



CHENNAIS AMIRTA

INTERNATIONAL INSTITUTE OF HOTEL MANAGEMENT

&



ALAGAPPA UNIVERSITY

**B.Sc., CATERING AND HOTEL
ADMINISTRATION**

2ND YEAR

SYLLABUS



CHENNAIS AMIRTA

INTERNATIONAL INSTITUTE OF HOTEL MANAGEMENT

B.Sc., CATERING AND HOTEL ADMINISTRATION

2nd YEAR

Semester	Sub Code	Subject	Credits	hours	Int., Max	Ext., Max	Total
III	31	Part I -Language Practical - English - III - Communicative Skills	3	2	25	75	100
	32	Advanced Food Production	5	5	25	75	100
	33	Advanced Food and Beverage Service	5	5	25	75	100
	34	Quantity Food Production Practical	5	8	25	75	100
	35	Advanced Food and Beverage Service Practical	5	8	25	75	100
	36	Nutrition and Food Science	3	2	25	75	100
IV	41	Part I - Language Practical - English - IV - Employability Skills	3	2	25	75	100
	42	Advanced Accommodation Operation	5	8	25	75	100
	43	Advanced Front Office Operations	5	8	25	75	100
	44	Application of Computers	5	4	25	75	100
	45	Hotel Engineering	5	4	25	75	100
	46	Value Education	3	4	25	75	100

III SEMESTER

31- LANGUAGE PRACTICAL - ENGLISH - III

COMMUNICATIVE SKILLS

Unit – I

Communication:

Communication – Definition - Types of Communication – Kinds of Verbal and Non-Verbal Communication – Barriers to Communication – Ways of Challenging the Barriers of Communication.

Unit – II

Recap of Grammar:

Phrasal Verbs and Prepositional Phrases - Relative Clauses - Conditional Clauses - Infinitives and Gerunds - Framing Questions - Question Tags – Homonyms and Homophones - Active and Passive Voice - Transformation: Simple - Compound - Complex.

Unit - III

Most Common Mistakes in English Usage:

Unnecessary Words: Unnecessary Prepositions - Unnecessary Articles - Use of the Infinitive - Misplaced Words: Wrong Position of Adverbs - Miscellaneous Examples - Confused Words: Prepositions Often Confused - Verbs Often Confused - Adverbs Often Confused - Adjectives Often Confused - Nouns Often Confused - Confusion of Number - Confusion of Parts of Speech.

Unit – IV

Listening and Speaking Skills:

Sounds: Vowels and Consonants – Stress: Primary and Secondary – Intonation: Falling and Rising.

Unit – V

Reading and Writing:

Importance of Reading – Loud Reading – Silent Reading – Skimming – Scanning – SQ3R (Survey, Question, Read, Recite and Recall) – Mechanics of Handwriting – Characteristics of Good Handwriting.

Prescribed Texts:

1. Fitikides.T.J. *Common Mistakes in English*. Edinburg Gate, England: Pearson Education Limited, 1936.Print.
2. Active English Grammar and Composition. Ed. Board of Editors, Macmillan.
3. Kelly, Gerald. Teach Pronunciation. Ed. Jermy Harmer. Edinburg Gate, England: Pearson Education Limited, 2000.Print.
4. Watkins, Peter. Learning to Teach English. New Delhi. Viva Books Pvt.Ltd., 2007. Print.

32 ADVANCED FOOD PRODUCTION

UNIT – I FOOD STANDARDS, MENU PLANNING AND PASTRIES

- Importance of Food Standards
- WHO standards-voluntary and compulsory standards
- Common adulterants and their detection
- Classification of additives and their role
- Mislabeling
- Principles of menu planning
- Types of menus
- Names and description of popular national and international dishes
- Pastry – Puff pastry, flaky pastry, short crust pastry-(sweet and savoury), choux Pastry
- Types of Sponge cakes
- Types of Gateaux
- Types of Icing- Fondant, fresh cream, butter cream, American frosting, royal, truffle, Ganache
- Types of desserts-hot and cold desserts
- Petits fours-Definition and examples

