

## Semester II

### FUNDAMENTALS OF FRONT OFFICE -II

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	TARIFF STRUCTURE A. Basis of charging B. Plans, competition, customer's profile, standards of service & amenities C. Hubbart formula D. Different types of tariffs , Rack Rate , Discounted Rates for Corporates, Airlines, Groups & Travel Agents	10
2	Unit-2	FRONT OFFICE AND GUEST HANDLING - Introduction to guest cycle, Pre arrival, Arrival, During guest stay, Departure, After departure	10
3	Unit-3	RESERVATIONS A. Importance of reservation B. Modes of reservation C. Channels and sources (FITs, Travel Agents, Airlines, GITs) D. Types of reservations (Tentative, confirmed, guaranteed etc.) E. Systems (non automatic, semi automatic fully automatic) F. Cancellation G. Amendments H. Overbooking, ROOM SELLING TECHNIQUES A. Up selling B. Discounts	30
4	Unit-4	ARRIVALS A. Preparing for guest arrivals at Reservation and Front Office B. Receiving of guests C. Pre-registration D. Registration (non automatic, semi automatic and automatic) E. Relevant records for FITs, Groups, Air crews & VIPs	20
5	Unit-5	DURING THE STAY ACTIVITIES A. Information services B. Message and Mail Handling C. Key Handling D. Room selling technique E. Hospitality desk F. Complaints handling G. Guest handling H. Guest history, FRONT OFFICE CO- ORDINATION With other departments of hotel	30

### FUNDAMENTALS COURSE IN FRONT OFFICE OPERATIONS – II (PRACTICALS)

S. No.	Suggested Tasks on Fidelio
1.	Hot function keys, Create and update guest profiles, Make FIT reservation, Send confirmation letters, Printing registration cards
2.	Make an Add-on reservation, Amend a reservation, Cancel a reservation-with deposit and without deposit, Log onto cashier code, Process a reservation deposit, Pre-register a guest, Put message and locator for a guest, Put trace for guest
3.	Check in a reserved guest, Check in day use, Check –in a walk-in guest, Maintain guest history, Issue a new key, Verify a key, Cancel a key
4.	Issue a duplicate key, Extend a key, Programme keys continuously, Re-programme keys, Programme one key for two rooms

#### 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, EIAH&LA,
3. Renner Peter, Basic Hotel Front Office Procedures, Van Nostrand,
4. Abbot Peter, & Sue Lewry, Front Office Procedures, Social Skills and Management, Butterworth Heinemann,
5. Paige Grace, Jane Paige, Hotel & Motel Front desk Personnel, Van Nostrand Reinhold.

## FUNDAMENTALS OF ACCOMMODATION – II

Objectives: To make students understand, organize and perform housekeeping functions that is critical to the success of the hotel.

### Course Contents

S. No.	Unit	Topic	Max Marks
1	Unit-1	ROOM LAYOUT AND GUEST SUPPLIES A. Standard rooms, VIP ROOMS B. Guest's special requests	15
2	Unit-2	AREA CLEANING A. Guest rooms B. Front-of-the-house Areas C. Back-of-the house Areas D. Work routine and associated problems e.g. high traffic areas, Façade cleaning etc.	20
3	Unit-3	ROUTINE SYSTEMS AND RECORDS OF HOUSE KEEPING DEPARTMENT A. Reporting Staff placement B. Room Occupancy Report C. Guest Room Inspection D. Entering Checklists, Floor Register, Work Orders, Log Sheet. E. Lost and Found Register and Enquiry File F. Maid's Report and Housekeeper's Report G. Handover Records H. Guest's Special Requests Register I. Record of Special Cleaning J. Call Register K. VIP Lists	35
4	Unit-4	TYPES OF BEDS AND MATTRESSES, PEST CONTROL A. Areas of infestation B. Preventive measures and Control measure	25
5	Unit-5	KEYS A. Types of keys B. Computerized key cards C. Key control	5

S. No.	Topic
1	<p>Servicing guest room(checkout/ occupied and vacant) ROOM Task 1- open curtain and adjust lighting Task 2-clean ash and remove trays if any Task 3- strip and make bed Task 4- dust and clean drawers and replenish supplies Task 5-dust and clean furniture, clockwise or anticlockwise Task 6- clean mirror Task 7- replenish all supplies Task 8-clean and replenish minibar Task 9-vaccum clean carpet Task 10- check for stains and spot cleaning BATHROOM Task 1- disposed soiled linen Task 2-clean ashtray Task 3-clean WC Task 4- clean bath and bath area Task 5-wipe and clean shower curtain Task 6- clean mirror Task 7- clean tooth glass Task 8-clean vanity unit Task 9- replenish bath supplies Task 10- mop the floor.</p>
2	<p>Bed making supplies (day bed/ night bed) Step 1-spread the first sheet(from one side) Step 2-make miter corner (on both corner of your side) Step 3- spread second sheet (upside down) Step 4-spread blanket Step 5- Spread crinkle sheet Step 6- make two folds on head side with all three (second sheet, blanket and crinkle sheet) Step 7- tuck the folds on your side Step 8- make miter corner with all three on your side Step 9- change side and finish the bed in the same way Step 10- spread the bed spread and place pillow.</p>

