

ADDMISSION-

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DETAILED SYLLABUS

FOR DISTANCE EDUCATION

Diploma in Hotel Administration & Hospitality

(DHAH)

(SEMESTER SYSTEM)

COURSE TITLE: DIPLOMA IN HOTEL ADMINISTRATION & HOSPITALITY

DURATION : 1 YEAR

MODE : SEMESTER

FIRET SEMESTER

<i>COURSE TITLE</i>	<i>Paper Code</i>	<i>MARKS</i>				<i>TOTAL</i>
		<i>THEORY</i>		<i>PRACTICAL</i>		
		<i>INTERNAL</i>	<i>EXTERNAL</i>	<i>INTERNAL</i>	<i>EXTERNAL</i>	
Basic Food Production	DHAH/S//S/110	40	60			100
Basic Food Production Pr.	DHAH/S//S/110P			40	60	100
Food & Beverage Service – 1	DHAH/S//S/120	40	60			100
Food & Beverage Service – 1 Pr.	DHAH/S//S/120P			40	60	100
Front Office Operations – 1	DHAH/S//S/130	40	60			100
Front Office Operations – 1 Pr.	DHAH/S//S/130P			40	60	100
Hotel House Keeping – 1	DHAH/S//S/140	40	60			100
Hotel House Keeping 1 Pr.	DHAH/S//S/140P			40	60	100
Computer Fundamentals Pr.	DHAH/S//S/150			40	60	100

SECOND SEMESTER

<i>COURSE TITLE</i>	<i>Paper Code</i>	<i>MARKS</i>				<i>TOTAL</i>
		<i>THEORY</i>		<i>PRACTICAL</i>		
		<i>INTERNAL</i>	<i>EXTERNAL</i>	<i>INTERNAL</i>	<i>EXTERNAL</i>	
Food Production & Patisserie 1	DHAH/S//S/110	40	60			100
Food Production & Patisserie 1 Pr.	DHAH/S//S/110P			40	60	100
Food & Beverage Service – 2	DHAH/S//S/120	40	60			100
Food & Beverage Service – 2 Pr.	DHAH/S//S/120P			40	60	100
Front Office Operations – 2	DHAH/S//S/130	40	60			100
Front Office Operations – 2 Pr.	DHAH/S//S/130P			40	60	100
Hotel House Keeping – 2	DHAH/S//S/140	40	60			100
Hotel House Keeping – 2 Pr.	DHAH/S//S/140P			40	60	100

FIRST SEMESTER

DHAH/S/110

BASIC FOOD PRODUCTION

Maximum Time : 3 Hrs. University Examination : 60 Marks
Total Marks : 100 Continuous Internal Assessment : 40 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 1015 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 nonprogrammable 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 CULINARY 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, VANASPATHI , MARGARINE, REFINED, DOUBLE REFINED, UNREFINED & USES.
- 12.5 BUTTER
TYPES & FORMS IN WHICH AVAILABLE

References:

Cookery – K. Arora

Modern Cookery Theory of– Thangam E. Phillip

Theory of Catering – Kinton & Ceserani

Practical Cookery – Kinton & Ceserani

Basic Baking – S. C. Dubey

Larousse Gastronomique.

Professional Baking – Wayes Gissler

Indian Cookery – Prasad.

A Taste of India – Madhur Jaffrey.

DHAH/S/110P BASIC FOOD PRODUCTION PRACTICAL

Maximum Time : 3 Hrs. University Examination : 60 Marks
Total Marks : 100 Continuous Internal Assessment : 40 Marks
Minimum Pass Marks : 40%

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

DHAH/S/120 FOOD & BEVERAGE SERVICE 1

Maximum Time : 3 Hrs. University Examination : 60 Marks
Total Marks : 100 Continuous Internal Assessment : 40 Marks
Minimum Pass Marks : 40%

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3. Section D will comprise of 1015 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 nonprogrammable 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 PREPLATED
 - 6.1.1.3 HOST
 - 6.1.1.4 GUERIDON
 - 6.1.2 NONASSISTED
 - 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

DHAH/S/120PFOOD & BEVERAGE SERVICE – 1 PRACTICAL

Maximum Time : 3 Hrs. University Examination : 60 Marks
Total Marks : 100 Continuous Internal Assessment : 40 Marks
Minimum Pass Marks : 40%

- Service Grooming and Restaurant Etiquettes.
- Misen place and Misenscene
- 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 layup
- Restaurant reservation system
- Hostess desk functions
- Order taking – writing a food KOT, writing a BOT

Maximum Time : 3 Hrs. University Examination : 60 Marks
Total Marks : 100 Continuous Internal Assessment : 40 Marks
Minimum Pass Marks : 40%

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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 nonprogrammable 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

DHAH/S/130 PFRONT OFFICE OPERATIONS – 1 PRACTICAL

Maximum Time : 3 Hrs. University Examination : 60 Marks
Total Marks : 100 Continuous Internal Assessment : 40 Marks
Minimum Pass Marks : 40%

Front Office – Sem I

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

DHAH/S/140 HOTEL HOUSEKEEPING 1

Maximum Time : 3 Hrs. University Examination : 60 Marks
Total Marks : 100 Continuous Internal Assessment : 40 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 nonprogrammable 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
- 6.2 DEPUTY/ASSISTANT HOUSEKEEPER
- 6.3 FLOOR SUPERVISOR
- 6.4 DESK SUPERVISOR
- 6.5 PUBLIC AREA SUPERVISOR
- 6.6 ROOM ATTENDANTS
- 6.7 STOREKEEPER
- 6.8 HOUSEMAN
- 6.9 LAUNDRY SUPERVISOR
- 6.10 FLORIST

SECTION C

7.0 CLEANING EQUIPMENTS

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

8.0 CLEANING AGENTS

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

9.0 CLEANING OF ROOMS

- 9.1 DAILY CLEANING
 - 9.1.1 CHECKOUT 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 NONSMOKING 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.

