

SHIVAJI UNIVERSITY,
KOLHAPUR



“A” Re accredited by NAAC
(2014) with CGPA 3.16

Faculty of Interdisciplinary studies
Structure, Scheme and Syllabus for
Advanced Diploma

in

Catering and Hospitality Management
(Diploma for First year)

Part I- Sem. I&II

(Subject to the modifications that will be made from time to time)

Syllabus to be implemented from June, 2020
onwards.

Advanced Diploma in Catering and Hospitality Management

<i>TITLE</i>	Advanced Diploma in Catering and Hospitality Management Syllabus (Semester Pattern)
<i>YEAR OF IMPLEMENTATION</i>	Syllabus will be implemented from academic year 2020-2021
<i>DURATION</i>	Advanced Diploma - Part I and II (two Years) Advanced Diploma Part I - Diploma (One Year) NSQF Level 5 Advanced Diploma Part II - Advanced Diploma (Second Year) NSQF Level 6
<i>PATTERN OF EXAMINATION</i>	Semester Pattern
<i>Theory Examination</i>	At the end of semester as per Shivaji University Rules
<i>Practical Examination</i>	i) In the first and third semester of Advanced Diploma there will be internal assessment of practical record, related Report submission and Project reports at the end of semester. ii) In the second semester of Advanced Diploma there will be internal practical examination at the end of semester. In the fourth semester, there will be external practical examination at the end of semester
<i>MEDIUM OF INSTRUCTION</i>	English /Marathi
<i>STRUCTURE OF COURSE</i> <i>Part – I and II</i>	Two Semesters Per Year Two General Papers per year / semester Three Vocational Papers per Year / Semester Three Practical papers per Year / Semester One Project/Study Tour/ Survey/Industry Visit

SCHEME OF EXAMINATION

A) THEORY

- The theory examination shall be at the end of the each semester.
- All the general theory papers shall carry 40 marks and all vocational theory papers shall carry 50 marks.
- Evaluation of the performance of the students in theory shall be on the basis of semester examination as mentioned above.
- Question paper will be set in the view of entire syllabus preferably covering each unit of the syllabus.
- **Nature of question paper for Theory examination** (Excluding Business Communication Paper)–
 - Q. No. 1: Multiple choice questions (ten questions)
 - Q. No. 2: Long answer type questions (any two out of four)
 - Q. No. 3: Short Notes (any four out of six)

B) PRACTICAL: Evaluation of the performance of the students in practical shall be on the basis of semester examination.

Standard of Passing:

As per the guidelines and rules for Advanced Diploma (Attached Separately – Annexure I)

Structure of the Course

Advanced Diploma – I Year (Diploma), Semester – I

Sr. No	Paper No.	Title	Theory /Practical/Project	Marks (Total)	Distribution of Marks Theory Practical	
General Education Component :						
1	101	Business Communication – I	Theory /Practical	50	40	10
2	102	Fundamentals of Food Science – I	Theory/Practical	50	40	10
Skill Component:						
3	103	Food Production- I	Theory	50	50	--
4	104	Food and Beverage Service-I	Theory	50	50	--
5	105	Front office Operation-I	Theory	50	50	--
6	106	Laboratory Work : Food Production- I	Practical	50	--	50
7	107	Laboratory Work: Food and Beverage Service-I	Practical	50	--	50
8	108	Laboratory Work : Front office Operation-I	Practical	50	--	50
9	109	Project	-	50	--	50

Advanced Diploma– I Year (Diploma), Semester – II

Sr. No.	Paper No.	Title	Theory /Practical /Project	Marks (Total)	Distribution of Marks	
					Theory	Practical
General Education Component :						
1	201	Business Communication - II	Theory /Practical	50	40	10
2	202	Fundamentals of Food Science -II	Theory /Practical	50	40	10
Skill Component:						
3	203	Food Production- II	Theory	50	50	--
4	204	Food and Beverage Service-II	Theory	50	50	--
5	205	Housekeeping Operation-I	Theory	50	50	--
6	206	Laboratory Work : Food Production- II	Practical	50	--	50
7	207	Laboratory Work: Food and Beverage Service-II	Practical	50	--	50
8	208	Laboratory Work: Housekeeping Operation-I	Practical	50	--	50
9	209	Industrial Visit/Study Tour	-	50	--	50

Scheme of Teaching: Advanced Diploma– Part I (Diploma), Semester – I

Sr. No.	Paper No.	Title	Distribution of Workload (Per Week)		
			Theory	Practical	Total
1	101	Business Communication - I	4	2	6
2	102	Fundamentals of Food Science - I	4	2	6
3	103	Food Production- I	4	-	4
4	104	Food and Beverage Service-I	4	-	4
5	105	Front office Operation-I	4	-	4
6	106	Laboratory Work: Food Production- I	-	4	4
7	107	Laboratory Work: Food and Beverage Service-I	-	4	4
8	108	Laboratory Work: Front office Operation-I	-	4	4
9	109	Project	-	-	-
		Total --	20	16	36

Scheme of Teaching: Advanced Diploma– Part I (Diploma), Semester – II

Sr. No.	Paper No.	Title	Distribution of Workload (Per Week)		
			Theory	Practical	Total
1	201	Business Communication - II	4	2	6
2	202	Fundamentals of Food Science - II	4	2	6
3	203	Food Production- II	4	-	4
4	204	Food and Beverage Service-II	4	-	4
5	205	Housekeeping Operation-I	4	-	4
6	206	Laboratory Work: Food Production- II	-	4	4
7	207	Laboratory Work: Food and Beverage Service-II	-	4	4
8	208	Laboratory Work: Housekeeping Operation-I	-	4	4
9	209	Industrial Visit/Study Tour	-	-	-
Total-			20	16	36

Advanced Diploma– II (Advanced Diploma) Semester – III

Sr. No	Paper No.	Title	Theory /Practical /Project	Marks (Total)	Distribution of Marks	
					Theory	Practical
General Education Component :						
1	301	Computer Fundamentals	Theory /Practical	50	40	10
2	302	Soft Skills & Personality Development	Theory /Practical	50	40	10
Skill Component:						
3	303	Food Production - III	Theory	50	50	--
4	304	Food & Beverage Service - III	Theory	50	50	--
5	305	Front Office Operation – II	Theory	50	50	--
6	306	Laboratory work : Food Production – III	Practical	50	--	50
7	307	Laboratory Work: Food & Beverage Service - III	Practical	50	--	50
8	308	Laboratory Work: Front Office Operation- II	Practical	50	--	50
9	309	Project	-	50	--	50

