

# **BHUPAL NOBLES' UNIVERSITY**

## **FACULTY OF COMMERCE & MANAGEMENT**

**Choice Based Credit System (CBCS)**

**(Courses effective from Academic Year 2016-17)**



**UNDERGRADUATE PROGRAMME**

**SYLLABUS**

**BHM (FOUR YEAR)**

**(BACHELORS OF HOTEL MANAGEMENT)**

**PROPOSED  
COURSE CURRICULUM FOR**

**FOUR YEAR  
BACHELOR OF HOTEL MANAGEMENT**

**SUBMITTED TO**

**UNIVERSITY GRANTS COMMISSION  
NEW DELHI**

**UNDER CHOICE BASED CREDIT SYSTEM 2015**

**Details of Course Under Undergraduate Programme (Bachelor of Hotel Management)**

Course:	Credits	
	<b>Theory + Practical</b>	<b>Theory + Tutorials</b>
<b>1. <u>Core Course</u></b> (12 Papers) 04 Courses from each of the 03 disciplines of choice	<b>12x4= 48</b>	<b>12x5=60</b>
<b>Core Course Practical / Tutorial*</b> 04 Courses from each of the 03 disciplines of choice	<b>12x2=24</b>	<b>12x1=12</b>
<b>II. <u>Elective Course</u></b> (6 Papers + 6 Papers in 4 <sup>th</sup> Year ) Two papers from each discipline of choice Including paper of interdisciplinary nature.	<b>6x4=24</b> <b>6x4=24</b>	<b>6x5=30</b> <b>6x5=30</b>
<b>Elective Course Practical/Tutorials</b>  (6 Practical/Tutorials*) Two papers from each discipline of choice Including paper of interdisciplinary nature	<b>6x2=12</b>  <b>6x2=12</b>	<b>6x1=6</b>  <b>6x1=6</b>
· <b>Optional Dissertation or project work in place of one Discipline elective paper (6 credits) in 6<sup>th</sup> Semester</b>		
<b>III. Ability Enhancement Courses</b>		
<b>1. Ability Enhancement Compulsory Courses (AECC)</b> 2x4=8 (2 Papers of 4 credits each) Environmental Science English/MIL Communication	<b>2x4=8</b>	<b>2x4=8</b>
<b>2. Skill Enhancement Courses (SEC)</b> 6X4=24 (6 Papers of 4 credits each)	<b>6X4=24</b>	<b>6X4=24</b>
	<hr/>	<hr/>
	<b>Total credit= 176</b>	<b>Total credit= 176</b>

Institute should evolve a system/policy about ECA/General Interest/Hobby/Sports/NCC/NSS/related course on its own. \*wherever there is practical there will be no tutorials and vice-versa

**DEPARTMENT OF TOURISM & HOTEL MANAGEMENT**  
**FACULTY OF COMMERCE & MANAGEMENT**  
**BHUPAL NOBLES' UNIVERSITY, UDAIPUR**  
**BHM: Four Year (8 Semester)**  
**CBCS Programme**

Course No.	Course Title	Credit
	Semester I	
BHM 111	Environmental Science	4
BHM 112	Food Production Foundation – I	6 (4 + 2)
BHM 113	Food & Beverage Service Foundation – I	6 (4 + 2)
BHM 114	Accommodation & Front Office Foundation – I	6 (4 + 2)
	Semester II	
ENG 123	Language: English Communication	4
BHM 121	Food Production Foundation – I	6 (4 + 2)
BHM 122	Food & Beverage Service Foundation – I	6 (4 + 2)
BHM 123	Accommodation & Front Office Foundation – I	6 (4 + 2)
	Semester III	
BHM 231	Food Production Operations – Industry Exposure – I	6 (4 + 2)
BHM 232	Food & Beverage Service Operations - Industry Exposure – I	6 (4 + 2)
BHM 233	Accommodation & Front Office Operations - Industry Exposure – I	6 (4 + 2)
BHM 234	Personality Skills for Hospitality – Learning from Industry	4

Semester IV		
BHM 241	Introduction to Indian Cooking	6 (4 + 2)
BHM 242	Food & Beverage Service Operations – II	6 (4 + 2)
BHM 243	Accommodation & Front Office Operations – II	6 (4 + 2)
BHM 244	Accounting Skills for Hospitality	4

Course No.	Course Title	Credit
Semester V		
BHM 351	Foreign Language Skills – I (French)	4
BHM 352	Regional Cuisines of India – I / Food & Beverage Service Foundation – I / Accommodation Management – I	6 (4 + 2)
BHM 353	Researching for Hospitality & Tourism Management	6
BHM 354	Hospitality Law	6
Semester VI		
BHM 361	Foreign Language Skills – II (French)	4
BHM 362	Regional Cuisines of India – II / Food & Beverage Service Management – II / Accommodation Management – II	6 (4 + 2)
BHM 363	Project Work	6
BHM 364	Hospitality Marketing	6
Semester VII		
BHM 471	Skill enhancement for Media & Journalism in Hospitality / Application of Computers in Hospitality & Tourism / Web Applications in Hospitality & Tourism	4
BHM 472	Human Resource Management	6
BHM 473	Safety, Security and Travel Documentation	6
BHM 474	Select from list (DSE 6 – 14 )	6

	Semester VIII	
BHM 481	Writing Skills for Hospitality (Writing of Industrial Reports) / Hospitality Operation Software Skills / Trade Presentation Skills	4
BHM 482	Human Resource Practices ( Industry Exposure )	6
BHM 483	Safety, Security and Travel Documentation Facilitation Management Practices	6
BHM 484	Select from ( Industry Exposure ) (DSE 6-14 )	6

**Bachelor of Hotel Management - Four Years**  
**Under Choice Based Credit System CBCS of University Grants Commission**  
**Discipline Specific Core Course (Six Credit Each)**

DSC-1A: Food Production Foundation -I  
DSC-2A: Food & Beverage Service Foundation -I  
DSC-3A: Accommodation & Front Office Foundation -I  
DSC-1B: Food Production Foundation -II  
DSC-2B: Food & Beverage Service Foundation -II  
DSC-3B: Accommodation & Front Office Foundation -II  
DSC-1C: Food Production Operations Industry Exposure -I  
DSC-2C: Food & Beverage Service Operations Industry Exposure -I  
DSC-3C: Accommodation & Front Office Operations Industry Exposure -I  
DSC-1D: Introduction to Indian Cooking  
DSC-2D: Food & Beverage Service Operations-II  
DSC-3D: Accommodation & Front Office Operations -II

**Discipline Specific Elective (Six Credit Each)**

DSE-1A: Regional Cuisines of India -I  
DSE-1B: Regional Cuisines of India -II  
DSE-1C: Food & Beverage Service Management -I  
DSE-1D: Food & Beverage Service Management -II  
DSE-1E: Accommodation Management --I  
DSE-1F: Accommodation Management -II  
DSE-2A: Researching for Hospitality & Tourism Management  
DSE-2B: Project Work  
DSE-3A: Hospitality Laws  
DSE-3B: Hospitality Marketing  
DSE-4A: Human Resource Management  
DSE-4B: Human Resource Practices (Industry Exposure)  
DSE-5A: Safety, Security and Travel Documentation  
DSE-5B: Safety, Security and Travel Documentation Facilitation Practices (Industry Exposure)  
DSE-6A: Retail Management  
DSE-6B: Practices in Retail Management (Industry Exposure)

DSE-7A: Event Management  
DSE-7B: Practices in Event Management (Industry Exposure)  
DSE-8A: Laundry Management  
DSE-8B: Practices in Laundry Management (Industry Exposure)  
DSE-9A: Food Service Management  
DSE-9B: Practices in Food Service Management (Industry Exposure)  
DSE-10A: Accommodation Management  
DSE-10B: Practices in Accommodation Management (Industry Exposure)  
DSE-11A: Culinary Management  
DSE-11B: Practices in Culinary Management (Industry Exposure)  
DSE-12A: Bakery Management  
DSE-12B: Practices in Bakery Management (Industry Exposure)  
DSE-13A: Front Office Management

BHM- UGC-CBCS-2015 6

DSE-13B: Practices in Front Office Management (Industry Exposure)  
DSE-14A: Foreign Cuisines (Italian/ Chinese/ Mexican/ Thai/Others)  
DSE-14B: Practices in Foreign Cuisines (Industry Exposure)

*Universities may include more options or choose from this list. For Four Year BHM Programme in semester VII&VIII candidate may choose any one from 06-14. Institutions may fix a group size for DSE Options say about 15-20 Students per group*

**Ability Enhancement Compulsory Courses (Two Credit Each)**

AE-1: Environmental Sciences  
AE-2: English/MIL Communication

**Skill Enhancement Elective Courses (Two Credit Each)**

SEC-1: Personality Skills for Hospitality – Learning from Industry  
SEC-2: Accounting Skills for Hospitality  
SEC-3: Foreign Language Skills –I (French/ Spanish/ German)  
SEC-4: Foreign Language Skills –II (French/ Spanish/ German)  
SEC-5A: Skills enhancement for Media & Journalism in Hospitality  
SEC-5B: Application of Computers in Hospitality & Tourism  
SEC-5C: Web Applications in Hospitality & Tourism  
SEC-6A: Writing Skills for Hospitality (Writing of Industry Reports)  
SEC-6B: Hospitality Operation Software Skills



## SEC-6C: Trade Presentation Skills

Universities may include more options or choose from this list. For the Fourth Year of BHM Programme in Discipline Specific electives amongst semester VII&VIII candidate may choose any one from DSE 06-14 with a minimum group size of 15.

It is pertinent to mention that UGC has specified the degrees and their duration in the field of Hotel Management/Hospitality/Tourism/Travel published in Gazette of India, July 05, 2014 Pages 2980 & 2989 listed from S.No 48-53 of [Part III section -4] of notification.

### **Important:**

1. Each University/Institute should provide a brief write-up about each paper outlining the salient features, utility, learning objectives and prerequisites. University/Institute can add/delete some experiments of similar nature in the Laboratory papers.
2. A Two Credit, Only theory paper will have 2 hours of lecture per week and in case of practical four of practical input per week. Similarly, a Six Credit, Only Theory paper will have 5 Hours of Lecture and 1 hr of Tutorial Per Week, Whereas 6 Credit Theory and Practical (4+2) Paper shall have 4 Hrs of Lecture and 4 Hrs of Practical per week.
3. The size of the practical group for practical papers is recommended to be 12-15 students. We may have batches divided for practical and workload may be accessed batch wise. One Credit of Theory is equal to Two Labs, thus for Two Credit Paper No of theory classes per week shall be Two and/or Labs would be Four. In case of multiple batches the lab workload shall be multiplied and accessed accordingly.
4. University/Institute can add to the list of reference books given at the end of each paper.
5. University/ Institute can plan activity based learning events such as theme lunches, food festivals about 1-2 each year to supplement learning of students.
6. University/ Institute may organise Seminar/ Conferences/ Workshops/ Symposiums/ Interaction Programmes/ Extension Lecture focusing on key areas of Hospitality.

## **Bachelor of Hotel Management Year- 1**

<b>SEM</b>	<b>COURSE OFFERED</b>	<b>COURSE NAME</b>	<b>CREDIT</b>	<b>HOURS PER WEEK</b>
I	BHM -1.1 DSC-1A Theory	Food Production Foundation -I	4	4
	BHM -1.1 DSC-1A Practical	Food Production Foundation -I	2	4
	BHM -1.2 DSC-2A Theory	Food & Beverage Service Foundation -I	4	4
	BHM -1.2 DSC-2A Practical	Food & Beverage Service Foundation -I	2	4
	BHM -1.3 DSC-3A Theory	Accommodation & Front Office Foundation -I	4	4
	BHM -1.3 DSC-3A Practical	Accommodation & Front Office Foundation -I	2	4
	BHM -1.4 AECC	(English/MIL Communication)/ Environmental Science	4	4
	Total Credits in this semester			22
II	BHM - 2.1 DSC-1B Theory	Food Production Foundation -II	4	4
	BHM - 2.1 DSC-1B Practical	Food Production Foundation -II	2	4
	BHM - 2.2 DSC-2B Theory	Food & Beverage Service Foundation -II	4	4
	BHM - 2.2 DSC-2B Practical	Food & Beverage Service Foundation -II	2	4
	BHM - 2.3 DSC-3B Theory	Accommodation & Front Office Foundation -II	4	4
	BHM - 2.3 DSC-3B Practical	Accommodation & Front Office Foundation -II	2	4
	BHM - 2.4 AECC	(English/MIL Communication)/ Environmental Science	4	4
	Total Credits in this semester			22

## **Bachelor of Hotel Management Year- II**

Semester III is Industry Integrated Practical Module

<b>SEM</b>	<b>COURSE OFFERED</b>	<b>COURSE NAME</b>	<b>CREDIT</b>	<b>HOURS PER WEEK</b>
III	BHM - 3.1 DSC-1C Practical	Food Production Operations- Industry Exposure -I	6	12
	BHM - 3.2 DSC-2C Practical	Food & Beverage Service Operations- Industry Exposure -I	6	12
	BHM - 3.3 DSC-3C Practical	Accommodation and Front Office Operations- Industry Exposure -I	6	12
	BHM - 3.4 SEC-1 Practical	Personality Skills for Hospitality- Learning from Industry	4	4
Total Credits in this semester			22	40
IV	BHM - 4.1 DSC-1D Theory	Introduction to Indian Cooking	4	4
	BHM - 4.1 DSC-1D Practical	Introduction to Indian Cooking	2	4
	BHM - 4.2 DSC-2D Theory	Food & Beverage Service Operations -II	4	4
	BHM - 4.2 DSC-2D Practical	Food & Beverage Service Operations -II	2	4
	BHM - 4.3 DSC-3D Theory	Accommodation & Front Office Operations -II	4	4
	BHM - 4.3 DSC-3D Practical	Accommodation & Front Office Operations -II	2	4
	BHM - 4.4 SEC-2 Theory	Accounting Skills for Hospitality	4	4
Total Credits in this semester			22	28

### **Bachelor of Hotel Management Year- III**

<b>SEM</b>	<b>COURSE OFFERED</b>	<b>COURSE NAME</b>	<b>CREDIT</b>	<b>HOURS PER WEEK</b>
V	BHM – 5.1 SEC-3	Foreign Language Skills –I(French/ Spanish/German)	4	4
	BHM – 5.2 DSE-1 A/C/E Theory	Regional Cuisines of India -/ Food & Beverage Service Management -/ Accommodation Management -I	4	4
	BHM – 5.2 DSE-1 A/C/E Practical	Regional Cuisines of India -/ Food & Beverage Service Management -I Accommodation Management -I	2	4
	BHM – 5.3 DSE-2A	Researching for Hospitality & Tourism Management	6	6
	BHM – 5.4 DSE-3A	Hospitality Laws	6	6
Total Credits in this semester			22	24
VI	BHM – 6.1 SEC-4	Foreign Language Skills –II(French/ Spanish/German)	4	4
	BHM – 6.2 DSE1 B/D/F Theory	Regional Cuisines of India -II/ Food & Beverage Service Management -II Accommodation Management -II	4	4
	BHM – 6.2 DSE-1 B/D/F Practical	Regional Cuisines of India -II/ Food & Beverage Service Management -II Accommodation Management -II	2	4
	BHM – 6.3 DSE-2B	Project Work	6	6
	BHM – 6.4 DSE-3B	Hospitality Marketing	6	6
Total Credits in this semester			22	24