UNIT – II FRENCH AND ITALIAN CUISINE

- Features, regional classification, ingredients, methods of cooking, courses of the menu.
- Glossary of French Culinary Terms
- Italian Cuisine - Features, regional classification, ingredients, methods of cooking, courses of the menu.
- Glossary of Italian Culinary Terms

UNIT – III SPANISH, MEXICAN AND ORIENTAL CUISINE

- Features, regional classification, ingredients, methods of cooking, courses of the menu.
- Glossary of Spanish and Mexican Culinary Terms
- Chinese - Features, regional classification, ingredients, methods of cooking, courses of the Menu
- Thai-Features, regional classification, ingredients, methods of cooking, courses of the Menu
- Japanese-Features, regional classification, ingredients, methods of cooking, courses of the Menu

UNIT – IV KITCHEN ORGANIZATION, HUMAN RESOURCE AND GARDE MANGER

- The classical kitchen brigade-the partie system
- Job description and job specification of executive chef, chef de partie and commis
- Recruitment and selection
- Induction, training and development
- Salads-Classification, principles of salad making, ingredients used, parts of a salad, salad dressings, garnishes, types of salads, classical salads
- Hors d’oeuvres-Classification, examples and accompaniments
- Sandwiches- composition, types, principles of preparation, classic sandwiches, rules to be followed, and accompaniments.
- Specialty meats- Farcis, terrines, pates, galantines, ballotines, mousses.
- Cold sauces- dips, chaudfroids, aspics.
- Charcuterie-Sausages, bacon and ham

UNIT – V ACCOMPANIMENTS, GARNISHES AND DIET PLANNING

- Classical vegetable accompaniments
- Potato preparations
- Garnishes and accompaniments for popular dishes
- Importance of planning diet – balanced diet
- Factors to be considered while planning diet
- Food groups and balanced diet
- Factors influencing food intake and food habits

REFERENCE BOOK:

1. Theory of cookery by Krishna Arora
2. Professional Chef – The Art of Fine Cooking by Arvind Saraswat.
3. Practical Cookery by Victor Ceserani & Ronald Kinton (Eighth Edition)

33 ADVANCED FOOD AND BEVERAGE SERVICE

UNIT – I ALCOHOLIC BEVERAGES AND WINES

- Consumption – benefits, abuse, sensible drinking
- Introduction and classification of alcoholic beverages
- Vine – family, grape composition, training and pruning, cycle of harvest, factors affecting quality – soil, climate, viticulture, vinification, vine diseases
- Classification of wines – still, sparkling, fortified, aromatized,
- Control of Quality – France, Italy, German,
- Grape varieties – 10 red and 10 white
- Wine manufacture – red, white, rose
- Wine producing countries and regions (handout provided) - France, Italy, Germany
- Wine names – France, Italy, Germany, California, Australia, India
- Champagne – Introduction, manufacture, types and shippers
- Fortified wines – Sherry, Port, Madeira - types, manufacture, service and brands
- Aromatised – Vermouth and other aromatized wines
- Wine service temperatures

UNIT – II BEER AND OTHER FERMENTED BEVERAGES

- Introduction to Beer
- Ingredients for Beer Manufacture
- Production of Beer
- Beer classification and styles
- Service of Beer
- Beer brands with countries – 10 countries with 5 brands each
- Cider, Sake, Toddy

Alcoholic Beverages

- Introduction to Alcoholic Beverages
- Pot still distillation
- Patents still distillation
- Proof systems
- Whisky
- Scotch - manufacturing, types, regions, brands
- Irish – history, manufacture, brands
- American – history, manufacture, types, brands
- Brand names – Canadian, Indian
- Brandy – History
- Cognac - Manufacturing, region, types, brands
- Other brandies – Armagnac, Marc/Grappa, Calvados – basic knowledge
- Rum - History, Manufacture, Styles, Brand names with countries



- Gin - History, Manufacture, Types, Brand names with countries
- Vodka - History, Manufacture, Brand names with countries, flavoured vodkas
- Tequila - History, Manufacture, Styles, Brand names

UNIT III – OTHER SPIRITS AND LIQUEURS

- Other spirits – Absinthe, Ouzo, Slivovitz, Akvavit, Feni, Arrack, Schnapps
- Liqueurs - Introduction, Manufacture, Brand names with base, color, flavor, countries

