

SYLLABUS

B.VOC.

HOSPITALITY MANAGEMENT



UTTARAKHAND RESIDENTIAL UNIVERSITY

ALMORA

SEMESTER I

BASIC FOOD PRODUCTION

UNIT 1

Culinary History
Origin of Modern Cookery
Kitchen Organisation.
Equipment Knowledge and development
Hygiene in Kitchen
Personal Hygiene

UNIT 2

Safety and Security in Kitchen, Cutting Injuries or amputation, Burns and scalds, fire risk.
Restaurant- Tripping or falling while carrying hot food.
Kegs and gas stores- Incorrect handling and storage of gas cylinders is dangerous, unsafe stacking of kegs and cases is dangerous.

UNIT 3

Various fuels, advantages & disadvantages
Energy conservations
Method of cooking

UNIT 4

Classification of raw materials

1. Salt
2. Liquid
3. Sweetening
4. Salts & oils
5. Thickening agents
6. Eggs
7. Herbs
8. Spices
9. Condiments

FOOD AND BEVERAGE SERVICE

UNIT 1

Classification of Food and Beverage Operations- Commercial-hotels , motels ,restaurant , private hospitals ,resorts, pubs, sank, bars ,discotheques ,fast food restaurants ,parlors ,airlines, rail, sea catering, mobile catering

Career opportunities, Different F &B service outlets

Staff hierarchy of the various F&B service, their duties and responsibilities.

Attributes of food and beverage service personnel

Basic principles of psychology to understand guests behavior and immediate requirements

UNIT 2

Classification and enumeration of service equipment with brand names

Safety and security in F&B service

UNIT 3

Items of specialist equipments

UNIT 4

Food and Beverage Service areas

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

Hot section-layout & equipment & use

BASIC FRONT OFFICE OPERATION

UNIT 1

Introduction to Hospitality & Hotel Industry
Historical background of hospitality industry
American Inns & English Inns
International and Domestic hotel chains
Introduction and growth of hotel industry in India
Safety and security of overall hotel and role of Front office

UNIT 2

Classification and Types of hotels and eco tourism
Levels of service
Ownership and affiliation

UNIT 3

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

UNIT 4

Importance of front office
Layout of front office
Hierarchy of Front Office staff for medium and large size hotels
Duties and responsibilities of front office staff
Attributes of front office staff
Role of travel desk

ACCOMODATION OPERATIONS

UNIT 1

Introduction to Hospitality

UNIT 2

Role of Housekeeping in Hospitality

UNIT 3

Rooms

- Types of rooms
- Knowledge of rooms
- Types of Services offered- Morning service, Evening or Turndown service, Second service, Freshen up-service, Baby sitting, Valet Service, Supplies on request, Minibar Service

UNIT 4

Floor Pantry

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

UNIT 5

Guest Floor Operations'

UNIT 6

Safety and Security- Fire prevention and control, Accident prevention, Security measures Health, First Aid, Emergency procedures, special consideration in rooms and public areas for physically handicapped guests

TOURISM

UNIT 1

Introduction:- What is tourism? Definition and concepts, Historical development of tourism, general tourism and trends, Types of Tourists, Visitor, Traveler, and Excursionist–Definition and differentiation. Tourism, recreation and leisure, their inter–relationships.

UNIT 2

Domestic and international tourism Domestic tourism: features, pattern of Growth, profile. International tourism: Generating and Destination regions. Pattern of growth and Profile.

UNIT 3

Tourism Demand and Supply: Introduction to Tourism Demand; Determinants of tourism demands; Motivation and tourism demand; Measuring the tourism demand. Tourism Statistics (National and International). Emerging Trends and new thrust areas of Indian tourism.

UNIT 4

Tourist Transportation: Air transportation: The airline industry present policies, practices. Functioning of Indian carriers. Air Corporation Act, Air charters.

