



CHANDIGARH INSTITUTE OF HOTEL MANAGEMENT & CATERING TECHNOLOGY CHANDIGARH

- **Syllabus**
- **Study-cum-Evaluation Sheet**

TEACHING AND EXAMINATION SCHEME FOR DIPLOMA IN FOOD PRODUCTION

Eligibility : Senior Secondary (10+2) or equivalent with knowledge of English.
 Title : Diploma
 Duration : One Year + six months in industry
 Teaching Hour per week : 35
 No. of weeks of effective teaching : 36
 Industrial training : 24 weeks after the annual examinations.

Sl. No.	Subject	Distribution of Time			Distribution of Marks				MTS	
		Hours per Week			Council's Exam				TH	PR
		TH	PR	Total	TH	HRS	PR	HRS		
1.	Cookery	3	16	19	100	3	125	6	20	20
2.	Larder	2	8	10	50	2	125	6	10	20
3.	Hygiene and Nutrition	2		2	100	3			10	
4.	Commodities & Costing	3		3	100	3			20	
5.	Compter Awareness		01	01						
	Total	10	25	35	350		250		60	40

Pass (Theory) - 35%

Pass (Practical) - 40%

Aggregate - 40%

Grand Total : 700

Council's Examination:

TH : Marks for Council Examination theory marks

PR : Marks for external Practical

MTS : Mid term sessionals

FOOD PRODUCTION-COOKERY

SYLLABUS

THEORY:

- Unit-1 : Importance of kitchen in Hotel & Catering establishments; Aims and objectives of cooking, classification of raw materials, preparation of ingredients, methods of mixing foods, effect of heat on various foods weighing and measure, texture of food, Culinary terms.
- Unit-2 : Methods of cooking with special application of meat, fish, vegetables, cheese, pulses and egg..... Conventional and non-conventional methods of cooking, solar cooking, microwave cooking, fast food operation. Variety of fish, meat and vegetables. Accompaniments, garnishes and rechauffe.
- Unit-3 : Balancing of recipes, standardization of recipes, standard yield, maintaining recipe files. Menu planning, portion control, belief study of how portions are worked out. Invalid cookery. Purchasing specifications, quality control, indenting and Costing.
- Unit-4 : Description and use of the following :
- Basic stocks, Aspics & Jellies.
 - Roux blanc, Roux blond and Roux brun.
 - Recipes and quantities required to produce 10 litres of stocks, white & brown.
 - Recipes required to produce one litre of the following.
 - Bechamel sauce, tomato sauce, veloute sauce, espagnole sauce. Hollandaise and mayonnaise sauce with the necessary precautions to be observed while preparing these, with minimum five derivatives of each.
 - Soup Definition, classification of soups with example in each group, recipe for one litre consommé, 10 popular consommés with their garnishes.
- Unit-5 : Eggs Structure, selection of quality, various ways of cooking eggs with example in each method and prevention of blue ring formation.
- Unit-6 : Vegetables Effect of heat on different vegetables in acid/alkaline medium and reaction with metal. Method of cooking different vegetables with emphasis on cooking asparagus, brussels sprouts.

Unit-7 : Theory of Bread making. Bread rolls, Bread sticks, Indian Breads.

Unit-8 : Pastry, Recipes of short crust pastry, puff pastry, flaky pastry choux pastry, Danish pastry and their derivatives. Recipes and method of preparation of plain ice cream.

Unit-9 : Kitchen stewarding and upkeep of equipment.

Unit-10 : Staff organization of Kitchen, coordination with the department.

COOKERY - PRACTICALS

Familiarisation of tools / equipment and their use.

Indian

Rice	08 varieties
Indian Bread	10 varieties
Dal	10 varieties
Vegetables	15 varieties
Chutney	05 varieties
Raita	05 varieties
Egg dishes	03 varieties
Fish dishes	05 varieties
Meat dishes	08 varieties
Chicken dishes	08 varieties
Shorba	02 varieties
Tandoor dishes	Tandoori chicken, tandoori fish, seek kabab, boti kabab.
Snacks	10 varieties
Sweets	08 varieties

Special dishes for festivals - 5 festival menus (Note : emphasis on a regional cuisines)

Continental: Stock - white stock, brown stock, fish stock.
Sauce - Bechamel sauce, veloute sauce, tomato, espagnole, hollandaise and mayonnaise with 5 derivatives of each, Demi glass, Mint sauce, horse raddish, bread sauce and apple sauce.
Compound Butters 3 varieties.

Soups :

Purees	2 varieties
Cream	3 varieties
Veloute	2 varieties
Broths	2 varieties
Bisques	1 varieties
Consommés	5 varieties
Cold Soups	2 varieties
Potages	2 varieties

Fish :

Baked	2 varieties
Grilled	2 varieties
Shallow fried	2 varieties
Deep fried	4 varieties
Poaches	2 varieties

Chicken and other Meats :

Stew	2 varieties
Casseroles	2 varieties

Roasts	2 varieties
Braised	2 varieties
Grilled/Baked	2 varieties
Chicken (Sautes)	5 varieties
Entrees	3 varieties
Pork	2 varieties
Steaks	3 varieties

Vegetables : Preparation and cooking of vegetables 10 varieties

Potatoes - 10 varieties

Farinaceous dishes : Spaghetti and macaroni dishes 2 varieties.

