



CHENNAIS AMIRTA

INTERNATIONAL INSTITUTE OF HOTEL MANAGEMENT

&



ALAGAPPA UNIVERSITY

**DIPLOMA IN CATERING AND
HOTEL ADMINISTRATION**

**1st YEAR
SYLLABUS**



CHENNAIS AMIRTA
INTERNATIONAL INSTITUTE OF HOTEL MANAGEMENT

Diploma in Catering and Hotel Administration

1ST YEAR

Semester	Sub Code	Subject	No. of Credits	Int., Max	Ext., Max	Total
I	11	Part-I Communicative English Practical	4	25	75	100
I	12	Basic Food Production and Patisserie	5	25	75	100
I	13	Basic Food and Beverage Service	5	25	75	100
I	14	Basic Food Production Practical	5	25	75	100
I	15	Basic Food and Beverage Service Practical	5	25	75	100
II	21	Basic Front Office Operations	5	25	75	100
II	22	Basic Accommodation Operation	5	25	75	100
II	23	Basic Front Office Operations Practical	5	25	75	100
II	24	Basic Accommodation Operation Practical	5	25	75	100
II	25	Environmental Studies	4	25	75	100

11 - COMMUNICATIVE ENGLISH PRACTICAL

1. Practice of writing essays
2. Practice of letter writing
3. Speech improvement: Pronunciation, Stress, Accent, Common phonetic Difficulties
4. Self introduction
5. Speaking to superiors
6. Speaking to celebrity
7. Speaking to subordinates
8. Long Sentence Formation & Dialogues
 - Dialogues In – Front Office – Food & Beverage Outlet – House Keeping – Bus Stand – Railway Station – Bank – Airport.
9. Preparing a speech
10. Public speaking
11. Etiquettes and manners
12. Group discussion.

Reference:

1. Business Communication - Rhoda Doctor & Aspi Doctor
2. Communication Media - Angela Wadia
3. Business English - Bal & Nagamia

12 BASIC FOOD PRODUCTION AND PATISSERIE

UNIT - I PROFESSIONAL STANDARDS, ETHICS FOR FOOD HANDLERS AND COMMODITIES

- Personal hygiene
- General kitchen hygiene and sanitation
- HACCP (Hazard Analysis and Critical Control Points)
- Ethics in the kitchen
- Classification of Ingredients
- Characteristics of Ingredients
- Uses of Ingredients
- Food and its relation to health
- Definition of Basal Metabolism
- Major nutrients – functions, sources and deficiency of Carbohydrates, Proteins, Fat, Vitamins, Minerals, Water and Fibre

UNIT – II COOKING FUELS, KITCHEN EQUIPMENT AND PROCESSING OF COMMODITIES

- Types of cooking fuels
- Uses of cooking fuels
- Safety precautions
- Classification of Kitchen Equipment
- Uses of Kitchen Equipment
- Care and maintenance
- Cleaning and pre-preparation of food commodities
- Quality points & cuts of fruit ,vegetables, fish, lamb, beef, pork, poultry and game

UNIT - III METHODS OF COOKING AND ART OF COOKERY

- Classification, principles, equipment required, commodities that can be used,
- Menu examples for - Boiling, Steaming, Poaching, Blanching Sautéing, Grilling, Roasting, Baking Braising, Broiling, Microwaving, Frying. Stewing and En Papillote.
- Styles of Cookery-Oriental/Asian/European/Continental/Pan American
- History and Development of Modern Cuisine-Classical and Contemporary

UNIT – IV STOCKS, SAUCES AND SOUPS

- Types of Stocks, Mirepoix, Bouquet Garni, & its Uses
- Basic mother sauces, derivatives, Thickening agents used in sauces rectification of faulty sauces, miscellaneous sauces & Gravies, Jus roti and Jus lie
- Soups– Classification, principles, garnishing and accompaniments
- Popular international soups

UNIT – V BAKERY AND CONFECTIONERY

- Role of ingredients in baking
- Types of Dough-Bread
- Types of batters-pancakes
- Types of Breads-Names and description of Breakfast, Lunch, Snack and International breads
- Glossary of Bakery Terms

REFERENCE BOOKS:

1. Modern Cookery – Thangam E. Philip
2. Practical Cookery – Kinton & Ceserani
3. Cookery Year Book – Readers Digest
4. Theory of Catering – Mrs. K Arora
5. A Taste of India – Madhur Jeffrey
6. Eat Better Live Better – Readers Digest
7. World wide Cook Book – Marshall Cavendish The World Encyclopedia of Food – I – Partick Loyal J.M.

