CHENNAIS AMIRTA INTERNATIONAL INSTITUTE OF HOTEL MANAGEMENT
CHENNAI

JAWAHARLAL NEHRU TECHNICAL EDUCATION

DIPLOMA IN HOTEL OPERATIONS

SYLLABUS

DIPLOMA IN HOTEL OPERATIONS

Eligibility: 10th Standard   **Duration: 2 YEARS**

FIRST YEAR – SEMESTER- I

S.NO	Subject Code	SUBJECTS	THEORY	PRACTICAL	TOTAL
1.	HMCE	COMMUNICATIVE ENGLISH-I	50	50	100
2.	HM01	FRONT OFFICE-I	50	50	100
3.	HM02	HOUSE KEEPING-I	50	50	100
4.	HM03	FOOD & BEVERAGE SERVICE-I	50	50	100
5.	HM04	FOOD PRODUCTION-I	50	50	100
			250	250	500

FIRST YEAR – SEMESTER - II

S.NO	Subject Code	SUBJECTS	THEORY	PRACTICAL	TOTAL
1.	HMCE-1	COMMUNICATIVE ENGLISH-II	50	50	100
2.	HM01-2	FRONT OFFICE-II	50	50	100
3.	HM02-2	HOUSE KEEPING-II	50	50	100
4.	HM03-2	FOOD & BEVERAGE SERVICE-II	50	50	100
5.	HM04-2	FOOD PRODUCTION-II	50	50	100
			250	250	500

SECOND YEAR – SEMESTER - III

S.NO	Subject Code	SUBJECTS	THEORY	PRACTICAL	TOTAL
1.	HMCS	COMMUNICATION SOFT SKILLS	50	50	100
2.	HM03A	ADVANCE FOOD & BEVERAGE SERVICE	50	50	100
3.	HM04A	ADVANCE FOOD PRODUCTION	50	50	100
4.	HM05	COMPUTER APPLICATIONS	50	50	100
			200	200	400

SECOND YEAR – SEMESTER – IV

S.NO	Subject Code	SUBJECTS	THEORY	PRACTICAL	TOTAL
6.	HMIT	INDUSTRIAL TRAINING	--	100	100
			--	100	100

SEMESTER – III

S.NO	Subject Code	SUBJECTS	THEORY	PRACTICAL	TOTAL
1.	HMCS	COMMUNICATION SOFT SKILLS	50	50	100
2.	HM03A	ADVANCE FOOD & BEVERAGE SERVICE	50	50	100
3.	HM04A	ADVANCE FOOD PRODUCTION	50	50	100
4.	HM05	COMPUTER APPLICATIONS	50	50	100
			200	200	400

HMO3A-ADVANCE FOOD & BEVERAGE SERVICE

UNIT – I -ALCOHOLICBEVERAGE

a) Introduction anddefinition

b) Production ofalcoholic

- Fermentationprocess
- DistillationprocessClassificationwithexamples

WINES

a) Definition &history

b) Classification withexample

- Table/still/natural
- Sparkling
- Fortified
- Aromatized

c) Production ofwines

d) Food & WineHarmony

e) Storage ofwines

Wine terminology (English &French) BEER

a) Introduction &Definition

b) Types ofBeer

c) Production ofBeer

d) Storage

SPRITS

a) Introduction andDefinition

b) Production ofspirits

- Pot –stillmethod
- Patent stillmethod

c) Productionof

- Whisky

- Rum
- Gin
- Brandy
- Vodka
- Tequila

d) Different Proofspirit
- AmericanProof
- British Proof (Sikesscale)
- Gay Lussac (OIMLScale)

UNIT – II - DISPENSE &COCKTAIL BARS
a) Introduction anddefinition
b) Barlayout-physicallayoutofbar
c) Barstock-alcohol&non-alcoholbeverages
d) Barequipments

UNIT – III -FUNCTION CATERINGBANQUETS
a) History
b) Types
c) Organization of banquetdepartment
d) Duties andresponsibilities
e) Sales
f) BookingProcedure
g) Banquetmenus
h) BanquetProtocol&Toasting

BUFFET:
- Introduction andtypes
- factors to planbuffet
- equipment

UNIT – IV- FOOD COSTCONTROL

Introduction to CostControl

    a) Define CostControl

    b) TheObjectivesandadvantagesofCostControl

    c) Basiccosting

    d) Foodcosting

FOOD CONTROL CYCLE

    a) Stages in food control cycle

UNIT – V -KITCHENSTEWARDING

    b) Importance

    c) Dutiesandresponsibilities

    d) Staffing

    e) Recordkeeping

    f) Inventory

HMO4A-ADVANCE FOODPRODUCTION

UNIT – I - INDIANCUISINE

a) Introduction to Indianfood
b) SpicesusedinIndiancookery
c) Masala mixused
d) Basicgravies
e) FamouscuisinesofIndia–(concise)
f) Kashmiri
- Punjabi
- Mughalai&Awadhi
- Hyderabadi
- Gujarati
- Rajasthani
- Marathi
- Bengali
- Goan
- Chettinad
- Kerala
- Andhra