UNIT – IV BAR

- Types of Bar
- Equipment and ingredient
- Cocktails – introduction, parts (base, modifier etc), methods (stir, shaken etc) families (cobblers, crustas, daisies, nogs, fixes, flips, puffs, sangarees, slings, smashes, bucks, coladas, Collins, coolers, fizzes, highballs, juleps, shooters, punches, rickeys, sours, toddies), terms (dash, zest, on the rocks, naked etc) popular cocktails (classic, modern, variations)

UNIT – V TOBACCO

- Health hazards
- Cigar – Manufacture, parts, colors, shapes, storage, brands and service

Reference Book:

1. Basic Food and Beverage Service (BHA – 102), written by D. RAJESON PRAKASAM, Published by School of Management studies, Tamilnadu Open University, Chennai.
2. Food and Beverage Training Manual –by Sudhir Andrews
3. The Waiter – by Fuller and Cume
4. Food and Beverage Service – by D.R. Lillicrap
5. Modern Restaurant/Service –by John Fuller.

34 QUANTITY FOOD PRODUCTION PRACTICAL

Institute to formulate 36 set of menus from the following cuisines.

- Awadh
- Bengal
- Goa
- Gujarat
- Hyderabad
- Kashmiri
- Maharashtra
- Punjabi
- Rajasthan
- South India (Tamilnadu, Karnataka, Kerala)

SUGGESTED MENUS

MAHARASTRIAN

MENU 01

Masala Bhat
Kolhapuri Mutton
Batata Bhajee
Masala Poori
Koshimbir
Coconut Poli

MENU 02

Moong Dal Khichdee
Patrani Macchi
Tomato Saar
Tilgul Chapatti
Ami
Basundi

AWADH

MENU 01

Yakhni Pulao
Mughlai Paratha
Gosht Do Piazza
Badin Jaan
Kulfi with Falooda

MENU 02

Galouti Kebab
Bakarkhani
Gosht Korma
Paneer Pasanda
Muzzafar



BENGALI

MENU 01

Ghee Bhat
Macher Jhol
Aloo Posto
Misti Doi

MENU 02

Doi Mach
Tikoni Pratha
Baigun Bhaja
Payesh

MENU 03

Mach Bhape
Luchi
Sukto
Kala Jamun

MENU 04

Prawan Pulao
Mutton Vidalloo
Beans Foogath
Dodol

GOAN

MENU 01

Arroz
Galina Xacutti
Toor Dal Sorak
Alle Belle

MENU 02

Coconut Pulao
Fish Caldeen
Cabbage Foogath
Bibinca

PUNJABI

MENU 01

Rada Meat
Matar Pulao
Kadhi
Punjabi Gobhi
Kheer

MENU 02

Amritsari Macchi
Rajmah Masala
Pindi Chana
Bhaturas
Row Di Kheer



MENU 03

Sarson Da Saag
Makki Di Roti
Peshawari Chole
Motia Pulao
Sooji Da
Halwa

MENU 04

Tandoori Roti
Tandoori Murg
Dal Makhani
Pudinia Chutny
Baingan Bhartha
Savian

SOUTH INDIAN

MENU 01

Meen Poriyal
Curd Rice
Thoran
Rasam
Pal Payasam

MENU 02

Line Rice
Meen Moilee
Olan
Malabari Pratha
Parappu Payasam

MENU 03

Tamarind Rice
Kori Gashi
Kalan
Sambhar
Savian Payasam

MENU 04

Coconut Rice
Chicken Chettinad
Avial
Huli
Mysore Pak

RAJASTHANI

MENU 01

Gatte Ka Pulao
Lal Maas
Makki Ka Soweta
Chutny (Garlic)
Dal Halwa



MENU 02 Dal

Batti
Churma
Besan Ke Gatte
Ratalu Ki Subzi
Safed Mass

GUJRATI

MENU 01

Sarki
Brown Rice
Salli Murg
Gujrati Dal
Methi Thepla
Shrikhand

MENU 02

Gujrati Khichadi
Oondhiyu
Batata Nu Tomato
Osaman
Jeera Poori
Mohanthal

HYDERABADI

MENU 01

Sofyani Biryani
Methi Murg
Tomato Kut
Hare Piaz ka Raita
Double Ka Meetha

MENU 02

Kachi Biryani
Dalcha
Mirchi Ka Salan
Mix Veg. Raita
Khumani Ka Meetha

KASHMIRI

Two menus may be formed out of the Dishes given as under:

