

**MAHARASHTRA STATE BOARD OF VOCATIONAL EDUCATION EXAMINATION, MUMBAI**

1	Name of Syllabus	<b>C. C. IN Hotel Management &amp; Catering Technology (HMCT) (401208)</b>						
2	Max.Nos of Student	25 Students						
3	Duration	1 year						
4	Type	Full Time						
5	Nos Of Days / Week	6 Days						
6	Nos Of Hours /Days	7 hrs.						
7	Space Required	1) Practical Lab = 700 sqfeet 2) Class Room = 300 sqfeet TOTAL = 1000 sqfeet						
8	Entry Qualification	H.S.C. Pass						
9	Objective Of Syllabus/ introduction	To introduce students with the process of communication so that they can identify conditions favorable to effective communication and to teach them basic and applied language skills useful for the study of technical subjects as well as communication, with a particular emphasis on writing and oral presentation skills, which are top ranking capabilities needed for professional careers as middle level manager.						
10	Employment Opportunity	Can get job in concern Establishment / Self Employment						
11	Teacher's Qualification	Bachelor Degree in HMCT of Statutory University OR Three years diploma in HMCT of Maharashtra State Board of Technical Education with one year Teaching/Industry/ Professional Experience.						
12	Training System	<b>Training System Per Week</b>						
		Theory		Practical		Total		
		18hrs		24hrs		42hrs		
13	Exam. System	<b>Sr. No.</b>	<b>Paper Code</b>	<b>Name of Subject</b>	<b>TH/ PR</b>	<b>Hours</b>	<b>Max. Marks</b>	<b>Mini. Marks</b>
		1	40120811	Communication Skill	TH-I	3 hrs.	100	35
		2	40120812	Food Production & Catering Science	TH-II	3 hrs.	100	35
		3	40120813	Food & Beverage Services	TH-III	3 hrs.	100	35
		4	40120821	Communication Skill	PR-I	3 hrs.	100	50
		5	40120822	Food Production & Catering Science	PR-II	3 hrs.	100	50
		6	40120823	Food & Beverage Services	PR-III	3 hrs.	100	50
				<b>Tota</b>			<b>600</b>	<b>255</b>

# **Curriculum :- Hotel Management & Catering Technology (HMCT)**

## **Theory- I & Practical - I COMMUNICATION SKILL**

### **Detailed contents :**

#### **Theory- I Contents**

##### **UNIT-1 : BASIC CONCEPTS AND PRINCIPLES OF COMMUNICATION**

###### **Chapter 1: The Communication Event**

- 1.1 The Communication Events: definition
- 1.2 The elements of communication: the sender, receiver, message, channel, feedback and context.

###### **Chapter 2: The concept of Communication Process**

- 2.1 The Communication Process : definition
- 2.2 Stages in the process: defining the contest, knowing the audience, designing the message, encoding selecting proper channels, transmitting, receiving, decoding and giving feedback.

###### **Chapter 3: Principal of Effective Communication.**

- 3.1 Effective communication: definite
- 3.2 Communication Barriers and how to overcome them at each stage of communication process.
- 3.3 Developing effective messages: thinking about purpose, knowing the audience, structuring the message selecting proper channels, minimizing barriers and facilitating feedback.

##### **UNIT-II LANGUAGE GRAMMER**

###### **Chapter: 4 Principal of Language Grammar and Usage**

- 4.1 The sentence elements: words, phrases and clauses.
- 4.2 Phrase structure and clause structure; transformation of sentence.
- 4.3 Constructing correct and effective sentences
- 4.4 Punctuation
- 4.5 Mechanics of writing.

##### **UNIT III: WRITTEN COMMUNICATION**

###### **Chapter 5: Preparation for Writing**

- Understanding the writing assignments: topic, purpose, audience, scope and constraints.
- Analyzing the context
- Determining the scope of topic
- Audience Analysis for entry behavior
- Collecting information for the assignment.

###### **Chapter 6: Designing Message Outline**

- 6.1 Organizing ideas: elements determining the general and specific purpose, organizing principles of the text.
- 6.2 Outlining: key and topic sentence outlines, writing target statement;;

###### **Chapter 7: Writing and Reviewing**

- 7.1 Principles of presentation of text: progressive differentiation, integrative reconciliation, sequential organization and consolidation.
- 7.2 Procedures for writing text with specific purposes; Writing topic sentences, Writing Introductions, definitions, describing objects, events and procedures; classifying, comparison and contrast cause and effect, concluding; explaining

concept, principles and procedures.

- 7.3 Reviewing for relevance structure, unity, coherence, clarity, consistency, length and accuracy.

### **Chapter 10: Communicating Oral Messages.**

- 10.1 Designing oral messages: preparation, practice and presentation with written and graphic material.
- 10.2 International Phonetic Script

## **UNIT IV: NON-VERBAL AND GRAPHIC COMMUNICATION**

### **Chapter 8: Non-verbal Codes**

- 8.1 Nonverbal codes: body language chronemics and artifacts.
- 8.2 Body language: Kinesics (eye contact, gestures, postures, body movement and facial expressions) Proxemics (using space), Vocalics (accepts of speech like, tone, emphasis, volume, pauses etc.) and physical Appearance; Chronemics (manipulating time); Artifacts (environment and objects)
- 8.3 Using non-verbal codes in oral communication.

### **Chapter 9: Using Visuals**

- 9.1 Interpreting visuals and illustrating with visuals like tables, charts and graphs.

## **UNIT V : USING THE COMMUNICATION SKILLS (Marks 22, Period 14)**

### **Chapter 11: TOPICS IN THE CLASSROOM CONTEXT**

- 11.1 Writing answers by defining, describing, explaining and illustrating.

### **Chapter 12: TOPICS FOR OUT OF CLASSROOM CONTEXT**

- 12.1 Letter, memorandum and short reports: types, parts and formats; developing messages.

## **COMMUNICATION SKILL & IT (FRENCH)**

### **Detailed contents**

#### **Chapter 1 French Vocabulary and Grammar**

##### **Theory**

- 1.1 Works and verbs often used in the hotel.
- 1.2 Conjugation of French verbs and transaction into the various tenses (Past, Present & Future)
- 1.3 Transforming sentences into negative / singular & plural form.
- 1.4 Formation of sentences into French.

#### **Chapter 2 Conversational French**

- 1.1 Basic Verbs often used in the hotel.
- 1.2 Modes of introduction with friends and guests.
- 1.3 Knowledge of time, seasons, months, days, number and currency.
- 1.4 Conversation with regards to interaction with guest in various areas such as Front office, Restaurant, Housekeeping, Kitchen etc.

#### **Chapter 3 French Kitchen, Restaurant, Front office Bar terminology**

##### **Theory**

- 3.1 Knowledge of the kitchen brigade.
- 3.2 Kitchen equipments.
- 3.3 Ingredients, means/Vegetable/fruit/fish/ herbs /spices.
- 3.4 Culinary terms in French.
- 3.5 French Cheeses.
- 3.6 Knowledge of the restaurant brigade.
- 3.7 Equipments used in the restaurant.
- 3.8 French classical menu up to 13 courses.

- 3.9 Menu translation from French to English and vice-versa.
- 3.10 Knowledge of principal ingredients used in classical French dishes.
- 3.11 How to read and translate a recipe from French to English ?
- 3.12 French Terminology required in handling guest check in and checking out.
- 3.13 How to read and write passport details in French ?
- **Implementation strategies**  
The focus will be on developing practical skills, which the student can use in various areas when he comes contact with foreign guest.

## **Practical - I Communication Skill**

### **UNIT-1 : BASIC CONCEPTS AND PRINCIPLES OF COMMUNICATION**

#### **Chapter 1: The Communication Event**

- 1.1 The Communication Events: definition
- 1.2 The elements of communication: the sender, receiver, message, channel, feedback and context.

#### **Chapter 2: The concept of Communication Process**

- 2.3 The Communication Process : definition
- 2.4 Stages in the process: defining the contest, knowing the audience, designing the message, encoding selecting proper channels, transmitting, receiving, decoding and giving feedback.

#### **Chapter 3: Principal of Effective Communication.**

- 3.4 Effective communication: definite
- 3.5 Communication Barriers and how to overcome them at each stage of communication process.
- 3.6 Developing effective messages: thinking about purpose, knowing the audience, structuring the message selecting proper channels, minimizing barriers and facilitating feedback.

### **UNIT-II LANGUAGE GRAMMER**

#### **Chapter: 4 Principal of Language Grammar and Usage**

- 4.6 The sentence elements: words, phrases and clauses.
- 4.7 Phrase structure and clause structure; transformation of sentence.
- 4.8 Constructing correct and effective sentences
- 4.9 Punctuation
- 4.10 Mechanics of writing.

### **UNIT III: WRITTEN COMMUNICATION**

#### **Chapter 5: Preparation for Writing**

- Understanding the writing assignments: topic, purpose, audience, scope and constraints.
- Analyzing the context
- Determining the scope of topic
- Audience Analysis for entry behavior
- Collecting information for the assignment.