Advanced Diploma– II (Advanced Diploma) Semester – IV

Sr. No.	Paper No.	Title	Theory /Practical/Project	Marks (Total)	Distribution of Marks	
					Theory	Practical
General Education Component :						
1	401	Customer Relationship Management	Theory /Practical	50	40	10
2	402	Environmental Studies	Theory/Practical	50	40	10
Skill Component:						
3	403	Food Production –IV	Theory	50	50	--
4	404	Food & Beverage Service -IV	Theory	50	50	--
5	405	House Keeping Operation – II	Theory	50	50	--
6	406	Laboratory Work : Food Production –IV	Practical	50	--	50
7	407	Laboratory Work: Food & Beverage Service -IV	Practical	50	--	50
8	408	Laboratory Work : House Keeping Operation – II	Practical	50	--	50
9	409	Industrial Visit/Study Tour	-	50	--	50

Scheme of Teaching : Advanced Diploma– Part II (Advanced Diploma) Semester – III

Sr. No.	Paper No.	Title	Distribution of Workload (Per Week)		
			Theory	Practical	Total
1	301	Computer Fundamentals	4	2	6
2	302	Soft Skills & Personality Development	4	2	6
3	303	Food Production - III	4	-	4
4	304	Food & Beverage Service - III	4	-	4
5	305	Front Office Operation – II	4	-	4
6	306	Laboratory work : Food Production III	-	4	4
7	307	Laboratory Work: Food & Beverage Service - III	-	4	4
8	308	Laboratory Work: Front Office Operation- II	-	4	4
9	309	Project	-	-	-
		Total --	20	16	36

Scheme of Teaching: Advanced Diploma– Part II (Advanced Diploma) Semester – IV

Sr. No.	Paper No.	Title	Distribution of Workload (Per Week)		
			Theory	Practical	Total
1	401	Customer Relationship Management	4	2	6
2	402	Environmental Studies	4	2	6
3	403	Food Production -IV	4	-	4
4	404	Food & Beverage Service -IV	4	-	4
5	405	House Keeping Operation - II	4	-	4
6	406	Laboratory Work : Food Production -IV	-	4	4
7	407	Laboratory Work: Food & Beverage Service -IV	-	4	4
8	408	Laboratory Work : House Keeping Operation - II	-	4	4
9	409	Industrial Visit/Study Tour	-	-	-
Total-			20	16	36

Eligibility for Admission:

10 +2 from any faculty or equivalent Diploma / Advanced Diploma in any related stream.

Eligibility for Faculty:

- 1) M.Sc. in Hotel and Tourism Management / Hotel Management and Catering Technology with SET/NET/Ph.D. or 05 years of experience in the relevant field or B.Sc. in Hotel and Tourism Management / Catering and Hospitality Management/Hospitality and Tourism Studies with 10 years of experience in the relevant field
- 2) M.A. (English) with SET/NET/Ph.D. for Business Communication
- 3) M.Com./MBA/MCA with SET/NET/Ph.D. for Principles of Management, Computer Fundamentals, Organizational Behavior

Eligibility for Laboratory Assistant:

B.Sc. in Hotel and Tourism Management / Hotel Management and Catering Technology/ Hospitality and Tourism Studies or Diploma in the relevant field

Staffing Pattern:

- a) In 1st Year of Advanced Diploma- 1 Full Time and 1 Part Time Assistant Professor for Hotel Management and Catering Technology and 1 CHB Assistant Professor for Business Communication
- b) In 2nd Year of Advanced Diploma- Total requirement of faculty (Inclusive of 1st Year) will be 2 Full time for Catering and Hospitality Management and CHB Assistant Professors for Computer Fundamental/ Customer Relationship Management/ Environmental Studies

Lab Assistant: For first Year of Advanced Diploma – 1 Part Time

For 2nd Year (Inclusive of 1st Year) of Advanced Diploma– 1 Full Time

CREDIT SYSTEM

FOR Advanced Diploma– Hotel Management and Catering Technology

Credit system:

Education at the Institute is organized around the semester-based credit system of study. The type of credit will be credit by theory and practical examination. The prominent features of the credit system are a process of continuous evaluation of a student's performance/progress and flexibility to allow a student to progress at an optimum pace suited to his/her ability or convenience, subject to fulfilling minimum requirements for continuation. A student's performance/progress is measured by the number of credits that he/she has earned, i.e. completed satisfactorily. Based on the course credits and grades obtained by the student, grade point average is calculated. A minimum grade point average is required to be maintained for satisfactory progress and continuation in the programme. Also a minimum number of earned credits and a minimum grade point average should be acquired in order to qualify for the degree.

All programmes are defined by the total credit requirement and a pattern of credit distribution over courses of different categories.

Course credits assignment:

Each course has a certain number of credits assigned to it depending upon its lectures and laboratory contact hours in a week. This weightage is also indicative of the academic expectation that includes in-class contact and self-study outside of class hours.

- a. One credit would mean equivalent to 15 periods for lectures, practicals/workshop.
- b. For internship/fieldwork, the credit weightage for equivalent hours shall be equal of that for lecture /practical.

