

Soban Singh Jeena University Almora

Vocational Education Centre



Syllabus

B.Voc. (Catering Technology and Hotel Management)

B. Voc. (Catering Technology and Hotel Management)
Programme Structure

Semester 1

CTHM101– BASICS OF FOOD PRODUCTION – I
CTHM102– BASICS OF FOOD AND BEVERAGE SERVICE – I
CTHM103- BASICS FRONT OFFICE OPERATIONS- I
CTHM104– BASICS OF ACCOMMODATION OPERATIONS – I
CTHM105- COMMUNICATION- I

Semester 2

CTHM106– BASICS OF FOOD PRODUCTION – II
CTHM107– BASICS OF FOOD AND BEVERAGE SERVICE – II
CTHM108– BASICS OF FRONT OFFICE OPERATIONS- II
CTHM109- BASICS OF ACCOMMODATION OPERATIONS – II
CTHM110- COMMUNICATION- II

Semester 3

CTHM201- FOOD PRODUCTION OPERATIONS- I
CTHM202- FOOD AND BEVERAGE SERVICE OPERATIONS- I
CTHM203- FRONT OFFICE OPERATIONS- I
CTHM204- ACCOMMODATION OPERATIONS-
CTHM205- FOOD AND BEVERAGE CONTROLS

Semester 4

CTHM206 - Industrial Training (17 weeks)
CTHM207 - Human Resource Management

Semester 5

CTHM301- ADVANCE FOOD PRODUCTION OPERATIONS- I
CTHM302- ADVANCE FOOD AND BEVERAGE OPERATIONS – I
CTHM303- FRONT OFFICE MANAGEMENT – I
CTHM304- ACCOMMODATION MANAGEMENT – I
CTHM305- STRATEGIC MANAGEMENT

Semester 6

CTHM306- Job Training (17 weeks)
CTHM307- Research Project

Semester 1

Paper 1 – BASIC OF FOOD PRODUCTION – I (MM- 100)

S.No	Topic
01	INTRODUCTION TO COOKERY A. Levels of skills and experiences B. Attitudes and behavior in the kitchen C. Personal hygiene D. Uniforms & protective clothing E. Safety procedure in handling equipment
02	CULINARY HISTORY A. Origin of modern cookery
03	HIERARCHY AREA OF DEPARTMENT AND KITCHEN A. Classical Brigade B. Modern staffing in various category hotels C. Roles of executive chef D. Duties and responsibilities of various chefs E. Co-operation with other departments
04	CULINARY TERMS A. List of culinary (common and basic) terms B. Explanation with examples
05	AIMS & OBJECTS OF COOKING FOOD A. Aims and objectives of cooking food B. Various textures C. Various consistencies D. Techniques used in pre-preparation E. Techniques used in preparation
06	BASIC PRINCIPLES OF FOOD PRODUCTION – I i) VEGETABLE AND FRUIT COOKERY A. Introduction – classification of vegetables B. Pigments and colour changes C. Effects of heat on vegetables D. Cuts of vegetables E. Classification of fruits F. Uses of fruit in cookery G. Salads and salad dressings ii) STOCKS A. Definition of stock B. Types of stock C. Preparation of stock D. Recipes E. Storage of stocks F. Uses of stocks G. Care and precautions

	iii) SAUCES A. Classification of sauces B. Recipes for mother sauces C. Storage & precautions
07	METHODS OF COOKING FOOD A. Roasting B. Grilling C. Frying D. Baking E. Broiling F. Poaching G. Boiling - Principles of each of the above - Care and precautions to be taken - Selection of food for each type of cooking
08	SOUPS A. Classification with examples B. Basic recipes of Consommé with 10 Garnishes
09	EGG COOKERY A. Introduction to egg cookery B. Structure of an egg C. Selection of egg D. Uses of egg in cookery
10	COMMODITIES: i) Shortenings (Fats & Oils) A. Role of Shortenings B. Varieties of Shortenings C. Advantages and Disadvantages of using various Shortenings D. Fats & Oil – Types, varieties ii) Raising Agents A. Classification of Raising Agents B. Role of Raising Agents C. Actions and Reactions iii) Thickening Agents A. Classification of thickening agents B. Role of Thickening agents iv) Sugar A. Importance of Sugar B. Types of Sugar C. Cooking of Sugar – various

