



CHENNAIS AMIRTA

INTERNATIONAL INSTITUTE OF HOTEL MANAGEMENT

&



BHARAT SEVAK SAMAJ

**DIPLOMA IN HOTEL MANAGEMENT AND CATERING
SCIENCE - 2 YEARS**

**1st SEMESTER
SYLLABUS**



1st Semester

Semester	Subject Code	Name of the Subject	Credits	Hours	Int., Max	Ext.,	Total
						Max	
I	DFP 1001	FOOD AND BEVERAGE PRODUCTION MANAGEMENT - I	3	2	25	75	100
	DFB 1002	FOOD AND BEVERAGE SERVICE MANAGEMENT - I	3	2	25	75	100
	DAO 1003	ACCOMMODATION OPERATION MANAGEMENT - I	3	2	25	75	100
	DFOM 1004	FRONT OFFICE MANAGEMENT - I	3	2	25	75	100
	DCC 1005	COMMUNICATIVE ENGLISH AND COMPUTER FUNDAMENTALS	2	2	***	50	50
	DFP 011P	FOOD AND BEVERAGE PRODUCTION MANAGEMENT - I PRACTICAL	4	4	***	100	100
	DFB 012P	FOOD AND BEVERAGE SERVICE MANAGEMENT - I PRACTICAL	4	3	***	100	100
	DAO 013P	ACCOMMODATION OPERATION MANAGEMENT - I PRACTICAL	4	3	***	100	100
	DFO 014P	FRONT OFFICE MANAGEMENT - I PRACTICAL	4	3	***	100	100
	DCC 015P	COMMUNICATIVE ENGLISH AND COMPUTER FUNDAMENTALS - PRACTICALS	4	2	***	100	100



FOOD AND BEVERAGE PRODUCTION MANAGEMENT – I
(DFP 1001)

UNIT – I – INTRODUCTION TO PROFESSIONAL KITCHEN

- Introduction to Basic Culinary Arts
- Personal Hygiene and Grooming
- Attitude and behaviour in the Kitchen
- Layout of kitchen department
- Equipment and Fuels used in the Kitchen
- Hierarchy of Kitchen Department
- Duties and Responsibilities of an Executive Chef
- Co-ordination with other Departments

UNIT –II – AIMS AND OBJECTIVES OF COOKING

- Advantages of cooking
- Food commodities and Ingredients
- Characteristics of raw materials
 - Provisions
 - Vegetables and Fruits
 - Seafood, poultry & Red Meat
 - Egg – Structure, Selection, Uses
- Methods of Cooking

UNIT–III- HYGIENE AND SANITATION

- HACCP – Definition
- Contamination of Food
- Critical control points (CCP's) and Critical limits (CL's)
- Chopping boards – Color coding

UNIT -IV – BASIC FOOD PRODUCTION OPERATIONS

- Cuts of Vegetables, Fish, Chicken, Beef
- Stocks
- Roux
- Sauces

UNIT – V – INTRODUCTION TO INDIAN COOKING

- Ingredients – Staple food, Lentils, Spices
- Food preparation in Indian kitchens
- Accompaniments



FOOD AND BEVERAGE SERVICE MANAGEMENT – I
(DFB 1002)

UNIT – I – THE FOOD & BEVERAGE INDUSTRY

- History of Hotel Industry & Types of catering sectors
- Personal grooming
- Attributes of Food & Beverage Personnel
- Hierarchy of Food & Beverage Service

UNIT – II - FOOD & BEVERAGE SERVICE AREAS AND EQUIPMENTS

- Cutleries
- Crockery's
- Glassware
- Other equipment's

UNIT – III - INTRODUCTION TO FOOD & BEVERAGE OUTLETS

- Restaurants
- Bar / Pub
- Room service
- Coffee shop
- Banquet

UNIT – IV - CLASSIFICATION OF NON ALCOHOLIC BEVERAGES

- Types of Water
- Types of Tea
- Types of Coffee
- Juices, Squash, Cordial, Milkshakes and Smoothie

UNIT – V – THE SERVICE SEQUENCE

- Golden rules of service
- Types of Service
- Mise-en-scene, Mise-en-place
- Standard Phrases used in Food & Beverage



ACCOMMODATION OPERATION MANAGEMENT – I
(DAO 1003)

UNIT-I - THE HOUSEKEEPING DEPARTMENT

- Introduction
- Importance of Housekeeping
- Responsibilities of Housekeeping Department
- Organizational Structure
- Housekeeping personnel
- Personal attributes of Housekeeping Staff
- Lay out of the Department
- Co-ordination with other Departments

UNIT -II – HOUSEKEEPING CONTROL DESK

- Introduction
- Key control
- Forms & Formats, Records and Registers
- Handling Telephone Calls

UNIT-III - CLEANING EQUIPMENTS & AGENTS

- Cleaning equipment.
- Selection of cleaning equipment
- Storage and distribution of cleaning equipment
- Cleaning agents
- Selection of cleaning agents
- Storage of cleaning agents
- Issuing of cleaning agents

UNIT-IV- HOTEL GUEST ROOMS

- Types of Guest rooms
- Guest room status
- Guest floor rules
- Cleaning guest room
- Guest supplies

UNIT –V - CLEANING PUBLIC AREAS

- Public area Introduction
- Various areas of public area
- Cleaning procedures of Public Area



FRONT OFFICE MANAGEMENT- I **(DFO 1004)**

UNIT - I - INTRODUCTION TO THE HOSPITALITY & HOTEL INDUSTRY

- Introduction to Hospitality Industry
- Major departments of a Hotel
- Introduction to Front office department
- Functional Areas
- Layout of Front office
- Uniformed Staff

UNIT - II - CLASSIFICATION OF HOTELS

- Classification on the Basis of Size
- Classification on the Basis of Location
- Classification on the Basis of Duration of Guest Stay
- Classification on the Basis of Level of Services
- Classification on the Basis of Ownership
- Chain of hotels (Indian / International)

UNIT - III - HIERARCHY OF FRONT OFFICE.

- Organization Charts
- Qualities of Front office personnel.
- Duties and responsibilities of Front office personnel
- Various equipments in Front office

UNIT - IV - ROOM TARIFF AND HOTEL GUEST ROOMS

- Types of Guest Rooms
- Room Tariff Fixation
- Room Tariff Card
- Meal plans

UNIT V - ROOM RESERVATIONS

- Reservations
- Types of Reservation
- Modes of Reservation Inquiry
- Sources of Reservation
- Overbooking
- Reservation Reports/Amendments /Records
- Reservation Terminology



COMMUNICATIVE ENGLISH
(DCC 1005)

UNIT - I - COMMUNICATION

- What is Communication
- Communication Channel
- Types of Communication
- Barriers to Communication

UNIT - II - INTRODUCTION TO THE GRAMMAR

- Tenses
- Question Tags
- Auxiliary verbs and Questions

UNIT - III - LETTER WRITING & RESUME

- Leave Letter
- Application Letter
- Resume

UNIT - IV - CONVERSATION

UNIT - V - INTERVIEW SKILLS (PRACTICAL)



COMPUTER FUNDAMENTALS

(DCC 1005)

UNIT - I - COMPUTER FUNDAMENTALS

- Introduction to Computer
- Hardware and Software
- Input and output devices

UNIT - II - MS WORD

- Introduction
- Creating a Word document
- Editing a Word document
- Creating Tables
- Standard and formatting Toolbar

UNIT -III - POWER POINT

- Introduction
- Creating a PPT file
- Creating a Slide Show
- Exploring Internet
- What is Internet and Intranet?
- Email