



DIPLOMA IN HOTEL MANAGEMENT & CATERING TECHNOLOGY

DIPLOMA FIRST SEMESTER

Subjects	Teaching Scheme		Examination Scheme							
	Theory Hrs	Prac. per week	Sub. Code	Theory			Ex H or s	Practical		
				Marks				Marks		
				Internal	External	Total		Internal	External	Total
<u>THEORY</u>										
GENERAL ENGLISH	3	-	VRU 0101	15	35	50	2	-	-	-
FOOD SCIENCE	2	-	VRU 0102	25	75	100	3	-	-	-
PRINCIPLES OF ACCOUNTING	2	-	VRU 0103	25	75	100	3	-	-	-
BASIC FOOD PRODUCTION, BAKERY AND CONFECTIONERY	3	4	VRU 0104	25	75	100	3	-	-	-
BASIC FOOD AND BEVERAGE SERVICE	3	4	VRU 0105	25	75	100	3	-	-	-
BASIC FRONT OFFICE OPERATIONS	3	2	VRU 0106	25	75	100	3	-	-	-
BASIC HOUSE KEEPING OPERATIONS	3	2	VRU 0107	25	75	100	3	-	-	-
<u>PRACTICAL</u>										
FRENCH VIVA	3	-	VRU 0108	-	-	-	3	25	75	100

VRU 0101

GENERAL ENGLISH

UNIT-I

Grammar- Parts Of Speech-Tenses-Voice

UNIT-II

Sentence structure-Sentence corrections

UNIT-III

Cloze passage-Hints Development

UNIT-IV

Letter writing-Formal & Informal letters

UNIT-V

Comprehension Passages

REFERENCE BOOKS

Alexandra AtepaevaDebbie EversLoes van GijnBianca de Ruiter

VRU 0102

FOOD SCIENCE

UNIT-I

Importance with relation to food handling preparation and service. Micro Organisms-Classification. Bacteria-Size, Shape, reproduction, beneficial and harmful effects

Yeasts-size, shape, reproduction, beneficial effects.

UNIT-II

Food Preservation

Methods and principles of food preservation.

Food Poisoning –Staphylococci, botulism & clostridium perfringens, Symptoms, illness prevention

UNIT-III

Colloids

Types and factors affecting colloidal solutions

Emulsions

Types and theory of emulsion

Food emulsions

UNIT-IV

Changes taking place during cooking, Carbohydrates

1. Gelatinization 2. Dextrinisation 3. Retro gradation

Proteins

1. Denaturation, Coagulation 2. Functional Properties 3. Commercial Uses

Fats and Oils

1. Rancidity

2. Flavour Reversion

3. Refining, hydrogenation, winterization

4. Commercial uses of fat

UNIT-V

Browning

Types of Browning

Prevention of browning

REFERENCE BOOKS

1. Food Science & Nutrition – Sunetra Roday

2. Food hygiene and Sanitation - Sunetra Roda

3. Food Science- Potter and Hotchkin

VRU 0103

PRINCIPLES OF ACCOUNTING

UNIT-I

Definition of accounting-need for accounting-book keeping-objectives of book keeping

Double entry system-meaning-advantages-concepts-classification of accounts

UNIT-II

Journal-meaning-advantages-problems-ledger-meaning-problems-subsidary books

UNIT-III

Trial balance-problems-cash book-single column -double column cash book

UNIT-IV

Final Accounts(Trading profit and loss A/C and balance sheet) with adjustments-closing stock, prepaid expenses, outstanding expenses and income, depreciation.

UNIT-V

Calculation of P/V ration, breakeven point, margin safety.

REFERENCE BOOK

Hotel Accounting & Financial Control-Ozi D' Chunha & Gleson Ozi d' Chunha

VRU 0104

BASIC FOOD PRODUCTION, BAKERY AND CONFECTIONERY

UNIT I

Culinary History

Origin of Modern Cookery

Equipment Knowledge and development

Hygiene in Kitchen

Personal Hygiene

UNIT II

Kitchen Brigade and Staffing Co-operation with other departments

Aims & Objectives of cooking

Attitudes and behaviour inside a kitchen

Levels and Skills

Perishables and non-perishables

Storage temperatures

UNIT III

Various fuels, advantages & disadvantages

Energy conservations

Textures

UNIT IV

Classification of raw materials

1. Salt, Liquid, Sweetening
2. Salts & oils
3. Thickening agents
4. Eggs
5. Herbs
6. Spices
7. Condiments
8. Various textures, stock, sauces, soups, derivatives of sauces

UNIT-V

Methods of Cooking (Radiation, Convection, Conduction)

Moist method, dry heat, helps of fat.

REFERENCE BOOK

Theory of Cookery, the Art of Culinary Preparations

VRU 0105

BASIC FOOD AND BEVERAGE SERVICE

UNIT I

CLASSIFICATION OF F & B OPERATIONS

- Commercial-hotels , motels ,restaurant , private hospitals ,resorts, pubs, sank bars ,discotheques ,fast food restaurants ,parlours ,airlines, rail, sea catering ,mobile catering
- Welfare (industrial-factories, offshore, project site: Institutional- student, hostel, armed forces catering hospitals, noon meal scheme)
- Career opportunities

UNIT II

- Different f and b service outlets
- Stand alone restaurants, coffee shop, room service, banquets, bar, bar-b-que, discotheque, off premises catering, take away, home delivery, chain of restaurants and tea boutiques.

UNIT III

- Staff hierarchy of the various F&B service, their duties and responsibilities.
- Attributes of food and beverage service personnel
- Departmental relationship(within F&B and with other departments)

- Co-operation, co-ordination, communication
- Basic principles of psychology to understand
 - Guests behaviour and immediate requirements
 - Management's expectations

UNIT IV

- Classification and enumerating of service equipment with brand names
- Furniture, Linen, Crockery, Flatware, Cutlery, Hollow ware, Glassware, Disposables, Chaffing dishes, Side board

Items of specialist equipments

- asparagus holder, butter knife, pastry slice, caviar knife, oyster fork, fruit knife, pastry fork
- nut cracker
- corn-on-the-cob-holder
- grape scissors
- lobster pick
- grape fruit spoon
- ice cream spoon
- snail fork
- sundae spoon
- silver showers
- cheese knife
- preserve spoon
- snail tong
- mustard spoon
- snail dish
- sugar tongs
- hors d'oeuvre trolley/tray
- sizzler
- parfait spoon
- pizza pan and cutter
- noodles tong

UNIT V

FOOD AND BEVERAGE SERVICE AREAS

Restaurant pantry or still room-layout and equipment & use Silver room or plateroom-

layout & equipment & use
Hot section-layout & equipment & use

REFERENCE BOOKS

1. Mastering restaurant service-H.L.craschnell and G>Nobis
2. Food abd beverage training manual-Sudhir Andrews
3. The waiter-fuller and curie
4. Food and beverage service-D.R.Lilicrap
5. Modern restaurant service –John fuller
- 6.Essential table service-John fuller
7. Food and beverage management-Bernard Davis
8. Professional food service management- Habisthayar

VRU 0106

BASIC FRONT OFFICE OPERATIONS

UNIT I

Introduction to Hospitality & Hotel Industry

Historical background of hospitality industry
American Inns & English Inns
International and Domestic hotel chains
Introduction and growth of hotel industry in India

UNIT II

Classification of hotels

1. Size, Location
2. Length of Stay
3. Facilities offered
4. Types of Plan – European plan, American plan, modified American plan, continental plan & Bermuda plan

UNIT III

Levels of service

1. world class service
2. mid-range service
3. Economy/limited service

Ownership and affiliation

1. independent hotels
2. chain hotels

3. franchise and referral groups

UNIT-IV

Types of room – single, double, twin, suites, penthouse, cabana, studio, duplex, cottage, interconnecting, adjacent, efficiency

UNIT V

Importance of front office

Layout of front office

Hierarchy of Front Office staff for medium and large size hotels

Duties and responsibilities of front office staff

Attributes of front office staff

REFERENCE BOOKS

1. Hotel Front Office Management – James.A. Bardi
2. Front Office Management – S.K. Bhatnagar

VRU 0107

BASIC HOUSE KEEPING OPERATIONS

UNIT-I

Introduction to Hospitality

- Classification of Hotels
- Hotel divisions & departments

UNIT-II

Role of Housekeeping in Hospitality

- Housekeeping Organisational structure (small, medium & large)
- Duties & responsibilities of housekeeping staff
- Housekeeping personnel
- Personal Qualities of Housekeeping staff
- Layout of Housekeeping Department
- Co-ordination of Housekeeping with other departments

UNIT-III

Rooms

- Types of rooms
- Knowledge of rooms
- Types of Services offered
- a) Morning service b) Evening or Turndown service
- c) Second service d) Freshen –up-service
- e) Baby sitting f) Valet Service

- g)Supplies on request h)Minibar Service

UNIT-IV

Floor Pantry

- Layout of Floor Pantry, Functions, Maid's cart

UNIT-V

Guest Floor Operations'

- Rules on guest floor
- Entering the guest room
- Step-by-step room cleaning procedure

- Bed making procedure, Bed sizes
- Standard supplies in guestrooms & VIP rooms

REFERENCE BOOKS

Hotel Management and Operations - Michael J. O'Fallon, Denney G. Rutherford

VRU 0108

FRENCH VIVA

UNIT-I

Introduction to the language, alphabets and pronunciation of the word

UNIT-II

Accents used in French, Greetings

UNIT-III

Numbers 1 to 50

UNIT-IV

Self introduction, presenting and introducing other person.

UNIT-V

Name of vegetables, fruits and meats, Name of the sea foods.

