservations • Types of Reservations • Systems of reservations • Overbooking • Job Description of Reservation Personnel
II.	<p>RECEPTION</p> <ul style="list-style-type: none"> • Profiling the guest • Guest Registration Process • Regular and Non Regular Guest • 'C' Form • 'F' Form (Registration Card)
III.	<p>GUEST SERVICES</p> <ul style="list-style-type: none"> • Handling Guest Mail • Message Handling • Custody and Handling of Keys • Guest Paging • Safe Deposit Locker • Guest Room Change • Custody of Deposited Luggage

REFERENCE BOOKS:-

Author	Name of the book	Publisher
Jatashankar Tiwari	Front Office Management	Oxford University Press
Andrews, Sudhir	Hotel Front Office Training Manual	The Tata M'cGraw Hill
Kasavana, Michael & Brooks, Richard	Managing Front Office Operations	AHMA
Baker & Bradley	Principles of Hotel front Office Operations	Cassell
Deveau, insley&deveav, Patricia	Front Office Management and Operations (2)	Prentice Hall
Bullied, An Ritchie, Caroline	Reception	Stanley Thornes
Chakravarti, B.K.	Front Office Management In Hotel	BNS Publishers
Braham, Bruce	Hotel Front Office	Hutchinson
Ford, Robert & Heaton, Cherrill	Managing the guest	Delmar Publishers

	Experience	
Bardi,James	Hotel Front office Management	John wiley& sons
Aggarwal.Ravi	Hotel front Office	sublime Publications
Huyton Jeremy & Baker Sue	Case Studies in Rooms Operations and Management	Hospitality Press P Ltd.
Bhatnagar S.K.	Front office Management	Frank Bros & Co.
Andrews, Sudhir	Hotel Front Office Training Manual(latest ed)	The Tata M'cGraw Hill
Chakravarti B.K.	Front Office Management in Hotel	CBS Publisher
Chakravarti B.K.	Concept of Front Office Management	APH Publishing
	India(Tourist Guide)	Lonely Planet
Ahmad Ismail	Front Operations &Mgmt	Cengage Learning

ADHS 207
Housekeeping Operations

I.	<p>1. CLEANING OF DIFFERENT AREAS</p> <p>1.1 Safe & Hygiene Cleaning</p> <p>1.2 Principles & Factors Responsible for Cleaning</p> <p>1.3 Types of Cleaning</p> <p>1.4 Public Area Cleaning</p> <p>1.5 Room Cleaning- Occupied, Departure & Vacant</p> <p>1.6 Under Repair Room</p> <p>1.7 Glossary</p>
II.	<p>1. TYPES OF ROOM SERVICES</p> <p>1.1 Morning, Evening Service & Special Services</p>
	<p>2. MAIDS SERVICE ROOM / HOUSE KEEPING PANTRY</p> <p>2.1 Location</p> <p>2.2 Layout</p> <p>2.3 Setting up a Maids Trolley</p>
	<p>3. GUEST ROOM SUPPLIES & AMENITIES</p> <p>3.1 Standard, Regular, VIP</p> <p>3.2 Standard Contents of a Guest Room</p>
	<p>4. FORMATS USED IN THE HOUSEKEEPING DEPARTMENT</p> <p>4.1 Lost and Found Register</p> <p>4.2 Lost and Found Slip</p> <p>4.3 GatePass</p> <p>4.4 Key Control Register</p> <p>4.5 Guest Message Register/ Call Register</p> <p>4.6 Housekeeping Room Status Report</p> <p>4.6.1 Floor Supervisors Report</p> <p>4.6.2 Control Desk Rooms Report (consolidated)</p> <p>4.7 Departure / Clearance Report</p> <p>4.8 Housekeeping Room Inspection Checklist / Maids Report</p> <p>4.9 Log Book</p> <p>4.10 Missing / Damaged Property Register</p> <p>4.11 Maintenance Register</p> <p>4.12 Spring Cleaning / Deep Cleaning Format</p> <p>4.13 Special Cleaning Format</p>
	<p>1. LOST & FOUND</p> <p>1.1 Procedure & Records</p>
III.	<p>2. KEY & KEY CONTROLS</p>

	<p>3. SITUATION HANDLING</p> <p>3.1 How to enter a guest room</p> <ul style="list-style-type: none"> - if the guest is sleeping in the room - if the guest is in the bathroom - if the guest in the room is inappropriately dressed <p>3.2 Maintenance Complaints</p> <p>3.3 Opening of a room for guest</p> <p>3.4 Room Status Discrepancy</p> <p>3.5 Handling reportable situations</p> <ul style="list-style-type: none"> - DND - DL - Scanty Baggage - No Baggage - Sleep Out - Suspicious Person - Extra Person 										
<p>Unit III</p>	<p>4. PEST CONTROL</p> <p>4.1 Prevention and control of commonly found pests –</p> <table border="0"> <tr> <td>- Mosquitoes</td> <td>- white ants / termites</td> </tr> <tr> <td>- Flies</td> <td>- spiders</td> </tr> <tr> <td>- bed-bugs</td> <td>- rodents</td> </tr> <tr> <td>- cockroaches</td> <td>- wood borers</td> </tr> <tr> <td>- lizards</td> <td>- pigeons</td> </tr> </table>	- Mosquitoes	- white ants / termites	- Flies	- spiders	- bed-bugs	- rodents	- cockroaches	- wood borers	- lizards	- pigeons
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REFERENCE BOOKS:-

1. Hotel Housekeeping Operations and Management – G. Raghubalan & Smritee Raghubalan – Oxford University Press.
2. Housekeeping Operations, Design and Management – Malini Singh & Jaya B. George – Jaico Publications.
3. Housekeeping Management – Margaret Kappa, Aleta Nitschken, Patricia B. Schappert – A.H. & L.A.
4. Hotel Hostel and Hospital Housekeeping – Joan Branson & Margaret Lennox –
5. Hotel Housekeeping Management & Operations – Sudhir Andrew – McGraw Hill Companies.

ADHS 208
Rooms Division Operations Practicals

FRONT OFFICE PRACTICAL – II

Sr.	Practical
1	Taking down a room reservation
2	Check in procedure
3	Check out procedure
4	Escorting a guest

HOUSEKEEPING PRACTICAL – II

Sr.	Practical
1.	Bed making by the Traditional method, making bed with a duvet, summer bed, turn down service, foot fold etc – Explanation and demo
2.	Bed making - practice
3.	Guest room Cleaning
4.	Bath Room Cleaning
5.	Carpet Cleaning – Spot cleaning and Vacuuming
6.	Telephone Cleaning
7.	Leather and Rexene cleaning
8.	Painted surface cleaning – spot cleaning

ADHS 209
Communications

English	
Unit I	<ul style="list-style-type: none"> • 1.1 The sentence – Kinds of sentences – Subjects & Predicate • 1.2 The Phrase and the Clause • 1.3 Parts of speech – Noun, Adjective, Pronoun, Verb, Adverb, Preposition, Conjunction, Interjection
	2.1 Noun- Kinds of Noun- i.e Common, Proper, Collective, Abstract
	2.2 The Noun: Gender – Masculine, Feminine, Common and Neuter gender
	2.3 The Adjective – Kinds of Adjectives, Comparison of Adjectives – Positive, Comparitive and Superlative Degrees. The correct use of some Adjectives Viz little, a little etc
	2.4 Articles – Use of Definite Article and Indefinite Article
	2.5 Personal Pronouns – Forms of the Personal Pronouns - i.e First Person etc.
	French
1. Translate the Dialogue into English	
2. Culinary Terms. Translate to French using match the columns/crosswords	
Unit II	English
	1.1 The Verb – Transitive and Intransitive Verbs, Person & Number' Active and Passive Voice' Direct and Indirect Speech;
	1.2 Tense: Present Tense; Past Tense; Future Tense;
	1.3 Adverb: Kinds of Adverbs
	1.4 The Preposition – Kinds of Prepositions – Using appropriate prepositions
	1.5 The Conjunction – use of appropriate Conjunctions – Classes of Conjunctions The Interjection – Meaning of & some example
	2.1 Punctuation
	2.2 Commonly confused words / Common Errors / Antonyms / synonyms

	French
	Days , Months, Numbers, Seasons
	Plan a five course menu in French
	English
	1.1 Newspaper Reading – current affairs
	1.2 Comprehension , Precis writing, Paragraph writing
Unit III	2.1 Conversation / Role Play
	2.2 Public Speaking
	French
	Make Negative, make plurals, conjugate in the present tense: avoir, être, Faire, Manger, Boire, mettre

REFERENCE (English)

