

FRONT OFFICE

TOPIC – I INTRODUCTION TO HOTEL INDUSTRY	3 hrs
<ul style="list-style-type: none">✂ Definition of Hotel✂ Origin, Growth & Development of Hotel Industry✂ Classification & Categorization of Hotels	
TOPIC – II HOTEL ORGANIZATION	10 hrs
<ul style="list-style-type: none">✂ Introduction to Front Office✂ Basic Activities of Front Office✂ F. O. Layout & Equipments✂ Various Sections of the Department✂ Organization Structure of the Front Office Department of a 5 & 3 Star Hotel and that of a large & Small Hotel✂ Role of Key Front Office Personnel with Their Job Description & Job Specification✂ Attributes of a Front Office Personnel✂ Co-ordination with Various Departments	
TOPIC – III FRONT OFFICE PRODUCT	4 hrs
<ul style="list-style-type: none">✂ Types of Rooms✂ Types of Room Rate✂ Types of Plan✂ Room Status	
TOPIC – IV GUEST CYCLE	4 hrs
<ul style="list-style-type: none">✂ Pre-arrival✂ Arrival✂ Occupancy✂ Departure	
TOPIC – V LOBBY AND BELL DESK OPERATIONS	8 hrs
<ul style="list-style-type: none">✂ Layout of the Lobby✂ Concept of Uniform Services & It's Functions✂ Layout and Equipment of Desk✂ Luggage handling Procedure on guest arrival – FIT, VIP, and Group✂ Luggage handling Procedure on guest Departure – FIT, VIP, and Group✂ Left Luggage procedure✂ Scanty Baggage procedure	
Topic- VI RESERVATION CONCEPT	10 hrs
<ul style="list-style-type: none">✂ Sources and modes✂ Types – Guaranteed & non-guaranteed✂ Reservation Record✂ Method of receiving a reservation✂ Handling special requests	

PRACTICAL EXAMINATION FOR

SUB DIVISIONS A, B, C and D will be marked by the external examiner for 35 marks,
SUB DIVISIONS E and F will be marked by the internal examiner for 15 marks.

EXTERNAL EXAMINER

A. Reservations - 10 marks

- Taking the reservation
- Modifying the reservation

B. Telephone Etiquette -10 marks

C. Written test on countries, capitals, currencies and their official airlines - 5 marks

D. Viva (Pertaining to the 1st semester syllabus)-10 marks

INTERNAL EXAMINER

E. Grooming and Journal – 5 marks

F. Assignment – 10 marks

- Countries, capitals, currencies and official airlines of the world
- Types of rooms
- Guest Cycle etc

HOUSEKEEPING

TOPIC – I INTRODUCTION TO HOUSEKEEPING	2 hrs
<input type="checkbox"/> Meaning & Definition	
<input type="checkbox"/> Importance of Housekeeping	
<input type="checkbox"/> Responsibilities of the Housekeeping Department	
<input type="checkbox"/> Co-ordination	
<input type="checkbox"/> A Career in Housekeeping	
TOPIC – II THE HOUSEKEEPING DEPARTMENT	6 hrs
<input type="checkbox"/> Organizational Frame Work / Hierarchy of the Department (Small, Medium, Large)	
<input type="checkbox"/> Layout (in brief) & Sections of the Housekeeping Department	
<input type="checkbox"/> Role of Key Housekeeping Personnel with Their Job Description & Job Specification	
<input type="checkbox"/> Qualities of Housekeeping Staff	
<input type="checkbox"/> Skills of a Good Housekeeper (Managerial, Technical, Conceptual)	
<input type="checkbox"/> Inter-departmental Co-ordination	
TOPIC – III HOTEL GUEST ROOMS	5 hrs
<input type="checkbox"/> Type of Guest Rooms	
<input type="checkbox"/> Layout of Guest Rooms & Floor Pantry	
<input type="checkbox"/> Furniture, Fixture, Guest Supplies, Amenities in a Guest Room (in brief)	
<input type="checkbox"/> Bed Making (Traditional & Turndown Service)	
<input type="checkbox"/> Daily Cleaning of Occupied, Departure, Vacant, VIP Rooms	
<input type="checkbox"/> Scheduled Cleaning, Spring Cleaning	
<input type="checkbox"/> Evening Service	
TOPIC – IV CLEANING EQUIPMENTS	6 hrs
<input type="checkbox"/> Classification of Equipments	
<input type="checkbox"/> Characteristics of a Good Equipment	
<input type="checkbox"/> Operating Principles of a Good Equipment	
<input type="checkbox"/> Storage, Upkeep & Maintenance of Equipments	
TOPIC –V SUPERVISION IN HOUSEKEEPING	6 hrs
<input type="checkbox"/> Role of a supervisor (Desk, Public Area, Floor, Linen, Uniform, Laundry)	
<input type="checkbox"/> Supervisors Check list	
<input type="checkbox"/> Guest complaints & Guest complaint handling	
<input type="checkbox"/> VIP Room Checking	
<input type="checkbox"/> Leave handling procedures	