Name of kitchen professionals, utensils, and Family members

REFERENCE BOOKS

Bonsoir Lune - by Margaret Wise Brown

DIPLOMA SECOND SEMESTER

Subjects	Teaching Scheme		Examination Scheme							
	Theory Hrs	Prac. per week	Sub. Code	Theory			Ex H ors	Practical		
				Marks				Marks		
				Internal	External	Total		Internal	External	Total
<u>THEORY</u>										
ENGLISH AND COMMUNICATION	2	-	VRU 0201	25	75	100	3	-	-	-
NUTRITION	3	-	VRU 0202	25	75	100	3	-	-	-
BASICS OF COMPUTER	2	-	VRU 0203	15	35	50	3	-	-	-
HOTEL ENGINEERING AND MAINTENANCE	2	-	VRU 0204	25	75	100	3	-	-	-
FOOD PRODUCTION AND PÂTISSERIE – I	3	-	VRU 0205	25	75	100	3	-	-	-
FOOD AND BEVERAGE SERVICE – I	3	-	VRU 0206	25	75	100	3	-	-	-
FRONT OFFICE OPERATIONS - I	3	-	VRU 0207	25	75	100	3	-	-	-
ACCOMMODATION OPERATIONS - I	3	-	VRU 0208	25	75	100	3	-	-	-
<u>PRACTICAL</u>										
FOOD PRODUCTION AND PÂTISSERIE LAB – I	-	4	VRU 0209	-	-	-	3	25	75	100
FOOD AND BEVERAGE SERVICE LAB – I	-	2	VRU 0210	-	-	-	3	25	75	100
FRONT OFFICE OPERATIONS LAB – I	-	2	VRU 0211	-	-	-	3	25	75	100
ACCOMMODATION OPERATIONS LAB – I	-	2	VRU 0212	-	-	-	3	25	75	100
BASICS OF COMPUTER -- LAB	-	2	VRU 0213	-	-	-	3	15	35	50

VRU 0201

ENGLISH AND COMMUNICATION

UNIT-I

Business Communication-Definition-Types-Barriers

UNIT-II

Etiquette and manners-Table Manners

UNIT-III

Telephone Etiquette

UNIT-IV

Essay writing (topics can be given on current events, social issues or anything related to the hotel industry)

UNIT-V

Report Writing

REFERENCE BOOKS

Alexandra Atepaeva Debbie Evers Loes van Gijn Bianca de Ruiter

VRU 0202

NUTRITION

UNIT-I

Definition, Nutrients, Importance

Functions of food to man

Classification of food

UNIT-II

Carbohydrates, proteins, fats-classification, functions, sources, deficiency & excess

Water-importance, water balance, ORT

UNIT-III

Vitamins-fat soluble vitamins and water soluble vitamins

Functions, sources, deficiency

UNIT-IV

Calcium, Iron, iodine, potassium, fluorine & sodium

Functions, sources, deficiency

UNIT-V

Digestion & Absorption

Food adulteration-types, common adulterant, detection

REFERENCE BOOKS

1. Food Science & Nutrition – Sunetra Roday
2. Text book of Food ,Nutrition & Dietetics – M.Raheena Begum
3. Fundamentals of Food & Nutrition – Sumathi R Mudambi

VRU 0203

BASICS OF COMPUTER

UNIT I

Introduction to computers – Definition, Advantages & disadvantages, classification of computers; Hardware- defining hardware, components of computer, block diagram of computer; input devices- output devices- Software concepts – Application Software, System Software; Operating System - OS Classification – Language Classification - Language Processors.

UNIT II

MS DOS – Introduction - Loading of DOS into main memory (Booting) , Files and File Naming Conventions ; Types of DOS Commands – internal commands (dir, date, time copy, del) , external commands (format, label, disk copy, disk comp, tree) - wild cards.

UNIT III

Microsoft Word 2000 – Starting Word 2000 – Composing a simple document – Editing a document – Saving a document – Previewing and printing document – Closing document – Opening a document – Creating a new document – Closing the word application – selecting text (mouse, keyboard) – Deleting text –Finding and Replacing text – Copying and Moving Text – Changing Fonts and Point Size – Margins, Tab Stops, Line Spacing, and Alignment – Headers and Footers – Page Breaks and Section Breaks – Previewing a Document – Printing a Document.

UNIT IV

Microsoft Windows I – Knowing Objects of Windows (The Desktop, Task Bar, Start Button, My Computer, Recycle Bin, Starting an Application, My Document, My Briefcase, Control Panel, Windows Explorer); Important Functions – To open a File or Folder, To open a File you have used recently, To copy a File or Folder

from one disk/folder to another, To change the name of a File or Folder, To delete a File or Folder, To find a File or Folder,

UNIT-V

To see what's on your Computer, To change the background of the Desktop, To set up a Screen Saver, To adjust the rate at which the Cursor Blinks, To send a File or Folder to a Disk, To move a File or Folder, Creating a Shortcut, To put a shortcut on the Desktop, To create a folder, To add a program to the Start or Programs Menu, To add a new Font to your computer, To adjust the playback volume.

PROJECT WORK

Reference Books: 1. Fundamentals of Computers & Information Technology, by A.Jaiswal.
2. Foundations of Information Technology, D.S.Yadav

VRU 0204

HOTEL ENGINEERING AND MAINTENANCE

OBJECTIVE: To understand the function of the Engineering department and its integration in the overall operation and management of the hotel.

UNIT-I

Types of Maintenance—

- Preventive and Breakdown,
- Comparisons,
- Contract maintenance,
 - Advantages and disadvantages,
 - Types of contract,
 - Price rate,
 - Jumpsum contract,
 - Rate contract,
 - Service contract.

UNIT-II

Equipment Replacement Policies—

- Circumstances under which equipment are generally replaced—
 - Inadequacy.
 - Obsolescence.
 - Excessive maintenance,
 - Declining efficiency,

UNIT-III

Waste Disposal

- Disposal of waste various methods.
- Sewage treatment plant.

UNIT-IV

Pollution Control

- Water Pollution,
- Sewage Pollution,

- Air Pollution and Noise pollution related to hotel industry.

UNIT-V

Energy Conservative

- Energy conservative methods in different departments of a hotel.

REFERENCE BOOKS:

1. Practical maintenance and equipment for hoteliers, Licenses and Caterers by D.C. Gladwell – Barrie and rockliff London.
2. Maintenance and Engineering for lodging and food service Facilities by M R Frank D Borcnik –John Wiley and sons, New York.
3. The management of Maintenance and Engineering Systems in Hospitality industry by Frank D Borcnik –John wiley and sons, New York.
4. Management operations Research –M Satyanarayan & Lalitha Raman – Himalaya Publishing House, Bombay, 400004.
5. Managing Hospitality Engineering Systems by Michael H Redlin and David M Stipnuk – The Educational institute of the American Hotel & motel Association.
6. Energy and Water Resources Management by Robert E Aullach –The Education Institute of the American Hotel & Motel Association.

VRU 0205

FOOD PRODUCTION AND PATISSERIE – I

UNIT I

Cuts of Vegetables
Classification of vegetables and fruits
Salad & salad dressings
Mari nations & Marinades

UNIT II

Classification of meat, poultry, game, fish and seafood
Cuts of fish, chicken, lamb, pork, beef and veal and their selections

UNIT III

Egg Cookery, diagram & users
Pulses & Cereals, diagram of wheat
Milk & Milk products

UNIT IV

Milk and Milk Products
Garnishes & accompaniments
Culinary terms

UNIT-V

Indian Garnishes and pastes
Indian thickening agents

Books recommended:-

K.Arora& K.N.Gupta – Theory of cookery
Philip Thangam – Modern cookery for teaching &The Trade (Orient Longmans ltd)
Gisslen wayne – professional cookery (john wiley and sons)
Montage – Larousse gastronomique (Himalaya publishing group)

VRU 0206

FOOD AND BEVERAGE SERVICE - I

UNIT I

Origin of the menu and menu planning objectives

Basis types of menu

Table d hote

A la carte

Buffet

Menu compiling-considerations and constraints

Menu sequence and planning menus

French classical menu-compiling with accompaniments and

Garnishes

Table d' hote menu

A la carte menu

UNIT II

Types of meals

Indian, English, American, continental, healthy breakfast

Brunch

Lunch

Brunch

High tea

Dinner

Supper late night menu

UNIT III

Misc –en-ecene and misc-en-place

Laying covers for different meals and menus (laying ,relaying table cloths and serviette folds)

Rules and procedure for service of a meal

Latest concepts of service

UNIT-IV

Methods of service

French

American

English

Russian

Basics of room service

Basics of banquets

UNIT IV

Classification of non-alcoholic beverages

Stimulating-coffee, tea, cocoa

Refreshing-aerated non-aerated

Nourishing –milk and malt beverages

Simple sales control system

Necessary and function of a control system

REFERENCE BOOKS

1. Mastering restaurant service-H.L.craschnell and G>Nobis
2. Food abd beverage training manual-Sudhir Andrews
3. The waiter-fuller and curie
4. Food and beverage service-D.R.Lilicrap
5. Modern restaurant service –John fuller
6. Essential table service-John fuller

VRU 0207

FRONT OFFICE OPERATIONS - I

UNIT I

Tariff structure

Tariff fixation

Types of rates- standard rate, corporate rate, commercial rate, airline rate, children rate, crib rate, group rate, discounted rate, extra bed rate, family rate.

UNIT II

Equipments used in front office – manual, semi automated, fully automated

Sections in front office, Lobby and Front Office

Cooperation of front office with other departments

UNIT III

Reservations

Importance of reservations

Sources of reservation – corporate clients, tour operators, property direct, F.I.T's, Travel agents.

