



CHENNAIS AMIRTA

INTERNATIONAL INSTITUTE OF HOTEL MANAGEMENT

&



EXECUTIVE DIPLOMA IN HOTEL MANAGEMENT AND CATERING SCIENCE

**1st SEMESTER
SYLLABUS**



1ST SEMESTER

Semester	Subject Code	Name of the Subject	Credits	Hours	Int., Max	Ext.,	Total
						Max	
I	EDFP 101	FOOD PRODUCTION	3	2	25	75	100
	EDFBS 102	FOOD AND BEVERAGE SERVICE	3	2	25	75	100
	EDAO 103	ACCOMMODATION OPERATIONS	3	2	25	75	100
	EDFOM 104	FRONT OFFICE MANAGEMENT	3	2	25	75	100
	EDCE 105	COMMUNICATIVE ENGLISH	2	2	***	50	50
	EDHEM 106	HOTEL ENGINEERING AND MAINTENANCE	2	2	***	50	50
	EDFP 01P	FOOD PRODUCTION - PRACTICAL	4	4	***	100	100
	EDFBS 02P	FOOD AND BEVERAGE SERVICE - PRACTICAL	4	3	***	100	100
	EDAO 03P	ACCOMMODATION OPERATION - PRACTICAL	4	2	***	100	100
	EDFOM 04P	FRONT OFFICE MANAGEMENT - PRACTICAL	4	2	***	100	100

FOOD PRODUCTION (EDFP 101)

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 & BEVERAGE SERVICE

(EDFBS 102)

UNIT – I – INTRODUCTION TO FOOD & BEVERAGE SERVICE DEPARTMENT

- History of Hotel Industry
- Sectors of the Food Service Industry
- Personal Grooming
- Attributes of Food & Beverage Service Personnel
- Hierarchy of Food & Beverage Service Department
- Coordination with other Departments

UNIT – II - FOOD & BEVERAGE SERVICE EQUIPMENTS

- Cutlery
- Crockery
- 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 – FOOD & BEVERAGE SERVICE – RULES

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



ACCOMMODATION OPERATIONS (EDA0 103)

UNIT - I - THE HOUSEKEEPING DEPARTMENT

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

UNIT - II - CLEANING EQUIPMENTS AND 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 -III - HOTEL GUEST ROOMS

- Types of Guest Rooms
- Guest Room Status
- Guest Floor Rules
- Room Entering Procedure
- Cleaning Guest Room
- Guest Supplies
- Cleaning Public Areas

UNIT-IV - LINEN

- Introduction
- Types of Linen
- Lay out of linen and Uniform room
- Planning the linen and Uniform room
- Storage of Linen
- Linen Exchange
- Par stock
- Linen control

UNIT -V - LAUNDRY

- Types of Laundry
- Laundry Equipment
- Laundry Process
- Stain Removal
- Dry- Cleaning
- Handling Guest Laundry

FRONT OFFICE MANAGEMENT

(EDFOM 104)

UNIT- I - TOURISM INDUSTRY

- Introduction to Tourism Industry
- Components of Tourism
- Types of Tourism
- Benefits of Tourism
- Famous travel Agents in India
- Tourist places in India

UNIT- II - INTRODUCTION TO THE HOSPITALITY & HOTEL INDUSTRY

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

UNIT - III - 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

UNIT - IV – HOTEL ORGANIZATION

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

UNIT - V - ROOM TARIFF AND HOTEL GUEST ROOMS

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

COMMUNICATIVE ENGLISH

(EDCE 105)

UNIT – I - BUSINESS COMMUNICATION

- Introduction to Communication
- Basics of telephone Communication
- Barriers to Communication

UNIT – II - GRAMMAR

- Tenses
- Parts of Speech
- Sentence-kinds-structure-corrections

UNIT – III - CAREER SKILLS

- Letters- Formal and Informal
- Applying for job
- Resume and effective profiling
- Cover Letters

UNIT – IV - CONVERSATIONAL SKILLS

- Conversation in different situations
- Usage of hotel vocabulary
- Idioms and phrases
- One-word substitution

UNIT – V - PRESENTATION SKILLS

- Public speaking
- Interviews
- PPT presentation
- Group discussion



HOTEL ENGINEERING AND MAINTENANCE
(EDHEM 106)

UNIT – I – INTRODUCTION ABOUT MAINTENANCE

- Introduction
- Role and Importance of Maintenance Department
- Types of Maintenance
- Organization Chart of Maintenance Department

UNIT – II – ELECTRICITY

- Introduction
- Sources of Electricity
- Circuits & Its types
- Conductors
- Insulators
- Fuses & Its Types
- DB (Distribution Board)
- UPS (Uninterrupted Power Supply)
- Lightings & Its types
- Features of incandescent lamp & Electrical Discharge lamp

UNIT – III – WATER

- Introduction
- Hardness of Water & Its types
- Disadvantages of Hard water
- Water distribution system
- Flushing System & Its types
- Water Taps & Its types

UNIT – IV – FIRE

- Introduction
- Classes of Fire, Fire Alarm & Its types
- Causes of Fire
- Fire detecting System

UNIT – V – FUEL

- Introduction
- Types of Fuels