#### **Chapter 6: Designing Message Outline**

- 6.3 Organizing ideas: elements determining the general and specific purpose, organizing principles of the text.
- 6.4 Outlining: key and topic sentence outlines, writing target statement;;

## **Chapter 7: Writing and Reviewing**

- 7.4 Principles of presentation of text: progressive differentiation, integrative reconciliation, sequential organization and consolidation.
- 7.5 Procedures for writing text with specific purposes; Writing topic sentences, Writing Introductions, definitions, describing objects, events and procedures; classifying, comparison and contrast cause and effect, concluding; explaining concept, principles and procedures.
- 7.6 Reviewing for relevance structure, unity, coherence, clarity, consistency, length and accuracy.

## **Chapter 10: Communicating Oral Messages.**

- 10.3 Designing oral messages: preparation, practice and presentation with written and graphic material.
- 10.4 International Phonetic Script

## **UNIT IV: NON-VERBAL AND GRAPHIC COMMUNICATION**

### **Chapter 8: Non-verbal Codes**

- 8.4 Nonverbal codes: body language chronemics and artifacts.
- 8.5 Body language: Kinesics (eye contact, gestures, postures, body movement and facial expressions) Proxemics (using space), Vocalics (accepts of speech like, tone, emphasis, volume, pauses etc.) and physical Appearance; Chronemics (manipulating time); Artifacts (environment and objects)
- 8.6 Using non-verbal codes in oral communication.

### **Chapter 9: Using Visuals**

- 9.1 Interpreting visuals and illustrating with visuals like tables, charts and graphs.

## **UNIT V: USING THE COMMUNICATION SKILLS**

### **Chapter 11: TOPICS IN THE CLASSROOM CONTEXT**

- 11.1 Writing answers by defining, describing, explaining and illustrating.

### **Chapter 12: TOPICS FOR OUT OF CLASSROOM CONTEXT**

- 12.1 Letter, memorandum and short reports: types, parts and formats; developing messages.

## **COMMUNICATION SKILL & IT (FRENCH)**

### **Detailed contents**

#### **Chapter 1 French Vocabulary and Grammar**

##### **Theory**

- 1.5 Works and verbs often used in the hotel.
- 1.6 Conjugation of French verbs and transaction into the various tenses (Past, Present & Future)
- 1.7 Transforming sentences into negative / singular & plural form.
- 1.8 Formation of sentences into French.

#### **Chapter 2 Conversational French**

- 1.5 Basic Verbs often used in the hotel.
- 1.6 Modes of introduction with friends and guests.
- 1.7 Knowledge of time, seasons, months, days, number and currency.
- 1.8 Conversation with regards to interaction with guest in various areas such as Front office, Restaurant, Housekeeping, Kitchen etc.

## **Chapter 3 French Kitchen, Restaurant, Front office Bar terminology**

### **Theory**

- 3.14 Knowledge of the kitchen brigade.
- 3.15 Kitchen equipments.
- 3.16 Ingredients, means/Vegetable/fruit/fish/ herbs /spices.
- 3.17 Culinary terms in French.
- 3.18 French Cheeses.
- 3.19 Knowledge of the restaurant brigade.
- 3.20 Equipments used in the restaurant.
- 3.21 French classical menu up to 13 courses.
- 3.22 Menu translation from French to English and vice-versa.
- 3.23 Knowledge of principal ingredients used in classical French dishes.
- 3.24 How to read and translate a recipe from French to English ?
- 3.25 French Terminology required in handling guest check in and checking out.
- 3.26 How to read and write passport details in French ?

- **Implementation strategies**

**The focus will be on developing practical skills, which the student can use in various areas when he comes contact with foreign guest.**

1. Identifying Communication Events.
2. Analyzing Communication Events.
3. Identifying Units of Grammar
4. Constructing Effective Sentences.
5. Using a Directory
6. Drawing information Structure of Texts
7. Summarizing Techniques 5.0 Designing the message
8. Writing Topic Sentences
9. Writing Paragraphs
10. Writing Function paragraphs.
11. Understanding Graphics.
12. Format Written Communication
13. Communicating Orally.

**Chapter 1 Introduction To Cookery**

**Theory**

- 1.1 History of Cookery
- 1.2 Origins of Modern Cookery
- 1.3 Levels of Skill
- 1.4 Attitude & Behavior in the Kitchen
- 1.5 Kitchen uniforms
- 1.6 Safety Procedure for Handling Equipments

**Chapter 2 Kitchen Staffing**

**Theory**

- 2.1 Classical Brigade
- 2.2 Kitchen Staffing in Various Category Hotels
- 2.3 Duties & Responsibilities of Executive Chef and Various Chefs
- 2.4 Inter-departmental Co-ordination.

**Chapter 3 Kitchen Hand Tools**

**Theory**

- 3.1 Tools & utensils used in the Kitchen.
- 3.2 Different Types of Fuel used in Kitchen

**Practice :-**

- i) Use of Kitchen Equipment, Tools Utensils & Cleaning

**Chapter 4 Aims & Objectives of Cooking Food**

**Theory**

- 4.1 Aims and objective of Cooking Food.
- 4.2 Classification of Raw Materials according to their Functions.
- 4.3 Various Textures.

**Practice**

- i) Various of vegetables, Pulses, condiments. Spices used in functions.

**Chapter 5 Methods of Cooking Foods.**

**Theory**

- 5.1 Preparation of ingredients
- 5.2 Methods of Mixing Foods Methods of Cooking Food-Roasting, Banking, Smoking, Grilling, Broiling, Microwave, Frying, Poaching & Peeling.

**Practice**

- i) Methods of Cooking Food will be during the Practical Sessions through the Year.

**Chapter 6 Culinary Terms**

**Theory**

**6.1 Explanation of following culinary Terms with Examples.**

1	Bharat	24	Caramel	47	Gateaux	69	Poach
2	Augratin	25	Caramelise	48	Gonoese	70	Potage
3	Bain Marie	26	Choux	49	Glaze	71	Pot Pourri
4	Bake	27	Cisel	50	Hollandaise	72	Ragout
5	Barbeque	28	Compote	51	Hor's doeuivre	73	Rechauffe
6	Baste	29	Condinebts	52	Infusion	74	Roe
7	Batter	30	Condiments	53	Liason	75	Roux
8	Bearnaise	31	Baghar	54	Larding	76	Royal
9	Beat	32	Consomme	55	Macedione	77	Royale
10	Bechamel	33	Court	56	Maitre-d-	787	Sabayon
			Bouillon		hotel Butter		
11	Beurre Noir	34	Corissant	57	Marinate	79	Saffron



## Chapter 12 Soups

### Theory

12.1 Classification of Soups with example

#### Cream Soups

Cream de tomato  
Cream de celery  
Cream de champignon  
Cream de concombres  
Cream d'epinard

#### Puree Soups

Puree de carottes  
puree de lentilles  
Puree de tomato  
Puree de pois frais  
Puree dubarry

#### Veloute

Voloute auz con combers  
Veloute dame balabche  
Veloute marie louis  
Veloute d' artois  
Veloute marie Stuart.

#### Chowder

Cabbage Chowder  
Prawn Chowder  
Chicken Chowder  
Crab Chowder  
Oyster chowder

#### Consomme

Consomme Juleinne  
Consomme  
Celesting  
Consomme Royale  
Consomme Brunoise  
Consomme Florentine

#### National Soups

Mulligatawny  
Gazpacho Soup  
Potage Minestrone Soup  
Cock-a-Leekie Soup

12.2 Consomme (Recipe of 1 Liter), Gamishes & Accompaniments of Soups-  
Alexandra/ Profitorie/ Madreling/ Clairmont/ Marcelon.

### Practice

- i) Preparation of Basic Soups, Consomme, Cream, Puree, Broths Voloute, National Soups (Mulligatawny, Onion Soup etc.)

## Chapter 13 Sauces

13.1 Classification of Sauces / Composition

13.2 Recipes of Mother Sauces (1 Liter)

13.3 Derivatives (Any 5)

#### Bechamel Sauce

1 Momy  
2 Cream  
3 Parsley  
4 Mustard  
5 Onion  
6 Soudinal  
7 Cardinal

#### Veloute Sauce

1 Allemande  
2 Supreme  
3 Mushroom  
4 Hongroise  
5 Ivory  
6 Aurore  
7 Caper

#### Espagnole Sauce

1 Demi-glaze  
2 Maderia  
3 Nancy  
4 Chasseur  
5 Robert  
6 Bordelaise  
7 Devil

#### Tomato Sauce

1 Barbecue  
2 Italians  
3 Porugaise  
4 Provençal  
5 Bretonne  
6 Milanaise  
7 Chaudfroids

### Practice

- i) Demonstration of Mother Sauces & 2-3 Derivations of each.

## Chapter 14 Bread

### Theory

14.1 Practical of Bread Making

14.2 Simple Yeast Breads.

14.3 Role of each Ingredient in Bread Making

Baking Temperature & its Importance.

### Practice

- i) Bread Making, Demo & Simple & Enriched Bread, Bread Loaf (White/Brown), Bread Rolls (Various Shapes, French Bread, Brioche)

## Chapter 15 Cookies

### Theory

15.1 Types of Cookies.

15.2 Methods of Preparation of Cookies.

### Practice

- i) Demonstration & Practice of simple Cookies, Like Nankhatal, Golden Goodies & Melting Moments etc.

