



**CHENNAIS AMIRTA**

INTERNATIONAL INSTITUTE OF HOTEL MANAGEMENT

&



**ALAGAPPA UNIVERSITY**

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

**3<sup>rd</sup> YEAR**

**SYLLABUS**



**B.Sc., CATERING AND HOTEL ADMINISTRATION**  
**3<sup>rd</sup> YEAR**

Semester	Sub Code	Subject	Credits	hours	Int., Max	Ext., Max	Total
V	51	Principles of Management	3	2	25	75	100
	52	Food and Beverage Management	5	6	25	75	100
	53	Accommodation Management	5	6	25	75	100
	54	Advanced Food Production Practical	5	8	25	75	100
	55	<b>Electives</b> 1. Food Production and Patisserie 2. Food and Beverage Service 3. Housekeeping 4. Front Office	5	4	25	75	100
	56	Project Work	5	4	25	75	100
VI	61	<b>Internship (Industrial Practicum)</b>	5	30	25	75	100
		<b>Total</b>	<b>140</b>	<b>180</b>			<b>3200</b>

## **51 PRINCIPLES OF MANAGEMENT**

### **UNIT - I INTRODUCTION TO BUSINESS AND MANAGEMENT**

- Meaning, definition, characteristics, objectives, functions and scope of business
- Meaning, definition, nature and characteristics, scope and functional areas of Management, Process of Management
- Levels of management
- Management a science or art or profession
- Management and administration
- Principles of management
- Social responsibility of business and ethics

### **UNIT – II PLANNING**

- Meaning, objectives, nature, advantages and limitations
- Planning purpose
- Types of plans (meaning only-single & multi-use plans)
- Decision making – importance and steps- MBO & MBE (meaning only)

### **UNIT – III ORGANIZING**

- Meaning, nature and purpose
- Principles of organizing
- Types of organizations – Line, Staff, Line and Staff, Matrix and Committees
- Basis of Departmentation
- Delegation of authority and responsibility -Centralization Vs Decentralization - span of control.

### **UNIT – IV STAFFING AND DIRECTING**

- Meaning, definition, nature and importance of Staffing
- Staffing process
- Sources of recruitment
- Training: Meaning, Need and Methods

- Meaning and nature of directing
- Leadership: meaning, functions and styles
- Motivation: meaning and importance
- Communication: Meaning, Process and barriers to communication
- Co-ordination: meaning, importance and techniques.

#### **UNIT - V CONTROL AND MODERN TRENDS IN MANAGEMENT**

- Meaning, definition and importance
- Steps in establishing control and essentials of a sound control system
- Techniques of control (CPM, PERT- meaning only).
- Concepts of Total Quality Management (meaning only)
- Concepts of Kaizen (meaning only)
- Concepts of Just in Time (JIT)management (meaning only)
- Strategic Management (meaning only)

#### **BOOKS FOR REFERENCE**

1. Koontz & O'Donnell, Management
2. Appanniah & Reddy, Essentials of Management
3. M.Prasad, Principles of Management
4. Rustum & Davan, principles and practice of Management
5. Srinivasan & Chunawalla, Management Principles and Practice
6. J.S.Chandran, Management Concepts and Strategies
7. Sharma & Gupta, Principles of Management.

## **52 FOOD AND BEVERAGE MANAGEMENT**

### **UNIT - I KITCHEN PLANNING AND PURCHASING**

- Sections of the kitchen with layout and functions
- Production workflow
- Planning of Kitchen Spaces
- Layout of a large quantity kitchen and satellite kitchen
- Planning of Storage Spaces
- Principles of material management
- Standard purchase specifications,
- Purchasing procedure-Principles of purchasing, methods of purchasing, requisition, ordering, receiving

### **UNIT – II STORAGE OF FOOD MATERIAL, MENU PLANNING AND FOOD PRESENTATION**

- Principles of Storage - dry storage and cold storage
- Methods of issuing
- Layout of storage areas
- Temperature for storing perishables & non-perishable foods
- Menu designing for
- Restaurants-Specialty and fast food
- Buffets
- Banquets
- Presentation of food for Restaurants-Plate presentation
- Buffets
- Banquets

### **UNIT – III FOOD PRODUCTION SYSTEMS AND FINANCIAL MANAGEMENT**

- Principles of large scale commercial cooking
- Rechauffe – effective use of leftovers.
- Catering systems
- Cook Chill Systems-definition, procedure, advantages and disadvantages
- Cook Freeze System –definition, procedure, advantages and disadvantages
- Sous Vide- definition, procedure, advantages and disadvantages
- Concepts of cost
- Food Cost- Formulas and calculation
- Cost Control-Portion control, yield management and standard recipe
- Pricing