13 BASIC FOOD AND BEVERAGE SERVICE

UNIT – I Food & Beverage Service Industry

- Introduction to Food and Beverage Service
- Types of catering operations– commercial, welfare, transport, others
- Attributes of Food& Beverage Service Personnel
- Food & Beverage Service organization
- Organization of the F & B Department
- Job Specifications for the F & B Department
- Job Descriptions (Directeur de Restaurant (Restaurant Manager), Maitred’hotel (Sr. Captain), Chef de Rang (Station waiter), Busboy, Hostess, Sommelier (Wine waiter), RSOT, Chef d’etage (Floor Waiter)

UNIT – II - Food & Beverage Service outlets and Equipments

- Restaurant, Coffee Shop, Room Service, Bar, Banquets
- Furniture
- Linen
- Crockery
- Silverware
- Glassware
- Disposables
- Special Equipment (Trolleys, Electrical equipment etc)

UNIT – III Types of service and Menu Planning

- Table Service- French, Russian, English, American, Silver
- Assisted service-carvery, Buffet
- Self-service, cafeteria
- Specialized service-gueridon, automated, tray, trolley etc.
- Introduction to Menu Planning
- Types of menus
- Rules to be observed while planning menus
- Classical French Menu - 13 courses
- Menu Terms
- Food and its accompaniments with cover
- Basics of Menu Design
- Types – Continental, English, Buffet, Indian and Cover set up and service

UNIT – IV Non Alcoholic Beverages

- Classification
- Hot Beverages – Tea, Coffee, Cocoa - production, types, brand names and service
- Cold Beverages – waters, juices, milk based, syrups, squashes, aerated – types, brands and service
- Layout and design
- Cycle of service

UNIT – V Function catering and Buffet

- Types of functions
- Banquet menu
- Table and seating plans
- Booking procedure with forms and formats- BFC, Booking Diary, Function of the Day
- Banquet seating calculation
- Introduction to Buffet
- Types of Buffet services– Finger, Fork, sit down
- Types of Buffet – Themes
- Equipment

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.

14 BASIC FOOD PRODUCTION PRACTICAL

- i) Equipments - Identification, Description, Uses & handling
- ii) Hygiene - Kitchen etiquettes, Practices & knife handling
- iii) Safety and security in kitchen

- 1
 - i) Vegetables - classification
 - ii) Cuts - julienne, jardinière, macedoines, brunoise, payssane, mignonnete, dices, cubes, shred, mirepoix
 - iii) Preparation of salad dressings
- 2 Identification and Selection of Ingredients - Qualitative and quantitative measures.
- 3
 - i) Basic Cooking methods and pre-preparations
 - ii) Blanching of Tomatoes and Capsicum
 - iii) Preparation of concasse
 - iv) Boiling (potatoes, Beans, Cauliflower, etc)
 - v) Frying - (deep frying, shallow frying, sautéing) Aubergines, Potatoes, etc.
 - vi) Braising - Onions, Leeks, Cabbage
 - vii) Starch cooking (Rice, Pasta, Potatoes)

Stocks - Types of stocks (White and Brown stock)

- i) Fish stock
- ii) Emergency stock
- iii) Fungi stock

Sauces - Basic mother sauces

- Béchamel
- Espagnole
- Veloute
- Hollandai
- Mayonnais
- Tomato

- 6 Egg cookery - Preparation of variety of egg dishes
 - Boiled (Soft & Hard)
 - Fried (Sunny side up, Single fried, Bull's Eye, Double fried)
 - Poaches
 - Scrambled
 - Omelette (Plain, Stuffed, Spanish)
 - En cocotte (eggs Benedict)

- 7 Demonstration & Preparation of simple menu
- 8 Simple Salads & Soups:
 - Cole slaw,
 - Potato salad,
 - Beet root salad,
 - Green salad,
 - Fruit salad,
- 9 Meat – Identification of various cuts, Carcass demonstration
 - Preparation of basic cuts-Lamb and Pork Chops , Tornado, Fillet, Steaks and Escalope
 - Fish-Identification & Classification
 - Cuts and Folds of fish Demonstrations & simple applications
- 10 Identification, Selection and processing of Meat, Fish and poultry.
- 11 Slaughtering and dressing
Demonstrations at the site in local Area/Slaughtering house/Market
- 12 Preparation of menu

Salads & soups-

- waldrof salad, Fruit salad, Russian salad, salade nicoise, Cream (Spinach, Vegetable, Tomato),
- Puree (Lentil, Peas Carrot), International soups