## **Chapter 16 Price, Cereals, Pulses & Sprouts**

16.1 Introduction, Classification, Identification & Varieties of Rice.

16.2 Sprouts: Definition, Methods of Making Sprouts and its Uses.

### **Practice**

- i) Preparation of Rice-Boiled, Absorption/Draining Methods, Pulao

## **Chapter 17 Flour**

### **Theory**

17.1 Types of Wheat, Types of Flour and its Uses.

### **Practice**

- i) Preparation of Indian Breads-Chapaties, Phulkas and Parathas.

## **Chapter 18 Shortenings (Fats & Oils)**

### **Theory**

18.1 Role of shortening, Varieties, Advantages and Disadvantages of using Different Shortenings

18.2 Fats & Oils: Types & Varieties, Saturated Fat, Unsaturated Fat, Advantages and Disadvantages of Fats & Oils.

### **Practice**

- i) Demonstration of Dishes using Varieties of Pastry. Short Crust: Jam Tarts Laminated: Puff & Flaky.

## **Chapter 19 Raising Agents**

### **Theory**

19.1 Classification Role of Raising Agents, Actions & Reaction.

### **Practice**

- i) Demonstration of sponge Cake, Genoese, Fatless Sponge, Swiss Rolls.

## **Chapter 20 Sugar**

### **Theory**

20.1 Importance of Sugar, Types of Sugar, Effect of Heat on Sugar of Different Temperature

### **Practice**

- i) Preparation of Indian Sweets & continental Hot & cold Puddings.

## **Chapter 21 Spices, Herbs & Condiments**

### **Theory**

21.1 Role of Spices / Herbs in Indian / Continental Cookery.

21.2 Local Names of Spices.

### **Practice**

- i) Use knowledge of this topic for Preparing Various Types of Dishes. Using Spices, Herb and Condiments.

## **Chapter 22 Milk and Milk Products**

22.1 Introduction, Processing of Milk, Pasteurization, Homogenization, Milk in Various Forms e.g. Toned Powder, Condensed Evaporated etc.

22.2 Cream- Introduction, Processing & Types.

22.3 Butter- Introduction, Processing & Types.

22.4 Cheese- Introduction, Classification, with examples, Processing, Types, Cooking with Cheese & Uses.

### **Practice**

- i) Preparation of Indian Desserts Like Kheer, Halwas, Continental Desserts like Mousse caramel custard, Sauces, Soups, Savory Dishes.

- **Implementation Strategies**

Practical classes should incorporate simple menus both Indian & Continental as follows. Each Institute may formulate its own combination, Minimum 25 menus may be practiced (15 Indian & 10

Continental). Under Bakery 16 Practical may be conducted which may include 4 varieties of bakery products such as bread, cookies, cakes, pastries, About 10 practical may be utilized for demonstration purposes.

#### Indian

Rice	10 Varieties
Dal	06 Varieties
Vegetables	12 Varieties
Panner Dishes	02 nos
Curs	Preparation 5 raitas & 2 kadis
Egg	03 Varieties including omelets curry
Fish	05 Varieties including fried fish
Meat and Poultry	12 Varieties min 2 chicken dishes
Snacks	10 varieties
Indian Sweets	Gauja, Chiroti, Sakarpura, Sheera, Lapse, Gulab Jamun, semiya Payasam, Carrot, Halwa, jalebis, Halwa, Dudhi Halwa and coconut Burfi.

#### Continental

Soup Cream	Vegetable, Spinach, Tomatoes, Consomme with Garnishes like Royal, Cormen, Celestine, Madrelaine & Clement.
Broth	Scotch broth, minestrone.
Puree	Puree Lentill, Postage Bressani
Chowder	Cabbage Chowder, National Soup, Bisque, Shrimp & Crab.
Fish	Fish Orly, Colbert, meunisere, Poached, Baked, Grilled & Mornay.
Entrees	Stews, Ragout, Croquettes, Goulash, Cutlets, Hot Pot Hamburgers & Scotch eggs.
Potatoes	Biles, Baked, Creamed, Parsley, Scalloped, Duchesse, Lyonnaise, roast, Chips and Savory.
Vegetables	Boiled Veg.- Cabbages, Cauliflower, Beans and peas Galzed Veg.- Corrots, RAdish & Tumips. Fried Veg.- Aubergines. Stewed Veg.- Courge, RAdish & Tumips. Baised Veg.- Onions, Leeks & Cabbage.
Salads	06 Varieties with at least 3 types of salad Dressing.
Cold Sweets	Honeycomb, Butter Scotch, Sponge Coffee Mousse, Lemon Sponge, Blancmange & Trifle.
Hot Sweets	Christmas Pudding.

## **Practical - II 1.2 FOOD PRODUCTION & CATERING SCIENCE**

### **Chapter 1 Introduction To Cookery**

#### **Theory**

- 1.7 History of Cookery
- 1.8 Origins of Modern Cookery
- 1.9 Levels of Skill
- 1.10 Attitude & Behavior in the Kitchen
- 1.11 Kitchen uniforms
- 1.12 Safety Procedure for Handling Equipments

### **Chapter 2 Kitchen Staffing**

#### **Theory**

- 2.5 Classical Brigade
- 2.6 Kitchen Staffing in Various Category Hotels
- 2.7 Duties & Responsibilities of Executive Chef and Various Chefs
- 2.8 Inter-departmental Co-ordination.

## Chapter 3 Kitchen Hand Tools

### Theory

- 3.3 Tools & utensils used in the Kitchen.
- 3.4 Different Types of Fuel used in Kitchen

### Practice :-

- i) Use of Kitchen Equipment, Tools Utensils & Cleaning

## Chapter 4 Aims & Objectives of Cooking Food

### Theory

- 4.4 Aims and objective of Cooking Food.
- 4.5 Classification of Raw Materials according to their Functions.
- 4.6 Various Textures.

### Practice

- i) Various of vegetables, Pulses, condiments. Spices used in functions.

## Chapter 5 Methods of Cooking Foods.

### Theory

- 5.3 Preparation of ingredients
- 5.4 Methods of Mixing Foods Methods of Cooking Food-Roasting, Banking, Smoking, Grilling, Broiling, Microwave, Frying, Poaching & Peeling.

### Practice

- i) Methods of Cooking Food will be during the Practical Sessions through the Year.

## Chapter 6 Cull nary Terms

### Theory

#### 6.1 Explanation of following culinary Terms with Examples.

1	Bharat	24	Caramel	47	Gateaux	69	Poach
2	Augratin	25	Caramelise	48	Gonoese	70	Potage
3	Bain Marie	26	Choux	49	Glaze	71	Pot Pourri
4	Bake	27	Cisel	50	Hollandaise	72	Ragout
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6	Baste	29	Condinebts	52	Infusion	74	Roe
7	Batter	30	Condiments	53	Liason	75	Roux
8	Bearnaise	31	Baghar	54	Larding	76	Royal
9	Beat	32	Consomme	55	Macedione	77	Royale
10	Bechamel	33	Court	56	Maitre-d-	787	Sabayon
			Bouillon		hotel Butter		
11	Beurre Noir	34	Corissant	57	Marinate	79	Saffron
12	Beurre Mainie	35	Croutes	58	Matignon	80	Saute
13	Bisque	36	Croutons	59	Mire-Poix	81	Sear
14	Blanch	37	Custard	60	Mis-en- place	82	Seasoned Flour
15	Blend	38	Dame	61	Mousse	83	Souffle
16	Boilion	39	Dough	62	Mousseline	84	Stew
17	Bortsch	40	Mince	63	Panada	85	Stock
18	Bouquet Gamy	41	Estouffade	64	Panner	86	Supreme
19	Brioche	42	Espagnole	65	Parboil	87	Kofta
20	Broil	43	Force Meat	66	Pare	88	Trancon
21	Brunoise	44	Fume	67	Pimento	89	Zest
22	Brush	45	Gamish	68	Khoya		
23	Canapes	46	Gamiture				



**Chowder**

Cabbage Chowder  
 Prawn Chowder  
 Chicken Chowder  
 Crab Chowder  
 Oyster chowder

**Consomme**

Consomme Juleinne  
 Consomme  
 Celesting  
 Consomme Royale  
 Consomme Brunoise Vichyssoise Soup  
 Consomme Florentine

**National Soups**

Mulligatawny  
 Gazpacho Soup  
 Potage Minestrone Soup  
 Cock-a-Leekie Soup

12.2 Consomme (Recipe of 1 Liter), Gamishes & Accompaniments of Soups-  
 Alexandra/ Profitroie/ Madreling/ Clairmont/ Marcellon.

**Practice**

- i) Preparation of Basic Soups, Consomme, Cream, Puree, Broths Voloute, National Soups (Mulligatawny, Onion Soup etc.)

**Chapter 13 Sauces**

- 13.4 Classification of Sauces / Composition  
 13.5 Recipes of Mother Sauces (1 Liter)  
 13.6 Derivatives (Any 5)

Bechamel Sauce		Veloute Sauce		Espagnole Sauce		Tomato Sauce	
1	Momy	1	Allemande	1	Demi-glaze	1	Barbecue
2	Cream	2	Supreme	2	Maderia	2	Italians
3	Parsley	3	Mushroom	3	Nancy	3	Porugaise
4	Mustard	4	Hongroise	4	Chasseur	4	Provençal
5	Onion	5	Ivory	5	Robert	5	Bretonne
6	Soudinal	6	Aurore	6	Bordelaise	6	Milanaise
7	Cardinal	7	Caper	7	Devil	7	Chaufroids

**Practice**

- i) Demonstration of Mother Sauces & 2-3 Derivations of each.

