

DHMCT – Ist Year
01.Foundation Course In Food Production

Sl.No.	Topic
01.	INTRODUCTION TO COOKERY <ul style="list-style-type: none">a. Levels of skills and experiencesb. Attitudes and behaviour in the kitchen.c. Personal hygiened. Uniforms & protective clothinge. Safety procedure in handling equipment.
02.	CULINARY HISTORY <ul style="list-style-type: none">a. Origin of modern cookery
03.	HIERARCHY AREA OF DEPARTMENT AND KITCHEN <ul style="list-style-type: none">a. General Layout of the kitchen in various organizations.b. Layout of receiving areasc. Layout of service and wash up.
04.	KITCHEN ORGANIZATION AND LAYOUT <ul style="list-style-type: none">a. General layout of the kitchen in various organizationsb. Layout of receiving areasc. Layout of service and wash up.
05.	EQUIPMENT AND FUEL <ul style="list-style-type: none">a. Various fuels used:- Advantages and disadvantages of each.b. Different equipments used in food production
06.	BASIC MENU PLANNING <ul style="list-style-type: none">a. Types of Menub. Menu Planning Principles
07.	Aims & Objects of Cooking Foods <ul style="list-style-type: none">a. Aims and objectives of cooking foodb. Various Texturesc. Various consistenciesd. Techniques used in pre-preparatione. Techniques used in preparation
08.	Basic Principles of Food Production <ul style="list-style-type: none">(i) Vegetable and Fruit Cookery<ul style="list-style-type: none">a. Introduction – classification of Vegetablesb. Pigments and colour changesc. Effects of heat on vegetablesd. Cuts of vegetablese. Classification of fruitsf. Uses of fruit in cookeryg. Salads and salad dressings(ii) Stocks<ul style="list-style-type: none">a. Definition of stockb. Types of stockc. Preparation of stockd. Recipese. Storage of stocksf. Uses of stocksg. Care and precautions(iii) Soups<ul style="list-style-type: none">a. Classification with examples

- b. Basic recipes
- c. Consommés
- d. Garnishes and accompaniments

(iv) Sauces

- a. Classification of Sauces
- b. Recipes of mother sauces
- c. Derivatives

(v) Meat Cookery

- a. Introduction to meat cookery
- b. cuts of beef/veal
- c. Cuts of lamb/muttons
- d. Cuts of pork
- e. Variety meats(offal's)

(vi) Egg Cookery

- a. Introduction to egg cookery
- b. Structure of an egg
- c. Selection of an egg
- d. Uses of egg in cookery
- e. Methods of cooking egg

(vii) Fish Cookery

- a. Introduction to fish cookery
- b. Classification of fish with examples
- c. Cuts of fish
- d. Selection of fish and shell fish
- e. Cooking of fish (effects of heat)

(viii) Rice, Cereals & Pulses

- a. Introduction
- b. Classification and identification
- c. Cooking of rice, cereals and pulses
- d. Varieties of rice and other cereals

09. 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 precaution to be taken
- Selection of food for each type of cooking

10. Bakery

(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) Simple Breads

- a. Principles of bread making
- b. Simple yeast breads
- c. Role of each ingredient in bread making
- d. Making temperature and its importance

(iii) Pastry Creams

- a. Basic pastry creams
- b. Uses in confectionary
- c. Preparation and care in production

11. CULINARY TERMS

- a. List of culinary (common and basic) terms
- b. Uses in confectionary
- c. Preparation and care in production

12. COMMODITIES

(i) Flour

- a. Structure of Wheat
- b. Types of Wheat
- c. Types of Flour
- d. Processing of Wheat – Flour
- e. Uses of Flour in Food Production
- f. Cooking of Flour (Starch)

(ii) Shortening (Fats & Oils)

- a. Role of Shortenings
- b. Varieties of Shortening
- c. Advantages and Disadvantages of using various Shortening
- d. Fats & Oils – Types, Varieties, Storage

(iii) Raising Agents

- a. Classification of Raising Agents
- b. Role of Raising Agents
- c. Actions and Reaction

(iv) Sugar

- a. Importance of Sugar
- b. Types of Sugar
- c. Cooking of Sugar- various
- d. Uses of Sugar

13. BASIC COMMODITIES

(i) Milk

- a. Introduction
- b. Processing of Milk
- c. Pasteurization – Homogenization
- d. Types of Milk – Skimmed and Condensed
- e. Nutritive Value

(ii) Cream

- a. Introduction
- b. Processing of Cream
- c. Types of Cream

(iii) Cheese

- a. Introduction
- b. Processing of Cheese
- c. Types of Cheese
- d. Classification of Cheese

- e. Curing of Cheese
- f. Uses of Cheese

(iv) Butter

- a. Introduction
- b. Processing of Butter
- c. Types of Butter

14. BASIC INDIAN COOKERY

(i) Condiments & Spices

- a. Introduction to Indian food
- b. Spices used in Indian cookery
- c. Role of spices in Indian Cookery
- d. Indian equivalent of spices(names)

(ii) Masalas

- a. Blending of spices and concept of masalas
- 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

(iii) Thickening Agents

- a. Role of thickening agents in Indian cuisine
- b. Types of thickening agents

15. FRENCH

- a. La material de cuisine(The kitchen and its utensils)
- b. Hierarchy of kitchen personnel
- c. Methods of cooking
- d. Egg & Farinaceous
- e. Cuts of vegetables
- f. Cuts of fish
- g. Cuts of meat
 - Lamb/Mutton
 - Pork
 - Beef
 - Veal
- h. Simple menu terminology & grammar

Note: Should be taught along with the relevant topics

07151. PRACTICALS

Ist Term

Sl.No.	Topic
01	Introduction to cookery Demonstration classes & simple application by students

PART-A

BASIC WESTERN CUISINE

i. Vegetables

a. Varieties of Vegetables

b. Classification

c. Cuts of Vegetables:

- Julienne
- Jardinière
- Mignonette
- Dices
- Cubes
- Macedoine
- Paysanne
- Shred
- Scrambled
- Omlette(plain, stuffed)
- En cocotte(eggs, benedict)
- Starch (rice, pasta, potato)

ii. Fish Mongery

i. Identification & classification of fish e.g. flat fish(Pomfret, Black Pomfret and Sole)

- Round fish(Surmai, Rawas, Mackerel)
- Shellfish (Clams, Mussels, Shrimps, Crabs, Lobsters)
- Cephalopods (Squid, Cuttle, Fish)
- Cuts of Fish e.g. Fillet, Darné, Tronçon, Paupiette, Goujons

Preparation of simple fish Dishes such as

- Saumon frillé
- Pomfret Meunière
- Sole Nornay
- Fish Orly
- Fish Colbert fish à l'anglaise

(viii) Poultry

a. Cuts of Poultry

b. Preparation and jointing of Chicken

c. Preparation of Simple Dishes such as

- Lamb and Pork Chops
- Tornado, Fillet, Steak and Escalope
- Roast leg of Lamb
- Stew

PART-B
BAKERY & PATISSERIE

- (i) **Bread making**
- a. Demonstration + Preparation of Simple and enriched bread
 - b. Recipes
 - c. Bread Loaf (White and Brown)
 - d. Bread rolls (Various shapes)
 - e. French Bread
 - f. Brioche
- (ii) **Simple Cakes**
Demonstration and Preparation of simple cakes, recipes
- Sponge, Genoese, Fatless, Swiss roll
 - Fruit Cake
 - Rich Cakes
 - Dundee, Madeira
- (iii) **Pastry**
- a. Demonstration and preparation of dishes using varieties of Pastry
 - b. Short Crust – Jam tarts, Turnovers
 - c. Laminated- Palmiers, Khara Biscuits, Danish Pastry, Cream Horns
 - d. Choux Paste- Eclairs, Profiteroles
- (iv) **Simple Cookies**
Demonstration and Preparation of simple cookies like Nan Khatai, Golden Goodies, Melting moments, Swiss tart, Tri Colour Biscuits, Chocolate chip Cookies , Chocolate Cream Fingers, Bachelor Buttons
- (v) **Hot/Cold Desserts**
- a. Caramel Custard, Bread and Butter Pudding, Queen of Pudding, Scuffle- Lemon/Pineapple, Mouse Chocolate Coffee, Bavaroise, Diplomat Pudding, Apricot Pudding
 - b. Steamed Pudding- Albert Pudding, Cabinet Pudding.

PART-C
BASIC INDIAN CUISINE

- (i) **Rice, Cereals, & Pulses**
- a. Identification of various varieties of rice, cereals and pulses
 - b. Simple preparations such as
 - Boiled rice(draining & absorption method)
 - Fried rice
 - Various simple dal preparation
 - Wheat products like chappaties, parathas, phulkas, pooris
- (ii) **Indian Masalas**
- a. Composition of basic Indian masalas
 - Green
 - White
 - Brown
 - Tandoori
 - b. Preparation of these and incorporation in simple dishes such and Vindaloo, korma, tikka, safed mas, navrattan korma.
 - c. Thickening, coloring and souring agents

Practical classes to incorporate simple menus both Indian and Continental comprising of following dishes. Each institute to formulate their own combination

- a. **Soups**
 - Cream-vegetable, spinach, tomato, green peas
 - Consomme with garnishes like royale, Carmen, madrilène, Clermont, Celestine
 - National soups- Oxtail, Mulligatawny, Minestrone, Vichyssoise
- b. **Fish**
Fish Orly, 'langlaise, Colbert, meuniere, poached fish, grilled fish, baked fish, such as Florentine, Mornay , Portuguese
- e. **Salads-** basic simple salads & dressings
 - Cole slaw- salade nicoise
 - Russian Salad beetroot salad
 - Potato salad fruit salad
 - Carrot &vcelery waldorf salad
- f. **Cold Sweet-** honeycomb mould, butterscotch sponge, coffee mousse, lemon sponge, trifle, blancmange, chocolate mousse, lemon soufflé
- g. **Hot Sweet-** bread & butter pudding, caramel custard, Albert pudding, Christmas pudding.
 - **Indian sweets** – simple oneschicoti, gajjar halwa, kheer
 - **Indian rice-** dishes such as jeera pulao, vegetable pulao, lemon rice, aloo gobi ki thehari, khichdi
 - **Indian breads-** chapattis, paois, parathas, missi roti
 - **Indian meat/ chicken dishes-** korma, bafat, sfed mas, shahjehani, jhalfrazie, hussainey curry, rogini, Tandoori chicken

DHMCT – Ist Year

07102. Foundation Course In Food & Beverage Service

S.No	Topic
01.	THE HOTEL & CATERING INDUSTRY A. Introduction to the Hotel Indusrty and Growth of the head Industry of 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 F. Structure of the catering industry – a brief description of each.
02	DEPARTMENTAL ORGANISATION & STAFFING A. Organization 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 A. Specialty Restaurants B. Coffee Shop Service C. Cafeteria Service D. Fast Food Service E. Room Service F. Banquet Service G. Bar Service H. Vending Machines

II- ANCILLIARY DEPARTMENTS

- A. Pantry**
- B. Food pick-up area**
- C. Store**
- D. Linen room**
- E. Kitchen stewarding**

PRACTICAL

04. F&B SERVICE EQUIPMENT

- A. Familiarization of**
 - **Cutlery**
 - **Crockery**
 - **Glassware**
 - **Flatware**
 - **Hollowware**
 - **All other equipment used in F&B Service**

***French terms related to the above**

Care & maintenance of equipment including cleaning/polishing of EPNS

- **Plate Powder method**
- **Polivit method**
- **Silver dip method**
- **Burnishing machine**

05. 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

- **Types of meals**
- **Early Morning Tea**
- **Breakfast (English, American Continental, Indian)**
- **Brunch**
- **Lunch**
- **Afternoon/High tea**
- **Dinner**
- **Supper**

06. METHODS OF SERVICE

Mise- en-scene & mise-en-place

PRACTICAL

- A. Table laying for different meals**
- B. Restaurant reservation**
- C. Receiving and seating the guest**
- D. Talking the order**
- E. Procedure of service at table**
(**Silver service and pre-plated service**)
- F. Presentation & En cashing the bill**

- G. Room Service (tray and trolley)
- H. French for receiving and greeting the guest and seating the guest
- I. French related to taking order and description of dishes

07. SIMPLE CONTROL SYSTEM

- A. KOT/Bill Control System
- B. Making bill
- C. Cash handling equipment
- D. Record keeping