3	Records ,Room occupancy report ,Checklist , Floor register , Work/ maintenance order] ,Lost and found , Maid's report , Housekeeper's report ,Log book, Guest special request register , Record of special cleaning ,Call register, VIP list, Floor linen book/ register
4	Guest room inspection, Minibar management, Issue, stock taking, checking expiry date, Handling room linen/ guest supplies, maintaining register/ record , replenishing floor pantry, stock taking, Guest handling, Guest request, Guest complaints

**Recommended books:**

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

**FUNDAMENTALS OF FOOD & BEVERAGE SERVICE - II**

Objectives: To give the student an in-depth exposure to tobacco, wine and beer.

**Course Contents**

S. No.	Unit	Topic	Max Marks
1	Unit-1	MEALS & MENU PLANNING: A. Origin of Menu B. Objectives of Menu Planning C. Types of Menu D. Courses of French Classical Menu ,Sequence , Examples from each course ,Cover of each course ,Accompaniments E. French Names of dishes F. Types of Meals , Early Morning Tea ,Breakfast (English, American Continental, Indian) Brunch ,Lunch , Afternoon/High Tea ,Dinner , Supper	40
2	Unit-2	PREPARATION FOR SERVICE A. Organising Mise-en-scene B. Organising Mise en place ,TYPES OF FOOD SERVICE A. Silver service B. Pre-plated service C. Cafeteria service D. Room service E. Buffet service F. Gueridon service G. Lounge service	25
3	Unit-3	SALE CONTROL SYSTEM A. KOT/Bill Control System (Manual) Triplicate Checking System ,Duplicate Checking System , Single Order Sheet, Quick Service Menu & Customer Bill B. Making bill C. Cash handling equipment D. Record keeping (Restaurant Cashier)	20
4	Unit-4	TOBACCO A. History B. Processing for cigarettes, pipe tobacco & cigars C. Cigarettes – Types and Brand names D. Pipe Tobacco – Types and Brand names E. Cigars – shapes, sizes, colours and Brand names F. Care and Storage of cigarettes & cigars.	15

S. No.	Topic
1.	TABLE LAY-UP & SERVICE Task-01: A La Carte Cover Task-02: Table d' Hote Cover Task-03: English Breakfast Cover Task-04: American Breakfast Cover Task-05: Continental Breakfast Cover Task-06: Indian Breakfast Cover Task-07: Afternoon Tea Cover Task-08: High Tea Cover TRAY/TROLLEY SET-UP & SERVICE Task-01: Room Service Tray Setup Task-02: Room Service Trolley Setup, PREPARATION FOR SERVICE (RESTAURANT) A. Organizing Mise-en-scene B. Organizing Mise-en-Place C. Opening, Operating & Closing duties

2.	PROCEDURE FOR SERVICE OF A MEAL Task-01: Taking Guest Reservations Task-02: Receiving & Seating of Guests Task-03: Order taking & Recording Task-04: Order processing (passing orders to the kitchen) Task-05: Sequence of service Task-06: Presentation & Encashing the Bill Task-07: Presenting & collecting Guest comment cards Task-08: Seeing off the Guests, Social Skills Task-01: Handling Guest Complaints Task-02: Telephone manners Task-03: Dining & Service etiquettes.
3.	Special Food Service - (Cover, Accompaniments & Service) Task-01: Classical Hors d'oeuvre 12 Oysters, Caviar, Smoked Salmon , Pate de Foie Gras, Snails, Melon, Grapefruit Asparagus Task-02: Cheese Task-03: Dessert (Fresh Fruit & Nuts) Service of Tobacco, Cigarettes & Cigars, Restaurant French: To be taught by a professional French language teacher. , Restaurant Vocabulary (English & French) French Classical Menu Planning ,French for Receiving, Greeting & Seating Guests, French related to taking order & description of dishes.

### Recommended books:

1. Fuller John, Modern Restaurant Service, A Manual for students & Practitioners, Stanley Thomas,
2. Dennis R. Lillicrap and John A. Cousins, Food & Beverage Service ELBS,
3. Fuller John , Essential Table Service for Restaurants, Hutchinson,
4. Ronald F. Cichy & Paul E. Wise, Food & Beverage Service, EI-AH&LA,
5. John Cousins & Andrew Durkan, The Student's Guide to Food & Drink, Hodder & Stoughton
6. Brian K. Julyan , Beverage Sales & Service , A Professional Guide for Students , Butterworth Heinemann,
7. Johnson Hugh, The World Wine Atlas, Maison Fondee,
8. Robinson Jancis, The Oxford Companion to Wine, Oxford University Press, .

