



CHENNAIS AMIRTA
INTERNATIONAL INSTITUTE OF HOTEL MANAGEMENT

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INSTITUTE OF HOTEL MANAGEMENT
CHENNAI**

JAWAHARLAL NEHRU TECHNICAL EDUCATION

DIPLOMA IN HOTEL OPERATIONS

SYLLABUS

DIPLOMA IN HOTEL OPERATIONS

Eligibility: 10th Standard

Duration: 2 YEARS

FIRST YEAR – SEMESTER- I

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

FIRST YEAR – SEMESTER - II

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

SECOND YEAR – SEMESTER - III

| S.NO | Subject Code | SUBJECTS | THEOR Y | PRACTICA L | TOTAL |
|-------------|---------------------|--|----------------|-------------------|--------------|
| 1. | HMCS | COMMUNICATION SOFT SKILLS | 50 | 50 | 100 |
| 2. | HM03A | ADVANCE FOOD & BEVERAGE SERVICE | 50 | 50 | 100 |
| 3. | HM04A | ADVANCE FOOD PRODUCTION | 50 | 50 | 100 |
| 4. | HM05 | COMPUTER APPLICATIONS | 50 | 50 | 100 |
| | | | 200 | 200 | 400 |

SECOND YEAR - SEMESTER - IV

| S.NO | Subject Code | SUBJECTS | THEORY | PRACTICAL | TOTAL |
|-------------|---------------------|----------------------------|---------------|------------------|--------------|
| 6. | HMIT | INDUSTRIAL TRAINING | -- | 100 | 100 |
| | | | -- | 100 | 100 |

SEMESTER- I

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

HMCE - COMMUNICATIVE ENGLISH

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.

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) **writing** – paragraph writing -**Listening-** telephonic conversations. **Speaking** – sharing information of a personal kind-taking leave.

UNIT III READING AND LANGUAGE DEVELOPMENT

Reading- short texts and longer passages (close reading) **Writing-** understanding text structure- use of reference words and discourse markers- **Listening** – listening to longer texts and filling up the table-**Speaking-** asking about routine actions and expressing opinions.

UNIT IV - GRAMMAR AND LANGUAGE DEVELOPMENT

Prepositions, conjunctions- degrees of comparison- pronouns- direct vs indirect questions-- single word substitutes- adverbs- Tenses- simple present-simple past- present continuous and past continuous.

UNIT V - EXTENDED WRITING

Reading- longer texts- close reading -**Writing-** brainstorming -writing short essays – Writing- coherence-jumbled sentences-**Listening** –listening to talks- conversations- **Speaking** – participating in conversations- short group conversations.

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

M01-FRONT OFFICE (THEORY)

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,

UNIT-III: QUALITIES & JOB DESCRIPTION

- Attributes/ Qualities of Front office Staffs (Personnel)
- Various equipments on Front office department
- Different types of Tariff & Plans
- Qualities of Telephone operator, mail handling, paging.
- Wake up call procedure, Board (PBX, PABX, EPABX)

UNIT-IV: RECEPTION

- Check In, Check out – Pre-Registration
- Check in for reserved Guest
- Walk in guest
- Registration Procedure

UNIT-V: REGISTRATION & RESERVATION

- Knowledge of various registers and forms used in Reception,
- Types of reservations,
- Modes of reservations, Diaries and Charts used in reservation,
- Group reservation, OverBooking.

HM02-HOUSE KEEPING (THEORY)

Unit-I: INTRODUCTION TO HOUSEKEEPING

- House Keeping in Hotels Importance
- Functions of housekeeping
- Liaison with other departments
- Introduction to various sections of House Keeping like House Keeping Desk, Laundry, Linen, Horticulture.

Unit-II: HOUSEKEEPING PERSONNEL

- Staff hierarchy
- Duties and responsibilities of housekeeping staff

Unit-III: STANDARD CONTENT OF A GUEST ROOM

- Guest Supplies and Amenities
- Bed Making
- Evening Service
- Types of Key and Key Control

Unit-IV: HOUSEKEEPING INVENTORIES

- Types of Cleaning Procedures
- Cleaning Equipment's and Agents–Classification and types.

