



**CHENNAIS AMIRTA**  
INTERNATIONAL INSTITUTE OF HOTEL MANAGEMENT

**CHENNAIS AMIRTA INTERNATIONAL  
INSTITUTE OF HOTEL MANAGEMENT  
CHENNAI**



**PROFESSIONAL DIPLOMA IN HOTEL MANAGEMENT  
AND CATERING SCIENCE – 3 YEARS**

**SYLLABUS**

## PROFESSIONAL DIPLOMA IN HOTEL MANAGEMENT AND CATERING SCIENCE – 3 YEARS

Sub Code	Name of the Subject	Credits	Hours	Int., Max	Ext.	Total
					Ma x	
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

### 3<sup>rd</sup> Semester

Sub Code	Name of the Subject	Credits	Hours	Int.,Ma x	Ext.	Total
					Ma x	
PDFP 301	FOOD PRODUCTION - III	3	2	25	75	100
PDFBS 302	FOOD AND BEVERAGE SERVICE - III	3	2	25	75	100
PDARM 303	ADVANCE ROOM DIVISION MANAGEMENT	3	2	25	75	100
PDBK 304	BAKERY AND CONFECTIONARY	3	2	25	75	100
PDHF 305	HOTEL FRENCH	2	2	***	50	50
PDFCP 306	FACILITY PLANNING	2	2	***	50	50
PDFP 19P	FOOD PRODUCTION - III PRACTICAL	4	4	***	100	100
PDFBS 20P	FOOD AND BEVERAGE SERVICE - III PRACTICAL	4	3	***	100	100
PDCA 21P	COMPUTER APPLICATION - III PRACTICAL	4	2	***	100	100

## **FOOD PRODUCTION- III**

**(PDFP 301)**

### **UNIT-I - EGG RECIPES**

- **Breakfast Egg Recipes**
  - Parsi Eggs
  - Baked Eggs
  - Egg Chou Chou
  - Scrambled eggs with chicken sausages
  - Omelets & Stuffed Omelets
  - Eggs Benedict
  - Sali Par Edu
  - Masala Cheese French Toast
  - Egg Bhurji
  - Spanish Frittata
  - Fluffy French Omelet
- **Western Breakfast**
  - English Breakfast
  - Continental Breakfast
  - American Breakfast

### **UNIT-II - CHEESE, SANDWICHES AND SALADS**

- Cheese making Process
- Types of Cheese
- Types of Sandwich
- Salads and Dressings
- Types of Salad
- Types of Dressings

### **UNIT-III - FRENCH CUISINE**

- Overview
- Ingredients
  - Vegetables and Fruits - French Terms
  - Seafood, Poultry and Red Meat - French Terms
  - Herbs

### **UNIT-IV - FRENCH CLASSICAL FOOD**

- Classification of soups
  - Thin soup
  - Thick Soup
- Classic French Menus - Two Sample 5 course Menus

## **UNIT-V - MUSHROOMS AND WINE**

- Mushrooms and Truffles
- Types of Mushrooms, Uses
- Types of Truffles, Uses
- Cooking Food with Wine

## **FOOD AND BEVERAGE SERVICE - III** **(PDFBS 302)**

### **UNIT-I - ALCOHOLIC BEVERAGES**

- Introduction to Fermented Drinks
- Cider
- Perry
- Beer (Types and Brand names)
- Wine (Types and Brand names)

### **UNIT-II - DISTILLED BEVERAGES**

- Pot still Method
- Patent still Method
- Whiskey (Types and Brand names)
- Brandy (Types and Brand names)
- Gin , Rum, Vodka, Tequila (Types and Brand names)

### **UNIT-III - LIQUEURS**

- Introduction
- Base, Flavors & Origin
- Fenny, Arrack, Sake

### **UNIT-IV - EVENTS**

- Introduction to Outdoor Catering
- Hiring procedure for service personnel
- Outdoor Catering Check list
- List of equipments needed for ODC

### **UNIT-V - SUPERVISORY ASPECTS OF FOOD & BEVERAGE SERVICE**

- Themes
- Equipments required
- Lighting and décor of Modern Restaurants

## **ADVANCE ROOM DIVISION MANAGEMENT** **(PDARM 303)**

### **UNIT-I - ORGANISATION, SETUP AND IMPORTANCE OF FO & HK**

- Layout and working Organization, Co-ordination Process
- Brief Introduction to its Nature of Room Division
- Vitality of proper Front Staff.

### **UNIT-II - ANALYSIS OF GUEST RELATIONS COMPLAINTS**

- Analysis of Complaints
- Methods of Resolving them
- Procedure of Guest Relation Complaint

### **UNIT-III - PLANNING AND EVALUATING OPERATIONS:**

- Planning, Organizing, Controlling, Staffing, Leading, Coordinating
- Establishing Room's rates, Methods.

