

BU-COMMUNITY COLLEGE CONSULTANCY CENTRE

REVISED SYLLABUS – 2021-22
FOR
DIPLOMA IN HOTEL MANAGEMENT



BHARATHIAR UNIVERSITY
COIMBATORE-641046

BHARATHIAR UNIVERSITY: COIMBATORE.

**DIPLOMA IN HOTEL MANAGEMENT
(Community College)**

(for the candidates admitted form the academic year 2021-22 onwards)

Minimum qualification for admission to Diploma in Hotel Management is a pass in Standard X.

SCHEME OF EXAMINATION

S.No	Title of the Course	Credits	Maximum Marks
1	Fundamental English & Basics of Computers	4	100
2	Food and Beverage Service	4	100
3	Food and Beverage Production	4	100
4	Hotel Front Office Operation	4	100
5	Health and Hygiene in Hotels	4	100
6	Practical – I	4	100
7	Practical - II	4	100
8	Internship/Project	4	100
	Total	32	800

Question paper Pattern: Theory

Section A: (15 x 2=30 Marks)

Answer ALL the questions

Section B: (5 x 6 = 30 Marks)

(Answer any 5 out of 7 questions)

Section C: (4 x 10 = 40 Marks)

Answer ALL the questions either (a) or (b)

Duration of examinations for all papers is three hours.

*Minimum Pass Mark: 35 Marks

PAPER I**FUNDAMENTAL ENGLISH & BASIC COMPUTERS**

Unit:1		
English basics, names of family member and their relation, Vegetables, fruits, animals, birds, trees, plants, house hold articles, jeweler, occupation, profession, stationary, spices, utensils ,flowers etc.- Self Introduction and Vowels- Phonetic and sound drill- Eight Parts of Speech-Elaborate each and every part of speech- Introducing the questioning words and forming question with 'Wh' and auxiliary verbs-Basic sentence formation-Subject Verb Object.		
Unit:2		
Tenses: Simple Present tense, Simple Past tense, Simple Future tense, Continuous and Perfect tenses, Verbal Presentation, debating –group conversation-dialogue-telephone-etiquette-Situational- Conversation to talk on a theme- soft skills-letter writing-report writing-notice and circulars – Bio-data for interview- application for a job description- letters of application and resignation- Active voice and Passive voice.		
Unit:3		
Introduction to computer – Definition-Characteristic of computer-Classification of computer- Computer generation-Advantages and disadvantage-Types of computer		
Unit:4		
Basic computer organization-Input unit-output unit-Arithmetic logic unit-Control unit-Central Processing Unit-Software-Operating system-Hardware-Types of computer		
Unit:5		
Input and output and storage devices-Storage unit- Primary storage devices- Secondary storage Devices-Numbering system-Binary numbering system-decimal numbering system-Hexa decimal numbering system-Octal numbering system-ASCII Codes.		
Reference Books		
1	Business Communication- Rhoda Doctor &AspiDoctor	
2	Communication Media- AngelaWadia	
3	Business English- Bal&Nagamiah	
4	Business Communication- Rhoda Doctor &AspiDoctor	
5	Communication Media- AngelaWadia	
6	Business English- Bal&Nagamiah	
Web Reference		
1	https://www.youtube.com/playlist?list=PLWPirh4EWFpF_2T13UeEgZWZHc8nHBuXp	
2	https://www.youtube.com/watch?v=z3KnlfATUek	
3	https://www.youtube.com/playlist?list=PLfMLoJdQIioIfA8LNOH2kfEitPEDUrJz_	

PAPER II**FOOD AND BEVERAGE SERVICE**

Unit:1		
Classification of F&B operations- Commercial ,hotel-motels, restaurant, Private hospitals, Resorts, Pubs snacks bar, discotheques, fast food restaurant- Welfare –career opportunities- Different f and b service outlets-stand-alone restaurants, coffee shop, room service, banquets, bar, home delivery-chain of restaurant and tea banquets- Staff hierarchy of the various F & B service ,their duties and responsibilities- department Relationship- Co –Operation Co- Ordination, Communication-Basic Principals of Psychology to understand.		
Unit:2		
Classification and enumeration of service equipment with brand names- Furniture-Linen-Crockery-Flatware-Cutlery-Hollow ware—Glass ware-Disposables-chafing dishes-Side board		
Unit:3		
Item of specialist equipment- asparagus holder –pastry slice-oyster fork-pastry fork- corn on the cob holder- lobster pick-ice cream spoon- sundae spoon butter knife- caviar knife- fruit knife- nut knife-grape fruit spoon-snail fork- silver showers-cheese knife-Snail tong- snail dish etc.		
Unit:4		
The Menu ,Menu Planning & accompaniment-Origin of the menu and menu planning objectives- basis types of menu-table d’ hote-a la hote-buffet- Menu compiling-consideration and constraints-menu sequence and planning menus-French classical menu, compiling with accompaniments and garnishes-table d’ hote menu- a ‘ la carte menu.		
Unit:5		
Misc- en Scene and misc en place-Laying covers for different meals and menus-rules and procedure for service of a meal-Latest concepts of service –Method of service-French-American- English-Russian-Basic of room service-Basic of banquets-Classification of non-alcoholic beverages-Stimulating coffee ,tea, cocoa-refreshing aerated non aerated – Simple sales control system- necessary and function of a control system		
Reference Books		
1	Mastering Restaurant Service – H.L.Cracknell andG.Nobis	
2	Food and Beverage Training Manual – Sudhir Andrews	
3	The Waiter- Fuller andCurrie	
4	Food And Beverage Service-D.R.Lillicrap	
5	Modern Restaurant Service – JohnFuller	
6	Essential Table service - John Fuller	
7	Food and beverage Management – Bernard Davis	
8	Professional Food Service Management- HabisThayar	

