



CHENNAIS AMIRTA

INTERNATIONAL INSTITUTE OF HOTEL MANAGEMENT

&



JAWAHARLAL NEHRU TECHNICAL EDUCATION

Council of Skill Development

DIPLOMA IN HOTEL OPERATIONS

**1st YEAR
SYLLABUS**



CHENNAIS AMIRTA
INTERNATIONAL INSTITUTE OF HOTEL MANAGEMENT

DIPLOMA IN HOTEL OPERATIONS

FIRST YEAR

S.NO	Subject Code	SUBJECTS	THEORY	PRACTICAL	TOTAL
1.	HMCE01	COMMUNICATIVE ENGLISH	50	50	100
2.	HM01	FRONT OFFICE	50	50	100
3.	HM02	HOUSE KEEPING	50	50	100
4.	HM03	FOOD & BEVERAGE SERVICE	50	50	100
5.	HM04	FOOD PRODUCTION	50	50	100
			250	250	500

COMMUNICATIVE ENGLISH

HMCE01

UNIT I SHARING INFORMATION RELATED TO ONE SELF/FAMILY & FRIENDS

Reading- short comprehension passages, practice in skimming-scanning and predicting-

Writing- completing sentences- developing hints.

Listening- short texts- short formal and informal conversations.

Speaking- introducing oneself - exchanging personal information- Language development- Wh- Questions- asking and answering-yes or no questions- parts of speech. - prefixes- suffixes- articles.- count/ uncountable nouns.

UNIT II GENERAL READING AND FREE WRITING

Reading - comprehension-pre-reading-post reading- comprehension questions (multiple choice questions and /or short questions/ open-ended questions)-inductive reading- short narratives and descriptions from newspapers including dialogues and conversations (also used as short Listening texts)- register-

Writing – paragraph writing- topic sentence- main ideas- free writing, short narrative descriptions using some suggested vocabulary and structures –

Listening- telephonic conversations.

Speaking – sharing information of a personal kind—greeting – taking leave- Language development – prepositions, conjunctions

UNIT III GRAMMAR AND LANGUAGE DEVELOPMENT

Reading- short texts and longer passages (close reading)

Writing- understanding text structure- use of reference words and discourse markers- coherence-jumbled sentences

Listening – listening to longer texts and filling up the table- product description- narratives from different sources.

Speaking- asking about routine actions and expressing opinions. Language development- degrees of comparison- pronouns- direct vs indirect questions-- single word substitutes- adverbs.

UNIT IV READING AND LANGUAGE DEVELOPMENT

Reading- comprehension-reading longer texts- reading different types of texts- magazines

Writing- letter writing, informal or personal letters-e-mails-conventions of personal email-

Listening- listening to dialogues or conversations and completing exercises based on them.

Speaking- speaking about oneself- speaking about one's friend- Language development- Tenses- simple present-simple past- present continuous and past continuous- synonyms-antonyms- phrasal verbs

UNIT V EXTENDED WRITING

Reading- longer texts- close reading –

Writing- brainstorming -writing short essays –developing an outline- identifying main and subordinate ideas- dialogue writing-

Listening –listening to talks- conversations-

Speaking – participating in conversations- short group conversations-Language development-modal verbs- present/ past perfect tense - -collocations- fixed and semi-fixed expressions

REFERENCES

1. Comfort, Jeremy, et al. *Speaking Effectively : Developing Speaking Skills for Business English*. Cambridge University Press, Cambridge: Reprint 2011
2. Dutt P. Kiranmai and RajeevanGeeta. *Basic Communication Skills, Foundation Books:2013*
3. Redston, Chris & Gillies Cunningham *Face2Face (Pre-intermediate Student's Book & Workbook)* Cambridge University Press, New Delhi: 2005

FRONT OFFICE (THEORY)

HM01

Unit-I : Introduction to Hotel Industry

- Growth of Hotel Industry in abroad and India,
- Organization chart of large, medium and small hotels.
- Classification of Hotels according to the length of stay, clientele, number of rooms, locations.

Unit-II : Organization of Front Office Department

- various Departments in Front Office and its importance,
- staff organization of Front Office Department,
- Job description of various staff in Front Office Department,
- Different types of Tariff and Plan.

Unit-III : Reception-Reservation

- Check In, Check out –Pre-registration,
- Checkin of reserved guest,
- Walk-in guest,
- Registration Procedure,
- Knowledge of various registers and forms used in Reception,
- Check out procedure Reservations –Types of reservations,
- Modes of reservations, Diaries and Charts used in reservation,
- Group reservation, Over Booking.

Unit-IV : Bell Desk – Staff Organization and Job Description of Bell Desk Staff

- Handling of Guest Luggage while check in & check out
- Left Luggage Procedure,
- Mail Handling, Paging. Telephones, Board (PBX, PABX,EPABX),
- Qualities of Telephone Operator,
- Wake-up call procedure.

