

Parul University – Academic Regulations for DHMCT2018-19

**PARUL UNIVERSITY- FACULTY OF HOTEL MANAGEMENT
DEPARTMENT OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY
SYLLABUS (PROPOSED) FOR 1ST YEAR DHMCTPROGRAMME
SEMESTER-I
PRINCIPLES OFFOOD PRODUCTION – I (21601101)
ACADEMIC YEAR 2018-2019**

Type Of Course:-PRINCIPLES OF FOOD PRODUCTION – I

Pre-requisite:-The Students studying this course should have basic knowledge of writing, reading and speaking English language.

Rationale:- The course provides details knowledge of different role of kitchen professionals, usage of various tools and equipment's, basic cooking methods ,and Egg cookery.

Teaching and Examination Scheme

Teaching Scheme (Hrs./Week)			Credit	Examination Scheme					Total
L	T	P		External		Internal			
				Theory	Practical	Theory	CE*	Practical	
3		4	5	60	30	20	20	20	150

L- Lecture; T- Tutorial; P- Practical; CE* - Continuous Evaluation

		Lecture i hour	Weightage in %
Unit 1	Introduction to Cookery, Tools and Equipment	10	22
	Introduction to Culinary, History of Cookery.		
	Origins of modern cookery.		
	Aims and objectives of cooking.		
	Introduction to different Knives & and its parts used in Kitchen and its care, Classification of different types of equipment's.		
	Uses, maintenance, criteria for selection of equipment's		
Unit 2	Kitchen Establishment and Hygiene	10	22
	Introduction to various kitchen layout,		
	Modern kitchen Brigade, Hierarchy and function		
	Duties and responsibilities of Executive Chef, Sous chef and Chef de partie		
	Brief Introduction to Different sections of kitchen & liaison with other sections		
	Personal hygiene, their importance		
	Importance of Kitchen Uniform, Attitude towards work, Safety in Kitchen,		
Unit 3	Introduction to commodities	12	27
	Definition,		
	Classification of Raw Materials:- Fats and oils, raising agents, salts, liquids, sweeteners, thickening agents, spices and condiments, flavoring and coloring agents		
	Egg : Structure of egg, types, uses in cookery, Selection, purchasing and storing.		
Unit 4	Cooking Methods	08	18
	Introduction to heat transfer method		
	Various Basic Preparations and Planning in Kitchen.		
	Classification of cooking methods-boiling, roasting, poaching, braising, grilling, baking, broiling, stewing, sautéing, blanching, steaming. Modern cooking methods		
Unit 5	Vegetables and fruit cookery	05	11
	Classification of vegetables and fruits with example of each		
	Cooking & Storing of it.		
	Various Cuts of Vegetable		
	TOTAL	45	

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Books recommended :

Practical Cookery	Victor Ceserani& Ronald Kinton,
ELBS; Theory of Catering	Victor Ceserani& Ronald Kinton,
ELBS; Theory of Cookery	Mrs. K.Arora,
Frank Brothers; Chef Manual of Kitchen Management	Fuller, John;
Theory of Cookery.	Dr.S.K.Singh&P.Chomplay, Aman Publication.
Orient Longman;LarousseGastronomique	Paul Hamlyn
The Complete Guide to the Art of Modern Cookery	Escoffier
Professional Chef	Le Rol A. Palsom
Professional Cooking	Wayne Gislen
Practical Professional Cookery	Kauffman &Cracknell
Food Production Operation	Parvinder S. Bali

Learning Outcome: The students after having studied the course should be able to perform and able to do the basic Mise-en –Place in operational kitchen, able to use the basic kitchen tools and equipment’s,

PRINCIPLES OF FOOD PRODUCTION-I PRACTICAL

	Topics
1	Familiarization and Understanding the usage of equipment and tools
2	Proper usage of a kitchen knife and hand tools
3	Familiarization & identification of raw materials
4	Basic hygiene practices in the kitchen
5	Safety practices in the kitchen
6	Basic cuts of vegetables: Julienne, Jardinière, Brunnoise, Macedoine, Paysane, Chiffonade, Wedges, Mirepoix, etc.
7	Methods of Cooking:
A	Boiling: Rice (Drain and Absorption method), Poaching, Steaming, Stewing, Frying, Roasting, Grilling, Braising, Broiling, Baking.
8	Egg cookery

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SYLLABUS (PROPOSED) FOR 1ST YEAR DHMCT PROGRAMME
SEMESTER-I
PRINCIPLES OF FOOD & BEVERAGE SERVICE–I (21601102)
ACADEMIC YEAR 2018-2019**

Type Of Course:-PRINCIPLES OF FOOD & BEVERAGE SERVICE –I

Pre-requisite:-The Students studying this course should have basic knowledge of writing, reading and speaking English language.

Rationale:- The course provides details knowledge of, different types of Food & Beverage operations, Usage of various tools and equipment's, Role of F&B Professionals.