**Chapter 14 Bread****Theory**

- 14.1 Practical of Bread Making  
 14.2 Simple Yeast Breads.  
 14.3 Role of each Ingredient in Bread Making  
 Baking Temperature & its Importance.

**Practice**

- ii) Bread Making, Demo & Simple & Enriched Bread, Bread Loaf (White/Brown), Bread Rolls (Various Shapes, French Bread, Brioche)

**Chapter 15 Cookies****Theory**

- 15.3 Types of Cookies.  
 15.4 Methods of Preparation of Cookies.

**Practice**

- i) Demonstration & Practice of simple Cookies, Like Nankhatal, Golden Goodies & Melting Moments etc.

**Chapter 16 Price, Cereals, Pulses & Sprouts**

- 16.3 Introduction, Classification, Identification & Varieties of Rice.  
 16.4 Sprouts: Definition, Methods of Making Sprouts and its Uses.

**Practice**

- ii) Preparation of Rice-Boiled, Absorption/Draining Methods, Pulao

## Chapter 17 Flour

### Theory

17.2 Types of Wheat, Types of Flour and its Uses.

### Practice

- i) Preparation of Indian Breads-Chapaties, Phulkas and Parathas.

## Chapter 18 Shortenings (Facts & Oils)

### Theory

18.3 Role of shortening, Varieties, Advantages and Disadvantages of using Different Shortenings

18.4 Fats & Oils: Types & Varieties, Saturated Fat, Unsaturated Fat, Advantages and Disadvantages of Fats & Oils.

### Practice

- ii) Demonstration of Dishes using Varieties of Pastry. Short Crust: Jam Tarts Laminated: Puff & Flaky.

## Chapter 19 Raising Agents

### Theory

19.2 Classification Role of Raising Agents, Actions & Reaction.

### Practice

- ii) Demonstration of sponge Cake, Genoese, Fatless Sponge, Swiss Rolls.

## Chapter 20 Sugar

### Theory

20.2 Importance of Sugar, Types of Sugar, Effect of Heat on Sugar of Different Temperature

### Practice

- i) Preparation of Indian Sweets & continental Hot & cold Puddings.

## Chapter 21 Spices, Herbs & Condiments

### Theory

21.3 Role of Spices / Herbs in Indian / Continental Cookery.

21.4 Local Names of Spices.

### Practice

- ii) Use knowledge of this topic for Preparing Various Types of Dishes. Using Spices, Herb and Condiments.

## Chapter 22 Milk and Milk Products

22.5 Introduction, Processing of Milk, Pasteurization, Homogenization, Milk in Various Forms e.g. Toned Powder, Condensed Evaporated etc.

22.6 Cream- Introduction, Processing & Types.

22.7 Butter- Introduction, Processing & Types.

22.8 Cheese- Introduction, Classification, with examples, Processing, Types, Cooking with Cheese & Uses.

### Practice

- ii) Preparation of Indian Desserts Like Kheer, Halwas, Continental Desserts like Mousse caramel custard, Sauces, Soups, Savory Dishes.

#### • Implementation Strategies

Practical classes should incorporate simple menus both Indian & Continental as follows. Each Institute may formulate its own combination, Minimum 25 menus may be practiced (15 Indian & 10 Continental). Under Bakery 16 Practical may be conducted which may include 4 varieties of bakery products such as bread, cookies, cakes, pastries, About 10 practical may be utilized for demonstration purposes.

#### Indian

Rice	10 Varieties
Dal	06 Varieties
Vegetables	12 Varieties
Panner Dishes	02 nos
Curs	Preparation 5 raitas & 2 kadis
Egg	03 Varieties including omelets curry

Fish	05 Varieties including fried fish
Meat and Poultry	12 Varieties min 2 chicken dishes
Snacks	10 varieties
Indian Sweets	Gauja, Chiroti, Sakarpura, Sheera, Lapse, Gulab Jamun, semiya Payasam, Carrot, Halwa, jalebis, Halwa, Dudhi Halwa and coconut Burfi.
<b>Continental</b>	
Soup Cream	Vegetable, Spinach, Tomatoes, Consomme with Garnishes like Royal, Cormen, Celestine, Madrelina & Clement.
Broth	Scotch broth, minestrone.
Puree	Puree Lentill, Postage Bressani
Chowder	Cabbage Chowder, National Soup, Bisque, Shrimp & Crab.
Fish	Fish Orly, Colbert, meunisere, Poached, Baked, Grilled & Mornay.
Entrees	Stews, Ragout, Croquettes, Goulash, Cutlets, Hot Pot Hambergers & Scotch eggs.
Potatoes	Biles, Baked, Creamed, Parsley, Scalloped, Duchesse, Lyonnaise, roast, Chips and Savory.
Vegetables	Boiled Veg.- Cabbages, Cauliflower, Beans and peas Galzed Veg.- Corrots, RADish & Tumips. Fried Veg.- Aubergines. Stewed Veg.- Courge, RADish & Tumips. Baised Veg.- Onions, Leeks & Cabbage.
Salads	06 Varieties with at least 3 types of salad Dressing.
Cold Sweets	Honeycomb, Butter Scotch, Sponge Coffee Mousse, Lemon Sponge, Blancmange & Trifle.
Hot Sweets	Christmas Pudding.

## **B) CATERING SCIENCE (918)**

### **Detailed Content**

#### **Chapter 1 Introduction to Catering Science**

##### **Theory**

1.1 Importance of Catering Science in the Hospitality Industry.

#### **Chapter 2 Food & Micro-Organism**

##### **Theory**

2.1 Classification of Microbes.

2.2 Factors for growth (Bacteria, Yeast and Mould)

#### **Chapter 3 Harmful Effect of micro-organism**

##### **Theory**

3.1 Food Poisoning (Staphylococcus, Salmonella, Clostridium porringers and Clostridium botulinum)

3.2 Food Infection, Food Contamination, Sources, Vehicles and routes of bacterial contamination, Physical contamination, Prevention of food infection.

#### **Chapter 4 Beneficial Effects of Micro-Organism**

##### **Theory**

4.1 Dairy Products.

4.2 Vegetable Preparation.

4.3 Bakery products.

4.4 Alcoholic Beverage.

4.5 Vinegar.

##### **Practice**

i) Related to cookery

## **Chapter 5 Introduction to Hygiene**

### **Theory**

- 5.1 General rules relating to food and food hygiene.
- 5.2 The identification of steps critical to food safety. (HACCP)
- 5.3 Food hygiene relation to microbes.

## **Chapter 6 Personal Hygiene for Food Handlers**

### **Theory**

- 6.1 Control measures in catering industry through hygiene standard.
- 6.2 Personal hygiene.
- 6.3 General rules relating to health & safety for food handlers.

## **Chapter 7 Hygiene in Food Production & Service Area.**

### **Theory**

- 7.1 Flooring, ventilation, drains, kitchen traps.
- 7.2 Dish washing 1-2-3 sink dishwashing method.
- 7.3 Basic garbage disposal in kitchen, waste disposal.
- 7.4 Pest control-Rodents, Cockroaches, ants-Control measures.

## **Chapter 8 Food preservation & Storage**

### **Theory**

- 8.1 Chemical
- 8.2 Irradiation.
- 8.3 Low temperature-Refrigeration & Freezing.
- 8.4 High temperature-Pasteurization, canning dehydration & smoking.
- 8.5 Storage of commodities as per the type-dry storage, cold storage, temperature control, correct use of refrigeration freezer for storing food stocks, rotation & cooling.

## **Chapter 9 Food Adulteration**

### **Theory**

- 9.1 Food standard in India
- 9.2 Common food adulterants.
- 9.3 Simple tests to detect food adulterants, Milk, sugar, turmeric, chilli Powder, tea, Coffee, semolina flour, ghee, butter, Margarine and oil.

## **Chapter 10 Food Additive**

### **Theory**

- 10.1 Natural and synthetic colour.
- 10.2 Thickening, Stabilizing & emulsifying agents.
- 10.3 Flour improvers.

## **Chapter 11 Introduction to Nutrients**

### **Theory**

- 11.1 Define food, Nutrients, nutrition.
- 11.2 Function food.
- 11.3 Basic food groups & Planning of a balanced diet, factors affecting daily requirements of calories.

## **Chapter 12 Protein**

### **Theory**

- 12.1 Composition, classification, sources, functions, daily requirements, excess and deficiency.

## **Chapter 13 Carbohydrates**

### **Theory**

- 13.1 Composition, classification, sources, functions, daily requirements, excess and deficiency.

## **Chapter 14 Fats**

### **Theory**

- 14.1 Composition, classification, sources, functions, daily requirements, excess and deficiency.

**Chapter 15            Vitamins**

**Theory**

15.1    Composition, classification, sources, functions, daily requirements, excess and    deficiency.

**Chapter 16            Minerals**

**Theory**

16.1    Composition, classification, sources, excess and deficiency.

**Chapter 17            Water**

**Theory**

17.1    Importance of Water & dietary sources of water.

**Chapter 18            Colloidal Chemistry**

**Theory**

18.1    Colloidal system-types of colloidal in food, factors that affect the properties of colloids    in food preparation.

