

## Two Year M. Voc. in Hospitality and Hotel Management

### Fundamental of hospitality

Unit	Topic
Unit-1	Hospitality Industry – A Profile Meaning & definition, historical evolution and development, hospitality as an industry, complimentary role with other industries, contribution to Indian and global economy.
Unit-2	Hospitality Products and Services: Hospitality accommodation, food and beverage facilities, ancillary services, support services, Hospitality Organizations.
Unit-3	Hospitality Distribution Channels: Meaning and definition, functions and levels of distribution channels, Major hospitality distribution channels – travel agents, tour operators, consortia and reservation system, global distribution system (GDS), Internet.
Unit-4	Current Scenario: Major players in the industry – India and worldwide, present trends in industry, emerging markets, role of support services and infrastructure, impact of international and national events, present scenario and future projections of HR issues and technology in industry.

### Organization Behaviors

Unit	Topic
Unit-1	Introduction to Organizational Behaviors Definition of OB, relevance and its scope. Relationship to other fields. Objectives of OB. Behavioral Approach to Management
Unit-2	Organizational Design & Culture Modern Organizational Design. Delegation & Decentralization. Organizational Culture – Definition & Characteristics
Unit-3	Human Behaviors Nature & Dimensions of Attitude. Nature & Importance of Perception – Social Perception. Personality – Meaning and Personality Traits. Group – Nature, Types, Group Dynamic s and Group Decision Making
Unit-4	Motivation Meaning & Importance. Techniques. Theories of Motivation – Maslow & McGregors
Unit-5	Learning 1.Process of learning. 2 Principles of learning.

	3.Organisations Reward System. 4. Behavioral Management
	Conflict Management 1 Traditional Vs Pre sent Views 2 Reasons for Conflicts 3 Strategies to overcome conflict.
	Stress Management 1. Concepts of Stress 2 Sources & Effects of Stress 3 Strategies to overcome individual & organizational stress.
	Diversity And Ethics Nature of Diversity 1 Reasons for the Emergence of Diversity 2 Specific Characteristics of Diversity Managing Diversity 1 Developing the multicultural Organization 2 Individual Approaches to Managing Diversity 3 Organizational Approaches to Managing Diversity Ethics & Ethical Behavior in Organizations. 1 The impact of ethics on "Bottom-Line" Outcomes 2 Sexual Harassment 3 Pay and promotion Discrimination 4 Employee Privacy Issues

### Principal of Management

Unit	Topic
Unit-1	Introduction to management theory: Definition of Management, Nature and Functions of Management, Management — Science or Art, Evolution of Management thought (Taylor, Fayol, Hawthorne Experiment)
Unit-2	Planning: Definition, Features of Planning, Types of Planning (Operational, Tactical Strategic, Formal Informal, Function, Corporate, Proactive, Reactive), Limitations of Planning
Unit-3	Leadership: Theories (Trait, Behavioral, Situational Approach), Styles (Autocratic, Participative, Free – Rein), Managerial Grid, Fiedler's Contingency Model
Unit-4	System & Process of Controlling: Basic Control Process-(Establishing Standards, Measuring Performance, Correcting Deviations), Principle of Critical Point Control, Control as Feedback, Real Time and Feed Forward, Direct Control-Definition-Causes of Negative Deviation Assumptions Underlying Direct Control, Preventive Control
Unit-5	Communication and Group Dynamics: Definition, Process, types of Communication, Barriers of Communication, Characteristics of Effective Communication, Concept of Group, Types of Group, Group Behavior, Norms.

## Food & Beverage Service Management

Unit	Topic
Unit-1	PLANNING & OPERATING VARIOUS F&B OUTLET A. Physical layout of functional and ancillary areas B. Objective of a good layout C. Steps in planning D. Factors to be considered while planning E. Calculating space requirement F. Various set ups for seating G. Planning staff requirement H. Menu planning I. Constraints of menu planning J. Selecting and planning of heavy duty and light equipment K. Requirement of quantities of equipment required like crockery, Glassware, Cutlery - steel or silver etc. L. Suppliers & manufacturers M. Approximate cost N. Planning Décor, furnishing fixture etc
Unit-2	FUNCTION CATERING BANQUETS A. History B. Types C. Organization of Banquet department D. Duties & responsibilities E. Sales F. Booking procedure G. Banquet menus BANQUET PROTOCOL ,Space Area requirement, Table plans/arrangement, Misc-en-place, Service, Toast & Toast procedures INFORMAL BANQUET , Réception, Cocktail parties, Convention , Seminar, Exhibition ,Fashion shows 08 25%, Trade Fair, Wedding, Outdoor catering
Unit-3	FUNCTION CATERING BUFFETS A. Introduction B. Factors to plan buffets C. Area requirement D. Planning and organisation E. Sequence of food F. Menu planning G. Types of Buffet H. Display I. Sit down J. Fork, Finger, Cold Buffet K. Breakfast Buffets L. Equipment M. Supplies N. Check list
Unit-4	GUERIDON SERVICE A. History of gueridon B. Definition C. General consideration of operations D. Advantages & Dis-advantages E. Types of trolleys F. Factor to create impulse, Buying – Trolley, open kitchen G. Gueridon equipment H. Gueridon ingredients
Unit-5	KITCHEN STEWARDING A. Importance B. Opportunities in kitchen stewarding C. Record maintaining D. Machine used for cleaning and polishing E. Inventory

## Food & Beverage Service Management-Practical

Unit	Topic
Unit-1	Planning & Operating Food & Beverage Outlets Class room Exercise .Developing Hypothetical Business Model of Food & Beverage Outlets □ Case study of Food & Beverage outlets - Hotels & Restaurants
Unit-2	Function Catering – Banquets □ Planning & organizing Formal & Informal Banquets □ Planning & organizing Outdoor caterings, Function Catering – Buffets Planning & organizing various types of Buffet
Unit-3	Gueridon Service □ Organizing Mise-en-place for Gueridon Service □ Dishes involving work on the Gueridon Task-01 Crepe suzette Task-02 Banana au Rhum Task-03 Peach Flambe Task-04 Rum Omelette Task-05 Steak Diane Task-06 Pepper Steak
Unit-4	Kitchen Stewarding □ Using & operating Machines □ Exercise – physical inventory