08. NON- ALCOHOLIC BEVERAGES

Classification (Nourishing, Stimulating and Refreshing beverages)

- A. Tea
 - Origin & Manufacture
 - Types & Brands

PRACTICAL

Preparation & Service

- B. Coffee
 - Origin & Manufacture
 - Types & Brands

PRACTICAL

Preparation & Service of different types of coffee

- C. Juices and Soft Drinks

PRACTICAL

Service of Juices and Soft Drinks

- Mock tail making
- Brand Names of Juices, Soft Drinks, Mineral Water, Tonic Water

- D. Cocoa & Malted Beverages
 - Origin & Manufacture

PRACTICAL

Preparation & Service

09. TOBACCO

- A. History
- B. Processing for cigarettes, pipe tobacco & cigars
- C. Cigars – shapes/ sizes/ colours
- D. Storage of cigarettes & cigars

PRACTICAL

Service of Cigars & Cigarettes

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07103. Foundation Course In Front Office Operation

Theory

02. INTRODUCTION TO TOURISM, HOSPITALITY & HOTEL INDUSTRY

- A. Tourism and its importance.
- B. Hospitality and its origin
- C. Hotels, their evolution and growth
Brief introduction to hotel core areas with special reference to Front Office

02. CLASSIFICATION OF HOTELS

- A. Size
- B. Star
- C. Location & clientele
- D. Ownerships basis
- E. Independent hotels
- F. Management contracted hotel
- G. Chains
- H. Franchise/ Affiliated
- I. Supplementary accommodation
- J. Times shares and condominium

03. TYPES OF ROOMS

- A. Single
- B. Double
- C. Twin
- D. Suits

04. ORGANIZATION

- A.** Function areas
- B.** Front office hierarchy
- C.** Duties and responsibilities
- D.** Personality traits

05. TARIFF STRUCTURE

- A.** Basis of charging
- B.** Plans, competition, customer's profile, standards & amenities
- C.** Hubert formula
- D.** Different types of tariffs
 - Rack rate
 - Discounted Rates for corporate, Airlines, Groups & Travel Agents

06. HOTEL ENTRANCE, LOBBY AND FRONT OFFICE

- A.** Layout
- B.** Front office equipment (non automated, semi automated and automated)

07. FRONT OFFICE AND GUEST HANDLING

Introduction to guest cycle

- Pre arrival
- Arrival
- Stay
- Departure and after departure

08. RESERVATION

- Importance of reservation
- Modes
- Channels and sources(F I T s, Travel Agents, Airline, G I T s)
- Types of reservation(Tentative, confirmed, guaranteed etc.)
- Systems(non automatic, semi automatic, fully automatic)
- Cancellation, Amendments and overbooking

09. ROOM SELLING TECHNIQUES

- Up selling
- Discounts

10. ARRIVALS

- Preparing for guest arrivals at Reservation and Front office
- Receiving of guests
- Pre- registration
- Registration (non automatic, semi automatic and automatic)
- Relevant records for F I T s ,Groups, Air Crews & VIPs)

11. BELL DESK

- Functions
- Procedures and records

12. DURING THE STAY ACTIVITIES

- Information services
- Message and mail handling
- Key Handling
- Room selling technique
- Hospitality desk
- Complaints handling
- Guest handling

- Guest history

13. FRONT OFFICE CO- ORDINATION WITH OTHER DEPARTMENTS OF HOTEL

14. GUEST ACCOUNTING(MANUAL)

- Guest weekly Bill
- Visitors tabular ledger

15. FRENCH

- Understanding and uses of accents, orthographic signs & punctuation
- Knowledge of cardinaux
- Days, Dates Time, Month and seasons

07153. Foundation Course In Front Office

PRACTICAL

- A. Appraisal of front office equipment and furniture
(Rack, counter bell desk)
- B. Filling up of various Performa
- C. Welcoming of Guest
- D. Telephone handling
- E. Role Play
 - Reservation
 - Arrivals
 - Luggage handling
 - Message and mail handling
 - Paging

Fidelio Training (in computer lab)

SUGGESTIVE LIST OF TASK FOR FIDELIO FRONT OFFICE OPERATION SYSTEM

SL.No.	TOPIC
01	Fidelio training – Hot Function keys
02	How to put message in Fidelio
03	How to put a locator in Fidelio
04	How to check in a first time guest
05	How to check in an existing reservation

- 06 How to check in a day use
- 07 How to issue a new key
- 08 How to verify key
- 09 How to cancel a key
- 10 How to issue a duplicate key
- 11 How to extend a key
- 12 How to print and prepare registration cards for arrival
- 13 How to Programmed keys continuously
- 14 How to Programmed one key for two rooms
- 15 How to re- Programmed a key

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07104. Foundation Course In Accomodation Operation

Theory

- 01. THE ROLE OF HOUSEKEEPING IN HOSPITALITY OPERATION**
 - A. Role of housekeeping in Guest satisfaction and Repeat Buisness.
- 02. ORGANISATION CHART OF THE HOUSEKEEPING DEPARTMENT**
 - A. Hierarchy in small, medium, large and chain hotels
 - B. Identifying housekeeping responsibilities
 - C. Personality trails of housekeeping management personnel
 - D. Duties and responsibilities of housekeeping management personnel
 - E. Layout of the housekeeping department
- 03. CLEANING ORGANISATION**
 - A. Principle of cleaning, hygiene & safety factors in cleaning
 - B. Methods of organizing cleaning
 - C. Frequency of cleaning daily, periodic, special
 - D. Design feature that simplify cleaning
 - E. Use & care of equipment
- 04. PEST CONTROL**
 - A. Areas of infestation
 - B. Preventive measures & control measures
- 05. CLEANING AGENTS**
 - A. General criteria for selection
 - B. Classification.
 - C. Polishes
 - D. Floor seats

- E. Use, care & storage
- F. Distribution & control
- G. Use of eco-friendly products in housekeeping

06. COMPOSITION, CARE & CLEANING OF DIFFERENT SURFACES

- A. Metals
- B. **Glass**
- C. Leather, leatherettes, Rexene
- D. Plastic
- E. Ceramics
- F. Wood
- G. Wall finishes
- H. Floor finishes

07 TYPES OF BEDS & MATTRESSES

08 KEYS

- A. Types of keys
- B. Computerized key cards
- C. Key control

09 ROOM LAYOUT & GUEST SUPPLIES

- A. Standard rooms, VIP ROOMS
- B. Guests special requests

10. AREA CLEANING

- A. Guest rooms
- B. Front – of –the house Areas
- C. Back – of- the house Areas
- D. Work routine and associated problems eg. High traffic areas, façade, Cleaning etc.

11. ROUTINE SYSTEMS AND RECORDS OF HOUSEKEEPING 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' Special Requests Register
- I. Record of Special Cleaning
- J. Call Register
- K. VIP Lists

12. 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

PRACTICAL

- 01** Room Layout and Standard Supplies

- 02 Cleaning Equipment
- 03 Cleaning of different surfaces
 - Daily
 - Periodic
 - Special tasks
- 04 Maid' Trolley – Setting up a trolley
- 05 Bed making
- 06 Daily cleaning of guestroom & bathrooms
- 07 Public Area Cleaning
- 08 Guests Room Inspection

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07105. APPLICATION OF COMPUTERS

S.No TOPIC

Objectives :

The basic objective of the course is to introduce the student to the world of computers and computer technology to introduce the student to the basic concept of Operating System, Word Processing, DataBase Presentation & Networking.

**01. COMPUTER FUNDAMENTALS - THEORY
INFORMATION CONCEPTS AND PROCESSING**

- A. Definitions
- B. Need, Quality, and Value of Information.
- C. Data Processing Concepts.

ELEMENTS OF A COMPUTER SYSTEM

- A. Definitions
- B. Characteristics of Computers
- C. Classification of Computers
- D. Limitations

HARDWAREB FEATURES AND USES

- A. Components of a Computer
- B. Generation of Computers
- C. Primary and Secondary Storage Concept
- D. Data Entry Devices
- E. Data Output Devices

SOFTWARE CONCEPTS

- A. System Software
- B. Application Software
- C. Language Classification
- D. Compilers and Interpreters

02. OPERATING SYSTEM/ ENVIRONMENTS- THEORY

BASICS OF MS- DOS

- A. Internal Commands
- B. External Commands

INTRODUCTION TO WINDOWS

- A. GUI Features
- B. What are Windows and windows 95 and above ?
- C. Parts of a typical windows and their functions

WINDOWS OPERATIONS- PRACTICAL

- A. Creating Folders
- B. Creating Shortcuts
- C. Copying Files / Folders
- D. Renaming Files / Folders
- E. Deleting Files
- F. Exploring Windows
- G. Quick Menus

03. MS-OFFICE- 97

MS WORD- PRACTICAL

CREATING A DOCUMENT

- A. Entering text
- B. Saving the document
- C. Editing a document Already Saved to Disk
- D. Getting around the Documents
- E. Find and replace Operation
- F. Printing the Documents

FORMATTING A DOCUMENT

- A. Justify Paragraphs
- B. Changing a paragraphs Indents
- C. Setting tabs and Margins
- D. Formatting Pages and Documents
- E. Using Bullets and Numbering
- F. Headers ? Footers
- G. Pagination

SPECIAL EFFECTS

- A. Print Special effects e.g. Bold, Underline, Superscripts, Subscripts
- B. Changing Fonts
- C. Changing Case

CUT, COPY AND PASTE OPERATION

- A. Marking Blocks
- B. Copying and Pasting a Block
- C. Cutting and Pasting a Block
- D. Deleting a Block

- E. Using Find and Replace in a Block

USING MS-WORD TOOLS

- A. Spelling and Grammar
B. Mail Merge
C. Printing Envelopes and Labels

TABLES

- A. Create
B. Delete
C. Format

GRAPHICS

- A. Inserting clip arts
B. Symbols(Borders/Shading)
C. Word Art

PRINT OPTIONS

- A. Previewing the document
B. Printing a whole document
C. Printing a Specific Page
D. Printing a Selected Page
E. Printing Several Documents
F. Printing More than One Copies

04. MS OFFICE – 97

MS – EXCEL – PRACTICAL

- A. How to use Excel
B. Starting Excel
C. Parts of Worksheet
D. Navigating in a Worksheet
E. Getting to know mouse pointer shape

CREATING SPREADSHEET

- A. Starting a new Worksheet
B. Entering the three different types of data in a worksheet
C. Creating simple Formulas
D. Formatting data for Decimal points
E. Editing data in a Worksheet
F. Using Auto fill
G. Blocking Data
H. Saving a Worksheet
I. Exiting Excel

MAKING THE WORKSHEET LOOK PETTY

- A. Selecting cells to format
B. Trimming tables with Auto Format
C. Format Cells for :-
 - Currency
 - Comma
 - Percent
 - Decimal
 - Date
- D. Changing Columns width and row height

- E. Aligning text
 - Top to bottom
 - Text wrap
 - Re ordering Orientation
- F. Using Borders

GOING THROUGH CHANGES

- A. Opening worksheet files for editing
- B. Undoing the mistakes
- C. Moving and copying with cut, copy and paste
- D. Deleting cell entries
- E. Deleting columns and rows from worksheet
- F. Inserting columns and rows in a worksheet
- G. Spell checking the worksheet

PRINTING THE WORKSHEET

- A. Previewing pages before printing
- B. Printing from standard toolbar
- C. Printing a part of the worksheet
- D. Changing the orientation of the printing
- E. Printing a whole worksheet in a single pages
- F. Adding a header and footer to a report
- G. Inserting page breaks in a report
- H. Printing the formulas in the worksheet

ADDITIONAL FEATURES OF A WORKSHEET

- A. Splitting worksheet window into two four panes
- B. Freezing columns and row on screen for worksheet title
- C. Attaching comments to cell
- D. Finding and replacing data in the worksheet
- E. Protecting a worksheet
- F. Function commands

MAINTAINING MULTIPLE WORKSHEET

- A. Moving from sheet in a worksheet
- B. Adding more sheet to a worksheet
- C. Deleting sheets from a worksheet
- D. Naming sheet tabs other than sheet1, sheet2 and so on
- E. Copying or moving sheets from one worksheet to another

CREATING GRAPHICS/CHART

- A. Using chart wizard
- B. Changing the chart with the chart toolbar
- C. Formatting the chart's axes
- D. Adding a text box to a chart
- E. Changing the orientation of a 3-D chart
- F. Using drawing tools to add graphics and worksheet
- G. Printing a chart with printing the rest of the worksheet data.

