

**INSTITUTE OF ADVANCED STUDIES IN
EDUCATION (DEEMED UNIVERSITY)
GANDHI VIDYA MANDIR
SARDARSHAHR**

DETAILED SYLLABUS

FOR DISTANCE EDUCATION

**Advanced Diploma in Hotel Administration &
Hospitality**

(ADHAH)

(SEMESTER SYSTEM)

COURSE TITLE : ADVANCED DIPLOMA IN HOTEL ADMINISTRATION & HOSPITALITY

DURATION : 2 YEARS (Semester System)

TOTAL MARKS : (900 + 800 + 700 + 600) = 3000

FIRST SEMESTER

COURSE TITLE	PAPER CODE	END SEMESTER	CONTINUOUS INTERNAL ASSESSMENT	TOTAL
Basic Food Production	ADHAH110	70	30	100
Basic Food Production Pr.	ADHAH110P	70	30	100
Food & Beverage Service – 1	ADHAH120	70	30	100
Food & Beverage Service – 1 Pr.	ADHAH120P	70	30	100
Front Office Operations – 1	ADHAH130	70	30	100
Front Office Operations – 1 Pr.	ADHAH130P	70	30	100
Hotel House Keeping – 1	ADHAH140	70	30	100
Hotel House Keeping - 1 Pr.	ADHAH140P	70	30	100
Computer Fundamentals Pr.	ADHAH150P	70	30	100

SECOND SEMESTER

COURSE TITLE	PAPER CODE	END SEMESTER	CONTINUOUS INTERNAL ASSESSMENT	TOTAL
Food Production & Patisserie- 1	ADHAH210	70	30	100
Food Production & Patisserie- 1 Pr.	ADHAH210P	70	30	100
Food & Beverage Service – 2	ADHAH220	70	30	100
Food & Beverage Service – 2 Pr.	ADHAH220P	70	30	100
Front Office Operations – 2	ADHAH230	70	30	100
Front Office Operations – 2 Pr.	ADHAH230P	70	30	100
Hotel House Keeping – 2	ADHAH240	70	30	100
Hotel House Keeping – 2 Pr.	ADHAH240P	70	30	100

THIRD SEMESTER

COURSE TITLE	PAPER CODE	END SEMESTER	CONTINUOUS INTERNAL ASSESSMENT	TOTAL
Food Production & Patisserie - II	ADHAH310	70	30	100
Food Production & Patisserie - II Pr.	ADHAH310P	70	30	100
Food & Beverage Service - III	ADHAH320	70	30	100
Food & Beverage Service - III Pr.	ADHAH320P	70	30	100
Hotel House Keeping - III	ADHAH330	70	30	100
Hotel House Keeping - III Pr.	ADHAH330P	70	30	100
Hotel Law	ADHAH340	70	30	100

FOURTH SEMESTER

COURSE TITLE	PAPER CODE	END SEMESTER	CONTINUOUS INTERNAL ASSESSMENT	TOTAL
Industrial Training (Training Report + Log Book & Certificate from Hotel + Viva & Presentation)	ADHAH410P	300	0	300
Hotel Accountancy	ADHAH420	70	30	100
Food Microbiology & Nutrition	ADHAH430	70	30	100
Business Communication	ADHAH440	70	30	100

Note:

Theory Paper : **30%** Continuous Internal Assessment and **70 %** University examination.
Practical Paper: **30 %** Continuous Internal Assessment and **70 %** University examination.
Minimum Pass Marks : **40%**

Continuous Internal Assessment:

- 1) Two or three tests out of which minimum two will be considered for Assessment **70% of Continuous Internal Assessment**
- 2) Seminars/Assignments/Quizzes **20% of Continuous Internal Assessment**
- 3) Attendance, class participation and behavior **10% of Continuous Internal Assessment**

FIRST SEMESTER

ADHAH110

BASIC FOOD PRODUCTION

Maximum Time : 3 Hrs.

University Examination : 70 Marks

Total Marks : 100

Continuous Internal Assessment : 30 Marks

Minimum Pass Marks: 40%

A) Instructions for paper-setter

1. The question paper will consist four sections namely A, B, C and D.
2. Sections A, B and C will have two questions from the respective sections of the syllabus and will carry 15% marks each. Candidates have to attempt at least one question compulsorily from each section.
3. Section D will comprise of 10-15 short answers type questions, which will cover the entire syllabus and will carry 40% of the total marks.

B) Instructions for candidates

1. Candidates are required to attempt one question each from sections A, B and C of the question paper and the entire section D.
2. Use of non-programmable scientific calculator is allowed.

SECTION A

- 1 FOOD SERVICE INDUSTRY
 - 1.1 CULINARY HISTORY
 - 1.2 MODERN TREND IN FOOD CONCEPT
- 2 STANDARDS OF PROFESSIONALISM
 - 2.1 LEVELS OF SKILLS
 - 2.2 ATTITUDE AND PROFESSIONALISM IN KITCHEN

SECTION B

- 3 KITCHEN ORGANIZATION
 - 3.1 SECTIONS IN THE KITCHEN
 - 3.2 KITCHEN BRIGADE & WORK FLOW
- 4 KITCHEN EQUIPMENT
 - 4.1 INTRODUCTION TO DIFFERENT EQUIPMENTS
- 5 BASIC COOKERY PRINCIPLES
 - 5.1 AIMS & OBJECTIVE OF COOKING
 - 5.2 EFFECT OF COOKING
 - 5.3 PREPARATION OF INGREDIENTS
 - 5.4 COOKING TIMES
 - 5.5 METHODS OF COOKING
 - 5.6 REHEATING OF FOOD
 - 5.7 CULINARY TERMS

SECTION C

- 6 STOCKS
 - 6.1 DEFINITION, ELEMENTS OF STOCK, PRINCIPLES OF PREPARING STOCK.
 - 6.2 COURTOUILLON
- 7 SAUCES
 - 7.1 DEFINITION

- 7.2 CLASSIFICATION OF MOTHER SAUCES
- 7.3 DERIVATIVES

- 8 SOUPS
 - 8.1 DEFINITION
 - 8.2 CLASSIFICATION
 - 8.3 METHODS OF PREPARATION
 - 8.4 GARNISHING OF SOUPS

- SECTION D**
- 9 VEGETABLE COOKERY
 - 9.1 BASIC KNOWLEDGE, IDENTIFICATION, VARIOUS CUTS.
 - 9.2 PREPARATION, STORAGE, NUTRITIONAL ASPECTS
 - 9.3 VARIOUS GROUPS OF VEGETABLES USED IN THE KITCHEN.
 - 9.4 FACTORS AFFECTING PREPARATION OF VEGETABLES.

- 10 FRUITS
 - 10.1 TYPES, CLASSIFICATION
 - 10.2 PREPARATION, HANDLING, STORAGE
 - 10.3 NUTRITIONAL ASPECTS
 - 10.4 FRUITS AS A PRIMARY INGREDIENTS IN CULINIARY PREPARATION

- 11 EGG COOKERY
 - 11.1 STRUCTURE, COMPOSITION, VARIETIES, STORAGE
 - 11.2 NUTRITIONAL ASPECTS
 - 11.3 PREPARATION

- 12 COMMODITIES
 - 12.1 CEREALS
 - TYPES & FORMS IN WHICH THE PRODUCTS ARE AVAILABLE IN THE MARKET, & USES- WHEAT, RICE, MAIZE , OATS, BARLEY, RAGI, BAJRA & OTHER MILLETS
 - 12.2 PULSES
 - IDENTIFICATION OF THE WIDE RANGE OF PULSES AVAILABLE IN THE MARKET AND USES.
 - 12.3 HERBS, SPICES & CONDIMENTS
 - CLASSIFICATION & IDENTIFICATION.
 - 12.4 FATS & OILS
 - SOURCES, PROCESSING, VANASPATI , MARGARINE, REFINED, DOUBLE REFINED, UNREFINED & USES.
 - 12.5 BUTTER
 - TYPES & FORMS IN WHICH AVAILABLE

References:

- | | |
|--|-------------------------------------|
| Theory of Cookery – K. Arora | Larousse Gastronomique. |
| Modern Cookery – Thangam E. Phillip | Professional Baking – Wayes Gissler |
| Theory of Catering – Kinton & Ceserani | Indian Cookery – Prasad. |
| Practical Cookery – Kinton & Ceserani | A Taste of India – Madhur Jaffrey. |
| Basic Baking – S. C. Dubey | |

ADHAH110P

BASIC FOOD PRODUCTION PRACTICAL

Maximum Time : 3 Hrs. University Examination : 70 Marks
Total Marks : 100 Continuous Internal Assessment : 30 Marks
Minimum Pass Marks : 40%

- Identification of Kitchen Equipments
- Identification of raw materials
- Preparing & Cooking Vegetables
- Preparing & Cooking Eggs
- Preparing stocks, sauces & soups
- Preparing salad dressing & salads
- Preparing & Cooking starch Products
- Demonstration of various Cooking Methods
- Preparing & Cooking for Breakfast

ADHAH120

FOOD & BEVERAGE SERVICE - 1

Maximum Time : 3 Hrs. University Examination : 70 Marks
Total Marks : 100 Continuous Internal Assessment : 30 Marks
Minimum Pass Marks : 40%

A) Instructions for paper-setter

1. The question paper will consist four sections namely A, B, C and D.
2. Sections A, B and C will have two questions from the respective sections of the syllabus and will carry 15% marks each. Candidates have to attempt at least one question compulsorily from each section.
3. Section D will comprise of 10-15 short answers type questions, which will cover the entire syllabus and will carry 40% of the total marks.

