

Vocational Curriculum – 2012

(With effect from the academic year 2012-2013)

Curriculum of Intermediate Vocational
Course in

HOTEL OPERATIONS



State Institute of Vocational Education

O/o the Commissioner of Intermediate Education,
Andhra Pradesh, Hyderabad

&

Board of Intermediate Education,
Andhra Pradesh, Hyderabad

Contents

- I. Introduction
- II Objectives of the Course
- III. Skills to be provided
- IV. Job Opportunities
 - a. Wage Employment
 - b. Self Employment
- V. Scheme of Instruction & Examinations
- VI. Syllabus
 - a. Theory
 - b. Practicals
- VII. List of equipment
- VIII a. Collaborating Institutions for curriculum transaction.
 - b. On the Job Training centers
- IX. Qualification for Lecturers
- X. Vertical Mobility
 - a. With Bridge Course
 - b. Without Bridge Course.
- XI. Reference Books
- XII. Model Question papers.
- XIII. List of subject Committee Members.

Introduction

Hospitality Industry is one of the largest revenue producing industry; it employs equally high number of people to provide services in some form or the other. Hotels, Restaurants, Resorts, Clubs, and Airlines, Cruise lines, Travel agencies, Cab services & Hospitals are a few names which form a part of the Hospitality industry. The job opportunities for hospitality professionals are plenty. Any student armed with the right qualification has all possible opportunities to make it large here, particularly in the hotel industry.

The demand for manpower to provide these services is increasing by the day, and so are the jobs to be filled in to provide these services. This ever increasing gap in the number of jobs available and trained manpower can be filled in by students who have a vocational course certificate in Hotel Operations.

On completion of the course, students can find jobs in hotels and a fulfilling career. They are offered many chances of career growth.

V. SCHEME OF INSTRUCTION AND EXAMINATION
ANNUAL SCHEME OF INSTRUCTION AND EXAMINATION FOR VOCATIONAL
COURSES

I. 1st YEAR HOTEL OPERATIONS

Part-A		Theory		Practicals		Total	
		Periods	Marks	Periods	Marks	Periods	Marks
1.	English	150	50	-	-	150	50
2.	General Foundation course	150	50	-	-	150	50
Part-B (VOCATIONAL SUBJECTS)							
3.	Paper-I Food Production - I	135	50	135	50	270	100
4.	Paper-II F & B service - I	135	50	135	50	270	100
5.	Paper-III Room Division - I	135	50	135	50	270	100
Total						1110	400

II. On The Job Training

Subject	Duration	Periods	Max. Marks	Total
OJT		363 (I year) + 450 (II year)	200	200
Total				200

II. 2nd YEAR HOTEL OPERATIONS

Part-A		Theory		Practicals		Total	
		Periods	Marks	Periods	Marks	Periods	Marks
1	English	150	50	-	-	150	50
2	General Foundation course	150	50	-	-	150	50
Part-B(VOCATIONAL SUBJECTS)							
3	Paper-1 Food Production - II	110	50	115	50	225	100
4	Paper-II F & B Service - II	110	50	115	50	225	100
5	Paper-III Room Division - II	110	50	115	50	225	100
TOTAL						975	400
						I+II+III	1000

EVALUATION OF ON THE JOB TRAINING:

The “On the Job Training” shall carry 100 marks for each year and pass marks is 50. During on the job training the candidate shall put in a minimum of 90 % of attendance.

The evaluation shall be done in the last week of January.

Marks allotted for evaluation:

S.No	Name of the activity	Max. Marks allotted for each activity
1	Attendance and punctuality	30
2	Familiarity with technical terms	05
3	Familiarity with tools and material	05
4	Manual skills	05
5	Application of knowledge	10
6	Problem solving skills	10
7	Comprehension and observation	10
8	Human relations	05
9	Ability to communicate	10
10	Maintenance of dairy	10
	Total	100

NOTE: The On the Job Training mentioned is tentative. The spirit of On the Job training is to be maintained. The colleges are at liberty to conduct on the job training according to their local feasibility of institutions & industries. They may conduct the entire on the job training periods of (363) I year and (450) II year **either by conducting classes in morning session and send the students for OJT in afternoon session or two days in week or weekly or monthly or by any mode which is feasible for both the college and the institution.** However, the total assigned periods for on the job training should be completed. The institutions are at liberty to conduct On the Job training during summer also, however there will not be any financial commitment to the department.

OBJECTIVES OF THE COURSE

1. To impart the necessary skills required to handle job roles in any hotel's core areas.
2. To impart value added education and groom a student into a thorough hotel professional.
3. To inculcate the right service attitude in the student.
4. To create the confidence in any student to be capable of self employment and create more jobs.

SKILLS TO BE PROVIDED

This course is thoughtfully designed keeping in mind the need of the hotel industry. The content will impart the necessary theoretical & practical skills required to take up challenges in any star categorized hotel. A balanced syllabus - with the right mix of theory & practical classes - such as this will go a long way in maintaining the student's interest.

JOB OPPORTUNITIES**I. Hotels:**

1. Accommodation Operation
 - Front office Assistant Executive
 - Receptionist
 - Reservationist
 - Air port representative
 - House keeping supervisor
 - Floor Manager / Supervisor
2. Food & Beverage Service
 - Captain
 - Steward/Waiter
 - Barman
 - Banquet assistant
3. Food Production
 - Cooks: Commis I, II, III
 - Bakery assistants
 - Kitchen stewarding assistant

II. Air ports**III. Cruise lines****IV. Restaurants****V. Retail sector****VI. Hospitals****VII. Industrial canteens****VIII. Banking & MNCs**

HOTEL OPERATIONS - I YEAR**PAPER - I****Subject Title: Food Production – I****(135 hrs, 50 marks)**

Objective: On completion of this subject students will acquire basic knowledge and skills of Cookery & Kitchen Controls