- Business Communication – Meenakshi Raman and Prakash Singh
- Business Correspondence and Report writing – R.K.Sharma and Krishna Mohan
- Business Communication – Chaturvedi
- High School English – Wren and Martin
- Understanding Human Communication – Ronald B Adler and George Rodman (with CD)
- Skills Development for Business and Management Students - Kevin Gallagher
- Personality and Skills Development – Barun Mitra (with CD)
- Technical Communication , 2nd Edition – Meenakshi Raman (with CD)
- Corporate Communication – Jaishri Jethwaney
- Understanding Human Communication-Ronald B. Adler / George Rooman - Oxford

REFERENCES (French)

- E. J. Neather - Mastering of French I & II - Macmillan - 1982
- Bridget Anfossy - Speak French Today - Augo - 1991
- R. Diez La Cortina - Cortina's French Method - Grosset & Dunlop - 1988
- Mathuram Bondo - Modern French Course - D. C. Heath & Co. -.1983.
- Course de langue etcivilizaiion Franchises. G. Mauger.
- Oxford French Dictionary

ADHS 210

Information Technology

1. Introduction to Computer Fundamentals

5 Parts of Computer

Difference between Hardware & Software

Difference Between Data and Information

Types of Computers – Server (Types), Clients (Types of Portable computer)

Application Software

System Software

Software Copyright – Freeware, Shareware, Licensed

B Software

- Application Software – Word Processor, Spreadsheet, Database Management, Presentation, Media, Outlook, Browser and Utility Software like Acrobat Reader
- System Software – Operating System (Windows, Linux, Android)
- Device Driver
- Utility Software – VLC Player, File Converter

C Hardware

- Introduction of Central Processing Unit
- Processor – Intel, AMD, Clock Speed

Input Devices – Keyboard, Mouse, Microphone, Scanner, Barcode Reader, RFID, Touch Screen

- Output Devices – Displays (CRT, TFT, LCD, Plasma, LED, Projector)
- Display Resolution
- Printers – Inkjet, Laser, Thermal
- Storage Devices – Primary (RAM & ROM), Secondary (HDD, Flash, Drive, USB, CD/DVD, BlueRay, Media Players)

D Networking

- Types of Network (LAN, WAN, MAN)
- Topology (Bus, Star, Ring, Mesh & Tree)
- Network Hardware – (Cables – RJ45, RJ11, MTRJ, Switch, Routers, Access Point, Modem)
- IP and MAC Address, Subnet, Gateway, DNS
- Understanding Network Address & Node Address
- Network Security – Firewalls (Hardware & Software)
- Bandwidth

E Internet

- Intranet,Internet&Extranet
- WWW,HTTP, Domains
- VPN&VOIP
- SearchEngines
- ISP & Bandwidth

1 ComputerArchitecture (DEMO)

Motherboard, RAM, PCI Slots, SMPS & different Ports

2 Operating System

DOS Commands (CMD, IP, IPCONFIG, DIR, CLS, PING etc.)

Introduction to Desktop

Control Panel

Configuring Printers (Stand alone & Network)

Sharing & Security

3 Word 2010

Microsoft Word

File, Edit, View, Insert, Format, Tools, Table Commands

Page Setup, Print Options, Setting Page Margins

Clip Arts, Inserting Pictures/Charts/Files

EXCEL

- 4** Processing with MS Excel, Starting Excel, Starting New Workbook, Entering and Editing Data, Formatting Worksheet, Sorting The Data, The Worksheet Selecting Cells and Ranges, Selecting With Mouse, Data Entry, Entering Numbers, Text, Date & Time Entries, Entering Series, Filing a Text Series with Auto Fill, Filing a Number Series, Editing Data, Clearance and Replacing Contents of a Cell, Deleting The Contents of a Range of Cell, Rearranging Worksheet, Data, Copying, Auto Correct, Spell Checking, File dose, Formatting Data, Font selection, Aligning Data, Format Style, Formatting Work Book, Arranging, Hiding, Unhiding, Inserting Columns and Rows, Adjusting Width, Copying and Moving, Inserting and Deleting Sheets from Work Book, Mathematical Operator, Exponentiation and Percentage Operators, Logical or Comparison Operators, Using Mouse to Create a Formula. Inserting a Chart, Chart Types, Modifying Chart, Adding Drawing to the Chart, Printing in Excel, Print Parameters, Default and Changing Default Settings Sorting Printing Etc

5 POWERPOINT

Power Point Terminology - Getting into Power Point - Creating, Opening and Saving Presentations the easy way - Using Auto Correct Wizard - Working with Blank Presentation - Using the Templates - Using the slide master - Working with color schemes - Working with slides - Making a new slide - Move, Copy or Duplicate Slides - Delete a Slide -

Copy a Slide from one Presentation to another - Go to specific slide - Change the layout of a slide - Zoom in or out of slide - Working with text in power point-cutting, copying and pasting - Formatting text, Change font & size, Shadowing, Embossing - Aligning the text - Left, Center, Right & Justify - Power of Graphics in Power Point - Working with Clipart picture - Using Microsoft Excel Chart - Using Organization Charts - Power Point Drawings - Ways to draw - Adding lines - Connecting Lines Borders and adding curves - Creating Word Tables - Making great looking presentations (putting on a show) - Arranging, Creating Animated Slides - Manually advancing slides - Adding & Removing Transitions - Running a Presentation continuously - Printing the Presentation elements.

6 Outlook

- Configuration

References

Computers in Hotels: Concepts and Applications - Partho Pratim Seal

Computer Fundamentals - Pradeep Sinha & Priti Sinha - BPB Publications

ADHS 301

FOOD PRODUCTION OPERATIONS

OBJECTIVES: To get trained on various aspects of regional Indian cuisine – Quantity Food Production(QFP)

UNIT I

TOPIC

1 MENU PLANNING & ITS TYPES (QFP)

Basic Menu Planning – Recapitulation, Special emphasis on Quantity Food Production, Planning of Menus for various categories, such as:

- Institutional & Industrial Catering (School / College, Canteen, Industrial Workers.)
- Hospital Catering (Diet Menu, Importance of Hygiene.)
- Off Premises Catering (Outdoor Parties, Theme Dinner, and Food Festival.)

Parameters of Quantity Food Menu Planning.

2 Indian Culinary Terms

UNIT

TOPIC

II.

4) EQUIPMENT (QFP)

Quality of Equipment used, Specification of Equipment, Heat and Cold
Generating Equipment, Maintenance of Equipment

List: -	
1. Mixers	2. Grinders
3. High Pressure Gas Burner	4. Ovens
5. Grillers	6. Knives
7. Choppers	8. Peelers (Potato)
9. Brat Pan	10. Bulk Boilers
11. Steamers	12. Walk in Coolers / Walk in Freezers / Deep Freezers

13. Tandoor	14. Storage & Receiving Quays
15. Griddle Plate	

Modern Developments in Equipment Manufacturing.

5) QUANTITY PURCHASE AND STORAGE (QFP)

Introduction of Purchasing, Purchasing System, Purchase Specifications,

Purchasing Techniques,
Duties of Purchase Officer & Store Keeper,
Storage.

UNIT III

6) INDENTING (QFP)

Principles of Indenting, Quantities / Portions for Bulk Production,
Conversion of Recipes for Indenting, Practical difficulties involved in
Indenting.

7) INDIAN COOKERY (QFP)

Introduction to Regional Cooking:

- 1) Factors affecting eating habits.
- 2) Heritage of Indian Cuisine.
- 3) Regional Commodities, Spices & Masalas (Wet & Dry).

4) Geographical location, Historical background, Availability of raw material (seasonal), Equipment and fuel (special), Staple diet, Speciality Cuisine, Food prepared for festivals and occasions of the following states: - Andhra Pradesh / Hyderabad, Bengal, Goa, Gujarat, Karnataka, Kashmir, Kerala / Malabari, Madhya Pradesh, Maharashtra / Malwani, North Eastern States, Punjab, Rajasthan, Tamilnadu / Chettinad, Uttar Pradesh / Dum & Avadh / Lucknawi, Also Communities / Styles such as : Parsee, Bohra & Indian Gravies.

8) VOLUME FEEDING (QFP)

Institutional & Industrial Feeding, Banquet and Buffet.