Chicken, Mutton and Fish Preparations-

- Fish orly, a la anglaise, colbert, meuniere, poached,baked
- Entrée-Lamb stew, hot pot, shepherd's pie, grilled steaks & lamb/Pork chops, Roast chicken, grilled chicken, Leg of Lamb, Beef

Simple potato preparations-

- Basic potato dishes

Vegetable preparations-

- Basic vegetable dishes

Indian cookery-

- Rice dishes, Breads, Main course, Basic Vegetables,
- Paneer Preparations Demonstration by instructor and applications by students

BAKERY PRACTICAL

- 1 Equipments
 - Identification
 - Uses and handling
 - Ingredients – Qualitative and quantitative measures
- 2 **BREAD MAKING**
 - Demonstration & Preparation of Simple and enriched bread recipes
 - Bread Loaf (White and Brown)
 - Bread Rolls (Various shapes)
 - French Bread
 - Brioche
- 3 **SIMPLE CAKES**
 - Demonstration & Preparation of Simple and enriched Cakes, recipes
 - Sponge, Genoise, Fatless, Swiss roll
 - Fruit Cake
 - Rich Cakes
 - Dundee
 - Madeira
- 4 **SIMPLE COOKIES**
 - Demonstration and Preparation of simple cookies like
 - Nan Khatai
 - Golden Goodies
 - Melting moments
 - Swiss tart
 - Tri colour biscuits
 - Chocolate chip
 - Cookies
 - Chocolate Cream Fingers
 - Bachelor Buttons.
- 5 **HOT / COLD DESSERTS**
 - Caramel Custard,
 - Bread and Butter Pudding
 - Queen of Pudding
 - Soufflé – Lemon / Pineapple
 - Mousse (Chocolate Coffee)
 - Bavaroise
 - Diplomat Pudding

- Apricot Pudding
- Steamed Pudding - Albert Pudding, Cabinet Pudding.

1 PASTRY:

Demonstration and Preparation of dishes using varieties of Pastry

- Short Crust – Jam tarts, Turnovers
- Laminated – Palmiers, Khara Biscuits, Danish Pastry, Cream Horns
- Choux Paste – Eclairs, Profiteroles

2 COLD SWEET

- Honeycomb mould
- Butterscotch sponge
- Coffee mousse
- Lemon sponge
- Trifle
- Blancmange
- Chocolate mousse
- Lemon soufflé

3 HOT SWEET

- Bread & butter pudding
- Caramel custard
- Albert pudding
- Christmas pudding

4 INDIAN SWEETS

Simple ones such as chicoti, gajjar halwa, kheer



15 BASIC FOOD AND BEVERAGE SERVICE PRACTICAL

S.NO	PRACTICALS
01	Food Service areas – Induction & Profile of the areas
02	Ancillary F&B Service areas – Induction & Profile of the areas
03	Familiarization of F&B Service equipment
04	Care & Maintenance of F&B Service equipment
05	Cleaning / polishing of EPNS items by: - Plate Powder method - Polivit method - Silver Dip method - Burnishing Machine
06	Basic Technical Skills Task-01: Holding Service Spoon & Fork Task-02: Carrying a Tray / Salver Task-03: Laying a Table Cloth Task-04: Changing a Table Cloth during service Task-05: Placing meal plates & Clearing soiled plates Task-06: Stocking Sideboard Task-07: Service of Water Task-08: Using Service Plate & Crumbing Down Task-09: Napkin Folds Task-10: Changing dirty ashtray Task-11: Cleaning & polishing glassware
07	Tea – Preparation & Service
08	Coffee - Preparation & Service
09	Juices & Soft Drinks - Preparation & Service <input type="checkbox"/> Mocktails <input type="checkbox"/> Juices, Soft drinks, Mineral water, Tonic water
10	Cocoa & Malted Beverages – Preparation & Service

TABLE LAY-UP & SERVICE

- Task-01: A La Carte Cover
- Task-02: Table d' Hote Cover
- Task-03: English Breakfast Cover
- Task-04: American Breakfast Cover
- Task-05: Continental Breakfast Cover
- Task-06: Indian Breakfast Cover
- Task-07: Afternoon Tea Cover
- Task-08: High Tea Cover



TRAY/TROLLEY SET-UP & SERVICE

- Task-01: Room Service Tray Setup
- Task-02: Room Service Trolley Setup

PREPARATION FOR SERVICE (RESTAURANT)

- A. Organizing Mise-en-scene
- B. Organizing Mise-en-Place
- C. Opening, Operating & Closing duties