B) Instructions for candidates

1. Candidates are required to attempt one question each from sections A, B and C of the question paper and the entire section D.
2. Use of non-programmable scientific calculator is allowed.

SECTION A

1.0 INTRODUCTION TO THE WORLD OF HOSPITALITY, FOOD & BEVERAGE

1.1 SECTORS OF HOSPITALITY INDUSTRY

1.1.1 RAILWAY

1.1.2 AIRLINE

1.1.3 CRUISE LINERS

1.1.4 INDUSTRIAL CATERING

1.1.5 INSTITUTIONAL CATERING

1.2 MAJOR HOSPITALITY ORGANISATIONS - INTERNATIONAL & NATIONAL

1.2.1 OBEROI, TAJ GROUPS & OTHERS

- 2.0 INTRODUCTION TO THE HOTEL INDUSTRY
 - 2.1 CLASSIFICATION OF CATERING ESTABLISHMENTS
 - 2.2 TYPES OF F&B OUTLETS
 - 2.3 FOOD & BEVERAGE DEPARTMENTAL ORGANIZATION
 - 2.4 DUTIES & RESPONSIBILITIES OF F&B STAFF AT VARIOUS LEVELS
 - 2.5 ATTRIBUTES OF A HOTELIER

SECTION B

- 3.0 ANCILLARY DEPARTMENTS
 - 3.1 STILL ROOM / PANTRY
 - 3.2 WASH UP (KITCHEN STEWARDING)
 - 3.3 PLATE ROOM

- 4.0 RESTAURANT EQUIPMENT
 - 4.1 GLASSWARE
 - 4.2 CROCKERY
 - 4.3 SILVERWARE
 - 4.4 FURNITURE
 - 4.5 LINEN

SECTION C

- 5.0 MEALS & MENU
 - 5.1 TYPES OF MEALS
 - 5.1.1 EMT
 - 5.1.2 BREAKFAST
 - 5.1.3 LUNCH
 - 5.1.4 DINNER
 - 5.1.5 BRUNCH
 - 5.1.6 HIGH TEA
 - 5.1.7 AFTERNOON TEA
 - 5.1.8 ELEVENSES
 - 5.2 TYPES OF MENU
 - 5.2.1 A LA CARTE & TABLE D'HOTE
 - 5.3 COURSES OF MENU
 - 5.3.1 COURSE ITEM EXAMPLES WITH ACCOMPANIMENTS
 - 5.3.2 COVERS FO EACH COURSE

SECTION D

- 6.0 SERVICE PROCEDURES
 - 6.1 TYPES OF SERVICES
 - 6.1.1 ASSISTED
 - 6.1.1.1 PLATTER TO PLATE / SILVER
 - 6.1.1.2 PRE-PLATED
 - 6.1.1.3 HOST
 - 6.1.1.4 GUERIDON
 - 6.1.2 NON-ASSISTED
 - 6.2.1.1 BUFFET - SITDOWN, STANDING
 - 6.2.1.2 SINGLE SERVICE
 - 6.2.1.3 COUNTER SERVICE
 - 6.2 RULES TO BE OBSERVED FOR TABLE LAYING
 - 6.3 SEQUENCE OF SERVICE OF A MEAL

- 7.0 CIGARS & CIGARETTES
 - 7.1 TYPES, BRANDS

Reference:

F&B Service Manual – Sudhir Andrews
F&B Service – Lilicarp
The Waiter – John Fuller
Wine Encyclopedia – Grossmann
Wine Guide – Larousse
F&B Operations & Management – Brian Verghese
Bar Attendants Handbook –
Bar Tenderer

ADHAH120P FOOD & BEVERAGE SERVICE – 1 PRACTICAL

Maximum Time : 3 Hrs. University Examination : 70 Marks
Total Marks : 100 Continuous Internal Assessment : 30 Marks
Minimum Pass Marks : 40%

- Service Grooming and Restaurant Etiquettes.
- Mis-en- place and Mis-en-scene
- Writing a Menu in French
- Identification of equipments
- Food and Beverage service sequence
- Water pouring and seating a guest.
- Laying and relaying of Tablecloth
- Napkin folds
- Carrying a Salver or Tray
- Rules for laying table - Laying covers as per menus
- TDH and A la carte cover Layout
- Handling service gear
- Carrying plates, Glasses and other Equipment
- Clearing an ashtray
- Crumbing, Clearance and presentation of bill
- Sideboard setup
- Silver service
- American service
- Situation handling
- Breakfast table lay-up
- Restaurant reservation system
- Hostess desk functions
- Order taking – writing a food KOT, writing a BOT

ADHAH130

FRONT OFFICE OPERATIONS - 1

Maximum Time	: 3 Hrs.	University Examination	: 70 Marks
Total Marks	: 100	Continuous Internal Assessment	: 30 Marks
Minimum Pass Marks	: 40%		

A) Instructions for paper-setter

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2. Sections A, B and C will have two questions from the respective sections of the syllabus and will carry 15% marks each. Candidates have to attempt at least one question compulsorily from each section.
3. Section D will comprise of 10-15 short answers type questions, which will cover the entire syllabus and will carry 40% of the total marks.

B) Instructions for candidates

1. Candidates are required to attempt one question each from sections A, B and C of the question paper and the entire section D.
2. Use of non-programmable scientific calculator is allowed.

SECTION A

1.0 INTRODUCTION TO THE HOSPITALITY INDUSTRY

2.0 CLASSIFICATION OF HOTELS

2.1 SIZE AND TYPES OF HOTEL

2.2 LEVELS OF SERVICE

2.3 OWNERSHIP AND AFFILIATION

2.4 BASIC CRITERIA OF STAR CATEGORIZATION OF HOTELS

2.5 CLASSIFICATION OF HOTELS ON THE BASIS OF REVENUE GENERATION

SECTION B

3.0 HOTEL ORGANISATION

3.1 ORGANIZATION CHART

4.0 FRONT OFFICE ORGANISATION

4.1 DIFFERENT SECTIONS OF FRONT OFFICE DEPARTMENT & THEIR BRIEF FUNCTIONS

4.2 STAFF ORGANISATION OF FRONT OFFICE DEPARTMENT

4.3 DUTIES & RESPONSIBILITIES OF FRONT OFFICE STAFF

4.4 JOB DESCRIPTION AND JOB SPECIFICATIONS OF FRONT OFFICE DEPT

SECTION C

5.0 FRONT DESK LAYOUT AND EQUIPMENT

5.1 LAYOUT

5.2 EQUIPMENT AND ITS UTILITY

5.3 TELECOMMUNICATION EQUIPMENTS

6.0 THE ACCOMMODATION PRODUCT

6.1 TYPES OF GUEST ROOMS

6.2 BASIS OF CHARGING ROOM RATES

6.3 MEAL PLANS

6.4 TARIFF CARD

- 6.5 TYPES OF GUEST - FIT, BUSINESS TRAVELLERS, GIT, SPECIAL INTEREST TOURS, DOMESTIC, FOREIGN

SECTION D

- 7.0 FRONT OFFICE OPERATIONS
 - 7.1 THE GUEST CYCLE
 - 7.2 FRONT OFFICE SYSTEMS

- 8.0 RESERVATION ACTIVITIES
 - 8.1 RESERVATION AND ROOM SALES
 - 8.2 TYPES OF RESERVATION
 - 8.3 RESERVATION INQUIRIES
 - 8.4 GROUP RESERVATIONS
 - 8.5 RESERVATION AVAILABILITY
 - 8.6 RESERVATION RECORD
 - 8.7 CONFIRMATION OF RESERVATION
 - 8.8 CANCELLATION OF RESERVATION
 - 8.9 AMENDMENTS / MODIFICATION OF RESERVATION
 - 8.10 TOOLS OF RESERVATION
 - 8.10.1 ROOM STATUS BOARD
 - 8.10.2 ADVANCE LETTING CHART
 - 8.10.3 DENSITY CONTROL CHART
 - 8.10.4 MOVEMENT LIST / EXPECTED ARRIVAL LIST
 - 8.11 SYSTEMS OF RESERVATION
 - 8.11.1 DIARY SYSTEM
 - 8.11.2 WHITNET SYSTEM
 - 8.12 DIFFERENT REPORTS OF RESERVATION
 - 8.13 SPECIAL CONSIDERATION OF RESERVATION
 - 8.14 UP SELLING TECHNIQUES.
 - 8.15 OVERBOOKING

Reference:

- Front Office Training manual – Sudhir Andrews.
- Managing Front Office Operations – Kasavana & Brooks
- Front Office – operations and management – Ahmed Ismail (Thomson Delmar).
- Managing Computers in Hospitality Industry – Michael Kasavana & Cahell.
- Front Office Operations – Colin Dix & Chris Baird.
- Front Office Operations & Management – S. Bhatnagar

- 5.3 LARGE HOTEL
- 5.4 CLUBS

6.0 DUTIES & RESPONSIBILITIES OF HOUSEKEEPING STAFF

- 6.1 EXECUTIVE HOUSEKEEPER
- 6.2 DEPUTY/ASSISTANT HOUSEKEEPER
- 6.3 FLOOR SUPERVISOR
- 6.4 DESK SUPERVISOR
- 6.5 PUBLIC AREA SUPERVISOR
- 6.6 ROOM ATTENDANTS
- 6.7 STOREKEEPER
- 6.8 HOUSEMAN
- 6.9 LAUNDRY SUPERVISOR
- 6.10 FLORIST