Teaching and Examination Scheme

Teaching Scheme (Hrs./Week)			Credit	Examination Scheme					Total
L	T	P		External		Internal			
			Theory	Practical	Theory	CE*	Practical		
3		2	4	60	30	20	20	20	150

L- Lecture; T- Tutorial; P- Practical; CE* - Continuous Evaluation

		Lecture	Weightage in %
Unit 1	The Hotel and Catering Industry	6	13
	Introduction to the Food & Beverage Industry, Classification and various sectors of Industry, Structure of catering industry Classification of commercial , Residential catering		
Unit 2	Basics of F & B Service operations	4	9
	Types of F&B Operations, Different outlets of F&B service, Modern changes in F&B Service		
Unit 3	Service Tools, Equipment	7	15
	Classification Various Tools and Equipments, Usage of Equipment		
	Restaurant furniture – Trolleys – Bar equipment – Linen – Crockery – Silver ware – glassware – Cutlery – hollowware.		
	Care and maintenance		
Unit 4	Attributes of F&B Service staff	8	18
	Basic Etiquettes for Catering staff, Attitude & Attributes of a Waiter.		
	F& B Service Organization, Interdepartmental Coordination (Within and with others)		
	Duties and responsibility of F& B Service Staff,		
Unit 5	Introduction to F&B Operation	6	13
	Mise-en- Scene and Mise-en- place, F& B operations in various outlets		
Unit 6	Types of Service	14	32
	Table Service-Silver/English, Family, American/Pre plated, Butler/French, Russian Self Service-Buffer & Cafeteria Specialized Service- Lounge, Room, etc., Single Point Service-Take Away, Vending, Kiosks, Food Courts & Bars, Banquets service, coffee shop Food and Beverage Terminology		
		45	

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Reference Books:

Food & Beverage Service Training Manual
Food & Beverage Service
Modern Restaurant Service
The New Gold Standards
Food & Beverage Service
Professional F&B Service Management
Introduction to F&B Service

Sudhir Andrews, Tata McGraw Hill
Lillicrap & Cousins, ELBS;
John Fuller, Hutchinson;
Ritz-Carlton hotel
Boby George.
Brian Varghese
Brown, Hepper & Deegan

Learning Outcome: The students after having studied the course should be able to perform and do the basic Mise-en-Place and Mise-en-Scene in operational F&B area, and can able to use the basic tools and equipment's.

Principles of Food & Beverage Service – I Practical

Practical:

	Topics
1	Restaurant Etiquettes and Hygiene practices
2	Practicing Mise-En-Scene and Mise-En-Place
3	Identification of Tools, Equipment's, Cutlery, Crockery, Glass & Chinaware, Flatware, Hollowware.
4	Care and Maintenance of various Tools.
5	Side board setup
6	Laying & Relaying of Table cloth.
7	Carrying a Salver, Service of Water
8	Laying a basic Cover

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PARUL UNIVERSITY- FACULTY OF HOTEL MANAGEMENT DEPARTMENT OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY SYLLABUS (PROPOSED) FOR 1ST YEAR DHMCTPROGRAMME SEMESTER-I

Principles of Front Office (21601103) ACADEMIC YEAR 2018-2019

Type Of Course:-Principles of Front Office

Pre-requisite:-The Students studying this course should have basic knowledge of writing, reading and speaking English language.

Rationale:- The course provides details knowledge of the different types of operational Hotels, role of Front office, Usage of various tools and equipment's, Role of front office personals.

Teaching and Examination Scheme

Teaching Scheme (Hrs./Week)			Credit	Examination Scheme					Total
L	T	P		External		Internal			
				Theory	Practical	Theory	CE*	Practical	
3		2	4	60	30	20	20	20	150

L- Lecture; T- Tutorial; P- Practical; CE* - Continuous Evaluation

		Lecture	Weightage in %
Unit-1	INTRODUCTION TO TOURISM AND HOTEL INDUSTRY	08	18
	Hotel and its Origin, Introduction to different section of Front Office		
	Tourism and its Importance, Defining Hotel, Hotels, their evolution and growth		
Unit-2	INTRODUCTION TO FRONT OFFICE	19	42
	Types of Rooms, Suites, Executive floors or Club floor concepts		
	Hierarchy of Front Office Department		
	Front office functional area/Ancillary areas , layout & Equipments		
	Classification of hotel : On the basis of Size/Star/Location / Clientele/Ownership basis/Length of stay/Level of service/Boatels/ Floatels/ Motels/Management and Affiliation/Heritage hotels/eco hotels/suite hotels/Resorts etc.		
Unit-3	ORGANIZATION	08	18
	Duties and Responsibilities of F.O Persons and Attributes of staff.		
	Interdepartmental co-ordination.		
Unit-4	TYPES OF GUEST	08	18
	Defining Guest & Their basic requirements.		
	Types of Guests- F.I.T, Business Travelers, G.I.T, S.I.T, Domestic, Foreigners.		
Unit-5	GLOSSARY	02	4
	Total	45	