Egg : Breakfast egg preparation 5 varieties

Sweets :

Mousse	3 varieties
Souffles	3 varieties
Baked	3 varieties
Steamed (Pudding)	3 varieties

Chinese :

Soups	2 varieties
Noodles & Rice	4 varieties
Chicken	2 varieties
Pork	2 varieties
Meat	2 varieties
Prawns	2 varieties
Fish	1 Dish

Preparation of salad dressings 3 varieties

Butchery :

- (a) Lamb and mutton Demonstration of jointing mutton carcasses.
Deboning of mutton leg and shoulder.
Curry cuts and boti kabab.
- (b) Pork Demonstration and preparation of pork chops, debonding of pork leg.
- (c) Fish cuts of fish and its use in cold buffets.
- (d) Poultry Dressing, trussing and debonding.

COMMODITIES AND FOOD COSTING

THEORY :

- Unit-1 : Cereals Wheat, rice, maize
Breakfast Cereals Uses and storage of Comflakes, puffed rice, pressed rice.
- Unit-2 : Pulses Types and uses of pulses.
- Unit-3 : Fresh fruits and vegetables, classification of fruit and vegetables and its use.
- Unit-4 : Dairy products Milk and its composition and storage, classification and use of cheese, butter & cream.
- Unit-5 : Prevailing food standards in India, food adultration as a public health hazard, simple tests in the detection of common food adultrants, Essential Commodies Act-ISI Agmark.
- Unit-6 : Herbs, spices and condiments classification and uses of different types of herbs and condiments,
- Unit-7 : Brief introduction of Tea, Coffee, Cocoa and its procurement, storage and use. Food flavours, essences and colours with brand names.
- Unit-8 : Methods of food preservation long term and short term methods.
Convience food sugar preserves and confectionery gums.
- Unit-9 : Importance of costing and cost dynamic variable and semi-variable and fixed cost.
- Unit-10 : Elements of cost material, labour and overhead.
- Unit-11 : Cost control procedure through Purchasing, Receiving, Storing issuing and preparation, portion control.

HYGIENE & NUTRITION

HYGIENE

- Unit-1 : Personal hygiene care of skin, hand and feet. Food handlers hygiene, protective clothing.
- Unit-2 : Dishwashing methods - manual and machine dish washing merits and demerits.
- Unit-3 : Garbage disposal - different methods advantage and disadvantages.
- Unit-4 : Food Poisoning - Causative factor and the precautions to be taken by food handlers.
- Unit-5 : Food Storage -Techniques of correct storage, storage temperature of different commodities to prevent bacterial manifestation or contamination.
- Unit-6 : Pest Control - Rodents and insect control techniques, special stress on control of flies, rats and cockroaches.
- Unit-7 : Municipal health laws.
- Unit-8 : Golden rules of first aid and treatment for cuts, wounds, burns.

NUTRITION

- Unit-1 : Definition of nutrition, definition of calorie, daily calorie requirement for different age groups, factors. Food groups and their role in balance diet.
- Unit-2 : Carbohydrates and proteins Classification source, functions Recommendatory Daily Allowance (RDA), excess and deficiency.
- Unit-3 : Fats classification according to sources, difference between animal fat and vegetable fat, functions, Recommendatory Daily Allowance (RDA), excess and deficiency.
- Unit-4 : Minerals Importance of Minerals with special emphasis on calcium and iron (function & sources.)
- Unit-5 : Vitamins in diet Fat soluble A, D, E & K water soluble, B-complex, Thiamin, Niacin, Riboflavin and Vitamin C, sources, function Recommendatory Daily Allowance, excess and deficiency.
- Unit-6 : Health food & Menus for diabetic, heart, blood pressure patients, specific requirements for sports man/woman.

COMPUTER APPLICATIONS IN FOOD PRODUCTION

(to be taught in practical classes)

Unit-1 : Computer fundamentals

History

Information concepts and processing

Elements of a computer processing system

Hardware, features and uses

Input/output devices

Software concepts MS DOS, MS OFFICE (use).

Unit-2 : Introduction of Windows. Introduction of computers for accounting records and controls.