Rice and Bread Preparations: Mutaegen, Pulao (Kashmiri), Plain Rice, Girdeh, Lawas

Meat Preparations: Gushtaba ,Rista ,Marchevangan korma, Macch Kofta, Yakhean Kaliya, Tabak Maaz, Rogon Josh



Vegetables and Potato: Ruwangan chaman, Choek wangan, Chaman Qaliyan Alleh Yakhean, Dum Aloo Kashmiri, Nader Palak, Razma Gogji

Sweet Dishes: Kongeh Phirin (Sooji phirni with Saffron), Aae't phirin (Wheat Flour Phirni), Halwa

Chutneys: Mujeh cheten, Ganda Cheten, Dueen cheten, Aleh cheten (pumpkin chutney)

Note: In addition to above each institute to formulate 08 (eight) set of regional menus including snacks, sweets etc.

35 ADVANCED FOOD AND BEVERAGE SERVICE PRACTICAL

01 Dispense Bar – Organizing Mise-en-place

- Task-01 Wine service equipment
- Task-02 Beer service equipment
- Task-03 Cocktail bar equipment
- Task-04 Liqueur / Wine Trolley
- Task-05 Bar stock - alcoholic & non-alcoholic beverages
- Task-06 Bar accompaniments & garnishes
- Task-07 Bar accessories & disposables

02 Service of Wines

- Task-01 Service of Red Wine
- Task-02 Service of White/Rose Wine
- Task-03 Service of Sparkling Wines
- Task-04 Service of Fortified Wines
- Task-05 Service of Aromatized Wines
- Task-06 Service of Cider, Perry & Sake

03 Service of Aperitifs

- Task-01 Service of Bitters
- Task-02 Service of Vermouths

04 Service of Beer

- Task-01 Service of Bottled & canned Beers
- Task-02 Service of Draught Beers

05 Service of Spirits

- Task-01 Service styles – neat/on-the-rocks/with appropriate mixers
- Task-02 Service of Whisky
- Task-03 Service of Vodka
- Task-04 Service of Rum
- Task-05 Service of Gin
- Task-06 Service of Brandy
- Task-07 Service of Tequila

06 Service of Liqueurs

- Task-01 Service styles – neat/on-the-rocks/with cream/en frappe
- Task-02 Service from the Bar
- Task-03 Service from Liqueur Trolley

07 Wine & Drinks List

- Task-01 Wine Bar
- Task-02 Beer Bar
- Task-03 Cocktail Bar

08

Matching Wines with Food

Task-01 Menu Planning with accompanying Wines

Continental Cuisine

Indian Regional Cuisine

Task-02 Table laying & Service of menu with accompanying Wines

Continental Cuisine

Indian Regional Cuisine



36 NUTRITION AND FOOD SCIENCE

UNIT – I BASIC ASPECTS

- Definition of the terms Health, Nutrition and Nutrients
- Importance of Food – (Physiological, Psychological and Social function of food) in maintaining good health.
- Classification of nutrients

UNIT – II ENERGY

- Definition of Energy and Units of its measurement (Kcal)
- Energy contribution from macronutrients (Carbohydrates, Proteins and Fat)
- Factors affecting energy requirements
- Concept of BMR, SDA, Thermodynamic action of food
- Dietary sources of energy
- Concept of energy balance and the health hazards associated with Underweight, Overweight

UNIT – III MACRO NUTRIENTS

CARBOHYDRATES

- Definition
- Classification (mono, di and polysaccharides)
- Dietary Sources
- Functions
- Significance of dietary fibre (Prevention/treatment of diseases)

