



CHENNAIS AMIRTA
INTERNATIONAL INSTITUTE OF HOTEL MANAGEMENT

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INSTITUTE OF HOTEL MANAGEMENT
CHENNAI**



**EXECUTIVE DIPLOMA IN HOTEL MANAGEMENT AND
CATERING SCIENCE – 2 YEARS**

SYLLABUS

EXECUTIVE DIPLOMA IN HOTEL MANAGEMENT AND CATERING SCIENCE – 2 YEARS

1st SEMESTER

Subject Code	Name of the Subject	Credits	Hours	Int., Max	Ext.,	Total
					Max	
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 behavior 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
- Classification on the Basis on Facilities provided

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

EXECUTIVE DIPLOMA IN HOTEL MANAGEMENT AND CATERING SCIENCE – 2 YEARS

2nd SEMESTER

Subject Code	Name of the Subject	Credits	Hours	Int., Max	Ext., Max	Total
EDFP 201	FOOD PRODUCTION – II	3	2	25	75	100
EDFB 202	FOOD AND BEVERAGE SERVICE – II	3	2	25	75	100
EDAO 203	ACCOMMODATION OPERATIONS – II	3	2	25	75	100
EDEP 204	ENTREPREUNERSHIP	2	2	***	50	100
EDTT 205	TRAVEL AND TOURISM	2	2	***	50	50
EDCA 206	COMPUTER APPLICATION	2	2	***	50	50
EDFP 05P	FOOD PRODUCTION - II PRACTICAL	4	4	***	100	100
EDFB 06P	FOOD AND BEVERAGE SERVICE - II PRACTICAL	4	3	***	100	100
EDAO 07P	ACCOMMODATION OPERATIONS - II PRACTICAL	4	2	***	100	100
EDCA 08P	COMPUTER APPLICATION – PRACTICAL	4	2	***	100	100

FOOD PRODUCTION **(EDFP 201)**

UNIT-I - AIMS AND OBJECTIVES OF COOKING

- Aims and objectives of cooking
- Characteristics of raw materials
 - Salt
 - Thickening and binding agent
 - Fats and oils
 - Raising or leavening agents
 - Flavorings and seasoning
 - Herbs & Spices

UNIT-II - KITCHEN COORDINATION WITH OTHER DEPARTMENTS & FUELS

- Introduction to fuels
- Types of fuels
- Coordination between food production and other departments

UNIT-III - MASS FEEDING & MENU PLANNING

- Introduction to quantity food production
- Types of catering
- Basic principles of menu planning
- Menu planning for various volume feeding outlets
- Function prospectus

UNIT-IV - EGG COOKERY

- Introduction to egg cookery
- Nutritional value and component of egg
- Storage of egg
- Uses of egg in culinary arts

UNIT-V - BAKERY AND CONFECTIONARY

- Raw material used in bakery and their role
- Bread making
- Pastry and its types

FOOD AND BEVERAGE SERVICE – II **(EDFB 202)**

UNIT-I - MENU

- Origin of menu
- Types of menu
- Factors influencing menu planning
- French classical menu

UNIT-II - MEAL & TYPES

- Types of Breakfast
- Types of Breakfast around the world
- Types of meal and timings

UNIT-III - ALCOHOLIC BEVERAGES CLASSIFICATIONS

- Classification of Alcoholic Beverages
- Beer – Production, Types and Brand names
- Wine – Production, Types and Brand names

UNIT-IV - DISTILLED DRINKS

- Vodka – Production, Types, Ingredients and Brand names
- Rum – Production, Types, Ingredients and Brand names
- Gin – Production, Types, Ingredients and Brand names
- Whiskey – Production, Types, Ingredients and Brand names
- Brandy – Production, Types, Ingredients and Brand names
- Tequila – Production, Types, Ingredients and Brand names

UNIT-V - BUDGETING AND COSTING

- Definition of Budget
- Types/Classification of budgets
- Food and Beverage cost

ACCOMMODATION OPERATIONS – II **(EDA0 203)**

UNIT-I - HOUSEKEEPING CONTROL DESK

- Control desk introduction
- Records, Forms & format
- Telephone handling procedure
- Types of Key and key handling procedure
- Lost and found types and procedures.