UNIT IV

Modes of reservation

Types of reservation – guaranteed and non guaranteed reservation

Group reservation, Central reservations system

Reservation confirmation, amendment & cancellation

Forecasting, Overbooking

UNIT V

Registration, receiving the guest

Salesman ship

Pre-registration

Registration of guest – (F.I.T's Groups crew, VIP's VVIP's)

Rooming a guest

Reference Books

1. Hotel Front Office Management – James. A .Bardi
2. Front Office Management – S.K Bhatnagar

VRU 0208

ACCOMMODATION OPERATIONS - I

UNIT-I

Lost & Found Procedure

Keys-Types & Key Control

Files & Registers maintained in HK dept

UNIT-II

CLEANING AGENTS

Basic classification of cleaning Agents

Ph Scale

Hardness of water-hard, soft, temporary & permanent hardness of water

UNIT-III

CLEANING EQUIPMENTS

Basic classification of cleaning equipments

Types of manual & mechanical equipments

Types of vacuum cleaners

Use care & storage of cleaning equipments

UNIT-IV

CLEANING & MAINTAINING PUBLIC AREAS

a) Entrance

f) Guest Corridors

b) Lobbies

g) Public Restrooms

c) Front Desk

h) Banquet Halls

d) Elevators

i) Dining Rooms

e) Staircases

j) Leisure Areas

UNIT-V

CLEANING PROCEDURES

-Types of cleaning

-Routine cleaning

-Weekly cleaning

-Periodic Cleaning

-Spring Cleaning

-Special Cleaning

REFERENCE BOOKS

Hotel Management and Operations - Michael J. O'Fallon, Denney G. Rutherford

VRU 0209

FOOD PRODUCTION AND PATISSERIE LAB – I

1) Cuts of vegetables

Basic stock (Brown, white, fish, vegetable)

Sauces – Basic Sauces

Cream soup – 3 Varieties

Thin soups – 3 Varieties

Thick varieties – 3 varieties

Fish – orly, Colbert, fried in batter, fish cakes, fish Florentine

Entrees – stews, ragout, croquettes, goulash, cutlets, casseroles, scotch eggs,

Shepherds pie, Hamburgers.

Egg cookery - in sheel, in frying pan, in oven

Potato cookery – Boiled, Baked, Fried, Roasted.

Vegetables – Boiled & Sautéed, creamed, fried, Baked,

Salads – at least 3 types of salad dressings.

Sandwiches – 6 varieties

Sweets – cold & hot, Honeycomb mould, Butter scotch, coffee – mousse,

Blancmange, lemon sponge, trifle, bread pudding, cabinet pudding, caramel custard,

baked coconut pudding, college pudding.

Indian

- ❖ Indian rice – 10 varieties
- ❖ Indian breads – 10 varieties
- ❖ Dal – 6 varieties
- ❖ Vegetables – 10 varieties
- ❖ Paneer varieties – 2 varieties – preparation of paneer
- ❖ Meat – 10 varieties
- ❖ Fish – 3 varieties
- ❖ Egg – 3 varieties
- ❖ Snacks – 10 varieties
- ❖ Sweets – 10 varieties

Patisserie

- ❖ Pastry – 4 varieties
- ❖ Yeast goods – 4 varieties
- ❖ Cookies & biscuits – 4 varieties
- ❖ Small cakes – 4 varieties
- ❖ Fruit cakes – 3 varieties
- ❖ Glaze & butter icing

Books recommended:-

K.Arora& K.N.Gupta – Theory of cookery

Philip Thangam – Modern cookery for teaching &The Trade (Orient Longmans ltd)

Gisslen wayne – professional cookery (john wiley and sons)

Montage – Larousse gasrtronomie (Himalaya publishing group)

VRU 0210**BASIC FOOD AND BEVERAGE LAB - I**

1. Familiarisation and handling of equipments
2. Drawing of various types of spoons, forks, sugar pot, coffee pot, tea pot and other small equipments
3. Methods of cleaning and upkeep of silver polishing methods
- 4 .Arrangements of sideboard
5. Laying and relaying of table cloth
6. Laying up of table for various meals and menus
7. Different type of napkin folding
8. Receiving the guest
9. Talking orders
10. Silver service and clearance
11. Service of non - alcoholic beverages
12. Presenting and settling of bills
13. Arrangement and carry of room service trays
14. Frilling

REFERENCE BOOKS

1. Mastering restaurant service-H.L.craschnell and G>Nobis
2. Food abd beverage training manual-Sudhir Andrews
3. The waiter-fuller and curie
4. Food and beverage service-D.R.Lilicrap
5. Modern restaurant service –John fuller
- 6.Essential table service-John fuller
7. Food and beverage management-Bernard Davis
8. Professional food service management- Habisthayar

VRU 0211

FRONT OFFICE OPERATIONS LAB - I

- Students must be aware of uses of all stationeries in front office
- Forecasting of rooms
- Taking reservation, Receiving and registering guests
- Basic Etiquettes, Body language, Communication

Reference Books

Hotel Front Office Management – James. A .Bardi

Front Office Management – S.K Bhatnagar

VRU 0212

ACCOMMODATION OPERATIONS LAB – I

Daily cleaning procedure of the guestroom

Identification of cleaning equipments and cleaning agents

Bed making – evening service

Room Inspection, Linen inventory

Through cleaning of various surfaces

REFERENCE BOOKS

Hotel Management and Operations - Michael J. O'Fallon, Denney G. Rutherford

VRU 0213

BASICS OF COMPUTER - LAB

UNIT I

Introduction to computers – Definition, Advantages & disadvantages, classification of computers; Hardware- defining hardware, components of computer, block diagram of computer; input devices- output devices- Software concepts – Application Software, System Software; Operating System - OS Classification – Language Classification - Language Processors.

UNIT II

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To see what's on your Computer, To change the background of the Desktop, To set up a Screen Saver, To adjust the rate at which the Cursor Blinks, To send a File or Folder to a Disk, To move a File or Folder, Creating a Shortcut, To put a shortcut on the Desktop, To create a folder, To add a program to the Start or Programs Menu, To add a new Font to your computer, To adjust the playback volume.

PROJECT WORK

- Reference Books:**
1. Fundamentals of Computers & Information Technology, by A.Jaiswal.
 2. Foundations of Information Technology, D.S.Yadav

DIPLOMA THIRD SEMESTER

Subjects	Teaching Scheme		Examination Scheme							
	Theory Hrs	Prac. per week	Sub. Code	Theory			Ex H o u r s	Practical		
				Marks				Marks		
				Internal	External	Total		Internal	External	Total
<u>THEORY</u>										
ECONOMICS	2	-	VRU 0301	15	35	50	2	-	-	-
TOURISM	2	-	VRU 0302	15	35	50	2	-	-	-
FOOD AND BEVERAGE MANAGEMENT	2	-	VRU 0303	25	75	100	3	-	-	-
FOOD PRODUCTION AND PÂTISSERIE - II	3	4	VRU 0304	25	75	100	3	-	-	-
FOOD AND BEVERAGE SERVICE II	3	2	VRU 0305	25	75	100	3	-	-	-
FRONT OFFICE OPERATIONS II	3	2	VRU 0306	25	75	100	3	-	-	-
ACCOMMODATION OPERATIONS II	3	2	VRU 0307	25	75	100	3	-	-	-
<u>PRACTICAL</u>										
ENGLISH VIVA VOCE - I	3	-	VRU 0308	-	-	-	3	25	75	100
FRENCH VIVA VOCE - II	3	-	VRU 0309	-	-	-	3	25	75	100

**VRU 0301
ECONOMICS**

UNIT-I

Introduction- Wealth and welfare definition- Basic problems in economics.
Economic systems-capitalism-socialism-mixed economy

UNIT-II

Micro and macro Economics
Difference between micro and macro economics

UNIT-III

Factors of production-characteristics of land- Labour -division of labour capital-
Characteristics of capital- organization -functions of entrepreneur

UNIT-IV

Meaning of demand-factors influencing demand-demand schedule-elasticity of
demand-types of elasticity of demand

UNIT-V

Functions of central Bank and commercial Bank-Role of MNC in Hotel

REFERENCE BOOK

Managerial Economics - Sundaram

**VRU 0302
TOURISM**

UNIT-I

Scope of Tourism development
Composition of Tourism industry
Growth of Tourism

UNIT-II

Element of tourism
Characterisation of tourism
Basis of tourism
Tourism promotion, Concepts of tourism

UNIT-III

Types & forms of tourism

UNIT-IV

Tourism Marketing policy
Marketing & tourism policy
Advertising & sales promotion
The marketing policy
Tourism product
Factors obstructing travel trade
Demand for travel
Tourist transport travel trade
Hotel marketing

UNIT-V

Tourism promotion, Price of product
Tourist market
Characterisation of travel market
Classification of travelers

REFERENCE BOOK

The Routledge Handbook of Tourism and the Environment

Edited by **Andrew Holden, David Fennell**

VRU 0303

FOOD AND BEVERAGE MANAGEMENT

UNIT-I

Fundamentals of marketing

Overview of service sector and hospitality –the hotel and catering industry-
definition of marketing –the marketing concept –methods of marketing research-
sources of information-key concepts and models of consumer behavior-market
segmentation potential and target markets, value and life style.

UNIT-II

Planning marketing strategy

Objectives-forecasting-determining constraints-formulation of policies and plans
development of strategies-differentiation and segmentation

UNIT-III

Introduction to the marketing mix

Product

Definition of product and service –the hotel product and its components of
physical aspects, service and image –new product development-brand names –
overview of a marketing plan-product life cycle-product differentiation in hotel
and catering industry

UNIT-IV

Price

Principles of prices-influences upon prices decision making-prices techniques-
initiating price changes-cost oriented pricing strategies

UNIT-V

Distribution

Scope of distribution –channel functions and flow organization patterns in hospitality marketing channels-location of services-current trends in hotel and catering industry

Promotional activities

The role of promotion-promotion mix in terms of advertising/selling/sales promotion/direct mails/sponsorship/merchandising/public relations/publicity-communication problems-budgeting and promotion mix

Reference books:

- Principles of food, beverage and labor cost control-Paul R . Dittma, Jerald G.Giffin
- Profitable food and beverage management-Hodder and Stoughton
- Strategic questions in food and beverage management-Roy and wood
- The management of food and beverage management-Jones and erricks
- Cost management for food and beverage operations-Paul Morrison, Hein ruys and Brian Morrison
- The food and beverage manager-Paul Culler

VRU 0304

FOOD PRODUCTION AND PATISSERIE - II

UNIT-I

Classical Indian National Cookery & Modern Development

Study of Main Regions

North

South

East

West

UNIT-II

Indian Staple foods and Indian Spices

UNIT-III

Main dishes used in breakfast cookery

UNIT-IV

Main meals and snacks

UNIT-V

Specific Equipment used in Quantity food Production

Indenting

Factors involved in indenting

Difficulties involved in indenting

Books recommended:-

K.Arora& K.N.Gupta – Theory of cookery

Philip Thangam – Modern cookery for teaching &The Trade (Orient Longmans ltd)

Gisslen wayne – professional cookery (john wiley and sons)

Montage – Larousse gasrtronomique (Himalaya publishing group)

VRU 0305

FOOD AND BEVERAGE SERVICE - II

UNIT-I

Introduction to beverages –definition, classification of beverages-

UNIT-II

Introduction to wines definition of wines, classification of wines-table, fortified and sparkling, process of manufacture on red wine and white wine.