SECTION C

7.0 CLEANING EQUIPMENTS

- 7.1 GENERAL CONSIDERATION FOR SELECTION
- 7.2 CLASSIFICATION & TYPES OF EQUIPMENTS
- 7.3 METHOD OF USE AND MECHANISM FOR EACH TYPE
- 7.4 CARE AND MAINTENANCE

8.0 CLEANING AGENTS

- 8.1 CLASSIFICATION
- 8.2 GENERAL CRITERIA FOR SELECTION
- 8.3 USE, CARE & STORAGE
- 8.4 DISTRIBUTION & CONTROL

9.0 CLEANING OF ROOMS

- 9.1 DAILY CLEANING
 - 9.1.1 CHECK-OUT ROOM
 - 9.1.2 OCCUPIED ROOM
 - 9.1.3 VACANT ROOM
 - 9.1.4 EVENING SERVICES
- 9.2 SPRING CLEANING

SECTION D

10.0 HOTEL GUEST ROOM

- 10.1 STANDARD LAYOUT (SINGLE/DOUBLE/TWIN/SUITE)
- 10.2 DIFFERENCE BETWEEN SMOKING AND NON-SMOKING ROOMS
- 10.3 BARRIER FREE ROOMS
- 10.4 FURNITURE, FIXTURES, FITTINGS, SOFT FURNISHINGS, ACCESSORIES
- 10.5 GUEST SUPPLIES

11.0 CHAMBER MAID'S SERVICE ROOM

- 11.1 LOCATION
- 11.2 LAYOUT & ESSENTIAL FEATURE
- 11.3 CHAMBER MAIDS' TROLLEY

12.0 GUEST ROOM INSPECTION

- 12.1 CRITERIA FOR EVALUATION
- 12.2 SUPERVISORS CHECK LIST & JOB ORDER

Reference:

Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELST).

Managing Housekeeping Operations – Margaret Kappa & Aleta Nitschke
Hotel House Keeping – Sudhir Andrews (Tata McGraw Hill).
The Professional Housekeeper – Tucker Schneider, VNR.

ADHAH140P HOTEL HOUSEKEEPING – 1 PRACTICAL

Maximum Time : 3 Hrs. University Examination : 70 Marks
Total Marks : 100 Continuous Internal Assessment : 30 Marks
Minimum Pass Marks : 40%

House Keeping Sem I

- Identifying Cleaning Equipment & Agents
- Cleaning of Guest Room & Bathroom – Occupied / Vacant
- Identifying Guest Supplies
- Cleaning of Various Surfaces
- Bed Making
- Standard Supplies Provided

ADHAH150P COMPUTER FUNDAMENTALS PRACTICAL

Maximum Time : 3 Hrs. University Examination : 70 Marks
Total Marks : 100 Continuous Internal Assessment : 30 Marks
Minimum Pass Marks : 40%

- 1.0 FUNDAMENTALS OF COMPUTERS.
 - 1.1. DEFINITION OF COMPUTER, ADVANTAGES AND CHARACTERISTICS.
 - 1.2. DATA AND INFORMATION.
 - 1.2.1. DATA REPRESENTATION.
 - 1.2.2 BITS AND BYTES.
 - 1.2.3 ASCII AND EBCDIC.
 - 1.2.4 NUMBER SYSTEMS CONVERSION (DÀB, BÀD).
 - 1.2.5 BINARY ARITHMETIC (ADD, SUB, MUL).
 - 1.3. CLASSIFICATION OF COMPUTERS.
 - 1.3.1 MICRO
 - 1.3.2 MINI
 - 1.3.3 MAIFRAMES
 - 1.3.4 SUPER
 - 1.2.5 PORTABLE
 - 1.4. GENERATION OF COMPUTERS.
 - 1.4.1 FIRST GENERATION
 - 1.4.2 SECOND GENERATION
 - 1.4.3 THIRD GENERATION
 - 1.4.4 FOURTH GENERATION
 - 1.4.5 FIFTH GENERATIONS
- 2.0 ESSENTIALS OF COMPUTER SYSTEMS.
 - 2.1. COMPONENTS OF PC.
 - 2.1.1. HARDWARE.
 - 2.1.2. SOFTWARE.

- 2.2. BLOCK DIAGRAM OF PC AND ITS WORKING.
- 2.3. INPUT/OUTPUT DEVICES.
- 2.4. MEMORY TYPES.(PRIMARY,SECONDARY)
- 2.5. STORAGE DEVICES.(HDD, PEN DRIVE, EXTERNAL HDD)

- 3.0 SOFTWARE AND ITS CLASSIFICATIONS.
 - 3.1. TYPES OF SOFTWARE.
 - 3.1.1. SYSTEM SOFTWARE.
 - 3.1.1.1.INTRODUCTION TO CLI/GUI.
 - 3.1.1.2.INTRODUCTION TO MS-DOS/WINDOWS XP (PROF/HOME)
 - 3.1.2. APPLICATION SOFTWARE.
 - 3.1.2.1. INTRODUCTION TO MS-WORD.
 - 3.1.2.2. INTRODUCTION TO MS-EXCEL.
 - 3.1.2.3. INTRODUCTION TO MS-POWERPOINT.
 - 3.1.2.3 INTRODUCTION TO MS-ACCESS
 - 3.2. PROGRAMMING LANGUAGES.
 - 3.2.1 LOW LEVEL LANGUAGES (MACHINE, ASSEMBLY)
 - 3.2.2 HIGH LEVEL LANGUAGES.
 - 3.2.3 TRANSLATORS (ASSEMBLER, COMPILER, INTERPRETER)

 - 3.3. UTILITIES.
 - 3.3.1 SOFTWARE UTILITIES (ZIP, RECOVERY, PDFS ETC.)
 - 3.3.2 HARDWARE UTILITIES (HARDWARE DIAGNOSIS, PARTITION MANAGERS ETC)
 - 3.4. VIRUSES, DEFINITION AND TYPES.

- 4.0 NETWORK AND COMMUNICATIONS
 - 4.1 WHAT IS A NETWORK?
 - 4.2 TCP / IP
 - 4.3 COMMUNICATION CHANNEL
 - 4.4 NETWORK TOPOLOGY (BUS, STAR, RING, HYBRID)
 - 4.5 TYPES OF NETWORK (LAN / MAN / WAN)
 - 4.6 INTERNET, INTRANET & EXTRANET
 - 4.7 TRANSMISSION MODE (SIMPLEX, HALF-DUPLEX, FULL-DUPLEX)

- 5.0 BLUETOOTH AND INTRANET TECHNOLOGY
 - 5.1 IMPORTANCE & FEATURES
 - 5.2 TECHNIQUES OF USING BLUETOOTH AND INTRANET

- 6.0 WAP (WIRELESS APPLICATION PROTOCOL)
 - 6.1 DEFINITION OF WAP
 - 6.2 IMPORTANCE OF WAP

- 7.0 WI-FI (WIRELESS FIDELITY)
 - 7.1 DEFINITION, IMPORTANCE
 - 7.2 WORKING MECHANISM OF WI-FI (WIRELESS ACCESS POINT, TCP/IP, WIRELESS NIC CARD)

Reference:

1. Fundamental of Computers, Prentice Hall India
2. Mastering Microsoft Office, Lonnie.E.Moseley, BPB Publication.

SECOND SEMESTER

ADHAH210

FOOD PRODUCTION & PATISSERIE - I

Maximum Time : 3 Hrs. University Examination : 70 Marks
Total Marks : 100 Continuous Internal Assessment : 30 Marks
Minimum Pass Marks : 40%

A) Instructions for paper-setter

1. The question paper will consist four sections namely A, B, C and D.
2. Sections A, B and C will have two questions from the respective sections of the syllabus and will carry 15% marks each. Candidates have to attempt at least one question compulsorily from each section.
3. Section D will comprise of 10-15 short answers type questions, which will cover the entire syllabus and will carry 40% of the total marks.

B) Instructions for candidates

1. Candidates are required to attempt one question each from sections A, B and C of the question paper and the entire section D.
2. Use of non-programmable scientific calculator is allowed.

SECTION A

FOOD PRODUCTION

1. **COMMODITIES**
 - 1.1 **ELEMENTARY PASTAS**
METHOD OF MANUFACTURE. RANGE AVAILABLE IN THE MARKET
TYPES OF PASTAS: MACARONI, SPAGHETTI, NOODLE ETC. & THEIR USES.
 - 1.2 **MILK & CREAM**
FORMS IN WHICH AVAILABLE . PROCESSING - PASTEURIZED ,
STERILISED , DEHYDRATED ETC.
MILK PRODUCTS
PROCESS OF MAKING CREAM
TYPES OF CREAM
 - 1.3 **CHEESE**
PRODUCTION OF CHEESE; TYPES; EXAMPLES, LIST OF INTL CHEESE.
 - 1.4 **MUSHROOMS**
DIFFERENT TYPES, QUALITY, STORAGE USES
 - 1.5 **CONVENIENCE FOOD**
ROLE, TYPES & ADVANTAGES
 - 1.6 **TEA / COFFEE / COCOA**
TYPES, PREPARATION, POINTS TO KEEP IN MIND
 - 1.7 **GELATIN**
COMPOSITION, USES
2. **MEAT COOKERY**

- 2.1 COMPOSITION, SELECTION, GRADING OF MUTTON, LAMB, PORK, BEEF, VEAL
- 2.2 CUTS OF DIFFERENT MEATS, COOKING TIMES, & HANDLING
- 2.3 NUTRITIONAL AND STORAGE POINTS
- 2.4 STORAGE OF FRESH & FROZEN MEATS.