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Reference books:

Managing front office operationsM.Kasavana	
Hotel F.O. Training manual	SuvradeepGaurangaGhosh;
Front Office Management	S.kBhatnagar;
Hotel front office management	James Bardi;
Hotel Front Office- Operations & Management	Jata Shankar. R. Tewari;
Hotel Front Office- A Training Manual	Sudhir Andrews;
Front Operation & Administration	Dennis Foster;
Front office procedures & Management	Peter Abbot
Managing Computers in Hospitality Industry	Michael Kesavana&Cahell
Front Office-Operations and Management	Ahmed Ismail (Thompson Delmar)
Housekeeping and Front Office	Jones

Learning Outcome: The students after having studied the course should be able to perform and know the classification criteria of Hotels, use the basic tools and equipment's, knows the duties and responsibilities of front office personals,and handling various types of Guest.

Principles of Front Office – I Practical

Practical:

	Topics
1	front office equipment and furniture.
2	Filling up of various Performa
3	Welcoming of Guest
4	Telephone handling
5	Role Play

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SYLLABUS (PROPOSED) FOR 1ST YEAR DHMCT PROGRAMME
SEMESTER-I**

**Principles of Housekeeping (21601104)
ACADEMIC YEAR 2018-2019**

Type Of Course:-Principles of Housekeeping

Pre-requisite:-The Students studying this course should have basic knowledge of writing, reading and speaking English language.

Rationale:- The course provides details knowledge of the role of housekeeping and its staff in Hotels, The basic functions, usage of various tools and equipment's, types of Guest Rooms and room amenities

Teaching and Examination Scheme

Teaching Scheme (Hrs./Week)			Credit	Examination Scheme					Total
L	T	P		External		Internal			
				Theory	Practical	Theory	CE*	Practical	
3		2	4	60	30	20	20	20	150

L- Lecture; T- Tutorial; P- Practical; CE*- Continuous Evaluation

		Lecture	Weightage in %
Unit-1	ROLE OF HOUSEKEEPING IN HOTEL OPERATION	4	9
	Meaning & Definition, Importance of Housekeeping, Organizational Structure, role of housekeeping in guest satisfaction.		
Unit-2	ORGANIZATION OF HOUSEKEEPING DEPARTMENT	11	25
	Housekeeping functional area/Ancillary areas, Housekeeping layout, Responsibilities of Housekeeping Department		
	Duties and Responsibilities, Interdepartmental co-ordination, Attributes of Housekeeping Staff		
Unit-3	TOOLS & EQUIPMENTS	7	15
	Classification of Equipments, its usage, precaution while handling and cleaning equipments.		
Unit-4	ROOM LAYOUT AND GUEST SUPPLIES	9	20
	Types of guest rooms, Layout, Procedure to enter in the guest room, Introduction of floor pantry & its layout, Basic room amenities, Guest special request		
Unit-5	HOUSEKEEPING CONTROL DESK	11	25
	Basics of cleaning Procedures, Housekeeping Control Desk, Importance, Role, Co-ordination, Key Handling & Control, Forms, Formats & registers used in Control Desk, Handling Guest query & requests, Record of special cleaning, Housekeeper's report.		
Unit-6	GLOSSARY OF TERMS(With reference to above topics)	3	6
	TOTAL	45	

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REFERENCE BOOKS:

Hotel Housekeeping Training Manual
Housekeeping Operation & Management
Hotel Housekeeping Management & Operations
Hotel Housekeeping Operations & Management
Hotel, Hostel and Hospital Housekeeping

Sudhir Andrews
Malini Singh
Sudhir Andrews
G. Raghubalan & Smritee Raghubalan
Joan C Branson & Margaret Lennox

Learning Outcome: The students after having studied the course should be able to perform and acquaint with the knowledge of usage of tools and equipment's, housekeeping basic procedures, basic room amenities, Handling guest queries.

Principles of Housekeeping – I Practical

Practical:

	Topics
1	Room Layout and Standard Supplies
2	Cleaning Equipment
3	Maid' Trolley – Setting up a trolley
4	Bed making
5	Daily cleaning of guestroom & bathrooms

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SYLLABUS (PROPOSED) FOR 1ST YEAR DHMCT PROGRAMME
SEMESTER-I
BASICS OF COMPUTER SKILLS (21601105)
ACADEMIC YEAR 2018-2019**

Type Of Course:-BASICS OFCOMPUTER SKILLS

Pre-requisite:-The Students studying this course should have basic knowledge of writing, reading and speaking English language.