The credits for each of the year of Advanced Diploma Course will be as follows:

Level	Awards	Normal calendar duration	Skill Component Credits	General Education Credits
Year 1	Diploma	Two Semesters	36	24
Year 2	Advanced Diploma	Four Semesters	36	24
Total			72	48

Subjectwise credit assignment for Advanced Diploma –Part II (Diploma) Semester –I

Sr No	Paper No.	Title	Theory/ Practical/ Project	Marks (Total)	Distribution of Marks		Credits	
					Theory	Practical	Theory	Practical
1	101	Business Communication – I	Theory /Practical	50	40	10	3	2
2	102	Fundamentals of Food Science – I	Theory /Practical	50	40	10	3	2
3	103	Food Production- I	Theory	50	50	--	3	--
4	104	Food and Beverage Service-I	Theory	50	50	--	3	--
5	105	Front office Operation-I	Theory	50	50	--	3	--
6	106	Laboratory Work: Food Production-I	Practical	50	--	50	--	3
7	107	Laboratory Work: Food and Beverage Service-I	Practical	50	--	50	--	3
8	108	Laboratory Work : Front office Operation-I	Practical	50	--	50	--	3
9	109	Project	--	50	--	50	--	2

Subjectwise credit assignment for Advanced Diploma –Part I (Diploma) Semester –II

Sr No	Paper No.	Title	Theory/ Practical/ Project	Marks (Total)	Distribution of Marks		Credits	
					Theory	Practical	Theory	Practical
1	201	Business Communication-II	Theory /Practical	50	40	10	3	2
2	202	Fundamentals of Food Science - II	Theory /Practical	50	40	10	3	2
3	203	Food Production- II	Theory	50	50	--	3	--
4	204	Food and Beverage Service-II	Theory	50	50	--	3	--
5	205	Housekeeping Operation-I	Theory	50	50	--	3	--
6	206	Laboratory Work : Food Production- II	Practical	50	--	50	--	3
7	207	Laboratory Work: Food and Beverage Service-II	Practical	50	--	50	--	3
8	208	Laboratory Work: Housekeeping Operation-I	Practical	50	--	50	--	3
9	209	Industrial Visit/Study Tour	--	50	--	50	--	2

**For Project/Industrial visit/study tour/internship, the workload includes self-study outside of class hours i.e. 4 lectures per week.*

Evaluation system:

1. Standard of passing

The maximum credits for Advanced Diploma in Catering and Hospitality Management semester course (of four semesters) will be $30 \times 4 = 120$ credits.

To pass in each paper students are required to obtain 4 grade points in each paper, it means 18 to 20 Marks for 50 Marks Theory / Practical papers, 14.08 to 16 for 40 Marks Theory papers and 04 marks for 10 Marks Practical papers.

2. Assessment of Project/Industrial visit/study tour/Internship Report

- i) The Project/Industrial visit/study tour/Internship report must be submitted by the prescribed date usually two weeks before the end of academic session of the semester.
- ii) It is desirable that the topics for Project/Industrial visit/study tour/Internship report shall be assigned by the end of previous semester.
- iii) The Project/Industrial visit/study tour/Internship report and its presentations shall be evaluated by the coordinator of the course and concerned faculty.

3. Grade point for Theory/Practical/Project/Industrial visit/study tour/Internship Report

• Table –I: for 50 Marks Theory or Practical

Grade Point	Marks out of	Marks obtained	Grade	Description of performance
0	50	0.0 to 2.5	D	Unsatisfactory
1	50	2.6 to 5.0		
1.5	50	5.1 to 7.5		
2	50	7.6 to 10.0		
2.5	50	10.1 to 12.5		
3	50	12.6 to 15.0		
3.5	50	15.1 to 17.5		
4	50	17.6 to 20.0	C	Fair
4.5	50	20.1 to 22.5	B	Satisfactory
5	50	22.6 to 25.0		
5.5	50	25.1 to 27.5	B+	Good
6	50	27.6 to 30.0		
6.5	50	30.1 to 32.5		
7	50	32.6 to 35.0	A	Very Good
7.5	50	35.1 to 37.5		
8	50	37.6 to 40.0	A+	Excellent
8.5	50	40.1 to 42.5		
9	50	42.6 to 45.0	O	Outstanding
9.5	50	45.1 to 47.5		
10	50	47.6 to 50.0		

• **Table No-II: for 40 Marks Theory and for 10 Marks Practical**

Grade Point	Marks out of	Marks obtained	Grade	Description of performance
0.00	40	0.0 to 2.0	D	Unsatisfactory
1	40	2.08 to 4.0		
1.5	40	4.08 to 6.0		
2	40	6.08 to 8.0		
2.5	40	8.08 to 10.0		
3	40	10.08 to 12.0		
3.5	40	12.08 to 14.0		
4	40	14.08 to 16.0	C	Fair
4.5	40	16.08 to 18.0		
5	40	18.08 to 20.0	B	Satisfactory
5.5	40	20.08 to 22.0		
6	40	22.08 to 24.0	B ⁺	Good
6.5	40	24.08 to 26.0		
7	40	26.08 to 28.0	A	Very Good
7.5	40	28.08 to 30.0		
8	40	30.08 to 32.0	A ⁺	Excellent
8.5	40	32.08 to 34.0		
9	40	34.08 to 36.0	O	Outstanding
9.5	40	36.08 to 38.0		
10	40	38.08 to 40.0		
Grade Point	Marks out of	Marks obtained	Grade	Description of performance
0.00	10	0.0 to 0.5	D	Unsatisfactory
1	10	0.52 to 1.0		
1.5	10	1.02 to 1.5		
2	10	1.52 to 2.0		
2.5	10	2.02 to 2.5		
3	10	2.52 to 3.0		
3.5	10	3.02 to 3.5		
4	10	3.52 to 4.0	C	Fair
4.5	10	4.02 to 4.5		
5	10	4.52 to 5.0	B	Satisfactory
5.5	10	5.02 to 5.5		
6	10	5.52 to 6.0	B ⁺	Good
6.5	10	6.02 to 6.5		
7	10	6.52 to 7.0	A	Very Good
7.5	10	7.02 to 7.5		
8	10	7.52 to 8.0	A ⁺	Excellent
8.5	10	8.02 to 8.5		
9	10	8.52 to 9.0	O	Outstanding
9.5	10	9.02 to 9.5		
10	10	9.52 to 10.0		

Calculation of SGPA and CGPA-

1. SemesterGradePointAverage(SGPA)= $\frac{\Sigma(\text{coursecreditsinpassedcoursesXearnedgradepoints})}{\Sigma(\text{Course credits in registered courses})}$

2. CumulativeGradePointAverage= $\frac{\Sigma(\text{coursecreditsinpassedcoursesXearnedgradepoints})\text{of allSemesters}}{\Sigma(\text{Course credits in registered courses})\text{ of allSemesters}}$
(CGPA)

