

## DIPLOMA IN HOSPITALITY AND HOTEL MANAGEMENT

### Fundamentals of Food Production- I

**Objectives:** to provide an overview of the culinary history of India, and to emphasize on the aims & objectives of cooking, commodities used in food production with special reference to milk & milk products, vegetables & fruits.

#### Course Contents

S. No.	Unit	Topic	Max Marks
1	Unit-1	INTRODUCTION TO COOKERY A. Levels of skills and experiences B. Attitudes and behaviour in the kitchen C. Personal hygiene D. Uniforms & protective clothing E. Safety procedure in handling equipment, culinary history A. Origin of modern cookery Hierarchy area of department and kitchen, Classical Brigade B. Modern staffing in various category hotels C. Roles of executive chef D. Duties and responsibilities of various chefs E. Co-operation with other departments	10
2	Unit-2	CULINARY TERMS List of culinary (common and basic) terms, Explanation with examples, Aims & objects of cooking food: Aims and objectives of cooking food B. Various textures C. Various consistencies D. Techniques used in pre-preparation E. Techniques used in preparation	25
3	Unit-3	BASIC PRINCIPLES OF FOOD PRODUCTION - I VEGETABLE AND FRUIT COOKERY A. Introduction – classification of vegetables B. Pigments and colour changes C. Effects of heat on vegetables D. Cuts of vegetables E. Classification of fruits F. Uses of fruit in cookery G. Salads and salad dressings STOCKS A. Definition of stock B. Types of stock C. Preparation of stock D. Recipes E. Storage of stocks F. Uses of stocks G. Care and precautions iii) SAUCES A. Classification of sauces B. Recipes for mother sauces C. Storage & precautions	25
4	Unit-4	METHODS OF COOKING FOOD A. Roasting B. Grilling C. Frying D. Baking E. Broiling F. Poaching G. Boiling · Principles of each of the above · Care and precautions to be taken · Selection of food for each type of cooking SOUPS A. Classification with examples B. Basic recipes of Consommé with 10 Garnishes	15
5	Unit-5	EGG COOKERY A. Introduction to egg cookery B. Structure of an egg C. Selection of egg D. Uses of egg in cookery, COMMODITIES: i) Shortenings (Fats & Oils) A. Role of Shortenings B. Varieties of Shortenings C. Advantages and Disadvantages of using various Shortenings D. Fats & Oil –Types, varieties ii) Raising Agents A. Classification of Raising Agents B. Role of Raising Agents C. Actions and Reactions iii) Thickening Agents	25

	<p>A. Classification of thickening agents  B. Role of Thickening agents  iv) Sugar A. Importance of Sugar B. Types of Sugar C. Cooking of Sugar – various</p>	
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## **Fundamentals of Food Production- I (PRACTICALS)**

### **PART ‘A’ - COOKERY**

<b>S. No.</b>	<b>Topic</b>	<b>Method</b>
1	<p>i) Equipments - Identification, Description, Uses &amp; handling · ii) Hygiene - Kitchen etiquettes, Practices &amp; knife handling · iii) Safety and security in kitchen i) Vegetables - classification ii) Cuts - julienne, jardinière, macedoines, brunoise, payssane, mignonnete, dices, cubes, shred, mirepoix  iii) Preparation of salad dressings, Identification and Selection of Ingredients - Qualitative and quantitative measures</p>	<p>Demonstrations &amp; simple applications  Demonstrations &amp; simple applications by students  Market survey/tour</p>
2	<p>i) Basic Cooking methods and pre- preparations ii) Blanching of Tomatoes and Capsicum iii) Preparation of concasse iv) Boiling (potatoes, Beans, Cauliflower, etc) v) Frying - (deep frying, shallow frying, sautéing) Aubergines, Potatoes, etc. vi) Braising - Onions, Leeks, Cabbage vii) Starch cooking (Rice, Pasta, Potatoes) i) Stocks - Types of stocks (White and Brown stock) ii) Fish stock iii) Emergency stock iv) Fungi stock</p>	<p>Demonstrations &amp; simple applications by students</p>
3	<p>Sauces - Basic mother sauces Béchamel Espagnole Veloute Hollandaise Mayonnaise Tomato, Egg cookery - Preparation of variety of egg dishes Boiled ( Soft &amp; Hard) Fried ( Sunny side up, Single fried, Bull’s Eye, Double fried) Poches Scrambled Omelets’ (Plain, Stuffed, Spanish) En cocotte (eggs Benedict</p>	<p>Demonstrations &amp; simple applications by students</p>
4	<p>Demonstration &amp; Preparation of simple menu, Simple Salads &amp; Soups: Cole slaw, Potato salad, Beet root salad, Green salad, Fruit salad, Consommé</p>	<p>Demonstration by instructor and applications by students</p>
5	<p>Simple Egg preparations: Scotch egg, Assorted omelletes, Oeuf Florentine, Oeuf Benedict, Oeuf Farci, Oeuf Portugese Oeuf Deur Mayonnaise Simple potato preparations, Baked potatoes, Mashed potatoes, French fries Roasted potatoes, Boiled potatoes Lyonnaise potatoes, Allumettes Vegetable preparations Boiled vegetables Glazed vegetables Fried vegetables Stewed vegetables</p>	
	<b>PART B BAKERY &amp; PATISSERIE</b>	