DHAH/S/140 PHOTEL HOUSEKEEPING – 1 PRACTICAL

Maximum Time : 3 Hrs. University Examination : 60 Marks
Total Marks : 100 Continuous Internal Assessment : 40 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

DHAH/S/150 PCOMPUTER FUNDAMENTALS PRACTICAL

Maximum Time : 3 Hrs. University Examination : 60 Marks
Total Marks : 100 Continuous Internal Assessment : 40 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 MSDOS/WINDOWS XP (PROF/HOME)
 - 3.1.2. APPLICATION SOFTWARE.
 - 3.1.2.1. INTRODUCTION TO MSWORD.
 - 3.1.2.2. INTRODUCTION TO MSEXCEL.
 - 3.1.2.3. INTRODUCTION TO MSPOWERPOINT.
 - 3.1.2.3 INTRODUCTION TO MSACCESS
 - 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, HALFDUPLEX, FULLDUPLEX)
- 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 WIFI (WIRELESS FIDELITY)
 - 7.1 DEFINITION, IMPORTANCE
 - 7.2 WORKING MECHANISM OF WIFI (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

DHAH/S/210 FOOD PRODUCTION & PATISSERIE I

Maximum Time : 3 Hrs. University Examination : 60 Marks
Total Marks : 100 Continuous Internal Assessment : 40 Marks
Minimum Pass Marks : 40%

A) Instructions for papersetter

1. The question paper will consist four sections namely A, B, C and D.
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B) Instructions for candidates

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2. Use of nonprogrammable 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 | |

DHAH/S/210 PFOOD PRODUCTION & PATISSERIE – I PRACTICAL

Maximum Time : 3 Hrs. University Examination : 60 Marks
Total Marks : 100 Continuous Internal Assessment : 40 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

DHAH/S/220 FOOD & BEVERAGE SERVICE 2

Maximum Time : 3 Hrs. University Examination : 60 Marks
Total Marks : 100 Continuous Internal Assessment : 40 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 1015 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 nonprogrammable scientific calculator is allowed.

SECTION A

- 1 NONALCOHOLIC 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
 - 2.1.4 WHISKY

- 2.1.5 BRANDY
- 2.1.6 RUM
- 2.1.7 GIN
- 2.1.8 VODKA
- 2.1.9 TEQUILA
- 2.1.10 OTHER SPIRITS (PERNOD, MARC, GRAPPA ETC.)
- 2.2 RESPONSIBLE ALCOHOLIC SERVICE
 - 2.2.1 ALCOHOL AND ITS EFFECT ON HUMAN HEALTH
 - 2.2.2 HUMAN PSYCHOLOGY AND ALCOHOL

SECTION C

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

SECTION D

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

Reference:

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

Bar Tenderer

DHAH/S/220 PFOOD & BEVERAGE SERVICE – 2 PRACTICAL

Maximum Time : 3 Hrs. University Examination : 60 Marks
Total Marks : 100 Continuous Internal Assessment : 40 Marks
Minimum Pass Marks : 40%

- Room service tray and trolley lay – up and service
- Room service amenities, Setup in rooms
- Functional and floor layouts for room service
- Conducting briefing and debriefing for F&B Outlets
- Beverage ordertaking
- 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

DHAH/S/230 FRONT OFFICE OPERATIONS 2

Maximum Time : 3 Hrs. University Examination : 60 Marks
Total Marks : 100 Continuous Internal Assessment : 40 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 1015 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 nonprogrammable 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 INTERDEPARTMENTAL COMMUNICATION
 - 1.5.3 REGISTRATION OF FOREIGNERS, CFORM
- 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 INTERDEPARTMENTAL 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 CHECKOUT & SELF CHECKOUT

- 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

DHAH/S/230P FRONT OFFICE OPERATIONS – 2 PRACTICAL

Maximum Time : 3 Hrs. University Examination : 60 Marks
Total Marks : 100 Continuous Internal Assessment : 40 Marks
Minimum Pass Marks : 40%

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

DHAH/S/240 HOTEL HOUSEKEEPING 2

Maximum Time : 3 Hrs. University Examination : 60 Marks
Total Marks : 100 Continuous Internal Assessment : 40 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 1015 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 nonprogrammable 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 GLASSVARIOUS 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 INTERDEPARTMENTAL COOPERATION
 - 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, COORDINATION)
 - 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.

DHAH/S/240P HOTEL HOUSEKEEPING 2 PRACTICAL

Maximum Time : 3 Hrs. University Examination : 60 Marks

Total Marks : 100 Continuous Internal Assessment : 40 Marks

Minimum Pass Marks : 40%

Ø Cleaning of Various Surfaces

Ø Bed Making (Variations)

Ø Washing & Finishing of various Fibres & Fabrics

Ø Stain Removal