Rationale:- The course provides details knowledge of role of Computer Operation in Hotels, Usage of various input and output devices, Types and usage of operating system

Teaching and Examination Scheme

Teaching Scheme (Hrs./Week)			Credit	Examination Scheme					Total
L	T	P		External		Internal			
				Theory	Practical	Theory	CE*	Practical	
2		2	3	60	30	20	20	20	150

L- Lecture; T- Tutorial; P- Practical; CE* - Continuous Evaluation

		Lecture	Weightage in %
Unit 1	INTRODUCTION TO COMPUTERS	5	16
	What is a computer, Components of a computer system, generation of computers, Storage devices, CD ROM's, Pen Drives, other external storage devices.		
Unit 2	OPERATING SYSTEMS	3	10
	Introduction, Functions, types and Components.		
Unit 3	WORD PROCESSING, SPREAD SHEETS AND PRESENTATIONS	10	33
	What is Word Processing, Features of MS WORD, Editing Commands and Mail merge. Understanding spreadsheet, Features, Formulae and functions. If Statement, preparing sample worksheets, Preparing Different graphs, Features of POWER POINT, Preparing a presentation Preparing an Organization chart		
Unit 4	Networks & Networking	5	17
	Concept of connectivity, Basic understanding of various kinds of network topologies, Identify the various types of networks and show an overview understanding of local area network.		
Unit 5	Going Online	3	10
	Online information services, Basic Internet concepts, Define “browser” ,Basic concepts of browsing and the operation of a browser, Scope of Internet resources and the various types of Internet applications.		
Unit 6	INTRODUCTION TO INTERNET	4	14
	What is Internet, Network, Network of Networks, WWW, Search Engines, e-mail, creating web page.		
		30	

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Reference books

Fundamental of Computers
Mastering Microsoft Office

S.Jain, BPB Publication;
Lonnie E. Moseley & David M. Boodey, BPB Publication

Learning Outcome: The students after having studied the course should be able to perform and acquaint the usage of M-S office application, role and usage of Operating System, net browsing and E-mailing.

APPLICATION OF COMPUTERS PRACTICALS

	Topics
1	Operating and Connecting the computer with other devices
2	Practicing MS-OFFICE- MS WORD, MS EXCEL, MS POWERPOINT
3	Practicing Microsoft publisher
4	INTERNET USAGE- Using Internet, Creating a mail ID, Using E-Mail
5	Basics of Practicing the internet safety.

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SYLLABUS (PROPOSED) FOR 1ST YEAR DHMCT PROGRAMME
SEMESTER-I
COMMUNICATION (21601106)
ACADEMIC YEAR 2018-2019**

Type Of Course:-COMMUNICATION

Pre-requisite:- Knowledge of English Language studied till 10th standard.

Rationale:-Basic Communication Skills are essential for students of the Hospitality Industry.

Teaching and Examination Scheme

Teaching Scheme (Hrs./Week)			Credit	Examination Scheme					Total
L	T	P		External		Internal			
				Theory	Practical	Theory	CE*	Practical	
3		2	4	60	30	20	20	20	150

L- Lecture; T- Tutorial; P- Practical; CE* - Continuous Evaluation

Lectures:

Sr. No.	Topic	Weightage	Teaching Hrs
1.	Grammar and Vocabulary Parts of speech, Tenses, Active – Passive voice, Subject – Verb Agreement, sentence construction Vocabulary: related to taking phone calls, giving information, taking reservations, apologizing, receiving guests, polite requests and responses, instructions, asking for information, asking and explaining, asking and comparing, presenting information	30%	18
2.	Listening and Speaking Skills Listening – hearing, listening, barriers to listening, prerequisites of listening, Picture Description, Role Play	25%	10
3.	Reading and Writing Skills Reading and referencing: skimming, scanning, predicting, implication, guessing Paragraph Writing: process of writing, kinds of paragraphs – description, classification, cause and effect. Note Making: tips, abbreviations, point form, tabulation, flow charts and diagrams Dialogue Writing and Paragraph development based on topics from vocabulary section in Unit 1, Picture Description, Email writing, story writing	35%	12
4.	Communication Non-verbal communication such as signs, symbols and body language, language as a sign system, eye-contact, facial expressions and posture.	10%	5
	Total	100%	45

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Practicals:

Sr. No.	Topic	Teaching Hrs
1.	Grammar and Vocabulary	6
2.	Listening and Speaking Skills-1 Role play based on chapters from vocabulary section in Unit 1	8
3.	Listening and Speaking Skills-2 Narrating a Story, Picture Description.	8
4.	Reading and Writing Skills: (to be asked in theory paper) Dialogue Writing and Paragraph development based on chapters from vocabulary section in Unit 1	8
	Total	30

Reference Books:

1. Rod Revell and Trish Stott, Highly Recommended: English for the hotel and catering industry, Student's Book, Intermediate Oxford University Press
2. Michael Duckworth, Highly Recommended: English for the hotel and catering industry, Workbook, Intermediate Oxford University Press
3. Charul Jain, et. Al. English Language Skills for Academic Purposes, Macmillan Education
4. Sangeetha Sharma, Meenakshi Raman, Technical Communication : Principles And Practice, Oxford University Press, New Delhi