LIPIDS

- Definition
- Classification : Saturated and unsaturated fats
- Dietary Sources
- Functions
- Significance of Fatty acids (PUFAs, MUFAs, SFAs, EFA) in maintaining health
- Cholesterol – Dietary sources and the Concept of dietary and blood cholesterol

PROTEINS

- Definition
- Classification based upon amino acid composition
- Dietary sources
- Functions
- Methods of improving quality of protein in food (special emphasis on Soya proteins and whey proteins)

UNIT – IV - MACRO NUTRIENTS

A. Vitamins

- Definition and Classification (water and fats soluble vitamins)
- Food Sources, function and significance of:

1. Fat soluble vitamins (Vitamin A, D, E, K)
2. Water soluble vitamins (Vitamin C, Thiamine, Riboflavin, Niacin, Cyanocobalamin Folic acid)

B. Minerals

- Definition and Classification (major and minor)
- Food Sources, functions and significance of :
Calcium, Iron, Sodium, Iodine & Flourine

WATER

- Definition
- Dietary Sources (visible, invisible)
- Functions of water
- Role of water in maintaining health (water balance)

UNIT – V BALANCED DIET AND MENU PLANNING

- Definition of balanced diet
- Importance of balanced diet
- RDA for various nutrients – age, gender, physiological state
- Planning of nutritionally balanced meals based upon the three food group system
- Factors affecting meal planning
- Critical evaluation of few meals served at the Institutes/Hotels based on the principle of meal planning.
- Calculation of nutritive value of dishes/meals.

MASS FOOD PRODUCTION

- Effect of cooking on nutritive value of food (QFP)

NEWER TRENDS IN FOOD SERVICE INDUSTRY IN RELEVANCE TO NUTRITION AND HEALTH

- Need for introducing nutritionally balanced and health specific meals
- Critical evaluation of fast foods
- New products being launched in the market (nutritional evaluation)

References:

- Nutrition for the Food Service Professional by Karen Eich Drummond.
Principles of Nutrition & Dietetics by Dr. M Swaminathan
- Nutritive Value of Indian Foods by CP Gopalan, BV Rama Sastri, SC Balasubramanian
Food: Facts and Principles by Sadaksharaswamy and ShakuntalaManay
- Perspectives in Nutrition by Gordon M. Wardlaw : WCD / McGraw Hill Publication.
Understanding Nutrition by Whitney & Rolfes
- Dietetics by B. Srilakshmi

IInd YEAR – IV SEMESTER

41 LANGUAGE PRACTICAL - ENGLISH - IV

EMPLOYABILITY SKILLS

Unit – I

Skills for Employability:

Telephone Etiquettes – Describing People and Place – Expressing our Opinions – Time Management – Interview Skills: Kinds of Interview and its Techniques – Head to Foot Appearance: Preparation, Punctuality, Sincerity, Honesty, Boldness and Confidence – Common Interview Questions.

Unit – II

Business Correspondence:

Letter Writing: Formal and Informal – Resume Writing – Filling Applications: Bank Challan and Job Application.

Unit – III

Report Writing:

Different Types of Greetings - Drafting Telegrams / e-mails – Preparing Portfolios and its Various Types -Developing Topic Sentences into Paragraphs - Expansion of an Outline - Note-making & Note-taking - Report Writing - Reading Comprehension – Summarising – Writing Review for Two Books.

Unit – IV

Composition:

Composition: Oral and Written – Kinds of Composition: Controlled, Guided and Free Composition – Developing Creative Competency.

Unit – V

Non-Verbal Communication:

Non-Verbal Communication – Personal Appearance – Gesture – Posture – Body Language – Visual Aids: Charts, Diagrams & Tables – Audio & Video Aids for Communication.

Prescribed Texts:

1. Raisher. Business Communication.
2. Krishnamohan&Meera Banerjee. Developing Communication Skills.
3. Anderson & Others. Assignment and Thesis Writing.
4. Employability Skills. Chennai: National Media Institute.