S.No	Topic
01	THE HOTEL & CATERING INDUSTRY A. Introduction to the Hotel Industry and Growth of the hotel Industry in India B. Role of Catering establishment in the travel/tourism industry C. Types of F&B operations D. Classification of Commercial, Residential/Non-residential E. Welfare Catering - Industrial/Institutional/Transport such as air, road, rail, sea, etc. F. Structure of the catering industry - a brief description of each
02	DEPARTMENTAL ORGANISATION & STAFFING A. Organisation of F&B department of hotel B. Principal staff of various types of F&B operations C. French terms related to F&B staff D. Duties & responsibilities of F&B staff E. Attributes of a waiter F. Inter-departmental relationships (Within F&B and other department)
03	I FOOD SERVICE AREAS (F & B OUTLETS) A. Specialty Restaurants B. Coffee Shop C. Cafeteria D. Fast Food (Quick Service Restaurants) E. Grill Room F. Banquets G. Bar H. Vending Machines I. Discotheque II ANCILLIARY DEPARTMENTS A. Pantry B. Food pick-up area C. Store D. Linen room E. Kitchen stewarding
04	F & B SERVICE EQUIPMENT Familiarization & Selection factors of: - Cutlery - Crockery - Glassware - Flatware - Hollowware

	- All other equipment used in F&B Service • French terms related to the above
05	NON-ALCOHOLIC BEVERAGES Classification (Nourishing, Stimulating and Refreshing beverages) A. Tea - Origin & Manufacture - Types & Brands B. Coffee - Origin & Manufacture - Types & Brands C. Juices and Soft Drinks D. Cocoa & Malted Beverages - Origin & Manufacture

S.No	Topic
01	INTRODUCTION TO TOURISM, HOSPITALITY & HOTEL INDUSTRY A. Tourism and its importance B. Hospitality and its origin C. Hotels, their evolution and growth D. Brief introduction to hotel core areas with special reference to Front Office
02	CLASSIFICATION OF HOTELS A. Size B. Star C. Location & clientele D. Ownership basis E. Independent hotels F. Management contracted hotel G. Chains H. Franchise/Affiliated I. Supplementary accommodation J. Time shares and condominium
03	TYPES OF ROOMS A. Single B. Double C. Twin D. Suits
04	TIME SHARE & VACATION OWNERSHIP A. What is time share? Referral chains & condominiums B. How is it different from hotel business? C. Classification of timeshares D. Types of accommodation and their size
05	FRONT OFFICE ORGANIZATION A. Function areas B. Front office hierarchy C. Duties and responsibilities D. Personality traits
06	HOTEL ENTRANCE, LOBBY AND FRONT OFFICE A. Layout B. Front office equipment (non automated, semi-automated and automated)
07	BELL DESK A. Functions B. Procedures and records

Paper 4 – BASICS OF ACCOMMODATION OPERATIONS – I (MM- 100)

S.No	Topic
01	THE ROLE OF HOUSEKEEPING IN HOSPITALITY OPERATION Role of Housekeeping in Guest Satisfaction and Repeat Business
02	ORGANISATION CHART OF THE HOUSEKEEPING DEPARTMENT A. Hierarchy in small, medium, large and chain hotels B. Identifying Housekeeping Responsibilities C. Personality Traits of housekeeping Management Personnel. D. Duties and Responsibilities of Housekeeping staff E. Layout of the Housekeeping Department
03	CLEANING ORGANISATION A. Principles of cleaning, hygiene and safety factors in cleaning B. Methods of organising cleaning C. Frequency of cleaning daily, periodic, special D. Design features that simplify cleaning E. Use and care of Equipment
04	CLEANING AGENTS A. General Criteria for selection B. Classification C. Polishes D. Floor seats E. Use, care and Storage F. Distribution and Controls G. Use of Eco-friendly products in Housekeeping
05	COMPOSTION, CARE AND CLEANING OF DIFFERENT SURFACES A. Metals B. Glass C. Leather, Leatherites, Rexines D. Plastic E. Ceramics F. Wood G. Wall finishes H. Floor finishes
06	INTER DEPARTMENTAL RELATIONSHIP A. With Front Office B. With Maintenance C. With Security D. With Stores E. With Accounts F. With Personnel G. Use of Computers in House Keeping department
07	USE OF COMPUTERS IN HOUSE KEEPING DEPARTMENT

Paper 5- COMMUNICATION- I (MM-50)

S.No.	Topic
01	INTRODUCTION TO COMMUNICATION A. Meaning B. Nature C. Types of communication D. Scope of communication E. Barriers to effective communication F. Active Listening Skills
02	EFFECTIVE PRESENTATION SKILL A. Effective presentation skills B. Preparing and delivering presentations C. Elements of effective presentations D. Non verbal communication E. Body language F. Gesture and hand movements
03	BUSINESS COMMUNICATION A. Principles of business communication B. Forming Paragraphs C. Memos D. E-mails E. Letters

Semester 2

Paper 1 - BASIC FOOD PRODUCTION – II (MM-100)