TEACHING AND EXAMINATION SCHEME FOR DIPLOMA IN FOOD & BEVERAGE SERVICE

Eligibility : Senior Secondary (10+2) or equivalent with knowledge of English.
 Title : Diploma
 Duration : One Year + six months in industrial release (Training)
 Teaching Hour per week : 35
 No. of weeks of effective teaching : 36
 Industrial training : 24 weeks

Sl. No.	Subject	Distribution of Time			Distribution of Marks				MTS	
		Hours per Week			Council's Exam				TH	PR
		TH	PR	Total	TH	HRS	PR	HRS		
1.	F & B Service I	6	10	16	100	3	150	4	20	20
2.	F & B Service II	6	8	14	100	3	150	4	20	20
3.	Business Communication	2	-	2	50	2	-	-	10	-
4.	Hygiene & Sanitation	2	-	2	50	2	-	-	10	-
5.	Computer Awareness	-	01	01	-	-	-	-	-	-
	Total	16	19	35	300		300		60	40

Pass (Theory) - 35%

Grand Total : 700

Pass (Practical) - 40%

Aggregate - 40%

Council's Examination:

TH : Marks for Council Examination theory marks

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FOOD & BEVERAGE SERVICE I

SYLLABUS

THEORY :

- Unit-1 : Brief knowledge of
- Development of catering industry, job prospects and careers in the catering industry.
 - Different types of catering establishments.
 - Relationship of the water with i) Customer, ii) Kitchen, and iii) Management.
- Unit-2 : Brief description and correct uses of :
- Different types of cutlery, crockery, silverware, flatware, halloware and glassware used in a standard catering establishment.
 - Different types of equipment Baine Marie, plate warmer, hot plates, microwave oven, ice cream machine, coffee machine, ice cube machine side boards, dish washing machine, glass, washing machine.
 - Special equipment Nut cracker, grape scissors, Oyster service, caviar, lobsters, snails, cheese. Cigar cutters, wine bottle openers, gueridon equipment.
 - Different types of restaurant linen, exchange and requisition systems.
- Unit-3 : Preparation of the restaurant Mis-en-place & mis-en-scene, rules for laying of table and waiting. Using tips for Food/Beverage service. Restaurant vocabulary English and French.
- Unit-4 : Various forms of a meal courses :
- Hors d' oeuvres, Potage, Poisson, Entree, Releve (main) Sorbet, Roti, Legumes, Entreme, Savoury, Desserts and cafe.
- Unit-5 : Table Sauce accompaniments/garnishes.
- Unit-6 : Meals and Menu planning Different types of Menus (a) Table d'hote, (b) A'la carte, (c) State Banquets, (d) Buffet cold/hot spread, for various types of function.
- Unit-7 : Different forms of service Russian, American, French, Indian and English.
- Unit-8 : Staff organization of F&B Deptt., and inter & intra departmental coordination.

Unit-9 : Silver polishing methods (a) Polivit method, (b) Plate powder, (c) Burnishing method.

Unit-10 : Significance of pantry & still room in F&B operation, Functions of pantry and sections of pantry.

Unit-11 : Kitchen stewarding. Board specifications of light and heavy duty equipment, Restaurant, Pantry and Still room equipment.

Unit-12 : Modern trends in the Hotel and Catering industry :

- Ecotels
- Fast Food outlets
- Adventure Tourism
- Theme Restaurants
- Welfare Catering

PRACTICALS :

Hygienic handling of cutlery, crockery, glassware and trays.

Laying and relaying of table cloth during and before meals.

Correct use of waiter's cloth, runners, Napkins and Napkin foldings.

Mise-en-scene and Mis-en-place for various types of meals and menus.

Correct handling and practice of service spoons and service forks, silver service.

Serving and clearing of a meal (course by course).

Table d'hote menus, laying for cover and service for lunch and dinner, preparation & service of tea, black coffee, cona coffee, espresso coffee.

Receiving and seating the guests, presenting menu cards and taking the order from guests and writing of KOT.

Passing the order to the Kitchen & pickup.

Making and presentation of a bill.

Organizing parties and functions Buffets & Banquets.

Indian and Chinese food service procedures.

Daily briefing and system of tips distribution.

FOOD & BEVERAGE SERVICE-II

SYLLABUS

THEORY :

Simple methods of restaurant sales, controls - K.O.T. flow and billing. Computerized order taking and billing.

Breakfast - English, American, Continental and Indian Breakfast (laying & service).

Ice creams / Sundaes / Shakes Different types and their service.

Knowledge - Buffer, Layout, Display & Service

Banquets, inquiry forms, sitting space, seating arrangements, service formalities, toast procedures.

Room Service - Centralised and decentralized Room service of breakfast, snacks, lunches, dinner, Beverages alcoholic or non-alcoholic, Room Service flow chart.

Wine - Definition, making and classifications of wines, wine quality and labeling. Wine trade terms main wine producing countries, wine brand names. Services of red, white and sparkling wines, fortified wines, Apenuis.

Spirit - Whiskey, rum, brandy, gin, vodka and their famous brands.

Liqueurs - Different types with their predominant flavourings and famous ten brands.

Cocktails - Classification, rules of making cocktail and recipe of 50 cocktails.

Beer - Manufacture, service, storage types and brands of beer.

Bar lay out, operation and licensing.

Dispensing of spirits.

Storage of alcoholic beverages and cellar management.

Tobacco-cigars, cigarettes and its brand and strength.

PRACTICALS :

Service and accompaniments of special dishes smoked salmon, caviar, asparagus, grape fruit, antichoke, melon, cheese, fresh fruits.

Service of breakfast English, Continental and Indian. (for Restaurant/Room Service)

Service of hot beverages Tea, Coffee & Coco.