	Equipments Identification Uses and handling Ingredients - Qualitative and quantitative measures, bread making Demonstration & Preparation of Simple and enriched bread recipes, Bread Loaf (White and Brown), Bread Rolls (Various shapes) French Bread Brioche, SIMPLE CAKES Demonstration & Preparation of Simple and enriched Cakes, recipes, Sponge, Genoise, Fatless, Swiss roll, Fruit Cake, Rich Cakes, Dundee, Madeira	
	SIMPLE COOKIES Demonstration and Preparation of simple cookies like, Nan Khatai, Golden Goodies Melting moments Swiss tart Tri colour biscuits, Chocolate chip Cookies Chocolate Cream Fingers Bachelor Buttons.	
	HOT / COLD DESSERTS Caramel Custard, Bread and Butter Pudding, Queen of Pudding, Soufflé – Lemon / Pineapple, Mousse (Chocolate Coffee) Bavaroise, Diplomat Pudding Apricot Pudding, Steamed Pudding - Albert Pudding, Cabinet Pudding	

### **Recommended books**

1. Ronald Kinton, Victor Cesarani, Theory of Catering, ELBS,
2. Thangam Philip, Modern Cookery, Orient Longman,
3. Banerjee Chitra, Life and Food in Bengal, UBSPD,
4. Rajalakshmi U.B., Udupi Cuisine, Roli Books,
5. Achaya K.T, Indian Food, A Historical Companion, Penguin,
6. Harbet Juliet, Cheese, Time Life series,
7. Grisgson Sophie, Ingredient Book, Time Life series,
8. Hamlyn, La rouse Gastronomique, Hamlyn,
9. K.C. Arora theory of cookery

## **Fundamentals of Food & Beverages Service- I**

**Objectives:** To provide the student basic knowledge about the F&B service department, its operations, menu planning and different types of service.

### **Course Contents**

<b>S. No.</b>	<b>Unit</b>	<b>Topic</b>	<b>Max Marks</b>
1	Unit-1	THE HOTEL & CATERING INDUSTRY A. Introduction to the Hotel Industry and Growth of the hotel Industry in India B. Role of Catering establishment in the travel/tourism industry C. Types of F&B operations D. Classification of Commercial, Residential/Non-residential E. Welfare Catering - Industrial/Institutional/Transport such as air, road, rail, sea, etc. F. Structure of the catering industry - a brief description of each,	20

2	Unit-2	DEPARTMENTAL ORGANISATION & STAFFING A. Organisation of F&B department of hotel B. Principal staff of various types of F&B operations C. French terms related to F&B staff D. Duties & responsibilities of F&B staff E. Attributes of a waiter F. Inter-departmental relationships (Within F&B and other department)	15
3	Unit-3	I FOOD SERVICE AREAS (F & B OUTLETS) A. Specialty Restaurants B. Coffee Shop C. Cafeteria D. Fast Food (Quick Service Restaurants) E. Grill Room F. Banquets G. Bar H. Vending Machines I. Discotheque B. II ANCILLIARY DEPARTMENTS A. Pantry B. Food pick-up area C. Store D. Linen room E. Kitchen stewarding	30
4	Unit-4	F & B SERVICE EQUIPMENT Familiarization & Selection factors of:- Cutlery- Crockery- Glassware- Flatware- Hollowware, All other equipment used in F&B Service French terms related to the above	15
5	Unit-5	NON-ALCOHOLIC BEVERAGES: Classification (Nourishing, Stimulating and Refreshing beverages) A. Tea - Origin & Manufacture -Types & Brands. Coffee- Origin & Manufacture-Types & Brands C. Juices and Soft Drinks D. Cocoa & Malted Beverages -Origin & Manufacture	20