INDIAN CULINARY TERMS:

1. Imarti	16. Dhunaar	31. Marinade	46. Quabarga
2. Baffad	17. Dum	32. Moilee	47. Rabri

3. BalUSHOhi	18. Dum Pukht	33. Murgh Musallam	48. Raita
4. Bharta	19. Gaujas	34. Mutanjan	49. Rasam
5. Baghar	20. Gustaba	35. Mulligutwannay Curry	50. Roomali Roti
6. Bhunao	21. Aappam	36. Naan	51. Rogan Josh
7. Bonda	22. Jalebi	37. Neera	52. Rista
8. Biryani	23. Kabab	38. Nargisi Kofta Curry	53. Rasgullas
9. Bhaturas	24. Kalia	39. Pachadi	54. Shami Kebab
10. Sheera	25. Kesari	40. Paneer	55. Shrikhand
11. Charoli	26. Khoa	41. Payasam	56. Seekh Kebab
12. Cocum	27. Kofta	42. Phirnee	57. Sandesh
13. Dagad Phool	28. Panch Phoran	43. Pulao	58. Toddy
14. Dhansak	29. Loochi / Luchi	44. Chingri Malai Curry	59. Vindaloo
15. Dahibhalla	30. Macher Jhol	45. Palak Mutton / Chicken	60. Wark
			61. Zarda
			62. Ratan Jog

ASSIGNMENTS

Students have to do at least four group assignments on Indian Regional Cuisine.

REFERENCES

1. Thangam Phillips - Modern Cookery Vol. 1 - Orient Longman - 1997
2. L. Cracknell and R.J. Kanfmann - Practical Professional Cookery - Macmillan - 1992
3. Anthony O'Reilly - Cookery Manual - Pitman Publishing - 1993.
4. Victor Cererem, Ronald Kinton, David Foskett - Practical Cookery - Aodder & Stoughton - 1999
5. David R. Stevenson - Basic Cookery - Stanley Thornes (Publishes) Ltd. - 1991
6. REBO Productions - Encyclopedia of Bakery - Rebo Publishers - 1999
7. L. G. Nicolelb, J Dinsdale - Basic Pastry Work Techniques - Hodder & Stoughton - 1991.

8. Mohini Sethi, Surjeet Malhan - Catering Management (An Integrated Approach) - Wiley Easter Limited - 1993.
9. Robert Bradnock - India Handbook - Footprint Handbook - 2000.
10. Ranjit Rai - Tandoor (The Great Indian Barbeque) - Viking - 1995.
11. Satarupa Banerjee - Book of Indian Sweets - Rupa & Co - 1994.
12. Digvijaya Singh - Cooking Delights of The Maharajas - Vakils, Fetter & Simons Ltd. - 1995
13. Master Chefs of the Ashoka Group - Royal Indian Recipes - J. G. Press - 1995.
14. Purobi Babbar - Rotis & Naans of India - Vakil Fetter & Simon Ltd. - 1994.
15. Inder Singh Kalra - Prashad, Cooking with the Indian Masters - Allied Publishers Ltd. - 1993.
16. Devaki Babbar - Gujrat Nu Jaman - India Book House - 1996.
17. Chandra Padmanabhan - Dakshin - Harper Oollins - 1995.
18. Jeroo Mehta - Parsi Guisine - Vakil, Fetter & Simons Ltd. - 1993.
19. Hegde - Manglorean Cuisine - India Book House - 1994.
20. Gilda Mendonsa - The Best of Goan Cooking - UBS Publishers Distributors Ltd. - 1995.
21. Neerja - Kashmiri Cooking - Penguin Books - 1995.
22. Madhur Jaffery - A Taste of India - Pavillion Books Ltd., - 1985.
23. Minakshie Das Gupta - The Bengal Cook Book - UBS Publishers Distributors Ltd. - 1998.
24. Kaumudi Marathe - Maharshtrian Cuisine - Business Publications Inc. - 1999.
25. Food Production Operation - Parvinder S. Bali.

ADHS 302

FOOD PRODUCTION OPERATIONS PRACTICAL

Each College will prepare their own menus as per the pattern given below. Well-known and authentic dishes from particular region should be included while compiling the menu.

States
<ol style="list-style-type: none">1. Andhra Pradesh / Hyderabadi2. Bengal & North Eastern States3. Goa4. Gujarat / Parsi / Bohri5. Karnataka6. Kashmir7. Kerala / Malabari8. Maharashtra / Malvani9. Punjab10. Rajasthan11. Tamil Nadu / Chettinad12. Uttar Pradesh / Dum & Avadh / Lucknavi

FOOD PRODUCTION PRACTICAL MENUS

MEN U NO.	PRACTICAL TOPIC	Any 6 dishes per Menu (Prepare any 1 or 2 dishes per course)	
1	Andhra Pradesh / Hyderabadi Cuisine	Starter Options:	Shammi Kebab / Shikampuri Kebab
		Main Course Options:	Tamater ka Kut / Mirchi ka Salan/ Baghara Baingan/ Burhani/ Achari Gosht/ Nehari/ Haleem/ Khichra/ Murgh Malai Korma
		Breads, Rice & Dal Options:	Sheermal/ Bakharkhani/ Khameeri Roti/ Hyderabad Biryani/ Sofyani Biryani/ Qabooli/ Khatti Dal
		Dessert Options:	Double ka Meetha/ Khubani ka Meetha/ Sheer Qurma/ Gil e Firdaus
2	North Eastern States / Bengali Cuisine	Starter Options:	Begun Bhaja/ Panthar Ghugni/ Alu Chop/ Egg Roll
		Main Course Options:	Shukto/ Alu Posto/ Palak Panch Phoran / PanchMishali Charchari/ Macher Jhol/ macher Kalia/ Doi Mach/ Chingri Malai Kari/ Mangsho
		Breads, Rice & Dal Options:	Luchi/ Dhakai Paratha/ Ghee Bhat/ Cholar Dal/ Mishti Mug Dal
		Dessert Options:	Gulab jamun/ Balu Shahi/ Rasmalai/ Mishti Doi
3	Goan Cuisine	Soup & Starter Options:	Caldo Verde/ Sopa Grossa/ Rissois de Camarao/ Stuffed Prawn Papad/Goan Fried Fish/Pomfret Recheiado/ Prawn Balchao/ Kismur
		Main Course Options:	Goan Fish Curry/ Amottik Fish Curry/ Sorpotel/ Vindaloo/ Baffat/ Chicken Cafreal/ Galina Xacuti
		Breads, Rice & Dal Options:	Sannas/ Pav/ Boiled Rice/Coconut Rice/ Daali Thoy
		Dessert Options:	Neureos/ Coconut Bhatt/ Bebinca/Dodol/Perada
4	Gujarati Cuisine	Starter Options:	Dhokla/Patra/Muthiya
		Main Course Options:	Oondhiya/ Sev Tameta nu Shaak/ Tuvar Ringna nu Shaak/ Flower Batata nu Shaak
		Breads, Rice & Dal Options:	Thepla/Rotla/Munga Dal Khichdi/ Vagheral Bhaat/ Shaakwala Bhaat/ Dal Dhokli/ Kadhi
		Dessert	Basundi/ Dudh Paak/ Mohan Thaal/ Gor Papdi

		Options:	
5	Bohri Cuisine	Starter Options:	Shammi kebab/ Kheema Samosa/ Kheema Pattice/ Kheema Cutlet (with mint chutney)
		Main Course Options:	Alishan Baingan/ Bohri Chicken Kari/ White Mutton kari/ Dabba Gosht
		Rice & Dal Options:	Chawal/ Khada Masala Pulav/ Kheema Pulav/ Dal/Palidu
		Dessert Options:	Thuli/Malido
6	Parsi Cuisine	Starter Options:	Papeta nu Pattice/ Papeta ne Cheese na Pattice/ Eda Chutney na pattice
		Main Course Options:	Kolmi no Patio/ Saas ni Macchi/ Salli Murghi/ Patra ni Macchi/ Margi na Farcha/ Mutton Dhansaak