42 ADVANCED ACCOMMODATION OPERATION

Unit I FABRICS AND FIBER

- Fabrics and fibers
- Definition of a fiber
- Classification of fiber
- The origin, characteristics and use of each item in the hotel to be explained
- Spinning
- Yarns
- Fabrics commonly used (flannelette, calico, corduroy, damask, drill, Seer sucker, Brocade, denim, glass fiber, rayon, satin, sheer- tapestry, populin, terry – toweling cloth, tweeds, velvet, gabardines). Identification of these fabrics and their uses in the industry.

Unit II HOTEL LINEN

- Kinds of linen used in accommodation section
 - Items classified as bed linen and bath linen; their sizes
 - Items classified as table linen: their sizes
 - Purchase specification for the linen items (bed sheets, pillow slips, towels & bathmats, table cloths, serviettes)
- Purchase specification and calculating material required for soft furnishings (curtains, bed spreads, upholstery and cushions)

Unit: III LINEN ROOM ACTIVITIES

- Activities of a linen room.
- Location, Equipment & Layout of a linen room (basic rules)
- Purchase of linen/linen hire/ quality and quantity
- Storage standards and inspection
 - Issuing of linen to floors and departments – procedure and records
- Dispatch and delivery from laundry – procedure and records
- Stocktaking – procedures and records
- Condemned linen and cut down – procedures and records
- Marking and monogramming
- Sewing room - Activities and area provided - Equipment required
- Duties and responsibilities of linen room staff
- Linen keeper – routine duties and records maintained
- Linen room attendant – routine records maintained
- Tailors and seamstress – task performed
- Uniforms and uniform room.

Unit: IV LAUNDRY

- Laundry – Location, layout, Various types of laundry machines (washer, drycleaner, hydro extractor, calendar machine, Buffer, Steam press)

- Duties and responsibilities of laundry staff
- Flow process of industrial laundering
- Stages in wash cycle
- Role of laundry agents.
- Classification of laundry agents
- Dry-cleaning
- Collection and delivering laundry

Unit - V FLOWER ARRANGEMENT AND PEST CONTROL

- Purpose of flower arrangement, placement and level of placement with relevant Examples
- Equipment and materials used
- Conditioning of plant material
- Styles of flower arrangement (western, Japanese, freestyle)
- Principles of flower arrangement, design, scale, balance, focal point, rhythm, texture, repetition, unity and harmony)
- Decorations during various occasions.
- Different kinds of pests, Prevention and their control - Area of infection

REFERENCE BOOKS

- G. Raghubalan&SmritiRaghubalan, *Hotel Housekeeping: Operations and Management*, (Oxford: New Delhi, 2015)
- Malini Singh, *Hotel Housekeeping*, (Tata McGraw Hill: New Delhi, 2012)
- K.C.K RakeshKadam, *Housekeeping Operations and Management for Hospitality*, Bookman Publishing

43 ADVANCED FRONT OFFICE OPERATIONS

Unit I FRONT OFFICE SERVICES

Front Office Services

Guest services, Equipment and supplies

- Handling mail
- Handling message
- Telephone services
- Business center
- Wake up calls
- Guest relations
- Identifying and Handling Complaints (Mechanical, Attitudinal, Service related, unusual)
- Follow-up procedures

Front Office security functions

- Key Controls, Room key Security system
- Surveillance and Access Control
- Protection of Funds
- Safe deposit Boxes
- Lost & Found
- Emergency Procedures (Medical, Robbery, Fire, Suicide, Death, Bomb threat, Riot)
- Log Book

Unit: II BELL ASSISTANCE AND BAGGAGE SERVICES

Concierge and Bell Desk

- Job Description of concierge
- Job Description of Bell captain and Bellboy
- Providing information to groups
- Errand Cards (Arrival, Departure, Other Errands)
- Miscellaneous services-(Secretarial services, Massages, Ordering flowers, Baby sitting, Flight confirmation, Airline, Theater & Restaurant reservation, Arranging Transportation
- Baggage Handling - F.I.T's, G.I.T's, V.I.P's
- Escorting guests to their rooms

Unit - III FRONT OFFICE ACCOUNTING SYSTEMS AND PROCEDURES

Front Office Accounting

- Job description of a front office cashier
- Accounts - Guest Accounts, Non-guest Accounts
- Folios – (Guest folio, Master folios, Split folio, Non-guest folio, Employee folio)
- Vouchers