3. AttheendofeachyearofAdvanced DiplomaProgram,studentwillbeplacedinanyoneofthe divisions as detailedbelow:

SGPA and CGPA Table

Grade Point	Grade	Description of performance
0.00 to 3.49	D	Unsatisfactory
3.5to 4.49	C	Fair
4.5 to 5.49	B	Satisfactory
5.5 to 5.99	B+	Good
6.0 to 6.99	A	Very Good
7.0 to 8.49	A ⁺	Excellent
8.5 to10.00	O	Outstanding

- Ist Class with distinction: CGPA > 7.0 andabove
- Ist Class: CGPA > 6.0 and <7.0
- IInd Class: CGPA > 5.0 and <6.0
- Pass Class: CGPA > 4.0 and <5.0
- Fail: CGPA <4.0

Shivaji University, Kolhapur
Diploma :
Catering and Hospitality Management
Part I, Semester I - Paper – 101
Business Communication- I

Work Load - 6 Lectures / Week, 1 Lecture =60minutes

Total Marks –50

Theory – 4 Lectures/Week

Theory - 40Marks

Practical – 2 Lectures/Week/Batch of 20 student

Practical – 10Marks

Units Prescribed for Theory:

Unit 1: Use of English in Business Environment

- 1 Business Vocabulary: Vocabulary for banking, marketing and for maintaining public relations
- 2 What is a sentence?
- 3 Elements of a sentence
- 4 Types of sentence: Simple, compound, complex

Unit 2: Writing a Letter of Application and CV/ Resume

- 1 Structure of a letter of application for various posts
- 2 CV/ Resume and its essentials

Unit 3: Presenting Information/Data

- 1 Presenting information/data using graphics like tables, pie charts, tree diagrams, bar diagrams, graphs, flowcharts

Unit 4: Interview Technique

- 1 Dos and don'ts of an interview
- 2 Preparing for an interview
- 3 Presenting documents
- 4 Language used in an interview

Practical: Based on the theory units

10Marks.

Reference Books:

1. Sethi, Anjane & Bhavana Adhikari. *Business Communication*. New Delhi: Tata McGraw Hill
2. Tickoo, Champa & Jaya Sasikumar. *Writing with a Purpose*. New York: OUP, 1979.
3. Sonie, Subhash C. *Mastering the Art of Effective Business Communication*. New Delhi: Student Aid Publication, 2008.
4. Herekar, Praksh. *Business Communication*. Pune: Mehta Publications, 2007.
5. Herekar, Praksh. *Principals of Business Communication*. Pune: Mehta Publications, 2003.
6. Rai, Urmila & S.M. Rai. *Business Communication*. Himalaya Publishing House, 2007.
7. Pradhan, N. S. *Business Communication*. Mumbai: Himalaya Publishing House, 2005.
8. Pardeshi, P. C. *Managerial Communication*. Pune: Nirali Prakashan, 2008.

Pattern of Question Paper

Diploma:

Catering and Hospitality Management

Part-I, Semester –I, Paper: I

Business Communication-I

Time:2 hours

Total Marks: 40

Q.1 Do as directed. Question items on **Unit 1** to be asked. 10

(10 out 12)

Q.2 Write a letter of application. 10

OR

Draft a CV/ Resume for a particular post.

Q.3 Present a given information or data using a table/ chart/ pie diagram,etc 10

(Any one diagram to be drawn.)

Q.4 Fill in the blanks in the given interview. 10

Practical Evaluation:

10 Marks

Oral and Presentation based on the units prescribed.

Diploma:
Catering and Hospitality Management
Part-I, Semester I, Paper – 102
Fundamentals of Food Science - I

Work Load- 6

Total Marks –50

Theory – 4 Lectures/Week

Theory - 40Marks

Practical – 2Lectures/Week/Batch

Practical – 10Marks

Objectives:

To enable students to –

1. Understand the basic concept, functions, and classification of food.
2. Familiar with different methods of cooking.

Course content :

- Unit-I** - **Introduction to Food Science**
- Concept of food, food science
 - Objectives of food science
 - Functions of food
- Unit-II** - **Classification of Food**
- According to food science
 - Basic five food groups
 - Selection of food
- Unit-III** - **Methods of Cooking**
- Traditional cooking methods
 - Modern cooking methods
 - Objectives and importance of cooking
- Unit – IV** - **Food Preparation and Storage**
- Basic terms used in food preparation
 - Pre-preparation for cooking
 - Storage of raw and cooked food

Practicals :

1. Introduction to laboratory rules.
2. Equipments used in cooking
3. Terms used in cooking.
4. Weights and Measures of raw and cooked food.
5. Methods of cooking –
 - 1) Traditional methods – Preparation of any two recipes from the following:
 - a) Boiling
 - b) Roasting
 - c) Frying
 - d) Steaming
 - 2) Modern methods - Preparation of any two recipes from the following:
 - a) Baking
 - b) Solar
 - c) Microwave
 - d) Combination

Reference Books :

- 1) B. Shreelakshmi : ``Food Science`` (second edition), New Age International, New Delhi.
- 2) Swaminathan : ``Text book of Food Science``, Vol-1, BAPPCO, Bangalore
- 3) Devendrakumar Bhatt & Priyanka Tomar : An Introduction to Food Science, Technology & Quality Management, Kalyani Publishers.
- 4) Sumati R. Mudambi : Fundamentals of Food & Nutrition wiley Eastern Ltd., New Delhi.

Scheme of Internal Practical Evaluation

10 marks

- 1) Submission of Record book 5 marks
- 2) Viva – Voce 5 marks

Diploma:
Catering and Hospitality Management

Part – I, Semester I - Paper – 103

Food Production I

Work Load-4

Total Marks –50

Theory – 4 Lectures / Week

Objective:

To enable student

1. To acquire knowledge of foodproduction
2. To know the principle of foodproduction

Course content:

Unit- I Introduction To Professional Cookery

- 1 History of Cookery
- 2 Origins of Modern Cookery
- 3 hygiene and safe practices in handling food
- 4 Attitude & Behavior in the Kitchen
- 5 Kitchen uniforms
- 6 Safety Procedure for Handling Equipments

Unit-II Kitchen Staffing

- 1 Classical kitchen Brigade for a 5 stars and 3 starshotels
- 2 Kitchen Staffing in Various CategoryHotels
- 3 Duties & Responsibilities of Executive Chef and VariousChefs
- 4 Inter-departmentalCo-ordination.

