

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>THEORY</i>		<i>PRACTICAL</i>		<i>TOTAL</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>THEORY</i>		<i>PRACTICAL</i>		<i>TOTAL</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 7

STOCKS PRINCIPLES OF PREPARING STOCK.
6.1 6.2 COURTBOUILLON
DEFINITION,
ELEMENTS SAUCES
OF STOCK, 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%

A) Instructions for paper-setter

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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%

A) Instructions for paper-setter

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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 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

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

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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

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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

FOOD PRODUCTION

1

COMMOD- ITIES 1.1 ELEMEN- TARY PASTAS		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
METH- OD OF MAN- UFAC- TURE. RANG E AVAIL ABLE IN THE MAR- KET	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
		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
 Modern Cookery – Thangam E. Phillip
 Theory of Catering – Kinton & Ceserani
 Practical Cookery – Kinton & Ceserani
 Basic Baking – S. C. Dubey

Larousse Gastronomique.
Professional Baking – Wayes Gissler

Indian Cookery – Prasad.
A Taste of India – Madhur Jaffrey.

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
STYLES OF

PRODUCTION

2.1.4 WHISKY

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

SECTION C

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

SECTION D

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

Reference:

F&B Service Manual – Sudhir Andrews
F&B Service – Lilicarp
The Waiter – John 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 PROGRAMME IN HOTEL
 - 9.3 SECURITY AND THE LAW
 - 9.4 EQUIPMENTS USED
 - 9.5 EMERGENCY PROCEDURE

Reference:

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

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