Learning Outcome: Students will be able to

1. Describe day to day workplace situations
2. Construct necessary responses to familiar issues / topics in English
3. Apply comprehension skills at functional level
4. Assemble appropriate parts of speech for holistic communication

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SEMESTER -II

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SYLLABUS (PROPOSED) FOR 1ST YEAR DHMCT PROGRAMME
SEMESTER-II**

**PRINCIPLES OF FOOD PRODUCTION – II (21601151)
ACADEMIC YEAR 2018-2019**

Type Of Course:-PRINCIPLES OF FOOD PRODUCTION – II

Pre-requisite:-The Students studying this course should have basic knowledge of Kitchen and should know methods of cooking

Rationale:- The course provides details knowledge on role of Advance and latest cooking methods in Kitchen Operations in Hotels, breakfast preparations,Basics of Baking.

Teaching and Examination Scheme

Teaching Scheme (Hrs./Week)			Credit	Examination Scheme					Total
L	T	P		External		Internal			
			Theory	Practical	Theory	CE*	Practical		
3		4	5	60	30	20	20	20	150

L- Lecture; T- Tutorial; P- Practical; CE*- Continuous Evaluation

		Lectures	Weightage in %
UNIT 1	Basic of Salads and Sandwich	6	13
	Introduction, Parts, Types and their examples, Various dressings and spreads used		
UNIT 2	Breakfast	3	7
	Introduction, Types;- Continental breakfast, English breakfast, American breakfast, Indian breakfast & types:- North-Indian and South-Indian breakfast.		
UNIT 3	Fish cookery	6	13
	Introduction, Classification, Selection and Storing, Cuts and cooking methods of Fish, Effect of heat		
UNIT 4	Meat cookery	9	19
	Introduction, Selection and Storing, Cuts, Methods of cooking of Beef, Veal, Pork, Lamb , Poultry with examples of each, Famous dishes		
UNIT 5	Principles for preparing Stocks, Soups and Sauces	11	24
	Stocks, Soups, Sauces: Definition, Classification, Preparation and Precautions, Uses, Examples, Derivatives of Sauce, Garnishes and accompaniments.		
UNIT 6	Bakery Principle	11	24
	Principal of baking, Basic of Bread Making, Method of bread making, Bread faults and remedies International breads.		
Total		46	

Reference Books:

Art of Indian Cookery
Modern Cookery (Vol-I) Philip .Thangam,
Orient Longman;Larousse Gastronomique Paul Hamlyn;

Rocky Mohan, Roli;

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The Complete Guide to the Art of Modern Cookery
Professional Chef
Professional Cooking
Practical Professional Cookery
Food Production Operation

Escoffier
Le Rol A. Polsom
Wayne Gislen
Kauffman &Cracknell
Parvinder S. Bali

Learning Outcome: The students after having studied the course should be able to perform and cook dishes using advance and latest cooking methods, Prepare Stocks, Sauces, Soups & Salads, use basic baking principles during Bread making.

PRINCIPLES OF FOOD PRODUCTION-II PRACTICAL

	Topics
1	Cuts of Fish and Chicken Cuts, Their Storage techniques
2	Demonstration of Mother Sauces and their derivatives
3	Demonstration of Preparation of Soups, Stocks.
4	Preparation of traditional breakfast dishes
5	Preparation of Basic Continental Cookery: 3 Course Menus
6	Preparation of Basic Breads

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**DEPARTMENT OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY
SYLLABUS (PROPOSED) FOR 1ST YEAR DHMCT PROGRAMME
SEMESTER-II
PRINCIPLES OF FOOD & BEVERAGE SERVICE –II(21601152)
ACADEMIC YEAR 2018-2019**

Type Of Course:-PRINCIPLES OF FOOD & BEVERAGE SERVICE –II

Pre-requisite:-The Students studying this course should have basic knowledge of F& B operations and role of F&B Staff.

- Rationale:-** The course provides details knowledge on various types of meals and menu, Classification of Beverages and knowledge of Non-Alcoholic beverage, Situation handling.

Teaching and Examination Scheme

Teaching Scheme (Hrs./Week)			Credit	Examination Scheme					Total
L	T	P		External		Internal			
			Theory	Practical	Theory	CE*	Practical		
3		2	4	60	30	20	20	20	150