**Bachelor of Hotel Management Year- IV**

<b>SEM</b>	<b>COURSE OFFERED</b>	<b>COURSE NAME</b>	<b>CREDIT</b>	<b>HOURS PER WEEK</b>
VII	BHM – 7.1 SEC-5 A/B/C A-Th, B&C- Practical	Skill enhancement for Media & Journalism in Hospitality/ Application of Computers in Hospitality & Tourism/ Web Applications in Hospitality & Tourism	4	4/8/8
	BHM – 7.2 DSE-4A Theory	Human Resource Management	6	6
	BHM – 7.3 DSE-5A	Safety, Security and Travel Documentation	6	6
	BHM – 7.4 DSE-6-14	Select from List	6	6
Total Credits in this semester			22	22-26
VIII	BHM- 8.1 SEC-6 D/E/F Practical	Writing Skills for Hospitality(Writing of Industrial Reports/ Hospitality Operation Software Skills/Trade Presentation Skills	4	4
	BHM- 8.2 DSE-4B Practical	Human Resource Practices(Industry Exposure)	6	12
	BHM- 8.3 DSE-5B Practical	Safety, Security and Travel Documentation Facilitation Management Practices (Industry Exposure)	6	12
	BHM- 8.4 DSE-6-14	Select from List(Industry Exposure)	6	12
Total Credits in this semester			22	40

## DSC-1A: Food Production Foundation -I

Theory: 4 Credits; Total Hours =60  
Practical: 2 Credits, Total Hours =60

### Course Contents:

- Unit – 1 Professional Kitchen & Cooking:** - Introduction, Definition, and its importance; Personal & Kitchen Hygiene, Uniform, Protective clothing, Kitchen Layouts(Basic, Bulk and Show kitchens), Hierarchy of Kitchen Department, Classical Kitchen Brigade, , Modern Staffing in various hotels, Duties & Responsibilities of various chefs in kitchen, their attributes; coordination of kitchen with other departments.
- Unit – 2 Kitchen Equipments, Fuels & Safety:** Kitchen Equipments, Classification, Description, Usage, Upkeep and Storage, Kitchen Tools, Knives, Their Usage, Care & Maintenance, Workstations, Safety Procedures, Fuel – Types, Usage and Precautions. Fire - Introduction, Types and handling fires and usage of extinguishers; Basic First Aid- Burns, Scalds, Cuts
- Unit – 3 Ingredients used in cooking:** Herbs & Spices, Cereals and Pulses, Fruits and Vegetables, and Salt, Sweeteners, Fat, Milk and Milk Products: - Introduction, Types, Purchasing, Storing Considerations and their key uses in kitchen
- Unit – 4 Stocks, Sauces, Soups and Salads:** Stocks: Introduction, Classification, Usage, Preparation; Sauces: Introduction, Classification, Usage, Thickening Agents, Preparation of Mother Sauces, Understanding their derivatives, propriety sauces, making of good sauce, emerging trends, Soups: Introduction, Classification, Preparation, Salient Features, Care and precautions, trends in soup presentation. Salads: Introduction, compositions, types, dressings, emerging trends.

### **Practical**

Understanding Personal Hygiene & Kitchen Hygiene  
Grooming for Professional Kitchen – Do's & Don't's  
Understanding kitchen Layouts.  
Familiarisation with kitchen equipments and tools  
Fuels –Their usage and precautions  
Kitchen First Aid  
Handling Fire  
Familiarization, identification of commonly used ingredients in kitchen  
Preparation of Stocks, Mother Sauces and at least two derivatives each.  
Preparation of Soups (Minestrone, Consommés, Cream Soups, Puree Soups, Clear Soups, Bisques, Cold Soups, Chowders and others)

### **Suggested Readings:**

- Accompaniments & Garnishes from waiter; Communicate: Fuller J. Barrie & Jenkins
- Cooking Essentials for the New Professional Chef
- Food Production Operations: Parvinder S Bali, Oxford University Press
- Larder Chef By M J Leto & W K H Bode Publisher: Butterworth- Heinemann
- Modern Cookery (Vol- I) By Philip E. Thangam, Publisher: Orient Longman
- Practical Cookery By Kinton & Cessarani
- Practical Professional Cookery By Kauffman & Cracknell
- Professional Cooking by Wayne Gislen, Publisher Le Cordon Bleu
- Purchasing Selection and Procurement for the Hospitality Industry By Andrew Hale Feinstein and John M. Stefanelli
- The Professional Chef: Le Rol A. Polsom
- Theory of Catering By Kinton & Cessarani
- Theory of Cookery By K Arora, Publisher: Frank Brothers

## DSC-2A: Food & Beverage Service Foundation -I

Theory: 4 Credits; Total Hours =60

Practical: 2 Credits, Total Hours =60

### Course Contents:

- Unit – 1**      **Food and Beverage Services:** - Introduction, Concept, and Classification of Catering Establishments, their importance; Personal Hygiene, Uniform & Grooming Standards, F&B Service Outlets & Familiarisation with their Layouts(Tea Lounge, Coffee Shop, Restaurant, Banquets, Staff Cafeteria), Hierarchy of F&B Service Department, F&B Service Brigade, Modern Staffing in various hotels, Duties & Responsibilities of various employees in F&B Service, their attributes; coordination of F&B Service with other departments.
- Unit – 2**      **Food Service Equipments, Fuels & Safety:** Food Service Equipments, Classification, Description, Usage, Upkeep and Storage, Food Service Tools, Their Usage, Care & Maintenance, Side Stations, Safety Procedures, Fuel – Types, Usage and Precautions while Food Service. Fire, Safety & Emergency Procedures – Introduction, Types and handling fires and dealing with emergencies.
- Unit – 3**      **Food Service -I:** Table Crockery, Cutlery, Glassware (Bar Glassware not included) Condiments, Sweeteners, Menu – Concept, Types, Salient Features, Menu Designs, Presenting of Menu, Layout of Table, Napkin Folding (At least Ten Types), Receiving and Greeting the Guests.
- Unit – 4**      **Food Service-II :** Introduction, Classification of Services, Usage and Service Methods, Preparation for Services, Mise-en-place and Mise-en-scene, arrangement and setting up of station, Par stocks maintained at each side station, Functions performed while holding a station, Method and procedure of taking a guest order, emerging trends in Food Services and salient features.

### **Practical**

Understanding Personal Hygiene & Food Service Hygiene  
Grooming for Professional Food Service – Do's & Don't's  
Understanding Food Service Outlets.  
Familiarisation with Food Service equipments and tools  
Fuels –Their usage and precautions while dealing with them in F&B Outlets  
Handling Fire and Emergency Procedures  
Familiarization, identification of crockery, cutlery, hollowware, flatware and tableware in F&B Outlets  
Services of Soups (Minestrone, Consommés, Cream Soups, Puree Soups, Clear Soups, Bisques, Cold Soups, Chowders and others)  
Understanding Service Methods, Setting up of Side Station, Table Layouts, Napkin Folding and Presenting Menus.

### **Suggested Reading:**

- Food & Beverage Service – Dennis R.Lillicrap. & John A. Cousines. Publisher: ELBS
- Food & Beverage Service Management – Brian Varghes
- Food & Beverage Service Training Manual – Sudhir Andrews, Tata Mc Graw Hill.
- Food & Beverage Service Lillicrap & Cousins, ELBS
- Introduction F & B Service- Brown, Heppner & Deegan
- Menu Planning- Jaksa Kivela, Hospitality Press
- Modern Restaurant Service- John Fuller, Hutchinson
- Professional Food & Beverage Service Management – Brian Varghese
- The Restaurant (From Concept to Operation)
- The Waiter Handbook By Graham Brown,

## DSC-3A: Accommodation & Front Office Foundation -I

Theory: 4 Credits; Total Hours =60  
Practical: 2 Credits, Total Hours =60

### Course Contents:

- Unit – 1      **Accommodation Sector:**** - Introduction, Concept, and its importance; Types & Classification of Hotels on different basis; Star Categorization, Heritage Hotels and others in India, Organisation Structure of Hotels; Origin, growth and development of Hotel Sector in India.(ITC, The Taj Group, The Oberoi Group), Foreign Hotel Chains in India – Hilton, Marriott, Hyatt
- Unit – 2      **The Guest Accommodation:**** Guest Rooms, Types, Layouts, Salient Features, Description, Guest Room amenities, supplies and services, Floors, Room Name List Patterns, Guest Elevators, Floor Pantries, Guest Safety on Floors, Guest Safety Procedures during Fire, emergencies
- Unit – 3      **Hotel Front Office :**** Front Office Introduction, Functions and its importance, Different sections of the front office department and their layout and importance – Reservation, Reception, Concierge, Bell desk, Lobby, Telephones, Cashier, Inter and Intra- department coordination. Organisation structure of Front Office, Key Responsibilities, Job Descriptions, Attributes of Front Office Personnel, Uniform and Grooming Standards.
- Unit – 4      **Hotel Housekeeping:**** Introduction, Meaning and definition Importance of Housekeeping, Sections of Housekeeping, Responsibilities of the Housekeeping department, a career in the Housekeeping department. Housekeeping Department: Organizational framework of the Department (Large/Medium/Small Hotel), Role' of Key Personnel in Housekeeping, Job Description and Job Specification of staff in the department, Attributes and Qualities of the Housekeeping staff – skills of a good Housekeeper, Inter departmental Coordination with more emphasis on Front office and the Maintenance department, Hygiene and Grooming Standards of Housekeeping Personnel

### **Practical**

Understanding Personal Hygiene Grooming Standards  
Understanding Layouts of Front Office and Housekeeping.  
Familiarisation with equipments and tools  
Rooms layout and standard supplies. (Amenities)  
DO'S and Don'ts for new entrants/employees in the front office  
Hotel terminology

Note: For focused inputs of accommodation the practical hours may be split up i.e first Two for Front Office and next Two for Housekeeping, thus completing 4 practical lab hours per week of two credit equivalence.

### **Suggested Readings:**

- Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS).
- Hotel House Keeping – Sudhir Andrews Publisher: Tata Mc Graw Hill.
- Hotel Housekeeping Operations & Management – Raghubalan, Oxford University Press.
- Housekeeping and Front Office – Jones
- Security Operations By Robert Mc Crie, Publishe: Butterworth – Heinemann
- The Professional Housekeeper – Tucker Schneider,; Wiley Publications
- Front Office Training manual – Sudhir Andrews. Publisher: Tata Mac Graw Hill
- Managing Front Office Operations – Kasavana & Brooks Educational Institution AHMA
- Front Office – Operations and management – Ahmed Ismail (Thomson Delmar).
- Managing Computers in Hospitality Industry – Michael Kesavana & Cahell.
- Front Office Operations – Colin Dix & Chris Baird.
- Front Office Operation Management- S.K Bhatnagar, Publisher: Frank Brothers
- Managing Front Office Operations By Kasvan & Brooks



**Course Contents:**

- Unit – 1      **Methods of Cooking:**** - Introduction, Definition, and its importance; Types- Baking, Broiling, Grilling, Frying, Steaming, Stewing, Poaching, Poeling, Roasting, Frying, Sautéing, Braising Cooking with Microwave, Ovens, Gas, Induction Plates and other such media. HACCP Standards and Professional Kitchens.
- Unit – 2      **Eggs, Poultry and Meat:**** Eggs – Introduction, Usage in Kitchen, Structure of Egg, Classification, Grading of Eggs, Types, Selection, Storage and preparation of breakfast dishes with eggs. Poultry and Game: Introduction, Classification, Selection Criterion, Cuts of Poultry, Yield and simple Indian preparations. Meat: Characteristics, selection and grading, Classification ( Bovines, Ovines and Swines), Categories, Cuts of Meat, Storage and handling.
- Unit – 3      **Fishes in cooking:**** Introduction, Types, Purchasing, Storing Considerations, Fish & Shellfish, Their Classification, Cuts of Fish, Popular Species of Fish, Classical Preparations of Fish, Common cooking methods used for sea food.
- Unit – 4      **Vegetable, Cuts & Cookery:**** Introduction, Vegetables, Pigment and Colour Changes, Effect of Heat on vegetables, Cuts of Vegetables, nutritional and hygiene aspects. Some Indian Cuts on vegetables: Broccoli, Cabbage, Potatoes, Onions, Spinach, Cucumber, Tomatoes, avocado. Beetroot, French Beans, Gourd, Bottle Gourd, Pumpkin, Okra, Colocasia, Spinach, Carrot, Turnips

**Practical**

Understanding Methods of Cooking & HACCP Standards

Cooking in Professional Kitchen – Do's & Don't's

Understanding Eggs and their simple Breakfast Preparations ;Preparation of:

- Hard & soft boiled eggs.
- Fried eggs.
- Poached eggs.
- Scrambled eggs.
- Omelet's (Plain, Spanish, Stuffed)

Familiarisation with, Poultry, Meats & Fishes – Their Simple Cuts and Cooking

Vegetables –Their usage and cooking precautions

Cuts of vegetables

Julienne  
Jardiniere  
Dices  
Cubes  
Macedoine  
Paysanne  
Shredding  
Mire- poix

Blanching of Tomatoes and Capsicum.

Cooking vegetables:

Boiling (potatoes, peas)  
Frying (Aubergine, Potatoes)  
Steaming (Cabbage)  
Braising (Potatoes)  
Braising (Onions, cabbage)

Simple Vegetable and Meat Cookery  
Identification of types of rice varieties & pulses.  
Simple preparation of Boiled rice (Draining & Absorption) method.  
Fired rice.  
Simple dal preparation  
Wheat, products like making chapattis, parathas, phulkas, Kulchas & puris.

Simple Breakfast Preparations:  
Preparation of Puri/ Bhaji, Allo Paratha, Chola Bhatura,  
Preparation of Continental Breakfast

**Suggested Readings:**

- Accompaniments & Garnishes from waiter; Communicate: Fuller J. Barrie & Jenkins
- Cooking Essentials for the New Professional Chef
- Food Production Operations: Parvinder S Bali, Oxford University Press
- Larder Chef By M J Leto & W K H Bode Publisher: Butterworth- Heinemann
- Modern Cookery (Vol- I) By Philip E. Thangam, Publisher: Orient Longman
- Practical Cookery By Kinton & Cessarani
- Practical Professional Cookery By Kauffman & Cracknell
- Professional Cooking by Wayne Gislen, Publisher Le Cordon Bleu
- Purchasing Selection and Procurement for the Hospitality Industry By Andrew Hale Feinstein and John M. Stefanelli
- The Professional Chef: Le Rol A. Polsom
- Theory of Catering By Kinton & Cessarani
- Theory of Cookery By K Arora, Publisher: Frank Brothers

## DSC-2B: Food & Beverage Service Foundation -II

Theory: 4 Credits; Total Hours =60  
Practical: 2 Credits, Total Hours =60

### Course Contents:

- Unit – 1      Non Alcoholic Beverages & Mocktails:** Introduction, Types (Tea, Coffee, Juices, Aerated Beverages, Shakes) Descriptions with detailed inputs, their origin, varieties, popular brands, presentation and service tools and techniques. Mocktails – Introduction, Types, Brief Descriptions, Preparation and Service Techniques
- Unit – 2      Coffee Shop & Breakfast Service:** Introduction, Coffee Shop, Layout, Structure, Breakfast: Concept, Types & classification, Breakfast services in Hotels, Preparation for Breakfast Services, Mise-en-place and Mise-en-scene, arrangement and setting up of tables/ trays, Functions performed while on Breakfast service, Method and procedure of taking a guest order, emerging trends in Breakfast Services and salient features.
- Unit – 3      Food and Beverage Services in Restaurants:** - Introduction, Concept of Restaurant, Types of Restaurants, their salient features; Set up of Restaurants and their Layouts, Restaurant Teams Organisational Structure, Modern Staffing in various hotels, Method and procedure of receiving guests, taking guest orders, Service equipment used and its maintenance, Coordination with housekeeping for soil linen exchange, Physical inventory monthly of crockery, cutlery, linen etc., Equipment, furniture and fixtures used in the restaurant and their use and maintenance, Theme and Speciality Restaurants, Celebrity Restaurants.
- Unit – 4      Room Service/ In Room Dining:** Introduction, Concept of Room Service/ In Room Dining, Their Salient Features, Understanding Guest expectations in Room Service, Room Service Equipments, Set up of Trays & Trolleys, Upkeep and Storage, Service Tools, Clearance, Presentation of Bills, Room Service Dos & Don'ts. Mini Bar Management in Guest Rooms, Guest Interaction – Have and Have not's.