### **Fundamentals of Food & Beverages Service- I (PRACTICAL)**

S. No.	Unit	Topic
1	Unit-1	Food Service areas – Induction & Profile of the areas, Ancillary F&B Service areas – Induction & Profile of the areas, Familiarization of F&B Service equipment, Care & Maintenance of F&B Service equipment
2	Unit-2	Cleaning / polishing of EPNS items by: - Plate Powder method - Polivit method - Silver Dip method - Burnishing Machine
3	Unit-3	Basic Technical Skills Task-01: Holding Service Spoon & Fork Task-02: Carrying a Tray / Salver Task-03: Laying a Table Cloth Task-04: Changing a Table Cloth during service Task-05: Placing meal plates & Clearing soiled plates Task-06: Stocking Sideboard Task-07: Service of Water Task-08: Using Service Plate & Crumbing Down Task-09: Napkin Folds Task-10: Changing dirty ashtray Task-11: Cleaning & polishing glassware
4	Unit-4	Tea – Preparation & Service, Coffee - Preparation & Service, Cocoa & Malted Beverages – Preparation & Service
5	Unit-5	Juices & Soft Drinks - Preparation & Service, Mocktails, Juices, Soft drinks, Mineral water, Tonic water

### **Recommended books**

1. Fuller John & Stanley Thomas, Modern Restaurant Service , Amazon,
2. Bernard Davis and Sally Stone, Food & Beverage Management , Heinemann ,
3. Dennis R. Lillcrap & John A. Cousins , Food & Beverage Service, ELBS,
4. Fuller John, Essential Table Service for Restaurants, Hutchinson,
5. Ronald F. Cichy & Paul E. Wise , Food & Beverage Service, EI-AH & LA,
6. Sudhir Andrews food & beverage service

## **Fundamentals of Front Office- I**

**Objectives:** To make students understand, organize and perform front office functions that are critical to the success of the hotel.

### **Course Contents**

S. No.	Unit	Topic	Max Marks
1	Unit-1	INTRODUCTION TO TOURISM, HOSPITALITY & HOTEL INDUSTRY A. Tourism and its importance B. Hospitality and its origin C. Hotels, their evolution and growth D. Brief introduction to hotel core areas with special reference to Front Office	10
2	Unit-2	CLASSIFICATION OF HOTELS A. Size B. Star C. Location & clientele D. Ownership basis E. Independent hotels F. Management contracted hotel G. Chains H. Franchise/Affiliated I. Supplementary accommodation J. Time shares and condominium	15
3	Unit-3	TYPES OF ROOMS A. Single B. Double C. Twin D. Suits, TIME SHARE & VACATION OWNERSHIP A. What is time share? Referral chains & condominiums B. How is it different from hotel business? C. Classification of timeshares D. Types of accommodation and their size	15
4	Unit-4	FRONT OFFICE ORGANIZATION A. Function areas B. Front office hierarchy C. Duties and responsibilities D. Personality traits , HOTEL ENTRANCE, LOBBY AND FRONT OFFICE A. Layout B. Front office equipment (non automated, semi automated and automated)	30
5	Unit-5	BELL DESK A. Functions B. Procedures and records, FRENCH: To be taught by a professional French language teacher. A. Understanding and uses of accents, orthographic signs & punctuation B. Knowledge of cardinaux & ordinaux (Ordinal & cardinal) C. Days, Dates, Time, Months and Seasons	30

### **Fundamentals of Front Office- I (PRACTICALS)**

S. No.	Unit	Topic
1.	Unit-1	Appraisal of front office equipment and furniture
2.	Unit-2	Rack, Front desk counter & bell des
3.	Unit-3	Filling up of various preforma,
4.	Unit-4	Welcoming of guest, Telephone handling
5.	Unit-5	Role play: Reservation, Arrivals,Luggage handling Message and mail handling, Paging