L- Lecture; T- Tutorial; P- Practical; CE* - Continuous Evaluation

		Lectures	Weightage in %
UNIT 1	Menu Planning and types of menu	17	38
	Breakfast-Introduction, Types, Service Methods, a la carte and TDH setups		
	Brunch, Lunch, Hi –Tea, Dinner, Supper, and others		
	Introduction to menu ; Types-Ala Carte & Table D’hote		
	Menu Planning, considerations and Menu Design, French Classical Menu		
	Indian regional dishes, accompaniments and service		
UNIT 2	Handling Table	10	23
	Handling Table reservation, Service sequence, Table clearing		
	KOTs & BOTs Duplicate & Triplicate System, Computerised K.O.T’s		
	Mode of Payments		
UNIT 3	Classification of Non – Alcoholic Beverages	8	17
	Definition, Introduction and Classification of beverages, preparation and service.		
UNIT 4	Situation Handling	8	17
	Unavailability of Table/reservation		
	Wrong Order Taking, Handling Unavailability of Food items		
	Handling Special Requests		
	Order Delays, Spillages, Return Food		
	Lost and found properties		
	Illness		
	Drunken Guest, Un expectable appearance of Guest		
	Dealing with children and Infants		
	Handling Handicaps, Old age guest, Customer with communication difficulties		
Unit 5	Basic Terminology	2	5
		45	

Reference Books:

Food & Beverage Service Training Manual S.Andrews;

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Food & Beverage Service
Modern Restaurant Service
Food Service Operations
Menu planning J Kivela,
Professional F&B Service Management
Introduction to F&B Service

Lillicrap & Cousins;
John Fuller;
Peter Jones & Casse;

Brian Varghese
Brown, Hepper & Deegan

Learning Outcome: The students after having studied the course should be able to perform and plan menus and serve meals, briefing of Non-Alcoholic beverages to guest, Guest handling or situation handling.

PRINCIPLES OF FOOD & BEVERAGE SERVICE-II Practical

	Topics
1.	Menu description
2.	Lay-out of Breakfast, TDH & A la Carte,
3.	Receiving the guests, practice of meet, greet and repeat, taking order and preparing KOT
4.	Sequence of Service
5.	Table Service
6.	Clearing, Crumbing, Presenting the bill
7.	Service of Cold & Hot - Non Alcoholic Beverages

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**SYLLABUS (PROPOSED) FOR 1ST YEAR DHMCT PROGRAMME
SEMESTER-II**

**Front Office Operations-I (21601153)
ACADEMIC YEAR 2018-2019**

Type Of Course:-**Front Office Operations-I**

Pre-requisite:-The Students studying this course should have basic knowledge of Hotel operations and functions of Front Office.

Rationale:- The course provides details knowledge on the basics of Room Tariff, the different types of plans and handling documentation at Front Office, Knowledge of complete guest cycle.

Teaching and Examination Scheme

Teaching Scheme (Hrs./Week)			Credit	Examination Scheme					Total
L	T	P		External		Internal			
				Theory	Practical	Theory	CE*	Practical	
3		2	4	60	30	20	20	20	150

L- Lecture; T- Tutorial; P- Practical; CE* - Continuous Evaluation

		lectures	Weightage in %
Unit-1	MEAL PLAN AND TARIFF STRUCTURE	09	20
	Basis of Charging, Room tariff, Tariff fixation / calculating room tariff.		
	Types of room tariff, Forms & Format		
	Meal Plan, type		
Unit-2	RESERVATION	11	24
	Introduction, Importance & Functions, Modes, Types, Sources of it.		
	Cancellations and Amendments, Forms and Formats.		
	Handling Individual & Group reservations		
Unit-3	BELL DESK	10	22
	Introduction, Equipment's used, Function of Bell desk, Forms and Formats.		
	Luggage handling, left luggage procedure Paging, Mail and Message handling, Change of room etc		
Unit-4	GUEST CYCLE	08	18
	Pre-arrival, Arrival, Stay, Departure & Post Departure		
Unit-5	REGISTRATION	07	16
	Introduction, steps involve, Pre-registration, Processing VIP, Foreigners & group registration		
	Total	45	

Reference books:

Managing front office operations M. Kasavana;

Hotel F.O. Training manual

Front Office Management

Hotel front office management

Hotel Front Office- A Training Manual

Front Operation & Administration

Front office procedures & Management

Managing Computers in Hospitality Industry

Front Office-Operations and Management

Housekeeping and Front Office

Suvradeep Gauranga Ghosh;

S.k Bhatnagar;

James Bardi;

Sudhir Andrews;

Dennis Foster;

Peter Abbot

Michael Kesavana & Cahell

Ahmed Ismail (Thompson Delmar)

Jones

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Learning Outcome: The students after having studied the course should be able to perform and should know room selling process, make reservations and cancellations, handle front office documentation.

FRONT OFFICE OPERATIONS – I PRACTICAL

	Topics
1	Welcoming, receiving, escorting of the guest to room
2	Front Office Communication – basic body language, body gestures, facial expression and its importance.
3	Preparation and study of countries: Capitals, currencies, airlines and flags chart, types of credit card.
4	Telecommunication skills – situation handling
5	Forms and formats
6	Identification of equipment
7	Basic manners and grooming standards required for Front Office operation

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**DEPARTMENT OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY
SYLLABUS (PROPOSED) FOR 1ST YEAR DHMCT PROGRAMME
SEMESTER-II
Housekeeping Operations-I (21601154)
ACADEMIC YEAR 2018-2019**

Type Of Course:-Housekeeping Operations-I

Pre-requisite:-The Students studying this course should have basic knowledge operations in Hotels Housekeeping area and various functions of it.