#### **UNIT – IV AN OVERVIEW OF BEVERAGE, BAR MANAGEMENT AND MENU ENGINEERING**

- Introduction to beverage management
- The hospitality industry and its products
- Compiling various wine and drink lists
- Inventory, Storage, Bar stock taking and inventory, Determining stock levels
- Bar frauds and best practices
- Books and records in bar
- Definition and objective of menu engineering
- Analysis and action

#### **UNIT – V Facility Planning and Design of Service areas, Revenue Management, Recent concerns and trends**

- F & B Function areas
- Food service outlets
- Lounges and bars
- Conference, banqueting and function rooms
- Budgeting
- Forecasting
- Restaurant Revenue Management
- Future of quick service restaurants
- Concepts of dining practices
- Technology in Food and Beverage industry

#### **REFERENCE BOOKS:**

1. Food and Beverage Service – Dennis Lillicrap
2. The Beverage Book – Andrew Durkan and John Cousins
3. Wine Appreciation – Richard P Vine
4. The complete guide to cocktails and drinks – Stuart Walton
5. The Hospitality Managers Guide to Wines Beers and Spirits – Albert W.A.Schmid

## **53 ACCOMMODATION MANAGEMENT**

### **UNIT I PLANNING AND EVALUATING FRONT OFFICE OPERATIONS**

- Setting Room Rates – Hubbart Formula, Rule-of-thumb approach, Market condition approach
- Forecasting Room Availability
- Useful forecasting data
- Forecast Formula
- Types of forecast
- Forecast forms
- Factors for evaluating Front Office Operations

### **UNIT – II BUDGETING**

- Types of budget and budget cycle
- Making Front Office budget
- Factors affecting budget planning
- Capital and operations budget for front office
- Advantages and disadvantages of budgeting

### **UNIT – III YIELD MANAGEMENT**

- Concept and importance of yield management
- Applications of yield management in Hotel Industry
- Capacity Management
- Discount allocation
- Duration control
- Measuring yield
- Potential high and low demand tactics
- Yield management software
- Yield management team

### **UNIT – IV MANAGERIAL INSIGHTS IN HOUSEKEEPING**

- Time and motion study in housekeeping
- Preparation of duty chart for housekeeping staff
- Team spirit in Housekeeping
- Budgeting
- Standard operating Procedures
- Security from Theft in housekeeping department
- Managerial styles in Housekeeping

### **UNIT – V TRENDS IN HOUSEKEEPING**

- Interior designing
- Green Housekeeping
- Outsourcing Housekeeping
- Training in Housekeeping department – Objectives of training, benefits and types
- Swimming pool management – Components of a swimming pool system, pool size and shape, water clarity, type of filters and how they work, the backwashing cycle, algae, chloramines, pool equipments

### **REFERENCE BOOKS**

- Thomas JA Jones, *Professional Management of Housekeeping Operations*, 5<sup>th</sup>edn, (John Wiley & Sons, New Jersey, 2008)
- Matt A Casado, *Housekeeping Management*, (Wiley & Sons, 2011)
- Malini Singh, Jaya B George, *Housekeeping: Operations, Design and Management*, Jaico Publishing House, 2008
- Dr. Jagmohan Negi, *Hospitality Reception and Front Office*, (S Chand and Company, 2013)



## 54 ADVANCED FOOD PRODUCTION PRACTICAL

### **MENU 01**

- Consommé Carmen
- Poulet Sauté Chasseur
- Pommes Loretta
- Haricots Verts

### **MENU 02**

- Bisque D'écrevisse
- Escalope De Veau viennoise
- Pommes Batailles
- Epinards au Gratin

### **MENU 03**

- Crème Du Barry
- Darne De Saumon Grille
- Sauce paloise
- Pommes Fondant
- Petits Pois A La Flamande

### **MENU 04**

- Veloute Dame Blanche
- Cote De Porc Charcuterie
- Pommes De Terre A La Crème
- Carottes Glace Au Gingembre

### **MENU 05**

- Cabbage Chowder
- Poulet A La Rex
- Pommes Marguises
- Ratatouille

### **MENU 06**

- Barquettes Assortis
- Stroganoff De Boeuf
- Pommes Persilles
- Riz Pilaf

### **MENU 07**

- Duchesse Nantua
- Poulet Maryland
- Croquette Potatoes
- Banana fritters  Corn gallets