Surface Transport: Rent-a-car Scheme and Coach-Bus Tour, Fare Calculation. Transport & Insurance documents, All-India Permits

Rail Transport: Major Railway Systems of World, (Euro Rail and Amtrak) General information about Indian Railways, Types of rail tours in India:, Place-on-Wheels and Royal Orient, Deccan Odessa, Toy Trains. Intrain Pass.

Water Transport: Historical past, cruise ships, ferries, hovercrafts, river and canal boats, Fly-cruise.

UNIT 5

A study of International Tourism Organizations: Origin, location and functions of WTO, IATA, PATA, ASTA, UFTAA, and ICAO.

UNIT 6

Modern tourism in India, Tourism Industry, Economic impact of tourism, Tourism in world economy, Tax earning, Educational significance, Tourism and employment, Tourism and environment.

SEMESTER II

FOOD PRODUCTION-:

UNIT 1

Cuts of Vegetables

Classification of vegetables and fruits

Salad & salad dressings

Marinades & Marinades

UNIT 2

Classification of meat, poultry, game, fish and seafood

Cuts of fish, chicken, lamb, pork, beef and veal and their selections

UNIT 3

Egg Cookery, diagram & users

Pulses & Cereals, diagram of wheat

Milk & Milk products

UNIT 4

Garnishes & accompaniments

Culinary terms

Indian garnishes & Pastes

Indian Thickening agents

Indian Spices and herbs

FOOD & BEVERAGE SERVICE-:

UNIT 1

Origin of the menu and menu planning objectives

Basic types of menu, table d' hote, a la carte,

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

Menu compiling-considerations and constraints, menu sequence and planning menu

french classical menu-compiling with accompaniments and garnishes

Table d' hote menu, A'la carte menu

UNIT 2

Types of meals - Indian, English, American, continental, healthy breakfast, brunch, lunch

brunch, high tea, dinner, supper late night menu

Misc-en-scene and Misc-en-place

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

Rules and procedure for service of a meal

Latest concepts of service, Methods of service- French, American, English, Russian

Basics of room service.

UNIT 3

Classification of non-alcoholic beverages- Stimulating-coffee, tea, cocoa, Refreshing-aerated non-aerated, Nourishing –milk and malt

Simple sales control system, necessary and function of a control system

UNIT 4

Introduction to beverages – definition, classification of beverages-introduction to

wines definition of wines, classification of wines-table, fortified and sparkling, process of manufacture on red wine and white wine. Wine maker's calendar vinification, harvesting, destalking, crushing, pressing, fermentation racking, fining, ageing, and bottel line.

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

FRONT OFFICE OPERATION-:

UNIT 1

Tariff structure, Tariff fixation

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

UNIT 2

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

Sections in front office, Lobby and Front Office

Cooperation of front office with other departments

UNIT 3

Reservations- Importance of reservations

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

Modes of reservation

Types of reservation – guaranteed and non-guaranteed reservation

Group reservation, Central reservations system

Reservation confirmation, amendment & cancellation

Forecasting, Overbooking

Registration- Registration Process, Online- Offline Registration, Systems of Registration, Receiving the guest, Salesman ship, Pre-registration, Registration of guest – (F.I.T's Groups crew, VIP's VVIP's),

Rooming a guest, Register and Files maintained, Group Arrival, Guest History Card

Express Check In, C'Form

UNIT 4

Information Service- Mail, Messages, Local Information

Room Key Control

Bell and Service- Bell Captain, Luggage Handling, Area Layout and Staff, Paging, Files Maintained, Door and Car Parking Service

HOTEL HOUSEKEEPING-:

UNIT 1

Lost & Found Procedure

Keys-Types & Key Control

Files & Registers maintained in HK dept

UNIT 2

-Cleaning agents- Basic classification of cleaning Agents, Ph Scale

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

-Cleaning equipments- Basic classification of cleaning equipments, Types of manual & mechanical equipments, Types of vacuum cleaners, Use care & storage of cleaning equipments

-Cleaning and Maintaining public areas- Entrance, Guest Corridors, Lobbies, Public Restrooms, Front Desk, Banquet Halls, Elevators, Dining Rooms, Staircases, Leisure Areas

UNIT 3

-Cleaning procedures

Types of cleaning- Routine cleaning, weakly cleaning, Periodic Cleaning, Spring Cleaning

Special Cleaning, Time & Check.