Rationale:- The course provides details knowledge on role of Housekeeping Operation in Hotels, The basic functions, Cleaning cycle, Handlings lost and found process and maintain records and filling formats for operations.

Teaching and Examination Scheme

Teaching Scheme (Hrs./Week)			Credit	Examination Scheme					Total
L	T	P		External		Internal			
				Theory	Practical	Theory	CE*	Practical	
3		2	4	60	30	20	20	20	150

L- Lecture; T- Tutorial; P- Practical; CE* - Continuous Evaluation

		Lectures	Weightage in %
Unit-1	BASIC PRINCIPLE OF CLEANING	03	6
	Introduction, Principles of Cleaning		
Unit-2	CLEANING agents and Equipment's	13	29
	Cleaning Equipment's- Types, Operating Principles, and Maintenance.		
	Cleaning Agents- Types, Operating Principles/applications, Characteristics, PH scale, and storage.		
Unit-3	COMPOSITION OF DIFFERENT SURFACES	08	18
	Metals, Glass, wood, Ceramic, Leather, Rubber, Stone.		
Unit-4	GUEST ROOMS	13	29
	Daily, Weekly Cleaning, Evening Service, of Guest Room.		
	Replenishment of guest supplies & amenities.		
Unit-5	ROUTINE SYSTEMS AND RECORDS OF HOUSEKEEPING DEPARTMENT	08	18
	Staff placement register, floor registers, guest special request register, Logbook, Memo book, Carpet shampoo register, baby sitting register, lost & found register, store indent book etc.		
	Room occupancy report, guest room inspection form/checklist, housekeeping report, work order, room boys report.		
	Total	45	

REFERENCE BOOKS:

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Hotel Housekeeping Training Manual
Housekeeping Operation & Management
Hotel Housekeeping Management & Operations
Hotel Housekeeping Operations & Management
The Professional Housekeeper
Hotel, Hostel and Hospital Housekeeping

Sudhir Andrews;
Malini Singh;
Sudhir Andrews;
G. Raghubalan & Smritee Raghubalan;
Madelim Schneider & Georgia Tucker
Joan C Branson & Margaret Lennox

Learning Outcome: The students after having studied the course should be able to perform and clean rooms, handling different surfaces and maintain records, Prepare various reports.

HOUSEKEEPING OPERATIONS - I PRACTICAL

	Topics
1	Familiarization of Guest Room Layout
2	Identification of Guest Room Amenities , setup of room attendant trolley and preparing check list
3	Identification of cleaning equipment – Manual & mechanical
4	Cleaning of different surfaces
5	Practical involving Scrubbing, polishing, wiping, washing, rinsing, swabbing, mopping, sweeping, brushing, buffing.

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SEMESTER-II Hotel Accounts(21601155) ACADEMIC YEAR 2018-2019

Type Of Course:-Hotel Accounts

Pre-requisite:- The Students studying this course should have the basic knowledge of business, business activities, business transactions.

Rationale:- The course provides details knowledge of accounting and role of accounting. Primary, secondary and subsidiary books, Cash book and trial balance.

Teaching and Examination Scheme

Teaching Scheme (Hrs./Week)			Credit	Examination Scheme					Total
L	T	P		External		Internal			
				Theory	Practical	Theory	CE*	Practical	
2	1		3	60		20	20		100

L- Lecture; T- Tutorial; P- Practical; CE* - Continuous Evaluation

S.N.	Topic	Lecture	Weightage in %
Unit 1	Introduction to Accounting Meaning and definition Types and Classification Principles of Accounting Introduction to Uniform System of account Contents of Income statement Contents of Financial statement Practical problems of Income statement and Financial statement	08	18
Unit 2	Primary Books (Journal) Meaning and definition Format of journal Rules of Debit and Credit Practical problems	08	18
Unit 3	Secondary Books(Ledger) and Subsidiary Books Meaning and Uses of Ledger Format and Posting Practical problems of ledger Needs and uses of subsidiary Books Classification of subsidiary Books Purchase Book; Sales Book; Purchase Return Book; Sales Return Book; Journal Proper & Practical Problems	08	18
Unit 4	Cash Book Meaning and Use Advantages Simple, Double and Triple column cash book Petty cash book Practical Problems	06	13
Unit 5	Trial Balance	04	9

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	Meaning ; Advantages; Limitations & Practical problems; Profit and loss statement		
Unit 6	Bank Reconciliation Statement Meaning Reasons why pass book and cash book do not balance Practical problems	04	9
Unit 7	Departmental Accounting An introduction of departmental Accounting Allocation and apportionment Advantages and Drawback of allocation Basis of allocation Practical problems	07	15
	Total	45	

References:

1. Comprehensive Accountancy , S.A. Siddiqui
2. A Complete Course in Accounting Volume - I, N.D. Kapoor
3. Double-Entry Book-Keeping , R.C. Chawla& C. Juneja
4. Introduction to Accountancy, T.S. Grewal
5. Elements of Hotel Accounts, G.S. Rawat, J.M.S. Negi

Learning Outcome: The students after having studied the course should be able to understand accounting in a business organization to maintain and providing business information to the users of accounting, and also knows importance and characteristics of audit.