UNIT-II - FLOWER ARRANGEMENT

- Flower arrangement in hotels
- Rules for Flower arrangement
- Equipment for flower arrangement
- Designing flower arrangement and its location
- Common flowers and foliage
- Horticulture (types of garden, Bonsai)

UNIT-III - PEST CONTROL AND WASTE DISPOSAL

- Pest control
- Common pest names and their control
- Integrated pest management
- Waste disposal
- Contract service in housekeeping
- Advantages and disadvantages of contract service

UNIT-IV - INTERIOR DECORATION

- Colour
- Lighting
- Floor coverings and finishes types, cleaning of floor covering
- Wall covering
- Windows and window treatments

UNIT-V - SAFETY AND SECURITY

- Fire and fire fighting
- First aid
- Dealing with emergencies
- Guest and Employee theft
- Sickness and Death

ENTREPREUNERSHIP

(EDEP 204)

UNIT-I - INTRODUCTION TO ENTREPRENEURSHIP

- Definition of Entrepreneurship
- Concepts of Entrepreneurship
- Who is an Entrepreneur?
- The Importance of Entrepreneurship
- Factors affecting Entrepreneurship
- Types of Entrepreneurs

UNIT-II - IDENTIFYING ENTREPRENEURIAL CHARACTERISTICS

- Characteristics of An Entrepreneur
- Entrepreneurial Process
- Factors Affecting Entrepreneurship, Skills Required and Myths About Entrepreneurship
- The Differences Between a Conventional Manager and an Entrepreneur
- The Differences Between a Businessman, and Entrepreneur
- Intrapreneurship

UNIT-III - DEVELOPING ENTREPRENEURIAL CREATIVITY AND INNOVATION

- Definition of Creativity
- Creative Thinking
- Barriers of Creativity
- How to Generate Creative Ideas

UNIT-IV - INNOVATION

- Meaning of Innovation
- Types of Innovation
- Sources of Innovation
- Barriers of Innovation

UNIT-V - BUSINESS PLAN

- Definition of a Business Plan
- Importance of Business Plan
- Who needs Business Plan
- Guidelines in Preparing Business Plan

TRAVEL AND TOURISM **(EDTT 205)**

UNIT-I - INTRODUCTION TO TOURISM

- Definitions of Tourism Terms- History of Tourism-Grand Tours
- Important Tourist Destinations Around the Globe
- UNESCO Certified Heritage Sites in India
- International Tourism Organizations

UNIT-II - SEASONS AND DESTINATIONS

- Climate – Seasons
- Tourist Attractions
- Festivals and Fairs.

UNIT-III - TOURISM MARKETING

- Definition of Marketing and Tourism Marketing
- Marketing Mix - 7 P's of Marketing Mix
- AIDA Model Advertising
- Geographic Segmentation in the Consumer Market.

UNIT-IV - TOURISM PRODUCTS

- Classification of Tourism Product
- Characteristics of Tourism Product
- Components of Tourist Product- 6A's
- Types of Tourism Products
- Man made resources: Museums-Zoological Parks-Pilgrimage Centers.

UNIT-V - TOURISM POLICY AND PLANNING

- Definition of Tourism Policy and Planning
- Objectives of Tourism Policy
- National Tourism Policy of India
- Tourism Planning Commission
- Tourism Planning-levels of Tourism Planning
- Passport/visa- Types-Procedures-Immigration

COMPUTER APPLICATION **(EDCA 206)**

UNIT-I

- Introduction to Computer
- History of Computer
- Generation of Computer
- Types of Computer
- Input Devices
- Output Devices
- Keyboard
- Short Cut Keys
- The Parts of Computer

UNIT-II

- Hardware and Software
- Operating System
- Functions of Operating System
- Computer Terminology

UNIT-III

- Introduction to MS Office
- Ms Word
- Ms Excel
- Ms Power Point

UNIT-IV

- Networks
- Types of Networks
- Internet
- Intranet

UNIT-V

- Computer in Hotel Industry
- Hotel Management Software