

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

**DETAILED SYLLABUS**

**FOR DISTANCE EDUCATION**

**Diploma in Hotel Administration & Hospitality**

**(DHAH)**

**(SEMESTER SYSTEM)**

**COURSE TITLE : DIPLOMA IN HOTEL ADMINISTRATION & HOSPITALITY**

**DURATION : 1 YEAR (Semester System)**

**TOTAL MARKS : (900 + 800) = 1700**

**FIRST SEMESTER**

<b>COURSE TITLE</b>	<b>PAPER CODE</b>	<b>END SEMESTER</b>	<b>CONTINUOUS INTERNAL ASSESSMENT</b>	<b>TOTAL</b>
Basic Food Production	DHAH110	70	30	100
Basic Food Production Pr.	DHAH110P	70	30	100
Food & Beverage Service – 1	DHAH120	70	30	100
Food & Beverage Service – 1 Pr.	DHAH120P	70	30	100
Front Office Operations – 1	DHAH130	70	30	100
Front Office Operations – 1 Pr.	DHAH130P	70	30	100
Hotel House Keeping – 1	DHAH140	70	30	100
Hotel House Keeping - 1 Pr.	DHAH140P	70	30	100
Computer Fundamentals Pr.	DHAH150P	70	30	100

**SECOND SEMESTER**

<b>COURSE TITLE</b>	<b>PAPER CODE</b>	<b>END SEMESTER</b>	<b>CONTINUOUS INTERNAL ASSESSMENT</b>	<b>TOTAL</b>
Food Production & Patisserie- 1	DHAH210	70	30	100
Food Production & Patisserie- 1 Pr.	DHAH210P	70	30	100
Food & Beverage Service – 2	DHAH220	70	30	100
Food & Beverage Service – 2 Pr.	DHAH220P	70	30	100
Front Office Operations – 2	DHAH230	70	30	100
Front Office Operations – 2 Pr.	DHAH230P	70	30	100
Hotel House Keeping – 2	DHAH240	70	30	100
Hotel House Keeping – 2 Pr.	DHAH240P	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
- 2) Seminars/Assignments/Quizzes
- 3) Attendance, class participation and behavior

**70% of Continuous Internal Assessment**

**20% of Continuous Internal Assessment**

**10% of Continuous Internal Assessment**

# FIRST SEMESTER

**DHAH110**

## **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             |                                     |

## **DHAH110P                    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

## **DHAH120                    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 Füller  
Wine Encyclopedia – Grossmann  
Wine Guide – Larousse  
F&B Operations & Management – Brian Verghese  
Bar Attendants Handbook –  
Bar Tenderer

**DHAH120PFOOD & 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

## **DHAH130**

## **FRONT OFFICE OPERATIONS - 1**

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

### **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

## **DHAH130PFRONT OFFICE OPERATIONS – 1 PRACTICAL**

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

### Front Office – Sem I

- Basic Manners & Attributes for Front Office Operations.
- Communication Skills – Verbal & Non Verbal
- Forms & Formats related to 1<sup>st</sup> Semester
- Identification of equipment, Work Structure & Stationery
- Procedure of taking Reservations – in Person & over Telephone
- Converting enquiry into valid reservation
- Suggestive Selling

## **DHAH140 HOTEL HOUSEKEEPING - 1**

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

### **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 IMPORTANCE OF HOUSEKEEPING
  - 1.1 IN THE HOTEL
  - 1.2 IN GUEST SATISFACTION
- 2.0 FUNCTION OF HOUSEKEEPING DEPARTMENT
- 3.0 SERVICES & FACILITIES OFFERED BY VARIOUS HOTELS

### **SECTION B**

- 4.0 TYPES OF ROOMS
- 5.0 ORGANISATIONAL STRUCTURE OF HOUSEKEEPING DEPARTMENT
  - 5.1 SMALL HOTEL

- 5.2 MEDIUM HOTEL
- 5.3 LARGE HOTEL
- 5.4 CLUBS

## 6.0 DUTIES & RESPONSIBILITIES OF HOUSEKEEPING STAFF

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

**DHAH140PHOTEL 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

**DHAH150PCOMPUTER 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

### **DHAH210                      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**

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#### **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             |                                     |

## **DHAH210PFOOD PRODUCTION & PATISSERIE – I PRACTICAL**

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

### **Cookery**

- Preparing & Cooking Fish & Shellfish
- Preparing & Cooking Poultry
- Preparing & Cooking Meat
- Preparing for Continental Menu

### **Patisserie**

- Preparation of Breads using different Methods
- Identification & Understanding of Bread Ingredients
- Preparation of Various Quick Breads – Muffins, Pancakes

## **DHAH220 FOOD & BEVERAGE SERVICE - 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 NON-ALCOHOLIC BEVERAGES
  - 1.1 TYPES OF WATERS
  - 1.2 SOFT DRINKS
  - 1.3 JUICES / SYRUPS / CRUSHES
  - 1.4 TEA COFFEE

### **SECTION B**

- 2 ALCOHOLIC BEVERAGES
  - 2.1 SERVICE OF ALCOHOLIC BEVERAGES
    - 2.1.1 INTRODUCTION
    - 2.1.2 BEER
    - 2.1.3 SPIRITS - STYLES OF
    - 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 PSYCOLOGY 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**

## **DHAH220PFOOD & BEVERAGE SERVICE – 2 PRACTICAL**

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

- Room service tray and trolley lay – up and service
- Room service amenities, Set-up in rooms
- Functional and floor layouts for room service
- Conducting briefing and de-briefing for F&B Outlets
- Beverage order-taking
- Service of Beer, Sake, and Other fermented and brewed beverages
- Service of spirits and liqueurs
- Bar setup and operations
- Cocktail and Mocktail preparations, presentation and service
- Service of Cigars and cigarettes
- Glassware used for different spirits, non alcoholic drinks offered with different
- Spirits service procedure.
- Order taking –writing a BOT
- Service of hot and cold non- alcoholic beverages

## **DHAH230 FRONT OFFICE OPERATIONS - 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 REGISTRATION ACTIVITIES**

#### **1.1 DETERMINING ROOM POSITION**

#### **1.2 PRE REGISTRATION ACTIVITY**

#### **1.3 ON ARRIVAL PROCEDURES**

##### **1.3.1 RECEIVING , GREETING, WELCOMING A GUEST**

##### **1.3.2 ASSESSING THE GUEST REQUIREMENTS**

##### **1.3.3 CREATING THE REGISTRATION RECORD**

##### **1.3.4 ROOM AND RATE ASSIGNMENT**

- 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 PROGRAME 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

## **DHAH230P                      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.

## **DHAH240    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
  - 6.2 RESTAURANTS
  - 6.3 PUBLIC AREA TOILETS
  - 6.4 CORRIDORS
  - 6.5 CAR PARK AREA
  - 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
  - 9.2 WITH FOOD PRODUCTION & SERVICE AREAS
  - 9.3 WITH PURCHASE, RECEIVING & STORES
  - 9.4 WITH COMPUTER CENTRE
  - 9.5 WITH ACCOUNTS & CREDIT
  - 9.6 WITH PERSONNEL
  - 9.7 WITH MAINTENANCE
  - 9.8 WITH LAUNDRY
  - 9.9 WITH SECURITY
  - 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.

## **DHAH240P 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