Guest Room Cleaning- Bathroom, Guest Room Amenities, Guidelines to Select Guest Room Furnitures, Procedure for checking a Room, Room Check list, Managing a Check List.

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

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

UNIT 4

-Safety and Security

Work environment safety, job safety analysis, Hazards in Housekeeping,

safety Awareness and Accident Prevention, Key And Their Control, Scanty Baggage,

Guest and Employee thefts, Sickness and Death, Lost and Found Airticles.

TOURISM

UNIT 1

Role of Travel agency in tourism- Travel formalities, Passport, Visa, Health requirements, taxes, customs, currency, travel insurance, baggage and airport information. Travel Agency and Tour Operation Business: History, Growth, and present status of Travel Agency. Definition of Travel Agency and differentiation between Travel Agency and Tour Operation business. Travel Agency and Tour Operators: Linkages and arrangements with hotels, airlines and transport agencies and other segments of tourism sector.

UNIT 2

Approval of Travel Agents and Tour Operators: Approval by Department of Tourism, Government of India. IATA rules and regulations for approval of a travel agency, Approval by Airlines and Railways. Study of various Fiscal and Non – Fiscal incentives available to Travel agencies and Tour Operations business.

UNIT 3

Functions of a Travel Agent: Understanding the functions of a travel agency - travel information and counselling to the tourists, Itinerary preparation, reservation, ticketing, preparation and marketing of Tour packages, handling business/corporate clients including conference and conventions. Sources of income: Commission, Service Charges. Travel Terminology: Current and popular travel trade abbreviations and other terms used in preparing itineraries.

UNIT 4

Functions of a Tour Operator: Market research and tour package formulation, assembling, processing and disseminating information on destinations, Liaisoning with principles, preparation of Itineraries, tour operation and post tour Management. Sources of income for tour operation.

UNIT 5

Public and Private sector in Travel Agency Business and Tour Operation Business: Organizational Structure and various Departments of a Travel Agency. Case study of ITDC. The Indian Travel Agents and Tour Operators – an overview. National Trade Associations: IATO and TAAI.

SEMESTER III

UNIT 1

- Classical Indian National Cookery & Modern Development
- Study of Main Regions
- Main dishes used in breakfast cookery
- Main meals and snacks

UNIT 2

- Specific Equipment used in Quantity food
Indenting
- Factors involved in indenting
- Difficulties involved in indenting

UNIT 3

- Principles of Menu Planning
- Study of Menus for various types of quality food outlets
(Industrial, Institutional & Fest food Services) using continental and Indian Dishes
in Pallet with Nutrition
- Colouring Agents- Definition, Classification, Uses, Health Hazards, Analysis, Rules and Regulations

UNIT 4

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

UNIT 5

- Layout of a larder, Cold food preparations – sandwiches, conventional, pinwheel,
open, book maker's, hot sandwiches, club sandwiches, canapé, Cold Starters –
Vegetable fruit, fish, meat, poultry hors d'oeuvres, Cold sauces, Dressings,
Compound butters, Aspic, Choud froid, Carving- vegetables, ice carvings,
Charcuteries- Terrines, pate, Galantines, cured meat.

