



CHENNAIS AMIRTA

INTERNATIONAL INSTITUTE OF HOTEL MANAGEMENT

&



OPEN UNIVERSITY MALAYSIA

Institute of Professional Development

PROFESSIONAL DIPLOMA IN HOTEL MANAGEMENT AND CATERING SCIENCE

**1st SEMESTER
SYLLABUS**



1ST SEMESTER

Semester	Sub Code	Name of the Subject	Credits	hours	Int.,Max	Ext.,	Total
						Max	
I	PDFP 101	FOOD PRODUCTION	3	2	25	75	100
	PDFBS 102	FOOD AND BEVERAGE SERVICE	3	2	25	75	100
	PDAO 103	ACCOMMODATION OPERATION	3	2	25	75	100
	PDFOM 104	FRONT OFFICE MANAGEMENT	3	2	25	75	100
	PDCE 105	COMMUNICATIVE ENGLISH	2	2	***	50	50
	PDNFS 106	NUTRITION AND FOOD SCIENCE	2	2	***	50	50
	PDHEM 107	HOTEL ENGINEERING AND MAINTENANCE	2	2	***	50	50
	PDFP 11P	FOOD PRODUCTION - PRACTICAL	4	4	***	100	100
	PDFBS 12P	FOOD AND BEVERAGE SERVICE - PRACTICAL	4	3	***	100	100
	PDACO 13P	ACCOMMODATION OPERATION - PRACTICAL	4	2	***	100	100
	PDFO 14P	FRONT OFFICE MANAGEMENT - PRACTICAL	4	2	***	100	100

FOOD PRODUCTION

(PDFP 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 AND BEVERAGE SERVICE

(PDFBS 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

UNIT – II - FOOD & BEVERAGE SERVICE EQUIPMENT'S

- Cutlery
- Crockery
- Glassware
- Other Equipment's

UNIT – III - INTRODUCTION TO FOOD & BEVERAGE SERVICE OUTLETS

- Restaurants
- Bar / Pub
- Room service
- Coffee shop
- Banquets
- Quick Service Restaurants

UNIT – IV – CO-ORDINATION WITH OTHER DEPARTMENTS

- Front Office
- Housekeeping
- Food Production
- Other departments
- Ancillary departments

UNIT – V - TYPES OF SERVICE

- Golden rules of Service
- Types of Service



ACCOMMODATION OPERATION (PDAO 103)

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 - 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
- Cleaning Guest Room
- Guest Supplies
- Cleaning Public areas

UNIT-IV - LINEN

- Introduction
- The linen and Uniform room
- 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

(PDFOM 104)

UNIT - I - INTRODUCTION TO THE HOSPITALITY INDUSTRY

- Introduction to Hospitality Industry
- Major departments of a Hotel
- Introduction to Front office Department
- Chain of hotels (Indian / International)
- Layout of Front office
- Uniformed Staff

UNIT - II - 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 - 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 - FUNCTIONAL AREAS

- Bell desk
- Conceirge
- Business centre
- Travel desk
- Reservation & Telephone



COMMUNICATIVE ENGLISH (PDCE 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 - CARREER 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



NUTRITION AND FOOD SCIENCE

(PDNF 106)

UNIT – I – FOOD MICRO BIOLOGY

- Micro Organisms
- Classification
- Role of Microbes in Food Preparation
- Beneficial and Harmful Effects
- Food Poisoning and Food Borne Diseases
- Types, Causes, Symptoms and Prevention

UNIT – II – FOOD STANDARDS REGULATIONS AND QUALITY MANAGEMENT

- Food Adulteration
- Food Standards
- Food Preservation
- Quality Control
- Food Safety Management
- Hazard Analysis and Critical Control Point

UNIT – III – COLLOIDAL SYSTEMS IN FOOD

- Colloids - Introduction
- Types of Colloidal systems in Food
- Emulsions – Theory of Emulsification
- Some Common Food Emulsion
- Menu Plan
- Balanced Diet

UNIT – IV – NUTRITION

- Define nutrition & nutrients Classification and functions of Macro nutrients
- Classification and functions of Micronutrients.
 - (a.) Vitamins.
 - (b.) Minerals - Sources - Deficiency diseases – Requirements

UNIT – V – ENERGY

- Energy and Calories
- BMR Factors
- Effects of Energy Imbalance
- Water and Electrolyte Balance
- Importance of Water, dehydration and Oral rehydration
- Digestion and Absorption of Foods



HOTEL ENGINEERING AND MAINTENANCE
(PDHEM 107)

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