SECTION B

- 3 POULTRY/GAME COOKERY
 - 3.1 TYPES/CLASSIFICATION
 - 3.2 FOOD VALUE, STORAGE & NUTRITIONAL VALUE
- 4 FISH COOKERY
 - 4.1 CLASSIFICATION, SOURCE
 - 4.2 STORAGE, FOOD VALUE PRESERVATION
 - 4.3 VARIOUS CUTS
 - 4.4 PREPARATION TECHNIQUES FOR FISH & SEAFOOD.

SECTION C

BAKERY & PATISSERIE

- 1 INTRODUCTION TO BAKERY AND PATISSERIE
 - 1.1 HISTORY OF BAKING
 - 1.2 BAKING AS AN ART AND SCIENCE
- 2 BASIC PRINCIPLES OF BAKERY
 - 2.1 FORMULAS AND MEASUREMENTS
 - 2.2 BAKING PROCESS
- 3 EQUIPMENT USED IN BAKERY
 - 3.1 USE, CARE, CLEANING, STORAGE

SECTION D

- 4 INGREDIENTS USED IN BAKERY
 - 4.1 FLOUR 4.4 LIQUID 4.7 SALT, FLAVOURINGS, SPICES
 - 4.2 FAT 4.5 EGG
 - 4.3 SUGAR 4.6 LEAVENING AGENT
- 5 DEFINITION AND TERMS USED IN BAKERY
 - 5.1 BASICS SYRUPS, CREAMS AND SAUCES
- 6 BREAD MAKING
 - 6.1 FUNCTIONS OF INGREDIENTS USED
 - 6.2 STEPS IN BREAD MAKING
 - 6.3 METHODS OF BREAD MAKING
 - 6.4 BREAD DISEASES, FAULTS AND REMEDIES
 - 6.5 QUICK BREADS.

References:

- | | |
|--|-------------------------------------|
| Theory of Cookery – K. Arora | Larousse Gastronomique. |
| Modern Cookery – Thangam E. Phillip | Professional Baking – Wayes Gissler |
| Theory of Catering – Kinton & Ceserani | Indian Cookery – Prasad. |
| Practical Cookery – Kinton & Ceserani | A Taste of India – Madhur Jaffrey. |
| Basic Baking – S. C. Dubey | |

- 2.1.1 INTRODUCTION
- 2.1.2 BEER
- 2.1.3 SPIRITS - STYLES OF PRODUCTION
- 2.1.4 WHISKY
- 2.1.5 BRANDY
- 2.1.6 RUM
- 2.1.7 GIN
- 2.1.8 VODKA
- 2.1.9 TEQUILA
- 2.1.10 OTHER SPIRITS (PERNOD, MARC, GRAPPA ETC.)
- 2.2 RESPONSIBLE ALCOHOLIC SERVICE
 - 2.2.1 ALCOHOL AND ITS EFFECT ON HUMAN HEALTH
 - 2.2.2 HUMAN PSYCHOLOGY AND ALCOHOL

SECTION C

- 3 LIQUEURS & BITTERS
 - 3.1 TYPES
 - 3.2 PRODUCTION
 - 3.3 BASES & BRANDS

SECTION D

- 4 MIXED DRINKS & COCKTAILS
 - 4.1 TYPES OF MIXED DRINKS
 - 4.2 INGREDIENTS & METHODS OF PREPARATION
 - 4.3 MOCKTAILS
 - 4.4 COCKTAILS
- 5 BAR OPERATIONS
 - 5.1 BAR SET UP
 - 5.2 EQUIPMENTS
 - 5.3 BAR CONTROL

Reference:

F&B Service Manual – Sudhir Andrews
 F&B Service – Lilicarp
 The Waiter – John Fuller
 Wine Encyclopedia – Grossmann
 Wine Guide – Larousse
 F&B Operations & Management – Brian Verghese
 Bar Attendants Handbook –

Bar Tenderer

- 1.4 REGISTRATION & ROOMING PROCEDURE
 - 1.4.1 FIT
 - 1.4.2 VIP
 - 1.4.3 GROUP
 - 1.4.4 FOREIGNER
- 1.5 POST ARRIVAL PROCEDURE
 - 1.5.1 ARRIVAL-DEPARTURE REGISTER
 - 1.5.2 INTER-DEPARTMENTAL COMMUNICATION
 - 1.5.3 REGISTRATION OF FOREIGNERS,C-FORM
- 2.0 BELL DESK SERVICE
 - 2.1 BELL DESK LAYOUT, EQUIPMENT
 - 2.2 STAFF ORGANISATION, DUTY ROTAS & WORK SCHEDULE
 - 2.3 LUGGAGE HANDLING PROCEDURES
 - 2.4 LEFT LUGGAGE PROCEDURES
 - 2.5 OTHER FUNCTIONS OF BELL DESK

SECTION B

- 3.0 FRONT OFFICE COMMUNICATION
 - 3.1 IMPORTANCE OF INTER-DEPARTMENTAL COMMUNICATION
 - 3.2 TYPES & METHODS OF COMMUNICATION
- 4.0 GUEST SERVICES
 - 4.1 HANDLING GUEST REQUESTS
 - 4.2 HANDLING GUEST COMPLAINTS
 - 4.3 MAIL HANDLING PROCEDURES
 - 4.3.1 IMPORTANCE OF HANDLING MAIL WITHOUT DELAY, SORTING OF MAIL
 - 4.3.2 CATEGORIES OF GUEST MAIL: - RESIDENT GUEST, DEPARTED GUEST & GUEST STILL TO ARRIVE
 - 4.3.3 SPECIAL HANDLING OF REGISTERED MAIL AND PARCELS
 - 4.4 MESSAGE HANDLING PROCEDURE
 - 4.4.1 IMPORTANCE, PROCEDURE, METHOD OF RECEIVING AND TRANSMITTING MESSAGES FOR GUEST, LOCATION FORM, PAGING PROCEDURE
 - 4.5 ROOM CHANGE PROCEDURE
- 5.0 HANDLING OF SPECIAL SITUATIONS LIKE
 - 5.1 DNS
 - 5.2 DNA
 - 5.3 RNA
 - 5.4 NI (NO INFORMATION)
 - 5.5 VIP / SPAT / DG GUESTS
 - 5.6 SCANTY BAGGAGE GUEST
 - 5.7 REFUSING ACCOMMODATION
 - 5.7.1 BLACK LISTED GUEST
 - 5.7.2 WALKING A GUEST

SECTION C

- 6.0 CHECKOUT & SETTLEMENT
 - 6.1 DEPARTURE PROCEDURES AT RECEPTION, CASH SECTION, BELL DESK
 - 6.2 EXPRESS CHECK-OUT & SELF CHECK-OUT

- 6.3 REDUCTION OF LATE CHARGES
- 6.4 EFFECTIVE BILLING & COLLECTION
- 6.5 FRONT OFFICE RECORDS

- 7.0 FRONT OFFICE ACCOUNTING SYSTEMS
 - 7.1 ACCOUNTING FUNDAMENTALS (FOLIOS, VOUCHERS, LEDGER, POS)
 - 7.2 CREATION & MAINTENANCE OF ACCOUNTS , RECORD KEEPING SYSTEM
 - 7.3 AUDITS & INTERNAL CONTROL
 - 7.4 SETTLEMENT OF ACCOUNTS
 - 7.5 CASH CONTROL
 - 7.6 CREDIT CONTROL

SECTION D

- 8.0 NIGHT AUDIT
 - 8.1 NIGHT AUDIT PROCESS
 - 8.2 FUNCTION OF NIGHT AUDITOR
 - 8.3 NIGHT AUDIT REPORTS
 - 8.4 AUDIT POSTING FORMULAE

- 9.0 HOTEL / FRONT OFFICE SECURITY SYSTEM
 - 9.1 MANAGEMENT'S ROLE IN SECURITY
 - 9.2 SECURITY PROGRAMME IN HOTEL
 - 9.3 SECURITY AND THE LAW
 - 9.4 EQUIPMENTS USED
 - 9.5 EMERGENCY PROCEDURE

Reference:

Front Office Training manual – Sudhir Andrews.
Managing Front Office Operations – Kasavana & Brooks
Front Office – operations and management – Ahmed Ismail (Thomson Delmar).
Managing Computers in Hospitality Industry – Michael Kasavana & Cahell.
Front Office Operations – Colin Dix & Chris Baird.
Front Office Operations & Management – S. Bhatnagar

ADHAH230P**FRONT OFFICE OPERATIONS – 2 PRACTICAL**

Maximum Time	: 3 Hrs.	University Examination	: 70 Marks
Total Marks	: 100	Continuous Internal Assessment	: 30 Marks
Minimum Pass Marks : 40%			

- Preparation & Study of Countries – Capitals & Currency, Airlines, Flag Charts, Credit Cards, Travel Agency etc.
- Telecommunication Skills
- Role Play – Check-in / Check-out / Walk-in / FIT / GIT / VIP / CIP / HG etc.
- Preparation of Guest Folio
- Guest Complaint Handling
- Mock Situations – Role – Plays
- Preparation of Guest History Cards
- Filling up of C – Forms
- Preparation & Filling up of Guest Registration Card
- Role Play – Lobby Manager, GRE, Concierge, Bell Boy, Bell Captain etc.