### **Practical**

1. Understanding Non Alcoholic Beverages, Types & Service Techniques
2. Guest Interactions while on Food Service – Do's & Don't's
3. Understanding Mocktails, Their Presentation and Services ( At least ten types of Mocktails)
4. Breakfast Services: Types, Breakfast Layouts, Menu Knowledge, Table Services, Clearance & Acknowledging guests.
5. Familiarisation with Food Service in Restaurants ( Receiving Guests, Table Layouts, Complimenting them, Presentation of Bills, Dealing with in house/ residential guests)
6. Restaurant Services – Their salient features, Table Layouts, Presenting Menus, precautions while dealing with guests, Commitments with guests, Food Pickup Procedures, Clearance and Dishwashing Procedures
7. Room Service Practical, Taking of Orders, Delivery of Food Services, Identifying Room Service Equipment, Importance of Menu Knowledge for Order-taking (RSOT functions/procedures), Food Pickup Procedure, Room service Layout Knowledge, Laying of trays for various orders, Pantry Elevator Operations, Clearance Procedure in Dishwashing area, Room service Inventories and store requisitions

### **Suggested Reading:**

- Food & Beverage Service – Dennis R.Lillicrap. & John A. Cousines. Publisher: ELBS
- Food & Beverage Service – Sudhir Andrews, Tata Mc Graw Hill.
- Food & Beverage Service Lillicrap & Cousins, ELBS
- Introduction F & B Service- Brown, Heppner & Deegan
- Modern Restaurant Service- John Fuller, Hutchinson
- Professional Food & Beverage Service Management – Brian Varghese
- The Restaurant (From Concept to Operation)

**DSC-3B: Accommodation & Front Office Foundation -II**

Theory: 4 Credits; Total Hours =60  
Practical: 2 Credits, Total Hours =60

**Course Contents:**

**Unit – 1      Cleaning Science:** Cleaning Agents, Characteristics of a good cleaning agent, PH scale, Types of cleaning agent, cleaning products (Domestic and Industrial), Cleaning Equipment: Types of Equipment, Operating Principles, Characteristics of Good equipment (Mechanical/Manual), Storage, Upkeep, and Maintenance of equipment, Care and Cleaning of Different Surfaces: Metal, Glass, Leather, Rexene, Ceramic, Wood, Wall and floor covering, Stain Removal.

**Unit – 2      Housekeeping Procedures:** Cleaning Schedules, Cleaning Methods, Briefing, Debriefing, Proceeding for Days work, Keys & Their Classification, Inventory of Housekeeping Items, Indenting from Stores, Housekeeping control desk: Importance, Role, Co-ordination, check list, key control. Handling Lost and Found, Forms, Forms and registers used in the Control Desk, Paging systems and methods, Handling of Guest Requests, General operations of control desk.

**Unit – 3      Basic Front Office Operations:** Front desk operations & functions, Equipments used at front office – Room Rack, Mail Message, and Key Rack, Reservation Racks, Information Rack, Folio Trays, Account Posting Machine, Voucher Rack, Cash Register Support Devices, Telecommunications Equipments, rooms and plans, Basis of Room charging, Tariff fixation, Introduction to the guest cycle, Reservation: Concept, importance, types, channels and systems, Procedure of taking reservation, Overbooking, amendments and cancellations, Group Reservation: Sources, issues in handling groups. Procedure for guest check in, and baggage handling,

**Unit – 4      The Guest Room Servicing:** Cleaning of Guest Rooms & Bathrooms: Daily cleaning of (Occupied/ Departure/ Vacant/ Under Maintenance/VIP rooms (Systematic Procedures), Special Cleaning, Weekly Cleaning /Spring Cleaning, Evening service/ Turn Down Service, System & procedures involved, Forms and Formats, Replenishment of Guest supplies and amenities, Use of Maids Cart & Caddy.

**Practical**

1. Identification and familiarisation with cleaning equipments and agents.
2. Cleaning of different surfaces e.g. windows, tabletops, picture frames under beds, on carpet, metal surfaces, tiles, marble and granite tops.
3. Develop an understanding about basic Housekeeping procedures like Briefing, De Briefing, dealing with Lost & Found, Key Control, Forms & Registers at Control desk of Housekeeping
4. Identification and familiarisation with front desk equipments and Performa's.
5. Skill to handle front desk operations i.e guest reservations, guest arrival (FIT and groups) including baggage handling
6. Skills to handle to telephones at the reception- receive/ record messages.
7. Skills to handle guest departure (fits and groups)
8. Preparation and study of countries, capitals, currencies, airlines and flags chart
9. Role play:
  - a. At the porch, Guest driving in Doorman opening the door and saluting guest; Calling bell boy
  - b. At the Front Desk: Guest arriving; greeting & offering welcome drink and guest interactions.
  - c. Servicing of guestrooms, placing/ replacing guest supplies and soiled linen

Note: For focused inputs of accommodation the practical hours may be split up i.e first Two for Front Office and next Two for Housekeeping, thus completing 4 practical lab hours per week of two credit equivalence.

**Suggested Readings:**

- Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS).
- Hotel House Keeping – Sudhir Andrews Publisher: Tata Mc Graw Hill.
- Hotel Housekeeping Operations & Management – Raghubalan, Oxford University Press.
- Housekeeping and Front Office – Jones
- Managing Housekeeping Operations – Margaret Kappa & Aleta Nitschke
- Professional Management of Housekeeping Operations (II) Edn.) – Rohert J. Martin & Thomas J.A. Jones, Wiley Publications
- Security Operations By Robert Mc Crie, Publishe: Butterworth – Heinemann
- The Professional Housekeeper – Tucker Schneider,; Wiley Publications
- Front Office Training manual – Sudhir Andrews. Publisher: Tata Mac Graw Hill
- Managing Front Office Operations – Kasavana & Brooks Educational Institution AHMA
- Front Office – Operations and management – Ahmed Ismail (Thomson Delmar).
- Managing Computers in Hospitality Industry – Michael Kesavana & Cahell.
- Front Office Operations – Colin Dix & Chris Baird.
- Front Office Operation Management- S.K Bhatnagar, Publisher: Frank Brothers
- Managing Front Office Operations By Kasvan & Brooks

## SEMESTER – III

### INDUSTRIAL EXPOSURE (SEMESTER – III)

Duration of Exposure: 15-18 weeks

Leave Formalities: 1 weekly off and festivals and national holidays given by the hotel 10 days medical leave supported by a medical certificate. Leave taken must be made up by doing double shifts or working on weekly offs. Attendance in the training would be calculated on the basis of Certificate issued by Training Manager/ HR Manager/ Concerned Officer of the unit trained in. Industrial Exposure will require an input of 90-100 working days (15 weeks x 06 days = 90 days). Students who are unable to complete a minimum of 45 days of industrial training would be disallowed from appearing in the term and examinations. Students who complete more than 45 days of industrial exposure but are unable to complete minimum 90 days due to medical reasons may make good during the vacations. Such students will be treated as 'absent' in industrial training and results. The training in III semester necessarily needs to be in an approved hotel equivalent to three star or above/ Heritage or other such good property. Prior written approval needs to be taken from the programme coordinator/ Convenor/ H.O.D for Industrial exposure from parent Institute.

#### **Training Schedule:**

##### **III Semester**

Housekeeping: 3-4 weeks; Front Office: 2-3 weeks; Food and Beverage Service: 4- 5 weeks

Food Production: 4-5 weeks; others (In the areas of Interest) Floating weeks may be availed

Total weeks: 15-18 weeks. The Units imparting industrial exposure shall conduct formal induction sessions and emphasis on personality skills while acquainting the learners with skills of trade. It may please be noted that for this semester the number of credits assigned is 20. Being practical oriented the number of hours input per week comes as 40 hours per week.

##### **Academic Credits for training shall be based on following**

Log books and attendance, Appraisals, Report and presentation, as applicable

All trainees must ensure that the log books and appraisals are signed by the departmental/ sectional heads as soon as training in a particular department or section is completed. Trainees are also advised to make a report in all four departments in III semester on completion of training in that respective department. A PowerPoint presentation (based on the report) Should be made. This will be presented in front of a select panel from the institute and the industry. It should be made for duration of 10 minutes. Marks will be awarded on this. The presentation should express the student's experiences in the department and what has he learned/ observed. *(Refer to What to Observe Sheets for more details.)*

The Training Report will be submitted in the form specified as under:

- a) The typing should be done on both sides of the paper (instead of single side printing)
- b) The font size should be 12 with Times New Roman font.
- c) The Training Report may be typed in 1.5 line spacing.
- d) The paper should be A-4 size.
- e) Two copies meant for the purpose of evaluation may be bound in paper- and submitted to the approved authority.

Students have to submit the following on completion of industrial training to the faculty coordinator at the institute:

1. Logbook.;
2. Appraisal;
3. A copy of the training certificate.
4. IT Report in all four Departments.

5. Power Point presentation on a CD, based on the training report.
6. Attendance sheet.
7. Leave card.

For distribution of marks refer to details on Course structure/ Credit Distribution  
 During the tenure of Industrial Exposure, apart from carrying out the assigned jobs,  
 The learners are suggested to make the following observations in the departments of internship:

### **Semester – III**

#### **DSC-1C: Food Production Operations Industry Exposure -I**

Practical: 6 Credits, Total Hours = 180

#### **WHAT TO OBSERVE**

##### **Food Production**

1. Area & Layout of the Kitchen
2. Study of Standard Recipes
3. Indenting, Receiving & Storing
4. Preparing of batters, marinations and seasonings
5. All cuts of meat and butchery items (Mutton, poultry, beef, fish etc.)
6. Daily procedure of handover from shift to shift
7. Recipes and methods of preparation of all sauces
8. Quantities of preparation, weekly preparations and time scheduling
9. Stock preparation and cooking time involved
10. Cutting of all garnishes
11. Temperatures and proper usage of all equipment
12. Plate presentations for all room service and a la cart orders
13. Cleaning and proper upkeep of hot range
14. Cleanliness and proper upkeep of the kitchen area and all equipment
15. Yield of fresh juice from sweet lime / oranges
16. Storage of different mise-en-place – (Raw, Semi-Processed)
17. Bulk preparations
18. Finishing of buffet dishes
19. Recipes of at least 10 fast moving dishes
20. Mise-en-place for: A la Carte Kitchen & Banquet Kitchen
21. Rechauffe/ Leftover Cooking

### **Semester – III**

#### **DSC-2C: Food and Beverage Service Operations Industry Exposure -I**

Practical: 6 Credits, Total Hours = 180

##### **Food & Beverage Service**

##### **BANQUETS**

1. What is banqueting – the need to have banquet facilities, scope purpose, menus and price structures
2. Types of banquet layouts
3. Types of banquet equipment, furniture and fixtures
4. Types of menus and promotional material maintained
5. Types of functions and services
6. To study staffing i.e. number of service personnel required for various functions.
7. Safety practices built into departmental working
8. Cost control by reducing breakage, spoilage and pilferage
9. To study different promotional ideas carried out to maximize business
10. Types of chaffing dish used- their different makes sizes
11. Par stock maintained (glasses, cutlery, crockery etc)
12. Store room – stacking and functioning

## **RESTAURANTS**

1. Taking orders, placing orders, service and clearing
2. Taking handover from the previous shift
3. Laying covers, preparation of mise-en-place and arrangement and setting up of station
4. Par stocks maintained at each side station
5. Functions performed while holding a station
6. Method and procedure of taking a guest order
7. Service of wines, champagnes and especially food items
8. Service equipment used and its maintenance
9. Coordination with housekeeping for soil linen exchange
10. Physical inventory monthly of crockery, cutlery, linen etc.
11. Equipment, furniture and fixtures used in the restaurant and their use and maintenance
12. Method of folding napkins
13. Note proprietary sauces, cutlery, crockery and the timely pickup

## **BAR**

1. Bar setup, Mise-en-place preparation, Storage facilities inside the bar, Decorative arrangement to liquor bottles
2. Types of glasses used in bar service and types of drinks served in each glass
3. Liaison with f & b controls for daily inventory
4. Spoilage and breakage procedures
5. Handling of empty bottles
6. Requisitioning procedures
7. Recipes of different cocktails and mixed drinks
8. Provisions of different types of garnish with different drinks
9. Dry days and handling of customers during the same
10. Handling of complimentary drinks
11. Bar cleaning and closing
12. Guest relations and managing of drunk guests
13. Inter bar transfer and service accessories maintained, and preparation of the same before the bar opens
14. Types of garnishes and service accessories maintained, and preparation of the same before the bar opens
15. To know the different brands of imported and local alcoholic and non-alcoholic beverages
16. Bar salesmanship
17. KOT/BOT control
18. Coordination with kitchen for warm snacks
19. Using of draught beer machine
20. Innovative drink made by the bar tender

## **ROOM SERVICE/INROOM DINNING**

1. Identifying Room Service Equipment
2. Importance of Menu Knowledge for Order-taking (RSOT functions/procedures)
3. Food Pickup Procedure
4. Room service Layout Knowledge
5. Laying of trays for various orders
6. Pantry Elevator Operations
7. Clearance Procedure in Dishwashing area
8. Room service Inventories and store requisitions
9. Floor Plan of the guest floors
10. Serving Food and Beverages in rooms
11. Operating dispense Bars



## DSC-3C: Accommodation and Front Office Operations Industry Exposure -I

Practical: 6 Credits, Total Hours = 180

### WHAT TO OBSERVE

#### ACCOMMODATION OPERATIONS

##### ROOMS

1. Number of rooms cleaned in a shift
2. Time taken in making bed
3. Thoroughly observe the cleaning equipments and detergents / any other cleaning supplies used
4. Observe all guest supplies kept in guestroom bathroom. Understand the procedure for procurement and replenishment of guest supplies.
5. Study the systematic approach in cleaning a room and bathroom and the various checks made of all guest facilities e.g. telephone, channel music, A/C , T.V.etc
6. Study the Housekeeping cart and all items stocked in it. Note your ideas on its usefulness and efficiency
7. Observe how woodwork, brass work are kept spotlessly clean and polished
8. Observe procedure for handling soiled linen & Procurement of fresh linen
9. Observe the procedure for Freshen up and Turn down service
10. Observe room layout, color themes and furnishings used in various categories and types
11. Carpet brushing and vacuum cleaning procedure
12. Windowpanes and glass cleaning procedure and frequency
13. Observe maintenance of cleaning procedure and frequency
14. Understand policy and procedure for day-to-day cleaning
15. Observe methods of stain removal
16. Understand the room attendant's checklist and other formats used
17. Observe handling of guest laundry & other service (like shoe shine etc.)