9	The waiter and waitress training manual -Dhamar
Web Reference	
1	https://www.youtube.com/playlist?list=PLKBY89TH6C5gsYFFrhqEI_A9EZZVZPQt i
2	https://www.youtube.com/playlist?list=PLPXarvmpw4_7-x01Ko_nFOY342tXRwusn
3	https://www.youtube.com/c/TheWaitersAcademy/playlists

PAPER III**FOOD AND BEVERAGE PRODUCTION**

Unit:1		
Introduction to Food Production -Hygiene-Personal food safety standards, grooming ,control infectious diseases, use of gloves-Kitchen hygiene and sanitation-Hierarchy & kitchen staff- Classical Brigade-Staffing in various category Hotels-Role of Executive chef-Duties and responsibilities of various chef- Co-Operation with other Departments.		
Unit:2		
Basic Principles of culinary Arts - Effect Of Cooking on Different Nutrients- Proteins- Carbo- hydrates- Fats- Vitamins- Minerals-Classification Of raw Materials- Cereals and pulses- Vegetables-dry Fruits and Nuts –Fish-Meat- Game and Poultry-Egg- Milk and Milk Products- Fats and Oils- Farinaceous Products- Spices and condiments-Raising Agents-Colouring and Flavoring Agent0-Sugar.		
Unit:3		
Ingredients And Cooking Method – Cuts & Use Of Ingredients-Vegetables-Fish-Meat-Poultry- Egg-Mise-En-Place- Preparation of Ingredients- Mixer of Ingredients-Texture- Various Method of cooking food-Dry heat- Moist heat- oil as medium with examples- Microwave		
Unit:4		
Principles of foundation cooking- Definition of stock-Types of stock- Preparation of stock- Recipes-Storage of stock-Use of Stock –Thickening Agents & Continental And Indian cookery- Roux-Cream-Blood-Egg yolk-Farinaceous Products-Coconut-Khuskus- Cashew Nuts-MeloneSeeda-Besan Flour-Rice Flour-Soups- Classification with Soups – Sauces Classification- Recipes for Mother Sauces- Derivatives -2 and Examples- Salad and salad dressing		
Unit:5		
Fundamentals of Indian Food- Different spices & Condiments used in India Cookery- Different Gravies Used in India Cookery- Rice-Variety Rice & Pulao Biryani- Indian Bread and 5 Examples-Culinary Terms- Basic Menu Planning -Types of Menu –basic Menu Planning principles.		
Reference Books		
1	Modern Cookery – Thangam.E.Philip	
2	Practical Cookery-KintonCesarani	
3	Cookery year book- ReadersDigest	
4	Theory of Catering- Mrs.K.Arora	
5	TasteOf India-Madhur Jeffery	
6	Eat better Live better – Readers Digest	
7	Worldwide cook book – MarshallCavendish	

8	The World Encyclopedia of Food- I- PatrickLoyal.J.M.
Web Reference	
1	https://www.youtube.com/playlist?list=PLBJECOvySaGISns2FJTFmqBW5huFxFRfiP
2	https://www.youtube.com/c/DYPATILIHMCPTUNE/playlists