## **55 ELECTIVES**

### **1. FOOD PRODUCTION AND PATISSERIE**

#### **UNIT – I INTERNATIONAL CUISINE**

- Geographic location
- Historical background
- Staple food with regional Influences
- Specialities
- Recipes
- Equipment in relation to:
  - Great Britain
  - France
  - Italy
  - Spain & Portugal
  - Scandinavia
  - Germany
  - Middle East
  - Oriental
  - Mexican
  - Arabic

#### **UNIT – II CHINESE CUISINE**

- Introduction to Chinese foods
- Historical background
- Regional cooking styles
- Methods of cooking
- Equipment & utensils

#### **BAKERY & CONFECTIONERY**

#### **UNIT – III ICINGS & TOPPINGS**

- Varieties of icings
- Using of Icings
- Difference between icings & Toppings
- Recipes

#### **UNIT – IV FROZEN DESSERTS**

- Types and classification of Frozen desserts
- Ice-creams – Definitions
- Methods of preparation
- Additives and preservatives used in Ice-cream manufacture

#### **UNIT – V MERINGUES**

- Making of Meringues

#### **REFERENCE BOOK:**

- 1. Theory of cookery by Krishna Arora
- 2. Professional Chef – The Art of Fine Cooking by Arvind Saraswat.

## **2. FOOD AND BEVERAGE SERVICE**

#### **UNIT – I FOOD & BEVERAGE STAFF ORGANISATION**

- Categories of staff
- Hierarchy
- Job description and specification
- Duty roaster

#### **UNIT – II MANAGING FOOD & BEVERAGE OUTLET**

- Supervisory skills
- Developing efficiency
- Standard Operating Procedure

#### **UNIT – III BAR OPERATIONS**

- Types of Bar
- Cocktail
- Dispense
- Area of Bar
- Front Bar
- Back Bar
- Under Bar (Speed Rack, Garnish Container, Ice well etc.)
- Bar Stock
- Bar Control
- Bar Staffing
- Opening and closing duties

## **3. HOUSEKEEPING**

#### **UNIT – I SAFETY AND SECURITY**

- Safety awareness and accident prevention
- Fire safety and fire fighting
- Crime prevention and dealing with emergency situation



## **UNIT – II INTERIOR DECORATION**

- Elements of design
- Colour and its role in décor –types of colour schemes
- Windows and window treatment
- Lighting and lighting fixtures
- Floor finishes
- Carpets
- Furniture and fittings
- Accessories

## **UNIT – III LAYOUT OF GUEST ROOMS**

- Sizes of rooms, sizes of furniture, furniture arrangement
- Principles of design
- Refurbishing and redecoration

## **UNIT – IV NEW PROPERTY COUNTDOWN**

- Identifying land for construction
- Identifying builders
- Flow of work
- Materials and supplies
- The projects team
- Staffing
- Branding the property

## **UNIT – V**

- Materials and supplies
- The projects team
- Staffing
- Branding the property

## **REFERENCE BOOKS**

- Thomas JA Jones, *Professional Management of Housekeeping Operations*, 5<sup>th</sup>edn, (John Wiley & Sons, New Jersey, 2008)
- Matt A Casado, *Housekeeping Management*, (Wiley & Sons, 2011)



## **4. FRONT OFFICE**

### **UNIT – I YIELD MANAGEMENT**

- Concept and importance
- Applicability to rooms division
- Capacity management
- Discount allocation
- Duration control
- Measurement yield
- Potential high and low demand tactics
- Yield management software
- Yield management team

### **UNIT – II TIMESHARE & VACATION OWNERSHIP**

- Definition and types of timeshare options
- Difficulties faced in marketing timeshare business
- Advantages & disadvantages of timeshare business
- Exchange companies -Resort Condominium International, Intervals International
- How to improve the timeshare / referral/condominium concept in India- Government's role/industry role

### **UNIT – III SECURITY AND LODGING INDUSTRY**

- Developing the security program.
- Management role in security.
- Setting up the security program.
- Security and law

### **UNIT – IV ACCOMMODATION FACILITY PLANNING**

- Planning the Front Office Layout
- Ergonomics
- Lobby layout
- Front Desk layout
- Bell Desk layout
- Back Office layout
- Planning and design.
- Room dimensions (length, width, height, space management)
- Facilities and services for disabled guest room.
- Balconies and terraces
- Eva floor
- Work ergonomics
- Bathroom layout
- Fitting and fixtures
- Disabled guest bathroom features

## **UNIT V RELATED CASE STUDIES IN FRONT OFFICE**

### **REFERENCE BOOKS**

- Robert Woods et al., *Professional Front Office Management*, 1<sup>st</sup>edn, (Pearson Publications: Essex, 2014)
- JatashankarTiwari, *Hotel Front Office: Operations and Management*, (Oxford: New Delhi, 2016)

## **56 PROJECT WORK**

### **Objectives:**

The objective of research is to seek answers to problems through application of scientific methodology which guarantees that information collected is reliable and unbiased. This information is utilised to make conclusions and recommend solutions. The elements that are to be kept in mind while undertaking research is deciding a relevant topic, feasibility, coverage, accuracy and research, objectivity and ethics.