##### THE CONTROL DESK

1. Maintenance of Log Book
2. Understand the functions in different shifts
3. Observe the coordination with other departments
4. Observe the area & span of control
5. Observe the handing of work during peak hours
6. Observe the formats used by department and study various records maintained

##### PUBLIC AREA

1. Observe the duty and staff allocation, scheduling of work and daily briefing
2. What to look for while inspecting and checking Public Area
3. Importance of Banquets function prospectus
4. Observes tasks carried out by the carpet crew, window cleaners and polishers
5. Note Maintenance Order procedure
6. Study the fire prevention and safety systems built into the department
7. Observe coordination with Lobby Manager, Security and other departments
8. Observe the pest control procedure and its frequency
9. Study the equipment and operating supplies used the procedure for its procurement
10. Observe Policy and procedures followed for various cleaning

### WHAT TO OBSERVE

#### Front Office

1. Greeting, meeting & escorting the guest
2. Total capacity and tariffs of the rooms
3. Location and role of status board, different types of status's maintained
4. Special rates and discounts applicable to groups, business houses, airlines, VIP's etc.
5. Identification of kind, mode and type of reservation

6. Filing systems and follow-up on reservations
7. Types of plans and packages on offer
8. Forms and formats used in the department
9. Meaning of guaranteed, confirmed and waitlisted reservations
10. Reports taken out in the reservations department
11. Procedure of taking a reservation
12. Group reservations, discounts and correspondence
13. How to receive and room a guest
14. Room blockings
15. Size, situations and general colour schemes of rooms and suites
16. Discounts available to travel agents, tour operators, FHRAI members etc
17. Co-ordination of reception with lobby, front office cash, information, room service, housekeeping and telephones
18. Guest registration, types of guest folios, arrival slips, c-forms and their purpose
19. How to take check-ins and check-outs on the computer
20. Various reports prepared by reception
21. Key check policy
22. Mail & message handling procedures
23. Percentage of no-shows to calculate safe over booking
24. Group and crew rooming, pre-preparation and procedures
25. Scanty baggage policy
26. Handlin of room changes / rate amendments/ date amendments/ joiners/ one person departure/ allowances/ paid outs and all formats accompanying them
27. Requisitioning of operating supplies
28. Handling of special situations pertaining to guest grievance, requests etc
29. BELL DISK / CONCIERGE FUNCTIONS: luggage handling during check-in & check-out, left luggage procedures, wake-up call procedure, scanty baggage procedure, handling of group baggage, maintenance of records, Errands made, briefings etc.
30. TRAVEL DESK: coordination, booking, transfers etc.

**SEC-1: Personality Skills for Hospitality – Learning from Industry**

Practical: 2 Credits  
Total Hours =60

**WHAT TO OBSERVE**

- (a) **Personality Enrichment**  
Grooming, Personal hygiene, Social and Business and Dining Etiquettes, Body language, Art of good Conversation, Art of Intelligent Listening
- (b) **Etiquettes & Manners**  
Social & Business Dining Etiquettes, Social & Travel Etiquettes
- (c) **Personality Development Strategies**  
Communication Skills, Presentation Skills, Public Speaking, Extempore Speaking, importance and art of 'Small Talk' before serious business
- (d) **Interpersonal Skills**  
Dealing with seniors, colleagues, juniors, customers, suppliers, contract workers, owners etc at work place
- (e) **Group Discussion**  
Team Behaviour, how to effectively conduct yourself during GD, do's and don'ts, clarity of thoughts and its expression
- (f) **Telephone conversation**  
Thumb rules, voice modulation, tone, do's & don'ts, manners and accent
- (g) **Presentation**  
Presentation skills, seminars skills role – plays
- (h) **Electronic Communication Techniques:** E mail, Fax,

## DSC-1D: Introduction to Indian Cooking

Theory: 4 Credits; Total Hours =60  
Practical: 2 Credits, Total Hours =60

### Course Contents:

- Unit – 1**      **Indian Cooking:** - Introduction, Philosophy of Indian Food, The great Indian Cuisine – Key features, Regional influences on Indian Food, Popular foods of India (At least one simple three course menu from each region of India , North, East, South, Seat and Central India its salient features and cooking).
- Unit – 2**      **Condiments, Herbs and Spices Used in India Cuisine:** Introduction, Condiments, Herbs and Spices used in Indian Cuisine (Allspice, Ajowan, Aniseed, Asafoetida, Bay leaf, Cardamom, Cinnamon, Cloves, Coriander seeds, Cumin, Chilli, Fenugreek, Mace, Nutmeg, Mustard, Pepper, Poppy Seeds, Saffron, Tamarind, Turmeric, Celery, Curry Leaf, Marjoram, Pomegranate Seeds, Stone Flowers, Basil, Betel Root, Black Salt, Red Chilli, Rock Salt) Various ways of using spices, their storage and usage tips.
- Unit – 3**      **Masalas, Pastes and Gravies in Indian cooking:** Masalas and Pastes: Introduction, Types, Blending of Spices, Concept of Dry and Wet Masalas, Pastes used in Indian Cooking, Purchasing, Storing Considerations. Basic Indian Gravies: Introduction, Gravies and Curries, Regional Gravies, Gravy Preparations.
- Unit – 4**      **Commodities and their usage in Indian Kitchens:** Introduction, Souring Agents, Colouring Agents, Thickening Agents, Tendering Agents, Flavouring and Aromatic Agents, Spicing Agents in Indian Kitchens

### **Practical**

1. Understanding Indian Cooking and Preparation of simple popular foods of India (At least one simple three course menu from each region of India , North, East, South, Seat and Central India its salient features and cooking).
2. Condiments, Herbs & Spices in Indian Kitchen – Do's & Don't's
3. Understanding Preparations of Masalas, Pastes and Gravies in Indian Kitchen  
Preparation of:
  - (i) Makhni Gravy
  - (ii) Green Gravy
  - (iii) White Gravy
  - (iv) Lababdar Gravy
  - (v) Kadhai Gravy
  - (vi) Achari Gravy
  - (vii) Malai Kofta Gravy
  - (viii) Yakhni Gravy
  - (ix) Yellow Gravy
  - (x) Korma Gravy
4. Familiarisation with, commodities and their usage in Indian Kitchens with the help of simple dishes preparations indicating their usage.

### **Suggested Readings:**

- Food Production Operations: Parvinder S Bali, Oxford University Press
- Larder Chef By M J Leto & W K H Bode Publisher: Butterworth- Heinemann
- Modern Cookery (Vol- I) By Philip E. Thangam, Publisher: Orient Longman
- Practical Cookery By Kinton & Cessarani
- Practical Professional Cookery By Kauffman & Cracknell
- Theory of Catering By Kinton & Cessarani
- Theory of Cookery By K Arora, Publisher: Frank Brothers

**DSC-2D: Food & Beverage Service Operations -II**

Theory: 4 Credits; Total Hours =60  
Practical: 2 Credits, Total Hours =60

**Course Contents:**

- Unit – 1** Restaurant Planning: Introduction, Planning & Operating various F & B Outlets and support, ancillary areas, Factors- Concept, Menu, Space & Lighting, Colors and Market, Restaurant Design team. Restaurant Problems and Guest Situation Handling – (thumb rules), Hosting Theme Functions/ Lunches/Events, Preparation of Flamb'es & Gueridon Service
- Unit – 2** Buffet: Introduction, Types, Buffet Sectors, Equipments Used, Factors, Space requirements & Checklist, Buffet Presentation, menu planning, staff requirement, Buffet Management. Function Catering: Introduction, Types of Function, Function Administration & Organization-Booking Procedure, Menus, Function contracts, Seating Arrangements. Other Catering Operations: Off- Premises Catering, Hospital Catering, Industrial & Institutional Catering, Airline & Railway catering, Home Delivery, Take away, Afternoon & High Teas: Introduction, Menu, Cover & Service.
- Unit – 3** F & B Control- Overview: Introduction, Objectives of F & B Control, Problems in F & B Control, Methodology of F & B Control, Personnel Management in F & B Control. Cost & Sales Concepts: Definition of Cost, Elements of Cost, Classification of Cost, Sale defined, Ways of expressing sales concepts. Cost Volume/ Profit Relationships (Break- even analysis).
- Unit – 4** Budgetary Control: Introduction, Objectives, Kinds of Budget, Budgetary Control Process, Stages in the preparation of Budgets. Budgeting for F & B Operations  
Food & Beverage Control: Purchasing Control, Receiving Control, Storing and Issuing Control, Menu Management: Introduction, Types of Menu Planning Considerations & Constraints, Menu Costing and Pricing, Menu Merchandising, Menu Engineering, Menu Fatigue, Menu as a In- House Marketing, Tool.

**Practical**

1. Restaurant Set –ups of different types & services
2. Service of Afternoon & High teas
3. Buffet Lay –up, theme Buffets set up
4. Theme Parties
5. Role Plays & Situation handling in Restaurant
6. Gueridon Service

**Books Recommended**

- Financial & Cost control techniques in hotel & Catering Industry – Dr J.M.S. Negi
- Food & Beverage Control By: Richard Kotas and Bernard Davis
- Food & Beverage Cost Control- Lea R Dopson, Wiley Publishers.
- Food & Beverage Management By: Bernard Davis & Stone
- Food & Beverage Service- Dennis R. Lillicrap. & John.A. Cousins. Publisher: ELBS
- Food & Beverage Service Management- Brian Vargese
- Food & Beverage Service Training Manual- Sudhir Andrews, Tata Mc Graw Hill.
- Hotel & Catering Costing & Budgets, RD. Boardman, Heinemann
- Introduction F & B Service- Brown, Heppner & Deegan

**DSC-3D: Accommodation & Front Office Foundation -II**

Theory: 4 Credits; Total Hours =60  
Practical: 2 Credits, Total Hours =60

**Course Contents:**

- Unit – 1      Cleaning of Public Areas:** Cleaning of Public Areas: Cleaning Process, Cleaning and upkeep of Public areas, (Lobby, Cloak rooms/ Restaurant/ bar/ banquet Halls/ Administration offices/ Lifts and Elevators/ Staircase/ back areas/ Front areas/ Corridor), Pest Control: Types of pests, Control procedures, Safeguarding Assets: Concerns for safety and security in Housekeeping operations, Concept of Safeguarding assets.
- Unit – 2      Special Provisions for Guests, Safety, Security and First Aid:** Guest room features for differently abled – added features and modifications, Public Areas: Wash – rooms, restaurants, main entrance etc. added features and modifications. Situation Handling/ Service Design, for typical Market Segment (Safety, security & Comfort); Airlines crew guest rooms, single lady guests, Children. The Concept and Importance, Safety: Accidents, Fires (Cause, Procedure, Accident report form), Security: Security of Guest/ Staff/ Public areas/ Rooms/ Back office areas, First Aid: Concept and Emergency Procedures (Heart Attack, Fits, Burns, Fainting, Fractures, Scalds, Artificial respiration
- Unit – 3      The Guest Stay with Hotel:** Registration: concept, systems and its procedure, Registration form and C Form, No Shows, Rooming of Guests, Message Handling, Dealing with Guests Requests and Complaints, Travel Desk and Concierge: functions; luggage, paging, message and left luggage handling procedure, foreign currency handling, Room selling techniques, Communicating with guests.
- Unit – 4      The Guest Departure and Post Departure Services at Front Desk:** The guest accounting, the guest ledgers, city ledger, tips and advances, front office cash sheet, paid out, bank net receipts, over and shorts, settlement of bills, credit card handling, handling vouchers of – room rate, food sales, laundry, other guest services, miscellaneous charges, credit security measures, cash and credit control, express check out, early and late check outs, group departures, post departure courtesy services

**Practical**

1. Identification and familiarisation with cleaning of Public Areas in Hotels.
2. Develop an understanding about requirements of different guests, with children, business travellers, single woman traveller, differently abled travellers and acquaint the learners with procedures like expression about sharing of hotel services and facilities to guests, employees as brand ambassadors of hotels, managing guest interactions effectively.
3. Handling guest Check - In , Registration, Facilitation during stay at Hotel, Billing, Related Performa's.
4. Skills to handle guest accounting and departure (fits and groups)
5. Role play: In ref to the theory syllabus

Note: For focused inputs of accommodation the practical hours may be split up i.e first Two for Front Office and next Two for Housekeeping, thus completing 4 practical lab hours per week of two credit equivalence.

**Suggested Readings:**

- Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS).
- Hotel House Keeping – Sudhir Andrews Publisher: Tata Mc Graw Hill.
- Hotel Housekeeping Operations & Management – Raghubalan, Oxford University Press.
- Housekeeping and Front Office – Jones
- Managing Housekeeping Operations – Margaret Kappa & Aleta Nitschke
- Professional Management of Housekeeping Operations (II) Edn.) – Rohert J. Martin & Thomas J.A. Jones, Wiley Publications
- Security Operations By Robert Mc Crie, Publishe: Butterworth – Heinemann

- The Professional Housekeeper – Tucker Schneider,; Wiley Publications
- Front Office Training manual – Sudhir Andrews. Publisher: Tata Mac Graw Hill
- Managing Front Office Operations – Kasavana & Brooks Educational Institution AHMA
- Front Office – Operations and management – Ahmed Ismail (Thomson Delmar).
- Managing Computers in Hospitality Industry – Michael Kesavana & Cahell.
- Front Office Operations – Colin Dix & Chris Baird.
- Front Office Operation Management- S.K Bhatnagar, Publisher: Frank Brothers
- Managing Front Office Operations By Kasvan & Brooks

## Semester – IV

### SEC-2: Accounting Skills for Hospitality

Theory: 2 Credits; Total Hours 30

#### Theory

- Unit – 1** Accounting: Business Transaction and Basic Terminology, Need to Study Accounting, Accounting functions, Purpose of Accounting Records, Accounting Principles – Concepts and Conventions.
- Unit – 2** Account Records: Principles of Double Entry System, Journal Entries, Ledger, Subsidiary Books – Cash, Sales & Purchase books, Bank Reconciliation statement.
- Unit – 3** Financial Statement: Basic Financial Statements, Trial Balance, Preparation of Final Accounts, Basic Adjustments to final Accounts, Methods of Presenting Final Accounts Practical Problem,
- Unit – 4** Depreciation Reserves and Provisions – Meaning, basic Methods, Computer Application- Preparation of Records and Financial Statements

#### Books Recommended:

Hospitality Management Accounting, Michael M Coltman  
 Hotel Accountancy & Finance – S.P. Jain & K.L. Narang, Kalyani Publisher Ludhiana  
 Hotel Accounting Earnest B. Horwath & Luis Toth  
 Hotel Accounting & Financial Control By Ozi A.D' Cunha & Gleson O. D' Cunha Publisher: Dicky,s  
 Enterprize, Kandivali, Mumbai  
 Hospitality Accounting – Publisher: Prentia Hall Upper Sadde, River NewJersey  
 Accounting for Management, S K Bhattacharya, Vikas Publishing House  
 Hospitality Financial Accounting By Jerry J Weygandt, Publisher Wiley & sons  
 Accounting in Hotel & Catering Industry – Richard Kotas- International Textbook Company  
 Comprehensive Accountancy, SA Siddiqui  
 A complete Course in Accounting Volume – I, N.D. Kappor  
 Double – Entry Book- Keeping, Rc. Chawla & C. Juneja  
 Introduction to Accountancy, T.S. Grewal

## Semester – V

### SEC-3: Foreign Language Skills –I (French/ Spanish/ German)

Theory: 2 Credits; Total Hours 30

- Unit - 1:** Pronunciation - The Alphabet - The Accents; 'Formules de politesse'; The numbers: Cardinal – Ordinal; Time (only 24 hr clock); Weights & Measures; The subjective pronouns; Auxiliary verbs : etre and avoir
- Unit - 2:** Self introduction; presenting and introducing other person; Name of vegetables and fruits; Conjugation of first group of verbs; Days of the week; Months of the year; Date; The definite and indefinite articles
- Unit - 3:** Name of the Countries and their Nationalities; Conjugation of second group of verbs; Adjectives of place; Preposition of place; Describing a place (your city/ tourist place)
- Unit - 4 :** Vocabulary describing family; Describe your family; Name of dairy products and Cereals; Negation; Conjugation of irregular verbs : venir, aller; Demonstrative Adjectives  
Simple translation

#### (Oral)

Role-playing of different situations  
Understanding questions  
Conversation  
Picture composition

#### Suggested Readings:

Larousse compact Dictionary: French-English/ English-French  
Conjugaison - Le Robert & Nathan  
Larousse French Grammar  
Grammaire Collection "Le Nouvel Entraenez vous" level debutant  
Parlez à l'hotel by A. Talukdar  
A Votre Service 1  
French for Hotel and Torism Industry by S.Bhattacharya  
Jumelage 1 by Manjiri Khandekar and Roopa Luktuke  
Basic French Course for The Hotel Industry by Catherine Lobo & Sonali Jadhav

The Institution/ University may offer the modules in French/ Spanish/German or Other Foreign Languages and add list of suggested readings accordingly.