EXCEL'S DATABASE FACILITIES

- A. Setting up a database
- B. Sorting records in the database

05. MS OFFICE 97

MS – POWER POINT

- A. Making a simple presentation
- B. Using Auto content Wizards and Templates
- C. Power points five views
- D. Slides

- Creating Slides, re-arranging, modifying
 - Inserting pictures, objects
 - Setting up a slide show
- E. Creating an Organizational Chart
- 06. NETWORKS - THEORY**
- A. Network Topology
- Buss
 - Star
 - Ring
- B. Network Application
- C. Types of Networking
- LAN
 - MAN
 - WAN
- D. Networking Configuration Hardware
- Server
 - Nodes
- E. Channel
- Fiber optics
 - Twisted
 - Co- Axial
- F. Hubs
- G. Network Interface Card
- Arc net
 - Ethernet
- H. Network Software
- Novel
 - Windows NT

DHMCT – Ist Year
07107. BASIC NUTRITION & PRINCIPLES OF FOOD
SCIENCE

S.No TOPIC

01. BASIC ASPECTS :

- A. Definition of the terms Health, Nutrition and Nutrients.
- B. Importance of Good – (Physiological, Psychological and Social function of Food) in maintaining good health.
- C. Classification of nutrients

02. ELEMENTS OF A COMPUTER SYSTEM

- A. Definition of Energy and Units of its measurement (Kcal)
- B. Energy contribution from macronutrients(Carbohydrates, **Proteins**, and Fat)
- C. Factors affecting energy requirements
- D. Concept of BMR, SDA, Thermodynamic action of food
- E. Dietary sources of energy

- F. Concept of Energy balance and the health hazard associated with underweight, Overweight

03. MACRO NUTRIENTS :

Carbohydrates

- Definition
- Classification (mono, di and polysaccharides)
- Dietary Sources
- Function
- Significance of dietary fiber (prevention/treatment of diseases)

LIPIDS :

- Definition
- Classification L: Saturated and unsaturated fats
- Dietary Sources
- Functions
- Significance of Fatry acids (PUFAs, MUFAs, SFAs, EFA) in maintaining health
- Cholesterol – Dietary sources and the Concept of dietary and blood cholesterol

PROTEINS:

- Definitons
- Classification base upon amino acid composition
- Dietary sources
- Functions
- Methods of improving quality of protein in food(special emhasis on Soya Proteins and whey proteins)

MACRO NUTRIENTS :

A. Vitamins

- Definition and Classification(water and fats soluble vitamins)
- Food Sources, function and significance of
- Fat soluble vitamins (Vitamins A.D.E.K)
- Water Soluble vitamins (Vitamins C, Thiamine, Riboflavin, Niacin, Cyanocobalamin Folic acid)

B. MINERALS

- Definition and Classification(major and minor)
- Food Sources, function and significance of Calcium, iron, sodium, iodine & fluorine

WATER:

- Definition
- Dietary Sources(visible, invisible)
- Functions of water
- Role of water in maintaining health(water balance)

BALANCED DIET :

- Definition
- Importance of balanced diet
- RDA fore various nutrients – age, gender,physiological state

MENU PLANNING :

- Planning of nutritionally balanced meals based upon the three food group system
- Factors affecting meal planning
- Critical evaluation of few meals served at the institutes/ Hotels based on the principle of meal planning
- Calculation of nutritive value of dishes/meals

MASS FOOD PRODUCTION :

- Effect of cooking on nutritive value of food(QPF)

NEWER TRENDS IN FOOD SERVICE INDUSTRY IN RELEVANCE TO NUTRITION AND HEALTH

- Need for introducing nutritionally balanced and health specific meals
- Critical evaluation of fast foods
- New products being launched in the market(nutritional evaluation)

REFERENCES:

Human Nutrition by : Guthrice HA and Picciano MF 1995(Mosby Pub. Co.
Perspectives in Nutrition by : Wardlaw MW and Insel Pm 1993(Mosby Pub. Co. Toronto
Food facts & Principles by : Manay & Shalakshara swamy New Age int.2001
Mudambi & Rajgopal Fundamentals of food and nutrition 4th edition2001

PRINCIPLE OF FOOD SCIENCE

TOPIC

Definition and scope of food science and its inter – relationship with food Chemistry, food microbiology and food processing

CARBOHYDRATES :

- A. Introduction
- B. Effect of coking(Gelatinesation and Retrogradation)
- C. Factors affecting texture of carbohydrates(Stiffness of CHO gel & Dextrinization)
- D. Uses of Carbohydrates in food preparations

FATS & OILS :

- A. Classification(based on the origin and degree of saturation)
- B. Autoxidation(Factors and prevention measures)
- C. Flavor reversion
- D. Refining, Hydrogenation & winterization
- E. Effect of heating on fats & oils with respect to smoke point
- F. Commercial uses of fats(with emphasis on shortening value of different fats)

PROTEINS :

- A. Basic structure and properties
- B. Type of proteins based on their origin (plant/animal)
- C. Effect of heat on proteins(Denaturation, Coagulation)
- D. Functional properties of proteins(Gelatin, Emulsification, Foam ability, Viscosity)
- E. Commercial use of proteins in different food preparation(like Egg Gel, Gelatin Gel, Cakes, Confectionary items Meringues, Souffles, Custards, Soups, Curries etc.)

FOOD PROCESSING :

- A. Definition
- B. Objectives
- C. Types of treatment
- D. Effect of factor like heat, acid, alkali on food constituents

EVOLUTION OF FOOD

- A. Objectives
- B. Sensory assessment of food quality
- C. Methods
- D. Introduction to proximate analysis of food constituents
- E. Rheological aspects of food

EMULSIONS :

- A. Theory of Emulsification
- B. Types of Emulsion
- C. Emulsifying agents
- D. Role of emulsifying agent in food emulsions

COLLOIDS :

- A. Definition
- B. Application of Colloids system in food preparation

FLAVOUR :

- A. Definition
- B. Description of food flavors (tea, coffee, wine, meat, fish, spices)

BROWNING :

- Types(enzymatic and non-enzymatic)
- Role in food preparation
- Prevention of undesirable browning

REFERENCES :

1. Food Science by Potter & Hotchkiss
2. Principles of food science by Borgstrom and Macmillon
3. Food Chemistry by Fennima
4. sensory Evaluation by Ameriene(Academic Press)
5. Handbook of analysis and Quality Control for fruits and vegetables by Rangana S.(Tata McGraw Hill)

07108. BASIC ACCOUNTANCY

S.No TOPIC

01. INTRODUCTION TO ACCOUNTING

- A. Meaning and Definition.
- B. Types and Classification
- C. Principles of Accounting.
- D. Systems of accounting
- E. Generally Accepted Accounting Principles(GAAP)

02. PRIMARY BOOKS(JOURNAL)

- A. Meaning and Definition
- B. Format of journal
- C. Rules of Debit and Credit
- D. Opening entry, simple and compound entries
- E. Practices

03. SECONDARY BOOK(LEDGER)

- A. Meaning and Uses
- B. Formats
- C. Posting
- D. Practicals

04. SUBSIDIARY BOOKS

- A. Need and use
- B. Classification
 - Purchase Book
 - Sales Book

- Purchase returns
- Sales returns
- Journal proper
- Practicals

05. CASH BOOK

- A. Meaning
- B. Advantages
- C. Simple, Double and Three Column
- D. Pretty Cash Book with Imp rest System(Simple and tabular forms)
- E. Practicals

06. BANK RECONCILIATION STATEMENT

- A. Meaning
- B. Reasons for difference in pass Book and Cash Book Balances
- C. Preparation of Bank reconciliation Statement
- D. No Practical

07. TRIAL BALANCE

- A. Meaning
- B. Methods
- C. Advantages
- D. Limitations
- E. Practical

08. FINAL ACCOUNTS

- A. Meaning
- B. Procedure for preparation of final Accounts
- C. Difference between Trading accounts, Profit & Loss Accounts and Balance Sheet
- D. Adjustments (Only four)
 - Closing Stock
 - Pre-paid expenses
 - Outstanding Expenses
 - Depreciation

09. CAPITALAND REVENUE EXPENDITURE

- A. Meaning
- B. Definition of Capital and Revenue Expenditure

NOTE : USE OF CALCULATORS IS PERMITTED

- C. Proteomics : The communication use of space
- D. Paralanguage : Vocal behavior and its impact
- E. Communicative use of artifacts – furniture, plants, colors, 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 of 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

DHMCT – IInd Year
01.Food Production Operations

THEORY

Sl.No.

Topic

01. QUANTITY AND 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 equipments 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
- C. Planning menus for
 - School/college students
 - Industrial workers
 - Hospitals
 - Outdoor parties
 - Theme dinners
 - Transport facilities, cruise lines, airlines, railway
- D. Nutritional factor for the above

INDENTING

- Principles of Indenting for volume feeding
- Portion size of carious 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
- Equipments 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 Caterings)
 - Branches of Mobile Catering
- E.** Quantity Purchase & Storage
- Introduction of purchasing
 - Purchase system
 - Purchasing specifications
 - Storage

03. REGIONAL INDIAN CUISINE

- A.** Introduction to Regional Indian Cuisine
- B.** Heritage of Indian Cuisine
- C.** Factor that effect eating habits in different part of country
- D.** Cuisine and its highlights of different states/communities to be discussed under :-
- Geographic location
 - Historical background
 - Seasonal availability
 - Special equipments
 - Staple diets
 - Specialty cuisine for festivals and special occasions

STATES

Andhra Pradesh, Bengal, Goa, Karnataka, Kashmir, Kerela, Madhya Pradesh, Maharashtra, North Eastern States, Punjab, Rajasthan, Tamil Nadu and Uttar Pradesh/ Uttarakhand

COMMUNITIES

Parsee, Chettinad, Hyderabad, Lucknowi, Avadhi, Malbari/Syrian Chritian and Bohri

DISCUSSIONS

Indian Breads, Indian sweets, Indian snacks

REFERENCE BOOKS :

1. Quantity food production
2. Taste of India
3. Flavours of India

4. Heritage of India
5. Prashad
6. Cooking Delights of the Maharajas

FOOD PRODUCTION OPERATIONS **PRACTICAL**

To formulate 36 sets of menus from the following dishes and to include more dishes from the respective regions.

- Awadh
- Bengal
- Goa
- Gujarat
- Hyderabad
- Kashmiri
- Maharashtra
- Punjabi
- Rajasthan
- South India(Tamilnadu, Karnatka, Kerela)

DHMCT – IInd Year

02. Food & Beverage Service OPERATION

THEORY

S.No	Topic
01.	ALCHOLIC BEVERAGE E. Introduction and Definition B. Classification.
02.	WINES A. Definition. B. Classification with example - Tables / Still / Natural - Sparkling - Fortified - Aromatized C. Production of each classification D. Principles wine regions and wines of – France, Germany, Italy, Spain, Portugal, USA, Australia E. New World Wines(Brand Name) – India, Chile, South Africa, Algeria, New Zealand F. Food and wine Harmony G. Storage of wine H. Wine Terminology(English & French)

PRACTICAL

Service of wines –Red wine, White/Rose wine, Sparkling Wines, Fortified Wine, Aromatized Wines

03 BEER

- A. Introduction and Definition
- B. Types of Beer
- C. Production of beer
- D. Storage
- E. **Room Service**

PRACTICAL

Service of Bottled Canned Beer, Draught Beer

04. SPIRITS

- A. Introduction and Definition
- B. Production of Spirit-Pot-Still Method, patent Still Method
- C. Production of Whisky, Rum, Gin, Brandy, Vodka, Tequila
- D. Different Proof Spirits – America Proof, Gay Iussac

PRACTICAL

Service of Spirits(Whisky, Vodka, Rum, Gin, Brandy, Tequila)

05. APERITIFS

- A. Introduction & Definition –different Types of Aperitifs

PRACTICAL

Service of Different types of Aperitifs

06. LIQUEURS

- A. Definitions
- B. Production of Liqueurs
- C. Names of liqueurs & country of origin and predominant flavour
- D. Service

PRACTICAL

Service of Liqueurs

07. REGIONAL CUISINE – PRACTICALS

- A. Menu writing of regional dishes
- B. Table laying of regional dishes
- C. Service of regional dishes

DHMCT – IInd Year
03. FRONT OFFICE OPERATION
THEORY

S.No	Topic
01.	COMPUTER APPLICATION IN FRONT OFFICE OPERATION A. Fidelio/ DS/Shawman B. Amadeus
02.	FRONT OFFICE(ACCOUNTING) A. Accounting fundamentals. B. Guest and non- guest accounts. C. Accounting System (Non automated, semi automated and fully automated)
03	CHECK OUT PROCEDURES A. Guest accounts settlement <ul style="list-style-type: none">• Cash and credit• Indian currency and foreign currency• Transfer of guest accounts• Express checkout
04.	CONTROL OF CASH AND CREDIT
05.	NIGHT AUDITING A. Functions B. Audit procedures (Non automated, semi automated and fully automated)

06. FRONT OFFICE AND GUEST SAFETY AND SECURITY

- A. Importance of Security systems
- B. Safe Deposit
- C. Key control
- D. Emergency situations (accident, illness, theft, fire, bomb)

07. FRENCH

- A. Expressions de politesse et les commander et Expression d'encouragement
- B. Basic conversation related to front office activities such as
 - Reservation (personal and telephonic)
 - Reception (Doorman, bellboys, receptionist etc.)
 - Cleaning of room and change of room etc.