Pantry and Still room operation.

Layout and service of small tea parties and buffets.

Laying and service of banquets.

Wine service Taking the order, presenting the bottle, opening of cork and service of red, rose, white and sparkling wines.

Service of cocktails and liqueurs.

Service of beer.

Preparation and service of certain gaeridon dishes Crepe suzette, Banana au Rum, peach flambe, pepper steak, steak drane.

Service of cigars and cigarettes.

Different types of salad dressings.

BUSINESS COMMUNICATION

Unit-1 : Introduction Definition, objectives, principles of effective communication and the importance of good communication.

Unit-2 : Types of communication- formal, informal, verbal, written, horizontal, vertical.

Unit-3 : Essentials of good business letter and types of letters Official, D.O.

Unit-4 : Letter writing Circular, Memo, Notice, U.O. Note, applications Bio-data (C.V.) covering letter, Invitations, Greetings, Apologies.

Unit-5 : Use o telephone, fax, taking telephonic orders, telephone etiquettes.

Unit-6 : Communication with guest and Body language.

HYGIENE & SANITATION

- Unit-1 : Role of Hygiene in Food Service and Dish washing areas, care of premises and equipment.
- Unit-2 : Personal hygiene, care of skin, hand and feet. Food handlers hygiene, protective clothing.
- Unit-3 : Dishwashing methods, manual and machine dish washing merits and demerits.
- Unit-4 : Garbage disposal different methods advantage and disadvantages.
- Unit-5 : Food Poisoning Causative factor and the precautions to be taken by food handlers.
- Unit-6 : Food Storage Techniques of correct storage, storage temperature of different commodities to prevent bacterial manifestation or contamination.
- Unit-7 : Pest Control Rodents and insect control techniques, special stress on control of flies, rats and cockroaches.
- Unit-8 : Municipal health laws.
- Unit-9 : Golden rules of first aid and treatment for cuts, wounds, burns.

COMPUTER AWARENESS

(to be taught in practical classes)

- Unit-1 : Computer fundamentals
 - Information concepts and processing
 - Elements of a computer processing system
 - Hardware, features and uses
 - Input/output devices
 - Software concepts
- Unit-2 : Application of computers with reference to hotel operations, processing of table orders and computerized billing.

TEACHING AND EXAMINATION SCHEME FOR DIPLOMA IN BAKERY & CONFECTIONARY

Eligibility	:	10+2 (H.S.C.) / S.S.C. or equivalent
Title	:	Diploma
Duration	:	One Year + six months in industrial release (Training)
Teaching Hour per week	:	35
No. of weeks of effective teaching	:	36
Industrial training	:	24 weeks

Sl. No.	Subject	Distribution of Time			Distribution of Marks				MTS	
		Hours per Week			Council's Exam					
		TH	PR	Total	TH	HRS	PR	HRS	TH	PR
1.	Bakery	04	12	16	100	3	150	6	20	20
2.	Confectionery	04	12	16	100	3	150	6	20	20
3.	Hygiene and Sanitation	01	-	01	50	2	-	-	10	-
4.	Commodities and Costing	01	-	01	50	2	-	-	10	-
5.	Computer Awareness	-	01	01	-	-	-	-	-	-
	Total	10	25	35	300		300		60	40

Pass (Theory) - 35%

Grand Total : 700

Pass (Practical) - 40%

Aggregate - 40%

Council's Examination:

TH : Marks for Council Examination theory marks

PR : Marks for external Practical

MTS : Mid term sessionals

BAKERY

THEORY :

1. Introduction & scope of Bakery & Confectionery, Bakery terms. Organisation chart of Bakery.
2. Structure of wheat grain.
3. Milling of wheat and role of bran and germ.

4. Flours :

Different types of flours available, constituents of flours, PH Value of flour, water adsorption power of flour, gluten, diastatic capacity of flour, grade of flour.

5. Raw material required for bread making :

- Role of flour, water, yeast, salt.
- Sugar, milk and fats.

6. Methods of bread making

- straight dough method
- delayed salt method
- no time dough method
- sponge and dough method

7. Characteristics of good bread

- External characteristics volume, symmetry of shape
- Internal characteristics colour, texture, aroma, clarity and elasticity.

8. Bread faults and their remedies.

9. Yeast An elementary knowledge of Baker's yeast, the part it plays in the fermentation of dough and conditions influencing its working. Effect of over and under fermentation and under proofing of dough and other fermented goods.

10. Bread diseases Rope and mold-causes and prevention.

11. Bread improvers improving physical quality.
12. **Oven & Baking** Knowledge and working of various types of oven. Baking temperatures for bread, confectionery goods.
13. Bakery layout The required approvals for setting up of a Bakery Government procedure and Byelaws.
 - Selection of site
 - Selection of equipment
 - Layout design
 - Electricity.
14. Quality control
 - of raw material
 - of finished products

PRACTICALS BAKERY

Bread rolls; Bread sticks & softs rolls; Buns; Hot Cross Buns; Fruit Buns; Danish; Pastry; Croissants; Brioche; Fermented dough nuts; Chelsea buns; Russian stollen Basic bun dough. Savarin dough, Bread/ Brown Bread, Vienna bread; Fancy bread; French bread; whole meal bread; Masala bread; Milk bread; Raisins bread; Current loaf; Fruit bread; Pizza base.

