# CHENNAIS AMIRTA
## INTERNATIONAL INSTITUTE OF HOTEL MANAGEMENT

&

ALAGAPPA UNIVERSITY

# Diploma in Catering and Hotel Administration

3rd YEAR
SYLLABUS

# Diploma in Catering and Hotel Administration

# 3<sup>rd</sup> YEAR

| | | | | | | |
|---|---|---|---|---|---|---|
| | 51 | Food and Beverage Management | 5 | 25 | 75 | 100 |
| | 52 | Accommodation Management | 5 | 25 | 75 | 100 |
| | 53 | Advanced Food Production Practical | 4 | 25 | 75 | 100 |
| V | 54 | **Electives**<br>1. Food Production and Patisserie<br>2. Food and Beverage Service<br>3. Housekeeping<br>4. Front Office | 5 | 25 | 75 | 100 |
| | **55** | Project Work | 4 | 25 | 75 | 100 |
| VI | 61 | **Internship (Industrial Practicum)** | 5 | 25 | 75 | 100 |

# 51 FOOD AND BEVERAGE MANAGEMENT

## UNIT - I KITCHEN PLANNING AND PURCHASING
- Sections of the kitchen with layout and functions
- Production workflow
- Planning of Kitchen Spaces
- Layout of a large quantity kitchen and satellite kitchen
- Planning of Storage Spaces
- Principles of material management
- Standard purchase specifications,
- Purchasing procedure-Principles of purchasing, methods of purchasing, requisition, ordering, receiving

## UNIT – II STORAGE OF FOOD MATERIAL, MENU PLANNING AND FOOD PRESENTATION
- Principles of Storage - dry storage and cold storage
- Methods of issuing
- Layout of storage areas
- Temperature for storing perishables & non–perishable foods
- Menu designing for
- Restaurants-Specialty and fast food
- Buffets
- Banquets
- Presentation of food for Restaurants-Plate presentation
- Buffets
- Banquets

## UNIT – III FOOD PRODUCTION SYSTEMS AND FINANCIAL MANAGEMENT
- Principles of large scale commercial cooking
- Rechauffe – effective use of leftovers.
- Catering systems
- Cook Chill Systems-definition, procedure, advantages and disadvantages
- Cook Freeze System –definition, procedure, advantages and disadvantages
- Sous Vide- definition, procedure, advantages and disadvantages
- Concepts of cost
- Food Cost- Formulas and calculation
- Cost Control-Portion control, yield management and standard recipe
- Pricing

**UNIT – IV AN OVERVIEW OF BEVERAGE**
- Introduction to beverage management
- The hospitality industry and its products
- Compiling various wine and drink lists
- Inventory, Storage, Bar stock taking and inventory, Determining stock levels

**UNIT – V  BAR MANAGEMENT AND MENU ENGINEERING**
- Bar frauds and best practices
- Books and records in bar
- Definition and objective of menu engineering
- Analysis and action

**REFERENCE BOOKS:**
1. Food and Beverage Service – Dennis Lillicrap
2. The Beverage Book – Andrew Durkan and John Cousins
3. Wine Appreciation – Richard P Vine
4. The complete guide to cocktails and drinks – Stuart Walton
5. The Hospitality Managers Guide to Wines Beers and Spirits – Albert W.A.Schmid

# 52 ACCOMMODATION MANAGEMENT

## UNIT I PLANNING AND EVALUATING FRONT OFFICE OPERATIONS
- Setting Room Rates – Hubbart Formula, Rule-of-thumb approach, Market condition approach
- Forecasting Room Availability
- Useful forecasting data
- Forecast Formula
- Types of forecast
- Forecast forms
- Factors for evaluating Front Office Operations

## UNIT – II BUDGETING
- Types of budget and budget cycle
- Making Front Office budget
- Factors affecting budget planning
- Capitol and operations budget for front office
- Advantages and disadvantages of budgeting

## UNIT – III YIELD MANAGEMENT
- Concept and importance of yield management
- Applications of yield management in Hotel Industry
- Capacity Management
- Discount allocation
- Duration control
- Measuring yield
- Potential high and low demand tactics
- Yield management software
- Yield management team

## UNIT – IV MANAGERIAL INSIGHTS IN HOUSEKEEPING
- Time and motion study in housekeeping
- Preparation of duty chart for housekeeping staff
- Team spirit in Housekeeping
- Budgeting
- Standard operating Procedures
- Security from Theft in housekeeping department
- Managerial styles in Housekeeping

**UNIT – V TRENDS IN HOUSEKEEPING**
- Interior designing
- Green Housekeeping
- Outsourcing Housekeeping
- Training in Housekeeping department – Objectives of training, benefits and types