Sl.No.	Unit	Periods (hrs)	Weight age in marks	Short Answer questions	Essay type questions.
1.	INTRODUCTION TO COOKERY <ol style="list-style-type: none"> a) Culinary History: Indian Regional Cuisine, French & International Cuisines b) Aims & Objectives of Cooking – Effect of cooking, characteristics of raw materials: salt, liquids, sweetening, fats & oils, thickening & binding agents, flavourings & seasonings, spices & herbs c) Preparation of Ingredients: <ul style="list-style-type: none"> • Mise-en-place • Terms used in preparation of food d) Texture 	20	16	2	2
2.	PRINCIPLES OF COOKING & MENU PLANNING <ol style="list-style-type: none"> a) Cooking techniques <ul style="list-style-type: none"> • Methods of heat transfer • Different methods of cooking & their basic rules • Infra-red cooking • Microwave cooking b) Principles of Menu Planning – points to be considered while planning 	20	8	1	1

Sl.No.	Unit	Periods (hrs)	Weight age in marks	Short Answer questions	Essay type questions.
3.	UNDERSTANDING MAJOR COOKING INGREDIENTS <ul style="list-style-type: none"> a) Cooking Pulses, rice & cereals b) Vegetable cookery – Classification, composition, cuts & dishes c) Egg Cookery – Structure, composition, use in cookery & bakery, dishes d) Fish cookery – Classification, cuts, selection & purchase guidelines, dishes e) Poultry & Game Cookery – Classification, cuts of chicken, dishes f) Meat Cookery – Pre slaughtering stages, factors affecting quality of meat, tenderizing meat, various cuts of Beef, veal & pork 	20	16	2	2
4.	BASIC PREPARATIONS <ul style="list-style-type: none"> a) Stocks: Definition, types & preparation b) Sauces: Definition, types & preparation, dishes c) Soups: Definition, classification, preparation, International soups d) Salads: parts of salad, classification & types, dressings, classical examples e) Garnishes & Accompaniments 	20	16	2	2
5.	KITCHEN OPERATIONS <ul style="list-style-type: none"> a) The Hierarchy b) Attitude towards work c) Grooming & Personal hygiene d) Duties & responsibilities e) Coordination with other 	20	8	1	1

Sl.No.	Unit	Periods (hrs)	Weight age in marks	Short Answer questions	Essay type questions.
	departments f) Kitchen Equipment & tools – types, safety & precautions, general maintenance g) Types of fuels & uses h) Kitchen hazards – accidents & fire				
6.	KITCHEN CONTROLS a) Standard recipe system b) Portion control c) Food cost control d) Waste management e) Garbage disposal	15	6	-	1
7.	INTRODUCTION TO BAKERY & CONFECTIONERY a) Basic principles of Bakery & bakery terms b) Bread <ul style="list-style-type: none"> • Role of various ingredients in bread making • Methods of bread making • Faults & remedies c) Cakes – Types, manufacturing process, faults & remedies d) Cookies: Types, making, faults & remedies e) Sugar: Importance of sugar, types of sugar, various stages of sugar cookery	20	14	1	2

HOTEL OPERATIONS - I YEAR**PAPER - I****Subject Title: Food Production Practical – 1****(135 hrs, 50 marks)**

Sl	PRACTICAL UNIT/MENU	No. of hrs
1.	Identification of various Kitchen Equipment, their utility, precautions in handling and maintenance	15
2.	Introduction to raw materials – identification & uses of perishable & non-perishable materials	10
3.	Basic vegetable cutting Fish Cuts Chicken cuts	10 05 05
4.	Menu 1: Plain Rice, Cabbage foogath, Tomato dal, Cucumber salad	5
5.	Menu 2: Plain rice, Rasam, Sambar, Bhendi fry	5
6.	Menu 2: Pulihora/Lemon rice, Tomato peanut chutney	5
7.	Menu 3: Tomato rice, Cucumber raita, Aloo Jeera, Chapati	5
8.	Menu 4: Jeera Rice, Dal fry, Egg curry, Roti, Green salad	5
9.	Menu 5: Vegetable Pulao, Boondi Raita, Bagara baingan, Rava kesari	5
10.	Menu 6: Egg preparation (boiled egg, fried egg, scrambled egg, omlette, poached egg)	5
11.	Menu 7: Preparation of stocks	15
12.	Menu 8: Preparation of basic mother sauces	25
13.	Menu 9: Cream of spinach soup, parsley potato, Vegetable au gratin, Fruit custard	5
14.	Menu 10: Cream of tomato soup, glazed vegetables, Potato croquettes, Roast chicken	5
15.	Menu 11: Peas pulao, Kadhai vegetables, Kadhai chicken, Rice kheer	5
16.	Menu 12: Coconut rice, Mutton korma, Vegetable korma, Semia payasam	5
17.	Menu 13: Mulligatawny soup, Vegetable cutlets, Fish Colbert MDH butter, Bread rolls	5
18.	Menu 13: Bread rolls	15
19.	Cake making: Basic sponge	15
20.	Cookies: Nan khatai, melting moments	10

HOTEL OPERATIONS**PAPER - II****Subject Title: F&B SERVICE – I****(Hours: 135, Marks: 50)**

Sl.No.	Name of the Unit	No. of periods	Weightage in marks	Short answer questions	Essay type questions
1.	INTRODUCTION TO HOSPITALITY INDUSTRY a) Growth and development of catering industry b) Career opportunities c) Classification of catering industry d) Types of service operations	20	10	2	1
2.	F&B SERVICE ORGANIZATION a) Classification of F&B service department in a hotel b) Staff organization of F&B service department – Duties & responsibilities c) Coordination with other departments d) Attributes of a waiter	15	10	2	1
3.	RESTAURANT OPERATIONS a) Restaurant equipments : Types, standard sizes, care & maintenance, cleaning & polishing b) Duties of a waiter c) Mise-en-scene & Mise-en-place d) Rules to be observed while laying a table and waiting at a table e) Guest cycle f) Types and styles of food & beverage service:	30	16	2	2