Unit-V: LINEN AND LINEN ROOM OPERATIONS

- 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.

HM03-FOOD & BEVERAGE SERVICE

UNIT-I: INTRODUCTION TO HOSPITALITY INDUSTRY

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

UNIT-II: 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

UNIT: III- RESTAURANT OPERATIONS

- Restaurant equipment's: Types, Standard sizes, Care & Maintenance, Cleaning & Polishing
- Duties of a Waiter
- Mise-en-scene & Mise-en-place
- Guest Cycle

UNIT: IV -TYPES AND STYLES OF FOOD& BEVERAGE SERVICE

Factors to be considered while deciding upon style of service

Table service:

- a. Silver Service
- b. American Service
- c. English Service

- d. French Service
- e. Russian Service
- f. Gueridon Service, Bar

UNIT: V - SPECIALIZED SERVICE

A) Assisted service: Carvery, Buffet

B) Self Service: Counter service, Free flow, Echelon, Supermarket

C) 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

HM04 - FOOD PRODUCTION

UNIT-1: INTRODUCTION TO COOKERY

- Objectives of Cooking
- Effect of cooking
- Characteristics of raw materials
 - Salt
 - liquids
 - sweetening
 - fats oils
 - thickening binding agents
 - flavorings seasonings
 - spices herbs
- Preparation of Ingredients
 - Mise-en-place

UNIT-2: PRINCIPLES OF COOKING

- Cooking techniques
- Methods of heat transfer
- Different methods of cooking and their basic rules
- Infra-red cooking
- Microwave cooking

UNIT-3: KITCHEN OPERATIONS

- The Hierarchy

- Attitude towards work
- Grooming & Personal hygiene
- Duties & responsibilities
- Coordination with other departments

UNIT – 4: KITCHEN EQUIPMENTS AND TOOLS

- Types
- Safety precautions
- General maintenance
- Types of fuels & uses
- Kitchen hazards
- Accidents
- Fire

UNIT-5: UNDERSTANDING MAJOR COOKING INGREDIENTS

- Cooking Pulses, rice and cereals
- Vegetable cookery
- Classification
- Cuts & dishes

Egg Cookery

- Structure
- Composition
- Use in cookery & bakery, dishes

Fish cookery

- Classification
- Cuts
- Selection & purchase guidelines
- Dishes

Poultry & Game Cookery

- Classification
- Cuts of chicken
- Dishes

Meat Cookery

- Slaughtering stages
- Factors affecting quality of meat
- Tenderizing meat
- Various cuts of Beef, veal & pork

SEMESTER – II

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

HMCE-2-COMMUNICATIVE ENGLISH

UNIT 1 READING, SPEAKING AND WRITING

Reading - Inductive reading- short narratives and descriptions from newspapers including dialogues and conversations (also used as short Listening texts)- register-**Writing** - sentence formation- main ideas -free writing, short narrative descriptions using some suggested vocabulary and structures-**Speaking**-greeting.

UNIT 2 GENERAL READING AND FREE WRITING

Reading -exchanging personal information-**Writing** - letter writing, informal or personal letters - **Speaking** -How to Address People in English-meetings-Public speaking.**Listening** -listening announcements.

UNIT 3 RECAP OF GRAMMAR

Synonyms-antonyms- phrasal verbs-modal verbs- present/ past perfect tense - collocations- fixed and semi-fixed expressions - WH- Questions- asking and answering-yes or no questions- parts of speech. - Prefixes- suffixes- articles- count/ uncountable nouns.

UNIT 4 READING AND LANGUAGE DEVELOPMENT

Reading- comprehension-reading longer texts- reading different types of texts -**Writing**- 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.

UNIT 5 EXTENDED WRITING

Reading - Magazines-Articles-**Writing**- Short essays-developing an outline identifying main and subordinate ideas- dialogue writing. **Listening**- product description- narratives from different sources- **Speaking** - How to impress Audience for an Effective Speech.