PAPER IV**HOTEL FRONT OFFICE OPERATION**

Unit:1		
Introduction to Hospitality and Tourism, Front office layout, planning and organization, furniture and equipment, staffing and rules, duties and attributes of different levels of staff. Structure of Front Office Department: Functional Organisation of Front office, Front Desk Layout and Equipment. Front office Communication: Importance of inter-Departmental Communication, Types & Methods of Communication		
Unit:2		
Accommodation Concept: Size and Types of Hotel, Types of Rooms, Rate Categories, Food Plans, Basis of Charging Room Rates, Tariff Card. Reservation (rooms and hotels), modes of room reservation and sources of hotel bookings, reservation and filling system and computerized reservation. Assist in check-in and checkout process – ‘Express Check-Out’ & ‘Self Check-Out’		
Unit:3		
Reservation Activities: Processing of reservation request, Systems & Tools used. Reception, receiving guests, VIP and VVIP, group arrivals, contractual terms between hotel and guests, etiquette, registration and guest management, handling guests, staff and hotel mail, key handling and control, preparing occupancy reports.		
Unit:4		
Cash billing, handling credit cards, travelers cheques, travel agent coupons, airline vouchers and currencies and modes of exchange, foreign exchange regulations for foreigners and NRIs, Hotel accounting, passport and Visa procedures and preparation of itinerary. Concept of - Over Booking, Scanty Baggage, Room Position, Cancellation, Amendment, Walk-in Guest, walking a Guest, Black listed Guest		
Unit:5		
Communicate with customer and colleagues: Maintain standard of etiquette and hospitable conduct, Maintain customer-centric service orientation, Follow gender and age sensitive service practices. Customer care services and Guests care, arranging tickets, organizing transport and sightseeing, handling of emergencies and post stay services and sending off guests.		
Reference Books		
1	Front Office Management by Bardi, John Willy and Sons	
2	Front Office Management by Mr. Sshal Nagar	
3	Professional Hotel Front Office Management – Anutosh Bhakta	
4	Front Office by Abbott, Butter Worth Hiemann.	
5	Front Office Manual by Sudhir Andrews, Tata McGraw Hill	

Web Reference	
1	https://www.youtube.com/watch?v=zz01_Co5sBI
2	https://www.youtube.com/watch?v=Mba_HxXUKSQ
3	https://www.youtube.com/watch?v=4dH6rdHi6XU

PAPER V
HEALTH AND HYGIENE IN HOTELS

Unit:1		
Health Determinants and Standards - Individual health parameters Determinants of Health, Key health indicators, Importance and Source of Public- health Data, Health status in India: Standards, Occupational health: Labour Law and ESI		
Unit:2		
Understanding various types of diseases and their spread: Contagious and Non contagious diseases (SARS, HIV, COVID 19 etc), symptoms, precaution measures including kitchens, workplace, public places etc. Contagious diseases and its prevention through social distancing, using PPE's, maintaining hygiene standards, using proper sanitization techniques etc Elements of an effective housekeeping program. Handling and disposing waste		
Unit:3		
Understanding Personal hygiene, Health: Definition, Determinants of health, mental health, Maintaining health, Role of science in health, Role of public health, Self-care strategies, Hygiene: Concept of hygiene, Home and everyday life hygiene Personal Hygiene: History of hygienic practices, principles, Excessive body hygiene, Sanitization: definition and concepts of sanitization, hand washing techniques, planning for the improvement of personal hygiene. Health and medical Audit: Understanding health and medical audit of hotels, Aviation and tourism establishments. Reviewing most common unsafe places, acts/conditions, Creating SOPs for managing common unsafe acts.		
Unit:4		
Food Hygiene: HACCP. Food Hygiene & Kitchen Safety: Cooking & baking, hygiene, Disinfection and sterilization, Food preparation, Temperature, Food poisoning Contamination, Cooking and reheating food, balance diet. Nutrients: Carbohydrates, Fiber, Fat, Essential fatty acids, Protein, Minerals, Macrominerals, Trace minerals Vitamins, Water. Other nutrients: Antioxidants, Phytochemicals, Intestinal bacterial flora. SOPs for Control of Food Poisoning and Intoxication		
Unit:5		
First Aid and First Aid Box: Aims of first aid & the role of a manager, Incident management, Communicating with a patient, Contents of a first aid kit, Life Saving Skills: Primary survey, Recovery position / safe airway position, The chain of survival, Cardiopulmonary Resuscitation (CPR), Using an Automated External Defibrillator (AED), Choking, Bleeding, Basic Immunization/vaccination of staff.		
Reference Books		
1	Essentials of Food Safety and Sanitation : David MC Sware Nancy Rue Richard Linten	

2	Studying Hygiene Behaviour : CairncrossKiocchar
3	Sanitary Techniques in Food Service. : Longree&Blader
4	A Treatise on Hygiene & Public Health. : Ghosh, B.N.
5	COVID-19 management in hotels and other entities of the accommodation sector, Interim guidance, WHO.
Web Reference	
1	https://www.youtube.com/watch?v=IRbP6_XNRSY
2	https://www.youtube.com/watch?v=Ddn1W3Rp-Fk
3	https://www.youtube.com/watch?v=rqnZd87bbT4