Unit-III Kitchen HandTools

- 1 Tools & utensils used in theKitchen.
- 2 Different Types of Fuel used inKitchen
- 3 Precaution and care in handling and maintenance ofequipments

Unit-IV A Aims & Objectives of CookingFood

- 1 Aims and objective of CookingFood.
- 2 Classification of Raw Materials according to theirFunctions.
- 3 VariousTextures.

Unit-IV B B Spices, Herbs &Condiments

- 1 Role of Spices / Herbs inIndia.
- 2 Local names ofspices.

Reference Books:

1. Practical Cookery- Victor Ceserani& Ronald Kinton,ELBS
2. Theory of Catering- Victor Ceserani& Ronald Kinton,ELBS
3. Theory of Catering- Mrs. K. Arora, FranckBrothers
4. Modern Cookery for Teaching & Trade Vol I -Ms. Thangam Philip, OrientLongman.
5. The Professional Chef (4th Edition)-Le R01 A.Polsom
6. The book of Ingredients- JaneGrigson
7. Food Commodities-BernardDavis.

Diploma:

Catering and Hospitality Management

Part - I Semester I - Paper – 104

Food and Beverage Service I

Work Load-4

Theory – 4 Lectures / Week

Total Marks –50

Objective

To enable student to develop skill in food and beverage service.

Course content:

Unit-I

The Food & Beverage Service Industry

- 1 Introduction to the Food & Beverage Industry
- 2 Classification of Catering Establishments (Commercial & Non-Commercial)
- 3 Introduction to Food & Beverage Operations (Types of F&B Outlets)

Unit-II

Food & Beverage Service areas in a Hotel

- 1 Restaurant, Coffee Shop, Room Service, Bars, Banquets, Snack Bar, Executive Lounges, Business Centers, Discotheques & Night Clubs.
- 2 Auxiliary areas

Unit-III

Food & Beverage Service Equipment

- 1 Types & Usage of Equipments Furniture, Chinaware, Silverware & Glassware, Linen, Disposables,
- 2 Special Equipment
- 3 Care & maintenance

Unit-IV A

Food & Beverage Service Personnel

1. Food & Beverage Service Organization Staff Job Descriptions & Job specifications & Beverage
2. Attitudes & Attributes of Food personnel, competencies.
3. Basic Etiquettes .
4. Interdepartmental relationship

Unit-IV B

Types of Food & Beverage Service

1. Table Service -English / Sliver, American, French, Russian
2. Self Service Buffet & Cafeteria
3. Specialized Service Gueridon, Tray, Tray, Lounge, Room etc
4. .Single Point Service -Take Away, Vending Kiosks, Food Courts & Bars, Automats
5. Mis-en-place & Mis-en-scene

Reference Books:

1. Food & Beverage Service - Lillicrap & Cousins, ELBS Modern
2. Restaurant Service -John Fuller, Hutchinson Food & Beverage Service
3. Training Manual - Sudhir Andrews, Tata McGraw Hill.

Diploma:
Catering and Hospitality Management

Part- I, Semester I - Paper – 105

Front Office Operation-I

Work Load - 4
Theory – 4 Lectures / Week

Total Marks – 50

Objective

To enable student to develop skill in front office.

Unit-I Introduction to Front Office Department

The term ‘Hotel’, Introduction To Hospitality Industry evolution & development of hospitality industry and tourism, famous hotels worldwide

Classification of hotels. (based On various categories like size) location, clientele, length of stay, facilities, .

Organizational chart of hotels (Large, Medium, Small)

Unit-II Front Office Department

- 1 Sections and layout of Front Office
- 2 Organizational chart of front office department (small, medium and large hotels)
- 3 Duties and responsibilities of various staff
- 4 Attributes of front office personnel
- 5 Co-ordination of front office With other departments of the hotel
- 6 Equipments used (Manual and Automated)

Unit-III Room Types & Tariffs

- 1 Types of rooms.
- 2 Food / Meal plans.
- 3 Types of room rates . (Rack, FIT, crew, group, corporate, weekend etc.)

Unit-IV A Role of Front Office

- 1 Key control and key handling procedures Mail and message handling
- 2 Mail and message handling
- 3 Paging and luggage handling
- 4 Rules of the house [for guest and staff]
- 5 Black list Bell Desk and Concierge
- 6 Bell Desk and Concierge

Unit-IV B Reservation

- 1 Importance of guest cycle (Various stages, sectional staff in contact during each stage)
- 2 Modes and sources of reservation
- 3 Procedure for taking reservations (Reservation form, conventional chart, density chart, booking diary with their detailed working and formats)
- 4 computerized system (CRS, Instant reservations)
- 5 Types of reservation (guaranteed, confirmed, groups, FIT)
- 6 Procedure for amendments, cancellation and overbooking.

Reference Books:

1. Check in Checkout (Jerome Vallen)
2. Hotel front Office Training Manual. (Sudhir Andrews)
3. Principles of Hotel Front Office Operations (Sue Baker, P. Bradley, J.Huyton)
4. Hotel Front Office (Bruce Braham)
5. Managing Front Office Operations (Michael Kasavana, Charles Steadmon)
6. Front Office Procedures and Management (Peter Abbott)
7. Front Office operations/Accommodations Operations (Colin Dix)
8. Front Office operation and Administration (Dennis Foster)

Diploma:
Catering and Hospitality Management

Practical Syllabus

Part – I, Sem. I : Paper – 106
Laboratory work (Food Production I)

Work Load – 6, Total Marks – 50 Practical – 4 Lectures/Week/Batch of 20 students

Practicals:

It is recommended that Demonstrations be conducted in the initial stages to make the students familiar with the following:

1. Introduction to various tools and their usage.
2. Introduction to various commodities. (Physical Characteristics, weight & volume conversion, yield testing, etc.)
3. Food pre-preparation methods
4. Use of different cooking methods.
5. Basic Indian masalas & gravies (Dry & wet)
6. Basic Stocks, soups & sauces.
7. Visit to Vegetable market

Minimum 18 Individual Practical's consisting of 70% Indian & 30% Continental Menus be accomplished, over and above the demonstrations. Practical Examination be conducted on Indian Menus consisting of a Meat, Vegetable, Rice and Sweet Preparation.