S.No.	Topic
01	SOUPS A. Basic recipes other than consommé with menu examples • Broths • Bouillon • Puree • Cream • Veloute • Chowder • Bisque etc B. Garnishes and accompaniments C. International soups
02	SAUCES & GRAVIES A. Difference between sauce and gravy B. Derivatives of mother sauces C. Contemporary & Proprietary
03	MEAT COOKERY A. Introduction to meat cookery B. Cuts of beef/veal C. Cuts of lamb/mutton D. Cuts of pork E. Variety meats (offals) F. Poultry (With menu examples of each)
04	FISH COOKERY A. Introduction to fish cookery B. Classification of fish with examples C. Cuts of fish with menu examples D. Selection of fish and shell fish E. Cooking of fish (effects of heat)
05	RICE, CEREALS & PULSES A. Introduction B. Classification and identification C. Cooking of rice, cereals and pulses D. Varieties of rice and other cereals
06	i) PASTRY A. Short crust B. Laminated C. Choux D. Hot water/Rough puff • Recipes and methods of preparation • Differences • Uses of each pastry • Care to be taken while preparing pastry • Role of each ingredient • Temperature of baking pastry ii) MASALAS A. Blending of spices B. Different masalas used in Indian cookery • Wet masalas

	• Dry masalas C. Composition of different masalas D. Varieties of masalas available in regional areas E. Special masala blends
07	KITCHEN ORGANIZATION AND LAYOUT A. General layout of the kitchen in various organisations B. Layout of receiving areas C. Layout of service and wash up

S.No.	Topic
01	MEALS & MENU PLANNING: A. Origin of Menu B. Objectives of Menu Planning C. Types of Menu D. Courses of French Classical Menu • Sequence • Examples from each course • Cover of each course • Accompaniments E. French Names of dishes F. Types of Meals • Early Morning Tea • Breakfast (English, American Continental, Indian) • Brunch • Lunch • Afternoon/High Tea • Dinner • Supper
02	I- PREPARATION FOR SERVICE A. Organising Mise-en-scene B. Organising Mise en place II- TYPES OF FOOD SERVICE A. Silver service B. Pre-plated service C. Cafeteria service D. Room service E. Buffet service F. Gueridon service G. Lounge service
03	SALE CONTROL SYSTEM A. KOT/Bill Control System (Manual) • Triplicate Checking System • Duplicate Checking System • Single Order Sheet • Quick Service Menu & Customer Bill B. Making bill C. Cash handling equipment D. Record keeping (Restaurant Cashier)
04	TOBACCO A. History B. Processing for cigarettes, pipe tobacco & cigars C. Cigarettes – Types and Brand names D. Pipe Tobacco – Types and Brand names E. Cigars – shapes, sizes, colours and Brand names F. Care and Storage of cigarettes & cigars

S.No.	Topic
01	TARIFF STRUCTURE A. Basis of charging B. Plans, competition, customer's profile, standards of service & amenities C. Hubbart formula D. Different types of tariffs • Rack Rate • Discounted Rates for Corporates, Airlines, Groups & Travel Agents
02	FRONT OFFICE AND GUEST HANDLING • Introduction to guest cycle • Pre arrival • Arrival • During guest stay • Departure • After departure
03	RESERVATIONS A. Importance of reservation B. Modes of reservation C. Channels and sources (FITs, Travel Agents, Airlines, GITs) D. Types of reservations (Tentative, confirmed, guaranteed etc.) E. Systems (non automatic, semi automatic fully automatic) F. Cancellation G. Amendments H. Overbooking
04	ROOM SELLING TECHNIQUES A. Up selling B. Discounts
05	ARRIVALS A. Preparing for guest arrivals at Reservation and Front Office B. Receiving of guests C. Pre-registration D. Registration (non automatic, semi automatic and automatic) E. Relevant records for FITs, Groups, Air crews & VIPs
06	DURING THE STAY ACTIVITIES A. Information services B. Message and Mail Handling C. Key Handling D. Room selling technique E. Hospitality desk F. Complaints handling G. Guest handling E. Guest history
07	FRONT OFFICE CO-ORDINATION With other departments of hotel