Students will work closely with their supervisor and develop mutually working relationship to initiate the research which would involve preparing an outline and preliminary collection of data. The supervisor will guide the student in framing and planning the research project and the methodology to be adopted in collection of data, through interviews, telephones, mailers etc. while the student on their part will expose themselves to research of the topic through meetings, interviews, internet search, library etc. The student should generally produce all material in word processed or typed format so that the presentation is neat and legible. Student must inform their supervisor or other people with whom their work is being discussed. The research should be planned to minimise time wastage and a clear time scale should be put in place. The research should really spell out the objective, its findings, the methodology adopted, its conclusions and recommendations. The student and supervisor will work together to prepare synopsis of the research.

One hour per week has been allocated for the purpose and students alongwith the supervisor must regularly interact during this period. The final preparation and presentation would be done before a panel of internal and external examiners through a report and viva voce.

### **MODE OF EVALUATION**

Pre-preparation of the project / Attendance 25 marks

Viva 25 marks

Project report 50 marks

**TOTAL MARKS 100 MARKS**

## **SEMESTER – VI**

### **61 Internship (Industrial Practicum)**

#### **TYPE OF REPORT**

The report should be based on the compulsory 16 weeks/100 days of training to be completed from January to April of Sixth semester in a hotel of repute (preferable of a 3 star, 4 star or a 5 star property). A student log book should be maintained by every student during the training period. The student should note down on the daily basis the task performed/ observed, methodology involved and points to note and assessed daily by the supervisor / manager. Using the Information contained in the log book and under the guidance of faculty member of college in which the student is studying, the student should cover the entire operation of the hotel and inter - organizational SWOT (STRENGTH, WEAKNESS, OPPORTUNITIES, AND THREATS) analysis.

**A Minimum of 90% of Attendance is compulsory for the successful completion of the training programme.**

#### **FORMULATION**

The length of the report may be about 150 to 160 double spaced typed, printed (black and white) A-4 Size pages (excluding appendices and exhibits).10% variation on the either side is permissible.

#### **LIST OF CONTENT OF THE REPORT**

A Copy Of The Training Certificate Attested By Principal Of The College

Acknowledgement

#### **Project Preface**

Chapter -1 Introduction

Chapter -2 Scope, Objective, Methodology & Limitations

Chapter -3 Profile Of The Place And Hotel

Chapter -4 Departmental Classification Of Hotel

Chapter -5 Detailed Operations Of Each Department Of Hotel

Chapter -6 Swot Analysis Of Hotel

Chapter -7 Conclusion

Bibliography

List Of Annexure/Exhibits

#### **Submission of Report**

One typed (duly signed by faculty guide and principle of the college) copy of the report is to be submitted in person, by the student, to the examiner at the time of viva voce. Project submitted later than that will not be accepted.





1. Original training certificate
  2. University copy & student 's copy of project report ( duly signed by the faculty guide and principle of the college)
  3. Students log book ( duly signed by Training Manager/ HRManager OR equivalent)
  4. Examination Hall ticket.
  5. College identity card
  6. Dress code : College uniform
- STUDENTS WHO DO NOT CONFORM TO THE ABOVE WILL NOT BE EXAMINED**

### **PROJECT EVALUATION**

Project report will be valued by the Examiner appointed by the University.

### **MODE OF EVALUATION**

Log book 25 marks

Viva 25 marks

Project report 50 marks

### **TOTAL MARKS 100 MARKS**

#### **NOTE**

- Marks for the log book should be awarded by the Project guide appointed by the College.
- Panel of evaluation will consist of two members. One will evaluate the Project and other will evaluate the Presentation. The project viva voce will be conducted by both members of the Panel. Total time allotted for the above should not exceed 10 minutes.
- The presentation could be done on OHP sheets or as a Powerpoint presentation using a computer or a laptop connected to LCD depending upon the available resources of the examiner. The students could show it in their personal laptop also.