CONFECTIONERY

THEORY :

1. Cake Making ingredients Flour, Sugar, Shortening and egg.
2. Moistening agents.
3. Fats and oil.
4. Leavening agents.
5. Cake making methods-sugar batter process, flour batter process, genoise method and blending and rubbing method.
6. Correct temperature for baking different varieties of cakes.

7. Pastry making, principles and various derivatives.
8. Characteristics of cakes : External; Internal.
9. Balancing of cake formula.
10. Cake faults and their remedies.
11. Types of icing.
12. Preparation of cookies and biscuits. Factors affecting the quality of biscuits/cookies.
13. Storage of confectionery product.
14. Various types of ice creams and bombs.

PRACTICALS - CONFECTIONERY

Cakes by different methods (e.g., sponge cake, Madiera cake; Genoise; fatless sponge; rock cake; fruit cake).

Biscuits & Cookies : Plain biscuits; piping biscuit; cherry knobs; langue-de-chats; (cats tongue) salted biscuits; nut biscuits; coconut biscuit; melting moment; macaroon; tricolour biscuits; chocolate biscuits; marble biscuits; nan-khatai; short bread biscuits; Ginger biscuits; cheese biscuits; cream fingers.

Choux pastry : Chocolate eclair; profitroll suchard; cream buns.

Short crust pastry : Lemon curd tart; jaw tart.

Icing : Fondant; American frosting; Butter cream icing; Royal icing; gum paste; marzipan; marshmallow; lemon meringue; fudge; almond paste; glaze icing.

Toffees : Milk toffee; chocolate; stick jams; liquor chocolate.

Ice Cream : Pineapple pastry, chocolate pastry.

Cakes & Geuteaux : Queen cakes, fruits cake; birthday cake; easter eggs; chocolate dippings; wedding cakes; cheese cakes; black forest gateaux; gateaux religieux; apple strudel; Dough nuts; fruit gateaux baba-au-rhum, savarin chantilly; meringue; Swiss rolls and Madeline cake.

Pudding : Bavarois, ginger pudding; cold lemon souffle; chocolate mousse; charlottes royale; charlotte russe; charlotte arlequine; bavaroise rubane; souffle praline; fruit trifle.

INDIAN SWEETS :

Chenna	-	Rasgulla, Chamcham, Pakiza, Chenna Toasi, Rasmalai
Khoya	-	Gulab Jamun, Barfi
Sugar	-	Mysore paak, Ghewar
Flour/Besan	-	Patisa, Shakarpare, Halwa Laddo, Peda
Milk	-	Kheer, Rabri
Nuts	-	Barfi, Chekki

HYGIENE & SANITATION

Unit-1 : Role of Hygiene in Bakery.

Unit-2 : Personal hygiene, care of skin, hands and feet. Food handlers hygiene, protective clothing.

Unit-3 : Dishwashing methods - manual and machine dish washing merits and demerits.

Unit-4 : Garbage disposal - different methods advantage and disadvantages.

Unit-5 : Food Poisoning - Causative factor and the precautions to be taken by food handlers.

Unit-6 : Food Storage - Techniques of correct storage, storage temperature of different commodities to prevent bacterial manifestation or contamination.

Unit-7 : Pest Control - Rodents and insect control techniques, special stress on control of flies, rats and cockroaches.

Unit-8 : Municipal health laws.

Unit-9 : Golden rules of first aid and treatment for cuts, wounds, burns.

COMMODITIES COSTING & ACCOUNTS

Section-I (Accounts and Costing) :

- Book Keeping, double entry, journal, simple cash book and types of accounts.
- Purchase book, Purchase return book, Stores requisition.
- Sales book, Sales return book, Cash voucher/Credit voucher book.
- Percentage and discounts.
- Preparation of invoices and debit/credit notes.
- Introduction to ingredient costs, labour costs, overheads, gross profit, net profit, calculation of cost price and catalogue price.

Section-II (Commodities)

- Sugar
- Cocoa, chocolate
- Milk
- Butter
- Cream
- Cheese
- Food colours
- Flavours & essences
- Dry fruits and nuts used in confectionery
- Fresh and preserved fruits products.
- Food laws Agmark.

COMPUTER APPLICATIONS IN BAKERY

(to be taught in practical classes)

- Unit-1 : Computer fundamentals
History
Information concepts and processing
Elements of a computer processing system
Hardware, features and uses
Input/output devices
Software concepts MS DOS, MS OFFICE (use).
- Unit-2 : Introduction of Windows. Introduction of computers for accounting records and controls.