S.No.	Topic
01	ROOM LAYOUT AND GUEST SUPPLIES A. Standard rooms, VIP ROOMS B. Guest's special requests
02	AREA CLEANING A. Guest rooms B. Front-of-the-house Areas C. Back-of-the house Areas D. Work routine and associated problems e.g. high traffic areas, Façade cleaning etc.
03	ROUTINE SYSTEMS AND RECORDS OF HOUSE KEEPING DEPARTMENT A. Reporting Staff placement B. Room Occupancy Report C. Guest Room Inspection D. Entering Checklists, Floor Register, Work Orders, Log Sheet. E. Lost and Found Register and Enquiry File F. Maid's Report and Housekeeper's Report G. Handover Records H. Guest's Special Requests Register I. Record of Special Cleaning J. Call Register K. VIP Lists
04	TYPES OF BEDS AND MATTRESSES
05	PEST CONTROL A. Areas of infestation B. Preventive measures and Control measure
06	KEYS A. Types of keys B. Computerized key cards C. Key control

Paper 5- COMMUNICATION- II (MM- 50)

S.No.	Topic
01	BUSINESS COMMUNICATION A. Need B. Purpose C. Nature D. Models E. Barriers to communication F. Overcoming the barriers
02	LISTENING ON THE JOB A. Definition B. Levels and types of listening C. Listening barriers D. Guidelines for effective listening E. Listening computerization and note taking
03	EFFECTIVE SPEAKING A. Restaurant and hotel English B. Polite and effective enquiries and responses C. Addressing a group D. Essential qualities of a good speaker E. Audience analysis F. Defining the purpose of a speech, organizing the ideas and delivering the speech
04	NON VERBAL COMMUNICATION A. Definition, its importance and its inevitability B. Kinesics: Body movements, facial expressions, posture, eye contact etc. C. Protemies: The communication use of space D. Paralanguage: Vocal behaviour and its impact on verbal communication E. Communicative use of artifacts – furniture, plants, colours, architects etc.
05	SPEECH IMPROVEMENT A. Pronunciation, stress, accent B. Important of speech in hotels C. Common phonetic difficulties D. Connective drills exercises E. Introduction to frequently used foreign sounds
06	USING THE TELEPHONE A. The nature of telephone activity in the hotel industry B. The need for developing telephone skills C. Developing telephone skills

Semester 3

Paper 1 - FOOD PRODUCTION OPERATIONS- I (MM- 100)

S.No.	Topic
01	QUANTITY FOOD PRODUCTION EQUIPMENT A. Equipment required for mass/volume feeding B. Heat and cold generating equipment C. Care and maintenance of this equipment D. Modern developments in equipment manufacture MENU PLANNING A. Basic principles of menu planning – recapitulation B. Points to consider in menu planning for various volume feeding outlets such as Industrial, Institutional, Mobile Catering Units C. Planning menus for • School/college students • Industrial workers • Hospitals • Outdoor parties • Theme dinners • Transport facilities, cruise lines, airlines, railway D. Nutritional factors for the above INDENTING • Principles of Indenting for volume feeding • Portion sizes of various items for different types of volume feeding • Modifying recipes for indenting for large scale catering • Practical difficulties while indenting for volume feeding PLANNING Principles of planning for quantity food production with regard to • Space allocation • Equipment selection • Staffing
02	VOLUME FEEDING A. Institutional and Industrial Catering • Types of Institutional & Industrial Catering • Problems associated with this type of catering • Scope for development and growth B. Hospital Catering • Highlights of Hospital Catering for patients, staff, visitors

	• Diet menus and nutritional requirements C. Off Premises Catering • Reasons for growth and development • Menu Planning and Theme Parties • Concept of a Central Production Unit • Problems associated with off-premises catering D. Mobile Catering • Characteristics of Rail, Airline (Flight Kitchens and Sea Catering) • Branches of Mobile Catering E. Quantity Purchase & Storage • Introduction to purchasing • Purchasing system • Purchase specifications • Purchasing techniques • Storage
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S.No.	Topic
01	ALCOHOLIC BEVERAGE A. Introduction and definition B. Production of Alcohol • Fermentation process • Distillation process C. Classification with examples
02	DISPENSE BAR A. Introduction and definition B. Bar layout – physical layout of bar C. Bar stock – alcohol & non alcoholic beverages D. Bar equipment
03	WINES A. Definition & History B. Classification with examples • Table/Still/Natural • Sparkling • Fortified • Aromatized C. Production of each classification D. Old World wines (Principal wine regions, wine laws, grape varieties, production and brand names) • France • Germany • Italy • Spain • Portugal E. New World Wines (Principal wine regions, wine laws, grape varieties, production and brand names) • USA • Australia • India • Chile • South Africa • Algeria • New Zealand F. Food & Wine Harmony G. Storage of wines H. Wine terminology (English & French)

Paper 3 - FRONT OFFICE OPERATIONS- I (MM- 100)