18.2    Emulsion-Types of emulsion, emulsifying agents and their use in preparation of emulsions.

- **Implementation Strategies**

Average visit to various in hotels, fight kitchens, clubs, canteens, hospitals to observe the Hygiene standards maintained.

## **Theory - III & Practical - III 1.3 FOOD & BEVERAGE SERVICES**

### **• Detailed content**

#### **Chapter 1 Introduction to the Hotel & Catering Industry**

- 1.1 Introduction to the hotel industry and growth of the hotel industry in India.
- 1.2 Types of outlets and types of meals (Coffee Shop, Snack bar, Counter service, Vending machines, Specialty restaurants, operations, Room service).
- 1.3 Contribution of the Food and Beverage Department in these outlets (Including revenue production).
- 1.4 Classification of Food and Beverage Operation a) Commercial: Residential / Non-residential  
b) Welfare: Industrial /Institutional/Transport (Air, Road, Rail, Sea).

#### **Chapter 2 Departmental Organization & Staffing**

##### **Theory**

- 2.1 Hierarch in different outlets.
- 2.2 Duties & Responsibilities of staff in different outlets.
- 2.3 Staff etiquette & attributes of a good waiter
- 2.4 Inter-department relationship (Within F & B and with other departments).

##### **Practice**

- i) Profile, Dress codes And Attributes of Water.

#### **Chapter 3 Essential Equipments in Food and Beverage Service**

##### **Theory**

Familiarization and Classification of Equipment.

- 3.1 Fumitory (Light & Decor)
- 3.2 Glassware
- 3.3 Tableware-Chinaware, Cutlery, Hollow ware
- 3.4 Other equipments

##### **Practice**

- i) Introduction to Equipments & Infrastructure: Glassware, Crockery, Cutlery Ancillary Installation.

#### **Chapter 4 Auxiliary Areas of the Food and Beverage Department & their Importance.**

##### **Theory**

- 4.1 pantry / Stillroom
- 4.2 Food pickup areas
- 4.3 Stores
- 4.4 Linen room
- 4.5 Kitchen Stewarding
- 4.6 Silver room

#### **Chapter 5 The Menu**

##### **Theory**

- 5.1 Origin of Menus
- 5.2 Types of Menu - A la Carte and Table d' Hotel
- 5.3 Principles of menu planning
- 5.4 Menu compilation - 5,6,7 course (Including Indian Menus)
- 5.5 French 13 course menu
- 5.6 General Accompaniments

##### **Practice**

- i) Menu Planning (Planning & Completion of 5,6,7 course menus)

#### **Chapter 6 Restaurant Set up prior to**

Service and Types of Service

##### **Theory**

- 6.1 Mise-en-place
- 6.2 Mise-en-scene
- 6.3 Silver Service
- 6.4 American Service

- 6.5 English Service
- 6.6 French Service
- 6.7 Russian Service
- 6.8 Grill Room Service
- 6.9 Buffet Service
- 6.10 Guerdon Service (Introduction)

### **Practice**

- i) Table Set-ups
  - a) Laying and relaying of table covers
  - b) Laying an A La Carte Cover
  - c) Laying a Table d' Hotel Cover
  - d) Etiquette toward guests
  - e) Greeting and seating a guest and presenting Menus
  - f) Water Service
  - g) Service of Non-alcoholic Beverages
  - h) Course wise service of Food
  - i) French classical service
  - j) Pre plated service
  - k) Buffet setups
  - l) Course wise clearance of dishes from the table.
  - m) Different methods of Clearance
  - n) Crumbing of the table
  - o) Clearance of Soiled / dirty ashtrays

### **Chapter 7 Breakfast Service**

#### **Theory**

- 7.1 Introduction and definition
- 7.2 Types – English, Continental, American, Indian, Buffet
- 7.3 Brunch - Compilation of each menu.

#### **Practice**

- i) Breakfast Service
  - a) Service of Continental Breakfast
  - b) Service of English Breakfast
  - c) Breakfast tray set-ups

### **Chapter 8 Tea Service**

#### **Theory**

- 8.1 Types of tea service
  - a) Full Afternoon Tea
  - b) High Tea
- 8.2 Sandwiches
  - a) Types of Sandwiches
  - b) Service of Sandwiches
- 8.3 Compilation of tea menus (English / Indian)

#### **Practice**

- i) Procedures for Tea Service
  - a) Service of full Afternoon Tea
  - b) Service of High Tea

### **Chapter 9 Cheese & Savories**

- 9.1 Types - Hard, Semi hard, Soft, Fresh
- 9.2 Country of origin and mild processed from
- 9.3 Services & Accompaniments
- 9.4 Savories - Types and Service

## **Chapter 10 Ice - Creams**

### **Theory**

- 10.1 Types of Ice creams
- 10.2 Categories of Ice creams.

## **Chapter 11 Non-alcoholic Beverages**

### **Theory**

- 11.1 Stimulating - Tea, Coffee, Cocoa
- 11.2 Nourishing - Health drinks
- 11.3 Refreshing - Juices, Squashes, Crushes, Syrups
- 11.4 Mineral water & carbonated drinks
- 11.5 Classification Chart - Alcoholic & Non alcoholic drinks

## **Chapter 12 Cigars & Cigarettes**

### **Theory**

- 12.1 Introduction to Cigars and Cigarettes
- 12.2 Brands & codes
- 12.3 Service Procedures

## **Chapter 13 Systems of Order Taking**

- 13.1 Kitchen Order Ticket
- 13.2 Bar Order Ticket

### **Practice**

- i) Taking guest order
- ii) Handing guest complaints and Grievances.

## **Chapter 14 Methods of Billing & Payment**

### **Theory**

- 14.1 Cash
- 14.2 Credit
- 14.3 A/c
- 14.4 NCR / ECR

### **Practice**

- i) Billing procedures

- **Implements Strategies**

The Students may be trained to acquire skills to handle basic daily restaurant service operation by giving more opportunities for hands- on experience in using various equipments and ingredients during practical classes. Students may also be trained to serve lunch in the training restaurant.

### **B) ACCOUNOMODATION SEVICES**

- Detailed Contents.

## **Chapter 1 Introduction to Hotel House Keeping**

### **Theory**

- 1.1 Importance and role of House Keeping department in hotel.
- 1.2 Areas fir House Keeping.

## **Chapter 2 Organization of House Keeping Departments**

### **Theory**

- 2.1 Staffing of House Keeping Department in Small, Medium and Large Hotels.
- 2.2 Personality tryst of housekeeping staff.
- 2.3 Duotes and Responsibilities of House Staff: Executives House Keeper, floor supervisor, Public Area Supervisor, Desk Supervisor, room Attendant.
- 2.4 Rules of the Floor.
- 2.5 Work routine.
- 2.6 Co-ordination with other departments: Front Office, Maintenance, Food & Beverage & Other departments.

### **Chapter 3 Cleaning Agents**

#### **Theory**

- 3.1 Classification of Cleaning Agents.
- 3.2 Selection of Cleaning Agents.
- 3.3 Use, Care and Storage of Cleaning Agents.
- 3.4 Distribution and Control of Cleaning Agents.

#### **Practical Part**

- i) Use of Cleaning Agents for various surfaces.

### **Chapter 4 Cleaning equipments**

- 4.1 Types of Cleaning Equipments.
- 4.2 Manual Equipment for cleaning.
- 4.3 Use  
& Care of Cleaning Equipments.

#### **Practical**

- i) Cleaning and sweeping by using various Brooms, Brushes, Vacuum Cleaner etc.

### **Chapter 5 Routine Cleaning of Housekeeping Dept.**

#### **Theory**

- 5.1 Hygiene and safe cleaning.
- 5.2 General Principal of Cleaning.

#### **Practice**

- i) Routine cleaning by use of detergents & cleaning equipments.

### **Chapter 6 Periodical Cleaning And Special cleaning Programs.**

#### **Theory**

- 6.1 Weekly Cleaning, Spring-cleaning.
- 6.2 Special Cleaning tasks.
- 6.3 Schedule and record keeping of cleaning.

### **Chapter 7 Daily Cleaning of guest Room**

#### **Theory**

- 7.1.1 Rule of the guest room.
- 7.1.2 Checkout.
- 7.1.3 DC of Occupied room.
- 7.1.4 DC of Vacant room.
- 7.1.5 Procedure for Cleaning of Check out Room.
- 7.1.6 Evening Service.
- 7.1.7 Second Service.
- 7.1.8 Bed Making.
- 7.1.9 Front / back areas.
- 7.1.10 Work Routine.

#### **Practical**

- i) Bed Making, Cleaning of guest-room.

### **Chapter 8 Cleaning & Polishing of Common Surfaces.**

#### **Theory**

- 8.1 Glass.
- 8.2 Wood and Allied surfaces.
- 8.3 Metals - Copper, Brass, Silver, Aluminum and Steel.
- 8.4 Leather, Rexene, Plastic and Ceramics.

#### **Practical**

- i) Cleaning & Polishing of Metals and Non-metals.

## **Chapter 9 Maids Service room.**

### **Theory**

- 9.1 Location.
- 9.2 Layout and essential features.
- 9.3 Organizing a maid's trolley.
- 9.4 Records: Checklist, Occupancy List, floor, Register List.