Reference Books:

1. Practical Cookery- Victor Ceserani & Ronald Kinton, ELBS
2. Theory of Catering- Victor Ceserani & Ronald Kinton, ELBS
3. Theory of Catering- Mrs. K. Arora, Franck Brothers
4. Modern Cookery for Teaching & Trade Vol I - Ms. Thangam Philip, Orient Longman.
5. The Professional Chef (4th Edition)- Le R01 A. Polson
6. The book of Ingredients- Jane Grigson
7. Food Commodities- Bernard Davis.

Scheme of Practical Evaluation

50 Marks

Internal Practical Evaluation

Q.1: Prepare any one practical from the above

20 Marks

Q.2: Practical record book

20 Marks

Q.3: Viva-voce

10 Marks

Diploma:
Catering and Hospitality Management
Part – I, Sem.- I : Paper – 107
Laboratory work (Food and Beverage Service-I)

Work Load - 6 Total Marks –50 Practical – 4 Lectures/Week/Batch of 20 students

Practicals:

1. Restaurant Etiquettes
2. Restaurant Hygiene practices
3. Mis-En-Palce & Mis-En-Scenc
4. Identification of Equipments
5. Laying & Relaying of Tablecloth
6. Napkin Folds
7. Rules for laying a table
8. Carrying a Salver/Tray
9. Service of Water
10. Handling the Service Gear
11. Carrying Plates, Glasses & other Equipments
12. Clearing an Ashtray
13. Situations like spillage
14. Setting of Table d’hote & A La Carte covers.
15. Service of Hot & Cold Non Alcoholic Beverages
16. Indian Cuisine Accompaniments & Service
17. Visit to Restaurant

Reference Books:

1. Food & Beverage Service - Lillicrap & Cousins, ELBS Modern
2. Restaurant Service - John Fuller, Hutchinson Food & Beverage Service
3. Training Manual - Sudhir Andrews, Tata McGraw Hill.

Scheme of Practical Evaluation

Internal Practical Evaluation

Q.1: Prepare any one practical from the above	20 marks
Q.2: Practical record book	20 marks
Q.3: Viva-voce	10 marks

Diploma:
Catering and Hospitality Management
Part – I, Sem.- I : Paper – 108
Laboratory work (Front Office Operation –I)

Work Load-6 Total Marks – 50

Practical – 4 Lectures/Week/Batch

Practicals:

1. Telephone Etiquettes and telephone handling
2. Handling room keys (issuing, receiving, missing keys. computerized keycards)
3. Handling guest mail (of guests who have checked out, in-house and expected)
4. Handling messages and paging for guests.
5. Luggage handling (along with left luggage procedure)
6. Handling guest enquiries.
7. Handling guests who are blacklisted.
8. Situations on basis of charging.
9. Bell desk activities.
10. Visit to Front office Department of Hotel

Reference Books:

1. Check in Checkout (Jerome Vallen)
2. Hotel front Office Training Manual. (Sudhir Andrews)
3. Principles of Hotel Front Office Operations (Sue Baker, P. Bradley, J.Huyton)
4. Hotel Front Office (Bruce Braham)
5. Managing Front Office Operations (Michael Kasavana, Charles Steadmon)
6. Front Office Procedures and Management (Peter Abbott)
7. Front Office operations/Accommodations Operations (Colin Dix)
8. Front Office operation and Administration (Dennis Foster)

Scheme of Practical Evaluation

Internal Practical Evaluation

- | | |
|---|----------|
| Q.1: Prepare any one practical from the above | 20 Marks |
| Q.2: Practical record book | 20 Marks |
| Q.3: Viva – voce | 10 Marks |

Diploma:

Catering and Hospitality Management

Part – I, Sem. II - Paper –201

Business Communication -II

Work Load-6	TotalMarks– 50
Theory – 4 Lectures/Week	Theory - 40Marks
Practical – 2Lectures/Week/Batch	Practical–10 Marks

Units Prescribed for Theory:

Unit -I Group Discussion

- 1 Preparing for a Group Discussion
- 2 Initiating a Discussion
- 3 Eliciting Opinions, Views, etc.
- 4 Expressing Agreement/ Disagreement
- 5 Making Suggestions; Accepting and Declining Suggestions Summing up.

Unit- II Business Correspondence

- 1 Writing, Memos, e-mails, complaints, inquiries, etc.
- 2 Inviting Quotations
- 3 Placing Orders, Tenders, etc.

Unit -III English for Negotiation

- 1 BusinessNegotiations
- 2 Agenda for Negotiation
Stages ofNegotiation

Unit-IV English forMarketing

- 1 Describing/ Explaining a Product/Service
- 2 Promotion of aProduct
- 3 Dealing/ bargaining withCustomers
- 4 Marketing a Product/ Service: Using Pamphlets, Hoardings,Advertisement, Public Function/Festival

Practical: Based On the theory units

Reference Books:

1. Herekar, Praksh. Business Communication. Pune: Mehta publications,2007
2. Herekar, Praksh.principals of Business Communication. Pune : Mehta Publications, 2003
3. John David. Group Discussions. New Dellhi: ArihantPublications.
4. Kumar, Varinder. Business Communication. New Delhi: KalyaniPubhshers,2000
5. Pardeshl, P. C. Managerial Communication pune: NiraliPrakashan,2008.
6. Pradhan, N, S Business Communication. Mumbai: Himalaya Publishing House,2005
7. Rai, Urmila& S.M. Rai.Business Communication. Mumbai: HimalayaPublishing House,2007

Pattern of Question Paper
Diploma: Catering and Hospitality Management

Part – I, Semester-II, Paper – 202

Business

Communication-II

Time :2 hours

Total Marks:40

- | | |
|---|----|
| Q. 1 Fill in the blanks in the following Group Discussion. (On Unit 5) (10 out 12) | 10 |
| Q. 2 Attempt ANY ONE of the following (A or B): (On Unit 6) | 10 |
| Q.3 Fill in the blanks with appropriate responses: (On Unit 7) | 10 |
| Q. 4 Attempt ANY ONE of the following (A or B): 10 (On Unit 8) (10 out 12) | 10 |

Practical Evaluation:

Marks 10

Oral and Presentation based on the units prescribed.