Unit-V : Cashier – Job Description of Front Office Cashier

- Records & Ledgers maintained by the Cashier
- Visitors Tabular ledger
- Guest's weekly bill
- Allowance Voucher,
- Visitors Paid out Voucher
- Taxes, Foreign Currency Encashment

- Credit Cards, Charge slips
- Telephone Voucher
- Petty Cash Voucher Cashier report,
- Types of Guest Folio,
- Methods settling the Guest Bill –Night auditing – Functions of night auditing,
- preparing night audit reports – Front Office Terminologies.

REFERENCE BOOKS:

1. *Hotel Front Office Training Manual* – Sudhir Andrews – Tata Mc Graw Hill Publishers, New Delhi.
2. *Front Office Management* – S.K.Bhatnagar, Frank Brothers Co Ltd., Daryaganj, New Delhi.
3. *The Hotel Receptionist* – Grace Paige and Jane Paige ELBS Publications
4. *Manual of Hotel Reception* – Medlik.

House Keeping (Theory)

HM02

Unit- I:

House Keeping in Hotels Importance, Functions, Liaison with other departments, staff hierarchy, duties and responsibilities of housekeeping staff, Introduction to various sections of House Keeping like House Keeping Desk, Laundry, Linen, Horticulture, Types of Cleaning Procedures.

Unit- II:

Guest Supplies and Amenities, Bed Making, Evening Service, Types of Key and Key Control. Cleaning Equipments and Agents–Classification and types.

Unit- III:

Stain Removal & Pest Control –Definition, Importance &Classification of Stains – General Rules of stain removal –Different types of stain removing agents with examples.

Unit- IV:

Fibres & Fabrics Fibre-Introduction– Classification of Fibres – Origin &characteristics of Fibre – Methods of Construction, Knitting, Weaving (Plain, Twill, Satin, Figured, Pile, Cellular) Finishes given to Fabrics. Flower Arrangement – Purpose of Flower Arrangement, Equipments and Materials used, styles and principles of flower arrangement.

Unit- V:

Laundry - Types of Laundry - In house laundry, Out site Laundry, Contract Laundry. Flow process of Industrial Laundry, Laundry Equipments and layout of Industrial laundry – Dry cleaning& Guest laundry. Linen –Classification & sizes of various linen (Bed, Bath & Table Linen),layout of linen room / Uniform room, storage condition, inspection & issuing linen, stocktaking, par stock; inventory records.

REFERENCE BOOKS:

- 1. Hotel House Keeping Training Manual – Sudhir Andrews – Tata Me Graw Hill Publishers, New Delhi.*
- 2. Accommodation and Cleaning Services – David M. Allen, Stanley Thomas Publications.*
- 3. Professional Management of House Keeping Operations –Robert's Martin.*
- 4. Hotel, Hostel and Hospital House Keeping – Joan C.Branson &Margaret Lenox ELBS Publication.*
- 5. House Keeping Supervision Volume 1 & 2 - Jane Fellow.*

FOOD & BEVERAGE SERVICE

HM03

1 INTRODUCTION TO HOSPITALITY INDUSTRY

- Growth and development of catering industry
- Career opportunities
- Classification of catering industry
- Types of service operations

2 FOOD AND BEVERAGE SERVICE ORGANISATION

- Classification of F&B Service department in a hotel
- Staff organization of F&B Service- Department, their duties and responsibilities
- Co-ordination with other departments
- Attributes of a Waiter

3 RESTAURANT OPERATIONS

- Restaurant equipments: Types, Standard sizes, Care & Maintenance ,cleaning & Polishing
- Duties of a Waiter
- Mise-en-scene & Mise-en place
- Rules to be observed while laying at table and waiting at a table
- Guest cycle
- Types and styles of food & beverage service:

Factors to be considered while deciding upon style of service

a) Table service:

- Silver service
- American Service
- English service
- French service
- Russian service
- Gueridon service
- Bar

b) Assisted services

- Carvery
- Buffet

c) Self service

- Counter service
- Free flow
- Echelon
- Super market

d) Single point service

- Take away



- Drive through
- Fast food
- Vending
- Kiosk
- Food court
- Specialized form of service
- Tray service
- Trolley
- Home delivery
- Lounge
- Room service

4 MEALS & MENU PLANNING

- Origin and Functions of menu
- Objectives of menu planning
- Types of menu
- Courses of French classical menu
- **Types of meals:**
 - i) Early morning tea
 - ii) Breakfast(Continental, English, American, Indian)
 - iii) Brunch
 - iv) Lunch
 - v) Afternoon/High tea
 - vi) Dinner
 - vii) Supper

4.6 Non-alcoholic beverages

- a. Classification (Stimulating , Nourishing & Refreshing)
- b. Tea : Origin, manufacturing, types & brands
- c. Coffee: Origin, manufacturing, types & brands
- d. Juices & soft drinks: Brand names of juices, soft drinks, mineral water, tonic water, energy drinks
- e. Cocoa and malted beverages: Origin and manufacture