UNIT-III

Wine maker's calendar-
vinification,harvesting,destalking,crushing,pressing,fermentation-
racking,fining,ageing,and bottling.

UNIT-IV

Wine growing regions, countries-France, Italy, Germany, Spain, America, Portugal, Australia with examples of wines from each country alcoholic percentage

UNIT-V

Beer-ingredients used in the manufacture of beer-brewing process, fermentation-
top and bottom fermentation, classification, types of beer with examples and
alcoholic percentage.

REFERENCE BOOKS

1. Mastering restaurant service-H.L.craschnell and G>Nobis
2. Food abd beverage training manual-Sudhir Andrews
3. The waiter-fuller and curie
4. Food and beverage service-D.R.Lillicrap
5. Modern restaurant service –John fuller
- 6.Essential table service-John fuller
7. Food and beverage management-Bernard Davis

8. Professional food service management- Habisthayar

VRU 0306

FRONT OFFICE OPERATIONS - II

UNIT I

Registration Process
Systems of Registration
Register and Files maintaining

UNIT-II

Group Arrival
Guest History Card
Express Check In
C Form

UNIT III

Information Service
Mail
Messages
Room Key Control
Local Information

UNIT IV

Bell Service
Bell Captain
Area Layout and Staff
Luggage Handling

UNIT-V

Paging
Files Maintaining
Door and Car Parking Service

REFERENCE BOOKS

Front Office Management – S.K. Bhatnagar

Front Office Procedures – Michael L. Kasavana

VRU 0307

ACCOMMODATION OPERATIONS - II

UNIT-I

COMPOSITION, CARE & CLEANING OF DIFFERENT SURFACES:

- Floors & floor coverings –basic classification
- Wall & wall coverings
- Carpets –types & construction & selection points

UNIT-II

SAFETY AND SECURITY

- Fire prevention and control
- Accident prevention
- Security measures
- Health
- Emergency procedures

UNIT-III

PEST CONTROL

- Definition of Pest control
- Common Pests in hospitality industry
- Prevention & Control of Pests
- Responsibility of housekeeping in Pest Control

UNIT-IV

LIGHTINGS & LIGHTNING SYSTEMS

- Types of lighting
- Lighting Intensity in different area, Types of lights

UNIT-V

SPECIAL DECORATIONS

- Occasions for special decorations
- Materials Used, Theme decorations

REFERENCE BOOKS

Hotel Management and Operations - Michael J. O'Fallon, Denney G. Rutherford

VRU 0308

ENGLISH VIVA VOCE - I

UNIT-I

Phonetics-Pronunciation

UNIT-II

Self introduction-Introducing others

UNIT-III

Reading skills-Rapid reading techniques

UNIT-IV

Conversation

UNIT-V

Extempore speech

REFERENCE BOOKS

Alexandra Atepaeva Debbie EversLoes van GijnBianca de Ruiter

VRU 0309

FRENCH VIVA VOCE - II

UNIT-I

Presentation-conversation in hotel etiquette, reservation.

UNIT-II

Name of the kitchen utensils, French dishes, Hotel & Kitchen Professionals

UNIT-III

List of Names Professions, Countries and their Nationalities. Numbers 50-100

UNIT-IV

Name of vegetables, fruits and meats – Used in Hotel Industry.

UNIT-V

Name of the sea foods – Used in Chain Restaurants.

REFERENCE BOOKS

Bonsoir Lune - by Margaret Wise Brown

DIPLOMA FOURTH SEMESTER

Subjects	Teaching Scheme		Examination Scheme							
	Theory Hrs	Prac. per week	Sub. Code	Theory			Ex Hrs	Practical		
				Marks				Marks		
				Internal	External	Total		Internal	External	Total
<u>THEORY</u>										
PRINCIPLES OF ACCOUNTING	3	-	VRU 0401	25	75	100	3	-	-	-
HOTEL LAW	3	-	VRU 0402	25	75	100	3	-	-	-
FOOD PRODUCTION AND PATISSERIE - III	3	-	VRU 0403	25	75	100	3	-	-	-
FOOD AND BEVERAGE SERVICE - III	3	-	VRU 0404	25	75	100	3	-	-	-
FRONT OFFICE OPERATIONS - III	2	-	VRU 0405	25	75	100	3	-	-	-
ACCOMMODATION OPERATIONS - III	2	-	VRU 0406	25	75	100	3	-	-	-
<u>PRACTICAL</u>										
ENGLISH VIVA VOCE - II	3	-	VRU 0407	-	-	-	3	25	75	100
FOOD PRODUCTION AND PATISSERIE LAB – II	-	4	VRU 0408	-	-	-	3	25	75	100
FOOD AND BEVERAGE SERVICE LAB – II	-	4	VRU 0409	-	-	-	3	25	75	100
FRONT OFFICE OPERATIONS LAB – II	-	4	VRU 0410	-	-	-	3	25	75	100
ACCOMMODATION OPERATIONS LAB – II	-	4	VRU 0411	-	-	-	3	25	75	100

VRU 0401

PRINCIPLES OF ACCOUNTING

UNIT-I

Depreciation

Meaning and definition of depreciation-causes of depreciation-methods of depreciation-straight line method-written down value method

UNIT-II

Inventory valuation

Introduction-Need-Nature-Purpose of inventory valuation-Inventory costing methods-FIFO-LIFO

UNIT-III

Departmental accounting

Meaning and definition of departmental accounting-Objectives-allocation and apportionment of expenses-Inter departmental transfer-working out problems

UNIT-IV

Analysis of financial statement

Meaning of ratios-Types of ratios-how to calculate it-meaning and uses of fund flow statement –Preparation of Problems in fund flow statement

UNIT-V

Auditing-meaning and definition of auditing-types of auditing-advantages & limitations of auditing

REFERENCE BOOKS:

Principles of accounting – S.N.Maheswari

Advanced accounting- R.C.Gupta

Advanced Accounting- M.C.Shukla and T.S.Grewal and S.C.Gupta

Advanced Accounting- Jain and Narang

VRU 0402

HOTEL LAW

UNIT-1

INTRODUCTION

Law and society

Need for the knowledge of law

Sources of Indian law

Classifications of law

List of licenses and permits required for operating a Hotel/Restaurant and other catering Establishments under various local, state and union laws

Procedure for Procurement, Renewal, Suspension and Termination of licenses

UNIT-II

Evaluation of Mercantile law

The Partnership ACT 1932

The Indian companies Act, 1956

The Sale of goods Act 1930

The Negotiable instruments Act 1881

The Insurance Act 1939

The law of Agency

UNIT –III

The Indian contract Act, 1872

Meaning and definition of Contract

Essential elements of contract

Classification of contract

Time and place of performance

Discharge of contract

Contract of Bailment and pledge

UNIT-IV

Evaluation of Industrial law

The Factories Act, 1948
The Industrial Dispute ACT, 1947
The Employment (standing order act) 1976
The Employees State Insurance Act, 1953
The provident fund Ac, 1952
The Payment of Gratuity Act, 1972
The Bonus Act, 1965

UNIT –V

Manager of Hotel and Owner of lodging house
Paying guest-Premises-Tenant-Tenement
Lien of Inn keeper
The Central committee for food standards
Central food laboratory
Food Inspector and their Powers and duties
Procedure followed by the food inspector

REFERENCE BOOKS

Mercantile law- N.D.Kapoor
Industrial law- N.D.Kapoor

VRU 0403

FOOD PRODUCTION AND PATISSERIE - III

UNIT I

Quantity Food Production

Introduction to Industrial and Institutional Catering

UNIT-II

Staff Organization

Kitchen Layout

Preparation

Cooking Techniques

UNIT -III

Principles of Menu Planning

UNIT-IV

Study of Menus for various types of quality food outlets

UNIT-V

(Industrial, Institutional & Fast food Services) using continental and Indian Dishes in Pallet with Nutrition

REFERENCE BOOKS

The Art of Culinary Preparation.

1. Cooking with Indian Masters – Prashad
2. Modern Cookery – Vol 1 Thangam Philips

VRU 0404

FOOD AND BEVERAGE SERVICE - III

UNIT-I

Spirits-definition of alcohol, whisky, brandy, rum, gin-distillation process

UNIT-II

Whisky-history, types. How whisky made-brandy-how the word came-what is cognac-grapes used for producing cognac with examples-Armagnac-with examples.

UNIT-III

Rum-manufacture, slow and quick fermentation, history of rum with examples. Gin-ingredients used in the manufacturing of well known brands. Vodka-well known brands and area of production and other spirits.

UNIT –IV

Liquors –types with flavours, definition.

UNIT-V

Cocktails-history-aperitif, definition of cocktail, names of cocktail with different spirit base.

REFERENCE BOOKS

1. Mastering restaurant service-H.L.craschnell and G>Nobis
2. Food and beverage training manual-Sudhir Andrews
3. The waiter-fuller and curie
4. Food and beverage service-D.R.Lilicrap
5. Modern restaurant service –John fuller
- 6.Essential table service-John fuller
7. Food and beverage management-Bernard Davis
8. Professional food service management- Habisthayar

VRU 0405

FRONT OFFICE OPERATIONS - III

UNIT I

Telephone Operating
Telephone Procedures
Telephone Manners

UNIT II

Check out
Departure Procedure
Methods of settling accounts

UNIT III

Cashier Report
Express Checkout

UNIT IV

Operating Modes – Manual, Semi automated, Fully Automated

UNIT V

Types of Accounts
Safety Deposit

REFERENCE BOOKS

Front Office Management – S.K. Bhatnagar
Front Office Procedures – Michael L. Kasavana

VRU 0406

ACCOMMODATION OPERATIONS - III

UNIT-I

LINEN & LINEN ROOM

Classification of linen

-Linen sizes

-layout of Linen Room

-Linen Room activities

Linen selection points

Linen storage conditions

-Par stock

UNIT-II

Linen Control, Linen exchange

Linen Register, stock taking procedure, Linen Discard

Linen Heir-advantages and disadvantages

UNIT-III

LAUNDRY

-Layout of Laundry

-On Premises Laundry (OPL)

-Laundry Flow Process-stages on washing

-Commercial Laundry-advantages & disadvantages

-Guest Laundry Procedure (Valet service)

-STAINS & STAIN REMOVAL

UNIT-IV

FIBRES

-Definition of Fiber

-Classification of Fiber

-The origin, characteristics & use of each in the hotel

-Fibers, Filaments , Yarns & Ply

UNIT-V

FABRICS

-Construction of fabrics-woven ,knitted ,bonded
-Types of weaves-plain, twill, satin, sateen ,velvet, velveteen ,figured(damaste)
hering bone weaves.