Diploma: Catering and Hospitality Management

Part – I, Semester- II, - Paper – 202

Fundamentals of Food Science - II

Work Load- 6

Theory – 4 Lectures/Week

Practical – 2Lectures/Week/Batch

Total Marks –50

Theory - 40Marks

Practical – 10Marks

Objectives:

To enable students –

1. To understand the basic concept of various cookery
2. To become familiar with preparation of various cookery

Course Content:

Unit-I-

Cereal cookery

- 1 Structure, composition and importance of cereal grains
- 2 Types of cereals used in cooking
- 3 Cereal cookery Gelatinization. Dextrinization and identity of grain
- 4 Processed cereals, millets and Ready-To Eat cereals used in cooking

Unit-II

Pulse and Legume Cookery

- 1 Definition. composition and structure of pulses
- 2 Cooking of Legumes
- 3 Factors Affecting cooking time of pulses and legumes
- 4 Uses of legumes in cookery

Unit- III

Nuts and Oil seeds Cookery

- 1 Types and composition of Nuts and Oil seeds
- 2 Toxic substances in Nuts and Oil seeds
- 3 Changes during cooking and storage
- 4 Function of Nuts and Oil seeds in cookery

Unit-IV

Fruits and Vegetables Cookery

- 1 Classification of Fruits and vegetables
- 2 Color pigments in Fruits and vegetables
- 3 Effect of heat, acid and alkali on fruits and vegetable
- 4 Changes during cooking and storage

References:

1. B. Shreelakshmi :“Food Science” (second edition). New Age international, New Delhi.
2. Swaminathan : “Text book of Food Science”, Vol-1, BAPPCO, Bangalore
3. Devendrakumar Bhatt & Priyanka Tomar : An introduction to Food Science. Technology & Quality Management, Kalyani Publishers.
4. Sumati R. Mudambi : Fundamentals of Food & Nutrition wiley Eastern Ltd., New Delhi.
5. Philips T E. Modern Cooking for teaching and trade, Volit orient longman, Bombay

Scheme of Internal Practical Evaluation

10 Marks

1. Product preparation by Germinated pulses/milled pulses/nuts and oil seeds/green leafy vegetable/roots and tuber/fruits

6

Marks

2. Submission of Record book

4 Marks

Diploma: Catering and Hospitality Management

Part- I, Semester II - Paper – 203

Food Production- II

Work Load- 4

Total Marks –50

Theory – 4 Lectures / Week

Objective: To enable student

1. To acquire knowledge of food production
2. To know the principle of food production

Unit-I Stocks

- 1 Definition & uses of stocks
- 2 Classification
- 3 Rules of stock making table
- 4 Recipes of 1 liter of various stocks (White, brown, fish and vegetable)
- 5 Glazes & Aspic
- 6 Storage Care

Unit-II Sauces

- 1 Classification & uses of sauces
- 2 Composition
- 3 Thickening agents
- 4 Recipes of mother sauces.
- 5 Finishing of sauces (reducing, straining, deglazing, enriching and seasoning)
- 6 Precautions & rectification, handling & storage
- 7 Derivatives (five each)
- 8 Pan gravies
- 9 Flavored butters

Unit-III Soups

- 1 Aim of soup making
- 2 Classification of soups Cream, Puree, Veloute, Chowder, Consommé, National soups

Unit-IV A Basic Masalas & Gravies used in Indian Cooking

- 1 Blending of spices and concept of masala
- 2 Composition of different masala used in Indian Cooking (wet & dry)
- 3 Proprietary masala blends
- 4 Preparation of different masalas- Basic Garam Masala, Madras Curry Powder, Sambar Masala, Chat Masala, Goda Masala, Kolhapuri Masala, Vindaloo Masala
- 5 Popular Gravies used in Indian Cooking - White, Brown, Tomato, Green, Moghlai

Unit-IV B Accompaniments & Garnishes

1. Importance & Characteristics
2. Difference between Accompaniments & Garnishes

Reference Books

1. Practical Cookery - Victor Ceserani & Ronald Kinton, ELBS
2. Theory of Catering - Victor Ceserani & Ronald Kinton, ELBS
3. Theory of Catering - Mrs. K. Arora, Franck Brothers
4. Modern Cookery for Teaching & Trade Vol I - Ms Thangam Philip, Orient Longman.
5. The Professional Chef (4th Edition) - Le Rol A. Polson
6. The book of Ingredients - Jane Grigson
7. Success in Principles of catering Michael Colleer & Colin Saussarns

Diploma: Catering and Hospitality Management
Part- I, Semester II - Paper – 204
Food and Beverage Service- II

Work Load- 6

Total Marks –50

Theory – 4 Lectures/Week

Theory -

50 Marks Practical – 2Lectures/Week/Batch

Objective

To enable student To develop skill in food and beverage service.

Unit-I

Types of Meals

1. Breakfast Introduction, Types, ServiceMethods,
2. Brunch
3. Lunch
4. Hi Tea
5. Dinner
6. Supper

Unit-II

Menu knowledge

1. Introduction
2. Types -Ala Carte & TableD’hote
3. Menu Planning, considerations andconstraints
4. Menu Terms. Classical French Menu..
5. Classical Foods & its Accompaniments withCover.

Unit-III

Non-alcoholicBeverages

1. Stimulating Tea, Coffee,Cocoa
2. Nourishing Healthdrinks
3. Refreshing Juices, Squashes, Crushes,Syrup
4. Mineral water & carbonateddrinks
5. Classification Chart Alcoholic &Non alcoholicdrinks

Unit-IV A

Cigars &Cigarettes

1. Theory Introduction to Cigars andCigarettes
2. Brands & codes
3. ServiceProcedures

Unit-IV B

ControlMethods

1. Necessity and functions of a controlsystem,
2. Billing Methods -Duplicate & Triplicate System, KOTs & BOTs,
Computerized KOTs (Kitchen Order Ticket, Beverage OrderTicket)
3. Flow chart ofKOT.
4. Presentation ofbill.