#### **Recommended books:**

1. Sue Baker, Pam Bradley and Jeremy Huyton, Principles of Hotel Front Office Operations, Cassel,

2. Michael L. Kasavana, Richard M. Brooks, Managing Front Office Operations, EI-AH&LA,
3. Peter Renner, Basic Hotel Front Office Procedures, Van Nostrand,
4. Peter Abbot & Sue Lewry, Front Office Procedures, Social Skills and Management, Butterworth Heinemann.
5. Grace Paige, Jane Paige, Hotel & Motel Front Desk Personnel, Van Nostrand Reinhold, .
6. Karan, Hospitality Ethics, Amazon,
7. Sudhir Andrews, Front office Operations.

### **Fundamentals of Accommodation- I**

**Objective:** To provide in-depth knowledge about the housekeeping operations/ systems and procedures/ formats followed in the hotels.

#### **Course Contents**

<b>S. No.</b>	<b>Unit</b>	<b>Topic</b>	<b>Max Marks</b>
1	Unit-1	THE ROLE OF HOUSEKEEPING IN HOSPITALITY OPERATION Role of Housekeeping in Guest Satisfaction and Repeat Business ORGANISATION CHART OF THE HOUSEKEEPING DEPARTMENT A. Hierarchy in small, medium, large and chain hotels B. Identifying Housekeeping Responsibilities C. Personality Traits of housekeeping Management Personnel. D. Duties and Responsibilities of Housekeeping staff E. Layout of the Housekeeping Department	30
2	Unit-2	CLEANING ORGANISATION A. Principles of cleaning, hygiene and safety factors in cleaning B. Methods of organizing cleaning C. Frequency of cleaning daily, periodic, special D. Design features that simplify cleaning E. Use and care of Equipment	15
3	Unit-3	CLEANING AGENTS A. General Criteria for selection B. Classification C. Polishes D. Floor seats E. Use, care and Storage F. Distribution and Controls G. Use of Eco-friendly products in Housekeeping	20
4	Unit-4	COMPOSTION, CARE AND CLEANING OF DIFFERENT SURFACES A. Metals B. Glass C. Leather, Leatheriest, Rexene's D. Plastic E. Ceramics F. Wood G. Wall finishes H. Floor finishes	15
5	Unit-5	INTER DEPARTMENTAL RELATIONSHIP A. With Front Office B. With Maintenance C. With Security D. With Stores E. With Accounts F. With Personnel G. Use of Computers in House Keeping department, use of computers in house keeping department	20

## **Fundamentals of Accommodation- I (PRACTICAL)**

<b>S. No.</b>	<b>Unit</b>	<b>Topic</b>
1.	Unit-1	Sample Layout of Guest Rooms, Single room Double room, Twin room, Suite Guest Room Supplies and Position, Standard room ,Suite, VIP room special amenities
2.	Unit-2	Cleaning Equipment-(manual and mechanical) Familiarization ,Different parts, Function ,Care and maintenance, Cleaning Agent, Familiarization according to classification ,Function
3.	Unit-3	Public Area Cleaning (Cleaning Different Surface) A. WOOD, polished, painted, Laminated  B. SILVER/ EPNS, Plate powder method, Polivit method, Proprietary solution (Silvo)  C. BRASS, Traditional/ domestic 1 Method Proprietary solution 1 (brasso)  D. GLASS, Glass cleanser, Economical method(newspaper)  E FLOOR - Cleaning and polishing of different types Wooden, Marble, Terrazzo/ mosaic etc.
4.	Unit-4	F. WALL - care and maintenance of different types and parts ,Skirting , Dado, Different types of paints(distemper Emulsion, oil paint etc) Maid's trolley Contents , Trolley setup
5.	Unit-5	Familiarizing with different types of Rooms, facilities and surfaces , Twin/ double , Suite , Conference etc

### **Recommended books:**

1. John C Branson & Margatet Lennox, Hotel, Hostel & Hospital Housekeeping, Edward Arnold,
2. Jane Fellows, Housekeeping Supervision, Publishers Macdonald Evans Ltd,
3. Schneider Madelin and Tucker Georgina , Professional Housekeeper , Van Nostrand, Reinhold,
4. Kappa, Nitschke, Schappert, Managing Housekeeping Operations,
5. Sudhir Andrews housekeeping