## DSE-1A: Regional Cuisines of India -I

Theory: 4 Credits; Total Hours =60

Practical: 2 Credits, Total Hours =60

### Course Contents:

- Unit – 1**      **Cuisines of Kashmir, Himachal & Uttarakhand:** Introduction, Geographical Perspectives, Brief Historical Background, Characteristics & Salient Features of Cuisine , Key Ingredients, Popular Foods, Seasonal Foods, Special Equipments, Staple Diets, Specialities during Festivals and Other Occasions, Community Foods.
- Unit – 2**      **Cuisines of Punjab, Haryana & Delhi:** Introduction, Geographical Perspectives, Brief Historical Background, Characteristics & Salient Features of Cuisine , Key Ingredients, Popular Foods, Seasonal Foods, Special Equipments, Staple Diets, Specialities during Festivals and Other Occasions, Community Foods.
- Unit – 3**      **Cuisines of Rajasthan & Gujarat:** Introduction, Geographical Perspectives, Brief Historical Background, Characteristics & Salient Features of Cuisine , Key Ingredients, Popular Foods, Seasonal Foods, Special Equipments, Staple Diets, Specialities during Festivals and Other Occasions, Community Foods.
- Unit – 4**      **Cuisines of Maharashtra & Goa:** Introduction, Geographical Perspectives, Brief Historical Background, Characteristics & Salient Features of Cuisine , Key Ingredients, Popular Foods, Seasonal Foods, Special Equipments, Staple Diets, Specialities during Festivals and Other Occasions, Community Foods.

### **Practical:**

- Two Menus about 3-5 dishes per menu per state.

Note: For focused inputs Regional Theme Lunches/ Festivals may be organised as a part of activity based learning. .

### **Suggested Readings:**

- Quantity Food Production Op. and Indian Cuisine – Parvinder S Bali, Oxford University Press
- A Taste of India By Madhur Jafferey - John Wiley & Sons
- Food of Haryana: The Great Chutneys – Dr Ashish Dahiya, University Press, MDU
- Indian Gastronomy – Manjit Gill, DK Publishers
- Food of Haryana: The Great Desserts – Dr Ashish Dahiya, University Press, MDU
- Punjabi Cuisine – Manjit Gill
- My Great India Cook Book – Vikas Khanna
- Modern Cookery (Vol –I) By Philip E. Thangam, Publishers: Orient Longman
- Practical Cookery By Kinton & Cessarani
- Hymns from the Soil: A Vegetarian Saga
- Practical Professional Cookery By Kauffman & Cracknell
- Professional Cooking by Wayne Gisslen, Publisher Le Cordon Bleu
- Theory of Catering by Kinton & Cessarani
- Theory of Cookery By K Arora, Publisher: Frank Brothers

## Semester – V

### DSE-1C: Food & Beverage Service Management -I

Theory: 4 Credits; Total Hours =60  
Practical: 2 Credits, Total Hours =60

#### Theory

- Unit – 1**      **Bar** – Introduction, Importance, and Types, Organization Structure, Layout, Equipments used and BOT & Bar Menus.
- Unit – 2**      **Alcoholic Beverages:** Wines – Introduction, Classification, Brief Description, about manufacturing process, storage and its service. Major Indian and International Brands. glasses and equipment, Storage and service of wine
- Unit – 3**      **Beers:** Introduction, Ingredients Used, Production, Types and brands, Indian and International. Services, bottled, canned and draught beers. Other Fermented & Brewed Beverages: Sake, Cider, Perry, Alcohol Free Wines.
- Unit – 4**      **Spirits:** Introduction to Spirits (Whisky, Brandy, Rum, Vodka, Gin & Tequila), Spirits- Types, Production, Brands Indian and International & Service, Other Alcoholic Beverages- Liqueurs & Tobacco: Types, Production, Brands & Service – Indian and International.

#### Practical

Service of Alcoholic Beverages: Wines, Spirits.  
Opening & closing of wines corks (Champagne, Red & White wines)  
Service of Spirits & Liqueurs  
Bar setup and operations  
Cocktail Mocktail Preparation, presentation and service  
Service of Cigars & cigarettes  
Conduction Briefing/ De- Briefing for F & B outlets  
Service of Beer, Snake and Other Fermented & Brewed Beverages  
Service of Sparkling, Aromatized, Fortified, Still Wines.  
Set up a table with Prepared Menu with wines

#### Book recommended

- Food & Beverage Service – Dennis R. Lillicrap. & John A. Cousins. Publisher: ELBS
- Food & Beverage Service Management- Brian Varghese
- Food & Beverage Service Training Manual – Sudhir Andrews, Tata Mc Graw Hill. Food & Beverage Service Lillicrap & Cousins, ELBS
- Introduction F& B Service – Brown, Heppner & Deegan
- Menu Planning – Jaksa Kivela, Hospitality Press
- Modern Restaurant Service – John Fuller, Hutchinson
- Professional Food & Beverage Service Management – Brian Varghese
- The Restaurant ( From Concept to Opertion)
- The Waiter Handbook By Graham Brown, Publisher: Global Books & Subscription Services New Delhi

## DSE-1E: Accommodation Management-I

Theory: 4 Credits; Total Hours =60  
Practical: 2 Credits, Total Hours =60

### Theory

- Unit – 1**      **Housekeeping Supervision:** Importance of inspection, Check- list for inspection, Typical areas usually neglected where special attention is required, Self- supervision techniques for cleaning staff, Degree of discretion/ delegation to cleaning staff., staffing matrix, duty rosters, staff appraisals.
- Unit – 2**      **Planning Trends in Housekeeping:** Planning Guest rooms, Bathrooms, Suites, Lounges, landscaping, planning for the provision of Leisure facilities for the guest, Boutique hotel concept. Planning and Organizing in the House Keeping: Area Inventory list, Frequency schedules, Performance standards, Productivity Standards, Inventory Levels, Standard Operating Procedures & Manuals, Job Allocation, Manpower Planning, Planning duty roster.
- Unit – 3**      **Budgeting:** Budget and budgetary controls, The budget process, Planning capital budget, Planning operation budget, Operating budget – controlling expenses – income statement, Purchasing systems – methods of buying, Stock records – issuing and control
- Unit – 4**      **Front Office Accounting and Night Auditing:** Introduction to Accounting fundamentals, Guest and non guest accounts, Accounting system, Non automated, semi automated and fully automated), Night Auditing: Introduction, Objective and job description of Night Auditor Night Audit process, Preparing night audit reports

### Practical

Preparing Guestroom and public area checklists  
Preparing Duty Rosters, Understanding Staff Matrix.  
Planning layouts of Guest Rooms, Boutique hotels, PowerPoint's on salient features in respect to accommodation of Hotels.  
Understanding Hotel Accommodation Budgets  
Preparing for Interviews of Assistants as Supervisors and Facing Supervisors Interviews.

### Book recommended

Accommodation & Cleaning Services, Vol. I & II, David, Allen, Hutchinson  
Hotel and Catering Studies – Ursula Jones  
Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS)  
Hotel House Keeping – Sudhir Andrews Publisher: Tata Mc Graw Hill.  
House Craft – Valerie Paul  
House Keeping Management by Dr. D.K. Agarwal  
House Keeping Management for Hostels, Rosemary Hurst, Heinemann  
Housekeeping and Front Office – Jones  
Housekeeping management – Margaret M. Leappa & Aleta Netschke  
Hotel Housekeeping Operations & Management – Raghubalan, Oxford University Press  
In House Management by A.K Bhatiya  
Key of House Keeping by Dr. Ial  
Commercial Housekeeping & Maintenance – Stanley Thornes

Semester – V

## DSE-2A: Researching for Hospitality & Tourism Management

Theory: 6 Credits,; Total Hours =90

- Unit-1**      **Introduction to research methodology:** Meaning, definition, characteristics and types of research, Methodology of research, formulation of research problem Research Design: Meaning, characteristics of research design, steps in research design. Concept of Hypothesis
- Unit-2**      **Sampling Design and Data Collection:** Meaning of sampling, aims in selection a sample, Types of sample design. Data collection –Meaning, types of data, methods of collecting primary data-observation, interview and questionnaire, Sources of secondary data.
- Unit-3**      **Processing and Analysis of data:** Editing, Coding, Classification and tabulation, Graphical presentation of Data-Bar-chart, pie-chart and curves Interpretation of Data meaning, methods of data analysis
- Unit-4**      **Report Writing:** Meaning, types and steps involved in writing report, layout of the research report, mechanics of writing a research report, challenges of a good writing

### Suggested Readings

- Kumar Ranjit: Research Methodology: A Step by Step Guide for Beginners*, Sage Publication, 2014.  
Kothari C.R. : *Research Methodology*, New Age International, 2011.  
Shajahan S. : *Research Methods for Management*, 2004.  
Mustafa A. : *Research Methodology*, 2010.  
Thanulingom N : *Research Methodology*, Himalaya Publishing  
C. Rajendar Kumar : *Research Methodology* , APH Publishing  
Gupta Hitesh and Gupta S. L. : *Research Methodology*, International Book House, 2011.  
J. R. Brent Ritchie, Charles R. Goeldner : *Travel, Tourism, and Hospitality Research: A Handbook for Managers and Researchers*, Wiley Publishers  
Peter Mason: *Researching Tourism, Leisure and Hospitality for your Dissertation*; Good Fellow Publishers Ltd, UK

Semester – V

## DSE-3A: Hospitality Laws

Theory: 6 Credits,; Total Hours =90

### Course Contents:

- Unit – 1**      **Introduction to Indian Hospitality & Related Laws in India** Introduction, Legal Perspectives, Key Issues, The legal requirements Prior and at the time of doing Hotel Business.
- Unit – 2**      **Laws Related to Hotel Operations in India:** Doing Hotel Business in India, Business Contracts, Hotel Licenses and Regulations, Hotel Insurance
- Unit – 3**      **Laws Related to Employees, Guests, Public Health & Safety:** Introduction and Overview of Labour Laws, Hospitality Laws, Public Health and Environmental Laws
- Unit – 4**      **Laws Related to Food & Beverage Services:** Food Legislation and Liquor Licensing

### **Suggested Readings:**

- Hotel Law by Amitabh Devendra , Oxford University Press
- Hotel & Tourism Laws by Jagmohan Negi
- Related Guidelines & Reports from Ministry of Tourism, Govt of India

**SEC-4: Foreign Language Skills – II (French/ Spanish/ German)**

Theory: 2 Credits; Total Hours 30

- Unit-1 :** Restaurant Brigade; Hotplate language and terminology; Name of herbs and spices; Plural of Nouns; Possessive adjectives; Conversation basic: Introducing each other, Short Guest Interactions.
- Unit-2 :** Kitchen Brigade; Name of Meat, Poultry and Game; Conjugation of irregular verbs : partir, faire, prendre, sortir, voir, vouloir, pouvoir; The interrogation with <est-ce que, qu'est-ce que et qui est-ce> ; Conversation basic : In the restaurant (how to place/take order, billing etc.)
- Unit- 3 :** Name of French wines , French cheese and seasonings ; Reading a wine lable ; The recent past tense ; The immediate future tense ; Conversation basic: hotel room reservation (to make/cancel the reservation)
- Unit - 4:** The French Classical Menu with classic - examples of each course; Hot plate language and terminology; Interrogation; Conversation basic: Making/Cancelling a reservation (in train/on flight)

**(Oral)**

Role-playing of different situations  
Understanding questions  
Conversation  
Picture composition

**Suggested Readings:**

Larousse compact Dictionary: French-English/ English-French  
Conjugaison - Le Robert & Nathan  
Larousse French Grammar  
Grammaire Collection "Le Nouvel Entraenez vous" level debutant  
Parlez à l'hotel by A. Talukdar  
A Votre Service 1  
French for Hotel and Torism Industry by S.Bhattacharya  
Jumelage 1 by Manjiri Khandekar and Roopa Luktuke  
Basic French Course for The Hotel Industry by Catherine Lobo & Sonali Jadhav

**NOTE :** The Institution/ University may offer the modules in French/ Spanish/German or Other Foreign Languages and add list of suggested readings accordingly.

**DSE-1B: Regional Cuisines of India -II**

Theory: 4 Credits; Total Hours =60  
Practical: 2 Credits, Total Hours =60

**Course Contents:**

- Unit – 1**      **Cuisines of Andhra Pradesh, Tamil Nadu & Kerala:** Introduction, Geographical Perspectives, Brief Historical Background, Characteristics & Salient Features of Cuisine , Key Ingredients, Popular Foods, Seasonal Foods, Special Equipments, Staple Diets, Specialities during Festivals and Other Occasions, Community Foods.
- Unit – 2**      **Cuisines of Awadh, Bengal & Odisha:** Introduction, Geographical Perspectives, Brief Historical Background, Characteristics & Salient Features of Cuisine , Key Ingredients, Popular Foods, Seasonal Foods, Special Equipments, Staple Diets, Specialities during Festivals and Other Occasions, Community Foods.
- Unit – 3**      **Indian Sweets & Desserts:** Introduction, Geographical Perspectives, Brief Historical Background, Characteristics & Salient Features , Key Ingredients, Popular Sweets, Seasonal Sweets, Special Equipments, Specialities during Festivals and Other Occasions.
- Unit – 4**      **Food of India :** Jain Food, Parsi Food, Home Style Cooking, Tandoori Foods, Dum Style of Cooking, Traditional Cooking Delights, North Eastern Indian Foods, Food of Madhya Pradesh

**Practical:**

- Two Menus about 3-5 dishes per menu per state covering all units.

Note: For focused inputs Regional Theme Lunches/ Festivals may be organised as a part of activity based learning. .