Reference Books:

1. Food & Beverage Service –Lillicrap&Cousins
2. Modern Restaurant Service -JohnFuller
3. Food & Beverage Service Training Manual Sudhir Andrews, Tata McGrawHill
4. The Restaurant (from Concept to Operation)-Lipinski
5. Bar and Beverage Book -C. Katsigris, MaryPorter

Diploma: Catering and Hospitality Management

Part- I, Semester II - Paper – 205

House Keeping Operation- I

Work Load – 4
Theory – 4 Lectures / Week

Total Marks – 50

Objective: To enable student to Develop Skill In House Keeping

Unit-I Introduction To Housekeeping

1. Importance & functions of housekeeping
2. Layout of housekeeping department
3. Co-ordination with other department- front office, kitchen, F & B and other department

Unit-II Organization of Housekeeping Department

1. Hierarchy in large, medium and small hotels
2. Attributes of staffs
3. Job description and job specification

Unit-III Guest rooms

1. Types of guest room
2. Amenities & facilities for standard and VIP guestrooms

Unit-IV A Cleaning Agents And Equipments

1. Classification, use, care and storage of cleaning agent
2. Classification, use, care and storage of cleaning equipments
3. Selection and purchase criteria

Unit-IV B key control

1. Computerized keys
2. Manual keys
3. Key control procedures

Reference Books:

1. Housekeeping Training Manual Sudhir Andrews
2. Hotel, Hostel & Hospital Housekeeping Brenson & Lanox.

Diploma: Catering and Hospitality Management
Part – I, Semester II - Paper – 206
Laboratory work (Food Production-II)

Work Load – 6 Total Marks – 50 Practical – 4 Lectures/Week/Batch Practicals

Minimum 24 individual practical's be accomplished consisting of

1. 50 % Continental menus

- | | |
|---------------------------------|----------------------------|
| 1) Scrambled Egg. | 6) Falafel |
| 2) Soya Toast | 7) Salmon Bruschetta |
| 3) Buttermilk Pancakes | 8) Pasta |
| 4) Cinnamon Raisin French Toast | 9) Manakish |
| 5) Kheema toast | 10) Grilled eggplant Salad |

2. 30% Indian Menus

- 1) Punjabi cuisine/South Indian/North Indian
- 2) Tawa Sabji-Indian Cuisine
- 3) All Types of Rice
- 4) Chapati / Roti/Paratha
- 5) Dal- 5 Types of dal

3. 20 % Break Fast Menus.

- 1) Maharashtrian Breakfast
- 2) South Indian Breakfast
- 3) Continental Breakfast

Visit to a Star Hotel (Kitchen Department)

Reference Books

1. Practical Cookery - Victor Ceserani & Ronald Kinton, ELBS
2. Theory of Catering- Victor Ceserani & Ronald Kinton, ELBS
3. Theory of Catering- Mrs. K. Arora, Franck Brothers
4. Modern Cookery for Teaching & Trade Vol I - Ms Thangam Philip, Orient Longman.
5. The Professional Chef (4th Edition)- Le Rol A. Polson
6. The book of Ingredients- Jane Grigson
7. Success in Principles of catering Michael Colleer & Colin Saussarns

Scheme of Practical Evaluation: Internal Practical Evaluation

- | | |
|---|----------|
| Q.1: Prepare any one practical from the above | 20 marks |
| Q.2: Practical record book | 20 marks |
| Q.3: Viva-voce | 10 marks |

Diploma: Catering and Hospitality Management

Part - I Semester II - Paper – 207

Laboratory work (Food and Beverage III)

Work Load - 6 Total Marks – 50 Practical – 4 Lectures/Week/Batch

Practicals:

1. Breakfast Table Lay up & Service (Indian, American, English, Continental) Table D'Hotel & A la Carte Cover
2. Receiving the guests
3. Sequence of Service
4. Silver Service (Hors d'oeuvre - (Classical and Hors d'oeuvres) varies to Coffee)
5. Crumbing, Clearing, Presenting the bill
6. Side board Organization
7. Taking an Order - Food & Making a KOT
8. Writing a Menu in French & its Equivalent in
9. English Revision of practical's from the first semester.
10. Points to be remembered while setting a cover and during service
11. Visit to beverage section of Hotel

Reference Books:

1. Food & Beverage Service – Lillicrap & Cousins
2. Modern Restaurant Service - John Fuller
3. Food & Beverage Service Training Manual Sudhir Andrews, Tata McGraw Hill
4. The Restaurant (from Concept to Operation) - Lipinski
5. Bar and Beverage Book - C. Katsigris, Mary Porter

Scheme of practical evaluation : Internal practical evaluation

- | | |
|---|----------|
| Q.1: Prepare any one practical from the above | 20 marks |
| Q.2: Practical record book | 20 marks |
| Q.3: Viva-voce | 10 marks |

Diploma: Catering and Hospitality Management
Part-I, Semester II - Paper – 208
Laboratory work (Housekeeping Operation I)

Work Load - 6 Total Marks – 50 Practical – 4 Lectures/Week/Batch

Practicals:

1. Introduction to the Housekeeping department
2. Introduction to Cleaning Equipments
3. Introduction to Cleaning Agents
4. Introduction to Guest Room and supplies & placement
5. Sweeping and Mopping -dry, wet.
6. Polishing of Laminated surfaces.
7. Polishing of Brass Articles.
8. Polishing of Copper articles.
9. Cleaning of Glass surfaces. Cleaning of oil painted surfaces.
10. Cleaning of plastic painted surfaces.
11. Vacuum Cleaning
12. Bed making
13. Cleaning of different floor finishes, & use of floor scrubbing machine
14. Visit to types of accommodation of hotel

Reference Books:

1. Housekeeping Training Manual by Sudhir Andrews
2. Hotel, Hostel & Hospital Housekeeping by Brenson & Lanox
3. Hotel Industry in India by Anand M. M.
4. Modern Restaurant Service –John Fuller
5. The Restaurant (from Concept to Operation)-Lipinski

Scheme of practical evaluation: Internal practical evaluation

Q.1: Prepare any one practical from the above	20 marks
Q.2: Practical record book	20 marks
Q.3: Viva–voce	10 marks

Note: Subjects for project work.

Sem.I : 1) Industrial visit to 5 star hotels

2) Industrial visit to Sula wines

Sem. II : 3) Visit to cheese factory

4) Visit to classic utensil shop

5) Visit to vegetable and fruit market.