REFERENCE BOOKS

Hotel Management and Operations - Michael J. O'Fallon, Denney G. Rutherford
VRU 0407

ENGLISH VIVA VOCE - II

- Public speaking
- Debate
- Group discussion
- Interview skills
- Paper presentation

REFERENCE BOOKS

Alexandra AtepaevaDebbie EversLoes van GijnBianca de Ruiter

VRU 0408

FOOD PRODUCTION AND PATISSERIE LAB – II

Method of cooking meat and poultry

Tandoori Chicken

Stewered – Roast on split

Minced

Stewed

Method of cooking fish

Roast on split – stewed – fried

Eggs – Curried

Vegetable accompaniments

Vegetarian Cookery –

Paneer

Vegetables

Stews

Purees

Sauces

Basic masalas mixing

Red

White

Brown

Green

Yellow

Rice

Dals

Breads

Chutneys, curds and raitas

Indian Desserts

Kulfi

Halwas etc.

Training in counter service

After the preparation and cooking

Training in Breakfast Cookery**Reference:**

1. Cooking with Indian Masters – Prashad
2. Modern Cookery – Vol 1 Thangam Philips

VRU 0409

FOOD AND BEVERAGE SERVICE LAB - II

Planning a 4 course menu in French with wine accompaniments

Food and wine accompaniments

Laying the table with appropriate cutleries and wine glasses

How to prepare a wine list/ opening a wine bottle

Reading a wine bottle label

Presenting and serving wine to guest

Taking order for spirit and service of different types of spirits

REFERENCE BOOKS:

Modern restaurants service –John fuller

Food and beverage service-Dennis R.Lillicrap and John cousins

VRU 0410

FRONT OFFICE OPERATIONS LAB - II

Identification of various racks

Identification of various pro formas and use of them

Concerning the arrivals of VIP individuals and group

Receiving and greeting a guest

Practice on preparation departure procedure

Practice on bills compilation, presentation and settlement procedures

Handling of credit cards procedures

Practical work on computerized room management

- Filling of various pro formas
- Receiving and greeting of guest
- Practice and preparation of departure procedure
- Settlement Procedure

REFERENCE BOOK

Basic Hotel front office procedures, III edition-Peter Renner

Front Office Management: S.K.Bhatajar

Front Office Procedures-Michael L Kasavana

VRU 0411

ACCOMMODATION OPERATIONS LAB - II	
Layout of Linen and Uniform Room / laundry	04
Laundry Machinery and Equipment	14
Stain removal	06
Flower arrangement	12
Selection and Designing of Uniforms	04

REFERENCE BOOKS

Hotel Management and Operations - Michael J. O'Fallon, Denney G. Rutherford

DIPLOMA FIFTH SEMESTER

Subjects	Teaching Scheme		Examination Scheme							
	Theory Hrs	Prac. per week	Sub. Code	Theory			Ex H o u r s	Practical		
				Marks				Marks		
				Internal	External	Total		Internal	External	Total
MARKETING AND SALES MANAGEMENT	3	-	VRU 0501	15	35	50	2	-	-	-
PRINCIPLES OF MANAGEMENT	3	-	VRU 0502	25	75	100	3	-	-	-
FOOD PRODUCTION AND PATISSERIE -IV	3	4	VRU 0503	25	75	100	3	-	-	-
FOOD AND BEVERAGE SERVICE - IV	3	4	VRU 0504	25	75	100	3	-	-	-
FRONT OFFICE OPERATIONS - IV	3	4	VRU 0505	25	75	100	3	-	-	-
ACCOMMODATION OPERATIONS - IV	3	4	VRU 0506	25	75	100	3	-	-	-
INDUSTRIAL TRAINING (17 WEEKS)	-	-	BHM 0507	-	-	-	2	50	150	200

VRU 0501

MARKETING AND SALES MANAGEMENT

UNIT-I

Fundamentals of marketing

Definition of markets, marketing and selling-The marketing concept –methods and scope of marketing market segmentations-basis of market segmentations-Types-market information research (MIS)-Difference between MIS and Marketing research.

UNIT-II

Introduction to market mix

Product-New product development-product life cycle-branding

Price- factors influencing pricing decisions-types of pricing.

Place - distribution-channels of distribution.

Promotion-Promotional mix-types of media

UNIT-III

Introduction to promotional activities-advertising-aims of advertising-advantages and disadvantages of advertising-pre-testing and post testing methods

UNIT-IV

Sales promotion-Introduction –Types of sales persons-role of sales person

UNIT-V

International marketing-International marketing-emergence of global marketing-significance of international marketing for developing countries-liberalization-role of foreign MNC.

REFERENCE BOOK

Marketing management- Philip Kotler
Marketing management- Rajan Nair
Marketing Management-D.D.Sharma

VRU 0502

PRINCIPLES OF MANAGEMENT

UNIT-I

INTRODUCTION

- Evolution
- Development
- Management thinkers and their contribution
- Schools of management

ROLE OF MANAGER

- Tasks of a professional manager
- Responsibilities of a professional manager
- Management systems
- Managerial skills.

UNIT-II

MANAGEMENT PROCESSES

- Planning
- Organizing
- Leading
- Controlling
- Communication and decision making

PLANNING

- Definition
- Mission, objectives, goals
- Levels, type, nature of planning
- Step by step planning procedure
 - Perception of opportunities
 - Establishment of goals

Appraisals of planning premise
Exploring of action path and selection of a course of action.

UNIT-III

ORGANISING

- Definition
- Step by step process
- Organization structure
 - Common features
 - Division of labour Co-ordination
 - Accomplishments of goals
 - Authority –responsibility structure
- Principles of organization
 - Scalar principle
 - Departmentation
 - Unity of command
 - Span of Command
 - Balance between centralization and decentralization

UNIT-IV

LEADING

- Motivating
- Needs, rewards
- Theories
 - Hierarchy of needs (Maslow)
 - Hygiene (Herzberg)
- Leadership
 - Definition, Types of Leadership
 - Theories (Blake Mouton) Situational leadership

UNIT-V

CONTROLLING

COMMUNICATIONS

- Definition
- Step by step process
- types
 - Formal / informal
 - Verbal / nonverbal

- Barriers

DECISION MAKING PROBLEM SOLVING

- Definition
- Phases

development /selection

Reference book:

Principles of Management - **C.B.Gupta**
VRU 0503

FOOD PRODUCTION AND PATISSERIE - IV

UNIT-I

Kitchen Organizing:

Review of the classical kitchen Brigade, Work planning in the kitchen, Kitchen supervision – supervisory functions; Technical, administrative, functional & Social Functions; Elements of supervision; forecasting, planning, organizing, commanding, co-coordinating, controlling; responsibilities of the supervisor; Delegating, motivating, welfare, understanding, communicating.

UNIT-II

Layout of a larder, Cold food preparations – sandwiches, conventional, pinwheel, open, book makers, hot sandwiches, club sandwiches, canapé,

UNIT-III

Cold Starters – Vegetable fruit, fish, meat, poultry hors d'oeuvres, Cold sauces, Dressings, compound butters, Aspic, Choud froid,

UNIT-IV

Carving- vegetables, ice carvings, Charcuteries- Terrines, pate, Galantines, cured meat.

UNIT-V

Nouvelle Cuisine

Introduction to Nouvelle cuisine and its Founder, Salient features- i.e. health foods/natural flavours / free from starch etc, Overview of common dishes and preparations time/service, Garnishes & sauce/natural food accompaniments.

Books recommended:-

K.Arora& K.N.Gupta – Theory of cookery

Philip Thangam – Modern cookery for teaching &The Trade (Orient Longmans ltd)

Gisslen wayne – professional cookery (john wiley and sons)

Montage – Larousse gasrtronomique (Himalaya publishing group)

VRU 0504**FOOD AND BEVERAGE SERVICE - IV****UNIT-I**

Restaurant-physical layout-introduction, objectives of a good layout-planning a restaurant-decision prior to planning-location, space allocation ,staffing requirements ,furniture, land linen, cutlery and crockery requirements-space-dining area, type of seating, table arrangements

UNIT-II

Restaurant costing-performance measure: sales mix elements of cost, cover, sales per square meter.

UNIT-III

Introduction –types of bar-dispense, cocktail, floating bar, bar parts-front, back, under: bar equipments, furniture staffing, linen location-bar stock and bar inventory-bar control-bar control system, s tock taking, goods received book, off-sale book, cellar stock ledger, bin cards overage and shortage, cellar control.

UNIT-IV

Banquets-history of banquets-type-formal, informal, organization of banquet departments: duties and responsibilities for banquet staff-seating arrangements,

UNIT-V

Menu planning, facilities available for banquet function-booking procedures, misc-en-place, types of services-toasting and sequence of events.

REFERENCE BOOKS:

Modern restaurants service –John fuller

Food and beverage service-Dennis R.Lillicrap and John cousins

VRU 0505

FRONT OFFICE OPERATIONS - IV

UNIT I

Introduction to Front Office

Classification of Hotels – Importance of Front Office

Coordination with Other Departments

Types of Rooms – Tariff Structure - Glossary of terms used

Front Office Organization

Organization Structure – Job Specifications – Scheduling of staff – Duties and responsibilities of front office personnel

UNIT II

Reservations

Modes of reservation – Sources of reservation – systems and procedures of recording reservations – over booking

UNIT III

Registration

Check in procedure – safety deposit boxes – Registration formalities – ‘C’ Form for Foreigners – Currency regulations – handling guests mails and messages. Key Control.