TEACHING AND EXAMINATION SCHEME FOR DIPLOMA IN HOUSE KEEPING

Eligibility	:	10+2 (H.S.C.) / S.S.C. or equivalent
Title	:	Diploma
Duration	:	One Year + six months of industrial Training
Teaching Hour 8 per week	:	35
No. of weeks of effective teaching	:	36
Industrial training	:	24 weeks

Sl. No.	Subject	Distribution of Time			Distribution of Marks				MTS	
		Hours per Week			Council's Exam				TH	PR
		TH	PR	Total	TH	Total	PR	Total		
1.	House Keeping Oper.	06	10	16	1(3 Hrs.)	100	06	200	20	40
2.	Interior Decoration	05	-	05	1(3 Hrs.)	100	-	-	10	-
3.	Hygiene and Hotel Maint	05	04	09	1(3 Hrs.)	100	02	50	10	10
4.	Communication	03	-	03	2 Hrs.	50	-	-	10	-
5.	Computer Awareness	-	02	02	-	-	-	-	-	-
	Total	19	16	35	300		-	250	50	50

Pass (Theory) - 35%

Pass (Practical) - 40%

Aggregate - 40%

Grand Total : 700

Council's Examination:

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MTS : Mid term sessionals

HOUSEKEEPING

THEORY :

- Unit-1 : Importance of housekeeping in the hospitality industry, types of lodging establishments, organizational chart - duties and responsibilities of housekeeping employees. Necessity of the personal factor in dealing with the guest on a day to day basis.
- Unit-2 : Cleaning equipment - Selection of equipment, brooms and brushes, protective equipment, cloths used in cleaning, box sweeper, electric equipment, vacuum cleaner, floor scrubbing and polishing machine, floor shampooing machine, containers, trolley, chamber maid's box etc. Use and care of equipment and material required by the House keeping Department.
- Unit-3 : Solvents, grease absorbents, disinfectants, antiseptics, soaps, deodorants, detergents, polishes & storage.
- Unit-4 : Cleaning methods Care, cleaning and polishing of various surfaces, hard flooring, thermoplastic floorings, wooden, surfaces, painted, varnished, laminated compositions, walls and wall coverings, furniture of various types e.g., brass, copper, aluminium, stainless steel, chromium.
- Unit-5 : Cleaning of guest rooms and bath - daily, weekly and spring cleaning, night service, check list of standard guest and bathroom supplies, room occupancy list, housekeeping reports, handling room transfers, lost and found, cleaning of public areas like restaurant, food service areas and employees areas.
- Unit-6 : Laundry work - use of laundry agents, laundry equipment, stain removal agents, handling guest laundry.
- Unit-7 : Linen Room - its importance in hotels, selection and buying of linen, inspecting, receiving used linen. Linen stock for any establishment.
- Unit-8 : Different types and importance of keys section key, master key, floor key and grand master key. Key of executive offices and public areas and computerized key.
- Unit-9 : Pest control and eradication with special reference to rats, cockroaches furniture beetle, clothes and moth, etc. Dealing with emergency situations like fire, death, theft, accidents, Safety, security and control.

PRACTICALS :

Cleaning and polishing of various surfaces, hard flooring, and semi-hard floorings, wooden flooring.

Wall treatments tiles - wall paper, fabric, glass surfaces, mirrors, metal cleaning silver, brass, copper.

Bed making and turn down service.

Daily cleaning and preparation of guest room, VIP rooms, cleaning of bathrooms.

Periodical cleaning in guest room, public areas, spring cleaning in guest rooms and public areas.

Flower arrangements - dining tables, reception counters, buffet tables. Field visit to hotels to familiarise students with operations of various departments in hotel.

Stain removal, washing, drying, ironing, folding, storing of various types of fabrics and garments. Use of laundry equipments and dealing with different types of pests, House Keeping reports and formats.

INTERIOR DECORATION

THEORY :

Unit-1 : Objectives of interior decoration - Principles of designs, their application in hotel industry.

Unit-2 : Colours - colour harmonies, association of colours and their application in the various areas of the hotel industry.

Unit-3 : Flower arrangements - Western and Eastern styles. Guidelines on preserving freshness of flowers and arrangements for different occasions.

Unit-4 : Furniture & its arrangements, selection of furniture, types of furniture.

Unit-5 : Soft furnishings - Curtains, cushions, bedspread.

Unit-6 : Floor Finishes - floor coverings.

Unit-7 : Selection of furnishing fabrics.

Unit-8 : Glossary of art forms - as rangoli, flower carpet, design, dry flower arrangements, wall hangings of different types.

HYGIENE & HOTEL MAINTENANCE

HYGIENE - THEORY :

- Unit-1 : Definition of Hygiene, positive good health, personal hygiene in detail. Care of skin, hair, hands feet, teeth, prevention of body odour. Choice and care of clothing including shoes. Importance of health and personality, cleanliness, good grooming.
- Unit-2 : Garbage disposal - different method advantages and disadvantages.
- Unit-3 : Types of bacteria, favourable conditions for their growth, definition of first aid, golden rules of first aid, care of cuts, wounds and bandages.
- Unit-4 : Food poisoning - causative factors and response of House Keeping staff to such eventualities.
- Unit-5 : Hygiene of the establishment - Design of department, washable floors & walls, good ventilation, smooth flow of work, prevention of over crowding elimination of dark corners, crevices or cracks Cleaning of equipment and personal tools immediately after use and obligation of all food service employees.