**Suggested Readings:**

- Quantity Food Production Op. and Indian Cuisine – Parvinder S Bali, Oxford University Press
- A Taste of India By Madhur Jafferey - John Wiley & Sons
- Indian Gastronomy – Manjit Gill, DK Publishers
- Food of Haryana: The Great Desserts – Dr Ashish Dahiya, University Press, MDU
- The Essential Kerala Cookbook Paperback by Vijayan Kannampill
- My Great India Cook Book – Vikas Khanna
- Modern Cookery (Vol -I) By Philip E. Thangam, Publishers: Orient Longman
- Practical Cookery By Kinton & Cessarani
- Flavours of the Spice Coast – K M Mathew
- Practical Professional Cookery By Kauffman & Cracknell
- Professional Cooking by Wayne Gisslen, Publisher Le Cordon Bleu
- Theory of Catering by Kinton & Cessarani
- Theory of Cookery By K Arora, Publisher: Frank Brothers

## Semester – VI

### DSE-1D: Food & Beverage Service Management -II

Theory: 4 Credits; Total Hours =60  
Practical: 2 Credits, Total Hours =60

#### Theory

- Unit – 1**      **Wines -I** Definition, Classification with examples, - Table/Still/Natural, Sparkling, Fortified, Aromatized, Production of each classification, Principal wine regions and wines of France, Germany, Italy, Spain,
- Unit – 2**      **Wines –II** Principal wine regions and wines of Portugal, USA, Australia; New World Wines (brand names) India, Chile, South Africa, Algeria, New Zealand, Food & Wine Harmony, Storage of wines, Wine terminology (English & French)
- Unit – 3**      **The Beverage Industry:** Introduction, Yesterday & Today, Responsible Alcohol Service, Creating and Maintaining a Bar Business, Sanitation and Bar Setup, Legal Aspects, Professional Services.
- Unit – 4**      **Bar Management:** Introduction, Purchasing, Storing, Receiving, Issuing; Controlling, marketing Beverage Products Responsibly, Employee Management, Art of Mixology, Planning for Profits, Bar Menus

#### Practical

1. Bar Setups of different types & services
2. Service of Wines & Bar Menus
3. Reading Wine Labels,
4. Cocktail parties
5. Role Plays & Situation handling in Bar

#### Books Recommended

Financial & Cost control techniques in hotel & Catering Industry – Dr J.M.S. Negi  
Food & Beverage Control By: Richard Kotas and Bernard Davis  
Food & Beverage Cost Control- Lea R Dopson, Wiley Publishers.  
Food & Beverage Management By: Bernard Davis & Stone  
Food & Beverage Service- Dennis R. Lillicrap. & John.A. Cousins. Publisher: ELBS  
Food & Beverage Service Management- Brian Vargese  
Food & Beverage Service Training Manual- Sudhir Andrews, Tata Mc Graw Hill.  
Hotel & Catering Costing & Budgets, RD. Boardman, Heinemann  
Introduction F & B Service- Brown, Heppner & Deegan  
The Bar and Beverage Book, 5th Edition - Costas Katsigris, Chris Thomas, Wiley Publications  
Principles and Practices of Bar and Beverage Management – James Murphy; Goodfellow Publishers  
ManageFirst: Bar and Beverage Management – National Restaurant Association



**DSE-1F: Accommodation Management-II**

Theory: 4 Credits; Total Hours =60  
Practical: 2 Credits, Total Hours =60

**Theory**

- Unit- 1**     **Interior Decoration:** Importance, Definition & Types, Classification, Principles of Design: Harmony, Rhythm, Balance, Proportion, Emphasis, Elements of Design: Line, Form, Colors, Texture, Flower Arrangement: Concept & Importance, Types & Shapes and Principles, Equipment and material required for flower arrangement, Conditioning of plant material, Indoor Plants care and role of housekeeping.
- Unit – 2**     **Colors:** Color Wheel, Importance & Characteristics, Classification of colors, Color Schemes. Lighting: Classification, Types & Importance, Applications. Furniture Arrangements: Principles, Types of Joints, Selection.
- Unit – 3**     **Floor & Wall Covering:** Types and Characteristics, Carpets: Selection, types, Characteristics, Care and Maintenance. Windows, Curtains, and Blinds Soft Furnishings and Accessories: Types, use and care of Soft furnishing, Types of Accessories: Functional and Decorative,
- Unit – 4**     **Computer Applications in Hotel Accommodation:** Introduction to Hotel Software's, Operating Procedures, Salient Features Merits & Challenges, Handling Guest and non guest accounts, Preparing reports, Giving Maintenances,; **Planning & Evaluating Front Office Operations:** Forecasting techniques, Forecasting Room availability, Useful forecasting data, (• % of walking, • % of overstaying, • % of under stay) Forecast formula, Sample forecast forms; **Yield Management** - Concept and importance, Applicability to rooms division (Capacity management, Discount allocation, Duration control, Measurement yield, Potential high and low demand tactics, Yield management software, Yield management team

**Practical**

Hands on practice of computer application (Hotel Management System) related to Rooms Division procedures as covered in syllabus  
Presentations on Interior Decorations  
Flower Arrangements Workshops  
Visit to Local Resources

**Book recommended**

Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS)  
Hotel House Keeping – Sudhir Andrews Publisher: Tata Mc Graw Hill.  
House Craft – Valerie Paul  
House Keeping Management for Hostels, Rosemary Hurst, Heinemann  
Housekeeping and Front Office – Jones  
Housekeeping management – Margaret M. Leappa & Aleta Netschke  
Hotel Housekeeping Operations & Management – Raghubalan, Oxford University Press  
In House Management by A.K Bhatiya  
Front office operations by colin Dix & Chirs Baird  
Hotel front office management by James Bardi  
Management front office operations by Kasavana & Books  
Front office training manual by Sudhir Andrews  
Managerial accounting and hospitality accounting by Raymond S Schmidgall  
Managing computers in hospitality industry by Michael Kasavana and Cahell  
Principal of Hotel Front Office Operations, Sue Baker & Jeremy Huyton, Continuum

## DSE-2B: Project Work

Theory: 4 Credits; Total Hours =60  
Practical/Field Work: 2 Credits, Total Hours =60

Keeping in view the diverse nature of tourism & hospitality industry & its long- term implications on the economy, society, culture & environment, It is mandatory to do some project work so as to sharpen the research skills, develop a practical understanding of the Hospitality system, attain some field experience etc. Students are required to prepare a project on a topic of their choice approved from Faculty from Institute/ Head of Department (F.O/ F&Bs/ F.P/ A.Op) Computer Typed {Times New Roman} compiled & Hard bound copy (Two print Copies) and One soft copy in C.D.

### The Project should include:-

The First page should include Name of The Institute / University, Project undertaken, Roll Number & Name.

Certificate by Candidate of genuine work.

Acknowledgement.

Certificate of approval.

Introduction to the topic.

Problem Definition

- Need of study
- Problem Definition
- Research objective
- List of Information

Research Methodology

- Research design
- Source of data
- Instrumentation of data collection
- Sampling Design

Analysis, Findings & Interpretation.

Suggestions & Recommendations.

Conclusion or Silent Findings

Limitation

Bibliography

Annexure

### Selecting A Topic:-

Selecting a topic is the first issue. About the only thing you will be sure of should be that do you want to write on a subject that directly relates to Hotels or is associated with tourism. A lot of thinking & creativity is required at planning stage.

The purpose of project for you is to-

- Learn about various hospitality issues.
- Learn how to evaluate the potential.
- Improve organizing & managerial skills.

Sample themes of Research are:-

Accommodation Management-

- "Technology in Hotel Accommodation Services:- A case study of Hotel- ABC."

Various topics can be selected suggested themes are-

- Surveying of Guest Behavior
- Surveying of Environment Conservation
- Surveying of Negative impacts of System
- Segmentation of Guest staying in unit
- Profiling of Tourists/ Guests
- Comparative analysis of Tariff Strategies.
- Linkages amongst various constituents of Hospitality industry
- HRD- Policies of Unit/ Chain
- Cost Control in Housekeeping/ Kitchen
- Safety & Security Issues- Case studies

The above mentioned are simply few suggested topics. The candidates are free to select a topic of their choice with due consultation with the faculty member who is mentoring the candidate in the Institute.

**Unit I**

**Introduction to Marketing**

Needs, Wants and Demands; Products and Services; Markets; Marketing; The Production Concept, The Product Concept, The Selling Concept, The Marketing Concept, The Societal Marketing Concept; The Marketing Process, Service Characteristic of Hospitality and Tourism Business

**Unit II**

**Marketing Environment, Consumer Markets and Consumer Buyer Behavior**

Micro and Macro Environment, Characteristics, Factors Affecting Consumer Behaviour, Buying Decision Behaviour, The Buyer Decision Process.

**Unit III**

**Distribution Channels, Product Pricing and Services Strategy**

Nature and Importance of Distribution System, Marketing Intermediaries, What is Product, Product Classification, Individual Product Decisions, Product Life Cycle, Approaches to hospitality service pricing.

**Unit IV**

**Public Relations, Sales Promotions and Integrated Marketing Communication**

The Marketing Communications Mix, The Changing Face of Marketing Communications, Integrated Marketing Communications, Socially Responsible Marketing Communication, Advertising, Sales Promotion, Public Relations, The Public Relation Process, Personnel Selling, Direct Marketing, Technology and its applications in Marketing.

**Suggested Readings:**

Services Marketing – Ravishankar

Services Marketing – Zeital Valerire – A and Mary Jo Baiter Publisher: Mc Graw Hill Company

Service Marketing - Wood ruffe Helen Publisher Macmillan

Foundation and Practices Marketing of Services – Strategies for Success, Harsh V. Verma, Professional Manager's Library, Global Business Press

Marketing Management, Philip Kotler, Prentice – Hall of India, New Delhi

Hospitality & Travel Marketing, Alastair M. Morrison

Strategic Hotel and Motel Marketing – Hart & Troy

Marketing for Hospitality Industry – Robert

Marketing Management in South Asian Perspective, Kotler, Philip, Kevin Keller, A. Koshy and M.Jha,- Pearson Education, New Delhi

Marketing – Kerin, Hartley, Berkowitz and Rudelius, TMH, New Delhi

Marketing: Concepts and Cases – Etzel, Micael J, TMH, New Delhi

Tourism Marketing – Manjula Chaudhary, Oxford University Press

## DSE-4A: Human Resource Management

Theory: 6 Credits,; Total Hours =90

### Course Contents:

- Unit – 1 Introduction to Human Resource Management:** Introduction, Definition & Concept, Growth Drivers in India, Importance of HRM, Hospitality Industry Characteristics, Human Resource Roles, HR Challenges. Manpower Planning, Process, Managing Workers,
- Unit – 2 Recruitments, Learning & Development, Performance Appraisal:** Recruitments, Introduction, Concept, Sources, What to look for in prospective candidates, Recruitments Policy and Techniques. Learning & Development, Introduction, Concept, Functions, Training Cycle, Evaluation, Methods, Organisational Culture & Training. Performance Appraisal - Introduction, Purpose, Process, Challenges, Underlying Theories, Balance Score Card, The 360 Degree Feedback System, Managing Employee Performance
- Unit – 3 Employee Motivation, Compensation & Benefit Management:** Employee Motivation, Concept, Various Motivation Theories (Maslow's Theory, Herzberg's Theory, Adam's Equity Theory, B.F Skinners Reinforcement Theory), Motivating Employees & Measurement. Compensation & Benefits: Policy, Components, Determinants, Theories, Employee Compensation Practices in India
- Unit – 4 Job Satisfaction, Organisational Culture, Disciplinary Action:** Introduction, Theories of Motivation, Correlates of Job Satisfaction, Importance of Job Satisfaction, Measuring Job Satisfaction. Organisational Culture: Introduction, Observational Aspects, Functions, Cultural Models, Positive or Negative Organisational Cultures, Managing and Changing Organisational Cultures. Disciplinary Action: Introduction, Principles of Natural Justice, Counselling, Disciplinary Guidelines, Disciplinary Process, Charge Sheet

### **Suggested Readings:**

- Human Resource Development & Management in the Hotel Industry – S.K. Bhatia, Nirmal Singh
- Principal and Techniques of Personnel Management Human Resource Management – Dr. Jagmohan Negi
- Human Resource Development Practice in Travel and Tourism – S.C. Bagri
- Human Resource Management in Hospitality – Malay Biswas

**DSE-5A: Safety, Security and Travel Documentation**

Theory: 6 Credits,; Total Hours =90

**Course Contents:**

- Unit – 1      Safety Security and Hotels:** Understanding Safety & Security, Differentiation between safety and security, Best Practices in Indian Hotels, The Case of Taj & Oberoi at Mumbai, Security Departments in Hotels, Guidelines for Security in Hotels, Dealing with Emergencies - Fire, Death, Crisis Management, Disaster Management.
- Unit – 2      Safety Security and Tourist Destinations:** Understanding the destination images from tourist perspective, the role of the media in influencing consumer perceptions of travel safety Understanding Tourist Security, its importance and impact of tourism industry. Role of Media in influencing tourist perceptions, consumer awareness of travel advisories and their influence on behaviour. Common problems & Challenges with hotel & tourism destinations security. Security issues at airports, railway stations, single woman travellers in India, Tourist Police & Its Role, Role of Ministry of Govt of India, UNWTO Guidelines/ Advises on Safety and Security, International Issues on Tourist Security, the role of insurance in the travel industry
- Unit – 3      Travel Documentation:** Introduction to Travel Documentation, Documentation required while leaving and entering into India. Passport its types and procedures to obtain an Indian passport, Currency Regulations and concept of Basic Travel Quota (BTQ), Custom Regulations, Health Certificates, Insurance and Immigration
- Unit – 4      Understanding VISA and Permits**  
Understanding the concept of VISA its types, Categories in which India give Visa to foreign tourists. Visa Requirements and procedure to obtain tourist visa for Singapore, UK, USA and Australia. Restricts and Special area permits for foreign tourists in India and their procedures to obtain. VISA on Arrival Scheme of Govt of India

**Suggested Readings:**

- Tourism Security: Strategies for Effective Managing Travel Risk and Safety By Peter Tarlow
- Safety and Security in Tourism Relationships, Management and Marketing By C. Michael Hall, Dallen J. Timothy and David Timothy Duval.
- Tourism, Security and Safety (The Management of Hospitality and Tourism Enterprises) - Yoel Mansfeld & Abraham Pizam

## DSE-6A: Retail Management

Theory: 6 Credits,; Total Hours =90

### Course Contents:

- Unit-1      The Business of Retail:** Retailing- Definition, Concept Importance, Functions of a retailer, Relationship between retail and Marketing, Retail as a career. Retail in India- Evolution, changes in the retail sector, The Wheel of Retailing, The Accordion, The Retail Life Cycle, Emerging Trends in Retailing, Retail Scenario in India, Retail Competition, Retail Formats.
- Unit-2      Retail Models** and Theories of Retail Development- Theories of retail development, concept of life cycle in retails, Business models in retails, Airport Retailing, Services retailing. Information Gathering in Retailing, Retail Strategic Planning and Operation Management, Retail Financial Strategy, Target Market Selection and Retail Location, Store Design and Layout, Visual Merchandising and Displays.
- Unit-3      Merchandise** Planning, Buying and Handling, Merchandise Pricing, Retail Communication Mix, Promotional Strategy, Retail Human Resources Management, Customer Service, The GAPs Model, Customer Relationship Management.
- Unit-4      Retail Operating Skills:** Pre-Check, Opening the Sale, Probing, Demonstration, Trial , Close Handling Objections, Closing, Confirmations & Invitations. Retail Management Information Systems, Retail Audits, Online Retailing, Global Retailing, Legal and Ethical Issues in Retailing.

Note: A visit to retail mart may be organised to supplement learning of students.

### **SUGGESTED READINGS:**

- Levy IM. And Weitz B.A (2004), Retailing Management, 5th ed., Tata McGraw Hill.
- Berman B. Evans J. R. (2004), Retail Management, 9th Edition, Pearson Education.
- Bajaj C; Tuli R., Srivanstava N.V. (2005), Retail Management, Oxford University Press, Delhi.
- Dunne P.M, Lusch R.F. and David A. (2002), Retailing, 4th ed., South-Western, Thomson Learning Inc.
- Pradhan, Swapna; Retailing Management; Tata McGraw Hill; New Delhi

## DSE-7A: Event Management

Theory: 6 Credits,; Total Hours =90

- Unit - 1**      **Events-** The Concept, Nature, Definition and scope, C's of Events, advantage and disadvantage of Events, Categories and Typologies, Skills required to be a good Event Planners.
- Unit - 2**      **Organising & Designing of Events**, key elements of Events, Event Infrastructure, core concept, core people, core talent, core structure, Setting Objectives for the Event, Negotiating Contracts with event Organizers, Venue, Media.
- Unit - 3**      **Marketing & Promotion of Events:** Nature of Event Marketing, Process of Event Marketing, The Marketing Mix, Sponsorship. Promotion: Image/ Branding, Advertising, Publicity and Public Relation.
- Unit -4**      **Managing Events:** Financial Management of Events, Staffing, Leadership. Safety and Security: Occupational Safety and Health, Incident Reporting, Crowd Management and Evacuation.