		Rice/ Dal Option:	Dhan (steam rice)/ Brown Rice/Dar
		Dessert Options:	Lagan nu Custard/ Kopra Pak
MEN U NO.	PRACTICAL TOPIC	Any 6 dishes per Menu (Prepare any 1 or 2 dishes per course)	
7	Karnataka Cuisine	Starter Option:	Alu Bonda
		Main Course Options:	Uppu Curry/ Chana Ghashi/ Upkari/ Koli Gassi/ Mangalorean Fish Curry
		Bread & Rice Options:	Jolada(Jwar Roti)/ Neer Dosa/ Bisi Bele Huliana
		Dessert Options:	Worne/ Chiroti
8	Kashmiri Cuisine	Starter Options:	Seekh Kebab/ Shammi Kebab
		Main Course Options:	Dum Oluv/ Navratan Korma/ Dhaniwal Korma/ Mutton Roganjosh/Gustaba/Rista
		Breads & Rice Options:	Khameeri Naan/ Khameeri Roti/ Kashmiri Pulav/ Yakhni Pulav
		Dessert Options:	Phirni/ Zarda/Seb ki Kheer
9	Kerala / Malabari Cuisine	Main Course Veg. Options:	Drumstick Ullitheeyal/ Avial/ Olan/Kalan/Erussery
		Main Course Non veg. Options:	Meen Moilee/ Meen Curry/ Malabari Fish Curry/ Kozhi Vartha Curry/ Mutton Kuruma/ Malabari Egg Curry
		Breads, Rice & Dal Options:	Kerala Parotta/ Lime Rice/ Boiled Rice/ Nai Chor(Ghee Bhat)/ Rassam/ Sambhar
		Dessert Options:	Payasam
		Starter &	Sabudana Wada/ Aluchi wadi/ Kothimbirwadi/Batata

10	Maharashtrian / Malwani Cuisine	Salad Options:	Vada/Koshimbir/Khamang Kakdi
		Main Course Options:	Bharli Vangi/ Zhunka/ Kala Vatana Rassa/ Btatyachi Bhaaji/ Kombdicha Rassa/ Kolhapuri Mutton/ Malvani Kombdi
		Breads, Rice & Dal Options:	Bhakri/ Chapati/ Thalipith/Puri/Masale Bhat/Tendli Bhat/Varan/Amti/Dal Bhaji/Usal/Sol Kadhi
		Dessert Options:	Sheera/ Shrikhand/ Kheer/ Besan Ladu/Puran Poli/ Modak
11	Punjabi Cuisine	Starter & Accompaniment Options:	Dahi Bhalle/Paneer Pakoda/ Alu Tikki/ Tandoori Chicken/ Chicken Tikka/ Hara Bhara Kebab/ Alu Chat/ Alu Papdi Chat/Boondi Raita/ Pudina Raita
		Main Course Options:	Matar Paneer/ Malai Kofta/ Sarson da Saag/ Baigan Bharta/ Pindi Chole/ Rajmah/Murgh Makhani/ Palak Gosht
		Breads, Rice & Dal Options:	Makai di Roti/ Missi Roti/ Pudina Paratha/ Mooli Paratha/ Kulcha/ Bhatara/ Matar Pulav/ Jeera Rice/ Dal Makhani/ Dal Amritsari/ Punj Ratni Dal/ Punjabi Kadhi
		Dessert Options:	Gajrela/ Rabri/Jalebi/Malpoora
FOOD PRODUCTION PRACTICAL MENUS – SEMESTER III			
MEN U NO.	PRACTICAL TOPIC	Any 6 dishes per Menu (Prepare any 1 or 2 dishes per course)	
12	Rajasthani Cuisine	Starter Options:	Pyaz ki Kachori/ Matar ki Kachori
		Main Course Options:	Panchmel Subji/ Gatta Curry/ Ker Sangri/ Methi Mangodi Subji/ Amrud ki Subji/Lal Maas/ Makai ka Soweta/ Maas ki Kadhi
		Breads, Rice & Dal Options:	Masala Tikadia/ Missi Roti/Moongdal paratha/ Hare Matar ki Puri/ Bajre ki Roti/ Gatte ka Pulav/ Tej laung Pulav/ Khichdi/Dal Banjari/Dal Churma/Rajasthani Kadhi
		Dessert Options:	Moongdal Halwa/ Malpuva/ Churma Laddu/Rava dry fruit Ghugra
		Starter &	Chanadal Vada/ Dosa/Pachadi/Coconut Chutney

13	Tamilnadu/ Chettinad Cuisine	Accompanim ent Options:	
		Main Course Options:	Gundu Poriyal (baby potato poriyal)/ Beans Poriyal/ Khathrikai Kozambu (Brinjal Curry)/ Cauliflower Kootu/ Kari Kolambu (Mutton Curry)/ Kozi Mulagu Varuval (Chicken Pepper Fry)/ Chicken Chettinad/ Nilgiri Korma
		Rice & Dal Options:	Puli Satham/ Thayar Satham/ Takali Satham/ Elamcha Satham/ Ulli Sambhar/Koli Rasama (Chicken Rassam)
		Dessert Options:	Payasam/ Kesari
14	Uttar Pradesh / Lucknow Cuisine	Starter Options:	Pasanda Kebab/Galouti Kebab/ Chapli Kebab
		Main Course Options:	Banarasi Alu/ Dhingri Dulma/ Paneer Pasanda/ Gosht Korma/ Chandi Kaliyan
		Bread & Rice Options:	Tehri/ Laccha Paratha/ Kulcha/ Naan
		Dessert Options:	Sevian ka Muzaafar/ Anannas ka Muzaafar/ Shahi Tukra

ADHS 303

FOOD & BEVERAGE OPERATIONS

OBJECTIVES:

At the end of semester III :-

- Describe the duties and responsibilities of beverage service staff members, and Summarize Techniques and procedures for responsibly selling and serving cocktails, beer, and wine.
- Understanding the production process of Beer, Wine and Spirits.

FOOD & BEVERAGE SERVICE

UNIT I

ALCOHOLIC BEVERAGES

- a. Definition, history of Alcoholic Beverages & classification.
- b. Benefits and harmful effects of alcohol.

WINES

1.1 Definition & history of wines.

1.2 Types of Wines:

Still (red, white & rose), sparkling/Champagne, Fortified (sherry, port, Madeira, marsala & malaga), Aromatized wines (Vermouth).

1.3 Methods of production, Still (red, white, rose).

a) Viticulture

(Wine calendar, terroir, vine species, grape varieties & diseases).

b) Vinification

(Manufacturing process, elements of wine & faults in wines).

c) Champagne & Sparkling Wines.

(History, districts, grape varieties, Methode Champenoise, cuvee close, transfer method, Charmat & impregnation, Names & bottle sizes).

d) Fortified Wines (Production & types).

1) Sherry (Solera system)

2) Port

3) Madeira (estufagen)

4) Marsala

5) Malaga

e) Aromatised wines (Definition & types)

UNIT II

2.1 Wine producing countries of the world

(Regions, Wine laws, labels & shippers).

a) Old world wine producing countries (France, Italy, Germany, Spain & Portugal).

b) New World wine producing countries (Australia, New Zealand, South Africa, U.S.A. & India).

2.2 Wine tasting, Storage & Service

2.3 Food and wine Harmony.

2.4 SPIRITS

a) Introduction and definition

b) Pot and patent still method of production.

2.6 History, Production, types & Brand names (national & International)

a) Whisky (Scotch, American, Canadian, Irish & Japanese)

b) Rum (White, Gold, Dark & Flavoured)

c) Brandy (Cognac, Armagnac & Fruit)

- d) Gin
- e) Vodka, flavoured vodka
- f) Tequila & Mezcal

UNIT III

- 3.1 Alcoholic Strength : Proof, GL, Sykes, U.S., British (OIML)
- 3.2 Other Spirits (Aquavit, schnapps, Pastis, ouzo, arrack)
- 3.3 LIQUEURS

Introduction, definition, classification & production of liqueurs

- a) Different types of liqueurs: Base, Flavours, Country of origin.
- b) Brand names of liqueurs (Generic & Proprietary)
- 3.4 APERITIFS & BITTERS
 - Definition
 - Brand names
- 3.5 BEER & OTHER FERMENTED BEVERAGES
 - a) Definition, History & Brewing process.
(Components of beer, top fermentation, bottom fermentation)
 - b) Types of Beer, Storage & Service
(Lager, Pilsner, Draught, Ale, Stout, Porter, Ice, Lambic & Smoked).
 - c) Other fermented beverages (Cider, Perry, Mead, Sake & Toddy).