### **Practical**

- i) Organizing and use of Maid's Trolley for room cleaning.

## **Chapter 10 Guest Room Supplies**

### **Theory**

- 10.1 Standard Supplies.
- 10.2 Regular Supplies.
- 10.3 V.I.P and V.V.I.P.
- 10.4 Standard Contents.

## **Chapter 11 Lost & Found**

### **Theory**

- 11.1 Procedures for Lost and Found of Guest Articles.
- 11.2 Procedures for Lost Hotel Articles / Items.
- 11.3 Records.

### **• Implementation Strategies.**

Each Institute shall arrange at least 3 visits to hotels to observe Cleanliness, Types of Room & Public Areas including toilets. Which may include small, medium & Large Hotels. Each Student shall maintain a work card file for the Practicals.

The file shall include the following Assignment.

- 1) List of Cleaning Agents with their brand names & Prices.
- 2) List of Guest supplies in different Category of Hotels.
- 3) List of Equipments use in House Keeping Department of a Hotel with Brand name and its manufacturer along with specification.
- 4) Any other assignments given by the subject teacher.
- 5)

## **1.4 (b) ACCOMODATION SERVICES**

### **Detailed Contents**

#### **Chapter 1 Introduction to Hospitality industry**

##### **Theory**

- 1.1 Evolution of the hospitality industry-Western and Indian evolution.
- 1.2 Classification of Hotels.
- 1.3 Departmental classification of hotel.
- 1.4 Function of the major departments.
- 1.5 Organization chart of the hotel-large, medium & small.
- 1.6 Organization chart of Front Office department of various category hotels, large, medium and small.

#### **Chapter 2 Organization of Front Office Department**

##### **Theory**

- 2.1 Section & general layout of front office department and equipments used.
- 2.2 General duties and responsibilities of the front office staff.
- 2.3 Personality traits of the front office staff.

##### **Practice**

- i) Grooming
- ii) Do & Don'ts at the Front Office Desk.

#### **Chapter 3 Hotel Brochures & Tariffs.**

##### **Theory**

- 3.1 Different types of room rates (Rack, F.I.T., Crew, Group).
- 3.2 Discount offered and packages.

- 3.3 Basis of charging tariffs.
- 3.4 Taxes levied (sales tax, expenditure tax, luxury tax. and service charge).
- 3.5 Food Plans.
- 3.6 Use of brochures & tariff cards.

**Practice**

- i) Collection and study of Hotel Brochures & to study them.

**Chapter 4 Bell Desk**

**Theory**

- 4.1 Importance and basic functions of the Bell Desk.
- 4.2 Paging system.
- 4.3 Handing luggage in house & left luggage procedure.
- 4.4 Concierge concept, Valet, Butler.

**Chapter 5 Telephone Department**

**Theory**

- 5.1 Importance and basic functions.
- 5.2 Types of Calls.
- 5.3 Telephone manners.

**Practice**

- i) Telephone manners (Do's and Don'ts).

**Chapter 6 Key Control**

**Theory**

- 6.1 Types, Care control & storage of keys.
- 6.2 Missing key procedure.

**Practice**

- i) Handling & Dealing with Room Keys.

**Chapter 7 Room Status Report**

**Theory**

- 7.1 Black List.
- 7.2 Rules of the house (guidelines to guest)
- 7.3 Time-share concept - advantages / disadvantages.
- 7.4 Inter departmental co-ordination, Housekeeping, Room service, Laundry, Mini bar.

**Chapter 8 Guest Cycle-pre Arrival, Occupancy**

**Theory**

- 8.1 Importance of the Guest Cycle Modes & Sources Procedure for making reservation / reservation activities. Guaranteed/non-guaranteed reservation. Overbooking, Cancellation & Amendments. Manual reservation system used in the form of booking diary, booking charts, etc. Whitney system Computerized system. Reservation network system - affiliated / non-affiliate, centralized reservation system. Terminology of reservation.

**Practice**

- i) Dealing with Reservation.

**Theory**

- 8.2 Arrival, Stage-Registration and reception.  
Receiving of a guest. Handling registration, Arrival procedure of various categories of guests  
Notification of the guest arrival Criteria for taking advance.

**Practice**

- i) Preparing for Guest Arrival, Registration of Guest and allotment of Room.

**Theory**

- 8.3 Departure Stage- Departure notifications, Task performed at the bell desk and front office cashier.  
Express check out procedure, late checkouts & charges.

**Chapter 9 Front Office Glossary**

- 9.1 Abbreviations and terminology related to Front Office.

- **Implementation Strategies.**

Each Institute will arrange for industrial visit to two hotels to observe the Front Office Department.

The following assignments may be given to students to collect information /date on.

- 1: Place of interest in Maharashtra, Gujarat & Goa,
  - i) Wild Life Sanctuaries and National Parks.
  - ii) Beaches.
  - iii) Historical and Archaeological monuments.
  - iv) Temples and Pilgrimage centers.
  - v) Important cities.
- 2: Handling Emergencies and Situations.
  - i) Theft in the guest room.
  - ii) Drunken Guest in the lobby.
  - iii) Fire in the room.
  - iv) A bomb threat on the phone.
  - v) Complaint of dirty bed linen.
  - vi) No towels in bathroom.
  - vii) Complaints of the room not being cleaned.
  - viii) No delivery of newspaper to guests in the room.
  - ix) A guest kept waiting at Front office desk.
  - x) Guest has lost his room-key.
- 3: Tourism Information.
  - i) Countries, Capitals & Currencies.
  - ii) Airport & airline information.
  - iii) Local city knowledge.
  - iv) Travel agencies.
  - v) Hotels of international and domestic origin.
  - vi) Indian States and Capitals.
  - vii) Music & Dance.
  - viii) Hotel brochures & pamphlets.
- 4: Dealing with emergencies and situations.

During the term the students will carry out the above ASSIGNMENTS from knowledge point of view. These will not appear in the theory paper but will appear as viva voce for practical examination.

## LIST OF EQUIPMENTS

### ANNEXURE - A

#### **Food Production (Kitchen) Laboratory General Equipment**

##### **List (Heavy, Medium and Light Equipment)**

##### **Heavy Duty and Medium**

Microwave oven - 1, ratt Pan-shallow tilting fry pan-2, Griddle/grill-2, Cold counter (with Sandwich unit)-1, Torulsen (Reach in Coller)-1. Walk in Cooler-1, Deep freezers -1, Salamanders -2, Slicing machine (gravity slicer) -3, Dish Washing machine-1, Precision scale-3, Pasta machine- small table model-1, Dough mixer-with attachments-1, Food Mixer- with attachments-1, Rice boiler-1, Stockpots-3, Masala grinder-3, deep fat fryer-2, Convection oven-1, Meat band saw (for regions only)-1, Food waste disposal unit-1, Fish kettles-2, Tandoor with rods-1, Electric Potato peeler (10-15 kg.)-2, Buffalo chopper/mince -1, 4 burner gas range with oven and work table and stainless steel sink with draining borad-60.

##### **Light Equipment**

Meat Thermometers-2, Meat forks-12, Filleting knives -10, Butchers knives -6, Boning knives -6, Butchers saw-2, Cleavers-2, Cutlet bat-2, Fish scissors-3, Chefs knives case (8 per case)-2, Carving knives-2, Mandolir-2, Birds nest moulds -2, Large Brass degchi-6, Iron kadai (different sizes)-3, Dosa tawa -2, Idli steamer-2, Chapatti puffer-2, Poori machine manua-1, Omeletta pan-non stick-30, Fry pan-30, Fish slicers-30, Frying Spoon-30, Round laddle-30, Grater-30, R oasting fork-30, Wooden spoon and spatula each-30, Saute pan- small and medium each-30, Measuring jug-30, Wire shicks-30,

Brasing pan with lid-30, Conical strainer -30, Colander -30, Potato peeler -30, Brass Degchi with lid -30, Stainless steel degchi with lid-30, S/s bowl, flat and round bottom each -60.

**Kitchen Equipment Norms for Quantity food Kitchen  
Per 100 Students**

Brass pan 12" with Lids-6, Brass Pan - 18" with lids-4, Brass Pan 24" with lids-7, Aluminium Pan with lids and handles -4, Brass karai 18" -2, Brass Karai 24" -1, Flat spoons iron (Palta)-4, Round spoon 18" with wooden handle-12, Perforated spoons (iron)-6, Metal strainers -2, Steel trays -1, Doz, Aluminium Trays-6, Rice Servers-2, Working tables stainless steel -10, Sauce pans with handles-6, Sinks stainless steel-6, Egg beaters-6, Graters stainless steel-4, Plastic containers-1, (Doz. (1 kg. each) Htinfinh donr-2, Ckeavers heavy stainless steel-4, Hot water electric 1.