**REFERENCE BOOKS**
1. Thomas JA Jones, *Professional Management of Housekeeping Operations,* 5<sup>th</sup>edn, (John Wiley & Sons, New Jersey, 2008)
2. Matt A Casado, *Housekeeping Management,*(Wiley &Sones, 2011)
3. Malini Singh, Jaya B George, *Housekeeping: Operations, Design and Management*, Jaico Publishing House, 2008
4. Dr. JagmohanNegi, *Hospitality Reception and Front Office*, (S Chand and Company, 2013)

# 53 ADVANCED FOOD PRODUCTION PRACTICAL

**MENU 01**
- Consommé Carmen
- Poulet Sauté Chasseur
- Pommes Loretta
- Haricots Verts

**MENU 02**
- Bisque D'écrevisse
- Escalope De Veau viennoise
- Pommes Batailles
- Epinards au Gratin

**MENU 03**
- Crème Du Barry
- Darne De Saumon Grille
- Sauce paloise
- Pommes Fondant
- Petits Pois A La Flamande

**MENU 04**
- Veloute Dame Blanche
- Cote De Porc Charcuterie
- Pommes De Terre A La Crème
- Carottes Glace Au Gingembre

**MENU 05**
- Cabbage Chowder
- Poulet A La Rex
- Pommes Marguises
- Ratatouille

**MENU 06**
- Barquettes Assortis
- Stroganoff De Boeuf
- Pommes Persilles
- Riz Pilaf

# 54 ELECTIVES

## 1. FOOD PRODUCTION AND PATISSERIE
### UNIT – I  INTERNATIONAL CUISINE
- Geographic location
- Historical background
- Staple food with regional Influences
- Specialities
- Recipes
- Equipment in relation to:

☐ Great Britain
☐ France
☐ Italy
☐ Spain & Portugal
☐ Scandinavia
☐ Germany
☐ Middle East
☐ Oriental
☐ Mexican
☐ Arabic

### UNIT – II CHINESE CUISINE
- Introduction to Chinese foods
- Historical background
- Regional cooking styles
- Methods of cooking
- Equipment & utensils

### BAKERY & CONFECTIONERY

### UNIT – III ICINGS & TOPPINGS
- Varieties of icings
- Using of Icings
- Difference between icings & Toppings
- Recipes

### UNIT – IV FROZEN DESSERTS
- Types and classification of Frozen desserts
- Ice-creams – Definitions
- Methods of preparation
- Additives and preservatives used in Ice-cream manufacture

### UNIT – V MERINGUES
**Objectives**
By the end of this unit the students will be able to explain the procedure involved in preparation of meringues
- Making of Meringues

# 1. Food and Beverage Service

UNIT – I FOOD & BEVERAGE STAFF ORGANISATION
- Categories of staff
- Hierarchy
- Job description and specification
- Duty roaster

UNIT – II MANAGING FOOD & BEVERAGE OUTLET
- Supervisory skills
- Developing efficiency
- Standard Operating Procedure

UNIT – III BAR OPERATIONS
- Types of Bar
- Cocktail
- Dispense
- Area of Bar
- Front Bar
- Back Bar
- Under Bar (Speed Rack, Garnish Container, Ice well etc.)
- Bar Stock
- Bar Control
- Bar Staffing
- Opening and closing duties

UNIT – IV COCKTAILS & MIXED DRINKS
- Definition and History
- Classification
- Recipe, Preparation and Service of Popular Cocktails
- Martini – Dry & Sweet
- Manhattan – Dry & Sweet
- Dubonnet
- Roy-Roy
- Bronx

UNIT – V MIXED DRINKS
- White Lady
- Pink Lady
- Side Car
- Bacardi
- Alexandra
- John Collins
- Tom Collins
- Gin FIZZ
- Pimm's Cup – no. 1,2,3,4,5
- Flips
- Noggs
- Champagne Cocktail

## 2. HOUSEKEEPING

UNIT – I SAFETY AND SECURITY
- Safety awareness and accident prevention
- Fire safety and fire fighting
- Crime prevention and dealing with emergency situation

UNIT – II INTERIOR DECORATION
- Elements of design
- Colour and its role in décor –types of colour schemes
- Windows and window treatment
- Lighting and lighting fixtures
- Floor finishes
- Carpets
- Furniture and fittings
- Accessories

UNIT – III LAYOUT OF GUEST ROOMS
- Sizes of rooms, sizes of furniture, furniture arrangement
- Principles of design
- Refurbishing and redecoration