REFERENCE BOOKS:-

- Dennis Lillcrap, John Cousins and Robert Smith- Food and Beverage Service
- Larousse Christopher Foulkes- Encyclopedia of Wines-
- Roy Hayter Food And Drink Service Levels 1 And 2
- Greg Dempsey- The Perfect Cocktail-

- Joanna, Simon- Wine with Food- Simon & Schuster
- Dave Broom- Handbook of Whiskey
- Shatbi Basu- The can't go wrong Cocktail book
- Brian Glover- The world encyclopedia of Beer
- Tom Stevenson- Champagnes and Sparkling Wines guide
- Vijay Dhawan- Food and Beverage Service

FOOD & BEVERAGE OPERATIONS

SR. NO.	PRACTICALS
1	<u>ALCOHOLIC BEVERAGES</u> Attributes of a bar personnel Bar equipment, cutlery & glassware Table setup of TDH menu with wine glasses
2	<u>WINE PRACTICE</u> Procedure of Service of white, rose & red (old & young) wines. (Temperature of service / Glassware).
3	Procedure of Service of Champagne & fortified/ aromatized wines. (Temperature of service / Glassware).
4	Wine tasting
5	Menu compilation (5, 6, 7 courses) with appropriate wine and their services. (French classical, English & Indian)
6	<u>BEER & OTHER FERMENTED BEVERAGES</u> Procedure of Service of Beer: Temperature of service / type of glassware,
7	Service of bottled, canned beer & draught beer.
8	<u>SPIRITS</u> Service of Liquors: Whisky, Brandy & Rum
9	Service of Liquors: Vodka, Gin & Tequila
10	Service of Liquors: Other spirits (Aquavit, Schnapps, Pastis, Ouzo, Arrack).
11	<u>LIQUEURS</u> Service of Liqueur: Temperature of service / type of glassware.
12	<u>APERITIFS & BITTERS</u> Service of Aperitifs: Temperature of service / type of glassware

ROOMS DIVISION OPERATIONS

At the end of semester III:-

The student is expected to possess knowledge and skills with respect to handling Group Reservations, Assigning Rooms, Check-in and Cashiering.

The student will be able to explain various operational procedures and formats pertaining to linen.

UNIT I

1. Advanced Guest Cycle (Reservation, Assigning Rooms, Check-in)
2. Group (Tourist/ Conference/ Convention)
3. Crew (Airline- Layovers/ Cruise lines/ Cargo)
Regular Guests
Special Attention Guests (Handle with Care, Single Ladies, unaccompanied children, Sr. Citizens, Disabled Guest)
4. ROOM CHANGE PROCEDURES
By Hotel (Upgrade/ Up sell)
By Guest (Discrepancy/ Personal Preference)

UNIT II

1. HANDLING OF COMPLAINTS
Types of Complaints (Service related/ Attitudinal/ Mechanical/ Unusual complaints)
Guidelines to handle complaints
2. FRONT OFFICE ACCOUNTING SYSTEM AND SETTLEMENT
Guest and Non Guest Folio
Types of Folio
Types of Vouchers
City Ledger
Billing Procedure instruction
Methods of settlement (Cash/ CC- Direct currency

Converter/ BTC/ TAV/ PSO/ COMP Voucher)

UNIT III

1. LINEN ROOM OPERATIONS

- Introduction, classification and sizes of linen
- Selection criteria for linen
- Calculation of linen requirement – Par stock
- Purchase of linen
- Layout and equipment in linen room
- Activities in linen room
- Linen control
- Linen exchange procedure
- Inventory control – Procedures and records
- Recycling of condemned linen
- Linen hire
- Glossary
- FORMATS
- Linen Exchange Slip
- Purchase Index Card
- Linen Replenishment Slip
- Master Inventory Sheet – Linen/Uniforms/F&B Linen
- Floor Inventory Sheet
- Stock Register
- Linen Discard Sheet
- Lost Linen Record
- Laundry List

Name of the book	Author	Publisher	Place of Publication
Jatashankar Tiwari	Front Office Management	Oxford University Press	New Delhi
Andrews, Sudhir	Hotel Front Office Training Manual	The Tata M'cGraw Hill	New Delhi
Kasavana, Michael & Brooks, Richard	Managing Front Office Operations	AHMA	USA

Baker & Bradley	Principles of Hotel front Office Operations	Cassell	London
Deveau, insley & deveav, Patricia	Front Office Management and Operations (2)	Prentice Hall	NEW JERSEY
Bullied, An Ritchie,	Reception	Stanley Thornes	london

- 1 Hotel Housekeeping Operations and Management – G. Raghubalan & Smritee Raghubalan – Oxford University Press.
- 2 Housekeeping Operations, Design and Management – Malini Singh & Jaya B. George – Jaico Publications.
- 3 Housekeeping Management – Margaret Kappa, Aleta Nitschken, Patricia B. Schappert – A.H. & L.A.
- 4 Textiles – Fiber to Fabric – Bernard P. Corbman Library of congress category

ADHS 306

ROOMS DIVISION OPERATIONS PRACTICAL

FRONT OFFICE

Sr.	Topic
1	SELECTION OF THE FRONT OFFICE MANAGEMENT SYSTEM Software -Shawmans Property Management System-Amadeus. Fidelio
2	ROOM MANAGEMENT SOFTWARE Room Inventory, Room Status availability
3	REGISTRATION Reservation/ Guest data (profile) GHC, Reports /self check-in
4	POSTING Paid Out/ Miscellaneous Voucher, Telephone, Display Folio (bill), Reports
5	CALL ACCOUNTING Guest Information/ Employee Information/ Post Charges/ Messages/ Wake Calls
6	CHECK OUT Folio /Adjustment/ Cashier/ Back Office Guest History

HOUSEKEEPING

SR. NO.	PRACTICALS
1	STAIN REMOVAL <ul style="list-style-type: none"> • Ink • Oil / grease
	<ul style="list-style-type: none"> • Tea/Coffee • Juice • Lipstick/nail polish • Curry • Shoe polish • Chewing gum • Hair dye • Henna/Mehendi • Blood/Chocolate • Urine/Vomit
2	FLOWER ARRANGEMENT <ul style="list-style-type: none"> • Ikebana/Western/Free style • Demo

	<ul style="list-style-type: none">• individual (any one)
3	IRONING
4	VARIOUS STITCHES <ul style="list-style-type: none">• Straight/Running stitch• Hemming• Button and buttonhole• Hook and eye

**ADHS 307
COMMUNICATIONS**

UNIT	PRACTICAL
I	1. Group Discussion. 2. Effective Presentation- Current Affairs. 3. Interaction with the Guest.
II	4. Formal Telephone Etiquettes. 5. Personal Interviews. 6. Non-verbal Communication. (Listening skills, Eye contact, Posture & Body language)
III	7. Effective utilization of Visual Aids to enhance Presentations. 8. Formal communication via E-mail. 9. Academic writing (Formal Letter writing, Memo, Circular, Resume Drafting, Agenda for a meeting)

REFERENCE BOOKS

1. Thill, J.V. and Bovee C.L. (2005). Excellence in Business Communication, 6th ed. USA: Pearson Prentice-Hall
2. Kumar, S. and Lata, P. - (2012). Communication Skills, 1st ed. Oxford University press
3. Sen, L. (2008). Communication Skills, 2nd ed Prentice Hall of India Private Ltd.
4. Raman, M and Sharma, S. (2004) Technical Communication, Oxford University Press,
5. Francis, S. (2009) Effective Business Communication, 1st ed. Macmillan Publishers Pvt. Ltd

ADHS 308

HOSPITALITY SALES

Objectives

- The course aims at enhancing the ability of the students in Hospitality Sales. It highlights the role of hotel employees in sales process & attributes required for hospitality sales personnel with the selling techniques adopted by the sales department of the hotel.

UNIT 1

Chapter – 1

Introduction to Hospitality Sales

1.1 Concept of Hospitality Sales

1.2 Difference between Hospitality Sales and Marketing

1.3 Coordination of Sales department with other operational and allied departments

Chapter – 2

Organization of Sales Department

2.1 Organization structure of a small and large

2.2 Functions of a Director of Sales (DOS), Sales Manager and Other Sales personnel

2.3 Hospitality Product life cycle and new product Development

2.4 Hospitality Marketing Mix and 3 additional “P” in Hospitality Marketing

Unit 2

Chapter – 3

Recruitment and training

3.1 Attributes of a Sales personnel

- 3.2 Recruitment process for Sales personnel
- 3.3 Importance of training for Sales personnel
- 3.4 Assessment of training needs
- 3.5 Types of training for sales personnel

Chapter – 4 Internal Sales

- 4.1 Role of employees in internal sales
- 4.2 Reservation Department - Electronic and Telephone Sales
- 4.3 Selling techniques • Upselling • Suggestive selling • Cross selling • Sales promotion tools • Special Promotion • Merchandising

Chapter – 5 Banquet and Meeting Room Sales

- 5.1 • Banquet/ Catering Sales • Developing leads • Selling to clients • Planning the function • Follow up
- 5.2 Meeting Room Sales • Components of sales package • Types of set ups and facilities • Booking meeting rooms

UNIT 3

Chapter – 6 Hospitality Sales Process

- 6.1 Prospecting (Methods of Prospecting)
- 6.2 Pre approach (Preparations)
- 6.3 Approach
- 6.4 Negotiations
- 6.5 Overcoming objections
- 6.6 Closing
- 6.7 Follow-up

Chapter – 7 Selling practices

7.1 Identifying Market segmentation

7.2 Concept selling (Event, Destination)

7.3 Selling to Business and Leisure Travelers

7.4 Selling to specialty markets

7.5 Role of intermediaries in sales

Chapter 8.