### **UNIT-IV - MANAGERIAL SKILLS FOR ROOM DIVISION MANAGEMENT**

- Staff motivation, Cross training, Recognition, Communication, Incentive Programs, Performance Appraisals.
- Skills Training- prepares to Train, Present the training, Practice

### **UNIT- V - HOUSEKEEPING HUMAN RESOURCE ISSUES**

- Recruiting Employees
- Recruitment Sources
- Selecting Employees
- Skills Training

**BAKERY AND CONFECTIONERY**  
**(PDBK 304)**

**UNIT-I - INTRODUCTION**

- Raw material used in Bakery and their Role
- Yeast
- Improvers
- Introduction to Wheat and Its types.
- Structure of Wheat

**UNIT-II - CAKES AND PASTRIES**

- Introduction to Cake & Pastries
- Different types of Bases and Sponges
- Different types of Cake mixing Process
- Classical Cakes and Pastries

**UNIT-III**

- Bread Making Methods
- Faults in Bread Making
- Bread Diseases
- Internal and External Characteristics of Bread

**UNIT-IV - DESSERTS**

- Introduction to Desserts
- Hot Desserts
- Cold Desserts

**UNIT-V - COOKIES & BISCUITS**

- Introduction to Cookies & Biscuits
- Preparation of Simple Cakes
- Types of Cookies
- Faults in Cookies Making

## **HOTEL FRENCH** **(PDHF 305)**

### **UNIT-I - BASIC FRENCH**

- Greeting words in French
- Self Introduction
- Alphabets and the Pronunciation
- Different accents names in French

### **UNIT-II - IMPORTANT NOUNS**

- Days of the Week
- Months of the Year
- Seasons
- Numbers 1 to 20

### **UNIT-III - BASIC GRAMMAR**

- Definite articles
- Indefinite Articles
- (er) verbs Conjugation
- Negative sentence making

### **UNIT-IV - FRENCH FOODS**

- Fruits names in French.
- Vegetables names in French.
- Important foods and Meals (repas) in French.
- Kitchen Utensils in French

### **UNIT-V - HOTEL VOCABULARY**

- Room booking and food ordering in French
- Hotel Vocabulary,
- Monuments of France



# **FACILITY PLANNING** **(PDFCP 306)**

## **UNIT-I - HOTEL CLASSIFICATION**

- Introduction
- Hotel Classifications
- Design Considerations
- Facility Guidelines for Physically Challenge
- Blue Print,
- Parking, walks and drives

## **UNIT-II - KITCHEN AND RESTAURANT DESIGN**

- Types and their themes of Restaurant
- Designing and planning a Restaurant & Bar
- Layout of Kitchen & Area required
- Commercial kitchen Shapes & Environmental Conditions
- Features of Good Kitchen
- Care and maintenance of Kitchen Equipment
- Kitchen Stewarding

## **UNIT-III - STORAGE FACILITIES, LAYOUT AND DESIGN**

- Food store Definition, Types Layout,
- Role of Store Keeper
- Beverage Storage Facilities (cellar)

## **UNIT-IV - ENERGY CONSERVATION PROGRAMME IN HOTEL INDUSTRY**

- Introduction
- Major Resources of Energy
- Energy Conservation

## **UNIT-V - PROJECT MANAGEMENT**

- Introduction
- Duties and Responsibilities of Project Manager
- Network Models (CPM/PERT),
- Network Design, Cost Analysis

**PROFESSIONAL DIPLOMA IN HOTEL MANAGEMENT  
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**4<sup>th</sup> Semester**

Sub Code	Name of the Subject	Credits	Hours	Int.,Max	Ext.	Total
					Max	
PDFP 401	FOOD PRODUCTION - IV	3	2	25	75	100
PDFBS 402	FOOD AND BEVERAGE SERVICE - IV	3	2	25	75	100
PDHA 403	HOTEL ACCOUNTANCY	3	2	25	75	100
PDHL 404	HOTEL LAW	3	2	25	75	100
PDHR 405	HUMAN RESOURCE MANAGEMENT	2	2	***	50	50
PDHS 406	HOSPITALITY SALES AND MARKETING	2	2	***	50	50
PDFP 22P	FOOD PRODUCTION - IV PRACTICAL	4	4	***	100	100
PDFBS 23P	FOOD AND BEVERAGE SERVICE - IV PRACTICAL	4	3	***	100	100
PDACO 24P	ACCOMMODATION OPERATION - III PRACTICAL	4	2	***	100	100

## **FOOD PRODUCTION - IV** **(PDFP 401)**

### **UNIT-I - INTRODUCTION TO CHINESE CUISINE**

- INTRODUCTION TO HISTORY /CULTURE
- EQUIPMENT USED IN CHINESE CUISINE
- CHINESE REGIONAL CUISINE
- STAPLE FOOD OF CHINA

### **UNIT-II - FOOD COMMODITIES OF CHINA**

- FOOD COMMODITIES OF CHINESE
- VEGETABLES & FRUITS
- RED MEAT & POULTRY
- SEA FOOD
- SOY AND SOY PRODUCTS
- CHINESE CONDIMENTS
- CHINESE SOUPS/5 COURSE MENU