**Bakery**

Bakery over with plates-2, Proving Cabinet-2, Ice Cream / Sorbet machine -1, Nylocast chopping Board -2, Refrigerated marble top pastry bench -3, Fat Thermometers-2, sugar Thermometers -2, Parisienne scoopes-6, Lemon Groovers -6, Knives steels -30, Saccrometer -2, Pastry pincher -12, Croquembouche cone -6, Cream whipper (electric) -2, Long handle flat spoon (Palta\_ -12, Halwai kadai -12, Jalebi Tawa -2, Long handless draining spoon -12, Long Handled Wooden spoon -12, Bread tins -30, Cake tin round -30, Cake tin rectangular -30, Baking trays (small and large) -30, Underlining trays -72, Jelly moulds-30, Borquette moulds -30, Tartlette moulds -30, Flan rings -30, Savarin moulds-30, Muffin trays -60, Broche moulds -30, Dougnet cutter -6, Fancy moulds assorted -6, Animal cutter -6, Vol au vent cutter -6, Piping Bags 30, Nozzles assorted -6, Cooling racks - rectangular and round -20, Rolling pins -60, Serrated rolling pins -30, Quiche moulds -30, Praline -30, Chocolate moulds (assorted)- 30, Easter egg moulds -30, Slotted s/s spoon -30, s/s bowl , flat and round bottom each -60, Egg slicer -30, Lemon squeezer -30, Tin openers -30, Scooper noisette, 6, sets, Mugs s/s -60, kadai brass -30, Cold counter -2, Deep freezers -2, Precision scales -3, Dough mixer -2, Convection oven -1, Ice-cream / sorbet machine -1, Fat thermometers -2, Large brass degchi -6, Iron kadai -12, Roling pin -30, Round lable -30, Grater -30, Wooden spoon and sqatula each -30, Saute pan -30, Measuring jug -60, s/s degchi with lid -30, s/s Bowl flat and round each -60.

**Kitchen Equipment Norms for a Bakery (Per Students)**

Work table with marble top -1, Enamel bowl small bowl small -1, Enamel bowl large -1, Brass thal -2, Steel degchi -1, Enamel mug -2, Rolling pin -1, Egg beater -1, Wooden spoon -1, Scrapper -1, Table spoon -1, Fork -1, Measuring spoon set -1, Sink -1, s/s degchi-1, Wire Whisk -1, Comb for decoration -1, Piping bags with set of nozzles -1, Strainer s/s -1, s/s sieve -1.

**Food and Beverage Service Laboratory Equipment Norms**

**Heavy Duty Equipment**

Chafing dishes -12, Coffee making machine -1, Flammable rechaude -1, Flammable pan-oval -3, Flammable pan-round -3, Hot plate -1, Juice chiller -1, Juice extractor, -1, Ice-making machine -1, Ice-flaking machine -1, Plate dispenser electric -1, Waring blender -1, Drink mixer -1, Gueridon -1, Hors d'oeuvres / sweet -1, Room service / Carving -1, Cigar cutter -1, corkcrew- twin lever-6, Cork screw-waiters friend-36, Hydrometer -1, Ice bucket 1, Ice tongs -3, Non-drip porable bottle stand -1, Optic measure popurer -6, Pushup measure popurer-4, Measure jiggers -2, Nut mug grater -2, Salvors -12" -24, Salvors -15" -12, Wine cooler - Wine cradler -3, Wine rack -1, Bread and Butter plates - 144, Sweet plate 18 cms -144, Dinner plates 25 cms -144, Tea cups -144, Avocado shell -12, Asparagus plates -60, Egg dish round earned -12, Fish dishes -12, Oyster plates -12, Scallop shells -12, Salad plates -12, Butter knives -24, Cheese knives -3, Coffee spoon -72, Dessert fork -144, Dessert knife -144, Desert spoons -144, Dinner fork -144, Fish knife -72, Fish fork -72, Fruit knife -36, Fruit fork -36, Gateau slice -6, Grape fruit knife -3, Grape fruit spoon -36, Lobster crackers -3, Lobster pick -3, Mustard spoon 12. Pastry fork -36, Service spoon - 72, Service fork -72, Steak knives -12, Soup spoons -144, Sugar tongs -6, Butter dish with cover - 12, Candle sticks -12, Chill cups -12, Coups -36, Cruet set -oil and vinegar -3, Cruet set -pepper and salt -36, Coffee pots -36, Creamers -12, Entrees dishes -24, Escargot dish / tongs/ forks -6, Finger bowls -24, Hors d'oeuvres tray -3, Milk jugs -24, Menu stands -24, Mustard pots -24, Sauce boats -12, Silver flat -12, Sugar bowls -12, Tea strainer -24,

toast rack -6, Water jugs -24, Brandy ballon -24, Champagne flute -24, Champagne saucer -60, Claret glass -60, Goblet -144, High ball glass -60, Hock glass -24, Juice glass-144, Liquor glass -24, Port glass -24, Sherry glass -24, Whisky saucer -24, Cocktail glasses -24, Ashtray -60, Bread Boats -24, Carving knife -1, Carving Board -2, Corn on the cob bolder -12, Fruit stand -2, Pepper mill -12, Plate cover -36, Sugar bowl -6, Table numbers -1 to 48, Tray -24.

### **Front Office Laboratory Equipment and Furniture Norms.**

#### **Equipment**

Room rack -1, Information rack -1, Date and time stamping machine -2, Message light system -1, Reservation rack -1, Space availability board -1, call bell -1, Trinning telephone -4, Registration card holder-3, Postal scale -1, Front Office posting machine -1, Guest folio tray -1, Cash box -1, Credit card imprinter-1, Calculating machine -2, Typewriter -2, Wall clock -1, Luggage Trolley -1

#### **Furniture**

Reception counter -1, Information counter -1, F.O. cashier counter -1, Bell desk -1, Lobby desk -1, Mail and key rack -1, Mail sorting rack -1, Mail forwarding file -1, Duplicate key rack -1, Notice Board -1, Bulletin board -1, Chalk board with stand -1, Guest history filing cabinet -1, History filing cabinet -1, Reservation office cabinet -1, Reservation office table / chair -1.

#### **Housekeeping Laboratory**

##### **Room**

Fan /A.C -1, Fitted carpet, single beds -2, Bed heads -2, Bed sheets -2, Telephone -1, Bed side lamp -2, Chest for drawers -1, Wardrobe -1, Desk -1, Desk lamp -1, Mirror -1, Full length mirror -1, Pictures / Luggage rack -1, Arm chairs -2, Coffee table -1, Studying lamp -1, Upright chair - as per requirement.

##### **Bathroom**

Shower curtains -as per requirements, Exhaust fan -as per requirement, Shelving -as per require ment, Toilet roll holders - as per requirement, Towel rails -as per requirement.

##### **Housekeeping**

Vacuum cleaner -1, Wet pickup machine -1, Scrubbing machine -1, Carpet -1, Maids trolley -1, Cleaners trolley -1, Box carpet sweeper -1.

##### **Laundry**

Sinks -4, Laundry tables-2, Laundry trolley -1, Washing machine / tumbler Drier (20 kg. -1 ) (5 kg-1), Steam press -1, ironing Board 2, Calendar -1, Dry clean machine (10/15 kg.) - 1.

## **FOOD SCIENCE LABORATORY**

### **Equipment and Furniture Requirement**

Refrigerator -1, Incubator -1, Hot air oven -1, Autoclave -1, Physical balances -1, One pan balance -1, Compound microscope -10, Gas ranges -2, Hot water bath -1, Water distillation operator -1, Steel almirah -1, Apparatus racks -4, Laboratory tables -10, Stools -20, Water taps fitted in laboratories tables -10, Wire basket -10, S/S degchis (medium size) -4, Buckets (packets) - 6, Brass spirit lamp -12, s/s mug -10 inoculating loops -20, Dropping reagent bottles (Brown glass) -4 dozens, Tongs -1 dozen, Test tube holders -1 dozen, Measuring spoon -2 sets, Spatula -10, Test tube stands -10 big and 1 dozen, Test tube stand - 10 big and 10 small, Pipette stands -10, Glass apparatus-beakers - 100ml, 250ml, 500ml -1 dozen each, Measuring cylinders -100cc - 1 dozen, 1000cc - 2dozen, Conical flaks 250cc - 1 dozen, 500cc - 6 no., Pipettes 1ml, 10ml, 20ml, each, Pestle and mortar -2, Burettes -2, Funnels small and medium - 6 each.

### **STANDARDISED LIST**

#### **Audio - Visual and reproduction equipment**

Over Projector -6, Trolley for OHP -6, Transparency sheets - 1500 , Transparency frames -1000, Marking pens -permanent -100, Marking pens - water - soluble -100, Transparency erasers -24, Slice Projectors -1, Slide Projectors -1, Slide Trays (for 50 slides) -10, Carousel Slide projector -2, Projection screen -wall -1, Video Cassette recorder -1, color TV / monitor -1, portable cassette records -1, Photocopier -1, Electronic stencil cutter-, Flip Board-portable -3, Flannel board-portable -1, Magnetic Board portable - 1, Desk Top Publishing machine -1.