8.1 Future trends & the use of modern technology in Hospitality Sales.

8.2 Future guest

Reference Books:

1. Hospitality Sales: Selling Smarter - Judy Siuaw. David C Bojanic, Delmar Publications
2. Sales & Marketing : A Textbook for Hospitality Industry - Sudhir Andrews, Tata McGraw-Hill Publications
3. Hospitality Sales and Marketing - James R. Abbey, Educational Institute of the American Hotel & Lodging Association, 2014
4. Kotler, P. Bowne, J., Makens, J. *Marketing for Hospitality and Tourism* (3rd Edition), Pearson Education
5. Vaz, M. , Seta, M ,(2010), *Marketing Management*, Manan Prakashan
6. Lewis, Chambers (2008), *Marketing Leadership in Hospitality*, 2nd Edition, John Wiley & Sons
7. Zeithaml, V., Jobitner, M., Gremler, D., (2008), *Service Marketing*, Mc Graw Hill
8. Kotler, P., (2009), *Marketing Management*, PH of India Pvt Ltd.

ADHS 309

PRINCIPLES OF ACCOUNTANCY

Sr.	Topic
	<p>Unit - I</p> <p>1. <u>Company Accounts</u></p> <ul style="list-style-type: none"> • Preparation of Company Final Accounts ie. Trading Account , Profit & Loss Accounts, Profit & Loss Appropriation Account & Balance Sheet with adjustments in accordance with Provisions of the Companies Act. • Practical Problems in horizontal format • Adjustment – <ol style="list-style-type: none"> 1. Closing stock 2. O/S exp 3. Prepaid exp 4. Depreciation 5. Prov. For tax 6. Bad debts 7. Trans to Res. 8. Prop. Div.
	<p>2. <u>Allowances & Visitors Paid outs:</u></p> <ul style="list-style-type: none"> • What are Allowances & Visitors Paid outs? • Difference between Discounts & Allowances. • Formats of Allowance & Visitors paid outs.
	<p>Unit - II</p> <p>1. <u>The Guest Weekly Bill & Visitors Tabular Ledger</u></p> <ul style="list-style-type: none"> • Importance, Purpose, layout & format of Guest weekly Bill & Visitors Tabular ledger. • Practical Problems on Guest weekly bill
	<p>2. <u>Uniform System of Accounting for Lodging Industry</u></p> <ul style="list-style-type: none"> • Importance, uses & approach • Income statement as per uniform system of accounts in lodging industry – scheduler –Rooms, F & B, laundry dept only. • Practical Problems
	<p>Unit - III</p> <p>1. <u>Internal Audit, Statutory Audit & Night Audit</u></p> <ul style="list-style-type: none"> • Introduction to Internal Audit & Statutory Audit

	<ul style="list-style-type: none"> • Distinction between Internal Audit & Statutory Audit • Importance, Purpose & advantages of Night Audit & daily Revenue Report. • Functions & Duties of Night Auditor
	<p><u>2. Food & Beverage Cost Control:</u></p> <p>Steps in Food & Beverage Control : Purchasing , Receiving, Storing, Issuing, Preparing & Selling.</p> <p>Formats of Purchase Requisition, Purchase order, Delivery Challan, Bin-card, K.O.T, K.O.T Analysis, Restaurant Bill, Food cost Report</p>
	<p><u>3. Standard Costing & Variance Analysis</u></p> <ul style="list-style-type: none"> • Advantages & Limitations of Standard Costing • Variance Analysis • Material Variances: Material Cost Variance, Material Price variance & Material Usage (quantity variance) • Labour Variances – Labour cost variance, Labour Rate variance & Labour Efficiency variance. • Practical Problems

Reference:

- 1) Management Accounting in Hospitality Industry - Kotas
- 2) Managerial Accounting in the Hospitality Industry - Harris, Hazzard
- 3) Book Keeping and Accountancy - Chopde & Choudhary
- 4) Book Keeping and Accountancy - Kishnadwalla
- 5) Elements of Hotel Accountancy - G. S. Rawat & J M S Negi
- 6) Business Accountancy - Artbony, Addison & Wesley
- 7) Elements of Accounts - T. S. Grawal & S. Chendalo
- 8) Business Accountancy - Frank Woods, Pitinon Publishing

ADHS 310

HOSPITALITY SUPERVISION

Course Objective

This course ensures that the students understand how managers manage business organizations in the dynamic global environment. Organizations develop and maintain competitive advantage.

To gain a basic understanding of principles of management including planning- organizing and controlling and to gain a basic understanding of concepts for managing people including human resources- motivation- leading- and communications. Finally to examine and discuss the ethical issues involved in management decision making.

Chapter 1

- 1 The Supervisor and the Management process
 - 1.1 Evolution to Management
 - 1.2 Nature and characteristics of Management
 - 1.3 Definition and importance of Management
 - 1.4 Principles of Management (Fayol 14 principles of management)
 - 1.5 Levels of management and their functions
 - 1.6 Role of manager
 - 1.7 Skill of Manager
 - 1.8 Functions of management -POLC

Chapter 2

- 2 Planning
 - 2.1 Meaning, nature and importance of planning
 - 2.2 Type of plans
 - 2.3 Characteristics of planning
 - 2.4 Advantages and disadvantages of planning

- 2.5 Steps in planning
- 2.6 Supervisory Responsibilities
- 2.10 Decision making -Meaning and steps.

UNIT II

Chapter 3

- 3 Orientation, Induction & training (definition)
- 3.1 Importance & types of Orientation
- 3.2 Importance & types of Induction.
- 3.3 importance of training

Chapter 4

- 4 Discipline
- 4.1 Meaning- nature and importance of Discipline
- 4.2 disciplinary actions
- 4.3 disciplinary process

Chapter 5

- 5 Staffing
- 5.1 Meaning – nature and importance of staffing
- 5.2 Recruitment- Internal and external sources of recruitment
- 5.3 Selection and selection process
- 5.4 Performance appraisal

UNIT III

Chapter 6

6 Leadership / Motivation

Leadership theories in brief- different styles of leadership and their relevance with reference to context and conditions / situations

6.1 Meaning - nature and importance of motivation

6.2 Benefits of motivation

6.3 Theories of motivation

6.4 Maslow's theory of need hierarchy. Herzberg's hygiene-motivation theory

6.5 Mc Gregor's theory.

Chapter 7

Conflict & Time

7.1 Definition

7.2 Types of conflicts

7.3 Tools of Time management

7.4 Importance of Time management.

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ADHS 401
FOOD PRODUCTION OPERATIONS

OBJECTIVES:

- To educate students on basic to advance culinary skills.
- To give an overview of culinary specialties across the globe.
- To educate students on latest food trends.
- To highlight the importance of food safety.
- To train students for better employment prospects.

UNIT I

- 1 Basic of Food Production
 - 1.1 Classical Kitchen Brigade
 - 1.2 Cuts of Vegetable
 - 1.3 Cuts of Meat, Fish, Poultry
 - 1.4 Basic Methods of Cooking
 - 1.5 Stocks
 - 1.6 Sauces
 - 1.7 Soups
 - 1.8 Salads

2 Basics of Bakery & Confectionery

2.1 Breads

2.2 Cakes

2.3 Cookies

2.4 Pastries

3 Modern Cooking Techniques & Processes

3.1 Sous Vide Cooking, Cook Chill & Cook Freeze

3.2 HACCP (Definition, Process in brief, Application in the Kitchen)

3.3 FSSAI Law

4 Larder

4.1 Definition; layout of the department

4.2 Hierarchy, Duties & responsibilities of larder chef

4.3 Tools & Equipment of larder department

4.4 Importance of larder control

4.5 Yield testing

UNIT II

5 Charcuterie

5.1 Introduction to Charcuterie

5.2 Brines – Cures – Marinades - Smoking

5.2.1 Types, uses, differences

5.3 Forcemeats

5.3.1 Components of forcemeat

5.3.2 Methods of making forcemeat Sausages

- 5.4.1 Components of sausage
- 5.4.2 Types of sausages
- 5.4.3 International sausages with country of origin
- 5.5 Charcuterie Products
- 5.5.1 Galantine, Ballotine, Pates, Terrines
- 5.5.2 Mousse & Mousseline
- 5.5.3 Gelée, Aspic Jelly & Chaud Froid
- 5.6 Ham – Bacon – Gammon
- 5.6.1 Definitions
- 5.6.2 Types of Bacon
- 5.6.3 International Ham/Bacon with country of origin
- 5.6.4 Difference between Ham/Bacon/Gammon