Note: An Event such as Conference/ Seminar may be planned and organised to supplement learning of students.

### Suggested Readings:

- A.K. Bhatia, 'Event Management', Sterling Publishers Pvt. Ltd. Delhi.
- Anton Shone & Bryn Parry, 'Successful Event ;2Management
- Coleman, Lee & Frankle, Powerhouse Conferences. Educational Institute of AHMA
- Hoyle, Dorf & Jones, Meaning conventions & Group business. Educational institute of AH & MA.
- Joe Jeff Goldblatt, "Special Events: Best Practices in Modern Event Management (Hospitality, Travel & Tourism)", John Willy and Sons, New York
- Leonard H. Hoyle, Jr, 'Event Marketing', John Willy and Sons, New York
- Lynn Van Der Wagen, Carlos, Event Management, Pearson, New Delhi.
- Sanjay Singh Gaur, Sanjay V Saggere, Event Marketing Management, Vikas Publication, New Delhi
- John Beech, Sebastian Kaiser, Robert Kaspar - The Business of Events Management ;Pearson Publications



## DSE-8A: Laundry Management

Theory: 4 Credits; Total Hours =60  
Practical: 2 Credits, Total Hours =60

### Course Contents:

- Unit-1**      **Laundry:** The Concept, Importance, Organisation Structure, Key Roles & People, Functions of a Laundry, Professional Laundry Set Up, Linen Room, Uniform Room, Tailor Room, Setups & Functions, Equipments Used in laundry, Their Salient Features, Laundry Chemicals, Laundry Do's and Dont's, On Premises Laundry, Off Premises Laundry, Commencing the Day's Work - Briefing, De Briefing, Day Schedules.
- Unit-2**      **Laundry Planning & Operations:** The Space, Requirements, Water and Energy Supply & provisions, Financial Aspects, Staff Patterns, Target Clientele, Location, Design, The Laundry Cycle: The collection of linen, sorting, tagging, washing, drying, ironing, storing, mending, discarding, process and precautions. Hotel Laundry Services, Records & Registers
- Unit-3**      **Managing Guest Laundry:** Valet Services: Collecting Guest laundry and returns, Do's and Dont's; Handling guests Linens, Stains & Removals, Wash Care Instructions, Ironing and Dry Cleaning Instructions & Practices, Mending and Repairs, Damages and Colour Bleedings, Pricing, Guest Communication & interactions, Promotional Strategy, Effective Customer Service.
- Unit-4**      **Emerging Trends in laundry:** Best Practices, Environmental Aspects, Energy Conservation, Ergonomics, Effective Communications & Coordination, Applications of Technology Out Sourcing, New Techniques , Information Systems, Inventories and Audits, Global Practices, Legal and Ethical Issues in Laundry Services, Quality Assurance.

### **Practical**

Layout of Linen and Uniform Room/Laundry  
Laundry Machinery and Equipment  
Stain Removal  
Selection and Designing of Uniforms  
Visit to a professional Laundry

### **SUGGESTED READINGS:**

- Accommodation & Cleaning Services, Vol. I & II, David, Allen, Hutchinson
- Hotel and Catering Studies – Ursual Jones
- Hotel House Keeping – Sudhir Andrews Publisher: Tata Mc Graw Hill
- House Keeping Management for Hotels, Rosemary Hurst, Heinemann
- Housekeeping Management – Margaret M. Leappa & Aleta Nitschke
- In House Management by A.K. Bhatiya
- Key of House Keeping by Dr. Lal Commercial
- Housekeeping & Maintenance – Stanley Thornes
- Hotel Housekeeping Operations & Management – Reghubalan, Oxford University Press.
- Management of Hotel & Motel Security (Occupational Safety and Health) By H. Burtein, Publishers: CRC
- Managing Housekeeping Custodial Operation – Edwin B. Feldman
- Managing Housekeeping Operations – Margaret Kappa & Aleta Nitschke
- The Professional Housekeeper - Madelin Schneider, Georgina Tucker & Mary Scoviak, John Wiley & Sons

## DSE-9A: Food Service Management

Theory: 4 Credits; Total Hours =60  
Practical: 2 Credits, Total Hours =60

### Theory

- Unit – 1**      **The Foundations:** The Foodservice Industry, The Systems Approach, The Fundamentals, Food Safety, Cleaning, Sanitation, and Environmental Safety, The Menu
- Unit – 2**      **The Operational Functions:** Purchasing, Receiving, Storage, And Inventory, Production, Beverage Provision, Food and Beverage Service, Events Conferencing & Banqueting, Apprising Performance, Strategic Decisions,
- Unit – 3**      **The Facilities:** Facilities Planning And Design, Equipment And Furnishings, Environmental Management
- Unit – 4**      **The Management Functions:** Organizational Design, Leadership, Human Resource Management, Performance Improvement, Financial Management, Marketing

### Practical

Note: An Event may be planned to supplement learning of students and practical may be conducted in view of theory syllabus to provide practical inputs to learners.

Layout of Food Service Outlets & Organisations  
Food Service Operations  
Conferencing & Banqueting  
Equipment and Furnishings, Environmental Management in Food Service Operations  
Visit to a professional Food Service Outlet

### Books Recommended

- Food & Beverage Management 3/e John Cousins, David Foskett & Andrew Pennington, Good Fellow Publishers
- Foodservice Management: Principles and Practices by June Payne-Palacio Ph.D. RD and Monica Theis, Prentice Hall Publishers
- Foodservice Management Fundamentals by Dennis R. Reynolds; Wiley Publishers

## Semester – VII

### DSE 10A – Accommodations Management

Theory: 4 Credits; Total Hours =60

Practical: 2 Credits, Total Hours =60

#### Course Contents:

- Unit – 1** The Housekeeping Department in Hotel Operations, The Executive Housekeeper as Department Manager. Structural Planning of the Housekeeping Department. Current Trends & Practices
- Unit – 2** Management of Inventory and Equipment. Characteristics of Housekeeping Equipment and Supplies. The Cleaning Function, Personnel Administration, Controlling Housekeeping Operations, Supervision and Management Practices in Housekeeping
- Unit – 3** Safety, Security and Infectious Diseases in Property Operations. Energy Conservation in Lodging Properties, Environmental and Sustainability Issues.
- Unit – 4** Opening New Hotels & Role of Housekeeping, Linen Management, Guest Laundry Services, Valet Services, Managing Pests Control, Out Source Management Practices in Housekeeping, Housekeeping Beyond hotels i.e Libraries, Hospitals, Airports and others, Entrepreneurship Opportunities in Housekeeping

#### **Practical**

Note: An Event may be planned to supplement learning of students and practical may be conducted in view of theory syllabus to provide practical inputs to learners.

Layout of Housekeeping Outlets & Organisations  
Housekeeping Operations  
Safety & Security Practices & Housekeeping  
Equipment and Furnishings, Environmental Management in Housekeeping Operations  
Visit to a professional Housekeeping Services/ Units

#### **Suggested Readings**

- Accommodation & Cleaning Services, Vol. I & II, David, Allen, Hutchinson
- Hotel House Keeping – Sudhir Andrews Publisher: Tata Mc Graw Hill
- House Keeping Management for Hotels, Rosemary Hurst, Heinemann
- Housekeeping Management – Margaret M. Leappa & Aleta Nitschke
- Housekeeping & Maintenance – Stanley Thornes
- Hotel Housekeeping Operations & Management – Reghubalan, Oxford University Press.
- Management of Hotel & Motel Security (Occupational Safety and Health) By H. Burtein, Publishers: CRC
- Managing Housekeeping Custodial Operation – Edwin B. Feldman
- Managing Housekeeping Operations – Margaret Kappa & Aleta Nitschke
- The Professional Housekeeper - Madelin Schneider, Georgina Tucker & Mary Scoviak, John Wiley & Sons
- Housekeeping Management by Matt A Casado, Wiley Publications

**Course Contents:**

**Unit – 1** The Food-Service & Culinary Industry, Sanitation and Safety, Tools and Equipment, Menus, Recipes, and Cost Management, Food Nutrition, Staff Structure & Trends

**Unit – 2** Basic Principles of Cooking and Food Science, Mise en Place, Stocks and Sauces, Soups, Understanding Vegetables, Cooking Vegetables, Potatoes, Legumes, Grains, Pasta, and Other Starches

**Unit – 3** Cooking Methods for Meat, Poultry, and Fish, Understanding Meats and Game, Cooking Meats and Game, Understanding Poultry and Game Birds their cooking, Understanding Fish and Shellfish, their cooking techniques

**Unit – 4** Salad Dressings and Salads, Preservation of Food, Sandwiches, Breakfast Preparation, Dairy and Beverages, Cooking for Vegetarian Diets, Health foods, Sausages and Cured Foods, Pâtés, Terrines, and Other Cold Foods, Food Presentation

**Practical**

Menu Planning – The Chefs Role  
Professional Kitchen Layout & Organisations  
Culinary Operations : Menu Preparations to supplement theory syllabus  
Safety & Security Practices & Kitchen  
Equipment and Furnishings, Environmental Management in Culinary Operations

**Suggested Readings**

Professional Cooking by Wayne Gisslen, Wiley Publications  
The Professional Chef by Culinary Institute of America

**Course Contents:**

- Unit – 1** Bakery Introductions: Basic Ingredients: Sugars; Shortenings; Eggs; Wheat and Flours; Milk and Milk Products; Yeast; Chemical Leavening Agents; Salt, Spices, and Flavourings; Cocoa and Chocolate; Fruits. Professional Bakery Equipments & Tools, Production Factors; Staling;
- Unit – 2** Bread and Rolls: Overview of Production; Common Problems; White Pan Bread ; Pullman, Split-top, and Round Split Breads; French and Italian Breads and Rolls; Vienna Bread; Bolillos; Pan de Agua; Egg Bread and Rolls; Hard Roll Varieties; Soft Roll Varieties; Pan de Sal; Rye Bread Varieties; Cornmeal Bread; Whole Wheat Bread; Raisin Bread; Cheese Bread; Indigenous Breads of India; Middle Eastern Pita Bread;
- Unit – 3** Sweet Yeast Dough Products: Danish Pastry; Buns; Coffee Cake Dough Products; Specialty Rolls and Yeast-Raised Cakes; Croissants; Doughnuts and Crullers: Preparation for Frying; Finishing Doughnuts; Use of Prepared Mixes; Yeast-raised Doughnuts; Cake Doughnuts; Combination Doughnuts; Whole Wheat Doughnuts; Common Problems with Doughnuts and Crullers.
- Unit – 4** Pastries: Short Dough Pastries; Puff Pastries; Common Problems with Puff Pastries; Eclairs and Cream Puffs; Common Problems with Eclairs and Cream Puffs; Cream Cheese Dough Products; Icings and Cream and Whipped Toppings: Icings; Cream Toppings; Whipped Toppings. Cakes and Cake Specialties: Cake Production; Common Problems with Cake Production; Creamed Cakes; Common Problems with Creamed Cakes; Whipped Cakes; Common Problems with Sponge Cakes;
- Practical**
- Bakery Planning – The Chefs Role
  - Professional Bakery Layout & Organisations
  - Bakery Operations : Dishes Preparations to supplement theory syllabus
  - Safety & Security Practices & Bakery
  - Equipment and Tools, Hygiene Management in Bakery Operations

**Suggested Readings**

Practical Baking, 5th Edition by William J. Sultan Wiley Publications  
Baking and Pastry: Mastering the Art by The Culinary Institute of America, Wiley Publications  
In the Hands of a Baker <http://www.ciaprochef.com/>  
Baking by Marha Dey , [www.hermehouse.com](http://www.hermehouse.com)  
The Golden Book of Baking by barronsduc [www.barronseduc.com](http://www.barronseduc.com)

**Course Contents:**

- Unit – 1** Hotel Front Office and Role in Hotel Revenue Generations, Preparing for Guest Services, Relationship & Coordination with Housekeeping and other Divisions, The Hotel Organization and the front office manager, Effective interdepartmental communications, Front Office Structures, layouts Trends & Practices.
- Unit – 2** Managing Guests from Check in to Check Out – Role of Front Office, Property management systems, System wide reservations, Guest registration, Managing the financials, Guest checkout, Procedures Forms & Formats
- Unit – 3** Revenue Management : An Introduction, Customers' Knowledge and Consumer Behavior, Internal Assessment and Competitive Analysis, Economic Principles and Demand Forecasting, Reservations and Channels of Distribution, Dynamic Value-Based Pricing, Channel and Inventory Management, The Revenue Management Team, Strategic Management and Following the RevMAP, Tools, Tactics, and Resources
- Unit – 4** Staffing Challenges, Recruitments & Training, Managing Hospitality, Promoting in house sales, It is going to happen- Handling Emergencies, Managing Guest Safety & security Gearing for Interviews, The role of Supervisor and Managers Responsibilities.

**Practical**

Front Office Planning – The FOM's Role  
Professional Front Office Layout & Organisations  
Front Office Operations : Activities, Records & Regulations to supplement theory syllabus  
Safety & Security Practices & Role of Hotel Front Office  
Revenue Management in Front Office Operations

**Suggested Readings**

Hotel Front Office Management – James A Bardi Wiley Publications  
Introduction to the revenue management for Hospitality Industry, Principles and Practices for the Real World, An Kimberly Tranter, Trevor Stuart-Hill, Juston Parker, Pearson Publications

**Course Contents:**

- Unit – 1**      **Cuisine of China- I:** - Introduction to Chinese Cuisine, Historical Background, Regions & Regional Cooking Styles, Staple food with regional Influences
- Unit – 2**      **Cuisine of China-II:** Methods of cooking, Equipment & utensils, Ingredients & Dishes
- Unit – 3**      **Cuisine of Italy - I:** - Introduction to Italian Cuisine, Historical Background, Regions & Regional Cooking Styles, Staple food with regional Influences
- Unit – 4**      **Cuisine of Italy - II:** Methods of cooking, Equipment & utensils, Ingredients & Dishes

**Practical**

01.      May be planned in accordance to theory (Suggested Menus include)
- MENU 01 Prawn Ball Soup, Fried Wantons, Sweet & Sour Pork Hakka Noodles
- MENU 02 Hot & Sour soup, Beans Sichwan, Stir Fried Chicken & Peppers Chinese Fried Rice
- MENU 03 Sweet Corn Soup, Shao Mai, Tung-Po Mutton, Yangchow Fried Rice,
- MENU 04 Wonton Soup, Spring Rolls, Stir Fried Preparations & Celery Chow Mein,
- MENU 05 Prawns in Garlic Sauce, Fish Szechwan, Hot & Sour Cabbage, Steamed Noodles

**Note: Universities may opt for other Foreign Cuisines like Mexican/ Thai or others**

**Suggested Readings**

- Nita Mehta – Italian Vegetarian Cookery, Snab Publishers.
- Alberto Capatti - Arts and Traditions of the Table: Perspectives on Culinary History, Columbia University Press
- Italian Cooking by Sanjeev Kapoor
- Ken Hom – Chinese Cookery, BBC Books
- Funchsia Dunlop - The Revolutionary Chinese Cookbook, Ebury Press
- Eileen Yin-Fei Lo – Mastering the Art of Chinese Cooking, Chronicle Books
- Su Huei Huang, Lai Yen-Jen – Chinese Cuisine, Wei-Chuan Publishing
- E N Anderson – The Food of China, Yale University Press
- Parvinder S Bali – International Cuisine & Food Production – Oxford University Press

**SEC-5A: Skill Enhancement for Media & Journalism in Hospitality & Tourism**

**Practical Paper :2 Credits; Total Hours =60**

- Unit I :**       **Journalism, Hospitality & Tourism:** Introduction to Journalism, Definition of a Journalist, Nature & Scope of Journalism, Journalism - Hospitality & Tourism: Careers & Opportunities, Familiarisation with tasks and profile of a Journalist, Ethics for Journalists, Current Issues for Journalists, Travel, Tourism & Hospitality Writing, Types of Travel Writing.
- Unit II:**       **Pioneers in Hospitality & Tourism Journalism & Media: Pioneers in Travel Writing,** Great travel stories of Marcho Polo, Hiuen Tsang, Iban Batuta, Al Baruni, V.S. Naipaul, Rahul Sankratayan, William Darlympal, Today's Hospitality Pioneers – Chef Manjit Gill, Studio Food Promoters - Chef Sanjeev Kapoor, Chef Vikas Khanna, David Rocco
- Unit III:**      **Creative Travel, Tourism & Hospitality Writing:** : Introduction to creative writing, information collection, writing for hospitality, tourism and travel magazines, Writing for online magazines, Studies from Hospitality Biz India, Travel Biz Monitor and Express Hospitality Magazines, Travel web searching (browsing).
- Unit IV:**      **Media Applications for Hospitality:** Introduction Media, Its Role in Hospitality Promotion, Televisions, Food Food Channel, TLC Channel, Food & Travel Shows, Social Media- Creating Pages and Profiles, Merits/Demerits of Social Media. Developing promotional Literature, Travel & Hospitality Photography, New Trends

**SUGGESTED READINGS:**

- Magazines of Airlines, Hotels & Tourism Organisations.
- Hand Book of Journalism & Mass Communications by V.S. Gupta, Vir Bala Aggarwal, concept Publishers, New Delhi.
- Hospitality Biz India, Travel Biz Monitor
- Hotel Promotional Literatures
- Mass Communication Theory & Practice by Uma Narula, Hiranand Publication, New Delhi.
- Mass Communication, Wilbur Schram
- Outlook Traveler
- The Art of Travel : Essays on Travel Writing, Dodel, Philip
- Travel in the ancient world, Cason, Leonell, George Allen
- Understanding Media by Marshal McLuhan.