HOTEL MAINTENANCE - THEORY

- Unit-1 : Fire extinguishers - various types of extinguishers, their use and application.
- Unit-2 : Laundry Equipments - Study of different types of laundry equipments eg. : washing machine, hydro-extractor, boiler calendaring machine and steam press.
- Unit-3 : Water and Sanitation - Hard & soft water, use of water softners, construction and working of flushing cistern, water closets, urinals, water taps (bib & pillar), water traps & seal.
- Unit-4 : Lighting - types and their use in different areas of the hotel.

HOTEL MAINTENANCE - PRACTICALS :

- Replacement of different types of fuses.
- Replacing of electric bulb, cleaning of lamp fittings.
- Fault finding and replacement of fluorescent tubes.
- Wiring of plug pin and plug socket.
- Study of flush tanks including replacement of parts.
- Study of water taps, reasons of water leakage, removal and washers.

BUSINESS COMMUNICATION - (THEORY)

- Unit-1 : Introduction - Definition, objectives, principles of effective communication and the importance of good communication.
- Unit-2 : Types of communication - formal, informal, verbal, written, horizontal, vertical.
- Unit-3 : Essentials of good business letter and types of letters Official, D.O.
- Unit-4 : Letter writing - Circular, Memo, Notice, U.O. Note, applications Bio-data (C.V.) covering letter, Invitations, Greetings, Apologies.
- Unit-5 : Use of telephone, fax, taking telephonic orders, telephone etiquette's.
- Unit-6 : Communication with guest and Body language.

COMPUTER APPLICATIONS IN BAKERY

(to be taught in practical classes)

- Unit-1 : Computer fundamentals
History
Information concepts and processing
Elements of a computer processing system
Hardware, features and uses
Input/output devices
Software concepts
- Unit-2 : Application of computers in generating room status reports.

TEACHING AND EXAMINATION SCHEME FOR DIPLOMA IN FRONT OFFICE OPERATIONS

Eligibility	:	Senior Secondary 10+2 or equivalent with knowledge of English
Title	:	Diploma
Duration	:	One Year + six months in industrial traing
Teaching Hour per week	:	35
No. of weeks of effective teching	:	36
Industrial training	:	24 weeks

Sl. No.	Subject	Distribution of Time			Distribution of Marks				MTS	
		Hours per Week			Council's Exam				Th	Pr
		TH	PR	Total	TH	Total	Pr	Hrs		
1.	Front Office Operation	05	10	15	100	03	100	03	20	-
2.	Principles of Account	04	-	04	100	03	-	-	20	-
3.	Hotel Accounts	03	-	03	100	03	-	-	20	-
4.	Business Communication & Office Orgn.	03	02	05	50	02	50	02	10	10
5.	Computer Awareness	-	06	08	50	02	50	01	20	-
	Total	17	18	35	400	13	200	06	90	10

Pass (Theory) - 35%

Grand Total : 700

Pass (Practical) - 40%

Aggregate - 40%

Council's Examination:

TH : Marks for Council Examination theory marks

PR : Marks for external Practical

MTS : Mid term sessionals

FRONT OFFICE OPERATION

THEORY :

- Unit-1 : Introduction to the hotel world and tourism industry. Classification of hotel and numbering of rooms. Front Office organization, layout, planning, furniture and equipment, staffing pattern-according to sizes and types, rules of the house for Front Office staff, duties and attributes of different level of staff, basic terminology used in the front office of a hotel, coordination and communication between the Front Office and the other departments.
- Unit-2 : Reservation - Basic definition, modes of room reservation and source of hotel booking, system of room reservation, conventional density, different records, dairies, forms, etc. used for recording room reservation, filling system for reservations-whitney, introduction to computerized reservation system.
- Unit-3 : Reception - Receiving, registration and rooming of the guest on arrival. Rooming of VIP and VVIP guests and group arrivals, contractual terms between hotel and guest, record registers, forms, etc. required in the reception office, functions and operation of the room rack and other equipment at the reception counter, dealing with walk-in guests with scanty baggage, procedure of crew arrival and lay over passengers, change of guest handling and control, use and function of the key rack, handling of messages and enquiries for the guest, calculating room occupancy reports, house keeping occupancy reports.
- Unit-4 : Information about the hotel and city postal regulation, important modes of travel and allied information, (wild life in India, shopping, monuments, festivals of India), function of the ITDC, name and addresses of important travel agents and airlines offices, reading of train and air time schedules, currencies, names and equivalent values, passports, types of visas, preparation of itinerary.
- Unit-5 : Cash billings - various systems of maintaining guest accounts, reports and cashier desk, departure procedure, credit and discounts in hotels, handling of credit cards, travelers cheques, travel agents coupons and airline vouchers, foreign exchange regulations in the hotels regarding payment of hotel bills by foreigners and NRIs, handling of guest valuables.
- Unit-6 : Communications - Knowledge of PBX, EPABX, handling the telephone, important telephone numbers, reading of directories, phonograms, method of operation of e-mail, fax, facsimile, mobile phones, public address system and accessing web sites.