UNIT 6

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

UNIT 7

Bakery- Lay out & Equipments of a 5 star kitchen Bakery, Yeast dough Products – Different method: Rich dough, Straight Dough, Modified Straight Dough, Sponge Methods, Rolled in yeast dough products, different kind yeast products – Crisp crusted Bread; Hard roll, vienna Bread, Italian Bread, French Bread, Soft Crusted Bread; White Pan Bread, White Bread, soft roll, English Muffins; Sour Dough; Sour Dough White Bread, Pumpernickel; Sweet & Rich Dough; Baba, Savoring Dough, Kugelop, Brioch; Rolled in Dough : danish Pastry, Croissants, Faults in Bread Making – Poor Volume, Too Much Volume, Poor Shape, Burst Crust, Too Dense, Streaked Crumbs , Crumbly, Too Dark Crust, Too Pale Crust, Too Thick Crust, Blisters on Crust, Flat taste, Poor Flavour – rectification and Prevention, Cakes – Different Methods: Creaming Method, Flour Batter Method, Sponge Method, Chiffon Method, Icing – Fondant, Butter Cream, Foam – Type, Flat type or Water icing. Royal, Fudge, Frozen Desserts – Ice Creams, Sorbets, Parfaits, Bombes, Frozen Mousse, Decorative work and display pieces – Chocolate work – Cut outs, curls, Shavings; Marzipan – Sheets, Cutouts, Models; Pastillage, Nougat: Spun Sugar; Pulled Sugar; Cast Sugar.

SEMESTER IV

UNIT 1

Spirits- definition of alcohol, whisky, brandy, rum, gin-distillation process
Whisky-history, types. How whisky made-brandy-how the wood came-what is cognac-grapes used for producing cognac with examples-armagnac-with examples. Rum-manufacture, slow and quick fermentation, history of rum with examples. Gin-ingredients used in the manufacturing of well known brands. Vodka well known brands and area of production and other spirits.
Liquors' –types with flavors, definition.
Cocktails-history-aperitif, definition of cocktail, names of cocktail with different spirit base.
Beer-ingredients used in the manufacture of beer-brewing process, fermentation top and bottom fermentation, classification, types of beer with examples and alcoholic percentage.

UNIT 2

Restaurant-physical layout-introduction, objectives of a good layout-planning a restaurant-decision prior to planning-location, space allocation ,staffing requirements ,furniture, land linen, cutlery and crockery requirements-space dining area, type of seating, table arrangements-restaurant costing-performance measure: sales mix elements of cost, cover, sales per square meter.

UNIT 3

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

UNIT 4

Banquets-history of banquets-type-formal, informal, organization of banquet Departments, duties and responsibilities of banquet staff, seating arrangements, menu planning, facilities available for banquet function-booking procedures, misc-en-place, types of services-toasting and sequence of events.

UNIT 5

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

UNIT 6

Gueridon service-misc-en-place for Gueridon special equipments-Gueridon service-taking order, method of serving dish at the table, Gueridon layup-carving at the table –tools, method-carving trolley-misc-en-place, presentation safety factors. Gueridon service of smoked eel, smoked salmon, caviar, sole grille,

poached sole, double fillet steak, steak tartar, steak Diane, roast chicken, flambéed chicken breast, pear flambé, banana flambé, crepe suzette.

SEMESTER V

UNIT 1

Telephone Operating, Telephone Procedures, Telephone Manners, Telephones / Information
Telephone systems- (PBX, PABX, EPABX), Facsimile, Guest Baggage Handling – Left Luggage Room, Scanty Baggage

UNIT 2

Dealing with Guests / Safety and Security
Handling of Guest Complaints-Personalization, Situation Handling
Fire-Bomb Threats, Room Break-ins, Check Out- Check-Out Procedure, Express Check Out, Late Check Out, Self Check out, late charges, Method of settlement

UNIT 3

Check out, Departure Procedure, Express Checkout
Methods of settling accounts
Cashier Report
Operating Modes – Manual, Semi automated, Fully Automated
Types of Accounts
Safety Deposit

UNIT 4

Front Office Accounting
Accounting Cycle
Operating Modes
Types of accounts (resident account, city account and management account)
Credit Monitoring
Tracking Transactions (Account Correction, Transfer, Allowance, Charge Purchase)
Front Office Cash Sheet – Cash Bank

UNIT 5

Nigh Audit- Night Auditing Process, Functions of Night Audit, The role of Night Auditor, Establishing end of day Account integrity, Audit
Posting Formula
Daily and Supplemental Transcripts
Operating Modes