UNIT – IV NEW PROPERTY COUNTDOWN
- Identifying land for construction
- Identifying builders
- Flow of work

UNIT – V
- Materials and supplies
- The projects team
- Staffing
- Branding the property

## 3. FRONT OFFICE

UNIT – I YIELD MANAGEMENT
- Concept and importance
- Applicability to rooms division
- Capacity management
- Discount allocation
- Duration control
- Measurement yield
- Potential high and low demand tactics
- Yield management software
- Yield management team

UNIT – II TIMESHARE & VACATION OWNERSHIP
- Definition and types of timeshare options
- Difficulties faced in marketing timeshare business
- Advantages & disadvantages of timeshare business
- Exchange companies -Resort Condominium International, Intervals International
- How to improve the timeshare / referral/condominium concept in India- Government's role/industry role

UNIT – III SECURITY AND LODGING INDUSTRY
- Developing the security program.
- Management role in security.
- Setting up the security program.
- Security and law

UNIT – IV ACCOMMODATION FACILITY PLANNING
- Planning the Front Office Layout
- Ergonomics
- Lobby layout
- Front Desk layout
- Bell Desk layout
- Back Office layout
- Planning and design.
- Room dimensions (length, width, height, space management)
- Facilities and services for disabled guest room.
- Balconies and terraces
- Eva floor
- Work ergonomics
- Bathroom layout
- Fitting and fixtures
- Disabled guest bathroom features

UNIT 5 RELATED SITUATION HANDLING IN FRONT OFFICE
The faculty may discuss relevant situations connected with Front Office and help students develop decision making skills and problem solving skills

# 5.5 PROJECT WORK

**MODE OF EVALUATION**
- Pre-preparation of the project / Attendance 25 marks
- Viva 25 marks
- Project report 50 marks

**TOTAL MARKS 100 MARKS**

# SEMESTER – VI

**61 INTERNSHIP (INDUSTRIAL PRACTICUM)**

**TYPE OF REPORT**

The report should be based on the compulsory 16 weeks/100 days of training to be completedfrom January to April of Sixfth semester in a hotel of repute (preferable of a 3 star, 4 star or a 5 star property). A student log book should be maintained by every student during the training period. The student should note down on the daily basis the task performed/ observed, methodology involved and points to note and assessed daily by the supervisor / manager. Using the Information contained in the log book and under the guidance of faculty member of college in which the student is studying, the student should cover the entire operation of the hotel and and inter - organizational SWOT (STRENGTH, WEAKNESS, OPPORTUNITIES, AND THREATS) analysis.

**A Minimum of 90% of Attendance is compulsory for the successful completion of the training programme.**

**FORMULATION**

The length of the report may be about 150 to 160 double spaced typed, printed (black and
white) A-4 Size pages (excluding appendices and exhibits).10% variation on the either side is permissible.

**LIST OF CONTENT OF THE REPORT**

A Copy Of The Training Certificate Attested By Principal Of The College Acknowledgement

**Project Preface**

Chapter -1 Introduction
Chapter -2 Scope, Objective, Methodology & Limitations
Chapter -3 Profile Of The Place And Hotel
Chapter -4 Departmental Classification Of Hotel
Chapter -5 Detailed Operations Of Each Department Of Hotel
Chapter -6 Swot Analysis Of Hotel
Chapter -7 Conclusion
Bibliography
List Of Annexure/Exhibits

**Submission of Report**

One typed (duly singed by faculty guide and principle of the college) copy of the report is to be submitted in person, by the student, to the examiner at the time of viva voce. Project submitted later than that will not be accepted.
1. Original training certificate

2. University copy & student 's copy of project report ( duly singed by the faculty guide and

principle of the college)

3. Students log book ( duly singed by Training Manager/ HRManager OR equivalent)

4. Examination Hall ticket.

5. College identity card

6. Dress code : College uniform

STUDENTS WHO DO NOT CONFORM TO THE ABOVE WILL NOT BE EXAMINED

**PROJECT EVALUATION**

Project report will be valued by the Examiner appointed by the University.

**MODE OF EVALUATION**

Log book 25 marks

Viva 25 marks

Project report 50 marks

**TOTAL MARKS 100 MARKS**

**NOTE**

  i.  Marks for the log book should be awarded by the Project guide appointed by the College.

 ii.  Panel of evaluation will consist of two members. One will evaluate the Project and other will evaluate the Presentation. The project viva voce will be conducted by both members of the Panel. Total time allotted for the above should not exceed 10 minutes.

iii.  The presentation could be done on OHP sheets or as a Powerpoint presentation using a computer or a laptop connected to LCD depending upon the available resources of the examiner. The students could show it in their personal laptop also.