FRONT OFFICE OPERATIONS

PRACTICAL

Hands on practices of computer application(Hotel Management System)related to Front Office procedures such as Reservation, Registration, Guest History, telephones, Housekeeping, Daily transactions)

Front Office Accounting procedures

- Manual accounting
- Machine accounting
- Payable , Accounts Receivable, Guest History, Yield Management, Role pay
- Situation Handling

**SUGGESTIVE LIST OF TASKS FOR FRONT OFFICE
OPERATION SYSTEM**

S.No	Topic
1.	How to make a reservation
2.	How to create and update guest profiles
3.	How to create a guest folio
4.	How to print guest folio
5.	How to make sharer reservation
6.	How to feed remarks in guest history
7.	How to add on reservation
8.	How to add a sharer
9.	How to amend a reservation
10.	How to cancel a reservation.
11.	How to make a group reservation.
12.	How to make a room change on system.
13.	How to logon cashier code
14.	How to close a bank at the end of each shift.
15.	How to put a routine instruction.
16.	How to process charges in.
17.	How to process a guest checkout.
18.	How to check out a folio.
19.	How to process deposit for arriving guest.
20.	How to process deposit for in house guest.
21.	How to check room rate variance report.
22.	How to process part settlement.
23.	How to tally allowance for the day the at night.
24.	How to tally paid outs for the day at night.

25. How to tally forex for the day at night.

DHMCT – IInd Year
04. ACCOMODATION OPERATIONS
THEORY

S.No	Topic
01.	LINEN ROOM <ul style="list-style-type: none">A. Activities of the Linen roomB. Layout and equipments in the Linen room.C. Selection criteria for various Linen items & fabrics suitable for this purpose.D. Purchase of Linen.E. Calculation of Linen requirement.F. Linen control- procedures and records.G. Stocktaking- procedures and records.H. Recycling of discarded linen.I. Linen Hire.
02.	UNIFORMS <ul style="list-style-type: none">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.
03	SEWING ROOM <ul style="list-style-type: none">A. Activities and areas to be provided.B. Equipment provided.
04.	LAUNDRY <ul style="list-style-type: none">A. Commercial and On-site Laundry.B. Flow process of Industrial Laundering- OPL.

- C. Stage in the Wash Cycle.
- D. Laundry Equipment and Machines.
- E. Layout of the Laundry.
- F. Laundry Agents.
- G. Dry cleaning.
- H. Guest Laundry/Valet service.
- I. Stain Removal

05. FLOWER ARRANGEMENT

- A. Flower arrangement in Hotels.
- B. Equipment and material required for flower arrangement.
- C. Conditioning of plant material.
- D. Styles of flower arrangements.
- E. Principles of design as applied to flower arrangement.

06. INDOOR PLANTS

- A. Selection and care

ACCOMODATION OPERATION
PRACTICAL

- 01. Layout of Linen and Uniform Room/ Laundry
- 02. Laundry Machinery and Equipment.
- 03. Stain Removal.
- 04. Flower Arrangements.
- 05. Selection and designing of Uniforms.

DHMCT – IInd Year
05. FOOD & BEVERAGE CONTROLES
THEORY

S.No

Topic

01. FOOD COST CONTROL

- A. Introduction of Cost Control.
- B. Define Cost Control.
- C. The Objective 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 Factor for different commodities.
- G. Definition of Yield.
- H. Test 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 Method of Food Purchasing.
- M. Sources of supply.
- N. Purchasing by Contract.
- O. Periodical Purchasing.
- P. Open Market Purchasing.

- Q. Standing Order Purchasing.
- R. Centralized 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. Credits Notes.
- H. Statements
- I. Record maintained in 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 Departments.
- Q. Hygiene and cleanliness of area.

04. STORING & ISSUING CONTROL

- A. Storing Control.
- B. Aims of Store Control.
- C. Job Description of Food Store Clerk/Personnel.
- D. Storing Control.
- E. Conditions of facilities and Equipment.
- F. Arrangements of Food,
- G. Location of storage Facilities.
- H. Security.
- I. Two types of foods received –direct stores.
(Perishables/non perishables)
- J. Stock Records Maintained Bin Cards
Stock Record Cards/Books
- K. Stock Control
- L. Issuing control
- M. Requisitions
- N. Transfer Notes
- O. Perpetual Inventory Method
- P. Pricing on Commodities.
- Q. Monthly Inventory/Stock Taking
- R. Stock Taking and comparison of actual physical inventory and Book value.
- S. Stock levels
- T. Practical Problem
- U. Hygiene & Cleanliness of area.

05. PRODUCTION CONTROL

- A. Aims and Objectives.
- B. Forecasting.
- C. Fixed 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 and Cost Cards)

- D. Computation of staff meals
- 06.
- A. Sales – ways of expressing selling, determining sales price, Calculation of selling price
 - B. Matching costs with sales
 - C. Billing procedure –cash and credit sales
 - D. Cashier’s Sales summary sheet

DHMCT – IInd Year

06.

THEORY

S.No Topic

DHMCT – IInd Year

07. FOOD SAFETY & QUALITY

THEORY

S.No Topic

01. Basic introduction to food safety, Food hazards and risks, Contammas and Food Hygiene

02. **MICRO- ORGANISMS IN FOOD**

- A. General characteristic of Micro- Organisms based on there occurrence and structure.
- B. Factors affecting there growth in food(intrinsic and extrinsic)
- C. Common food borne micro-organisms
 - a. Bacteria(Spores/Capsule)
 - b. Fungi
 - c. Viruses
 - d. Parasites

03 **FOOD SPOILAGE AND FOOD PRESERVATION**

- A. Types and causes of spoilage.
- B. Source of Contamination.
- C. Spoilage of different products (milk and milks products, cereals and cereals Products, meat, eggs, fruits and vegetables, canned products)
- D. Basic principles of food preservations.
- E. Methods of preservation (High temperature, Low temperature, Drying,

Preservatives and irradiation)

04. BENEFICIAL ROLE OF MICRO-ORGANISMS

- A. Fermentation and role of lactic and bacteria
- B. Fermentation in foods (Dairy foods, Vegetables, Indian foods Bakery products and Alcoholic beverages)
- C. Miscellaneous (Vinegar and antibiotic)

05. FOOD BORNE DISEASES :

- A. Types (infections and intoxications)
- B. Common diseases caused by food borne pathogens.
- C. Preventive measures

06. FOOD ADDITIVES :

- A. Introduction
- B. Types (Preservative, Anti oxidants, Sweeteners, Foods colors and flavors, Stabilizers and emulsifiers)

07. FOOD CONTAMINANTS AND ADULTERANTS :

- A. Introduction to food standards.
- B. Types of food contaminants Pesticides residues, Bacterial toxins or mycotoxins, Sea food toxins, Metallic contaminants, residues from packaging material)
- C. Common adulterants in food.
- D. Method of their detections(Basic Principles)

08. FOOD LAWS AND REGULATIONS :

- A. National –PFA Essential commodities Act(FP, MPO,etc.)
- B. International –Codex Alimentarius, ISO
- C. Regulatory Agencies-WTO
- D. Consumer Protection Act.

09. QUALITY ASSURANCE:

- A. Introduction to concept of TQM,GMP and Risk Assessment
- B. Relevance of Microbiological standards for food safety.
- C. HACCP(Basic Principle and implementation)

10. HYGIENE AND SANITATION IN FOOD SECTOR :

- A. General Principles of food hygiene
- B. GHP for commodities, equipment, work area and personnel.
- C. Cleaning and disinfection (Method and agents commonly)
- D. Waste water and waste disposal.

11. RECENT CONCERNS:

- A. Emerging pathogens.
- B. Genetically modified foods.
- C. Food Labeling.
- D. Newer trends in food packaging and technology.
- E. BSE (Bovine Serum Ecephthalopathy)

REFERENCES:

1. Modern Food Microbiology by jay j.
2. Food Microbiology by Frazier and Westhoff.
3. Food Safety by Bhat and Rao.
4. Safe food handling by Jacob M.
5. Food Processing by Hobbs Betty.
6. PFA Rules.

DHMCT – IInd Year
08. MANAGEMENT IN HOSPITALITY INDUSTRY
THEORY

S.No Topic

01. UNDERSTANDING ENTREPRENEURSHIP AND MANAGEMENT

- A.** Management: Concept and Functions
- B.** Entrepreneurship : Concept and Functions
- C.** Corporate Forms in Tourism
- D.** Management issues in Tourism

02. UNDERSTANDING ORGANIZATIONAL THEORY

- A.** Understanding Organizations.
- B.** Planning and Decision Making
- C.** Organizing
- D.** Monitoring and Controlling

03 ORGANIZATIONAL BEHAVIOR ISSUES

- A.** Small Group Behavior
- B.** Inter Personal Behavior.
- C.** Inter Group Behavior
- D.** Supervisory Behavior

04. MANAGEMENT FUNCTIONS

- A.** Human Resource Management
- B.** Financial Management
- C.** Operation Management
- D.** Marketing Management
- E.** Information Technology and Management

05. MANAGING FINANCIAL OPERATIONS:

- A. Understanding P &L statements
- B. Understanding Balance Sheet.
- C. Profitability Analysis
- D. Project Formulation and Appraisal

06. MANAGERIAL PRACTICES IN TOURISM - I:

- A. Tour Operator
- B. Travel agencies
- C. Hotels
- D. Public Relations

07. MANAGERIAL PRACTICES IN TOURISM:

- A. Food Service
- B. Tourist Transport
- C. Airlines
- D. Airports.

08. CONVENTION PROMOTION AND MANAGEMENT:

- A. Convention Industry
- B. Planning Conventions
- C. Management and Implementation of Conventions

DHMCT – IInd Year
09. COMMUNICATION SKILLS IN ENGLISH
THEORY

S.No Topic

This course is assigned 8 credits and requires about 240 hours of study on your part at making you aware of how a communicative situation influences the choice of structure and communication, formal and informal conversation, official communication diaries, notes and use of English for i.e. Print, TV and Radio

01. LETTERS

- A. Some concepts in communication
- B. Formal Letters -1
- C. Formals Letters - 2
- D. Informal Letters – 1
- E. Informal Letters - 2

02. CONVERSATION

- A. Formal Conversation - 1.
Face to Face 1
- B. Formal Conversation – 2
Face to Face - 2
- C. Informal Conversation – 1
Face to Face 1
- D. Informal Conversation – 2
Face to Face – 2
- E. Discussion
- F. Telephone Conversation

03 OTHERS FORMS OF OFFICIAL COMMUNICATION

- A. Memoranda
- B. Reports 1.

- C. Reports 2.
- D. Minutes of Meetings.
- E. Telegrams and Telexes.