S.No.	Topic
01	COMPUTER APPLICATION IN FRONT OFFICE OPERATION A. Role of information technology in the hospitality industry B. Factors for need of a PMS in the hotel C. Factors for purchase of PMS by the hotel D. Introduction to Fidelio & Amadeus
02	FRONT OFFICE (ACCOUNTING) A. Accounting Fundamentals B. Guest and non guest accounts C. Accounting system • Non automated – Guest weekly bill, Visitors tabular ledger • Semi automated • Fully automated
03	CHECK OUT PROCEDURES • Guest accounts settlement - Cash and credit - Indian currency and foreign currency - Transfer of guest accounts - Express check out
04	CONTROL OF CASH AND CREDIT

S.No.	Topic
01.	LINEN ROOM A. Activities of the Linen Room B. Layout and equipment in the Linen Room C. Selection criteria for various Linen Items & fabrics suitable for this purpose D. Purchase of Linen E. Calculation of Linen requirements F. Linen control-procedures and records G. Stocktaking-procedures and records H. Recycling of discarded linen I. Linen Hire
02.	UNIFORMS A. Advantages of providing uniforms to staff B. Issuing and exchange of uniforms; type of uniforms C. Selection and designing of uniforms D. Layout of the Uniform room
03.	SEWING ROOM A. Activities and areas to be provided B. Equipment provided

S.No.	Topic
01	FOOD COST CONTROL A. Introduction to Cost Control B. Define Cost Control C. The Objectives and Advantages of Cost Control D. Basic costing E. Food costing
02	FOOD CONTROL CYCLE A. Purchasing Control B. Aims of Purchasing Policy C. Job Description of Purchase Manager/Personnel D. Types of Food Purchase E. Quality Purchasing F. Food Quality Factors for different commodities G. Definition of Yield H. Tests to arrive at standard yield I. Definition of Standard Purchase Specification J. Advantages of Standard Yield and Standard Purchase Specification K. Purchasing Procedure L. Different Methods of Food Purchasing M. Sources of Supply N. Purchasing by Contract O. Periodical Purchasing P. Open Market Purchasing Q. Standing Order Purchasing R. Centralised Purchasing S. Methods of Purchasing in Hotels T. Purchase Order Forms U. Ordering Cost V. Carrying Cost W. Economic Order Quantity X. Practical Problems
03	RECEIVING CONTROL A. Aims of Receiving B. Job Description of Receiving Clerk/Personnel C. Equipment required for receiving D. Documents by the Supplier (including format) E. Delivery Notes F. Bills/Invoices G. Credit Notes H. Statements I. Records maintained in the Receiving Department J. Goods Received Book K. Daily Receiving Report L. Meat Tags M. Receiving Procedure

	N. Blind Receiving O. Assessing the performance and efficiency of receiving department P. Frauds in the Receiving Department Q. Hygiene and cleanliness of area
04	STORING & ISSUING CONTROL A. Storing Control B. Aims of Store Control C. Job Description of Food Store Room Clerk/personnel D. Storing Control E. Conditions of facilities and equipment F. Arrangements of Food G. Location of Storage Facilities H. Security I. Stock Control J. Two types of foods received – direct stores (Perishables/non-perishables) K. Stock Records Maintained Bin Cards (Stock Record Cards/Books) L. Issuing Control M. Requisitions N. Transfer Notes O. Perpetual Inventory Method P. Monthly Inventory/Stock Taking Q. Pricing of Commodities R. Stock taking and comparison of actual physical inventory and Book value S. Stock levels T. Practical Problems U. Hygiene & Cleanliness of area
05	PRODUCTION CONTROL A. Aims and Objectives B. Forecasting C. Fixing of Standards • Definition of standards (Quality & Quantity) • Standard Recipe (Definition, Objectives and various tests) • Standard Portion Size (Definition, Objectives and equipment used) • Standard Portion Cost (Objectives & Cost Cards) D. Computation of staff meals
06	SALES CONTROL A. Sales – ways of expressing selling, determining sales price, Calculation of selling price, factors to be considered while fixing selling price B. Matching costs with sales C. Billing procedure – cash and credit sales D. Cashier's Sales summary sheet

Semester 4

Paper 1 - Industrial Training (17 weeks)

(MM- 200)

SECOND YEAR – INDUSTRIAL TRAINING SCHEME (BHM208) (17 Weeks)

- 1) Exposure to Industrial Training is an integral part of the 2nd 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, Accommodation Operations & Front Office Operations.
- 2) Attendance in the 2nd year would be calculated separately for the two components of in-institute training and industrial training. 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.
- 6) There will be no inter change of candidates from one batch to another i.e., winter batch to summer batch and vice versa.