### **UNIT-III - ORIENTAL CUISINE**

- ORIENTAL CUISINE
- PAN ASIAN CUISINE
- CENTRAL ASIAN CUISINE
- INDIAN SUBCONTINENT

### **UNIT-IV - ASIAN STREET FOOD AND HOT POT**

- CHINESE STREET FOOD
- KOREAN BBQ
- JAPANESE HOT POT

### **UNIT-V**

- COOKING TERMINOLOGY
- FOOD TEMPERATURES
- FOOD BORNE ILLNESS & DISEASES
- HAND WASHING PROCEDURE

**FOOD AND BEVERAGE SERVICE – IV**  
**(PDFBS 402)**

**UNIT-I - COCKTAILS & MOCKTAILS**

- Methods of Making Cocktails
- Recipes of cocktails & Mocktails

**UNIT-II - WINE MAKING PROCESS**

- Production method of still wine
- Production method of champagne

**UNIT-III - BUDGET, COSTING OF F&B DEPARTMENT**

- Types of budget
- Budgeting control
- Budgeting cycle
- Costs and it's types
- Cost Controlling procedures

**UNIT-IV - PURCHASE, RECEIVING, STORING AND ISSUING**

- Purchase cycle and PO forms
- Duties of receiving Clerk, Forms and Format
- Storing procedure for wet and dry stores
- Date tags, bin card, FIFO & LIFO
- Issuing procedures

**UNIT-V - INVENTORY PROCEDURE FOR STORES AND BAR**

- Importance of inventory
- Inventory taking Procedures
- Inventory control sheet
- Breakage and Spoilage Report

**HOTEL ACCOUNTANCY**  
**(PDHA 403)**

**UNIT-I**

- Accounting Introduction
- Golden Rules of Accounting
- Journal
- Ledger

**UNIT-II**

- Cash Book
- Triple Column Cash Book –Format

**UNIT-III**

- Subsidiary Books
- Depreciation
- Methods of Depreciation

**UNIT-IV**

- Cost Accounting
- Cost Control

**UNIT-V**

- Final Accounts
- Balance Sheet

## **HOTEL LAW** **(PDHL 404)**

### **UNIT-I**

- Introduction of Law
- Classifications of law
- Essentials of Law

### **UNIT-II**

- Meaning of License
- Types of License
- Obtaining a Hotel License

### **UNIT-III**

- Industrial Dispute Act 1947
- Types of Industrial Disputes
- Settling Industrial disputes in India

### **UNIT-IV**

- The Indian Partnership Act 1932
- Types of Partners

### **UNIT-V**

- Food Adulteration

# **HUMAN RESOURCE MANAGEMENT**

## **(PDHS 405)**

### **UNIT-I**

- Human Resource Management - Meaning, nature, Scope, and objectives
- Functions of Human Resource Department
- The role of HR Manager
- Organization of HR Department
- HR policies & procedures

### **UNIT-II**

- Manpower Planning Concept
- Organization & practice
- Manpower planning techniques
- Short-term and Long-term planning
- Recruitment & selection
- Job analysis
- Job Description
- Job specification
- Selection process
- Tests & Interviews
- Placement & Induction

### **UNIT-III**

- Performance appraisal
- Job evaluation & merit rating
- Promotion
- Transfer and demotion
- Human relations – approaches to good human relations
- Job satisfaction
- Morale and discipline
- Labor turnover
- Punishment

### **UNIT-IV**

- Wages & salary administration
- Development Sound Compensation structure
- Direct & Indirect costs
- Fringe benefits
- CTC (Cost To Company) Concepts & its implications
- Regulatory provisions
- Incentive system

- Labor welfare and social security
- Safety, health, security, Retirement benefits to employees

#### **UNIT-V**

- Industrial relations
- Trade unionism
- Grievance handling
- Developing Grievance Handling System
- Managing Conflicts
- Collective bargaining and
- Workers participation



## **HOSPITALITY SALES AND MARKETING** **(PDHR 406)**

### **Unit-I**

- Concept of Marketing
- Sales and Marketing Cycle
- Identifying Customer Needs
- Selling and Promoting Hospitality Products

### **UNIT-II**

- Marketing and sales function
- Stages involved in planning sales and marketing
- Marketing Segmentation
- Concept and Relevance in Hospitality Industry

### **UNIT-III**

- Market Research and Methods
- Advertising Methods
- Types of Media
- Public Relation
- Sales Promotion
- Telemarketing
- Direct Sales Concept

### **UNIT-IV**

- Customer Care
- Role of Merchandizing
- Sales Methods
- Concepts
- Modes
- Strategies
- Marketing Information System

### **UNIT-V**

- Marketing Plan
- Planning For Effective Marketing
- Advantages and Disadvantages of Strategic Marketing Planning