- Ledgers (Guest ledger, City ledger)
- Computer Billing & Maintenance of Accounts
(Benefits of computer billing, opening a bill, posting charges, Adjustments / Corrections, closing account, Balancing)
- Credit monitoring – Floor limit, house limit, part settlement of in house guests
- Account maintenance: Charge purchase, Account Correction, Accounts allowance, Account transfer, Cash advance, Visitors paid out (V.P.O), Encashment of Foreign Exchange, processing of credit cards, luxury tax, expenditure tax and service tax.
- Internal Control - Front Office Cash sheet, Cash Banks

Unit: IV NIGHT AUDIT

- Functions of the night auditor
- The night audit process

Unit: VCHECK- OUT AND SETTLEMENT

- Function of check-out settlement
- Departure procedures
- Methods of settlement
- Check-out options – In room folio review and check-out, self check-out, express check-out
- Unpaid Account balance
- Collection of Accounts – (Late charges, Credit card bills, Travel agency account, Bad cheque account, Skipper accounts, Disputed bill account, guaranteed, Reservation accounts)
- Potential Check-out problems (Refuse to accept a particular charge, Posting to wrong account, charging of extra beds for kids, Telephone calls, Late check-out, Late charges)

REFERENCE BOOKS

- Robert Woods et al., *Professional Front Office Management*, 1stedn, (Pearson Publications: Essex, 2014)
- JatashankarTiwari, *Hotel Front Office: Operations and Management*, (Oxford: New Delhi, 2016)
- AnutoshBhakta, *Professional Hotel Front Office Management*, (Tata McGraw Hill: New Delhi, 2012)

44 APPLICATION OF COMPUTERS

UNIT - I WINDOWS OPERATIONS

- Creating Folders
- Creating Shortcuts
- Copying Files/Folders
- Renaming Files/Folders
- Deleting Files

UNIT – II MS-OFFICE 2007

MS WORD

CREATING A DOCUMENT

- Entering Text
- Saving the Document
- Editing a Document already saved to Disk
- Getting around the Document
- Find and Replace Operations
- Printing the Document

FORMATTING A DOCUMENT

- Justifying Paragraphs
- Changing Paragraph Indents
- Margins
- Formatting Pages and Documents
- Using Bullets and Numbering
- Headers/Footers

SPECIAL EFFECTS

- Print Special Effects e.g. Bold, Underline, Superscripts, Subscript
- Changing Fonts
- Changing Case

CUT, COPY AND PASTE OPERATION

- Marking Blocks
- Copying and Pasting a Block
- Cutting and Pasting a Block
- Deleting a Block
- Formatting a Block
- Using Find and Replace in a Block

USING MS-WORD TOOLS

- Spelling and Grammar
- Mail Merge
- Printing Envelops and Labels

UNIT – III PROPERTY MANAGEMENT SYSTEM INTERFACE

- Point Of Sale Systems
- Call Accounting Systems
- Electronic Locking Systems
- Energy Management Systems
- Auxiliary Guest Services
- Guest Operated Devices

UNIT – IV FOOD AND BEVERAGE APPLICATIONS – SERVICE

- Point Of Sale Order–Entry Units
- Point Of Sale Printers
- Point Of Sale Account Settlement Devices
- Reports
- Automated Beverage Control Systems

UNIT – V FOOD AND BEVERAGE MANAGEMENT APPLICATIONS

- Recipe Management
- Sales Analysis
- Menu Management
- Management Reports from Automated Beverage Systems

References:

1. Hospitality industry computer systems third edition by Michael L. Kasavna.
2. Data analysis in hotel and catering management by Stephen Cunningham.
3. The internet by Douglas E. Comer.
4. Internet investigations in hospitality, travel and tourism by Cynthia Leshin.
5. " A First Course in Computers" -Sanjay Saxena, Vikas Publications.

45 HOTEL ENGINEERING

UNIT – I MAINTENANCE:

- Preventive and breakdown maintenance, comparisons
- Role & Importance of maintenance department in the hotel industry with emphasis on its relation with other departments of the hotel.
- Organization chart of maintenance department, duties and responsibilities of maintenance department

UNIT - II.