Industrial Training

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: KITM College, _____ Name of the Hotel: _____	SSJ Roll No: _____ Duration: 4 weeks (24 working days) From: _____ To: _____
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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 / disheveled, 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	60%	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
Does not mix, relate well with colleagues & customers	1

Attitude to Supervision

Welcomes criticism, Acts on it, very co-operative	5
Readily accepts criticism and is noticeably willing to assist others.	4
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

Very effective in analyzing situation and resourceful in solving problems	Demonstrates ambition to achieve progressively.	5
Shows ready appreciation and willingness to tackle problems	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

Reliability / Comprehension

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

Responsibility

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

Quality of Work

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

Quantity of work

Outstanding in output of work.	
Gets through a great deal.	
Output satisfactory.	
Does rather less than expected.	
Output regularly insufficient	

Total _____ / 50

Stipend Paid: Rs. _____ per month.

Name of Appraiser: _____ Signature: _____

Designation of Appraiser: _____ Date : _____

Signature of Student: _____ Date : _____

HUMAN RESOURCE MANAGEMENT (Only Counselling sessions)

10-12 counselling sessions of two hours

each per group per year

S.	Topic
01	Human Resource Planning A. Micro B. Macro
02	HRD applications in Hotel Industry
03	Relevance of HRD in Hotel Industry
04	Personnel Office A. Functions B. Operations
05	Hotel Environment and Culture
06	HRD System
07	Job Evaluation A. Concepts B. Scope C. Limitations
08	Job Analysis and Job Description
09	Job Evaluation Methods
10	Task Analysis
11	Demand and Supply Forecasting
12	Human Resource Information System
13	Human Resource Audit
14	Human Resource Accounting Practices
15	Recruitment and Selection
16	Attracting and Retaining Talents • Strategic Interventions
17	Induction and Placement
18	Staff Training and Development
19	Training Methods and Evaluation
20	Motivation and Productivity
21	Motivation and Job Enrichment
22	Career Planning
23	Employee Counselling
24	Performance Monitoring and Appraisal
25	Transfer, Promotion and Reward Policy
26	Disciplinary Issues
27	Employees' Grievance Handling
28	Compensation and Salary Administration
29	Employee Benefits and Welfare Schemes
30	Labour Laws and Regulations Related to Hotel Industry
31	Gender Sensitivities
32	Emerging Trends and Perspectives
33	Impacts of Mergers and Acquisitions on Human Resource Practices

Semester 5

Paper 1 - ADVANCE FOOD PRODUCTION OPERATIONS- I (MM- 100)

S.No.	Topic
01	LARDER I. LAYOUT & EQUIPMENT A. Introduction of Larder Work B. Definition C. Equipment found in the larder D. Layout of a typical larder with equipment and various sections II. TERMS & LARDER CONTROL A. Common terms used in the Larder and Larder control B. Essentials of Larder Control C. Importance of Larder Control D. Devising Larder Control Systems E. Leasing with other Departments F. Yield Testing III. DUTIES AND RESPONSIBILITIES OF THE LARDER CHEF A. Functions of the Larder B. Hierarchy of Larder Staff C. Sections of the Larder D. Duties & Responsibilities of larder Chef
02	CHARCUTIERIE I. SAUSAGE A. Introduction to charcuterie B. Sausage – Types & Varieties C. Casings – Types & Varieties D. Fillings – Types & Varieties E. Additives & Preservatives II. FORCEMEATS A. Types of forcemeats B. Preparation of forcemeats C. Uses of forcemeats III. BRINES, CURES & MARINADES A. Types of Brines B. Preparation of Brines C. Methods of Curing D. Types of Marinades E. Uses of Marinades F. Difference between Brines, Cures & Marinades

IV. HAM, BACON & GAMMON

- A. Cuts of Ham, Bacon & Gammon.
- B. Differences between Ham, Bacon & Gammon
- C. Processing of Ham & Bacon
- D. Green Bacon
- E. Uses of different cuts

V. GALANTINES

- A. Making of galantines
- B. Types of Galantine
- C. Ballotines

VI. PATES

- A. Types of Pate
- B. Pate de foie gras
- C. Making of Pate
- D. Commercial pate and Pate Maison
- E. Truffle – sources, Cultivation and uses and Types of truffle.