04. INTERVIEWS AND PUBLIC SPEAKING

- A. Interviews
- B. Debates
- C. Discussions
- D. Speeches
- E. Seminar talks

05. DIARIES ,NOTES, TABLES AND FIGURES :

- A. Diaries : Private
- B. Diaries : General.
- C. Travelogues
- D. Notes
- E. Tables, Charts and Graphs

06. MASS MEDIA : PRINT

- A. Writing for Newspaper - 1
- B. Writing for Newspaper - 2
- C. Articles for Journal
- D. Advertising - 1
- E. Advertising – 2

07. WRITING FOR RADIO:

- A. Writing for Radio - 1
Movements of The Sounds
- B. Writing for Radio - 2
Movements of The Sounds
- C. Writing for Radio - 3
- D. Radio Drama 1
- E. Radio Drama 2

08. MASS MEDIA : TELEVISION

- A. Television Script
- B. Television Drama
- C. Documentary and Future Programs
- D. Interview
- E. Media Contexts and Words

AUDIO 1

1. Letters (Block 1)
2. Conversation : Role Relations and Tone in conversations (Block 2)
3. Making a Public Speech (Block 4)

VIDEOS 1

1. Debating Skills(Block 4)
2. Appearing for interview (Block 4)
3. Visualizing and T.V script introduction to T.V production techniques (Block 8)

DHMCT – IInd Year
10. Human Resource Management
THEORY

- | S.No | 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 :
A. Concepts
B. Scope.
C. Limitations |
| 06. | Job Analysis and Description |
| 07. | Job Evaluation Methods |
| 08. | Task Analysis |
| 09. | Demand and Supply Forecasting |
| 10. | Human Resource Information System |

11. Human Resource Audit
12. Human Resource Accounting Practices
13. Recruitment and Selection
14. Attracting and Retaining Talents
15. Strategic Interventions
16. Introduction and Placement
17. Staff Training and Development
18. Training Methods and Evaluation
19. Motivation and Job Enrichment
20. Motivation and Productivity
21. Career Planning
22. Employee Counseling
23. Performance Monitoring and Appraisal
24. Transfer, Promotion, and Reward Policy
25. Compensation and Salary Administration
26. Employee Benefits and Welfare Schemes
27. Labour Law and Regulations ton Hotel Industry
28. Gender Sensitivities
29. Emerging trends and Perspectives
30. Description Issues
31. Disciplinary Issues
32. Employee Grievance Handling
33. Impacts of Merger and Acquisitions on Human Resource Practice

DHMCT – IIIrd Year
09. ADVANCE FOOD PRODUCTION OPERATIONS
THEORY
TOPICWISE DISTRIBUTION OF PERIODS

Topic No.	TOPIC	Pds
1.	Planning & Operating Various F&B Outlet	08
2.	Charcuterie	22
3.	Appetizers & Garnishes	05
4.	Sandwiches	06
5.	Use of Wine of Herbs in Cooking	06
6.	International Cuisine	16
7.	Chinese	08
8.	Bakery & Confectionery	10
9.	Production	10
10.	French	05
	Total	96

DETAILED CONTENTS

S.No

Topic

01. LARDER

1.1 LAYOUT

- a. Introduction of Larder Work
- b. Definition
- c. Equipment found in the larder
- d. Layout of typical larder with equipment and various sections.

1.2 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

1.3 DUTIES AND RESPONSIBILITIES OF THE LARDER CHEF

- a. Functions
- b. Hierarchy of Larder Staff
- c. Sections of the Larder
- d. Duties & Responsibilities of Larder Chef

03. CHARCUTIRIE

2.1 SAUSAGE

- a. Introduction of Charcutierie
- b. Sausage – Types & Varieties
- c. Casings – Types & Varieties
- d. Fillings – Types & Varieties
- e. Additives & Preservatives

2.2 FORCEMEATS

- a. Types of forcemeats
- b. Preparation of forcemeats
- c. Uses of forcemeats

2.3 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

2.4 HAM, BACON & GAMMON

- a. Cuts of ham, Bacon & Gammon
- b. Difference between Ham, Bacon & Gammon
- c. Processing of Ham & Bacon
- d. Green Bacon
- e. Uses of cuts

2.5 GALANTINES

- a. Making of galantines
- b. Types of Galantine
- c. Ballontines

2.6 PATES

- a. Types of Pate
- b. Pate de foie gras
- c. Making of Pate
- d. Commercial pate and Pate maison
- e. Truffle- source, Cultivation and uses and Types of Truffle

2.7 MOUSSE & MOUSSELINE

- a. Types of Mousse
- b. Preparation of Mousse
- c. Preparation of Mousseline
- d. Difference between mousseline and mousse

2.8 CHAUD FROID

- a. Meaning of Chaud Froid
- b. Making of Chaud froid & Precautions
- c. Types of chaud froid
- d. Uses of Chaud froid

2.9 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

2.10 QUENELLES, PARFAITS, ROULADES

Preparation of Quenelles, Parafaits and Roulades

03. APPETIZERS & GARNISHERS

- a. Classification of Appetizers
- b. Examples of Appetizers
- c. Historic importance of culinary 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 OF HERBS IN COOKING

- a. Ideal uses of wine in cooking
- b. Classification of herbs
- c. Ideal uses of herbs in cooking

06. INTERNATIONAL CUISINE

- a. Geographic location
- b. Historical background
- c. Staple food with regional influences
- d. Specialties
- e. Recipes
- f. Equipment & Basic of Cuisines
 - Great Britian
 - France
 - Italy
 - Spain & Portugal
 - Scandinavia
 - Middle East
 - Oriental
 - Mexican
 - Arabic

07. CHINESE

- a. Introduction to Chinese foods
- b. Historical background
- c. Regional cooking styles
- d. Methods of cooking
- e. Equipment & utensils

08. BAKERY & CONFECTIONERY

8.1 ICINGS & TOPPINGS

- a. Varieties of icing
- b. Using of Icings
- c. Difference between Icings & Toppings
- d. Recipes

8.2 FROZEN DESSERTS

- a. Types and Classification of Frozen desserts
- b. Ice Creams- Definitions
- c. Methods of preparation
- d. Additives and preservatives used in Ice - Creams manufacture

8.3 MERINGUES

- a. Making of Meringues
- b. Factors affecting the stability
- c. Cooking Meringues
- d. Types Meringues
- e. Uses of Meringues

8.4 BREAD MAKING

- a. Role of Ingredients
- b. Bread faults
- c. Bread Improvers
- d. Bread making methods

8.5 CHOCOLATE

- a. History
- b. Sources
- c. Manufacture & Processing of Chocolate
- d. Types of Chocolate
- e. Tempering of Chocolate
- f. Cocoa butter, white Chocolate and its Application

09 PRODUCTION

9.1 PRODUCTION MANAGEMENT

- a. Kitchen Organization
- b. Allocation of work-job description, duty rosters
- c. Production planning
- d. Production Scheduling
- e. Production Quality & Quality Control
- f. Forecasting Budgeting
- g. Yield Management
- h. Planning Kitchen layouts

9.2 PRODUCT & RESEARCH DEVELOPMENT

- a. Testing New Equipment
- b. Developing New Recipes
- c. Food Trails
- d. Organoleptic & Sensory Evaluation

09. FRENCH

- a. Culinary French
- b. Classical recipes (recettes classique)
- c. Historical Background of Classical Garnishes
- d. Offals/ Games
- e. Larder Terminology & Vocabulary

REFERENCES :-

1. The Larder Chef- M.J.Leto & W.h.K.Bode ,ButterWorth Heineman
2. Professional Chef – Art of Garde manger- Frederic H.Semerschmid
3. Classical Food Preparation & Presentation- W.H.K.Bode
4. The creative art of garnishes –Yvette Stachowiak

5. Baking – Martha Day

6. Professional Pastry Chef – Bo Friberg, John Wiley

7. Classical Recipes of the world – Smith, Henry

8. Larousse Gastronomique – Paul Hamlyn

3.1 PRACTICAL

S.NO	Topic	Hours
	Three course Minus to be formulated featuring International Cuisine	
1	FRENCH	40%
2	ORIENTAL a) Chinese b) Thai	20%
3	ITALY, GERMANY, SPAIN, GREECE, MEXICAN, MEDITERRANEAN & LEBANESE	40%

SUGGESTED MENUS

FRENCH

MENU 01 Consomme Carmen
Poulet Saute Chasseur
Pommes Loretta
Haricots Verts
Salad de Betterave
Brioche
Bada au Rhum

MENU 02 Bisque D'ecrevisse
Escalope De veau viennoise
Pommes Batailles
Courge Provencale
Epinards au Gratin

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

French Bread
Tarte Tartin

MENU 04 Veloute Dame Blanche
Cote De Porc Charcuterie
Pommes De Terre a La Crème
Carotte Glace Au Gingembre
Salade Verte
Garlequin Bread

MENU 05 Chocolate Cream Puffs
Cabbage chowder
Poulet A La Rex
Pommes marquises
Ratatouille
Salade De Carottes Et Celeris
Clover Leaf Bread
Savarin des Fruits

MENU 06 Barquettes Assortis
Stroganoff De Beouf
Pommes Persilles
Salad de Chou- Cru
Garlic Rolls
Crepe Suzette

MENU 07 Duchesse Nautua
Poulet Maryland
Croquette Potatoes
Salade Nicoise
Brown bread
Pate Des Pommes

MENU 08 Kromeskies
Filet De Sols Walweska
Pommes Lyonnaise
Funghi Marirati
Bread Sticks
Souffle Milanaise

MENU 09 Vol-Au-Vent De Voaille Et Jambon
Homard Thermidor
Salad Waldorf
Vienna Rolls
Mousse Ar Chocolat

MENU 10 Carbe En Coquille
Quiche Lorraine
Salade de Viande
Pommes parisienne
Foccacia
Crème Brulee

Plus 4 Buffets Cold Buffet
Hot continental
Indian Continental

CHINESE

MENU 01 Prawan Ball Soup

Fried Wantons
Sweet & Sour Pork
Hakka Noddles

MENU 02 Hot & Sour Soup
Beans Sichwan
Stir Fried Chicken & Peppers
Chinese Fried Rice

MENU 03 Sweet Corn Soup
Chao Mai
Tung- Po- Mutton
Yangchow Fried Rice

MENU 04 Yanton Soup
Spring Rolls
Stir Fried Beef & Celery
Chow Mein

MENU 05 Prawns in Garlic Sauce
Fish Szechwan
Hot & Sour Cabbage
Steamed Noddles

INTERNATIONAL

SPAIN Gazpacho
Pollo En Pepitora
Paella
Frittata De Patata
Pastel De Mazaana

ITALY Minestrone
Ravioli Arabeata
Fettocine Carbonara
Pollo Alla Cacciatore
Medanzane Parmigiane
Grissini
Tiramisu

GERMANY Linsensuppe
Sauerbaaten
Spatzale
German Potato Salad
Pumpernicklr
Apfel Strudel

U.K Scotch Broth
Roast Beef
Yorkshire Pudding
Glazed Carrots & Turnips
Roast Potato
Yorkshire Curd Tart
Crusty Bread

GREECE Soupe Acogolemeno
Moussaka A La Greque
Dolmas

Tzaziki
Baklava
Harlequin Bread

BAKERY & PATISSERY PREPARATION

MUST INCLUDE

- Decorated Cakes
- Gateaux
- International Breads
- Sorbets, Parfaits
- Hot/ Cold Desserts

DEMONSTRATION OF

CHARCUTERIE Galantines
Pate
Terrines
Mousselines

DHMCT – IIIrd Year
3.2. ADVANCE FOOD & BEVERAGE OPERATIONS
THEORY
TOPICWISE DISTRIBUTION OF PERIODS

Topic No.	TOPIC	L	P
1.	Planning & Operating Various F&B Outlet	10	---
2.	F&B Staff Organisation	06	---
3.	Managing F&B Outlets	04	---
4.	Function Catering	12	---
5.	Buffets	12	---
6.	Gueridon Service	10	---
7.	Bar Operators	04	---
8.	Cocktails & Mixed Drinks	04	---
9.	Kitchen Stewarding	02	---
	Total	64	128

DETAILED CONTENTS

S.No

Topic

- 01. PLANNING & OPERATING VARIOUS F&B OUTLET**
- a. Physical Layout of functional areas 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, steel or silver etc
- l. Supplies & manufactures
- m. Approximate cost
- n. Planning Décor, furnishing fixture etc.