PROCEDURE FOR SERVICE OF A MEAL

- Task-01: Taking Guest Reservations
- Task-02: Receiving & Seating of Guests
- Task-03: Order taking & Recording
- Task-04: Order processing (passing orders to the kitchen)
- Task-05: Sequence of service
- Task-06: Presentation & Encashing the Bill
- Task-07: Presenting & collecting Guest comment cards
- Task-08: Seeing off the Guests

Social Skills

- Task-01: Handling Guest Complaints
- Task-02: Telephone manners
- Task-03: Dining & Service etiquettes

Special Food Service - (Cover, Accompaniments & Service)

- Task-01: Classical Hors d'oeuvre
 - Oysters
 - Caviar
 - Smoked Salmon
 - Pate de Foie Gras
 - Snails
 - Melon
 - Grapefruit
 - Asparagus
- Task-02: Cheese
- Task-03: Dessert (Fresh Fruit & Nuts)

Service of Tobacco

- Cigarettes & Cigars

Restaurant French:

- Restaurant Vocabulary (English & French)
- French Classical Menu Planning
- French for Receiving, Greeting & Seating Guests
- French related to taking order & description of dishes

21 BASIC FRONT OFFICE OPERATION

Unit 1 INTRODUCTION TO TOURISM SECTOR

- Tourism – Definition
- Types of Tourism
- Various benefits of tourism
- Different components of Tourism
- Tourists places in India

Unit – II HOTEL INDUSTRY – GROWTH AND PROGRESS

- Historical Background of the Hospitality industry
- Development and growth of hotel industry in India.
- Classification of Hotels based on location, length of stay, star rating and size of the hotel
- Alternative accommodations
- Types of operation – owner operated, partnership, Company owned, Referral hotels, Franchise, management contracts, chain hotels.
- Organizational structure of medium 50 – 200rooms and large hotels (more than 200 rooms)

Unit – III FACETS OF FRONT OFFICE DEPARTMENT

- Introduction and Importance of Front Office
- Layout of front office & different equipment in front office
- Hierarchy of front office staff for medium and large hotel – duties and responsibilities of front office personnel.
- Ideal qualities and attributes for a Receptionist with emphasis on personal grooming and rules of the House for the front office staff.
- Types of rooms
- Tariff – Definition, Basis of charging, Tariff fixation, Tariff card, Types of Rates
- Types of plans – European, Continental, American, Modified American, Bermuda Plan
- Departments and Sections with which Front Office communicates and co-ordinates

Unit – IV ROOM RESERVATIONS AND FORMALITIES

- Importance of reservation
- Sources and Modes of reservation
- Central reservation system, global distribution system, reservation network.
- Types of reservation.
- Group reservation
- Reservation records
- Reservation confirmation, amendment and cancellation.
- Overbooking
- Potential reservation problems.

Unit – V GUEST REGISTRATION AND PROCEDURES

- Receiving, Welcoming and Greeting of Guest and Assigning of rooms.
- Upselling
- Pre – registration
- Registration of guest & (FIT's Group, VIPs)
- Rooming a guest
- Knowledge of room locations, blocking of rooms, issuing the room keys.
- In room check – in, Self registration.
- Records and registers related to Registration

REFERENCE BOOKS

1. Robert Woods et al., *Professional Front Office Management*, 1stedn, (Pearson Publications: Essex, 2014)
2. JatashankarTiwari, *Hotel Front Office: Operations and Management*, (Oxford: New Delhi, 2016)
3. AnutoshBhakta, *Professional Hotel Front Office Management*, (Tata McGraw Hill: New Delhi, 2012)
4. Misra&Sadual, *Basics of Tourism Management*, (Excel Books: New Delhi, 2008)

22 BASIC ACCOMMODATION OPERATION

Unit – 1 HOUSEKEEPING DEPARTMENT – SIGNIFICANCE, PEOPLE AND RELEVENCE

- Role of House Keeping in hospitality industry
- Lay out and organizational structure of housekeeping department
- Qualities of housekeeping staff
- Job description of housekeeping personnel
- Inter Departmental relationship

Unit - II CLEANING ORGANIZATION

- Classification and types of Manuel and Mechanical equipments with diagram
- Mechanical
- Care and use of the equipments
- Machine room
- Floor pantry
- Godowns
- House Keeping Stores
- Cleaning agents
(Importance of cleaning - The nature of soiling, Water, Chemical make up of cleaning agents, Detergents, Acid cleaners, Alkaline cleaners, Solvent cleaners, Disinfectants, Deodorant, Laundry aids, Polishers and Floor seals).
- Use, care and storage of cleaning agents
- Distribution and storage