VII. MOUSE & MOUSSELINE

- A. Types of mousse
- B. Preparation of mousse
- C. Preparation of mousseline
- D. Difference between mousse and mousseline

VIII. CHAUD FROID

- A. Meaning of Chaud froid
- B. Making of chaud froid & Precautions
- C. Types of chaud froid
- D. Uses of chaud froid

IX. ASPIC & GELEE

- A. Definition of Aspic and Gelee
- B. Difference between the two
- C. Making of Aspic and Gelee
- D. Uses of Aspic and Gelee

X. QUENELLES, PARFAITS, ROULADES

Preparation of Quenelles, Parfaits and Roulades

	XI. NON EDIBLE DISPLAYS A. Ice carvings B. Tallow sculpture C. Fruit & vegetable Displays D. Salt dough E. Pastillage F. Jelly Logo G. Thermacol work
03	APPETIZERS & GARNISHES A. Classification of Appetizers B. Examples of Appetizers C. Historic importance of culinary Garnishes D. Explanation of different Garnishes
04	SANDWICHES A. Parts of Sandwiches B. Types of Bread C. Types of filling – classification D. Spreads and Garnishes E. Types of Sandwiches F. Making of Sandwiches G. Storing of Sandwiches
05	USE OF WINE AND HERBS IN COOKING A. Ideal uses of wine in cooking B. Classification of herbs C. Ideal uses of herbs in cooking

Paper 2- ADVANCE FOOD AND BEVERAGE OPERATIONS – I (MM- 100)

Sn.	Topic
01	PLANNING & OPERATING VARIOUS F&B OUTLET A. Physical layout of functional and ancillary areas B. Objective of a good layout C. Steps in planning D. Factors to be considered while planning E. Calculating space requirement F. Various set ups for seating G. Planning staff requirement H. Menu planning I. Constraints of menu planning J. Selecting and planning of heavy duty and light equipment K. Requirement of quantities of equipment required like crockery, Glassware, Cutlery - steel or silver etc. L. Suppliers & manufacturers M. Approximate cost N. Planning Décor, furnishing fixture etc.
02	FUNCTION CATERING BANQUETS A. History B. Types C. Organisation of Banquet department D. Duties & responsibilities E. Sales F. Booking procedure G. Banquet menus BANQUET PROTOCOL • Space Area requirement • Table plans/arrangement • Misc-en-place • Service • Toast & Toast procedures INFORMAL BANQUET • Réception • Cocktail parties • Convention • Seminar • Exhibition • Fashion shows

	• Trade Fair • Wedding • Outdoor catering
03	FUNCTION CATERING BUFFETS A. Introduction B. Factors to plan buffets C. Area requirement D. Planning and organisation E. Sequence of food F. Menu planning G. Types of Buffet H. Display I. Sit down J. Fork, Finger, Cold Buffet K. Breakfast Buffets L. Equipment M. Supplies N. Check list
04	GUERIDON SERVICE A. History of gueridon B. Definition C. General consideration of operations D. Advantages & Dis-advantages E. Types of trolleys F. Factor to create impulse, Buying – Trolley, open kitchen G. Gueridon equipment H. Gueridon ingredients
05	KITCHEN STEWARDING A. Importance B. Opportunities in kitchen stewarding C. Record maintaining D. Machine used for cleaning and polishing E. Inventory

Paper 3 - FRONT OFFICE MANAGEMENT – I (MM- 100)

S.No	Topic
01	PLANNING & EVALUATING FRONT OFFICE OPERATIONS A. Setting Room Rates (Details/Calculations thereof) - Hubbart Formula, market condition approach & Thumb Rule - Types of discounted rates – corporate, rack etc. B. Forecasting techniques C. Forecasting Room availability D. Useful forecasting data • % of walking • % of overstaying • % of under stay E. Forecast formula F. Types of forecast G. Sample forecast forms H. Factors for evaluating front office operations
02	BUDGETING A. Types of budget & budget cycle B. Making front office budget C. Factors affecting budget planning D. Capital & operations budget for front office E. Refining budgets, budgetary control F. Forecasting room revenue G. Advantages & Disadvantages of budgeting
03	PROPERTY MANAGEMENT SYSTEM A. Fidelio / IDS / Shawman B. Amadeus

Paper 4- ACCOMMODATION MANAGEMENT – I (MM- 100)

S.N o.	Topic
01	PLANNING AND ORGANISING THE HOUSE KEEPING DEPARTMENT A. Area inventory list B. Frequency schedules C. Performance and Productivity standards D. Time and Motion study in House Keeping operations E. Standard Operating manuals – Job procedures F. Job allocation and work schedules G. Calculating staff strengths & Planning duty rosters, team work and leadership in House Keeping H. Training in HKD, devising training programmes for HK staff I. Inventory level for non recycled items J. Budget and budgetary controls K. The budget process L. Planning capital budget M. Planning operation budget N. Operating budget – controlling expenses – income statement O. Purchasing systems – methods of buying P. Stock records – issuing and control
02	HOUSEKEEPING IN INSTITUTIONS & FACILITIES OTHER THAN HOTELS
03	CONTRACT SERVICES A. Types of contract services B. Guidelines for hiring contract services C. Advantages & disadvantages of contract services
04	ENERGY AND WATER CONSERVATION IN HOUSEKEEPING OPERATIONS
05	FIRST AID