02. F&B STAFF ORGANISATION

- a. Categories of Staff
- b. Hierarchy
- c. Job description and specification
- d. Duty roster

03. MANAGING F&B OUTLET

- a. Supervisory Skills
- b. Developing efficiency
- c. Standard Operating Procedure

04. FUNCTION CATERING

4.1 BANQUETS

- a. History
- b. Types
- c. Organization of Banquet department
- d. Duties & responsibilities
- e. Sales
- f. Booking procedure
- g. Banquet menus
- h. Banquet Planning & Preparing Checklist

4.2

4.3 BANQUETS PROTOCOL

- a. Space Area Requirement
- b. Table Plans / Arrangement
- c. Misc-en-Place
- d. Service
- e. Toasting

4.4 INFORMAL BANQUET

- a. Reception
- b. Cocktail Parties
- c. Convention
- d. Seminar
- e. Exhibition
- f. Fashion Shows
- g. Trade fair
- h. Wedding
- i. Outdoor Catering

05. BUFFETS

- a. Introduction
- b. Types of Buffet
- c. Area requirement
- d. Planning & Organization
- e. Sequence of food
- f. Menu Planning
- g. Factors to plan buffets
- h. Display
- i. Sit Down
- j. Fork, Finger & Cold Buffets
- k. Breakfast Buffet
- l. Equipment
- m. Supplies
- n. Checklist

- 06. GUERIDON SERVICE**
- a. History of Gueridon
 - b. Definition
 - c. General Consideration
 - d. Advantages & Disadvantages
 - e. Types of Trolleys
 - f. Factors to Create impulse, Buying- Trolley, open Kitchen
 - g. Gueridon Equipment
 - h. Gueridon ingredients

- 07. BAR OPERATORS**
- a. Types of Bar
 - Cocktel
 - Dispense
 - b. Area of Bar
 - c. Front Bar
 - d. Back Bar
 - e. Under Bar(Speed rack, Garnish Container, Ice Well etc.)
 - f. Bar Stock
 - g. Bar Control
 - h. Bar Stuffing
 - i. Opening and Closing duties

- 08. COCKTAILS & MIXED DRINKS**
- a. Definition & History
 - b. Classification
 - c. Recipe, Preparation and service of Popular Cocktails
 - Martini – Dry & Sweet
 - Manhattan – Dry & Sweet
 - Dubonnet
 - Rob – Roy
 - Bronx
 - White Lady
 - Pink Lady
 - Side Bar
 - Bacardi
 - Alexandra
 - John Collins
 - Tom Collins
 - Gin FIZZ
 - Pimm’s Cup – mo. 1,2,3,4,5
 - Flips
 - Noggs
 - Champagne Cocktail
 - Between the Sheets
 - Daiquiri
 - Bloody Mary
 - Screw Driver
 - Tequila Sunrise
 - Gin –Sling
 - Planters Punch
 - Singapore Sling
 - Pinacolada
 - Rusty Nail
 - B&B
 - Black Russian
 - Margarita
 - Gimlet – Dry & Sweet
 - Cuba libre
 - Whisky Sour
 - Blue Lagoon

- Harvey Wall Banger
- Bombay Cocktail

10. KITCHEN STEWARDING

- a. Importance
- b. Opportunities in Kitchen Steward
- c. Record Maintaining
- d. Machine used for cleaning and polishing
- e. Inventory

PRACTICAL

Using and Operating Machines

3.2 ADVANCE FOOD & BEVERAGE OPERATIONS

PRACTICAL

1. Planning & Operating Various F&B Outlet.
2. F&B Staff Organisation
3. Managing F&B Outlet
4. Calculation of Space for Banquets, Banquets Menu & Service
5. Setting of Various Types of buffet
6. Preparing Items on Gueridon Trolley
 - Crepe Suzette
 - Banana Au Rhum
 - Peach Flambe
 - Rum Omlette
 - Steak Diane
 - Pepper Steak
7. Designing and Setting the Bar for above Sub Topics
8. Preparation of cocktails
9. Using and Operating Machines

REFERENCES :-

1. Food & Beverage Service – Lillicrap & Cousins
2. Modern Restaurant Service – John Fuller
3. Introduction to F& B Service – Brown, Heppner & Deegan
4. The Waiter's Handbook – Hepner
5. Menu Planning for the hospitality industry – Johnkivela
6. Wine to Bottle – Simon woods
7. Bar attendants Handbook – George Ellis
8. The New yark Bartender guide to cocktails & mixed drinks – Walton
9. Profitable Menu Planning – John Drysale
10. Bar & Beverage book – Costa Katsigris, Maryporter

DHMCT – IIIrd Year
3.3. FRONT OFFICE MANAGEMENT
THEORY
TOPICWISE DISTRIBUTION OF PERIODS

Topic No.	TOPIC	L	P
1.	Planning & Evaluating Front Office Operations	14	---
2.	Budgeting	14	---
3.	Computer Application in Front office Operation	14	---
4.	Yield Management	12	---
5.	French	10	---
	Total	64	128

DETAILED CONTENTS

S.No

Topic

01. PLANNING & EVALUATING FRONT OFFICE OPERATIONS

- a. Forecasting Techniques
- b. Forecasting Room availability
- c. Useful forecasting data
 - % of Walking
 - % of Overstaying
 - % of Understanding
- d. Forecast Formula
- e. Sample Forecast Forms

02. BUDGETING

- a. Making of Front office Budget
- b. Factors affecting Budget Planning
- c. Capital Operation Budget for Front Office
- d. Refining Budgets

- e. Forecasting room Revenue

03. COMPUTER APPLICATION IN FRONT OFFICE OPERATION

- a. Hotel Management System(HMS)
- b. Property Management System(PMS)
- c. Amadeus

04. YIELD MANAGEMENT

- a. Concept and Importance
- b. Applicability to Rooms division
- c. Capacity Management
- d. Discount Allocation
- e. Duration Control
- f. Measurement yield
- g. Potential High & Low demand tactics
- h. Yield Management Team
- i. Yield Management Team

05. FRENCH

Conversation with guests

- a. Providing Information to guest about the Hotel, City Sight Seeing, Car Rentals, Historical Places, Banks, Airlines, Travel agents, Shopping Centre and Worship Places etc.
- b. Departure(Cashier, Bills section and Bell desk)

FRONT OFFICE MANAGEMENT

PRACTICALS

L	P
--	4

Hands on practice of computer application(Hotel management System)related to front office procedures such as

- Night Audit
- Income Audit
- Accounts

SUGGESTIVE LIST OF TASKS FOR FRONT OFFICE OPERATION

S.No.	Topic
1.	HMS Training-Hot Function Keys
2.	How to put message
3.	How to put a locator
4.	How to check in a first time guest
5.	How to check in an existing reservation
6.	How to check in a day use
7.	How to issue a new key
8.	How to verify key
9.	How to cancel a key
10.	How to issue a duplicate key
11.	How to extend a key
12.	How to print and prepare registration cards for arrivals
13.	How to programme keys continuously
14.	How to programme one key for two rooms
15.	How to re-programme a key
16.	How to make a reservation
17.	How to create and update guest profiles

18. How to update guest folio.
19. How to print guest folio
20. How to make sharer reservation
21. How to feed remarks in guest history
22. How to add sharer
23. How to make add on reservation
24. How to amend a reservation
25. How to cancel a reservation
26. How to make group reservation
27. How to make a room change on the system
28. How to log on cashier code
29. How to close a bank at the end of each shift
30. How to put a routing instruction
31. How to process charges
32. How to process a guest check out
33. How to check out a folio
34. How to process deposit for arriving guest
35. How to process deposit for in house guest
36. How to check room rate variance report
37. How to process part settlements
38. How to tally allowance for the day at night
39. How to tally forex for the day at night
40. How to tally paid outs for the day at night
41. How to pre-register a guest
42. How to pre-register a guest stay
43. Handle deposit and check ins with voucher
44. How to post payment
45. How to print checked out guest folio
46. Check out using foreign currency
47. Handle settlement of city ledger balance
48. Handle payment for room only to Travel agent
49. Handle of banquet event deposits
50. How to prepare for sudden system shutdown
51. How to checkout standing batch totals
52. How to do a credit check report
53. How to process late charges on third party
54. How to process late charges to credit card
55. How to check out during system shutdown
56. Handling part settlements for long staying guest
57. How to handle paymaster – folios
58. How to handle hills on hold

DHMCT – IIIrd Year
3.4. ACCOMMODATION MANAGEMENT
THEORY
TOPICWISE DISTRIBUTION OF PERIODS

Topic No.	TOPIC	L	P
1.	Planning & Organizing The House Keeping Department	18	---
2.	Housekeeping in Institutions & Facilities Other than Hotels	12	---
3.	Contract Services	10	---
4.	Safety And Security	10	---
5.	Energy and Water Conservation in Housekeeping Operations	04	---
6.	Interior Decoration	20	---
7.	Layout of Guest Rooms	12	---
8.	New Property Countdown	10	---
	Total	96	128

DETAILED CONTENTS

S.NO	TOPIC
01.	PLANNING & 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
h.	Rosters, team work and leadership in house keeping

- i. Training in HKD, devising training programmes for HK Staff
- j. Inventory level for non recycled items
- k. Budget and budgetary controls
- l. The budget process
- m. Planning capital budget
- n. Planning operation budget
- o. Operating budget- controlling expenses- income statement
- p. Purchasing systems – methods of buying
- q. Stock records –issuing and control

02. HOUSEKEEPING IN INSTITUTIONS & FACILITIES OTHER THAN HOTELS

03. CONTRACT SERVICES

- a. Types of contract service
- b. Guidelines for hiring contract services
- c. Advantages & disadvantages of contract services

04. SAFETY AND SECURITY

- a. Safety awareness and accident prevention
- b. Fire safety and fire fighting
- c. Crime prevention and dealing with emergency situation

05. ENERGY AND WATER CONSERVATION IN HOUSEKEEPING OPERATIONS

06. INTERIOR DECORATION

- a. Elements awareness and accident prevention
- b. Colour and its role in décor –types of colour schemes
- c. Lighting and Lighting fixtures
- d. Floor finishes
- e. Carpets
- f. Furniture and fittings
- g. Accessories

07. LAYOUT OF GUEST ROOMS

- a. Sizes of rooms, size of furniture, furniture arrangement
- b. Principles of Design
- c. Refurbishing and redecoration

08. NEW PROPERTY COUNTDOWN

- a. Designing Interior
- b. Furnishing a room
- c. Floor Furnishing
- d. Making a room for sale
- e. Preparing final inventory

REFERENCES :-

1. The Professional Housekeeper –Tucker sehneider
2. Professional Management of house Keeping Operations – Martin jones
3. Housekeeping Management for Hotels –Rose mary hurst
4. Hotel, Hostel & Hospital Housekeeping – Joan C Branson
5. Managing Housekeeping operations – Margaret Kappa
6. Accommodation & Cleaning Services Vol-1& Vol-2 – David, Alle

PRACTICAL

Topic	Hours
01. First aid	32

- a. First aid kit
 - b. Dealing with emergency situation
- 02. Special Decorations 24
 - 03. Layout of a guest room 24
 - 04. Team cleaning 24
 - 05. Devising training modules/standard operating procedures/inspection check list 24

DHMCT – IIIrd Year
3.5 FOOD AND BEVERAGE MANAGEMENT

THEORY
TOPICWISE DISTRIBUTION OF PERIODS **L P**
2 --

Topic No.	TOPIC	Pds
1.	Cost Dynamics	02
2.	Sales Concepts	02
3.	Inventory Control	10
4.	Beverage Control	09
5.	Sales Control	06
6.	Budgetary Control	05
7.	Variance Analysis	06
8.	Breakeven Analysis	08
9.	Menu Merchandising	06
10.	Menu Engineering	06
11.	MIS	04
	Total	64

DETAILED CONTENTS

- | S.NO | TOPIC |
|------|---------------------------|
| 01. | COST DYNAMICS |
| | a. Elements of Cost |
| | b. Classification of Cost |
| 02. | SALES CONCEPTS |
| | a. Various Sales Concept |

- b. Uses of Sales Concept

03. INVENTORY CONTROL

- a. Importance
- b. Objective
- c. Method
- d. Levels and Technique
- e. Perpetual Inventory
- f. Monthly Inventory
- g. Pricing of Commodities
- h. Comparison of Physical and perpetual Inventory

04. BEVERAGE CONTROL

- a. Purchasing
- b. Receiving
- c. Storing
- d. Issuing
- e. Production Control
- f. Standard Recipe
- g. Standard Portion Size
- h. Bar Frauds
- i. Books maintained
- j. Beverage Control

05. SALES CONTROL

- a. Procedure of Cash Control
- b. Machine System
- c. ECR
- d. NCR
- e. Preset Machines
- f. POS
- g. Reports
- h. Thefts
- i. Cash Handling

06. BUDGETARY CONTROL

- a. Define Budget
- b. Define Budgetary Control
- c. Objective
- d. Frame Work
- e. Key Factors
- f. Types of Budget
- g. Budgetary Control