Unit-7 : The Lobby Manager's Desk - Functions of the Lobby Manager, forms and registers required, handling of any unusual event like theft, fire, accident, death, skippers, scanty luggage guests, etc. handling guest complaints and problems.

Unit-8 : Paging procedures, conventional and use of technology, handling guest baggage during check-in and check-out time, use of the bell desk with the reception, miscellaneous.

Unit-9 : Caring for guests :- their needs, arranging tickets, organizing sight seeing and transport, arranging safe custody of valuables and handling of emergencies, seeing off guests.

PRACTICALS :

Practice of standing behind the reception counter, practice of handing telephone and PBX, PABX, EPABX, Fascimile, e-mail and internet access. Handling of guest complaints, mail handling, handling room keys, messages knowledge of postal rates, local and international. Practice of entries of different books, diaries and forms used at reception desk.

Handling of visitors property, preparation of guest bills and V.T.L. (visitor tabular ledger). Computer systems of accounting, knowledge of local sight seeing, reading train, plane and bus time tables, telephone, accepting of credit cards and traveler cheques. Practice of preparing the itinerary, booking of trunk calls, writing of telegrams with the help of international telegraphic codes. General awareness about your country and culture. Currencies and conversion rates. Cash and TC's.

PRINCIPLES OF ACCOUNTING

Unit-1 : Terms used for accounting, definition of book-keeping and objects. Principles of double entry system of accountancy and its advantages.

Unit-2 : Book of original entry - Journal, rules and practice on journalizing transactions.

Unit-3 : Cash book - simple, 2 columns and 3 columns, handling cheques, endorsement, crossing and cheques and dishonouring. Bank reconciliation statement.

Unit-4 : Subsidiary books - records of credit purchases, credit sales purchases returned, sales returns, debit note, credit note, journal proper.

- Unit-5 : Ledger :- Its posting, balancing and closing of accounts practice on posting entries.
- Unit-6 : Preparation of final accounts - trial balance, trading and profit and loss account, balance sheets, adjustment of closing stocks.
- Unit-7 : Depreciation - meaning, causes, fixed instalments and diminishing balance method.
- Unit-8 : Capital and revenue, calculations relating to percentage exchange, conversions, discounts, allowances.

HOTEL ACCOUNTING

- Unit-1 : Introduction - Need for uniform Hotel Accountancy system.
- Unit-2 : Revenue and non-revenue producing department of the hotel.
- Unit-3 : Sales record and control of minor revenue producing departments.
- Unit-4 : Fixing of room rates and basis of charging room rents and uniform system of accounting.
- Unit-5 : Visitor tabular ledger and guest weekly bill. Types of ledgers used in hotels. NCR billing machines and its uses and introduction to computerized accounting system.
- Unit-6 : Operating and accounting ratios.
- Unit-7 : Night auditor's duties and responsibility and generation of night audit reports.

BUSINESS COMMUNICATION AND OFFICE ORGANISATION

BUSINESS COMMUNICATION

SYLLABUS - (Theory) :-

- Unit-1 : Introduction - Definition, objectives, principles of effective communication and the importance of good communication.
- Unit-2 : Types of communication - formal, informal, verbal, written, horizontal, vertical.
- Unit-3 : Essentials of good business letter and types of letters Official, D.O.
- Unit-4 : Letter writing Circular, Memo, Notice, U.O. Note, applications Bio-data (C.V.) covering letter, Invitations, Greetings, Regrets.

Unit-5 : Telegrams, Phonograms, Trunk Calls, STD, ISD, Registered, Insured and UPC letters.

Unit-6 : Use of Modern office equipment and gadgets.

PRACTICAL-BUSINESS COMMUNICATION :

1. Holding Conversations :-
 - While receiving a guest and giving him information or clarifications, special attention to VIPs.
 - While placing and receiving orders.
 - While Felicitation, Confirmation, Regrets and Apologies.
 - While checking, investigating and enquiry.
 - While with officials, guests & colleagues.
2. Organising group discussions and meetings.
3. Perfection in use of body language.

PRACTICALS-OFFICE ORGANISATION

1. Testing, typing skills based in the syllabus.
2. Filling and indexing.
3. Handling of telephone, fax, internet, photocopier, computers.

COMPUTER APPLICATIONS

Practicals :

Unit-1 : Computer fundamentals

History

Information concepts and processing

Elements of a computer processing system

Elements

Hardware, features and uses

Input/output devices

Software concepts.

Unit-2 : DOS Commands :

Classification of Dos Commands.

DOS Conventions for file names.

Executing simple DOS Commands

Creating directories

Unit-3 : Introduction to Windows and use of MS-Office, with special concentration on MS-Word & MS-Excel.

Unit-4 : Application of computers with reference to Front office Operations and billing, (each Institute shall outsource the software for simulation exercises.)

Unit-5 : Use of computers for accounting records and controls.