## Fundamentals Of Food Production –II

Objectives: To Provide an Insight into the Various Types of Cuisine and Make an In Depth Study of the Kitchen Organization, Equipment, Stocks, Soups, Sauces and Fats & Oils

S. No.	Unit	Topic	Max Marks
1	Unit-1	SOUPS A. Basic recipes other than consommé with menu examples a. Broths b. Bouillon c. Puree d. Cream e. Veloute f. Chowder g. Bisque etc B. Garnishes and accompaniments C. International soups, SAUCES & GRAVIES A. Difference between sauce and gravy B. Derivatives of mother sauces C. Contemporary & Proprietary,	20
2	Unit-2	MEAT COOKERY A. Introduction to meat cookery B. Cuts of beef/veal C. Cuts of lamb/mutton D. Cuts of pork E. Variety meats (offals) F. Poultry (With menu examples of each), FISH COOKERY A. Introduction to fish cookery B. Classification of fish with examples C. Cuts of fish with menu examples D. Selection of fish and shell fish E. Cooking of fish (effects of heat)	25
3	Unit-3	RICE, CEREALS & PULSES A. Introduction B. Classification and identification C. Cooking of rice, cereals and pulses D. Varieties of rice and other cereals, i) PASTRY A. Short crust B. Laminated C. Choux D. Hot water/Rough puff ,Recipes and methods of preparation, Differences, Uses of each pastry, Care to be taken while preparing pastry , Role of each ingredient, Temperature of baking pastry ii) Flour A. Structure of wheat B. Types of Wheat C. Types of Flour D. Processing of Wheat – Flour E. Uses of Flour in Food Production F. Cooking of Flour (Starch) iii) SIMPLE BREADS A. Principles of bread making B. Simple yeast breads C. Role of each ingredient in bread making D. Baking temperature and its importance	20

4	Unit-4	PASTRY CREAMS A. Basic pastry creams B. Uses in confectionery C. Preparation and care in production, BASIC COMMODITIES: i) Milk A. Introduction B. Processing of Milk C. Pasteurization – Homogenization D. Types of Milk – Skimmed and Condensed E. Nutritive Value ii) Cream A. Introduction B. Processing of Cream C. Types of Cream iii) Cheese A. Introduction B. Processing of Cheese C. Types of Cheese D. Classification of Cheese E. Curing of Cheese F. Uses of Cheese iv) Butter A. Introduction B. Processing of Butter C. Types of Butter	25
5	Unit-5	BASIC INDIAN COOKERY i) CONDIMENTS & SPICES A. Introduction to Indian food B. Spices used in Indian cookery C. Role of spices in Indian cookery D. Indian equivalent of spices (names) ii) MASALASA. Blending of spices B. Different masalas used in Indian cookery , Wet masalas , Dry masalas C. Composition of different masalas D. Varieties of masalas available in regional areas E. Special masala blends, KITCHEN ORGANIZATION AND LAYOUT A. General layout of the kitchen in various organizations B. Layout of receiving areas C. Layout of service and wash up.	20

S. No.	Topic	Method
1	Meat – Identification of various cuts, Carcass demonstration □ Preparation of basic cuts-Lamb and Pork Chops , Tornado, Fillet, Steaks and Escalope □ Fish-Identification & Classification □ Cuts and Folds of fish, Identification, Selection and processing of Meat, Fish and poultry. □ Slaughtering and dressing	Demonstration by instructor and applications by students
2	Preparation of menu Salads & soups- waldrof salad, Fruit salad, Russian salad, salade nicoise, Cream (Spinach, Vegetable, Tomato), Puree (Lentil, Peas Carrot) International soups Chicken, Mutton and Fish Preparations Fish orly, a la anglaise, colbert, meuniere, poached, baked Entrée-Lamb stew, hot pot, shepherd's pie, grilled steaks & lamb/Pork chops, Roast chicken, grilled chicken, Leg of Lamb, Beef Simple potato preparations Basic potato dishes Vegetable preparations Basic vegetable dishes Indian cookery Rice dishes, Breads, Main course, Basic Vegetables, Paneer Preparations	Demonstration by instructor and applications by students
<b>PART B - BAKERY &amp; PATISSERIE</b>		
3	PASTRY: Demonstration and Preparation of dishes using varieties of Pastry □ Short Crust – Jam tarts, Turnovers □ Laminated – Palmiers, Khara Biscuits, Danish Pastry, Cream Horns □ Choux Paste – Eclairs, Profiteroles, COLD SWEET □ Honeycomb mould □ Butterscotch sponge □ Coffee mousse □ Lemon sponge □ Trifle □ Blancmange □ Chocolate mousse □ Lemon soufflé	Demonstration by instructor and applications by students
4	HOT SWEET □ Bread & butter pudding □ Caramel custard □ Albert pudding □ Christmas pudding, INDIAN SWEETS Simple ones such as chicoti, gajjar halwa, kheer	Demonstration by instructor and applications by students

#### Recommended books:

1. Mizer, Portea & Sonnier, Food Preparation for the Professional, VNR,
2. Arora Krishna, Theory of Cookery, Frank brothers,
3. Hamlyn, Larousse Gastronomy, Hamlyn,
4. Fuller John, John B Knight, A Guide to Kitchen Management, ELBS,
5. Mohini Sethi, Catering Management, New Age International,
6. James, Peterson, Sauces, John Wiley & Sons.