Sl.No.	Name of the Unit	No. of periods	Weightage in marks	Short answer questions	Essay type questions
	<p>factors to be considered while deciding upon style of service</p> <p>i. Table service:</p> <ul style="list-style-type: none"> • Silver service • American service • English service • French service • Russian service • Gueridon service • Bar <p>ii. Assisted service</p> <ul style="list-style-type: none"> • Carvery • Buffet <p>iii. Self service</p> <ul style="list-style-type: none"> • Counter service • Free flow • Echelon • Super market <p>iv. Single point service</p> <ul style="list-style-type: none"> • Take away • Drive through • Fast food • Vending • Kiosk • Food court <p>v. Specialized form of service</p> <ul style="list-style-type: none"> • Tray service • Trolley • Home delivery • Lounge • Room service • Drive in <p>g) Room service</p>				
4.	<p>MEALS & MENU PLANNING</p> <p>a) Origin and functions of menu</p> <p>b) Objectives of menu planning</p> <p>c) Types of menu</p> <p>d) Courses of French</p>	40	22	2	3

Sl.No.	Name of the Unit	No. of periods	Weightage in marks	Short answer questions	Essay type questions
	classical menu e) Types of meals: i. Early morning tea ii. Breakfast (Continental, English, American, Indian) iii. Brunch iv. Lunch v. Afternoon / High tea vi. Dinner vii. Supper f) Non-alcoholic beverages i. Classification (Nourishing, Stimulating & Refreshing) ii. Tea: Origin, manufacturing, types & brands iii. Coffee: Origin, manufacturing, types & brands iv. Juices & soft drinks: Brand names of juices, soft drinks, mineral water, tonic water, energy drinks v. Cocoa and malted beverages: origin and manufacture g) Tobacco i. History ii. Processing of cigarettes, pipe tobacco and cigars iii. Cigars: Parts, shapes, colours, sizes, service, storage				
5.	SIMPLE CONTROL SYSTEMS a) Necessity of control system in a restaurant	30	10	2	1

Sl.No.	Name of the Unit	No. of periods	Weightage in marks	Short answer questions	Essay type questions
	b) Functions of a control system c) Forms of KOTs' and Bills d) Triplicate checking system e) Cash handling equipment f) Record keeping				

HOTEL OPERATIONS**PAPER - II****Subject Title: Food & Beverage Service PRACTICAL – I****(Hours: 135, Marks: 50)**

SL.	NAME OF THE UNIT	HOURS
1.	<ul style="list-style-type: none"> a) Introduction to various terms used in F&B service b) Display of commonly used cutlery, crockery, flatware, hollowware, glassware, furniture c) Display of special equipment 	30
2.	MISE-EN-SCENE AND MISE-EN-PLACE <ul style="list-style-type: none"> a) Cleaning and polishing of cutlery crockery, flatware, hollowware, glassware, furniture b) Setting up the side station c) Laying and relaying table cloth d) Laying different types of covers e) Napkin folds 	25
3.	SERVICE: GUEST CYCLE (Welcoming to Farewell) <ul style="list-style-type: none"> a) Welcoming b) Escorting c) Seating d) Water service e) Placing the napkin f) Presenting the menu g) Order taking h) Soup service and clearance i) Main course service (Platter to plate and pre-plated) and clearance j) Crumbing down procedure k) Service of dessert l) Settling the bill m) Farewell 	40
4.	SERVICE OF NON- ALCOHOLIC BEVERAGES & TOBACCO: <ul style="list-style-type: none"> a) Tray setup for tea and coffee service b) Service of juices and aerated water c) Tray setup for breakfast and afternoon tea service d) Service of cigarettes and cigars 	20
5.	ROOM SERVICE <ul style="list-style-type: none"> a) Tray setup for breakfast lunch, dinner, tea etc b) Order taking, service and clearance 	20

HOTEL OPERATIONS**PAPER - III****Subject Title: ROOM DIVISION OPERATIONS – I****Hours – 135, Marks – 50**

Sl. No	Unit	Periods (hrs)	Weightage in marks	Short Answer Questions	Essay type questions
1.	INTRODUCTION TO HOSPITALITY INDUSTRY <ol style="list-style-type: none"> Evolution and growth of the Hospitality Industry <ul style="list-style-type: none"> Indian International Classification of hotels <ul style="list-style-type: none"> Size Target Market Levels of service Management & affiliation Star categorization in India Others Types of rooms Examples of hotels in each category 	10	08	1	1
2.	ROOMS DIVISION – INTRODUCTION <ol style="list-style-type: none"> Functional organization of an all service hotel Functional organization of a Rooms division Understanding the difference in functional organization, service & facilities between different star categorized hotels Hierarchy of Front Office & House Keeping brigades Job descriptions of the Accommodation department staff Interdepartmental coordination between 	20	08	1	1

Sl. No	Unit	Periods (hrs)	Weightage in marks	Short Answer Questions	Essay type questions
	Front Office & other departments g) Attributes of Front office & Housekeeping staff				
3.	ROOMS DIVISION LAYOUT a) Layout of hotel lobby b) Layout of hotel house keeping c) Linen room & Laundry	20	06	0	1
4.	FRONT OFFICE OPERATIONS a) Guest cycle b) Formats and equipment used in front office c) Categorization of guests a. FIT b. Groups c. Crews etc... d) Associated functions in the guest cycle and the operating staff e) Basis of charging room tariff a. Check in checkout basis b. 24 hr basis c. Packages f) Different types of tariff a. Rack rate/printed tariff b. Discounted rates i. CVGR ii. Government rate. iii. Group rate. iv. Hospitality membership. c. Food plans i. European Plan ii. Bermuda Plan etc... g) Basis for pricing a room a. Hubbart's formula	25	16	2	2