UNIT IV

Telephones / Information / Bell desk

Mail & Message handling – Telephone manners and Etiquettes, Telephone systems

(PBX, PABX, EPABX), Facsimile, Guest Baggage Handling – Left Luggage Room- Scanty Baggage – Paging.

UNIT V

Dealing with Guests / Safety and Security

Handling of Guest Complaints – Personalization – Situation Handling

Fire – Bomb Threats – Room Break –ins

REFERENCE BOOKS

1. Principles of Front Office Operations – Sue Baker
2. Front Office Management – S.K. Bhatnagar
3. Front Office Procedures – Michael. L. Kasavana
4. Hotel Front Office Management – James. A. Bardi

VRU 0506

ACCOMMODATION OPERATIONS - IV

UNIT-I

PLANNING AND ORGANISING THE HOUSEKEEPING DEPARTMENT IN A FIVE STAR HOTEL

- Housekeeping responsibilities
- Area Inventory List
- Frequency schedules
- Performance standards & productivity standards
- Recycled and non-recycled inventories
- Job lists, Job description & Job breakdown
- The operating budget
- Management functions of a executive Housekeeper

UNIT-II

RECRUITING, SELECTING, HIRING & ORIENTING

- Non-traditional labour market
- Employee benefits
- Costs & causes of employee turnover
- Job specification
- The selection process
- Interviewing objectives
- Hiring period
- The executive housekeeper's & trainer's role in Orientation

UNIT-III

TRAINING, SCHEDULING, MOTIVATING & DISCIPLINING

- Developing Job Breakdowns

- Developing training Lesson Plans
- The four step training method
- Fixed & valuable staff position
- Staffing guide, Alternative scheduling techniques
- Motivation employees
- Incentive programs
- Progressive discipline
- Formal disciplinary action

UNIT-IV

BUDGET & BUDGETARY CONTROL

- The Budget Process
- Operating Budget & Capital Budget
- Cost per occupied room
- The operating Budget as a control tool
- Operating Budget & income statement
- Housekeeping expenses
- Budget report variances
- Estimating housekeeping expenses
- Methods of controlling Expenses

UNIT-V

SPECIAL CONSIDERATION IN ROOMS AND PUBLIC AREAS FOR PHYSICALLY HANDICAPPED GUESTS

REFERENCE BOOKS

Hotel Management and Operations - Michael J. O'Fallon, Denney G. Rutherford

VRU 0507

INDUSTRIAL TRAINING

1. Exposure to Industrial Training is an integral part of the 3rd year curriculum. The class would be divided into two groups or as the case may be. The 17 weeks industrial training would be divided into four/five weeks each in the four key areas of Food Production, Food & Beverage Service, and Accommodation Operations & Front Office Operations.
2. Attendance in the 3rd year would be calculated separately for the two components of in-institute training and industrial training as per rules. Industrial Training will require an input of 102 working days i.e. (17 weeks x 06 days = 102 days). A student can avail leave to a maximum of 15% (15 days) only with prior permission of the hotel authorities. Similarly, the institute Principal can condone an additional 10% (10 days) on production of a medical certificate.
3. For award of marks, 20% marks of IT would be on the basis of feed-back from the industry in a prescribed Performance Appraisal Form (PAF). It will be the students' responsibility to get this feed-back/assessment form completed from all the four departments of the hotel for submission to the institute at the end of Industrial Training. For the remaining 80% marks, students would be assessed on the basis of seminar/presentation before a select panel. The presentation would be limited to only one key area of the student's interest. A hard copy of the report will also have to be submitted to the panel.
4. Responsibilities of institute, hotel and the student/trainee with aims & objectives have been prescribed for adherence.
5. Once the student has been selected / deputed for Industrial Training by the institute, he/she shall not be permitted to undergo IT elsewhere. In case students make direct arrangements with the hotel for Industrial Training, these will necessarily have to be approved by the institute. Students selected through campus interviews will not seek Industrial Training on their own.

INDUSTRIAL TRAINING (17 Weeks)

Objective of industrial training is to provide to students the feel of the actual working environment and to gain practical knowledge and skills, which in turn will motivate, develop and build their confidence. Industrial training is also expected to provide the students the basis to identify their key operational area of interest.

1. RESPONSIBILITIES OF THE TRAINEE

- 1 should be punctual.
- 2 should maintain the training logbook up-to-date.
- 3 should be attentive and careful while doing work.
- 4 should be keen to learn and maintain high standards and quality of work.
- 5 should interact positively with the hotel staff.
- 6 should be honest and loyal to the hotel and towards their training.
- 7 should get their appraisals signed regularly from the HOD's or training manager.
- 8 gain maximum from the exposure given, to get maximum practical knowledge and skills.
- 9 should attend the training review sessions / classes regularly.
- 10 should be prepared for the arduous working condition and should face them positively.
- 11 should adhere to the prescribed training schedule.
- 12 should take the initiative to do the work as training is the only time where you can get maximum exposure.
- 13 should, on completion of Industrial Training, handover all the reports, appraisals, logbook and completion certificate to the institute.

2. RESPONSIBILITIES OF THE INSTITUTE

- 1 should give proper briefing to students prior to the industrial training
- 2 should make the students aware of the industry environment and expectations.
- 3 should notify the details of training schedule to all the students.
- 4 should coordinate regularly with the hotel especially with the training manager.
- 5 should visit the hotel, wherever possible, to check on the trainees.
- 6 should sort out any problem between the trainees and the hotel.
- 7 should take proper feedback from the students after the training.
- 8 should brief the students about the appraisals, attendance, marks, logbook and training report.

9 should ensure that change of I.T. hotel is not permitted once the student has been interviewed, selected and has accepted the offer.

10 should ensure that change of I.T. batch is not permitted.

11 should ensure trainees procure training completion certificate from the hotel before joining institute.

3. RESPONSIBILITIES OF THE HOTEL

First exposure: A young trainee's first industry exposure is likely to be the most influential in that person's career. If the managers / supervisors are unable or unwilling to develop the skills young trainees need to perform effectively, the latter will set lower standards than they are capable of achieving, their self-images will be impaired, and they will develop negative attitudes towards training, industry, and – in all probability – their own careers in the industry. Since the chances of building successful careers in the industry will decline, the trainees will leave in hope of finding other opportunities. **If on the other hand, first managers/supervisors help trainees achieve maximum potential, they will build the foundations for a successful career.**

Hotels:

1. Should give proper briefing session/orientation/induction prior to commencement of training.
2. Should make a standardized training module for all trainees.
3. Should strictly follow the structured training schedule.
4. Should ensure cordial working conditions for the trainee.
5. Should co-ordinate with the institute regarding training programme.
6. Should be strict with the trainees regarding attendance during training.
7. Should check with trainees regarding appraisals, training report, log book etc.
8. Should inform the institute about truant trainees.
9. should allow the students to interact with the guest.
10. Should specify industrial training's "Dos and Don'ts" for the trainee.
11. Should ensure issue of completion certificate to trainees on the last day of training.

**Industrial Training
PERFORMANCE APPRAISAL FORM(PAF)
Institutes of Hotel Management & catering Technology**

Name of student: -----	
Institute : IHM-----	Duration: 4weeks(24 working days)
Name of the Hotel: -----	From ----- To -----
Department : F&BS / FP / HK /FO	

Appearance

Immaculate Appearance, Spotless uniform, Well groomed hair, Clean nails & hands	5
Smart Appearance, Crisp uniform, Acceptable hair, Clean nails and hands	4
Well Presented, Clean Uniform, Acceptable hair, Clean nails & hands	3
Untidy hair, Creased ill kept uniform, Hands not clean at times	2
Dirty / dishevelled, Long / unkempt hair, Dirty hands & long nails	1

Punctuality / Attendance (____ days present out of 30 days)

On time, Well Prepared, Ready to commence task, Attendance Excellent 100%	5
On time, Lacks some preparation but copes well, Attendance Very good 90%	4
On time, Some disorganized aspects-just copes, Attendance Regular 80%	3
Occasionally late, Disorganized approach, Attendance irregular	2
Frequently late, Not prepared, Frequently absent without excuse 50%	1

Ability to Communicate (Written / Oral)

Very confident, demonstrates outstanding confidence & ability both spoken/written	5
Confident, Delivers information	4
Communicates adequately, but lacks depth and confidence	3
Hesitant, lacks confidence in spoken / written communication	2
Very inanimate, unable to express in spoken or written work	1

Attitude to Colleagues / Customers

Wins / retains highest regard from colleagues has an outstanding rapport with clients	5
Polite, considerate and firm, well liked.	4
Gets on well with most colleagues, Handles customers well.	3

Slow to mix, weak manners, is distant has insensitive approach to customers	2
---	---

Very effective in analyzing situation and resourceful in solving problems	Demonstrates ambition to achieve progressively.	5
Shows ready appreciation and willingness to tackle problem	Positively seeks to improve knowledge and performance	4
Usually grasps points correctly.	Shows interest in all work undertaken.	3
Slow on the uptake.	Is interested only in areas of work preferred	2
Rarely grasps points correctly.	Lacks drive and commitment.	1
Does not mix, relate well with colleagues & customers		1

Is totally trust worthy in any working situation? Understands in detail, why and how the job is done	5
Can be depended upon to identify work requirements and willing to complete them. Readily appreciates, how and why the job is done.	4
Gets on with the job in hand. Comprehends, but doesn't fully understand work in hand	3
Cannot be relied upon to work without supervision. Comprehends only after constant explanation.	2
Requires constant supervision. Lacks any comprehension of the application.	1

Attitude to Supervision

Welcomes criticism, Acts on it, very co-operative	5
Actively seeks responsibility at all times	5
Very willing to accept responsibility.	4
Accepts responsibility as it comes.	3
Inclined to refer matters upwards rather than make own decision.	2
Avoids taking responsibility.	1
Readily accepts criticism and is noticeably willing to assist others.	4

Exceptionally accurate in work, very thorough usually unaided.	5
Maintains a high standard of quality	4
Generally good quality with some assistance.	3
Performance is uneven.	2
Inaccurate and slow at work.	1
Accepts criticism, but does not necessarily act on it.	3
Takes criticism very personally, broods on it.	2
Persistently disregards criticism and goes own way.	1

Initiative / Motivation

Reliability / Comprehension

Responsibility

Quality of Work

Quantity of work

Total _____ / 50

Stipend Paid: Rs. _____ per month.