07. VARIANCE ANALYSIS

- a. Standard Cost
- b. Standard Costing
- c. Cost Variances
- d. Material Variances
- e. Labour Variances
- f. Overhead Variances
- g. Fixed Overhead Variance
- h. Sales Variance
- i. Sales Variance
- j. Profit Variance

08. BREAKEVEN ANALYSIS

- a. Breakeven Chart
- b. P V Ration
- c. Contribution
- d. Marginal Cost

- e. Graphs

09. MENU MERCHANDISING

- a. Menu Control
- b. Menu Structure
- c. Planning
- d. Pricing of Menus
- e. Types of Menus
- f. Menu as Marketing Tool
- g. Layout
- h. Constraints of Menu Planning

10. MENU ENGINEERING

- a. Definition and Objectives
- b. Methods
- c. Advantages

11. MIS

- a. Reports
- b. Calculations of actual cost
- c. Daily Food Cost
- d. Monthly Food Cost
- e. Statistical Revenue Reports
- f. Cumulative and non-commutative

REFERENCES :-

1. Food & Beverage Management – Bernard & Sally Stone
2. Food & Beverage Controls – Richard
3. Principles of food, beverage & labour cost control – Paul. R. Dittmer
4. Food & Beverage operation – cost control system management – Charles Levinson

DHMCT – IIIrd Year

3.5 FACILITY PLANNING

THEORY

TOPICWISE DISTRIBUTION OF PERIODS

L P

3 --

Topic No.	TOPIC	Pds
1.	HOTEL DESIGN	12
2.	FACILITIES PLANNING	24
3.	STAR CLASSIFICATION OF HOTEL	08
4.	HVAC PLANNING & CONSIDERATION	04
5.	STORES –LAYOUT AND DESIGN	08
6.	ENERGY CONSERVATION	08
7.	CAR PARKING	04
8.	PLANNING FOR PHYSICALLY CHALLENGED	04
9.	PROJECT MANAGEMENT	12
10.	PREMISES PLANNING, PLANNING LANDSCAPE	06
11.	WASTE WATER MANAGEMENT	06
	Total	96

DETAILED CONTENTS

S.NO

TOPIC

01. HOTEL DESIGN

- a. Design Consideration
- b. Attractive Appearance
- c. Efficient Plan
- d. Good Location
- e. Suitable material
- f. Good workmanship
- g. Sound financing

h. Competent Management

02. FACILITIES PLANNING

The systematic layout planning pattern(SLP)

(i) Planning Consideration

a. Flow process & Flow Diagram

b. Procedure for determining space considering the guiding factors for guest room/public Facilities, support facilities & services, hotel administration, internal roads/budget hotel/

(ii) Architectural consideration

a. Difference between carpet area plinth area and super built area, their relationships, reading of blue print(plumbing, electrical, AC, ventilation, FSI, FAR, Public Areas)

b. Approximate cost of construction

c. Approximate operating areas in budget type/ 5star types hotel approximate other operating areas per guest room.

d. Approximate requirement and Estimation of Water/Electrical load ,gas, ventilation

03. STAR CLASSIFICATION OF HOTEL

Criteria for star classification of hotel
(five, four, three, two, one & heritage)

04. HVAC PLANNING & CONSIDERATION

05. STORES –LAYOUT AND DESIGN

a. Stores layout and planning (dry, cold and bar)

b. Various equipment of the stores

c. Work flow in stores

06. ENERGY CONSERVATION

a. Necessity for energy conservation

b. Methods of conservation energy in different area of operation of a hotel.

c. Developing and implementing energy conservation program for a hotel.

07. CAR PARKING

Calculating of Car park area for different types of Hotel.

08. PLANNING FOR PHYSICALLY CHALLENGED

09. PROJECT MANAGEMENT

a. Introduction to Network analysis

b. Basic rules and procedure for network analysis

c. C.P.M and PERT

d. Comparison of CPM & PERT

e. Classroom exercises

f. Network crashing determining crash cost, normal cost

10. PREMISES PLANNING, PLANNING LANDSCAPE

11. WASTE WATER MANAGEMENT

REFERENCES :-

1. Hospitality Facility management – David M. Stipanuk

2. How things work – The universal Encyclopedia of Machines, Vol-1 & 2

3. The Management of maintenance & Engineering system in Hospitality Industry – Frank D. Boresenik

4. Air Conditioning Engineering - Edward Adnold
5. Building construction – Sushil Kumar
6. The Complete Guide to DIY and home maintenance – Mike Lawrence

DHMCT – IIIrd Year
3.6 FINANCIAL MANAGEMENT
THEORY L P
TOPICWISE DISTRIBUTION OF PERIODS 3 --

Topic No.	TOPIC	Pds
1.	FINANCIAL MANAGEMENT MEANING & SCOPE	04
2.	FINANCIAL STATEMENT ANALYSIS & INTERPRETATION	10
3.	RATIO ANALYSIS	18
4.	FUNDS FLOW ANALYSIS	16
5.	CASH FLOW ANALYSIS	16
6.	FINANCIAL PLANNING MEANING & SCOPE	08
7.	CAPITAL EXPENDITURE	06
8.	WORKING CAPITAL MANAGEMENT	06
9.	BASICS OF CAPITAL BUDGETING	12
	Total	96

DETAILED CONTENTS

- | S.NO | TOPIC |
|------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 01. | FINANCIAL MANAGEMENT MEANING & SCOPE <ol style="list-style-type: none"> a. Meaning of business finance b. Meaning of financial management c. Objective of financial management |
| 02. | FINANCIAL STATEMENT ANALYSIS & INTERPRETATION <ol style="list-style-type: none"> a. Meaning and types of financial statements b. Techniques of financial analysis |

- c. Limitation of financial analysis
- d. Practical Problems

03. RATIO ANALYSIS

- a. Meaning of ratio
- b. Classification of ratios
- c. Profitability ratios
- d. Turnover ratios
- e. Financial ratios
- f. Du Pent Control Chart
- g. Practical Problem

04. FUNDS FLOW ANALYSIS

- a. Meaning of funds flow statement
- b. Uses of funds flow statement
- c. Preparation of fund flow statement
- d. Treatment of provision for taxation and proposed
- e. Dividends (as non-current liabilities)
- f. Practical problems

05. CASH FLOW ANALYSIS

- a. Meaning of cash flow statement
- b. Preparation of cash flow statement
- c. Difference between cash flow and fund flow analysis
- d. Practical problems

06. FINANCIAL PLANNING MEANING & SCOPE

- a. Meaning of Financial Planning
- b. Meaning of Financial Plan
- c. Capitalization
- d. Practical problems

07. CAPITAL EXPENDITURE

- a. Meaning of Capital Structure
- b. Factors determining working capital needs.
- c. Point of indifference
- d. Practical Problems

08. WORKING CAPITAL MANAGEMENT

- a. Concept of Working Capital
- b. Factors determining working capital needs.
- c. Over trading and under trading

09. BASICS OF CAPITAL BUDGETING

- a. Importance of Capital Budgeting
- b. Capital Budgeting appraising methods
- c. Payback period
- d. Average rate of return
- e. Net present value
- f. Profitability index
- g. Internal rate of return
- h. Practical problems

REFERENCE :-

1. Financial Management – Dr. Mittal & Dr. Aggarwal
2. Financial Analysis – Dr.S.N.Maheshwari

3. Financial Management – J.M.Pandey
4. Analysis of Financial Statement – T.S. Grewal
5. Financial & Cost Control Techniques in Hotel & Catering Industry – Dr. J.M.S.Negi
6. Introduction to financial management – I.M.Pandey

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3.6 STRATEGIC MANAGEMENT
THEORY
TOPICWISE DISTRIBUTION OF PERIODS **L P**
2 --

Topic No.	TOPIC	Pds
1.	ORGANIZATION STRATEGY	08
2.	ENVIRONMENT & INTERNAL RESOURCE ANALYSIS	12
3.	STRATEGY FORMULATION	16
4.	STRATEGY ANALYSIS & CHOICE (ALLOCATION OF RESOURCES)	16
5.	POLICIES IN FUNCTIONAL AREAS	04
6.	STRATEGIC IMPLEMENTATION REVIEW & EVALUATION	08
	Total	64

DETAILED CONTENTS

S.NO	TOPIC
01.	ORGANIZATION STRATEGY
a.	MISSION
➤	Mission statement Elements and its importance
b.	OBJECTIVES
➤	Necessity of formal objectives
➤	Objective Vs Goal
c.	STRATEGY
➤	Adaptive Search
➤	Intuition Search
➤	Strategic Factors

- Picking Niches
- Entrepreneurial Approach

02. ENVIRONMENT & 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
 - Organization

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. STRATEGY ANALYSIS & 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 –weakness- strengths matrix(SWOT)
 - 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. Mckinsy 7-S Framework
- b. Leadership and Management Style
- c. Strategy Review and Evaluation
 - Review underlying bases of Strategy
 - Measure Organizational Performance
 - Take Corrective actions

REFERENCE :

1. Strategic Hotel & Motel Marketing – Hart & Troy

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3.6 TOURISM MARKETING
THEORY
TOPICWISE DISTRIBUTION OF PERIODS **L P**
4 --

Topic No.	TOPIC	Pds
1.	UNDERSTANDING ENTERPRENEURSHIP & MANAGEMENT	16
2.	MARKET ANALYSIS	16
3.	DEVLOPMENTAL ROLE OF MARKETING	16
4.	MARKETING MIX	16
5.	MARKETING MIX : SPECIFIC SITUATIONS	16
6.	DESTINATION MARKETING	16
7.	ACCOMMODATION MARKETING	16
8.	TRANSPORT AND TRAVEL SERVICES MARKETING	16
	Total	128

DETAILED CONTENTS

- | S.NO | TOPIC |
|------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 01. | UNDERSTANDING ENTERPRENEURSHIP & MANAGEMENT <ol style="list-style-type: none">a. Introduction to Tourism Marketing – Approaches, Relevance and Roleb. Market Segmentationc. Tourism Markets : International and Domestic |
| 02. | MARKET ANALYSIS <ol style="list-style-type: none">a. Marketing Researchb. Competitive Analysis and Strategies |

- c. Forecasting for Tourism and its Products
- d. Role of Technology in Tourism Marketing

03. DEVELOPMENT ROLE OF MARKETING

- a. Role of Public Organization
- b. Role of Local Bodies
- c. Role of NGO's
- d. Socially Responsible Marketing
- e. Social Marketing

04. MARKETING MIX

- a. Product Designing
- b. Pricing Strategies
- c. Promotion Strategies
- d. Distribution Strategies
- e. The Fifth P: People, Process, and Physical Evidence

05. MARKETING MIX : SPECIFIC SITUATIONS

- a. Familiarization Tours
- b. Seasonal Marketing
- c. Tourism Fairs and Travel Markets

06. DESTINATION MARKETING

- a. Regions, Cities, Leisure Spots
- b. Events, Activities, Individuals
- c. Shopping, Education and Culture
- d. Marketing Local Foods

07. ACCOMMODATION MARKETING

- a. Star Category Hotels
- b. Alternate Accommodation
- c. Supplementary Accommodation
- d. Linkage in the Trade

08. TRANSPORT AND TRAVEL SERVICES MARKETING

- a. Airlines Marketing
- b. Tourist Transport Marketing
- c. Travel Agency Marketing
- d. Tour Operators Marketing

REFERENCE :-

- 01. Service marketing – Zeital Valerire- A and Mary jo Baiter
- 02. Delivery quality service – Zeithmal, Pasasuraman
- 03. Tourism Management & Marketing - Bhatia
- 04. Service Marketing – S.M.Jha
- 05. Tourism marketing & Development - Chawla
- 06. Tourism Marketing - Sinha
- 07. Marketing for Hospitality Industry – Robert
- 08. Marketing Leadership in Hospitality Tourism - Robert Lewis
- 09. Marketing for Hospitality Tourism - Kotler

DHMCT – IIIrd Year

PROJECT WORK

The purpose of research to seek answers to problems through the application of scientific methodology, Which gurantees that the information is reliable and unbiased. This information is utilized to make conclusions and recommend solutions. Good research depends on addressing key points based on a checklist approach. Some elementary factors need to be kept in mind while preparing a research and deciding the topic, these could be based on its relevance, feasibility, coverage, accuracy and research objectivity and ethics.

Based on the above principles, the research project would be prepared by a student under guidance of a faculty member, familiar with the scientific research methodology. The research would clearly spell out the objects, its findings, the methodology adopted, a conclusion and recommendations. The research project will then be presented to a panel of internal and external examiner through a report and viva voce.