UNIT – II - INTERNATIONALCUISINES

a) French & nouvellecuisine
b) Italiancuisine
c) Orientalcuisine

UNIT – III - KITCHEN HYGIENE ANDSANITATION

a) Foodlaws
b) Foodadditives
c) Foodadulteration
d) Causes of foodspoilage
e) Commonfood&waterbornediseasesandtheirprevention

UNIT – IV - ADVANCEDBAKERY

a) Pastry
  - Shortcrust
  - Laminated
  - Choux
  - Puff

b) Icings and pastrycream
  - Basicicingandpastrycream
  - Uses inconfectionary

HM05-COMPUTER APPLICATIONS

UNIT – 1: FUNDAMENTALS OF COMPUTER

Computer Concepts -Introduction to Computers -Definition - Advantage &Disadvantages - Classification of Computers (Desktop, Laptop, Notepad) Hardware features & Uses- Defining hardware - Components of Computer -Diagram of Computer -Primary Storage Concept - Secondary Storage Devices - Input / Output, Devices - Software Concepts -Operating System (0/S) MS Dos, Windows - 2000 / XP, Unix Application Software (Cobol, Basic, Fortran, C) Language Classification(Higher Level, Lower Level, Assembly) - Compiles and interpreter(Basic I/S Cobol, DBase Vs Clipper)

UNIT – II: MANAGEMENT INFORMATION SYSTEM (MIS)

Management Information Systems - An Overview - Introduction to MIS - Meaning and Role of MIS - Objectives of MIS - Elements of MIS -Characteristics of MIS - Applications of MIS (Briefly) in Accounting and Finance Management - Marketing Management -Materials Management- Production Management - Personnel Management - Role of Computers in MIS.

UNIT – III: MICROSOFT OFFICE

Introduction to MSOffice 2000 - Characteristics of MSOffice 2000 - Its applications -Introduction to MS Word Creating, Editing, Formatting, Saving Documents -'Types of document formats - Mail Merge features -Spreadsheet Introduction to **MS Excel-** Definition, Characteristics, Mathematical Functions in Excel, Creating and Working with Graph and Charts - Internet Usage in Business Email.

UNIT – IV: MICROSOFT POWERPOINT

Introduction to MS Power Point - Creating, Formatting, Editing, Viewing Slideshow, creating a Presentation using MS Power Point.

UNIT – V: MICROSOFT ACCESS

Introduction to MS Access- Meaning, Creating of Database, Modification, Storing and Retrieving of records from a database -Introduction to Business Process Outsourcing.

COMMUNICATION SOFT SKILLS

I. Asking Good Questions
- Open Questions
- Closed Questions
- Probing Questions

II. Mastering the Art of Conversation
- Discussing General Topics
- Sharing Ideas and Perspectives
- Sharing Personal Experiences

III. Advanced Communication Skills
- Understanding Precipitating Factors
- Establishing Common Ground
- Using "I" Messages

IV. Nonverbal Communication:
- Introduction and Importance
- Issues and Types
- Basics and Universals
- Interpreting Non-Verbal Cues

V. Telephone Communication: Advanced Telephone Skills

VI. SOFT SKILLS
- Planning and Goal-Setting
- Perceptions: Understanding People
- Self-Management Skills
- Aiming For Excellence: Developing Potential and Self-Actualization
- Conflict Resolution Skills: Seeking Win-Win Solution
- Inter-Personal Conflicts with examples

- Inter-Personal Conflict with Solutions
- Types of Conflicts and becoming a Conflict Resolution Expert
- Types of Stress and Self-Awareness about Stress
- Habits: Identifying Good and Bad Habits
- Habit Cycle and Breaking Bad Habits
- Using TheZeigarnik Effect for Productivity and Personal Growth
- Body Language for Interviews and Group Discussions
- Presentation Skills: Overcoming fear and using Visuals
- Human Relations: Developing Trust and Integrity

BOOKS AND REFERENCES

1. Dorch, Patricia. What Are Soft Skills? New York: Execu Dress Publisher, 2013.
2. Kamin, Maxine. Soft Skills Revolution: A Guide for Connecting with Compassion for Trainers, Teams, and Leaders. Washington, DC: Pfeiffer & Company, 2013.
3. Klaus, Peggy, Jane Rohman& Molly Hamaker.The Hard Truth about Soft Skills. London: HarperCollins E-books,   2007.
4. Petes S. J., Francis. Soft Skills and Professional Communication. New Delhi: Tata McGraw-Hill Education, 2011.
5. Stein, Steven J. & Howard E. Book. The EQ Edge: Emotional Intelligence and Your Success. Canada: Wiley & Sons, 2006.

SEMESTER – IV

S.NO	Subject Code	SUBJECTS	THEORY	PRACTICAL	TOTAL
6.	HMIT	INDUSTRIAL TRAINING	--	100	100
			--	100	100