ADHAH240**HOTEL HOUSEKEEPING - 2**

Maximum Time	: 3 Hrs.	University Examination	: 70 Marks
Total Marks	: 100	Continuous Internal Assessment	: 30 Marks
Minimum Pass Marks : 40%			

A) Instructions for paper-setter

1. The question paper will consist four sections namely A, B, C and D.
2. Sections A, B and C will have two questions from the respective sections of the syllabus and will carry 15% marks each. Candidates have to attempt at least one question compulsorily from each section.
3. Section D will comprise of 10-15 short answers type questions, which will cover the entire syllabus and will carry 40% of the total marks.

B) Instructions for candidates

1. Candidates are required to attempt one question each from sections A, B and C of the question paper and the entire section D.
2. Use of non-programmable scientific calculator is allowed.

SECTION A

- 1.0 COMPOSITION , CARE AND CLEANING OF
 - 1.1 METALS - BRASS , COPPER, SILVER, EPNS, BRONZE, CHROMIUM, ALUMINIUM, STAINLESS STEEL & PROTECTIVE FINISHES OF VARIOUS KINDS
 - 1.2 GLASS-VARIOUS TYPE
 - 1.3 LEATHER, REXINE
 - 1.4 PLASTIC
 - 1.5 CERAMIC- VARIOUS TYPES
 - 1.6 WOOD- VARIOUS TYPES & THEIR PROTECTIVE FINISHES

- 2.0 FLOOR FINISHES
 - 2.1 TYPES
 - 2.2 MAINTENANCE & CARE
 - 2.3 SELECTION

- 3.0 WALL FINISHES & WALL COVERINGS
 - 3.1 TYPES
 - 3.2 MAINTENANCE & CARE
 - 3.3 SELECTION

SECTION B

- 4.0 PERIODICAL CLEANING
 - 4.1 TASKS CARRIED OUT
 - 4.2 SCHEDULE RECORDS

- 5.0 SPECIAL CLEANING PROGRAMMES
 - 5.1 TASKS CARRIED OUT
 - 5.2 SCHEDULES & RECORDS

- 6.0 CLEANING OF PUBLIC AREAS

6.1 LOBBY RESTAURANTS	6.4 CORRIDORS
6.2 RESTAURANTS	6.5 CAR PARK AREA
6.3 PUBLIC AREA TOILETS	6.6 ELEVATORS

SECTION C

- 7.0 KEYS & KEY CONTROL
 - 7.1 TYPES OF KEYS
 - 7.2 COMPUTERISED KEY CARDS
 - 7.3 CONTROL OF KEYS

- 8.0 LOST & FOUND PROCEDURE
 - 8.1 DEFINITION
 - 8.2 PROCEDURE FOR LOST AND FOUND

- 9.0 INTER-DEPARTMENTAL CO-OPERATION

9.1 WITH FRONT OFFICE	9.6 WITH PERSONNEL
9.2 WITH FOOD PRODUCTION & SERVICE AREAS	9.7 WITH MAINTENANCE
9.3 WITH PURCHASE, RECEIVING & STORES	9.8 WITH LAUNDRY
9.4 WITH COMPUTER CENTRE	9.9 WITH SECURITY
9.5 WITH ACCOUNTS & CREDIT	9.10 OTHER DEPTS.

- 10.0 PLANNING WORK OF HOUSEKEEPING DEPARTMENT
 - 10.1 IDENTIFYING HOUSEKEEPING DEPARTMENT
 - 10.2 BRIEFING & DEBRIEFING
 - 10.3 CONTROL DESK (IMPORTANCE, ROLE, CO-ORDINATION)
 - 10.4 ROLE OF CONTROL DESK DURING EMERGENCY
 - 10.5 DUTY ROTA AND WORK SCHEDULE
 - 10.6 FILES AND FORMATS USED IN HOUSEKEEPING DEPARTMENT

SECTION D

11.0 PEST CONTROL

11.1 DEFINITIONS OF PESTS & CONTROL

11.2 AREAS OF INFESTATIONS

11.3 PREVENTION & CONTROL OF PESTS

11.4 RESPONSIBILITY OF HOUSEKEEPING IN PESTS CONTROL

12.0 FIRE

12.1 TYPES OF FIRES & CAUSES

12.2 FIRE EXTINGUISHERS & FIRE FIGHTING PROCEDURES

13.0 FIRST AID TRAINING

Reference:

Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELST).

Managing Housekeeping Operations – Margaret Kappa & Aleta Nitschke

Hotel House Keeping – Sudhir Andrews (Tata McGraw Hill).

The Professional Housekeeper – Tucker Schneider, VNR.

ADHAH240P

HOTEL HOUSEKEEPING - 2 PRACTICAL

Maximum Time : 3 Hrs. University Examination : 70 Marks

Total Marks : 100 Continuous Internal Assessment : 30 Marks

Minimum Pass Marks : 40%

- Cleaning of Various Surfaces
- Bed Making (Variations)
- Washing & Finishing of various Fibres & Fabrics
- Stain Removal

THIRD SEMESTER

ADHAH310

FOOD PRODUCTION & PATISSERIE - 2

Maximum Time : 3 Hrs. University Examination : 70 Marks
Total Marks : 100 Continuous Internal Assessment : 30 Marks
Minimum Pass Marks : 40%

A) Instructions for paper-setter

1. The question paper will consist four sections namely A, B, C and D.
2. Sections A, B and C will have two questions from the respective sections of the syllabus and will carry 15% marks each. Candidates have to attempt at least one question compulsorily from each section.
3. Section D will comprise of 10-15 short answers type questions, which will cover the entire syllabus and will carry 40% of the total marks.

B) Instructions for candidates

1. Candidates are required to attempt one question each from sections A, B and C of the question paper and the entire section D.
2. Use of non-programmable scientific calculator is allowed.

SECTION A

FOOD PRODUCTION

- 1 INDIAN REGIONAL COOKERY & MODERN TRENDS
 - 1.1 INDIAN MASALAS
 - 1.2 REGIONAL CUISINES OF INDIA : NORTH, SOUTH , EAST & WEST
 - 1.3 TRADITIONAL INDIAN BREADS & MITHAIS
 - 1.4 INDIAN SNACKS, VARIETY OF KEBABS

- 2 QUANTITY FOOD PRODUCTION
 - 2.1 INTRODUCTION TO INDUSTRIAL & INSTITUTIONAL CATERING
 - 2.2 MOBILE CATERING
 - 2.3 OUT-DOOR CATERING
 - 2.4 EQUIPMENTS FOR FOOD TRANSPORTATION

SECTION B

- 3 FAST FOODS
 - 3.1 HISTORY, OUTLETS, INDIAN FAST FOOD

- 4 MODERN COOKERY TECHNIQUES
 - 4.1 COOK FREEZE
 - 4.2 COOK-CHILL
 - 4.3 FOOD TRANSPORTATION TECHNIQUES

- 5 BREAKFAST COOKERY
 - 5.1 INDIAN & WESTERN

- 6 SANDWICHES
 - 6.1 DEFINITION, CLASSIFICATION, PREPARATION & USE

SECTION C

- 7 INTERNATIONAL CUISINE
 - 7.1 ENGLISH
 - 7.2 FRENCH
 - 7.3 ITALIAN
 - 7.4 MEXICAN
 - 7.5 SPANISH
 - 7.6 ORIENTAL VARIETIES

BAKERY & PATISSERIE

- 1 COOKIES
 - 1.1 INGREDIENTS USED & THEIR FUNCTIONS
 - 1.2 DIFFERENT METHODS OF MIXING WITH EXAMPLES
- 2 CAKES
 - 2.1 INGREDIENTS USED IN CAKE-MAKING & THEIR FUNCTIONS
 - 2.2 MIXING METHODS, FAULTS & REMEDIES
 - 2.3 HIGH RATIO CAKES, POUND CAKES - DEFINITIONS
 - 2.4 CAKE DECORATIONS - ICINGS; DECORATIVE ITEMS

SECTION D

- 3 PASTRIES
 - 3.1 INGREDIENTS USED
 - 3.2 CLASSIFICATION
 - 3.3 METHODS OF MIXING & USAGE
 - 3.4 FAULTS & REMEDIES
- 4 COLD & FROZEN DESSERTS
 - 4.1 PUDDINGS; SOUFFLES, MOUSSES; BAVARIAN CREAM - INGREDIENTS USED, EXAMPLES
 - 4.2 FROZEN DESSERTS : SHERBETS, ICECREAMS - INGREDIENTS; TYPES
- 5 DESSERT PREPARATIONS

References:

Theory of Cookery – K. Arora
Modern Cookery – Thangam E. Phillip
Theory of Catering – Kinton & Ceserani
Practical Cookery – Kinton & Ceserani
Basic Baking – S. C. Dubey
Larousse Gastronomique.
Professional Baking – Wayes Gissler
Indian Cookery – Prasad.
A Taste of India – Madhur Jaffrey.