UNIT 6

Compilation of Statistical Data
Occupancy statistics – Geographical distribution of clientele
Yield Management – Objectives – How to measure yield using formulas

SEMESTER VI

UNIT 1

Lightning's and lightening system- Types of lighting, Lighting Intensity in different areas, Types of lights
Special Decoration, Occasions for special decorations, Materials Used

Flower arrangements

Interior Designing- Importance of Interior design, Factors affecting interior design, Basis elements of art,
Principles of design, Color and color schemes, shades, tints

UNIT 2

Linen and Linen room- Classification of linen, Linen sizes, layout of Linen Room, Linen Room activities,
Linen selecting points, Linen storage conditions, Par stock, Linen Control, Linen exchange, Linen Register,
stock taking procedure, Linen Discard, Linen Heir advantages and disadvantages

Laundry- Layout of Laundry, On Premises Laundry(OPL), Laundry Flow Process-stages on washing,
Commercial Laundry-advantages & disadvantages, Guest Laundry Procedure(Valet service), stains and
stain removal

UNIT 3

Fiber and Fabric- Definition of Fiber, Classification of Fiber, The origin, characteristics & use of each in
the hotel, Fibers, Filaments , Yarns & Ply, Construction of fabrics-woven knitted ,bonded
Types of weaves-plain, twill, satin, sateen , velvet, velveteen ,figured(damaste),
hearing bone weaves.

UNIT 4

Housekeeping responsibilities- Area Inventory List, Frequency schedules, Performance standards &
productivity standards, Recycled and non-recycled inventories, Job lists, Job description & Job
breakdown, The operating budget, Management functions of a executive Housekeeper
Recruiting, Selecting, Hiring and Orienting- Non-traditional labor market, Employee benefits, Costs &
causes of employee turnover, Job specification, the selection process Interviewing objectives, Hiring
period, The executive housekeeper's & trainer's role in Orientation

UNIT 5

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

UNIT 6

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

Guest rooms- Layout of guestrooms, How the physical layout affects systems

Snagging list

Variables of Opening a housekeeping department in hotel

B-Vocational Hotel Management
SEMESTER I (6 months)
Personality Development Programme
2 Lectures each day

UNIT 1

Introduction and Icebreaker
Meet and Greet, Activity
Grooming
Confidence building, Activity
Etiquette, manners, social & professional behavior
Communication
Barriers of communication, Verbal & Non-verbal
Body language, activity

UNIT 2

Conversation skills, Activity
Public speaking, Activity
Extempore, Activity
Group discussion, Activity
Service role plays of customer handling with created restaurant environment
Role plays of situation handling, focused on in hotel issues

UNIT 3

Presentation Skills, Activity
Aptitude building for hospitality industry through Role plays and case studies

UNIT 4

Motivation, Activity
Interpersonal skills, Activity
Anger management
Case studies of different types of customer
Telephonic conversations

UNIT 5

Time management
Understanding target and dead lines
Emotional intelligence activity

UNIT 6

Team building, Activity
Decision making, activity
Interview skills

B-Vocational Hotel Management
SEMESTER I (6 months)
English Communication
2 Lectures each day

UNIT 1

Self-Introduction

Brain mapping

Simple sentences formation (using this, that, those, there etc.)

Types of sentences and their construction

Simple sentence formation on format (subject + main verb + object)

Reading skills with the help of comprehensive exercises

UNIT 2

Articles

Noun (all categories)

Pronoun (all categories)

Object description

Helping verbs you simple formation (is, am, are, was, were, will be, has, have, had)

Verbs

Adjectives

Adverbs

UNIT 3

Effective communication skill with body language, confidence with the help of activity

Conversation (opening content & closing) with the help of activity

Listening skills with the help of activity

UNIT 4

Tenses

UNIT 5

Prepositions

Conjunctions

Interjections

Active voices & passive voices

Direct and Indirect speech

UNIT 6

Letter and email writing

Phrase and their usages