UNIT III OPERATIONAL AREAS AND CLEANING PROCEDURES

- Operational areas of housekeeping department
- Cleaning procedures and frequency
- Daily cleaning –schedules and records
Guest rooms, Check out room, Occupied room, Vacant room, Evening service, Super Room Cleaning
- Public areas – schedules and records
Corridors, Pool area, Office area, Lobby, Lounge, F&B outlets, Shopping arcade, Health club, Elevators/Escalators
- Weekly cleaning, Periodic cleaning, Special cleaning –schedules and records

UNIT IV OPERATIONAL PROCEDURES

- Floor Operations - Rules on a Guest Floor and Bed Making, Standard supplies provided in the guest rooms – Normal, VIPs - Supplies on request
- Special services, Baby-sitting, Second service, Freshen up service, Valet service
- Preparing a red slip

UNIT – V SPECIAL SERVICES

- Key handling procedures
- Lost and found, missing
- damaged procedures and records

REFERENCE BOOKS

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

23 BASIC FRONT OFFICE OPERATION PRACTICAL

- Appraisal of Front Office equipments
- Receiving the guests
- Ushering guests
- Handling guest queries
- Filling up of various proforma
- Telephone handling
- Role plays : Reservations, arrivals, luggage handling, paging
- Planning layout of front office for different hotels
- Designing Tariff cards
- Rooming a guest

24 BASIC ACCOMMODATION OPERATION PRACTICAL

- Drawing layouts of guest rooms
- Identifying guest room supplies
- Preparing models of guest rooms
- Practice using various cleaning equipments
- Practice using various cleaning agents
- Public area cleaning
Floor, Walls, Wood, Brass, Silver, Glass etc
- Maid's trolley

25 - ENVIRONMENTAL STUDIES

UNIT - I Multidisciplinary nature of environmental studies

- Definition, scope and importance.
- Need for public awareness.

UNIT – II Natural Resources

- Renewable and non-renewable resources:
- Natural resources and associated problems.
 - a) Forest resources : Use and over-exploitation, deforestation, case studies. Timber extraction, mining, dams and their effects on forest and tribal people.
 - b) Water resources : Use and over-utilization of surface and ground water, floods, drought, conflicts over water, dams-benefits and problems.
 - c) Mineral resources : Use and exploitation, environmental effects of extracting and using mineral resources, case studies.
 - d) Food resources : World food problems, changes caused by agriculture and overgrazing, effects of modern agriculture, fertilizer-pesticide problems, water logging, salinity, case studies.
 - e) Energy resources : Growing energy needs, renewable and non renewable energy sources, use of alternate energy sources. Case studies.
 - f) Land resources : Land as a resource, land degradation, man induced landslides, soil erosion and desertification.
 - g) Role of an individual in conservation of natural resources.
 - h) Equitable use of resources for sustainable lifestyles.

UNIT – III Ecosystems

- Concept of an ecosystem.
- Structure and function of an ecosystem.
- Producers, consumers and decomposers.
- Energy flow in the ecosystem.
- Food chains, food webs and ecological pyramids.
- Introduction, types, characteristic features, structure and function of the following ecosystem :-
 - ✓ Forest ecosystem
 - ✓ Grassland ecosystem
 - ✓ Desert ecosystem
 - ✓ Aquatic ecosystems (ponds, streams, lakes, rivers, oceans, estuaries)

UNIT – IV Biodiversity and its conservation

- Introduction – Definition: genetic, species and ecosystem diversity.
- Biogeographically classification of India
- Value of biodiversity : consumptive use, productive use, social, ethical, aesthetic and option values
- Biodiversity at global, National and local levels.
- India as a mega-diversity nation
- Hot-spots of biodiversity.
- Threats to biodiversity : habitat loss, poaching of wildlife, man-wildlife conflicts.
- Endangered and endemic species of India
- Conservation of biodiversity : In-situ and Ex-situ conservation of biodiversity.

UNIT – V Environmental Pollution

a) Causes, effects and control measures of :-

- Air pollution
- Water pollution
- Soil pollution
- Marine pollution
- Noise pollution
- Thermal pollution
- Nuclear hazards

b) Solid waste Management : Causes, effects and control measures of urban and Industrial wastes.

c) Role of an individual in prevention of pollution.

d) Disaster management

- Disasters due to natural calamities such as flood, earthquake, rain, cyclone and landslides.
- Manmade disasters – crisis due to fires, accidents, strikes.
- Loss of property and life.

Reference Book:

1. Text book of Environmental studies for Undergraduate courses – Dr. Erach Bharucha.