Name of Appraiser: _____ Signature: _____

Designation of Appraiser: _____ Date: _____

Signature of Student: _____ Date: _____

DIPLOMA SIXTH SEMESTER

Subjects	Teaching Scheme		Examination Scheme							
	Theory Hrs	Prac. per week	Sub. Code	Theory			Ex H or s	Practical		
				Marks				Marks		
				Internal	External	Total		Internal	External	Total
<u>Theory</u>										
HUMAN RESOURCE MANAGEMENT	2	-	VRU 0601	15	35	50	2	-	-	-
TRAVEL AND TOURISM	2	-	VRU 0602	15	35	50	2	-	-	-
DATA BASE MANAGEMENT SYSTEM	2	-	VRU 0603	15	35	50	2	-	-	-
FOOD PRODUCTION AND PÂTISSERIE - V	3	-	VRU 0604	25	75	100	3	-	-	-
FOOD AND BEVERAGE SERVICE - V	3	-	VRU 0605	25	75	100	3	-	-	-
FRONT OFFICE OPERATIONS - V	3	-	VRU 0606	25	75	100	3	-	-	-

Outstanding in output of work.	5									
Gets through a great deal.	4									
Output satisfactory.	3									
Does rather less than expected.	2									
Output regularly insufficient	1									
ACCOMMODATION OPERATIONS - V	3	-	VRU 0607	25	75	100	3	-	-	-
<u>PRACTICAL</u>										
FOOD PRODUCTION AND PÂTISSERIE LAB – III	-	4	VRU 0608	-	-	-	3	25	75	100
FOOD AND BEVERAGE SERVICE LAB – III	-	4	VRU 0609	-	-	-	3	25	75	100
FRONT OFFICE OPERATIONS LAB – III	-	4	VRU 0610	-	-	-	3	25	75	100

ACCOMMODATION OPERATIONS LAB – III	-	4	VRU 0611	-	-	-	3	25	75	100
DATA BASE MANAGEMENT SYSTEMS LAB	-	3	VRU 0612	-	-	-	2	15	35	50
RESEARCH PROJECT	-	3	VRU 0613				3	25	75	100

VRU 0601

HUMAN RESOURCE MANAGEMENT

UNIT-I

- 1.1 Introduction to Personnel Department and role of Personnel Manager
- 1.2 Definition and role of HRD
- 1.3 Organizational Structure - Hierarchies - Types - Vertical/Horizontal

UNIT-II

- 2.1 Job Design - Job analysis, Job description, Job enlargement, Job rotation, Job enrichment
- 2.2 Job Specification - Definition and formats
- 2.3 Job Evaluation - Meaning, type and uses
- 2.4 Recruitment - Sources of recruitment
- 2.5 Selection - Application, Interviews - Types, Test - Types, Group selection procedures Manpower planning, Right sizing, Manpower Ratio, General methods.

UNIT-III

- 3.1 Inductions and Training
 - 3.1.1 Meaning and advantages
 - 3.1.2 Purpose of training
 - 3.1.3 Types and methods of training
 - 3.1.4 Aids used while training
- 3.2 Performance Appraisal

- 3.2.1 Definition and importance
- 3.2.2 Types of performance appraisals - (Methods) Performance Rewards - Types
- 3.3 Wage & Salary Administration
 - 3.3.1 Statutory Compliance
- 3.4 Organizational Behaviour
 - 3.4.1 Understanding Organizational Behaviour
 - 3.4.2 Social Systems
 - 3.4.2.1 Culture - Culture Change - Methods
 - 3.4.2.2 Role
 - 3.4.2.3 Status
 - 3.4.3 Rewards & Recognition - Principles - Types & effects.
 - 3.4.4 Job satisfaction - Employees Satisfaction Survey - Reasons – effects.
 - 3.4.5 Interpersonal and group dynamics.

UNIT-IV

- 4.1 Industrial Relations
 - 4.1.1 Trade Unionism ... definition
 - 4.1.2 Role of trade union in the Indian Scenario
 - 4.1.3 Collective bargaining - Industrial Relations Machinery ID Act
 - 4.1.4 Wage Settlements - Bi-partite, Tripartite
 - 4.1.5 Arbitration
 - 4.1.6 Barriers of collective bargaining
 - 4.1.7 Grievance handling ... procedure
 - 4.1.8 Employee participation in management in relation to good industrial relations participative Management (Employees Meet)
 - 4.1.9 Labour Welfare measures - Statutory/Non Statutory
 - 4.1.10 Disciplinary procedures
 - 4.1.11 Brief on Model Standing Order, Standing Order, House Rules,

UNIT-V

- 5.1 Personnel Management
 - 5.1.1 Definitions
 - 5.1.2 Systems
 - 5.1.3 Personal record- HRIS (Human Resource Info Syst.) brief
 - 5.1.4 Employee productivity
 - 5.1.5 Manpower audit

- 5.1.6 Other forms like ESI, Medical, leave, gratuity, PF etc.
- 5.1.7 Organizing manpower through market, technology, organizational objective, size and diversity, span of control, product and services
- 5.1.8 Flexible Manpower
- 5.1.9 HR Budget

REFERENCE BOOKS

1. Human Resource Management-C.B.Gupta
2. Personnel Management- P.C. Tripathi

VRU 0602

TRAVEL AND TOURISM

UNIT-I

Modes of transport
Tourist Accommodations
Informal services in tourism
Subsidiary services categories & rules
Shops emporiums & meals

UNIT-II

Tourism services & operations-II
Travel agency- organization travel agent & its function
Tour operation-kinds, classification, categories
Guides & escorts
Tourism information

UNIT-III

Tourism Marketing-I
Relevance
Product design
Market Research

UNIT-IV

Promotional events

Advertising, Publicity, Selling

UNIT-V

Role of media in tourism marketing

REFERENCE BOOKS

Essentials of Tourism - Chris Cooper

Tourism Planning, Policies, Processes and Relationships - C. Michael Hall

Tourism Change, Impacts and Opportunities - Geoffrey Wall, Alister Mathieson

The Business of Tourism - Chris Holloway, Claire Humphreys

Introduction to Hospitality - International Edition - John Walker

VRU 0603

DATABASE MANAGEMENT SYSTEM

UNIT I

Information Technology in Business: Hardware – The central tool of modern information systems – Computers communicating : Bits and Bytes – A peek inside the computer – The Four Stages of Processing - Input Devices – Output Devices – External Storage Media – Classification of Computers. Software – Levels of Programming Languages – Application Software – System Software.

UNIT II

Components of Database Management Systems – The Schema – Types of Data, Building a Database – The Data Dictionary – The Data Definition Language – The Data Manipulation Language; Relational Operations – Data Manipulation, Structured Query Language

UNIT III

MS Access – Introduction - How a Database Works : Storing the Data in Tables, Records, and Fields, A Relational Database, Getting Information from Forms, Queries, and Reports, The Data Types and description, Establishing Field Properties for Easier Data Entry : Allow Zero Length, Caption Decimal Places, Default Value, Fields Size, Format, Indexed, Input Mask, New Values, Required, Validation Rule, Validation Text – Primary Key.

UNIT IV

MS Access – Creating a Database - How a Database Works – Designing Your Database – Two Ways to Create a Database - Creating and Refining Database Tables. MS Access – Building Your Database Tables - Opening a Database Table –

Ways of Viewing Tables - Designing and Refining a Database Table – Creating a Field, Moving and Copying Fields, Forging the Relationships Between Tables – Changing a Table’s Appearance – Entering Data in a Table – Forms for Entering and Viewing Data – Exporting Data to Other Programs and Databases.

UNIT V

Sorting, Filtering, and Querying a Database – Finding Data in a Database Table - Filtering to Find Data – Sorting, or Arranging, Records in a Database Table – Querying a Database for Information – Constructing a Select Query – The Different Kinds of Queries.

**Reference Books: 1. Management Information Systems, Effy Oz.
2. The Complete Reference 2000.**

VRU 0604

FOOD PRODUCTION AND PATISSERIE - V

UNIT-I

Standard Recipe Card Objective and purpose, Compilation, Standardization process, Recipe Bank; Adaptation of original Recipe.

UNIT- II

Butchery Cuts, Order of dissection of, uses and quality check of : Lamb, Beef, Pork, Chicken, Ham, Gammon, Preparing and cooking of Lamb, Chicken, Pork, Beef, Storing of Lamb, Storing of Lamb, Chicken, Beef, Pork – Long Term & Short Term, Yield – Calculation, yield control – butchery control sheet.

UNIT -III

Bakery Lay out & Equipments of a 5 star kitchen Bakery, Yeast dough Products – Different method: Rich dough, Straight Dough, Modified Straight Dough, Sponge Methods,

UNIT-IV

Rolled in yeast dough products, different kind yeast products – Crisp crusted Bread; Hard roll, vienna Bread, Italian Bread, French Bread, Soft Crusted Bread; White Pan Bread, White Bread, soft roll, English Muffins; Sour Dough; Sour Dough White Bread, Pumpernickel; Sweet & Rich Dough; Baba, Savarine Dough, Kugelop, Brioche; Rolled in Dough : Danish Pastry, Croissants, Faults in Bread Making –Poor Volume, Too Much Volume, Poor Shape, Burst Crust, Too Dense, Streaked

Crumbs, Crumbly, Too Dark Crust, Too Pale Crust, Too Thick Crust, Blisters on Crust, Flat taste, Poor Flavor – rectification and Prevention,

UNIT-V

Cakes – Different Methods: Creaming Method, Flour Batter Method, Sponge Method, Chiffon Method, Icing – Fondant, Butter Cream, Foam – Type, Flat type or Water icing. Royal, Fudge, Frozen Desserts – Ice Creams, Sorbets, Parfaits, Cut outs, curls, Shavings; Marzipan – Sheets, Cutouts, Models; Patellae, Nougat: Spun Sugar; Pulled Sugar; Caster Sugar.