PRACTICALS

- ✂ Grooming & Personnel Hygiene, Etiquettes
- ✂ Telephone Handling
- ✂ Bed Making
- ✂ Identification of Equipments
- ✂ Area Cleaning
- ✂ Glass Cleaning Task and brassoing
- ✂ Flower arrangement (circular, horizontal, triangular, vertical, one sided triangular,ikebana)

FOOD & BEVERAGE SERVICE

TOPIC – I INTRODUCTION TO FOOD & BEVERAGE SERVICE INDUSTRY

6 hrs

- ☞ Introduction to Food & Beverage Service
- ☞ Types of Catering Operations

TOPIC – II F & B SERVICE ORGANIZATION, SECTIONS & ATTRIBUTES OF SERVICE STAFF

22 hrs

- ☞ Organizational Hierarchy
- ☞ Role of Key Service Personnel with Their Job Description & Job Specification
- ☞ Attributes of Service Personnel
- ☞ Sections of the Department with their hierarchy

TOPIC –III TYPES OF SERVICE AND MENUS

4 hrs

- ☞ Table Service- French, Russian, English, American, Silver
- ☞ Assisted service - Carvery, Buffet
- ☞ Self service - Cafeteria
- ☞ Specialized service - Guéridon, automated, tray, trolley etc

TOPIC –IV MENU PLANNING

12 hrs

- ☞ Introduction
- ☞ Types of menus
- ☞ Rules to be observed while planning menus
- ☞ Classical French Menu - 13 courses
- ☞ Menu Terms
- ☞ Food and its accompaniments with cover
- ☞ Menu Design

TOPIC -V BREAK FAST

4 hrs

- ☞ Types – Continental, English, Buffet, Indian
- ☞ Menu
- ☞ Cover set up and service

TOPIC -VI NON ALCOHOLIC BEVERAGES

10 hrs

- ☞ Classification
- ☞ Hot Beverages – Tea, Coffee, Cocoa - production, types, brand names and service
- ☞ Cold Beverages – waters, juices, milk based, syrups, squashes, aerated – types, brands and service

PRACTICALS

- ✂ Laying & Relaying a Table
- ✂ Rules of Laying a Cover
- ✂ Napkin Folding
- ✂ Cover Set up, Service sequence, clearance
- ✂ Silver service, Pre - plated service
- ✂ Breakfast cover setup
- ✂ Service of non alcoholic beverages
- ✂ Room service tray set ups ,Service of Water
- ✂ Compiling of a menu in French

FOOD & BEVERAGE PRODUCTION

TOPIC – I INTRODUCTION TO COOKERY	4 hrs
✂ Introduction to Cookery	
✂ Aims & Objectives of Cookery	
TOPIC – II KITCHEN, KITCHEN EQUIPMENTS & COOKING FUELS	8 hrs
✂ Layout & Sections of the Department	
✂ Kitchen Brigade & Role of Key Kitchen Personnel with Their Job Description & Job Specification	
✂ Professional Standards & Ethics for Food Handlers	
✂ Classification of Equipments, Uses, Care & Upkeep	
✂ Types of Fuels & Its Uses	
✂ Safety	
TOPIC – III FOOD COMMODITIES	16 hrs
✂ Classification & Characteristics of Ingredients	
✂ Uses of Ingredients	
✂ Cleaning & Pre-preparation of Food Commodities	
✂ Selection & Cuts of Fruits, Vegetables, Meat, Poultry, Game & Fish	
✂ Effects of Heat on Cooking	
TOPIC – II SOUPS & SAUCES	7 hrs
✂ Classification of Soups, Principles, Accompaniments & Garnishes	
✂ Basic mother sauces, derivatives, Thickening agents used in sauces, rectification of faulty sauces, miscellaneous sauces & Gravies, Jus roti and Jus lie	
TOPIC – III FOOD PRESERVATION	6 hrs
✂ Methods of Food Preservation	
✂ Physical and chemical agents in food preservation	
✂ Preservation of perishable foods	
TOPIC – IV CHEESE	4 hrs
✂ Manufacturing process	
✂ Types of cheese according to texture,	
✂ Uses of cheese in cookery	
✂ Famous cheese of the world	
TOPIC – V STOCKS	6 hrs
✂ Types of Stocks, Principles of Making a Good Stock, Mirepoix, Bouquet Garni & their Uses	

PRACTICALS:

- ∪ Demonstration of pancakes and breakfast rolls
- ∪ Demonstration of International Breads
- ∪ Kashmiri cuisine
- ∪ Hyderabadi cuisine
- ∪ Karnataka cuisine
- ∪ Kerala cuisine

Chinese cuisine - 2 Menus with five preparations in each

Mexican - 2 Menus with five preparations in each