- Types of fuel used in catering industry; calorific value; comparative study of different fuels
- Calculation of amount of fuel required and cost.

UNIT - III

Gas:

- Heat terms and units; method of transfer
- LPG and its properties; principles of Bunsen and burner, precautions to be taken while handling gas; low and high-pressure burners, corresponding heat output.
- Gas bank, location, different types of manifolds

UNIT – IV

Electricity:

- Fundamentals of electricity, insulators, conductors, current, potential difference resistance, power, energy concepts; definitions, their units and relationships, AC and DC; single phase and three phase and its importance on equipment specifications
- Electric circuits, open circuits and close circuits, symbols of circuit elements, series and parallel connections, short circuit, fuses; MCB, earthing, reason for placing switches on live wire side.
- Electric wires and types of wiring
- Calculation of electric energy consumption of equipment, safety precaution to be observed while using electric appliances.
- Types of lighting, different lighting devices, incandescent lamps, fluorescent lamps, other gas discharged lamps, illumination, and units of illumination.
- External lighting
- Safety in handling electrical equipment.

UNIT - V

Water systems:

- Water distribution system in a hotel
- Cold water systems in India
- Hardness of water, water softening, base exchange method (Demonstration)
- Cold water cistern swimming pools
- Hot water supply system in hotels
- Flushing system, water taps, traps and closets.

REFERENCE BOOKS

- Hotel Engineering by Tarun Bansal (Author)
- Hotel Engineering (Oxford Higher Education) by [Sujit Ghosal](#)

46 VALUE EDUCATION

Unit I

Definition – Need for value Education – How important human values are – humanism and humanistic movement in the world and in India – Literature on the teaching of values under various religions like Hinduism, Buddhism, Christianity, Jainism, Islam, etc. Agencies for teaching value education in India – National Resource Centre for Value Education – NCERT– IITs and IGNOU.

Unit II

Vedic Period – Influence of Buddhism and Jainism – Hindu Dynasties – Islam Invasion – Moghul invasion – British Rule – culture clash – Bhakti cult – social Reformers – Gandhi – Swami Vivekananda – Tagore – their role in value education.

Unit III

Value Crisis – After Independence

Independence – democracy – Equality – fundamental duties – Fall of standards in all fields – Social, Economic, Political, Religious and Environmental – corruption in society.

Politics without principle – Commerce without ethics – Education without Character – Science without humanism – Wealth without work – Pleasure without conscience – Prayer without sacrifice – steps taken by the Governments – Central and State – to remove disparities on the basis of class, creed, gender.

Unit IV

Value Education on College Campus

Transition from school to college – problems – Control – free atmosphere – freedom mistaken for license – need for value education – ways of inculcating it – Teaching of etiquettes – Extra-Curricular activities – N.S.S., N.C.C., Club activities – Relevance of Dr.A.P.J. Abdul Kalam’s efforts to teach values – Mother Teresa.

Unit V

Project Work

1. Collecting details about value education from newspapers, journals and magazines.
2. Writing poems, skits, stories centering around value-erosion in society.
3. Presenting personal experience in teaching values.
4. Suggesting solutions to value – based problems on the campus.

Recommended Books

1. Satchidananda. M.K. (1991), “Ethics, Education, Indian unity and culture” – Delhi, Ajantha publications.
2. Saraswathi. T.S. (ed) 1999. Culture”, Socialisation and Human Development: Theory, Research and Application in India” – New Delhi Sage publications.
3. Venkataiah. N (ed) 1998, “Value Education” New Delhi Ph. Publishing Corporation.
4. Chakraborti, Mohit (1997) “Value Education: Changing Perspectives” New Delhi: Kanishka Publications.
5. “Value Education – Need of the hour” Talk delivered in the HTED Seminar – Govt. of Maharashtra, Mumbai on 1-11-2001 by N.Vittal, Central Vigilance Commissioner.
6. “Swami Vivekananda’s Rousing call to Hindu Nation”: EKnath Ranade (1991) Centenary Publication
7. Radhakrishnan, S. “Religion and culture” (1968), Orient Paperbacks, New Delhi.