4.7 Tobacco

- i. History
- ii. Process of cigarettes, pipe tobacco and cigars
- iii. Cigars: Parts, Shapes colors, sizes, services, storage

5 SIMPLE CONTROL SYSTEMS

- Necessity of control system in a restaurants
- Functions of a control system
- Form's of KOT's and bills
- Triplicate checking system
- Cash handling equipment
- Record keeping



FOOD PRODUCTION

HM04

UNIT-1: INTRODUCTION TO COOKERY

- 1.1 Introduction: Culinary History
 - 1.1.1 Indian Regional Cuisine
 - 1.1.2 French & International Cuisines
- 1.2 Aims & Objectives of Cooking
- 1.3 Effect of cooking,
- 1.4 Characteristics of raw materials:
 - a) Salt
 - b) liquids
 - c) sweetening
 - d) fats & oils,
 - e) thickening & binding agents,
 - f) flavourings & seasonings,
 - g) spices & herbs
- 1.5 Preparation of Ingredients:
 - a) Mise-en-place
 - b) Terms used in preparation of food
- 1.6 Important terms
- 1.7 Self examination questions

UNIT-2: PRINCIPLES OF COOKING & MENU PLANNING

- 2.1 Cooking techniques
 - Methods of heat transfer
 - Different methods of cooking & their basic rules
 - Infra-red cooking
 - Microwave cooking
- 2.2 Principles of Menu Planning
 - points to be considered while planning
- 2.3 Important terms
- 2.4 Self examination short questions
- 2.5 Self examination questions

UNIT-3: UNDERSTANDING MAJOR COOKING INGREDIENTS

- 3.1 Cooking Pulses, rice & cereals
- 3.2 Vegetable cookery -
 - Classification
 - Composition
 - Cuts & dishes



- 3.3 Egg Cookery
 - Structure
 - Composition
 - Use in cookery & bakery, dishes
- 3.4 Fish cookery -
 - Classification,
 - Cuts,
 - Selection & purchase guidelines,
 - Dishes
- 3.5 Poultry & Game Cookery -
 - Classification
 - Cuts of chicken
 - Dishes
- 3.6 Meat Cookery-
 - Slaughtering stages,
 - Factors affecting quality of meat,
 - Tenderizing meat,
 - Various cuts of Beef veal & pork
- 3.7 Important terms
- 3.8 Self examination short questions
- 3.9 Self examination questions

UNIT-4: BASIC PREPARATIONS

- 4.1 Stocks
 - Definition
 - Types
 - Preparation
- 4.2 Sauces:
 - Definition
 - Types
 - Preparation & Dishes
- 4.3 Soups
 - Definition
 - Classification
 - Preparation,
 - International soups
- 4.4. Salads
 - Parts of salad,
 - Classification & types,
 - Dressings
 - Classical examples

- 4.5. Garnishes & Accompaniments
- 4.6. Important terms
- 4.7. Self examination short questions
- 4.8. Self examination questions

UNIT-5: KITCHEN OPERATIONS

- 5.1 The Hierarchy
- 5.2 Attitude towards work
- 5.3 Grooming & Personal hygiene
- 5.4 Duties & responsibilities
- 5.5 Coordination with other departments
- 5.6 Kitchen Equipment & tools
 - 5.6.1 Types
 - 5.6.2 Safety precautions
 - 5.6.3 General maintenance
- 5.7 Types of fuels & uses
- 5.8 Kitchen hazards
 - 5.8.1 Accidents
 - 5.8.2 Fire
- 5.9 Important terms
- 5.10 Self examination short questions
- 5.11 Self examination questions

UNIT-6: KITCHEN CONTROLS

- 6.1 Standard recipe system
- 6.2 Portion control
- 6.3 Food cost control
- 6.4 Waste management
- 6.5 Garbage disposal
- 6.6 Important terms
- 6.7 Self examination short questions
- 6.8 Self examination questions

UNIT-7: INTRODUCTION TO BAKERY & CONFECTIONERY

- 7.1 Basic principles of Bakery & bakery terms
- 7.2 Bread
 - 7.2.1 Role of various ingredients in bread making
 - 7.2.2 Methods of bread making
 - 7.2.3 Faults & remedies



7.3 Cakes

- 7.3.1 Types,
- 7.3.2 manufacturing process,
- 7.3.3 faults & remedies

7.4 Cookies

- 7.4.1 Types
- 7.4.2 Making
- 7.4.3 Faults & remedies

7.5 Sugar

- 7.5.1 Importance of sugar
- 7.5.2 types of sugar
- 7.5.3 various stages of sugar cookery

7.6 Important terms

7.7 Self examination short questions

7.8 Self examination questions