- **REFERENCE BOOKS**

**1.1 COMMUNICATION SKILLS AND INDUSTRIAL TRAINING (English) :-**

<b>Author</b>	<b>Title</b>	<b>Year of Publication</b>	<b>Place of Publication &amp; Publisher</b>
MSBTE	Communication Skill for Polytechnic Students	in Press	
BURGOON MICHAEL	Human Communication	1994	London sage Publications
GEOFREY LEECH AND JAN SVARTVIK	A Communicative Grammar of English	1994	Essex Longman Group Ltd. ELBS
JOHN SINCLAIR (ed.)	Collins Co built English Grammar	1990	Essex Longman Group Ltd. ELBS
THOMAS HUCKIN AND LESLIE OLSON LYN CLARK AND ZIMMER	Technical Writing and Professional Communication  Business English and Communication	1991  1988	London William Collins & Sons co.  New York: Mcgraw Hill
JOHN THILL AND COUNTRTLAND BOVEE	Excellence in Business communication	1991	New York: Mcgraw Hill
R.K. BANSAL AND J.B. HARRISON	Spoken English for India	1972	New York: Mcgraw Hill
J.D. O'CONNOR	Better English Pronunciation	1970	New Delhi : Orient Longman
KRISHNA MOHAN AND MEERA BANNERJI	Developing Communication skills	1994	London : Cambridge University Press ELBS, Macmilan

- **COMMUNICATION SKILL AND INDUSTRIAL TRAINING (FRENCH)**

<b>Sr. No.</b>	<b>Author</b>	<b>Title</b>	<b>Edition</b>	<b>Year of Publication</b>	<b>Publisher and Address</b>
1.	Alliance Francaise	A Votre Service.	1	2001	Sliance Francaise Delhi and Mumbai
2.	S. Bhattacharya	French for Hotel Management and Tourism industry French for Catering Students		--	Frank Brothers and Co. Ltd. 4675-A, Ansari Road, 21, Daryagani, New Delhi - 100 002.
3.		French for Catering Students	1	--	John Grishbrock Holder and stoughton

## 1.2 FOOD PRODUCTION PRINCIPLES (913)

	<b>Author</b>	<b>Title</b>	<b>Edition</b>	<b>Year of Publication</b>	<b>Publisher &amp; Address</b>
1	Thangam E . Philip	Modern Cookery for Teaching and Trade	4th Vol.	1996	Oriented Longman Ltd. Mumbai
2	Krishna Arora	Theory of Cookery	2nd	1992	Frank Bros and Co. Ltd. 4675, Daryagani, New Delhi - 100 002.
3	J.C. Dubey	Basic Bakery	1st	1992	G. N. Danri, G.D. Enterprise, B/13, 1st floor, 389/91, JSS Road, Mumbai
4	Lungburg & Kotschevar	Understanding Cooking			
5	Wayne Gisselen	Professional Cooking	4th	1992	John Weily & Sons 605, 3rd Avenue, N.Y
6	Wayne Gisselen	Professional Banking	2nd	1994	John Weily & Sons 605, 3rd Avenue, N.Y
7	Kinton Ceserani	Theory of Catering	7th	1996	Holder & Stoughton Educational, 338, Euston Road, London.
8	Bernard Davis	Food Commodities	4th	1998	William Heinmen Ltd. 15 Queens Street, May Fair, London
9	Kotschever Lendal & Mc William	Understanding Food			
10	Daniel R. Stevenson	Basic Cookery the Process Approach	5th	1997	Stanley Thomas Ltd. Old Station Drive England.

## 1.3 FOOD & BEVERAGE SERVICE - (914)

	<b>Author</b>	<b>Title</b>	<b>Edition</b>	<b>Year of Publication</b>	<b>Publisher and Address</b>
1	Dennis Lilicrap, John Cousins Robert Smith	Food and Beverage Service	5th edition	1998	Holder & Stoughton Educational, 338, Euston Road, London.
2	Peter Howard, Jeffery Puckeridge	The Professional Waiter	3rd edition	1999	Hospitality Books (ACN 003183882) P. O. Box 3007, Putney NSW, Australia 2112
3	Sylvia Meyer Edy Schmind, Christel Spihleer	Professional Table Service	2nd edition	1998	Verlag Schureizer Write Verband, Zurich, Switzerland
4	Ecole Technique Hoteliere Tsuji	Professional Restaurant Service	--	--	Kahakura Sobo Publishing Co. Ltd. Japan
5	Brian Varghese	Professional Food and Beverage Service Management	1st edition	1999	Rajiv Beri for Macmillan India Ltd., 315/316, Raheja Chambers, 12 Museum Road, Bangalore-560 001.
6	Vijay R. Thakur	Food and Beverage Service			Central Techno Publications 23, "Shri. Shantadurga Niwas", Central Bazar Road, New Ramdaspath, Nagpur -400 010 (MS) India.

#### 1.4 ACCOMMODATION SERVICES (b)

	<b>Author</b>	<b>Title</b>	<b>Edition</b>	<b>Year of Publication</b>	<b>Publisher and Address</b>
1	Stanley Thornes	Reception, Students guide	1994	1993 reprint 1994	Stanley Thornes Ltd. Ellenboroug house Wllington st. Cheltenham. GL 501 YD.
2	Peter Abbott & sue le	Front Office Procedures, social skills and management	1991	1991	Butter worth Heinemann ltd. Halley courts, Jordan hill, Oxford. OX 2 8 EJ
3	Colin Dix (MHCIMA) Chris braid (BA MHCIMA CGLI )	Front Office operations. (Previously) Accommodation operations	Third	1998	PITMAN Publications. 128 long acre, London. WC 2E 9 AN.
4	Sudhir Andrews	Hotel front office training manual	14th reprint 1995,	1982 Reprint 1995,	Tata McGraw hill Publication Co. ltd.
5	Dennis I. Foster	Rooms at The inn. Front office operation and administrations	1993	1992	Glencoe division of Macmillan / McGraw hill publication co.
6	Grace Paige Jane Paige	The hotel receptionists	Second	1977	Cassell EDU ltd. Artillery house, Artillery row,
7	Paul B White & Helen	Hotel reception	1996	1982	Edward Arnold ltd. 41 Bedford sq. London, WC 1B 3 DQ.
8	Jorome J. Vallen	Check in- check out Principles of effective front office management	Third	1974, 80.	W.M.C Brown publishers. Dubuque Iowa.
9	Sue Baker, Pam Bradi Jeremy Huyton	Principle of Hotel Front office operation Hotel Front office	1994	1994	Cassell Wellington house, 125 Strand London Wc 2 R OBB Stanley Thornes ltd.
10	Bruce Braham	Hotel front office	1985	1985 Reprint 19987, 88	Stanley Thornes ltd.
11	Michel L. Kasavana Richard M Brooks, CH	Managing front office	Third	1991	Edu. Inst. of the A H & M A. Michigan-48826 USA. South Harrison rd. p.b. no. 1240, East Lansing, Michigan.

#### 1.4 ACCOMODATION SERVICES (A)

	<b>Author</b>	<b>Title</b>	<b>Edition</b>	<b>Year of Publication</b>	<b>Publisher and Address</b>
1	Robert j. Martin	Professional Mgmt. of housekeeping operations	Third	1998	John wiley & sons, inc, 605 third avenue, new York, 10158-0012.
2	Brenda Piper	Fibers & fabrics.	Second	1981	Longman group ltd. longman house Burnt mil, harlow Essex, c m 20 2je, england

3	John C Branson Margaret Lennox	Hotel, hostel & hospital housekeeping	Fourth	1982	Edward amold ltd. 41 bedfors sq. london Wc 1 b dq.
4	Eva M. Ling	Modern household science (a practical approach)	Third	1980	Allman, London
5	Sudhir Andrews	Hotel housekeeping training manual	Eight	1992	Tata ms graw hill Publication co. ltd. New Delhi.

### 1.5 BASIC PRINCIPLE OF AACOUNTING (917)

Author		Title	Edition	Year of Publication	Publisher and Address
1	Richard Kotas	Book Keeping in the Hotel & Catering Industry	1974	1965	International Text Book Company
2	T.S Grewal	Elements of Accountancy			S. Chand & Co.
3	Frank Woods	Business Accountancy			Pitman Publishing
4	Arbony	Elements of			Addition & Wesley
5	G.S Rawat & J.M.S. Negi	Accountancy Elements of Hotel Accountancy	1974	1972	HKS Books International, 4074, Naisarak, Delhi 110 006.

### 1.6 CATERING SCIENCE

Author		Title	Edition	Year of Publication	Publisher Name and Address
1	M. Swami Nathan	Handbook of food & nutrition	Fifth	1999	The Ban galore Printing & Publishing Co. Ltd. P.B. No. 1807, No 88, Mysore Road, Bangalore- 560018.
2	M. Swami Nathan	Handbook of food Science and Experimental Food	Second	1999	The Ban galore Printing & Publishing Co. Ltd. P.B. No. 1807, No 88, Mysore Road, Bangalore- 560018.
3	W.C. Frazier D.D. West off	Food Microbiology	Third	1991	Tata Mc Graw-Hill Publishing Co. Ltd. 4/12 Asaf Ali Road, New Delhi -110 002.
4	Shubhanigini Joshi	Nutrition & Dietetics	First	1999	Tata Mc Graw-Hill Publishing Co. Ltd. 4/12 Asaf Ali Road, New Delhi -110 002.
5	J.A. Stretch & H.A. Southgate	The Science of Catering	Second	1986	Edward Amold
6	Michael collier & Col ion Sussams	Success in Principles Catering	Second	1988	--

### 1.7 Management and Human Resource Development :-

Author		Title	Publisher
1	Michael Vaz Vinayak Pralika		Manan Prakash 105, Nehru Road, Vile Parle

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