Books recommended:-

Gisslen wayne – professional cookery (john wiley and sons)

Montage – Larousse gastronomique (Himalaya publishing group)

VRU 0605

FOOD AND BEVERAGE SERVICE - V

UNIT-I

Buffets-introduction-space requirements-factors affecting a successful buffet-no.of pax, planning and organizing-sequence of food, type of buffet-display, kind of meal, type of buffet-sitting, standing finger buffet, Danish buffet, cold buffet-equipment required, fastronomical rules of planning a cold buffet, buffet check list, supervision

UNIT-II

Service of special items: service ,cover and accompaniments of grape fruit, tomato juice, oyster, snail, potted shrimps, ham mousse, smoked eel, smoked salmon, caviar, melon, gull's egg, asparagus, corn-on-the –cob, globe artichoke, parte de foi gras , avocado, minestrone, bouillabaisse, consommé, pasta, cheese.

UNIT-III

Gueridon service-misc-en-place for Gueridon special equipments-Gueridon service-taking order, method of serving dish at the table, Gueridon lay up-carving at the table –tools, method-carving trolley-misc-en-place, presentation safety factors.

UNIT-IV

Gueridon service of smoked eel, smoked salmon, caviar, sole grille, poached sole, double fillet steak, steak tartare, steak Diane, roast chicken, flambéed chicken breast, pear flambé, banana flambé, crepe suzette.

UNIT-V

Different recipes in flame service

REFERENCE BOOKS:

Modern restaurants service –John fuller

Food and beverage service-Dennis R.Lillicrap and John cousins

VRU 0606

FRONT OFFICE OPERATIONS - V

UNIT I

Check Out

Check Out Procedure – Express Check Out – Late Check Out – Self Check out –
Late Charges – Methods of settlement

UNIT II

Front Office Accounting

Accounting Cycle

Operating Modes

Types of accounts (resident account, city account and management account)

Credit Monitoring

Tracking Transactions (Account Correction, Transfer, Allowance, Charge Purchase)

Front Office Cash Sheet – Cash Bank

UNIT III

Nigh Audit

Functions of Night Audit

The role of Night Auditor – Establishing end of day - Account integrity – Audit

Posting Formula

Daily and Supplemental Transcripts

Operating Modes
Night Auditing Process

UNIT IV

Compilation of Statistical Data
Occupancy statistics – Geographical distribution of clientele

UNIT-V

Yield Management – Objectives – How to measure yield using formulas

REFERENCE BOOKS

1. Principles of Front Office Operations – Sue Baker
2. Front Office Management – S.K. Bhatnagar
3. Front Office Procedures – Michael. L. Kasavana
4. Hotel Front Office Management – James. A. Bardi

VRU 0607

ACCOMMODATIONS OPERATIONS - V

UNIT -I

INTERIOR DESIGN

- Importance of Interior design
- Factors affecting interior design
- Basis elements of art
- Principles of design
- Colour and colour schemes, shades,tints
- flower arrangement

UNIT-II

CONTRACT SERVICES

- Types of contracts
- Guidelines of hiring contract services
- Advantages & disadvantages of contract services

UNIT-III

GUEST ROOMS

- Layout of guestrooms
- How the physical layout affects systems

UNIT-IV

SNAGGING LIST

UNIT-V

NEW PROPERTY OPERATIONS

- Variables of Opening a housekeeping department in hotel

REFERENCE BOOKS

Hotel Management and Operations - Michael J. O'Fallon, Denney G. Rutherford

VRU 0608

FOOD PRODUCTION AND PATISSERIE LAB - III

Continental cuisine

Menu1	Menu 2
Chicken galantine Canard roti aux navarts Pommes Persillees Courge	Horis D'oeuvre varities Jambon Virginia Avec Papapya Poularde Enestou Fade Macaroni Augratin Aeringke Chantilly
Menu 3	Menu 4
Vichsoise Froid Poule Saute Mireille Pomme Olivette Aubergine A La Turque Hot Fudge Sundae	Vesta Milifanty Pizza Margarita Ooq au Vin Pomme Lyonnaise Harrocpt Britonne, Pache Melbe

Indian Cuisine

Menu 1	Menu2
Chicken Shahi Korma Panner Pasanda Bagare Baingan Pulao Dal Makhani Nan Firnee	Paya Bhater Mussalum Wakatin Nava Parantha Dhal Maharani Gulab Jamoon
Menu 3	Menu 4
Tandoori Assorted Kabab Chicken Tikka Kalmi Kabab Malai Kabab Kasthuri Kabab Katti Kabab Roll Chicken Afghani Tandoori Bhater	Butter Chicken Kori Roti Pepper Chicken Rabbit Mussalum Pork Vindaloo Sor Potal

Chinese Cuisine	Italian Cuisine
Hot & Sour soup Sweet corn Chicken soup Wonton soup Egg drop tomato soup Sweet and Fish Chilli Pork, Chilli Szechwan Shredded lamb with green capsicum Mixed vegetable withbean sprout Black mushroom bean curd in Soya sauce Egg plant szchuan style Vegetable Manchuria Mixed vegetable spring roll Kaichi Mixed vegetable noodles singapore noodles American chopsuey Chinese fried rice Fu – Yung Date pancake Apple toffee Mexican / American / Spanish cuisine	Pasta Pagioli Caanelloni Florentine Spaghetti Bolognaise Raviolli A' La Itallinese Pizza – Marageretti - Marinara - Napoletana Chicken pepperoni Peal and spinach roll Rabbit and Fennel casserole Torta Genouse Ricotta Fritte

Escudella cataline Americanchowder Payela valancianna Hamburger Kentucky chicken Boston Baked beans Chicken pie Tortilla /Chilli cone carne	
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Books recommended:-

K.Arora& K.N.Gupta – Theory of cookery

Philip Thangam – Modern cookery for teaching &The Trade (Orient Longmans ltd)

Gisslen wayne – professional cookery (john wiley and sons)

Montage – Larousse gasrtronomique (Himalaya publishing group)

VRU 0609

FOOD AND BEVERAGE SERVICE LAB - III

PRACTICALS

1. Carving at the table –Roast chicken, Roast leg of lamb
2. Cooking flambé dishes-crepe suzette, banana flambé, steak Diane, Caesars salad, smoked salmon, Caviar, sole grille, poached sole, double filled steak tartare, flambéed chicken breast, pear flambé
3. Preparing special dished-Irish coffee
4. Banquets –planning, lay up, mock service, actual lunch service supervision
5. Bar operation –mock bar, bar service, taking orders, mock service, cocktail, wine service, and champagne service.

REFERENCE BOOKS:

Modern restaurants service –John fuller

Food and beverage service-Dennis R.Lillicrap and John cousins

VRU 0610

FRONT OFFICE OPERATIONS LAB - III

Handling guest mails – before arrival of guests, during other stay of the guest, after the departure

- Computer reservation and registration handling

REFERENCE BOOKS

Principles of Front Office Operations – Sue Baker

Front Office Management – S.K. Bhatnagar

Front Office Procedures – Michael. L. Kasavana

Hotel Front Office Management – James. A. Bardi

VRU 0611

ACCOMMODATION OPERATIONS LAB - III

1. Laundry Operation
2. Stains and Stain Removal
3. Flower Arrangement
4. Cost estimation of flooring, Carpeting, Painting, Tiling and Laminating.
5. Linen estimation for table cloth, napkins, bed sheets, curtaining (heavy & sheer)

REFERENCE BOOKS

Hotel Management and Operations - Michael J. O'Fallon, Denney G. Rutherford

VRU 0612

DATABASE MANAGEMENT SYSTEM LAB

UNIT I

Information Technology in Business: Hardware – The central tool of modern information systems – Computers communicating : Bits and Bytes – A peek inside the computer – The Four Stages of Processing - Input Devices – Output Devices – External Storage Media – Classification of Computers. Software – Levels of Programming Languages – Application Software – System Software.

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Changing a Table's Appearance – Entering Data in a Table – Forms for Entering and Viewing Data – Exporting Data to Other Programs and Databases.

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**Reference Books: Management Information Systems, Effy Oz.
The Complete Reference 2000.**

VRU 0613

RESEARCH PROJECT (PRACTICAL)

1. Statement of purpose: tell the reader what you're going to say.
2. Main body of the paper: say it
3. Summary and conclusion: tell the reader what you've said.
4. Stick to the point, avoid digression. State each major idea quickly and then develop it through examples and explanations.
5. Include concrete examples, illustrations, and factual details to back up your generalizations.
6. Criticize, evaluate, illustrate, attack, or defend where appropriate to your topic. Show you've been thinking.
7. As you write, indicate your information source (by # of card or author's name) in the margin beside ideas. You can return later to complete the documenting of your references.
8. Unless your professor has specified otherwise, be sure to introduce quotations and show how they fit in with your position. Don't use them as filler.
9. Read it out loud to check for flow and awkward language. Read for clarity and logical progression and smooth transitions.
10. Find alternate words for ones you are using too often (check a Thesaurus).
11. Check for mechanical errors such as misspelled words, inaccurate punctuation, incorrect grammar, etc.
12. Watch carefully to prevent plagiarism. Be absolutely certain that your documentation gives full credit for all materials used not only in quotations but in paraphrased form.
13. Revise and polish your tentative draft for final project

14. Type the final version of your report. Double space and allow for proper margins.
15. Follow the exact format prescribed by your instructor for the title page, bibliography and documentation. This may vary from topic to topic, so be sure to check if you're in doubt.
16. Double check your documentation against your alphabetized bibliography. Make certain that all of your documentation is accurately tied to the references listed in your bibliography.
17. After typing, be sure to proofread for typos and other errors.
18. Hand your paper in!!

Remember all research is expected to show originality as it provides significant contribution to enhancing knowledge. Do give reference of ideas, quotes etc. in your paper from wherever it has been borrowed. The research paper must be accompanied by a certificate to the affect that it is an original piece of work. If at any stage it is found that the research paper has been copied, in part or full, it is likely to be cancelled and the student failed in the subject.