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**SEMESTER-II
Business Communication (21601156)
ACADEMIC YEAR 2018-2019**

Type Of Course:-Business Communication

Pre-requisite:-Knowledge of English Language studied till 1st semester.

Rationale:-Communication Skills are essential for students of the Hospitality Industry.

Teaching and Examination Scheme

Teaching Scheme (Hrs./Week)			Credit	Examination Scheme					Total
L	T	P		External		Internal			
				Theory	Practical	Theory	CE*	Practical	
3		2	4	60	30	20	20	20	100

L- Lecture; T- Tutorial; P- Practical; CE* - Continuous Evaluation

Sr. No.	Topic	Weightage	Teaching Hrs
1	Grammar and Vocabulary Adjectives, Prepositions, Degrees of Comparison Vocabulary: Field-specific vocabulary related to dealing with requests and complains, describing jobs, workplaces and food dishes, explaining instructions, taking an order on phone, asking for clarification, giving directions indoors and outside.	30%	18
2	Listening and Speaking Skills Presentation Skills: planning and preparation, making oral presentations, presenting self, effective use of audio – video aids, Note Taking, Oral response to cue cards...delivering short speech for 1 to 2 minutes, Picture Description (Comparison and Contrast)	25%	10
3	Reading and Writing Skills: Business Correspondence: Formal letters Informal letters like letters to Class Teacher, Principal, Industry, etc., Summary writing and paraphrasing, Paragraph Development for types Comparison-Contrast and Problem-Solution	35%	12
4	Writing a Book Review: Presentation of Book Review List of Books Suggested for the Book Review: The Heart of Hospitality: Great Hotel and Restaurant Leaders share their secrets (Micah Solomon), Be Our Guest: Perfecting the Art of Customer Service (Disney Institute), Exceptional Service, Exceptional Profit: The secret of building a five-star customer organization (Micah Solomon), 100 Tips for Hoteliers: What every successful hotel professional needs to know and do (Peter Vension), Without Reservations: How a Family Root Beer Stand Grew into a Global Hotel Company by J.W. “Bill” Marriott, Jr., Chocolates on the Pillow Aren’t Enough: Reinventing the Customer Experience by Jonathan M. Tisch and Karl Weber, Interviewing Successful Hotel Managers by Dr. Lily Lin, How to run a great hotel by Enda Larkin	10%	5

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	NOTE: These are few references of books. Students can prepare book review on a book of their choice after consulting tutorial faculty		
	Total	100%	45

Practicals:

Sr. No.	Topic	Teaching Hrs
1	Grammar and Vocabulary	6
2	Listening and Speaking Skills-1 Role play based on chapters from vocabulary section in Unit 1,	6
3	Listening and Speaking Skills-2 Planning, preparation, practicing and presentation to different groups. Qualities of a good speaker, presenter and listener.	6
4	Open Learning: Presentation of Book Review List of Books Suggested for the Book Review: The Heart of Hospitality: Great Hotel and Restaurant Leaders share their secrets (Micah Solomon), Be Our Guest: Perfecting the Art of Customer Service (Disney Institute), Exceptional Service, Exceptional Profit: The secret of building a five-star customer organization (Micah Solomon), 100 Tips for Hoteliers: What every successful hotel professional needs to know and do (Peter Vension), Without Reservations: How a Family Root Beer Stand Grew into a Global Hotel Company by J.W. "Bill" Marriott, Jr., Chocolates on the Pillow Aren't Enough: Reinventing the Customer Experience by Jonathan M. Tisch and Karl Weber, Interviewing Successful Hotel Managers by Dr. Lily Lin, How to run a great hotel by Enda Larkin NOTE: These are few references of books. Students can prepare book review on a book of their choice after consulting tutorial faculty	12
	Total	30

Reference Books:

1. Rod Revell and Trish Stott, Highly Recommended: English for the hotel and catering industry, Student's Book, Intermediate Oxford University Press
2. Michael Duckworth, Highly Recommended: English for the hotel and catering industry, Workbook, Intermediate Oxford University Press
3. Charul Jain, et. Al. English Language Skills for Academic Purposes, Macmillan Education
4. Sangeetha Sharma, Meenakshi Raman, Technical Communication : Principles And Practice, Oxford University Press, New Delhi

Learning Outcome: Students will be able to

1. Compare and contrast available / provided information, situation, etc at workplace
2. Develop solution oriented thinking for problems to be encountered
3. Produce written and oral responses for formal and informal communication
4. Summarize and review books related to their areas of study