Sl. No	Unit	Periods (hrs)	Weightage in marks	Short Answer Questions	Essay type questions
	<ul style="list-style-type: none"> b. Rule of thumb c. Market condition approach d. Day rate. e. Hourly rate 				
5.	RESERVATIONS <ul style="list-style-type: none"> a) Importance of reservations b) Formats & reports used at reservations c) Handling telephonic reservations d) Telephone etiquettes <ul style="list-style-type: none"> • Telephone equipment used • Standard phrases • Handling calls for reservations • Handling calls for enquiries e) Handling reservations via other media f) Understanding CVGR and credit lists 	20	08	1	1
6.	BELL DESK/CONCIERGE – UNIFORMED STAFF <ul style="list-style-type: none"> a) Organization of bell desk b) Hierarchy of bell desk c) Duties & responsibilities of bell desk staff d) Role of bell desk during check in & check out of guests e) Information directory <ul style="list-style-type: none"> a. Local site seeing b. Shopping f) Attributes of bell desk personnel 	10	10	2	1
7.	HOUSE KEEPING <ul style="list-style-type: none"> a) Cleaning Equipment and its uses <ul style="list-style-type: none"> • Classification of equipment • Mechanical equipment • Containers, brushes, mops & broom 	25	16	2	2

Sl. No	Unit	Periods (hrs)	Weightage in marks	Short Answer Questions	Essay type questions
	<p>b) Cleaning agents and their uses</p> <ul style="list-style-type: none">• Classification of cleaning agents• Types <p>c) Guest Supplies</p> <p>d) Bed making</p> <p>e) Various formats used in House keeping</p>				
8.	<p>COMPUTERIZATION OF HOTELS</p> <p>a) Names of software used at hotel</p> <p>b) Advantages & disadvantages of computers</p> <p>c) Equipment used in IT department</p>	10	08	1	1

HOTEL OPERATIONS**PAPER - III****Subject Title: ROOM DIVISION OPERATIONS PRACTICAL – I****Hours – 135, Marks – 50**

SI	PRACTICAL CLASS UNIT	HOURS
1.	Grooming for hotel front office & house keeping staff	20
2.	Understanding various forms used at Front office and filling with relevant data	20
3.	Understanding various forms used at House keeping and filling with relevant data	10
4.	Drafting layout of Front Office department – Front & back areas	10
5.	Drafting layout of House Keeping department – Linen room, laundry, House keeping	10
6.	Bed making practical	25
7.	Uses of various cleaning equipment – brooms, mops, vacuum cleaners etc...	20
8.	Telephone etiquettes	20
9.	Taking reservations – phone, Travel agents, Companies, Groups, crews etc...	20
10.	Bell desk responsibilities	10
11	General knowledge – countries, capitals, currencies & airlines Local sightseeing & shopping, Places of Tourist, Pilgrim interest in India & International Information directory: Train timings, Flight timings, Theatre & show timings, Local handicrafts & handlooms	20

HOTEL OPERATIONS - II YEAR**PAPER - I****Subject Title: Food Production – II
(110 hrs, 50 marks)**

Objective: On completion of this subject students will acquire basic knowledge and skills of

Sl.No.	Unit	Periods (hrs)	Weightage in marks	Short answer questions	Essay type questions
1.	INDIAN CUISINE a) Introduction to Indian food b) Spices used in Indian cookery c) Masala mix used d) Basic gravies e) Famous cuisines of India – (concise) • Kashmiri • Punjabi • Mughalai & Awadhi • Hyderabadi • Gujarati • Rajasthani • Marathi • Bengali • Goan • Chettinad • Kerala • Andhra	30	18	3	2
2.	INTERNATIONAL CUISINES a) French & nouvelle cuisine b) Italian cuisine c) Oriental cuisine	30	16	2	2
3.	KITCHEN HYGIENE AND SANITATION a) Food laws b) Food additives c) Food adulteration d) Causes of food spoilage e) Common food & water borne diseases and their prevention	20	16	2	2
4.	ADVANCED BAKERY a) Pastry • Short crust	30	18	3	2

	<ul style="list-style-type: none">• Laminated• Choux• Puff <p>b) Icings and pastry cream</p> <ul style="list-style-type: none">• Basic icing and pastry cream• Uses in confectionary				
--	---	--	--	--	--

HOTEL OPERATIONS - II YEAR
PAPER - I
Subject Title: FOOD PRODUCTION PRACTICAL – II
(115 hrs, 50 marks)

SL.NO.	PRACTICAL UNIT/MENU	HOURS
1.	Basic Indian gravies – Red, yellow, green, brown & white gravy	10
2.	Menu 1: Kashmiri Pulao, Mutton roganjosh, Chaman kaliyan, Dum aloo kashmiri, Kongeh Phirin(Suji phirni with saffron)	05
6.	Menu 2: Moti pulao, Amritsari machchi, Rajma masala, Tandoori murgh, Tandoori roti, Gajar ka halwa	05
7.	Menu 3: Galouti kabab, Yakhni pulao, Mughlai paratha, Gosht do pyaza, Paneer pasanda, Muzzafar	05
8.	Menu 4: Kachche gosht ki/Vegetable biryani, Dum ka murgh, Mirchi ka saalan, Khubani ka meetha	05
9.	Menu 5: Saarki, Brown rice, Oondyu, Gujrati dal, Mohanthal	05
10.	Menu 6: Gatte ka pulao, Dal, Bhati, Choorma, Laal maas, Moong dal halwa	05
11.	Menu 7: Masala bhat, Kolhapuri mutton/ vegetable, Amti, puran poli	05
12.	Menu 8: Ghee bhat, Luchi, Macher jhol, Shukto, Mishti doi	05
13.	Menu 9: Prawn pulao, Mutton vindaloo, Tur daal sorak, Dodal	05
14.	Menu 10: Coconut rice, Chicken chettinad, Malabar paratha, Pal payasam	05
15.	Menu 11: Aapam, Stew, Meen poriyal, Avial, Pumpkin erissery, Ada pradaman	05
16.	Menu 12: Plain rice , Mudda pappu, Chepala pulusu, Bendakaya vepudu, Khaja	05
17.	Salads & Sandwiches	05
18.	French menu	05
19.	Italian menu	05
20.	Chinese menu	05
21.	Puff Pastry: veg. puff, egg puff, chicken puff	05
22.	Flaky Pastry: khari, tie-biscuit, cheese straws	05
23.	Danish Pastry: Danish, croissant, cinnamon rolls	05
24.	Short Crust Pastry: <ul style="list-style-type: none"> • Biscuits: vanilla, fruit, osmania • Pies: apple pie • Flans: fruit flan • Tarts: jam tarts, lemon cream tarts 	05
25.	Desserts: <ul style="list-style-type: none"> • Mousse: chocolate, coffee • Soufflé: lemon, vanilla • Puddings: caramel custard, bread & butter pudding 	05