Two hours per week have been allocated for guiding students in undertaking the research project. In the 3rd Year the student will undertake practical field research and preparation of the project. At term end the research project will be presented before panel. The research project will carry weightage of 100 marks.

GUEST LECTURE & SELF STUDY

As per the teaching scheme, two hours per week have been allocated for inviting Guest Lecture from the hotel industry who would give a first hand input in the operational areas of hospitality management and allied service sectors. It would be mandatory to conduct at least 15 guest lectures per academic year for the benefit of 3rd year students who are to be prepared for entry to the Hotel industry. Relevant topics may be identified for guest lectures, creating a good academic interface with the hotel industry. Besides , student must be encouraged to undertake self –study assignments, including inputs from internal and external libraries, internet access, field visits, etc.

LIST OF EQUIPMENT			
For Diploma in			
HOTEL MANAGEMENT & CATERING TECHNOLOGY			
Subject – FOOD PRODUCTION			
S.No	EQUIPMENTS	S.No	EQUIPMENT
1.	Microwave Oven	31.	Degchi Brass
2.	O.T.G	32.	Kadhai Iron
3.	Convection Oven	33.	Idli Steamer
4.	Brat Pan/ Tiltiing Pan	34.	Chapati Puffer
5.	Griddle	35.	Puri Machine Manual
6.	Cold counter/ Sandwitch unit	36.	Non Stick Pan
7.	Reach in Cooler	37.	Fry Pan
8.	Deep Freezer	38.	Fish Slicer
9.	Salamander	39.	Perforated Ladle
10.	Slicing Machine	40.	Saute Pan
11.	Precision Scale	41.	Conical Stainer
12.	Pasta Machine	42.	Soup Stainer
13.	Food Mixer & Grinder	43.	Food Mill
14.	Rice Boiler	44.	Colander
15.	Deep fat Fryer	45.	Peeler
16.	Stock Pot	46.	S.S.Degchi with Lid
17.	Food Waste Disposal Unit	47.	S.S.Bowl Round Bottom
18.	Tandoor	48.	Brass Pan 12 in. with lid
19.	Potato Peeler	49.	Brass Pan 15 in. with lid
20.	Meat Mincer	50.	Alluminium Pan with lid
21.	4 Burner Gas range	51.	Palta
22.	Working Table with sink	52.	Round Karahi 18 in.
23.	Meat Fork	53.	Perforated Spoon Iron

24.	Filleting Knife	54.	Meat Strainer
25.	Butcher saw	55.	Steel Trays
26.	Cleaver	56.	Alluminium Trays
27.	Fish Scissor	57.	Rice Server
28.	Chef Knife Kit	58.	Working Table S/S
29.	Carving Knife	59.	Sauce Pan Brass
30.	Mandolin	60.	S/s Ring

LIST OF EQUIPMENT			
For Diploma in			
HOTEL MANAGEMENT & CATERING TECHNOLOGY			
Subject – FOOD PRODUCTION			
S.No	EQUIPMENTS	S.No	EQUIPMENT
61.	Egg Beater	111.	Quinche Mould
62.	Grater	112.	Praline Mould
63.	Plastic Container	113.	Chocolate Mould
64.	Grinding Stone	114.	Easter Egg Mould
65.	Leaver S/S	115.	Slotted S/S Spoon
66.	Hot Water Boiler	116.	S/S Bowl Flat Bottom
67.	Venting Hood in Kitchen	117.	Egg Slicer
68.	Bulk Range Burner	118.	Lemon Squeezer
69.	Wet Grinder	119.	Tin Opener
70.	Mixer	120.	Mug S/S
71.	Oven	121.	Cold Counter
72.	Larder Sink	122.	Dough Mixer with Attachment
73.	Work table S/S	123.	Grater
74.	Butcher's Log	124.	Wooden Spoon
75.	Oven with Plate	125.	Spahula
76.	Prooving Cabinet	126.	Pastry Brush
77.	Ice Cream Machine	127.	Saute Pan
78.	Chopping Board	128.	Measuring Jug
79.	Refrigerated Marble Top Pastry Bench	129.	Cake Stand
80.	Sugar Thermometer	130.	Comb
81.	Parisienne Scoop	131.	Scraper
82.	Groover	132.	Table Spoon
83.	S/S Knife palate	133.	Fork

84.	Sacrometer	134.	Tea Spoon
85.	Pastry Pincher	135.	Measuring Spoon set
86.	Whipper	136.	Sieve
87.	Long Handle Spoon		
88.	Halwai Kadai		
89.	Jalebi Kadai		
90.	Draining Spoon Long Handle		
91.	Wooden Spoon long Handle		
92.	Bread Mould		
93.	Cake Tin Round		
94.	Cake Tin Rectangular		
95.	Baking tray		
96.	Underline Tray		
97.	Jelly Mould		
98.	Barquette mould		
99.	Tarlette Mould		
100.	Flan Ring		
101.	Savarin Mould		
102.	Muffin Tray		
103.	Brioche Mould		
104.	Dough Nut Cutter		
105.	Fancy Mould Assorted		
106.	Pipping Bags		
107.	Nozzle Set Assorted		
108.	Cooling Rack		
109.	Rolling pins		
110.	Serrated Rolling Pins		

LIST OF EQUIPMENT			
For Diploma in			
HOTEL MANAGEMENT & CATERING TECHNOLOGY			
Subject – ACCOMMODATION			
S.No	EQUIPMENTS	S.No	EQUIPMENT
137.	Model room Suite	164.	Hot Water Supply
138.	A/C	165.	Toilet Roll Holder
139.	Single Bed	166.	Tower Rails
140.	Single Bed Sheets	167.	Vaccum Cleaner
141.	Bed Sheets	168.	Carpets
142.	Bed Cover	169.	Maids Trolley
143.	Blankets	170.	Sink
144.	Bed Side lamp	171.	Laundry Table
145.	Ward Robe	172.	Laundry Trolley
146.	Desk	173.	Washing Machine with 5Kg.
147.	Desk lamp	174.	Steam Press
148.	Bathroom Mirror	175.	Ironing Board
149.	Full Length Mirror	176.	Dry Cleaning Machine
150.	Luggage Rack	177.	Linen- Rack
151.	Arm Chair	178.	Linen Table
152.	Coffee Table	179.	Table/ Chair
153.	Study Lamp	180.	Almirah for Equipment
154.	Upright Chair	181.	Almirah for Material Supply
155.	Curtain with Upholstered Palmets	182.	Flower Vases(Different Sizes)
156.	Picture	183.	Bucket/Tub
157.	Picture Lamp	184.	Ironing Rails
158.	Telephone	185.	Shower Caps
159.	Television	186.	Room ammenties
160.	Door Mats	187.	Bathroom Ammenities

161.	Bathroom Mats	188.	Mops & Brooms
162.	Shower Curtains		
163.	Exhaust		

LIST OF EQUIPMENT	
For Diploma in	
HOTEL MANAGEMENT & CATERING TECHNOLOGY	
Subject – F & B SERVICE	
S.No	EQUIPMENTS
189.	Restaurant Table
190.	Restaurant Chairs
191.	Side Board
192.	Hot Plane
193.	Hot Counter
194.	Bain Marie
195.	Food landing Table
196.	Bar Counter
197.	Assorted plates
198.	Soup Bowls
199.	Cereal Bowls
200.	Sauce Boat EPNS
201.	Sauce Container Ceramic
202.	EPNS Cutlery
203.	SS Cutlery
204.	Glass ware(Assorted)
205.	Tea cup & saucers
206.	Tea Cups
207.	Demitase

208.	EPNS Jugs
209.	EPNS serving dishes
210.	EPNS Salvars
211.	EPNS Butter dishes
212.	SS butter dishes
213.	Nut Cracker
214.	Bottle opener
215.	Cork Screw
216.	Bottle Rack
271.	Bottle Holder
218.	Ice Bucket

LIST OF EQUIPMENT	
For Diploma in	
HOTEL MANAGEMENT & CATERING TECHNOLOGY	
Subject – FRONT OFFICE	
S.No	EQUIPMENTS
219.	Room Rack
220.	Information Rack
221.	Date & Time Stamping M/C
222.	Reservation Rack
223.	Call Bell
224.	Telephone
225.	Registration Card Holder
226.	Guest Folio Tray
227.	Cash Box
228.	Credit Card Imprinter
229.	Calculator
230.	Printer
231.	Computer
232.	Collar Mike Set
233.	Speaker
234.	Parking Mike
235.	Bell desk
236.	Guset Relation Executive Desk
237.	Mail & Key Rack
238.	Duplicate Key Rack
239.	Guest History Filling Cabinet
240.	Notice Board
241.	Reservation Filling Cabinet
242.	Reservation Office Table & Chair

243.	Fixtures
244.	Wall Clock
245.	Computer Lab
246.	Computer P- IV
247.	Computer Table & Chairs
248.	Server
249.	Server Room Furniture
250.	Telephone
251.	Printer

LIST OF EQUIPMENT	
For Diploma in	
HOTEL MANAGEMENT & CATERING TECHNOLOGY	
Subject – OFFICE EQUIPMENTS	
S.No	EQUIPMENTS
252.	Telephones
253.	OHP
254.	LCD
255.	LCD Screen
256.	VCD
257.	Audio System
258.	Amplifier
259.	Faculty Table and Chairs
260.	Student Chairs
261.	Black Board
262.	White Boards
263.	Notice Boards
264.	Almirahs
265.	Locker Almirah(with 12 cabinets)

EXPERTS – The following experts contributed in the revision of final year curriculum for diploma in Hotel Management & Catering Technology during the different workshops & finally held on 6th July 2006 at Uttaranchal Technical Education, Roorkee.

1. Shri. J.S.DOBAL, Joint Director
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2. Shri D.D. Pandey, Joint Secretary
Uttaranchal Board of Technical Education, Roorkee
3. Shri Pankaj Gupta
Chairman Indian Industries Association, Uttaranchal
M.D., Satya Industries, Mohabbewala, Dehradun
4. Shri Akhilesh Verma, Dy. Secretary, (State Coordinator)
Uttaranchal Board of Technical Education, Roorkee
5. Shri R.C. Pandey, Principal
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Dehradun
6. Shri V.K. Srivastava, Principal
Government Hotel Management & Catering Institute,
Almora
7. Shri S.K. Singh, Principal/ A.D
Amrapali Institute of Hotel Management,
Haldwani

8. Shri Neeraj Aggarwal, HOD
Deptt of Hotel Management & Catering Technology
Graphic Era Institute of Technology, Dehradun

HOTEL/INDUSTRIAL TRAINING/ FIELD EXPOSURE

(FORMAT – I)

1. i) Name of Student.....
 ii) Branch & Year.....
 iii) Project & Its Specification.....
2. i) Date of Reporting.....
 ii) Date of Leaving.....
3. Name of the Hotel Industry.....
 Address.....
 Tel.No.....Fax.....E-mail.....
4. Details of Hotel Industry
5. Section of the Hotel visited and activities in different departments.....

6. Details of Machines & Tools with Specs & Model N. used in different departments
 of the Hotel.....

7. Work procedure in the section visited.....

8. Specifications of the product of the section and items used

9. Status of repair and maintenance section
.....
10. Details of the different Sections
.....
11. Details of Quality Control measures taken.
.....
12. Description of any breakdown and its restoration.
.....
13. Use of PC if any
.....
14. Visit of Hotel unit's store, manner of keeping store items, its receiving & distribution
Details of format for requisition book, stock entry register.
.....
15. Safety measures & installed equipments on work place & working conditions in general
comfortable, convenient & hygienic.
.....

Signature of student

TRAINEES ASSESSMENT REGARDING FIELD EXPOSURE

(FORMAT – II)

1.
 - i) Name of Student.....
 - ii) Branch & Year.....
 - iii) Project & Its Specification.....
2.
 - i) Date of Reporting.....
 - ii) Date of Leaving.....
3.
 - i) Attendance.....
 - ii) Sense of responsibility.....
 - iii) Readiness to work/learn.....
 - iv) Obedience.....
 - v) Skill Acquired.....
 - vi) Project Evaluation Grading.....
4. Name of sections of the Hotel unit the trainee has attended during his
training/ exposure.....
5. Trainee's Performance & Utility of Project in the Hotel Industry :
.....
.....
.....
6. Any thing specific.....

.....
.....
.....

Date :-

**Signature of
The Supervisor/ Manager**