Sn.	Topic
01	ORGANISATIONAL STRATEGY A. MISSION • Mission Statement Elements and its importance B. OBJECTIVES • Necessity of formal objectives • Objective Vs Goal C. STRATEGY • DEVELOPING STRATEGIES - Adaptive Search - Intuition search - Strategic factors - Picking Niches - Entrepreneurial Approach
02	ENVIRONMENTAL AND INTERNAL RESOURCE ANALYSIS A. NEED FOR ENVIRONMENTAL ANALYSIS B. KEY ENVIRONMENTAL VARIABLE FACTORS C. OPPORTUNITIES AND THREATS • Internal resource analysis D. FUNCTIONAL AREAS RESOURCE DEVELOPMENT MATRIX E. STRENGTHS AND WEAKNESSES • Marketing • Finance • Production • Personnel • Organisation
03	STRATEGY FORMULATION A. STRATEGY (GENERAL) ALTERNATIVES • Stability Strategies • Expansion Strategies • Retrench Strategies • Combination Strategies B. COMBINATION STRATEGIES • Forward integration • Backward integration • Horizontal integration • Market penetration • Market development • Product development • Concentric diversification • Conglomerate diversification • Horizontal diversification • Joint Venture

	• Retrenchment • Divestiture • Liquidation • Combination
04	STRATEGIC ANALYSIS AND CHOICE (ALLOCATION OF RESOURCES) A. FACTORS INFLUENCING CHOICE • Strategy formulation B. INPUT STAGE • Internal factor evaluation matrix • External factor evaluation matrix • Competitive profile matrix C. MATCHING STAGE • Threats opportunities – weaknesses – strengths matrix (TOWS) • Strategic position and action evaluation matrix (SPACE) • Boston consulting group matrix (BCGM) • Internal – External matrix • Grand Strategy matrix D. DECISION STAGE • Quantitative Strategic Planning matrix (QSPM)
05	POLICIES IN FUNCTIONAL AREAS A. POLICY B. PRODUCT POLICIES C. PERSONNEL POLICIES D. FINANCIAL POLICIES E. MARKETING POLICIES F. PUBLIC RELATION POLICIES
06	STRATEGIC IMPLEMENTATION REVIEW AND EVALUATION A. MCKINSEY 7-S FRAMEWORK B. LEADERSHIP AND MANAGEMENT STYLE C. STRATEGY REVIEW AND EVALUATION • Review underlying bases of Strategy • Measure Organizational Performance • Take corrective actions

Semester 6

Job Training (17 weeks) 200 MARKS

Research Project

BHM309 - RESEARCH PROJECT (PRACTICAL) HOURS
ALLOTTED: 45 MAXIMUM MARKS: 100

Once you have finalised the first draft or synopsis in consultation with your supervisor during SEM-V, plan to writing the final research paper during SEM-VI. Keep in mind the following:

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.

**COVERAGE OF SPECIAL TOPICS
USING EXTERNAL GUEST AND EXPERT SPEAKERS
HOURS ALLOTTED: 30**

As per teaching scheme, two hours per week have been allocated for External Guests as Expert Speakers to create a good academic interface with the industry. This is an important activity to complement our existing faculty through inviting renowned industry experts to address specialised disciplines and investigate emerging business trends, techniques and innovative case-studies.

GUIDELINES FOR USING EXTERNAL EXPERT SPEAKERS

1. Before inviting the Speaker, make sure that they *really are* experts in the relevant subject.
2. Invite, if possible, Speakers who are not only experts in subjects but are also capable speakers.
3. If, although they are eminently suitable because of their expertise, they have poor presentation skills, offer them support.
4. Inform them in writing, and in clear unambiguous terms, of the aims and objectives of the session.
5. Discuss with them, then confirm in writing, specifically what you want them to cover: exactly how long they have to speak: and what questioning techniques will be employed – during and after the session.
6. Give them full information, in writing, about the starting time, the location, and the size and level of the participants.
7. Confirm whether they will use aids and, if so, of what type(s) and how many. Do they already have them, are they of acceptable quality: do they want any help in procuring them: do they want to use aids available with you.
8. Confirm whether they intend to use hand-outs: do they have them available: do they want any support in their production: when do they intend to use them.
9. Seek and confirm their views on the room layout – what type they would prefer or whether they have to accept the existing room layout.
10. Arrange a feed-back session with the participants – as you may want to use them again.

Maintain a record of the date, duration of the session and contact details of the Guest Speakers for future references which may be required by your institute and the KITM Degree College.