HOTEL OPERATIONS**PAPER - II****Subject Title: FOOD&BEVERAGE SERVICE – II****(Hours: 110, Marks: 50)**

S.No.	Name of the Unit	No. of periods	Weightage in marks	Short answer questions	Essay type questions
1.	<p>ALCOHOLIC BEVERAGE</p> <p>A. Introduction and definition</p> <p>B. Production of alcoholic</p> <ul style="list-style-type: none"> • Fermentation process • Distillation process <p>Classification with examples</p> <p>WINES</p> <p>A. Definition & history</p> <p>B. Classification with example</p> <ul style="list-style-type: none"> • Table/still/natural • Sparkling • Fortified • Aromatized <p>C. Production of wines</p> <p>D. Food & Wine Harmony</p> <p>E. Storage of wines</p> <p>Wine terminology (English & French)</p> <p>BEER</p> <p>A. Introduction & Definition</p> <p>B. Types of Beer</p> <p>C. Production of Beer</p> <p>D. Storage</p> <p>SPRITS</p> <p>A. Introduction and Definition</p> <p>B. Production of spirits</p> <ul style="list-style-type: none"> • Pot –still method • Patent still method <p>C. Production of</p> <ul style="list-style-type: none"> • Whisky • Rum • Gin • Brandy • Vodka • Tequila <p>D. Different Proof spirit</p> <ul style="list-style-type: none"> • American Proof • British Proof (Sikes scale) 	25	10	2	1

S.No.	Name of the Unit	No. of periods	Weightage in marks	Short answer questions	Essay type questions
	<ul style="list-style-type: none"> Gay Lussac (OIML Scale) 				
2.	DISPENSE & COCKTAIL BARS A. Introduction and definition B. Bar layout- physical layout of bar C. Bar stock- alcohol & non alcohol beverages D. Bar equipments	25	16	2	2
3.	FUNCTION CATERING BANQUETS a. History b.Types c. Organization of banquet department d. Duties and responsibilities e. Sales f. Booking Procedure g. Banquet menus h. Banquet Protocol & Toasting BUFFET: a. Introduction and types b. factors to plan buffet c. equipment	20	16	2	2
4.	FOOD COST CONTROL a) Introduction to Cost Control b) Define Cost Control c) The Objectives and advantages of Cost Control d) Basic costing e) Food costing FOOD CONTROL CYCLE Stages in food control cycle	20	16	2	2
5.	KITCHEN STEWARDING a. Importance b. Duties and responsibilities c .Staffing d. Record keeping e. Inventory	20	16	2	2

HOTEL OPERATIONS**PAPER - II****Subject Title: FOOD & BEVERAGE SERVICE PRACTICAL – II****(Hours: 110, Marks: 50)**

S.No.	Name of the Unit	No. of periods
1.	Dispense Bar – Organizing Mise-en-place Task-01 Wine service equipment Task-02 Beer service equipment Task-03 Cocktail bar equipment Task-04 Bar stock - alcoholic & non-alcoholic beverages Task-05 Bar accompaniments & garnishes Task-06 Bar accessories & disposables	20
2.	Service of Wines Task-01 Service of Red Wine Task-02 Service of White/Rose Wine Task-03 Service of Sparkling Wines Task-04 Service of Fortified Wines Task-05 Service of Aromatized Wines Service of Beer Task-01 Service of Bottled & canned Beers Task-02 Service of Draught Beers Service of Spirits Task-01 Service styles – neat/on-the-rocks/with appropriate mixers Task-02 Service of Whisky Task-03 Service of Vodka Task-04 Service of Rum Task-05 Service of Gin Task-06 Service of Brandy Task-07 Service of Tequila Matching Wines with Food Task-01 Menu Planning with accompanying Wines <input type="checkbox"/> Continental Cuisine <input type="checkbox"/> Indian Regional Cuisine Task-02 Table laying & Service of menu with accompanying Wines <input type="checkbox"/> Continental Cuisine <input type="checkbox"/> Indian Regional Cuisine	45
3.	Function catering –Banquets <ul style="list-style-type: none"> • Planning & organizing formal & informal Banquets • Planning & organizing outdoor caterings • Planning & organizing various types of Buffets 	25
4.	Kitchen Stewarding <ul style="list-style-type: none"> • Using & operating machines Exercise-physical inventory	20

HOTEL OPERATIONS
PAPER - III
Subject Title: ROOM DIVISION OPERATIONS – III
Hours – 110, Marks – 50

Sl.No.	Unit	Periods (hrs)	Weightage in marks	Short answer questions	Essay type questions.
1.	FRONT OFFICE BASICS <ul style="list-style-type: none"> • Guest Cycle - recapitulation • Understanding the relation between Reservations & Registration • Interdepartmental coordination between Front Office & House Keeping • Glossary of terms used at Front Office & House Keeping 	10	02	1	-
2.	REGISTRATION <ol style="list-style-type: none"> a) Formats used at hotel reception b) A day as a front office assistant <ol style="list-style-type: none"> a. Pre registration of guests b. VIP blocks c. Rooms inventory d. Flight schedule c) Check in procedure for <ol style="list-style-type: none"> a. FIT <ol style="list-style-type: none"> i. DFIT ii. FFIT b. Group/Crew c. VIP/CIP/DG d. Walk in d) Check in procedure <ol style="list-style-type: none"> a.Receiving of guests b.Filling of relevant forms c.Key handling d.Mode of payment & 	10	08	1	1

	advance payment policy e. Room allotment				
3.	RESPONSIBILITIES DURING GUEST STAY a) Message handling b) Paging c) Mail handling d) Complaint handling etc...	10	08	1	1
4.	CHECK OUT AND SETTLEMENT OF BILLS a) Standard guest check out procedure b) Check out procedure at Front Office & House Keeping c) Handling various methods of payment a. Cash b. Credit card c. Bill to company d. Travel agents vouchers etc...	15	08	1	1
5.	INTRODUCTION TO GUEST ACCOUNTING • Vouchers • Folios • Ledgers • VTL	10	08	1	1
6.	CLEANING ROUTINES a) A day as a House keeping assistant b) Guest room cleaning • Cleaning process • Contents of guest room • Furniture • Fixtures • Bed, Mattresses, Bedding • Soft furnishings c) Public area cleaning • Lobby • Corridors • Public restrooms • Elevators & Staircases etc...	10	08	1	1