- 6 Cheese
- 6.1 Definition & History
- 6.2 Manufacturing Process
- 6.3 Types & Uses
- 6.4 International Cheese with Country of origin
- 6.5 Cheese Board (Layout & Presentation)

UNIT III

- 7 International cuisine.
- 7.1 Geographic Location
- 7.2 Historical Background
- 7.3 Staple Food & Specialties With Recipes
- 7.4 Tourist Destination
- 7.5 Sports
- 7.6 Festivals
- 7.7 Regional Attire
- 7.8 Currency
- 7.9 Equipments & Raw Ingredients
- 7.10 Glossary Terms

- 8 Chocolate
- 8.1 History and sources

- 8.2 Manufacturing and processing of chocolate
- 8.3 Types of chocolates
- 8.4 Tempering of chocolate
- 8.5 Application of cocoa, butter and white chocolate

- 9 Icings
- 9.1 Definition & Introduction
- 9.2 Varieties of Icing
- 9.3 Uses of Icing

REFERENCE BOOKS

1. Hamlyn, Paul, (1984), Larousse Gastronomique, Hamlyn, London
2. Stevenson, Daniel, (1991), Basic Cookery The Process Approach, Stanley Thornes (Publishers Ltd., England
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9. Ramesh P & Jos Wellman, (2009), Professional Cookery -Theory & Practice, Better Yourself Book, Mumbai
10. Basan Ghillie & Jan Terry, (2008), A Practical Cook's Encyclopedia of Malaysia & Singapore, Hermes House , London
11. Sheasby Anne, (2008), New Soup Bible, Hermes House , London
12. Chan Wynnie, (2004), Fresh Chinese, Hamlyn, Great Britain
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ADHS 402

FOOD PRODUCTION OPERATIONS PRACTICAL

Unit	Practical
1	<ol style="list-style-type: none">1. France2. Italy3. Middle east4. China5. Breads (soft rolls/hard rolls/bread loaf)
2	<ol style="list-style-type: none">6. USA7. Great Britain8. Spain / Portugal9. Mexico10. Pastries (Short Crust/Laminated/Choux)
3	<ol style="list-style-type: none">11. Germany12. Thailand (South East)13. Greece14. International Classical Cakes (Black Forest/ Sacher Torte/ Dobos /Pavlova)15. Mystery Basket

- Each Menu will consist of dishes which comprises starter/soup/salad, main course with two accompaniments and a dessert.
- Examination Menu [Choice of 5 Menus – 5 Dishes which comprises of starter/soup/salad, main course with two accompaniments and a dessert. (1 Bakery Product compulsory)]

ADHS 403

FOOD & BEVERAGE OPERATIONS

OBJECTIVES:

At the end of semester V the student will be able to:-

- Identify Food & Beverage setup and planning of various outlets in the department.
- Describe casual, theme restaurants etc. and how they are operated.
- How food service managers develop and manage labour & revenue control system.
- Explain how banquets and catering events are booked and planned, and describe how managers and staff members provide service for these events.

1.1 F & B Outlet Planning

1.1.1 Objective of a good layout

1.1.2 Steps in planning of layout. (Specialty Restaurants, Coffee Shop, Room Service)

1.1.3 Factors to be considered while planning the actual ambience (Colour, light, décor, furniture & uniform)

1.2 Operational aspects of various F & B Outlets (Specialty Restaurants, Coffee Shop, Room Service)

1.2.1 Menu planning

1.2.2 Constraints of Menu planning

1.2.3 Planning of staff requirement

1.2.4 Shifts (Panzer, Straight, Split & Reliever)

1.2.5 Factors to be considered for selecting appropriate Crockery, Cutlery, Glassware, and Linen.

1.3 Elements of cost

1.3.1 Types of cost (Material, Labour & Overhead)

1.3.2 Cost Groups (Fixed, semi-fixed & variable) & types of profit (gross & net)

1.3.3 Breakeven / Cost volume profit analysis

UNIT II

2 Function Catering / Banquets

2.1 Definition, History & Importance

2.2 Organization of Banquet dept., duties and responsibilities.

2.3 Types of Banquets: Formal, Semiformal & Informal

2.4 Banquet Sales

2.5 Banquet reservation diary and booking procedure.

2.6 Function contract & Function prospectus

2.7 Banquet Menus

2.8 Types of service in the banquets.

2.9 Staffing & Duty allocation

2.10 Toast procedure at wedding reception & Protocol

2.11 Outdoor catering.

UNIT III

3.1 Buffet.

3.1.1 Definition & Types of buffets. (Meal period, manner of consumption, food served & other types – Display, Gourmet & Running)

3.1.2 Points to be considered while planning a buffet.

3.1.3 Buffet equipment

3.1.4 Banquet layout (formal, informal & cabaret) & Space

area calculation

3.1.5 Meeting room setups: (U Shape, Hollow Square, Classroom Theatre, Board of Directors, 'T' Shape)

3.2 Food and Beverage Management in various catering establishments

3.2.1 Railway Catering & Airline catering

3.2.2 Marine Catering (offshore & cruise liners)

3.2.3 Industrial catering

REFERENCE BOOKS

1. Andrews S, (2009), Food & Beverage Service A Training Manual,(Second Edition), Tata McGraw-Hill Publishing Company Limited, New Delhi
2. Fuller, John, (1992), Advanced Food Service, Stanley Thornes Publishers Ltd., England
3. Kivela, Jaks, (1994), Menu Planning for the Hospitality Industry, Hospitality Press P Ltd., Melbourne
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5. Magris, Marzia, (1995), An Introduction to Food & Beverage Studies, Hospitality Press P Ltd, Melbourne
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ADHS 404

FOOD & BEVERAGE OPERATIONS PRACTICAL

Unit	Practical
1	1 Practice: Sample layout plans 1.1 Specialty Restaurants 1.2 Coffee Shop 1.3 Room Service 2 Compiling menus a la Carte (Specialty Restaurants, Coffee Shop, and Room Service). 3 Order-taking (Room Service). 4 Planning Duty Rota for, Specialty Restaurants, Coffee Shop, and Room Service
2	5 Drafting Function Prospectus 6 Table setups and arrangements for banqueting and buffet including menu designing with styles of service & Calculation of space requirement (Formal banquet, Cocktail parties, conventions, exhibition, fashion show, Wedding reception).
3	7 Frilling (Box, Diamond & Accordion Pleated) 8 Screening of educational videos related to Railway, Airline, Marine & Industrial catering

ADHS 405
ROOMS DIVISION OPERATIONS

UNIT I

- 1 Planning Operations
- 1.1 Management Function
 - 1.1.1 Planning, Organising,
 - 1.1.2 Co-ordinating,
 - 1.1.3 Staffing, Leading,
 - 1.1.4 Controlling, Evaluating
- 1.2 Establishing Room Rate
 - 1.2.1 Different Approaches for pricing rooms
 - 1.2.2 Market Condition Approach,
 - 1.2.3 Rule of Thumb,
 - 1.2.4 Hubbart's Formula-Determining single and double rate
- 1.3 Special Room Rates Offered

- 1.3.1 Corporate / Commercial Rate,
- 1.3.2 Group Rate,
- 1.3.3 Promotional Rate,
- 1.3.4 Incentive Rate,
- 1.3.5 Family Rate,

- 1.3.6 Package,
- 1.3.7 Complimentary Rate
- 1.4 Forecasting Room Availability
 - 1.4.1 Forecasting Data
 - 1.4.1.1 Percentage of No-show,
 - 1.4.1.2 Percentage of Cancellations,
 - 1.4.1.3 Percentage of walk-ins,
 - 1.4.1.4 Percentage of overstay,
 - 1.4.1.5 Percentage of under stay,
 - 1.4.2 Forecast formula;
 - 1.4.3 Sample 3 and 10 days forecast;
 - 1.4.4 Refining Forecast
- 1.5 Budgeting for Operations
 - 1.5.1 Three Day Forecast;
 - 1.5.2 Forecasting room revenue,
 - 1.5.3 Estimating expenses,

UNIT II

- 2 Evaluating Operations
- 2.1 Evaluating front office operations
 - 2.1.1 Daily Operations Report,
 - 2.1.2 Monthly Income Statement
 - 2.1.3 Occupancy Ratios;
 - 2.1.3.1 Occupancy Percentage
 - 2.1.3.2 Room Count
 - 2.1.3.3 House Count
 - 2.1.3.4 Double Occupancy percentage
 - 2.1.3.5 Bed Occupancy Percentage