ADHAH310P FOOD PRODUCTION & PATISSERIE – 2 PRACTICAL

Maximum Time : 3 Hrs. University Examination : 70 Marks
Total Marks : 100 Continuous Internal Assessment : 30 Marks
Minimum Pass Marks : 40%

Cookery

- Preparing Indian Masalas & Gravies
- Preparing & Cooking Indian Vegetables
- Preparing Rice, Dal, Breads
- Preparing for Indian Menus
- Preparing for Indian Desserts

Patisserie

- Different methods & Types Cookie making
- Different methods & Types Cake making
- Icing – Types & Applications
- Different Types of Pastries & their applications
- Different Types of Frozen Desserts – Preparations & Presentations

ADHAH320 FOOD & BEVERAGE SERVICE - 3

Maximum Time : 3 Hrs. University Examination : 70 Marks
Total Marks : 100 Continuous Internal Assessment : 30 Marks
Minimum Pass Marks : 40%

A) Instructions for paper-setter

1. The question paper will consist four sections namely A, B, C and D.
2. Sections A, B and C will have two questions from the respective sections of the syllabus and will carry 15% marks each. Candidates have to attempt at least one question compulsorily from each section.
3. Section D will comprise of 10-15 short answers type questions, which will cover the entire syllabus and will carry 40% of the total marks.

B) Instructions for candidates

1. Candidates are required to attempt one question each from sections A, B and C of the question paper and the entire section D.
2. Use of non-programmable scientific calculator is allowed.

SECTION A

- 1 WINES
 - 1.1 INTRODUCTION TO WINES
 - 1.2 CLASSIFICATION OF WINES
 - 1.3 GRAPES & FACTORS AFFECTING WINE QUALITY
 - 1.4 VINIFICATION
 - 1.5 PRODUCTION OF RED/ WHITE/ ROSZE WINES
 - 1.6 PRODUCTION OF FORTIFIED & AROMATISED WINES
 - 1.7 PRODUCTION OF SPARKLING WINE

SECTION B

- 2 WINE PRODUCING REGIONS OF THE WORLD
 - 2.1 FRANCE
 - 2.2 GERMANY
 - 2.3 ITALY
 - 2.4 SPAIN
 - 2.5 PORTUGAL
 - 2.6 USA
 - 2.7 AUSTRALIA & INDIA

SECTION C

- 3 FOOD & WINE HARMONY

SECTION D

- 4 BANQUETS
 - 4.1 HISTORY OF BANQUETS
 - 4.2 TYPES OF BANQUETS
 - 4.3 ORGANIZATION OF A BANQUET DEPARTMENT
 - 4.4 BANQUET PROCEDURES
 - 4.5 BUFFETS
 - 4.6 BANQUET PROTOCOLS
 - 4.7 CONFERENCES
 - 4.8 BOOKING AND PLANING OF FUNTIONS

- 5 GUERIDON SERVICE
 - 5.1 TYPES OF TROLLEYS
 - 5.2 SEQUENCE OF SERVICE

- 6 ROOM SERVICE
 - 6.1 ROOM SERVICE ISSUES
 - 6.2 MARKETING
 - 6.3 MENUS
 - 6.4 VARIATIONS AND ALTERNATIVES
 - 6.5 STAFF REQUIREMENTS
 - 6.6 DELIVERING ROOM SERVICE

Reference:

F&B Service Manual – Sudhir Andrews
F&B Service – Lilicarp
The Waiter – John Fuller
Wine Encyclopedia – Grossmann
Wine Guide – Larousse
F&B Operations & Management – Brian Verghese
Bar Attendants Handbook –
Bar Tenderer

SECTION B

- 2.0 LINEN ROOM
 - 2.1 ACTIVITIES OF LINEN ROOM
 - 2.2 LOCATION , EQUIPMENT & LAYOUT OF A LINEN ROOM (BASIC RULES)
 - 2.3 PURCHASE OF LINEN / LINEN HIRE / QUALITY & QUANTITY
 - 2.4 STORAGE & INSPECTION
 - 2.5 ISSUING OF LINEN TO FLOORS & DEPARTMENTS (PROCEDURE & RECORDS)
 - 2.6 DESPATCH & DELIVERY FROM LAUNDRY (PROCEDURE & RECORDS)
STOCK TAKING - PROCEDURE & RECORDS
CONDEMNED LINEN & CUT-DOWN-PROCEDURE AND RECORDS
MARKING & MONOGRAMMING

SECTION C

- 3.0 UNIFORMS & UNIFORM ROOM
 - 3.1 PURPOSE OF UNIFORMS
 - 3.2 NUMBER OF SETS, ISSUING PROCEDURE & EXCHANGE OF UNIFORMS
 - 3.3 DESIGNING A UNIFORM - FUNCTIONAL AESTHETIC CONSIDERATIONS
 - 3.4 LAYOUT & PLANNING OF THE UNIFORM ROOM (BASIC CONSIDERATIONS)

SECTION D

- 4.0 LAUNDRY OPERATION
 - 4.1 DUTIES & RESPONSIBILITIES OF LAUNDRY STAFF (LAUNDRY MANAGER AND SHIFT-IN-LEADER, DRY CLEANING, SUPERVISOR, SPOTTER CUM PRESSER, LAUNDRY CLERK, ATTENDANTS VALET RUNNER, LAUNDRY)
 - 4.2 IMPORTANCE AND PRINCIPLES OF LAUNDRY OPERATIONS
 - 4.3 FLOW PROCESS OF INDUSTRIAL LAUNDERING (COLLECTION, TRANSPORTATION ARRIVALS, SORTING, WEIGHING, LOADING, WASHING, RINSING, STARCHING, HYDRO-EXTRACTION, UNLOADING, TUMBLING, FINISHING (CALENDER/SYSTEM PRESS) FOLDING, DIRING& STORING TRANSFER & USE)
 - 4.4 STAGES IN WASH CYCLE (FLUSH-SUDS - BLEACH RINSE-SOUR & SOFT-EXTRACT, BREAK & SOAKING)
 - 4.5 EQUIPMENT, LAYOUT & PLANNING & LAUNDRY (BASIC RULES)
 - 4.6 ROLE OF LAUNDRY AGENTS
 - 4.7 CLASSIFICATION OF LAUNDRY AGENTS (SYNTHETIC, DETERGENT,
 - 4.8 BUILT SOAP DETERGENTS, ENZYME ACTION- DETERGENTS, EXPLAIN BRIEFLY)
 - 4.9 STAIN REMOVAL

Reference:

Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELST).
Managing Housekeeping Operations – Margaret Kappa & Aleta Nitschke
Hotel House Keeping – Sudhir Andrews (Tata McGraw Hill).
The Professional Housekeeper – Tucker Schneider, VNR.

- 2.1 LIST OF VARIOUS ACTS
- 2.2 INDIAN CONTRACT ACT 1872
 - 2.2.1 DEFINITION OF CONTRACT
 - 2.2.2 KINDS OF CONTRACT
 - 2.2.3 THE AGREEMENT, OFFER, ACCEPTANCE, CONSIDERATION, ACCORD AND SATISFACTION
 - 2.2.4 FLAWS, MIS-REPRESENTATION, FRAUD, UNLAWFUL CONTRACTS
 - 2.2.5 DISCHARGE OF CONTRACT
 - 2.2.6 REMIDIES FOR BREACH OF CONTRACT
- 2.3 SALE OF GOODS ACT 1930
 - 2.3.1 CONTRACT OF SALE OF GOODS
 - 2.3.2 FORMATION OF A CONTRACT
 - 2.3.3 PRICE, CONDITION, WARRANTEES, GUARANTEES
 - 2.3.4 DUTIES AND RIGHTS OF SELLERS AND BUYERS
 - 2.3.5 RIGHTS OF UNPAID SELLERS
 - 2.3.6 AUCTION SALES
- 2.4 NEGOTIABLE INSTRUMENTS ACT 1881
 - 2.4.1 OVERVIEW OF THE ACT
 - 2.4.2 CREDIT INSTRUMENTS
 - 2.4.3 CHEQUES
 - 2.4.4 BILLS OF EXCHANGE
 - 2.4.5 PROMISSORY NOTES
 - 2.4.6 IOUS
 - 2.4.7 TRAVELLERS CHEQUES
 - 2.4.8 CREDIT CARDS
 - 2.4.9 DISHONOUR OF CHEQUE AND ITS LIABILITY
- 2.5 CONSUMER PROTECTION ACT, 1986
 - 2.5.1 OVERVIEW OF THE ACT
 - 2.5.2 CONSUMER PROTECTION COUNCILS
 - 2.5.3 CONSUMER DISPUTES REDRESSAL AGENCIES
 - 2.5.4 DEFINITION OF CONSUMERS, THEIR RIGHTS, PROCEDURES FOR REDRESSAL
- 2.6 ENVIRONMENT PROTECTION ACT 1986
 - 2.6.1 OVERVIEW OF THE ACT
 - 2.6.2 LAW RELATING TO ENVIRONMENT PROTECTION
 - 2.6.3 ENVIRONMENT CLEARANCE PROCEDURE