7.	HOUSE KEEPING SUPERVISION <ul style="list-style-type: none"> • Role of a HK supervisor • Duties & responsibilities of a supervisor 	10	02	1	
8.	DIFFERENT SURFACES USED IN HOTELS AND THEIR CARE <ol style="list-style-type: none"> a) Wood & laminates b) Stone & ceramics c) Leather, rubber & rexine d) Metals e) Glass 	15	08	1	1
9.	FABRICS USED AT HOTELS AND THEIR CARE <ol style="list-style-type: none"> a) Construction of cloth (warp/weft) b) Uniforms c) Upholstery d) Soft furnishings e) Washing/dry cleaning – chemicals used 	10	08	1	1
10	SAFETY & SECURITY <ol style="list-style-type: none"> a) Theft by employee & guests b) Fire, Bomb threats c) Types of Keys & Key control – guestroom keys, department keys d) First aid <ol style="list-style-type: none"> a. Breathing disorders – asthma b. Cardiac arrest c. Burns & scalds d. Fainting 	10	08	1	1

HOTEL OPERATIONS**PAPER - III****Subject Title: ROOM DIVISION OPERATIONS PRACTICAL – II****Hours – 115, Marks – 50**

Sl	PRACTICAL UNIT	HOURS
1	Filling of various forms used during registration during check-in and check-out at Reception, Cash counter, Bell desk & House Keeping	5
2.	Guest pre-registration & registration procedure	20
3.	Bell desk operations	10
4.	Guest complaint handling role plays	10
5.	Care of surfaces – metals, glass, etc...cleaning & polishing	20
6.	Guest room cleaning – check out room, occupied room, vacant room	30
7.	Public area cleaning	20

LIST OF EQUIPMENTS REQUIRED**I. BASIC TRAINING KITCHEN**

1. Cooking Range(two burner)	10 no's (Low pressure)
2. Weighing Scale	2 No's
3. Measuring Jug	10 No's
4. Measuring Spoon	10 No's
5. Aluminum Basin	10 No's
6. Soup Strainer	10 No's
7. Grater	5 No's
8. Aluminum Pie-dish	10 No's
9. Jelly Moulds	5 No's
10. Rolling Pins	5No's
11. Frying Spoon	10 No's
12. Flat Spoon	10 No's
13. Round Laddles	10 No's
14. Wooden Spoon	10 No's
15. S.S.Degchi (12" Dia)	12 No's with lids.
16. S.S.Degchi(10"Dia)	12 No's with lids.
17. Frying Pan (10" Dia)	10 No's
18. Iron Tawa	4 No's
19. S.S.Collander(12"Dia)	10 No's
20. S.S.Katories (medium)	20 No's
21. Fibre Chopping board	12 No's
22. S.S.Tongs	10 No's
23. S.S.Sieve	5 No's
24. Aluminium trays (12"*18")	5 No's
25. Lime Squeezer	5No's
26. Iron Kadai (15" Dia)	5 No's
27. Garbage Bins	5 No's
28. Grinding Machine (heavy duty)	1 No's
29. Mixer Grinder	1 No's
30. Calie Tins	5 No's
31. Cooling Trays	5 No's
32. Bread Tin	5 No's
33. Baking Tray	5 No's
34. Work Table	10 No's
35. S.S.Sinks	5 No's
36. S.S.Plates	20 No's
37. Cup board	1no's

II. FOOD AND BEVERAGE SERVICE

1. Cup board	1 No's
2. Side board[side station]	2 No's
3.a. Tables (2 ½ X 2 ½)	2 No's
3.b. Tables (2 ½ X 4 ½)	2 No's
4. Chairs	
5. Bar counter	1 No's
6. Joint Plate	4 doz
7. Half Plate	4 doz
8. Quarter Plate	8 doz
9. Soup bowls	4 doz
10. Tea Cups & Saucer	2 doz
11. Coffee Cup & Saucer	2 doz
12. Egg Cup	1 doz
13. Large Knife	2doz
14. Large fork.	2 doz
15. A.P.Knife/Fork/Spoon	4 doz
16. Butter knife	1 doz
17.Butter Dishes	1 doz
18.Soup Spoon	4 doz
19.Tea/Coffee/Spoons	2 doz each.
20.Tea/Coffee/spoons	4 doz each.
21.Fish Knife/Fork	2 doz each.
22.Water Goblets.	4 doz
23.Ice Cream Cups.	2 doz
24.Juice Glasses	2 doz
25.Red wine glass	1 doz
26. White wine glass.	1 doz
27.Champagne Saucer	1 doz
28. Champagne Tulip	1 doz
29. Beer Mugs	1 doz
30.Brandy Baloon	1 doz
31.Cocktail glasses	1 doz
32.High ball glasses	1 doz
33.Salvers [Round]	2 doz
34.Tea pot	1 doz
35.Coffee pot	1 doz
36.Entre-dish [2 portion]	2 doz
37.Sauce Boats	1 no's
38.Finger bowls	2 doz
39.Cork Screw	1 doz
40. Peg measure	2 doz

41. Ash Tray.	1 doz
42. Menu Stand	1 doz
43. Flower vase	1 doz
44. Pastry Tongs.	6 no's
45. Ice Cream Scoop	1 no's
46. Cheffin dish	6 no's
47. Cret Set	1 doz