- 2.1.3.6 Foreign Guest Percentage
- 2.1.3.7 Average Daily Rate
- 2.1.3.8 Revenue Per Available Room (RevPAR)
- 2.1.3.9 Average Rate Per Guest (ARG)
- 2.1.4 Yield Statistic.
- 2.1.5 Market Share Index/ Fare Market Share
- 2.1.6 Evaluation of Hotels By Guests
- 2.2 Key Terms
- 3 Lighting And Lighting Fixtures
- 3.1 Lighting for different areas of the hotel
- 3.2 Functional and aesthetic aspects of light
- 4 Windows and Window Treatment
- 4.1 Types of windows and window treatment
- 4.2 Selection and care

- 5 Wall and Ceiling Finishes
- 5.1 Types
- 5.2 Selection
- 5.3 Care

REFERENCE BOOKS

1. Raghubalan G., Raghubalan Smritee, (2007 – 2009), Hotel Housekeeping Operations and Management, 2nd Edition, Oxford University Press.
2. Singh Malini & George Jaya B., (2008), Housekeeping Operations, Design and Management, 1st Edition, Jaico Publications.
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ADHS 406

ROOMS DIVISION OPERATIONS PRACTICAL

OBJECTIVES:

- To enhance the capabilities of student in understanding the contemporary hospitality and general issues through discussion and managing situations.
- To understand the importance of manpower planning in accommodation operation.
- To practically learn and demonstrate housekeeping operation and get an insight into the concept of colour wheel and elements & principles of design.

FRONT OFFICE

Unit	Practical
1	Group Discussion
2	Situation Handling
3	Manpower Planning

HOUSEKEEPING

Unit	Practical
1	Creating SOPs (Standard Operating Procedure) for: <ul style="list-style-type: none">• Turn-down service• Entering a guest room• Cleaning WC (Water Closet)• Cleaning and setting Vanity counter• Cleaning shower cubicle / bathtub• Vacuum Cleaning

	<ul style="list-style-type: none">• Dusting guest room• Laundry collection• Stacking Maid's Trolley• Elevator cleaning
2	Creating Area Checklist (Rooms and Public Area)
3	Illustration of a colour wheel
4	Identifying & Creating colour schemes

PERSONALITY DEVELOPMENT

Objectives of this course

- Students to evolve as leaders and effectively handle real life challenges in and across the dynamic environment and across multiple age groups and cultures.
- To provide students with frameworks for structuring their intuitive and practical understanding the fundamentals and advance techniques of Effective Communication, Personal Interview, Group Discussion, Personality Development and Leadership Skills.
- To develop critical thinking by exploring personal experiences with information presented/learned from class materials
 - To enhance understanding of similarities and differences with others' social experiences.
 - To develop more focused writing skills on biopsychosocial issues related to social and personality development.

UNIT I

1. INTRODUCTION TO PERSONALITY AND WORKING TOWARDS PERSONALITY .

Definition and basis of personality
Analyzing Strength and Weakness (SW)
Corporate theories and personality development
Increasing vocabulary
Body language
Preparing for self-introduction

2. TECHNIQUES OF PERSONALITY DEVELOPMENT

Communication Skill
Intra personal communication and Body Language
Listening
Communication Barriers
Overcoming these Barriers Theory

Building Self
Esteem and Self
Working on attitudes .i.e. aggressive, assertive and submissive

UNIT II

2.1 TECHNIQUES OF PERSONALITY DEVELOPMENT 2

Introduction to Leadership
Leadership Styles
Group Dynamics
Team Building
Team Interpersonal Relationships

Analysis of Ego States, transactions, Strokes & life Positions
Stress Management
Causes, Impact & Managing Stress
Conflict Management
Introduction to Conflict Management
Levels of Conflict
Managing Conflict Team

UNIT III

3 TECHNIQUES OF PERSONALITY DEVELOPMENT

Time Management
Concept , Importance & Need
Steps and techniques towards better time management
Definition & Importance of Social Image
Looking Great and Attractive
Grooming Basics
Public Speaking
Voice Modulation
Social Graces and Proper E-mail and Telephone Etiquette
International & Social Etiquette

Body Language
Social Grace & Table Manners Theory
Performance Appraisal
Vertical, Horizontal & 360° Degrees
Self Introduction
Group Discussion
Impromptu
Personal Interview Session

REFERENCES:

- B.R., Olson, M.H., & Cramer, K. (2003). An introduction to theories of personality. Toronto, ON: Prentice Hall
- Montgomery, D. (1995). God and your personality. Boston: St. Paul Brooks & Media.
- Morf, C.C., & Ayduk, O. (Eds.) (2005). Current directions in personality psychology. Upper Saddle River, NJ: Pearson/Prentice Hall.
- Roldan, Amelia Samson. A Workbook on Personality Development and Character Building. AR SKILLS DEVELOPMENT AND MANAGEMENT SERVICES (SDMS). Paranaque City, Metro Manila
- Schultz, D., & Schultz, S. E. (2009). Theories of Personality, 9th ed. Belmont, CA: Wadsworth/Thompson.
- Vivekananda, S. (2007). Personality Development. Advaita Ashrama Publications, Kolkata, India

ADHS 408

HOTEL ACCOUNTANCY

Sr.	Topic
	<p>Unit - I</p> <p>1. <u>Company Accounts</u></p> <ul style="list-style-type: none"> • Preparation of Company Final Accounts ie. Trading Account , Profit & Loss Accounts, Profit & Loss Appropriation Account & Balance Sheet with adjustments in accordance with Provisions of the Companies Act. • Practical Problems in horizontal format • Adjustment – <ol style="list-style-type: none"> 1. Closing stock 2. O/S exp 3. Prepaid exp 4. Depreciation 5. Prov. For tax 6. Bad debts 7. Trans to Res. 8. Prop. Div.
	<p>2. <u>Allowances & Visitors Paid outs:</u></p> <ul style="list-style-type: none"> • What are Allowances & Visitors Paid outs? • Difference between Discounts & Allowances. • Formats of Allowance & Visitors paid outs.
	<p>Unit - II</p> <p>1. <u>The Guest Weekly Bill & Visitors Tabular Ledger</u></p> <ul style="list-style-type: none"> • Importance, Purpose, layout & format of Guest weekly Bill & Visitors Tabular ledger. • Practical Problems on Guest weekly bill
	<p>2. <u>Uniform System of Accounting for Lodging Industry</u></p> <ul style="list-style-type: none"> • Importance, uses & approach • Income statement as per uniform system of accounts in lodging industry – scheduler –Rooms, F & B, laundry dept only. • Practical Problems
	<p>Unit - III</p>

	<p>1. <u>Internal Audit, Statutory Audit & Night Audit</u></p> <ul style="list-style-type: none"> • Introduction to Internal Audit & Statutory Audit • Distinction between Internal Audit & Statutory Audit • Importance, Purpose & advantages of Night Audit & daily Revenue Report. • Functions & Duties of Night Auditor
	<p><u>2. Food & Beverage Cost Control:</u></p> <p>Steps in Food & Beverage Control : Purchasing , Receiving, Storing, Issuing, Preparing & Selling.</p> <p>Formats of Purchase Requisition, Purchase order, Delivery Challan, Bin-card, K.O.T, K.O.T Analysis, Restaurant Bill, Food cost Report</p>
	<p><u>3. Standard Costing & Variance Analysis</u></p> <ul style="list-style-type: none"> • Advantages & Limitations of Standard Costing • Variance Analysis • Material Variances: Material Cost Variance, Material Price variance & Material Usage (quantity variance) • Labour Variances – Labour cost variance, Labour Rate variance & Labour Efficiency variance. • Practical Problems

Reference:

- 1) Management Accounting in Hospitality Industry - Kotas
- 2) Managerial Accounting in the Hospitality Industry - Harris, Hazzard
- 3) Book Keeping and Accountancy - Chopde & Choudhary
- 4) Book Keeping and Accountancy - Kisnadwalla
- 5) Elements of Hotel Accountancy - G. S. Rawat & J M S Negi
- 6) Business Accountancy - Artbony, Addison & Wesley
- 7) Elements of Accounts - T. S. Grawal & S. Chendalo
- 8) Business Accountancy - Frank Woods, Pitinon Publishing

ADHS 409

PRACTICUM

STUDENTS WILL BE WORKING ONE DAY IN THE HOTEL FOR 8 HOURS
PER WEEK & WILL PRESENT REPORT AT THE END OF THE SEMESTER