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

HM01-2-FRONT OFFICE

UNIT-I: DEPARTURE & BELL DESK

- Check out procedure
- Group Check out
- Handling of Guest Luggage while check in & check out
- Left Luggage Procedure

UNIT-II: CASHIER

- Records & Ledgers maintained by theCashier
- Visitors Tabularledger
- Guest's weeklybill

UNIT-III: JOB DESCRIPTION OF CASHIER

- Taxes, Foreign CurrencyEncashment
- Allowance Voucher,
- Visitors Paid outVoucher

UNIT-IV: VOUCHERS & BILLS

- Credit Cards, Charge slips
- Telephone Voucher
- Petty Cash Voucher Cashierreport,

UNIT-V

- Types of GuestFolio
- Methods settling the Guest Bill –Night auditing
- Functions of nightauditing,
- Preparing night audit reports
- Front Office Terminologies.

HM02-2-HOUSE KEEPING (THEORY)

UNIT-I: LAUNDRY OPERATIONS

- Laundry
- Types of Laundry - In house laundry, out site Laundry, Contract Laundry.
- Flow process of Industrial Laundry
- Laundry Equipments
- Layout of Industrial laundry
- Dry cleaning & Guest laundry.

UNIT-II: STAIN REMOVAL

- Stain Removal
- Importance & Classification of Stains
- General Rules of stain removal
- Different types of stain removing agents with examples.

UNIT-III: FLOWER ARRANGEMENT

- Flower Arrangement
- Purpose of Flower Arrangement
- Equipments and Materials used
- Styles and principles of flower arrangement.

UNIT-IV: PEST CONTROL AND WASTE MANAGEMENT

- Pest Control –Definition
- Common pest and their control
- Pest management
- Waste disposal.

UNIT-V: TEXTILES

- 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.

HM03-2-FOOD & BEVERAGE SERVICE

UNIT-I: MENU

- Origin and function of menu
- Objectives of menu planning
- Types of menu
- Courses of French classical menu

UNIT-II: TYPES OF MEALS

- Early Morning Tea
- Breakfast (Continental, English, American, Indian)
- Brunch, Lunch, Afternoon/high tea
- Dinner, Supper

UNIT-III: NON- ALCOHOLIC BEVERAGES

- Stimulating, Nourishing, Refreshing
- Tea: Origin, Manufacturing, Types and brands
- Coffee: Origin, Manufacturing, Types and brands
- Juices and Soft drinks: Brand name, mineral water, tonic water, energy drink
- Cocoa and malted beverages: Origin, Manufacturer

UNIT-IV: TOBACCO

- Tobacco: History, Process of cigarettes
- Pipe Tobacco and Cigars
- Parts, Colours, Sizes, Service & Storage of Cigars.

UNIT-V: SIMPLE CONTROL SYSTEMS

- Necessity of control systems in a restaurant
- Function of a control system
- Forms of a control systems

- Triplicate checking systems
- Cash handling equipment&Record keeping

HM04-2- FOOD PRODUCTION

UNIT-I: FRENCH CUISINE

Introduction and history

Stocks

- Definition
- Types
- Preparation

Sauces

- Definition
- Types
- Preparation & Dishes

Soups

- Definition
- Classification
- Preparation
- International soups

Salads

- Parts of salad
- Classification & types
- Dressings
- Classical examples

Garnishes & Accompaniments

UNIT-II: KITCHEN CONTROLS

- Standard recipe system
- Portion control
- Food cost control
- Waste management

- Garbage disposal

Menu planning

- Principles of Menu Planning
- Points to be considered while planning

NIT-III: INTRODUCTION TO BAKERY

Basic principles of Bakery & bakery terms

Bread

- Role of various ingredients in bread making
- Methods of bread making
- Faults & remedies
- Cakes

Types

- Manufacturing process
- Faults & remedies

Cookies

- Types
- Making
- Faults & remedies

UNIT-4: CONFECTIONARY

- Sugar
- Importance of sugar
- types of sugar
- various stages of sugar cookery

UNIT 5: FOODS OF THE WORLD

- Indian Regional Cuisine
- International Cuisines – Thai, Chinese, Italian, Levantine
- Terms used in preparation of food