III. ROOM DIVISION OPERATIONS.

A. FRONT OFFICE	
1. F.O. Counter	1 no's
2. Mail & Key Rack	1 no's
3. Computer	1 no's
4. Various forms & Diaries.	Each 2 sets.
5. Bell desk	1 no's
B. HOUSE KEEPING	
1. Model Guest Room	1 no's
2. Chamber maid trolley.	1 No's
3. Vacuum Cleaner.	1 no's
4. Sink	2 no's
5. Soft Broom	2 doz
6. Hard Broom	2 doz
7. Carpet Brush	4 no's
8. Scrubbing Brush	1 doz
9. W.C. Brush	1 doz.
10. Long handle mops	6 no's
11. Steel wool	100 grms.
12. Nylon Scrubber	6 no's
13. Dusters	2 doz.
14. Flanelette.	2 doz
15. Glass cloth	2 doz
16. Dust pans	2 doz
17. Dust bins (small)	2 doz
18. Buchets (Medium)	1 doz.
19. Spray can	2 no's

**Model question Paper
Hotel Operations****1ST YEAR****Food Production – I**

Time: 3 hrs

Max Marks: 50

Section - A

Note: (i) Answer all the questions

10x2=20

(ii) Each question carries 2 marks

1. Explain marination & pairing?
2. What is Mise-en-place?
3. What is conduction?
4. Explain juliennes & paysanne cuts of vegetables.
5. List parts of an egg.
6. Explain bouquet- garni & mirepoix.
7. List parts of a salad.
8. Differentiate between single & double cream.
9. List different types of fuels used in hotel kitchens.
10. Differentiate between garnishes & accompaniments in brief.

Section – B

Note: (i) Answer any 5 questions

5x6=30

(ii) Each question carries 6 marks

1. Write an essay on Indian regional cuisine in 120 words.
2. What are aims & objectives of cooking? Explain with suitable examples.
3. Classify different methods of cooking with the help of a chart. Write basic rules of any one method.
4. Draw and mark cuts of beef.
5. Classify vegetables and mention pigments (color).
6. Classify soups with the help of a chart and one example of each.
7. Explain standard recipe system.
8. Explain the role of various ingredients in the process of bread making.

Model question Paper
Hotel Operations
1ST YEAR
Food & Beverage Service – I

Time: 3 hrs

Max Marks: 50

Section - A

Note: (i) Answer all the questions

10x2=20

(ii) Each question carries 2 marks

1. Differentiate between Coffee shop & a Multi cuisine restaurant.
2. Explain welfare catering.
3. Draw general staff hierarchy for a restaurant.
4. Explain cutlery & flatware.
5. What is silver service?
6. Explain supper & high-tea.
7. Classify non-alcoholic beverage.
8. What is K.O.T?
9. Differentiate between cappuccino & espresso.
10. What is Humidor?

Section – B

Note: (i) Answer any 5 questions

5x6=30

(ii) Each question carries 6 marks

1. List & explain various sectors of catering industry.
2. Explain attributes of a waiter.
3. Enlist various tasks under mise-en-scene & mise-en-place in a restaurant.
4. What are different styles/methods of Food & Beverage service? Explain in detail.
5. Enlist all the courses of French classical menu in a proper sequence, with at least 2 examples of each.
6. Define Menu & explain different types of menus.
7. Explain parts of a cigar, and classify cigars as per their shapes, color & sizes.
8. Explain triplicate checking system with the help of a flow chart.

Model question Paper
Hotel Operations
1ST YEAR
Room Division Operation – I

Time: 3 hrs

Max Marks: 50

Section - A

Note: (i) Answer all the questions

10x2=20

(ii) Each question carries 2 marks

1. What is the basis of classification of hotels?
2. Differentiate between Bermuda & Continental Plan.
3. Explain 24 hr basis of charging room tariff.
4. Neatly draw the hierarchy of a Bell desk.
5. List any 4 guest supplies
6. Give examples of any 4 Property Management Systems.
7. Give full forms of FIT & CVGR.
8. List any 4 formats used in Front Office.
9. Explain any 2 formats used in House Keeping.
10. List any four International hotel chains in India.

Section – B

Note: (i) Answer any 5 questions

5x6=30

(ii) Each question carries 6 marks

1. Trace the evolution of Indian hotel industry.
2. List the attributes of Front office personnel.
3. Draw and label the house keeping department of a 5 star hotel.
4. Explain the procedure of a telephonic reservation.
5. Classify various equipment used in the House Keeping.
6. Give examples of cleaning agent used in a Laundry.
7. Explain the duties & responsibilities of a Front Office Cashier.
8. Draw & explain the Guest Cycle.

Model question Paper
Hotel Operations
2ND YEAR
Food Production – II

Time: 3 hrs

Max Marks: 50

Section - A

Note: (i) Answer all the questions

10x2=20

(ii) Each question carries 2 marks

1. What is potali masala?
2. Name five famous dishes from Hyderabadi cuisine.
3. Differentiate between 'spices' and 'condiments'.
4. Name four food adulterants.
5. Define "icing" and 'Choux paste'.
6. Differentiate between 'Mousse' and 'Soufflé'.
7. Define 'Pasta' with at least four examples.
8. What is the 'Danger Zone' in food preparation?
9. Write the laws prevent food adulteration in India
10. Name the states these dishes are from:
 - a. Dodal; b. Sukto; c. Dal Bhati Churma; d. Aapam

Section – B

Note: (i) Answer any 5 questions

5x6=30

(ii) Each question carries 6 marks

1. Enlist all basic Indian gravies. Give recipe of any two.
2. Define 'Oriental Cuisine', also discuss any one cuisine falls under Oriental Cuisine.
3. Write five course menus from 'Awadhi' and 'Hyderabadi' cuisines.
4. How 'Flaky Pastry' is made? Give recipe of any two dishes made with flaky pastry.
5. Give brief description of the LAWS prevent food adulteration in India.
6. What is Food Borne Illness? How it can be prevented?
7. Write general guidelines for food storage.
8. 'Plate Presentation' is the most important feature of French Cuisine, discuss.