SECTION B

- 3 INDUSTRIAL LAW
 - 3.1 LIST OF VARIOUS ACTS DEALING WITH INDUSTRIAL LAW
 - 3.2 SHOPS & ESTABLISHMENT ACT DEALING WITH HOTELS & CATERING ESTABLISHMENTS
 - 3.3 FACTORIES ACT 1948
 - 3.4 INDUSTRIAL DISPUTE ACT 1947
 - 3.5 PAYMENT OF WAGES ACT 1936
 - 3.6 MINIMUM WAGES ACT 1948
 - 3.7 PROVIDENT FUND ACT 1952
 - 3.8 GRATUITY ACT 1972
 - 3.9 BONUS ACT 1965
 - 3.10 TRADE UNION ACT 1926
 - 3.11 DISCIPLINARY ACTION PROCEDURE

SECTION C

- 4 HOTEL & LODGING RATES CONTROL
 - 4.1 FAIR RATE
 - 4.2 TENANT & TENEMENT
 - 4.3 APPOINTMENT OF CONTROLLER FOR HOTEL & LODGING HOUSES
 - 4.4 FIXATION OF FAIR RATES ; REVISION
 - 4.5 NO EVICTION TO BE MADE IF FAIR RATE PAID WITHIN CONTRACT PERIOD
 - 4.6 WHEN MANAGER OF HOTEL OR OWNER OF LODGING HOUSE MAY RECOVER POSSESSION
 - 4.7 PENALTIES FOR DEFAULT
 - 4.7 INN KEEPER'S LIEN

SECTION D

- 5 FOOD LEGISLATION
 - 5.1 SHORT TITLE; EXTENT & COMMENCEMENT; DEFINITIONS
 - 5.2 CENTRAL COMMITTEE FOR FOOD STANDARDS
 - 5.3 CENTRAL FOOD LABORATORY
 - 4.10 FOOD INSPECTORS & THEIR POWERS & DUTIES; PROCEDURES TO BE FOLLOWED
 - 5.5 FOOD ANALYSIS BY PURCHASER
 - 5.6 REPORT OF PUBLIC ANALYST

Reference :

Hospitality Law – Dr. Jagmohan Negi

FOURTH SEMESTER

ADHAH410P INDUSTRIAL TRAINING **(Training Report + Log Book & Certificate from Hotel + Viva & Presentation)**

University Examination : 300 Marks

Minimum Pass Marks : 40%

INDUSTRIAL TRAINING (IT)

Coverage of all major and minor departments of a full service hotel. (Can be substituted with operational training in reputed Fast Food operations, Airlines, Resorts, and similar industry in accordance with course curriculum).

Documents to be submitted after successful completion of IT:

- Training Report
- Training Log Book
- Training Certificate from the concerned Hotel Authority

MAXIMUM MARKS: 300

- Industrial Training Report (100)
- Industrial Training Log Book & Certificate (100)
- Industrial Training Project (report) Presentation (50)
- Viva & Presentation (50)

INDUSTRIAL TRAINING PROJECT (REPORT) PRESENTATION (50)

- Use of Slides, Multimedia and other presentation aids (25)
- Handling of spot queries/questions from the audience (25)

Vive-voce on the presentation, conducted by Examiner.

ADHAH420 HOTEL ACCOUNTANCY

Maximum Time : 3 Hrs. University Examination : 70 Marks

Total Marks : 100 Continuous Internal Assessment : 30 Marks

Minimum Pass Marks : 40%

A) Instructions for paper-setter

1. The question paper will consist four sections namely A, B, C and D.
2. Sections A, B and C will have two questions from the respective sections of the syllabus and will carry 15% marks each. Candidates have to attempt at least one question compulsorily from each section.
3. Section D will comprise of 10-15 short answers type questions, which will cover the entire syllabus and will carry 40% of the total marks.

B) Instructions for candidates

1. Candidates are required to attempt one question each from sections A, B and C of the question paper and the entire section D.
2. Use of non-programmable scientific calculator is allowed.

SECTION A

- 1.0 INTRODUCTION TO HOTEL ACCOUNTANCY
 - 1.1 INTRODUCTION TO ACCOUNTACY
 - 1.2 MEANING OF ACCOUNT
 - 1.3 ORIGIN OF ACCOUNTING
 - 1.4 INTRODUCTION TO HOTEL ACCOUNTS AND ITS IMPORTANCE
 - 1.5 FEATURES
 - 1.6 PURPOSES
 - 1.7 CONCEPTS
 - 1.8 CONVENTIONS
 - 1.9 TYPES OF ACCOUNTS

- 2.0 PRINCIPLES OF DOUBLE ENTRY SYSTEM
 - 2.1 BASIC BOOKS OF ACCOUNTS AND THEIR IMPORTANCE, MEANING AND DEFINITIONS.
 - 2.2 GOLDEN RULES OF ACCOUNTS

- 3.0 JOURNAL ENTRIES
 - 3.1 MEANING, DEFINITION, IMPORTANCE AND ADVANTAGES OF JOURNALISATION
 - 3.2 RULES OF JOURNALS
 - 3.3 NUMERICALS & PRACTICE

- 4.0 LEDGER
 - 4.1 MEANING, IMPORTANCE AND ADVANTAGES OF LEDGER
 - 4.2 RULES OF POSTING AND NUMERICALS

- 5.0 TRIAL BALANCE
 - 5.1 INTRODUCTION
 - 5.2 MEANING, DEFINITION AND IMPORTANCE
 - 5.3 METHODS OF TRAIL BALANCE AND PRACTIAL PROBLEMS.

SECTION B

- 6.0 SUBSIDIARY BOOKS
 - 6.1 PURSHASE BOOK(MEANING, ADVANTAGES AND RULES OF RECORDING THE TRANSACTION IN PURCHASE BOOK
 - 6.2 PURCHASE RETURN BOOK (MEANING, ADVANTAGES AND PRACTICALS)
 - 6.3 SALES AND SALES RETURN BOOK (MEANING, ADVANTAGES AND PRACTICALS)
 - 6.4 CASH BOOK – MEANING, IMPORTANCE AND TYPES: SINGLE, DOUBLE & TRIPLE COLUMN CASH BOOK, CONTRA ENTRIES

- 6.0 BANK RECONCILIATION STATEMENT
 - 6.1 MEANING OF BRS, IMPORTANCE, REASON OF MAINTAINING BRS
 - 6.2 REASON OF DIFFERENCES IN PASS BOOK AND CASH BOOK
 - 6.5 B.R.S. - CASH BOOK TO PASS BOOK
 - 6.6 B.R.S. - PASS BOOK TO CASH BOOK

SECTION C

- 7.0 FINAL ACCOUNTS
 - 7.1 MEANING, DEFINITION AND IMPORTANCE
 - 7.2 RULES OF RECORDING
 - 7.3 PROFIT & LOSS ACCOUNT
 - 7.4 BALANCE SHEET
 - 7.5 INCOME STATEMENT

- 8.0 COSTING
 - 8.1 COST ANALYSIS
 - 8.2 DIFFERENT TYPES OF COSTS
 - 8.3 ELEMENT OF COST
 - 8.4 COST SHEET OR STATEMENT OF COST

- 9.0 MATERIAL CONTROL
 - 9.1 MEANING
 - 9.2 DIMENSIONS
 - 9.3 ASPECTS OF MATERIAL CONTROL
 - 9.4 ESSENTIAL OF MATERIAL CONTROL
 - 9.5 PURCHASE DEPARTMENT AND PURCHASE REQUISITION

- 10.0 TECHNIQUES OF MATERIAL CONTROL
 - 10.1 LEVEL SETTING
 - 10.2 ECONOMIC ORDER QUANTITY
 - 10.3 METHODS OF VALUING MATERIAL ISSUES.

- 11.0 COST CONCEPT IN DECISION MAKING
 - 11.1 MARGINAL COST AND MARGINAL COSTING
 - 11.2 NEED FOR MARGINAL COSTING
 - 11.3 FEATURES OF MARGINAL COSTING

- 12.0 PROFIT VOLUME COST ANALYSIS
 - 12.1 OBJECTIVE OF COST VOLUME PROFIT ANALYSIS
 - 12.2 ELEMENTS OF COST VOLUME PROFIT ANALYSIS
 - 12.3 MARGINAL COST EQUATION
 - 12.4 CONTRIBUTION
 - 12.5 MARGIN OF SAFETY
 - 12.6 BREAK –EVEN ANALYSIS (BOTH ON UNIT AND ON VOLUME)
 - 12.7 P/V RATIO

- 13.0 BASIC STANDARD COSTING
 - 13.1 STANDARD COST AND STANDARD COSTING
 - 13.2 DIFFERENCE BETWEEN STANDARD COST AND MARGINAL COSTING

SECTION D

- 14.0 BUDGETING
 - 14.1 MEANING, NEED FOR BUDGETING
 - 14.2 MEANING OF BUDGET AND TYPES OF BUDGETS AND CASH BUDGET

- 15.0 DEPARTMENTAL ACCOUNTING IN HOTELS
 - 15.1 MEANING AND PURPOSE

- 15.2 METHODS
- 15.3 ALLOCATION AND APPORTIONMENT

Reference :

1. Principles of Accounting – N. Vinayakan
2. Advanced Accounting – Shukla – Grewal
3. Double Entry Bookkeeping – T.S. Grewal

ADHAH430

FOOD MICROBIOLOGY AND NUTRITION

Maximum Time : 3 Hrs. University Examination : 70 Marks
Total Marks : 100 Continuous Internal Assessment : 30 Marks
Minimum Pass Marks : 40%

A) Instructions for paper-setter

1. The question paper will consist four sections namely A, B, C and D.
2. Sections A, B and C will have two questions from the respective sections of the syllabus and will carry 15% marks each. Candidates have to attempt at least one question compulsorily from each section.
3. Section D will comprise of 10-15 short answers type questions, which will cover the entire syllabus and will carry 40% of the total marks.