## SEC-5B: Application of Computers in Hospitality & Tourism

Practical Paper :2 Credits; Total Hours =60

- Unit I :**     **Introduction to Computers:** Introduction to Computer: Classification, Generations, Organization, Capabilities Characteristics & Limitations, Application of Computer in Hotels, Familiarisation with Components of Computers – Hardware: Hardware elements – input, storage, processing & output devices. Block diagram of computer,
- Unit II:**     **Introduction to Computers Software:** Types of Software, System Software, Application Software, Utility Software's, Use of MS- Office: Basics of MS- Word. MS- Excel and MS- Power Point
- Unit III:**    **Internet & Applications:** Introduction to Internet: Definition of networks, concepts of web page, website and web searching (browsing). Benefits, Application, Working, Hardware and Software requirements, World Wide Web, Web Browser, URL, Search Engines, Email
- Unit IV:**     **Social Media Applications and Hospitality:** Introduction to Social Media, Its Role in Hospitality Promotion, Facebook – Creating Pages and Profiles, Merits/Demerits of Social Media, Linked In, Twitter and Other Social Media Applications.

### Suggested Reading:

Leon & Lion, Introduction to Computers, Vikas Publishing House, New Delhi  
June Jamrich Parsons, Computer Concepts 7<sup>th</sup> Edition, Thomson Learning, Bombay.  
Comer 4e, Computer networks and Internet, Pearson Education  
White, Data Communications & Compute4r Network, Thomson Learning, Bombay.  
Computers in Hotels – Concepts & Applications : Partho P Seal Oxford University Press

## SEC-5C: Web Applications in Hospitality

Practical Paper :2 Credits; Total Hours =60

- UNIT-I:** Introduction to Web Applications, Understanding the concepts with Hotel Websites like of Taj, Oberoi's, Lalit, Hilton etc. Concept of e - Commerce, e - Tourism, e- Business, Role of a website and e tools like Multimedia: Multimedia devices, components of multimedia systems, authoring tools, creating multimedia, video-capturing, video on demand.
- UNIT-2:** Data compression : Need for data compression, non-lossy and lossy compressions for images, color, gray scale and still-video image, video image, and audio compression JPEG standard, MPEG standard, DVI Technology, MIDI, brief survey of speech recognition and generation.
- UNIT-3:** Data and file format standards, Multimedia applications design :Application classes, types of Multimedia systems; Distributed multimedia systems: Components, distributed multimedia Databases.
- UNIT-4:** Introduction to Web design: Web development process, site types and architectures, navigation theory and practice. Introduction to Page: Page sizes, page types, web design tools; introduction to text: Fonts and text layout, formatting tags, text design issues for the web. Each student would be required to develop at least one website.

### Suggested Reading:

- Buford, Multimedia Systems, Pearson Education
- Vaughan, Multimedia Making IT Work, Tata McGraw Hill
- Villamil and Molina, Multimedia: An Introduction, Prentice-Hall of India
- Shuman, Multimedia in Action, Vikas Publishing House, New Delhi
- Senclair, Multimedia on the PC, BPB Publications.
- Rosch, Multimedia Bible, Sams Publishing
- Powell, Web Design The Complete Reference, Tata McGraw Hill, New Delhi.

## **SEMESTER – VIII**

### **INDUSTRIAL EXPOSURE - II (On the Job Training)**

The objective of Industrial Exposure is to facilitate learners with skills & practices of trade so as to supplement their theory and practical inputs of semester VII and enable them to Industry Ready.

Duration of Exposure: 15-18 weeks

Leave Formalities: 1 weekly off and festivals and national holidays given by the hotel 10 days medical leave supported by a medical certificate. Leave taken must be made up by doing double shifts or working on weekly offs. Attendance in the training would be calculated on the basis of Certificate issued by Training Manager/ HR Manager/ Concerned Officer of the unit trained in. Industrial Exposure will require an input of 90-100 working days (15 weeks x 06 days = 90 days). Students who are unable to complete a minimum of 45 days of industrial training would be disallowed from appearing in the term and examinations. Students who complete more than 45 days of industrial exposure but are unable to complete minimum 90 days due to medical reasons may make good during the vacations. Such students will be treated as 'absent' in industrial training and results. The Industry Exposure in VIII semester necessarily needs to be in an approved hotel equivalent to three star or above/ Heritage or other such good property related to Hospitality, Travel, Tourism, Recreation, Leisure or other such organisation. Prior written approval needs to be taken from the programme coordinator/ Convenor/ H.O.D for Industrial exposure from parent Institute.

#### **Training Schedule:**

##### **VIII Semester**

The VIII Semester shall be supplemented by on the job training in following SEC-6 D/E/F, DSC 4B, DSC 5B, DSE 6B-14B: Total weeks: 15-18 weeks. The Units imparting industrial exposure shall conduct formal induction sessions and emphasis on personality skills to facilitate the learners on Writing Skills for Hospitality (Writing of Industrial Reports/ Hospitality Operation Software Skills/ Trade Presentation Skills, Human Resource Practices Safety, Security and Travel Documentation Facilitation Management Practices while acquainting the learners with skills of trade of their choice from DSE 6B-14B . It may please be noted that for this semester the number of credits assigned is 20. Being practical oriented the number of hours input per week comes as 40 hours per week.

##### **Academic Credits for training shall be based on following**

Log books and attendance, Appraisals, Report and presentation, as applicable

All candidates must ensure that the log books and appraisals are signed by the departmental/ sectional heads as soon as training in a particular department or section is completed. They are also advised to make a report in accordance to their curricula for VIII Semester. A PowerPoint presentation (based on the report) Should be made. This will be presented in front of a select panel from the institute and the industry. It should be made for duration of 10 minutes. Marks will be awarded on this. The presentation should express the student's experiences in the department and what has he learned/ observed. *(Refer to What to Observe Sheets for more details.)*

The Report will be submitted in the form specified as under:

- a) The typing should be done on both sides of the paper (instead of single side printing)
- b) The font size should be 12 with Times New Roman font.
- c) The Training Report may be typed in 1.5 line spacing.
- d) The paper should be A-4 size.
- e) Two copies meant for the purpose of evaluation may be bound in paper- and submitted to the approved authority.

Students have to submit the following on completion of industrial training to the faculty coordinator at the institute:

1. Logbook.;
2. Appraisal;
3. A copy of the offer letter and industry exposure/ Job Training Certificate.
4. Report in view of requirements of VIII semester.
5. Power Point presentation on a CD, based on the report.
6. Attendance sheet.
7. Leave card.

For distribution of marks refer to details on Course structure/ Credit Distribution  
During the tenure of Industrial Exposure, apart from carrying out the assigned jobs,  
The learners are suggested to make the following observations in the departments of Industry:

## **WHAT TO OBSERVE**

### **Points that will be Common for all students of VIII semester in each discipline**

1. Standard operation/ Operating Procedure
2. Who is Who- Key people in the Core Group
3. Hierarchy Chart
4. Key Personnel
5. Job Description
6. Employee Recruitment/Retaining/ Welfare Policies (Break-Timings)  
Duty hours, Weekly off
7. Working Condition
8. Situation handling procedures
9. Certifications from various Institutions like Licensing/ NoC etc.
10. Operation Timings
11. Duty Roaster
12. Communication Channels
13. Uniform codes
14. Forms & Formats
15. Record Keeping & Systems

### **WHAT TO OBSERVE DSE 6 D/E/F:**

Writing Skills for Hospitality (Writing of Industrial Reports/ Hospitality Operation Software Skills/ Trade Presentation Skills)

1. Hotel/ Business Communications
2. Email & Web Applications
3. Software Operations
4. Professional Presentations
5. Annual Reports
6. Appraisals
7. Inter Office Communications
8. Intra Office Communications
9. Formal Telephonic Conversations
10. Interacting with Customers/ Seniors/ Colleagues/ Juniors
11. Writing & Presentations of Reports

### **WHAT TO OBSERVE DSE 4B Human Resource Practices**

1. Organisation Mission/ Vision/ Values
2. The Human Resource Divisions
3. Human Resource Roles,
4. HR Challenges
5. Manpower Planning Process,
6. Managing Workers
7. Recruitments – Policy & Techniques
8. Group Expectations from New Employees

9. Learning & Development,
10. Training Practices & Methods
11. Organizational Culture
12. Managing Employee Performance
13. Employee Motivation,
14. Job Satisfaction
15. Organizational Culture
16. Disciplinary Action
17. Innovative Practices in Units/ Group

**WHAT TO OBSERVE DSE 5 B**

**Safety, Security and Travel Documentation Facilitation Management Practices**

1. Safety & Security
2. The Structure & Key People
3. Best Practices
4. Security Policy & Guidelines in the Organisation
5. Dealing with Emergencies - Death, Crisis Management, and Disaster Management.
6. Fire Fighting
7. Interacting with Media
8. Any incidents reported

**WHAT TO OBSERVE DSE 6B Retail Management:**

1. Type of Service
2. Type of Cliental
3. Source of Cliental
4. The Layout (Interior/theme)
5. Operation Procedure
6. Turn-over ratio
7. Raw material intending/ procuring procedure
8. Duties & Responsibility of staff
9. The Operating hours
10. Services/inventions offered
11. Budget/ Financial position
12. Employee Recruitment policy
13. Employee Retaining policy
14. Sales/Marketing Team or policies/activities
15. Employee Training/Technology Updation facilities
16. Discount/Compensation facility or authority
17. Standard/signature products

**WHAT TO OBSERVE DSE 7B Event Management:**

1. Source of Events/Business
2. Duties & Responsibilities of staff
3. Marketing Techniques
4. Procedure for planning events
5. Various check list
6. Stores/Storage of Equipments
7. Sources of Manpower
8. Handling/Communication Procedure
9. Products/Brands use by the company
10. Working hours/Environment
11. Best Practices followed by company
12. Finance Handling

**WHAT TO OBSERVE DSE 8B Laundry Management:**

1. Types of Laundry- location
2. Operation Timing
3. Equipment used (Brand/ Specification)

4. Chemicals
5. Sources of Material/ Type of Material
6. Standard laundry Procedures
7. Standard Laundry cycle
8. Laundry collection/ Distribution channel
9. Standard price
10. Source of Energy/Water
11. Policy for damage

**WHAT TO OBSERVE DSE 9B Food Service Management:**

1. Technology used by Management
2. Management Techniques
3. Inventory/Issuing/Receiving System
4. Billing/ Ordering Procedure
5. Types of Meal & Timing
6. Responsibility of staff
7. Procurements Techniques
8. Cover/ Person that are accommodated during meal hours
9. Structure of Institution
10. Cleaning / Maintenance procedure
11. Timing of operation
12. Standard Service Timing
13. Waste Management
14. Type of Equipment used/Specification
15. Inventory system / Procedure
16. Reservation Procedure
17. Specialty of Outlet

**WHAT TO OBSERVE DSE 10B Accommodation Management:**

1. Total No's of Rooms/Area provided for accommodation
  - A. Star Category
2. Reservation Procedure
3. Operation Timing
4. Cleaning Schedule (Daily/weekly/Spring)
5. Services/facilities provided by Management
6. Staff Structure/Shift Timing
7. Co-ordination between the staff/dept.
8. Discount
9. Billing procedure
10. Staff structure
11. Various formats used by departments
12. Facilities/ amenities provided in Room

**WHAT TO OBSERVE DSE 11B Culinary Management:**

1. Source of Manpower
2. Area/Layout of kitchen
3. Indenting/Receiving/Storing Procedure
4. Standard formats/Certificate required for Institution
5. Various equipment (Small/Large) required for dept.
6. Types of Menu/Cuisine
7. Procurement of Raw Material.
8. Standard Recipes
9. Preparation Technologies
10. Waste Management
11. Type of Cooking method
12. Standard serving /preparation timing
13. Various practices followed during peak/lean Timing/hours
14. Signature dishes

### **WHAT TO OBSERVE DSE 12B Bakery Management:**

1. Area/Layout
2. Equipments required
3. Various preparation/Menu
4. Operation hours
5. Standard Recipe
6. Issuing/Receiving Procurements
7. Standard Receiving/sale procedure
8. Waste Management

### **WHAT TO OBSERVE DSE 13B Front Office Management:**

1. Total No. of Rooms and facilities
2. Tariff structure/Rack Rates/Discounts
3. Reservation Types/Mode
4. Reservation Procedure
5. Reservation Sources
6. Reception/Receiving Procedure
7. Co-ordination/ intra department relationship
8. Various check-in procedure
9. Standard phrase of Common
10. Policies/Procedure for
  - a) No show
  - b) Scanty Baggage
  - c) Single lady
  - d) VIP
  - e) Groups/ lay over
11. Various Reports
12. Coordination with House-Keeping / F&B/ Production Team/Dept.
13. Billing/Financial policies
14. Foreign guest handling
15. Various sub-units/departments
16. Emergency handling procedure
17. Guest/Staff Communication Channels
18. Local information/
19. Post. Departure formalities

### **WHAT TO OBSERVE DSE 14B Foreign Cuisine:**

1. Experts for cuisine
2. Availability of Raw Material
  - A. Bases of Cuisines
  - B. Base of species
  - C. Base of popular
  - D. Base of Food/Dishes
  - E. Seasonal Dishes
3. Availability of Equipments
4. Understand the Language/Mark
5. Operating hours
6. Standard Recipes
7. Availability of Manpower
8. Setting up of Menu
9. Local ethics/ Religious Requirement
10. Promotion of Cuisine
11. Waste Management
12. Storage/ Preparation Technologies, Various Spices