PAPER VI
PRACTICALI

Accommodation Operation and Room Division Management Practical	
1	Practice of standing behind the reception counter
2	Practice of handling telephone and PBX, PABX, Fascimile, E-mail and Internet access.
3	Handling of guest, complaints.
4	Mail handling
5	Handling room keys
6	Messages
7	Knowledge of postal rates
8	Practice of entries in different books, diaries and forms used at reception desk.
9	Handling of visitors property
10	Preparation of guest bills and V.T.L (Visitor Tabular Ledger)
11	Computer systems of accounting
12	Knowledge of local sightseeing
13	Reading train, plane and bus timetables
14	Processing of credit cards and travelers cheques
15	Preparing itinerary, booking of trunk calls, writing of telegrams.
16	Identification of cleaning equipments
17	Identification of cleaning agents
18	Cleaning of various surfaces
19	Basic cleaning operations: Dusting, sweeping, mopping, scrubbing, polishing.
20	Cleaning of guestroom
21	Cleaning of bathroom
22	Bed making: Morning and evening attention
23	Public area cleaning: Dining area, Staircase, Corridors, Office areas, Lobby and Reception areas.
24	Removing of stains from fabrics and surfaces
25	Preparing flower arrangements.
Reference books	
1	Front Office Training Manual – Sudhir Andrews.
2	Front Office Management –AHMA.
3	Front Office –SITS.
4	Managing House Keeping Operations – Margaret Monappa,et-al.
5	House Keeping Training manual Sudhir Andrews

PAPER-VII
PRACTICALII

Food and Beverage Production Practical	
1	Identification of Tools/ Equipment and their Use
2	Preparation of Indian Dishes
3	Rice 15 varieties
4	Flour dishes 10 varieties
5	Dal 10 varieties
6	Vegetables 15 varieties
7	Chutney 5 varieties
8	Raita 5 varieties
9	Egg dishes 5 varieties
10	Fish dishes 10 varieties
11	Meat dishes 15 varieties
12	Chicken dishes 5 varieties
13	Shorba 2 varieties
14	Tandoor dishes: Tandoori chicken, tandoori fish, naan, kulcha, tandoori roti, steak kabab, boti kabab
15	Snacks 20 varieties
16	Sweets 10 varieties.
17	Preparation of Continental Dishes
18	Stock: White stock, brown stock, fish stock, vegetable stock and emergency stock
19	Sauce: Mother sauce and derivatives
20	Compound butters 3 varieties.
21	Soups: Purees 3 varieties – Cream 4 varieties – Veloute 3 varieties – Broths 3 varieties – Bisques 1 variety – Consommés 5 varieties – Cold soups 3 varieties – Potages 2 varieties.
22	Fish: Baked 2 varieties – Grilled 2 varieties – Shallow fried 3 varieties – Deep-fried 3 varieties – Poached 2 varieties.
23	Chicken/ Meat/ Beef/ Pork: Stew 2 varieties – Casseroles 2 varieties – Hot pots 2 varieties – Roast 2 varieties – Braised 2 varieties – Grilled/Fried 2 varieties – Chicken sautés 5 varieties – Entrees 3 varieties – Pork 2 varieties – Beef steaks 3 varieties.
24	Vegetables: Preparation and cooking of vegetables 10 varieties – Potatoes 10 varieties – Egg, Cheese and Farinaceous dishes 5 varieties each.
25	Desserts: Mousse 3 varieties – Soufflés 3 varieties – Baked 3 varieties – Steamed 3 varieties – Sauce – Bechamel sauce, veloute sauce, tomato, espagnole, hollandaise and mayonnaise with 5 derivatives of each – Mint sauce, horse radish, bread sauce and apple sauce – Compound butters 3 varieties.
	<p>Chinese</p> <ul style="list-style-type: none"> • Soups 2 varieties • Noodles and rice 4 varieties

	<ul style="list-style-type: none">• Chicken 2 varieties• Pork 2 varieties• Prawns 2 varieties• Fish 1 dish.
Reference books	
1	Food production theory –K.Damodaran
2	Prasad cooking with Indian masters – J .IndersinghKara& Pradeep Das Gupta
3	Modern cookery volume - 1 (ThangamPhilip)
4	Modern Cookery Volume – 2 (ThangamPhillip)

PAPER VIII
INTERNSHIP/PROJECT GUIDELINES

The marks will be allotted 60 for project and 40 marks for VIVA examination. Minimum number of marks required to pass is 35.

The examiners (internal and external) may be assigned for the conduct and assessment of Internship Project Examinations. Question for the viva examinations should be conducted by both the examiners.

In the assessment and award of marks, average marks of both the examiners will be calculated.

Award lists should be signed by both the examiners.