B) Instructions for candidates

1. Candidates are required to attempt one question each from sections A, B and C of the question paper and the entire section D.
2. Use of non-programmable scientific calculator is allowed.

SECTION A

FOOD MICROBIOLOGY

1.0 FOOD MICROBES

- 1.1 INTRODUCTION , ITS IMPORTANCE IN RELATION TO FOOD HANDLING, PREPARATION & SERVICE

2.0 MICROBES

- 2.1 CLASSIFICATION
- 2.2 BACTERIA (MORPHOLOGICAL, CULTURAL & PHYSIOLOGICAL CHARACTERISTICS)
- 2.3 GROUPS OF BACTERIA IMPORTANT IN FOOD BACTERIOLOGY
- 2.4 FACTORS AFFECTING GROWTH - PH , OSMOTIC PRESSURE , LIGHT, MOISTURE & TIME
- 2.5 BENEFICIAL EFFECTS OF BACTERIA
- 2.6 HARMFUL EFFECTS OF BACTERIAL ACTIVITY-FOOD SPOILAGE, PUTREFACTION & DECAY, TOXINS & INFECTIONS, FOOD POISONING, METHOD OF CONTROL

3.0 YEAST

- 3.1 CLASSIFICATION
- 3.2 GENERAL CHARACTERISTICS OF YIEST

3.3 IMPORTANCE OF YEAST IN FOOD INDUSTRY

SECTION B

4.0 MOULD

- 4.1 CLASSIFICATION AND IDENTIFICATION
- 4.2 GENERAL CHARACTERISTICS OF MOULDS
- 4.3 MORPHOLOGY-MUCUS, RHIZOPUS, PENICILIUM & ASPERGILLES
- 4.4 BENEFICIAL EFFECTS OF MOULDS - CHEESE RIPENING, ENZYMES, ANTIBIOTICS
- 4.5 HARMFUL EFFECTS OF MOULDS-MICROTOXINS & SPOILAGE

5.0 STERILIZATION & PASTEURIZATION

- 5.1 STERILIZATION BY: HEAT (DRY & MOIST); LIGHT; DESSICATION; RADIATION
- 5.2 PASTEURIZATION OF MILK - LTST & HTST METHOD, BUTTER, CREAM CHEESE, FRUIT JUICES ETC. STERILIZATION OF MILK & WATER

6.0 PRESERVATION OF FOOD

- 6.1 PRINCIPLES OF PRESERVATION
- 6.2 CANNING OF FOOD
- 6.3 HIGH TEMPERATURE (STERILIZATION & PASTEURIZATION)
- 6.4 PRESERVATION BY MEANS OF LOW TEMPERATURE
- 6.5 IRRADIATION-PRINCIPLE
- 6.6 CHEMICAL PRESERVATION

SECTION C

NUTRITION

1.0 INTRODUCTION

- 1.1 DEFINITION & IMPORTANCE OF NUTRITION
- 1.2 FUNCTION OF FOOD
- 1.3 CLASSIFICATION OF NUTRIENTS & FOOD

2.0 FATS

- 2.1 FUNCTIONS OF FAT & ESSENTIAL FATTY ACID
- 2.2 DAILY REQUIREMENTS, EXCESS & DEFICIENCY
- 2.3 FOOD SOURCES

3.0 PROTEINS

- 3.1 FUNCTIONS
- 6.7 DAILY REQUIREMENTS, EXCESS & DEFICIENCY
- 6.8 FOOD SOURCES

4.0 CARBOHYDRATES

- 4.1 FUNCTIONS
- 4.2 DAILY REQUIREMENTS, EXCESS & DEFICIENCY
- 4.3 FOOD SOURCES

5.0 VITAMINS

- 5.1 CLASSIFICATION
- 5.2 FUNCTIONS

- 5.3 DAILY REQUIREMENTS, EXCESS & DEFICIENCY
- 5.4 FOOD SOURCES

SECTION D

- 6.0 MINERAL ELEMENTS
 - 6.1 CLASSIFICATION
 - 6.2 FUNCTIONS
 - 6.3 DAILY REQUIREMENTS, EXCESS & DEFICIENCY
 - 6.4 FOOD SOURCES

- 7.0 WATER
 - 7.1 IMPORTANCE
 - 7.2 WATER BALANCE
 - 7.3 DEFICIENCY & ORAL REHYDRATION

- 8.0 ENERGY REQUIREMENTS FOR HUMAN BODY
 - 8.1 CALORIE-DEFINITION
 - 8.2 ENERGY REQUIREMENTS-FACTORS AFFECTING IT
 - 8.3 ENERGY REQUIREMENTS FOR VARIOUS AGE GROUPS

- 9.0 NUTRITIONAL DISORDERS & DEFICIENCIES
 - 9.1 OVER-WEIGHT & OBESITY-ILL-EFFECT
 - 9.2 UNDERNUTRITION-VARIOUS DISEASES

- 10.0 BALANCED DIET
 - 10.1 MEANING & IMPORTANCE OF BALANCED DIET / MENU PLANNING

 - 10.2 FOUR FOOD GROUPS PLANS AS THE BASIS
 - 10.3 FACTORS EFFECTING MENU PLANNING
 - 10.4 DAILY REQUIREMENTS- RECOMMENDED FOOD TABLE FOR SCHOOL CHILDREN, ADOLESCENTS & ADULT MAN & WOMAN TO FORM A BASIS FOR MEAL PLANNING

Reference :

- Food and Nutrition – Dr. M. Swaminathan.
- Food Microbiology – P. N. Mishra
- Food Science – Potter & Hotchkiss.
- Fundamentals of food and nutrition – Mudambi & Rajgopal 4 th edition 2001

FOURTH SEMESTER

ADHAH440

BUSINESS COMMUNICATION

Maximum Time : 3 Hrs. University Examination : 70 Marks
Total Marks : 100 Continuous Internal Assessment : 30 Marks
Minimum Pass Marks : 40%

A) Instructions for paper-setter

1. The question paper will consist four sections namely A, B, C and D.
2. Sections A, B and C will have two questions from the respective sections of the syllabus and will carry 15% marks each. Candidates have to attempt at least one question compulsorily from each section.
3. Section D will comprise of 10-15 short answers type questions, which will cover the entire syllabus and will carry 40% of the total marks.

B) Instructions for candidates

1. Candidates are required to attempt one question each from sections A, B and C of the question paper and the entire section D.
2. Use of non-programmable scientific calculator is allowed.

SECTION A

- 1 COMMUNICATION
 - 1.1 COMMUNICATION DEFINED
 - 1.2 NATURE & IMPORTANCE OF COMMUNICATION
 - 1.3 PURPOSE OF COMMUNICATION IN A BUSINESS ENTERPRISE
- 2 THE COMMUNICATION PROCESS
 - 2.1 THE IMPORTANT "C"S IN COMMUNICATION
 - 2.2 PATTERNS OF COMMUNICATION IN AN ORGANIZATION
 - 2.5 GRAPEVINE - THE INFORMATION COMMUNICATION; ITS EFFECTIVE USAGE
 - 2.6 DIFFERENCE BETWEEN "FACE TO FACE" AND "ORAL" COMMUNICATION

SECTION B

- 3 MANAGEMENT COMMUNICATION
 - 3.1 MEANING; IMPORTANCE
 - 3.2 UPWARD AND DOWNWARD COMMUNICATION
 - 3.3 COMMUNICATION IN SPECIALISED GROUPS
- 4 BARRIERS TO EFFECTIVE COMMUNICATION
 - 4.1 INTRODUCTION; TYPES OF BARRIERS
 - 4.2 EXTERNAL BARRIERS
 - 4.3 ORGANIZATIONAL BARRIERS
 - 4.4 PERSONAL BARRIERS
 - 4.5 STEPS TO MAKE COMMUNICATION EFFECTIVE

SECTION C

- 5 BUSINESS CORRESPONDENCE
 - 5.1 WRITING AN APPLICATION
 - 5.2 WRITING A CURRICULUM VITAE
 - 5.3 WRITING OF LETTERS IN HANDLING HOTEL RESERVATION REQUEST, HANDLING GUEST COMPLAINT
 - 5.4 MEMORANDUMS
 - 5.5 NOTICES
 - 5.6 TENDERS
 - 5.7 QUOTATIONS
 - 5.8 INVOICES

- 6 REPORT WRITING
 - 6.1 BASIC FORMAT OF REPORTS
 - 6.2 EVALUATION & APPRAISAL REPORTS
 - 6.3 REPORTS CONNECTED WITH HOTEL INDUSTRY
 - 6.4 WRITING PROJECT REPORTS

SECTION D

- 7 PRACTICAL COMMUNICATION SKILLS
 - 7.1 GROUP DISCUSSIONS
 - 7.2 QUIZ CONTESTS, ELOCUTIONS, DEBATES, JAM
 - 7.3 MOCK INTERVIEW SESSIONS

- 8 NON-VERBAL COMMUNICATION

- 9 TYPES OF INTERVIEW

- 10 LISTENING SKILLS

- 11 PERSONALITY DEVELOPMENT

Reference :

1. Business Communication – K. K. Sinha.
2. Business Communication – Pal & Korlahalli.
3. Basic Grammar – Wren & Martin