Model question Paper
Hotel Operations
2ND YEAR
Food & Beverage Service – II

Time: 3 hrs

Max Marks: 50

Section - A

Note: (i) Answer all the questions

10x2=20

(ii) Each question carries 2 marks

1. Explain fermentation.
2. Explain distillation.
3. Differentiate between table wine & sparkling wine
4. Write 4 international brand names of beer.
5. What is under-bar?
6. Define champagne and give 2 examples.
7. What is a function prospectus?
8. Define banquets & buffet.
9. What is toasting?
10. List all the stages of Food Control Cycle, in proper sequence.

Section – B

Note: (i) Answer any 5 questions

5x6=30

(ii) Each question carries 6 marks

1. Classify alcoholic beverages and explain each in one line.
2. Enlist the rules of matching food & wine.
3. Explain production of whisky with the help of a flow diagram.
4. Differentiate between dispense bar & cocktail bar in detail.
5. Explain all the stages of banquet booking procedure.
6. What are different types of buffet? Write factors to be considered while planning a buffet.
7. What are the objectives & advantages of cost control.
8. Write duties & responsibilities of kitchen stewarding department in a 5star hotel.

Model question Paper
Hotel Operations
2ND YEAR
Room Division Operation – II

Time: 3 hrs

Max Marks: 50

Section - A

Note: (i) Answer all the questions

10x2=20

(ii) Each question carries 2 marks

1. Explain DND, NC, OOO, DL.
2. Explain Walk in.
3. List in brief the importance of key controls.
4. Draw the format of Message slip.
5. Give 4 examples of credit cards.
6. List any 10 items of linen used in guest rooms.
7. List chemicals used for polishing brass & silver.
8. Name the type of cloth generally used for making Chef's coat & a waiter's waistcoat.
9. Differentiate between City ledge & Guest Ledger.
10. Draw the format of a paid out voucher.

Section – B

Note: (i) Answer any 5 questions

5x6=30

(ii) Each question carries 6 marks

1. Explain the points where the Front Office & House Keeping staff has to coordinate for smooth operations.
2. Elaborate the check in procedure for a foreign guest.
3. Draw a flowchart explaining the mail handling procedure.
4. List the activities to be performed by the house keeping staff during guest check out.
5. Enlist different vouchers used at hotels, explain any 2 in detail.
6. What is the sequence of cleaning used in guest room cleaning?
7. List the duties & responsibilities of a House keeping supervisor.
8. What first aid can be administered to a guest having an attack of asthma?

XII. List of Participants:

- 1. Rachna.G.**
Lecturer- Accommodation
Management.
IHM, CT & AN,
Vidhayanagar,
Hyderabad -07

- 2. Dinesh Kumar,**
Lecturer – Food Production &
Food & Beverage Service.
IHM, CT & AN,
Vidhayanagar,
Hyderabad -07.

- 3. Anand Banda,**
Assistant Professor,
Hospitality,
NITHM,
Gachibowli,
Hyderabad.

- 4. B.Gnana Sagar,**
Professor (FAC), S.I.V.E &
Deputy Director,
O/o the Commissioner of
Intermediate Education,
Andhra Pradesh,
Hyderabad.

SUGGESTED LIST OF COLLABORATING INSTITUTES

1. Institute of Hotel Management, Catering Technology & Applied Nutrition – Hyderabad (Ministry of Tourism)
2. Dr. Y.S.R. National Institute of Tourism & Hospitality Management.
3. Private Hotel Management colleges in the city.
4. Local hotel associations
5. State level hotel associations (E.g. HRAAP etc...)
6. Local hotels, Restaurants in the organized & unorganized sectors

ON THE JOB TRAINING CENTRES

1. Local Hotels
2. Local Restaurants
3. Local Fast food outlets
4. Hospitals
5. Government Guest Houses
6. Catering establishments
7. A.P.T.D.C. “Hotels and Resorts”
8. Air ports

QUALIFICATIONS OF LECTURERS:

1. Degree in Hotel Management with 2 years experience.
2. 3 years Diploma in Hotel Management after +2 level with 3 years experience.
3. Any Graduation with P.G. Diploma in Hotel Management or B.Sc Home Science with specialization of Catering / Hotel Management with not less than 50% marks.

VERTICAL MOBILITY

1. Without Bridge Course – B.Sc. Hotel Management / Hospitality Management / Culinary Arts, BHMCT, BA Tourism & Hospitality Management / Hotel and Administration. B.A., B.Com.
2. With Bridge Course – Eligible to admit for further courses through EAMCET.

REFERENCE BOOKS

Food production:

1. Theory of cookery – Krishna Arora
2. Modern Cookery vol.-I &II- Thangum E. Philip
3. Indian Cookery-Pritam Oberoi
4. Taste of India – Madhur Jaffery
5. Oriental Cookery – Lo Kenneth
6. Food Heritage of India – Vimal Patel
7. Larousse Gastronomy
8. Hygiene and Sanitation in Food Industry – S. Roday
9. Nutrition for Food service & Culinary professionals – Drummond Karen Eich
10. Basic Baking – S.C. Dubey.
11. Professional Baking – Gicslen

F&B Service:

1. Food and Beverage Service – Dennis Lillicrap and John Cousins
2. The waiter's Handbook – Graham Brown
3. Food and Beverage Service-Y.M. Bagchie
4. The Beverage book – Andrew Durkan & John Cousins
5. The World encyclopaedia of wine – Walton Stuart
6. The Ultimate encyclopaedia of Wine, Beer, Spirits & Liqueurs – Walton Stuart & Brian Glover
7. A Guide to F&B Service – Tharakan.Y.G
8. Food & Beverage Costing – Jagmohan Negi

Accommodation Operations:

1. Front Office Operations – Michael Kasavana & Richard M.Brooks.
2. House Keeping Operations – Raghubalan