

MANONMANIAM SUNDARANAR UNIVERSITY, TIRUNELVELI
PG COURSES – AFFILIATED COLLEGES

Course Structure for M.Sc. (Hotel Management & Catering Science
with Applied Nutrition)

(Choice Based Credit System)

(with effect from the academic year 2017- 2018 onwards)

Sem.	Sub. No.	Subject Status	Subject Title	Contact Hrs/Week	Credits
(1)	(2)	(3)	(4)	(5)	(6)
I	1	Core-1	Advanced Kitchen Operations And Kitchen Hygiene	5	4
	2	Core-2	Advanced Food And Beverage Service	5	4
	3	Core-3	Nutrition And Food Science	4	4
	4	Core-4	Principles Of Tourism And Hospitality Management	4	4
	5	Core-5	Food And Beverage Operation Management-1	4	4
	6	Core-6 Practical-1	Advanced Kitchen Operations And Kitchen Hygiene	4	2
	7	Core-7 Practical-2	Advanced Food And Beverage Service	4	2
Subtotal				30	24
II	8	Core-8	Advanced Accommodation Management And Interior Decoration	5	4
	9	Core-9	Advanced Front Office Operation	5	4
	10	Core-10	Computer Application In Hospitality Industry	4	4
	11	Core-11	Food And Beverage operation Management-II	4	4
	12	Elective-1	Bar Management or Hotel Engineering	4	3
	13	Core-12 Practical-3	Advanced Accommodation Management And Interior Decoration	4	2
	14	Core-13 Practical-4	Advanced Front Office Operation	4	2
Subtotal				30	23

Sem.	Sub. No.	Subject Status	Subject Title	Cont. Hrs/Week	Credits	
(1)	(2)	(3)	(4)	(5)	(6)	
III	15	Core-14	Baking And Food Preservation	4	4	
	16	Core-15	Hotel Financial Management	4	4	
	17	Core-16	Human Resource Management In Hospitality Industry	4	4	
	18	Core-17	Hospitality Law	4	4	
	19	Core-18	Research Methodology	4	2	
	20	Elective-2	Communication And Inter Personnel Skills or Food safety & Microbiology	4	3	
	21	Core-19 Practical-5	Baking And Food Preservation	4	2	
	22	Core-20	Mini Project	2+2*	2	
Subtotal				30	27	
IV	23	Core-21	Major Project(Internship Training)	30+2	16	
	Subtotal				30	16
	Total				120	90

*Extra hours for Project

For the project, flexible credits are b/w 5-8 & Hours per week are b/w 10-16.

Total number of credits \geq 90 : 90

Total number of Core Courses : 21(14T + 5P + 2Prj)

Total number of Elective Courses : 2

Total hours : 120

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ADVANCED KITCHEN OPERATIONS & KITCHEN HYGIENE

Unit I

Kitchen Organization

- a) Kitchen Planning – Model Kitchen Organization
- b) Kitchen staff - Duties & Responsibilities of Kitchen Staff
- c) Kitchen Staff – Principles, Function, Planning, Direction, Coordinating and Evaluating.

Unit II

Management Process

- a) Kitchen Management –Purchasing Procedures, Supplies, Quantity control, Calculating cost price, Portion control, Budget planning
- b) Western culinary terms - Food production system & various production process.
- c) Safety procedures – Fire precautions,

Unit III

Equipment Process

- a) Classification, Selection of various kinds, Equipment source or supply, Equipment design, equipment way of operation, purchasing of various kinds of equipment.
- b) Planning of various Menus – Types of menus, construction of various menus.

Unit IV

Kitchen Designing

- a) Designing of kitchen – Size and types of various kitchen, Developing various kitchen plans, various kitchen layouts plants.
- b) Storage spaces- Location and various types of storage spaces
- c) Sanitation, Security & safety of storage spaces.

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Unit V

Hygiene and Sanitation

- a) Kitchen Hygiene and Sanitation – Hygiene in food handling & personal hygiene.
- b) Safety measures, Accidents from improper use of various equipment, safety procedures, safety training, some useful safety devices
- c) Legal responsibilities of chef, Laws governing Food Service establishment, Labour laws, Food Standards and Food laws.

Reference :

- 1. Krishna Arora – Theory of cookery
- 2. Ronald Kinton – Theory of catering
- 3. Mohini Sethi – Catering Management
- 4. Thangam E.Philip – Modern Cookery Vol 1

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ADVANCED FOOD AND BEVERAGE SERVICE

Objectives

1. To develop the knowledge and understanding of restaurant service in the hotel and catering industry.
2. To gain knowledge at basic level with principles of Food Service and Beverage and its related activities.

Unit I

Introduction

- a) Introduction and Evolution of Hotel Industry
- b) Role of Catering Establishment in the travel/tourism industry
- c) Types of Food & Beverage Operation – (classification) commercial, Residential, Non-residential.
- d) Different outlets of F & B Service, Coffee shop – restaurant, bar, room service, discotheque. Barbeque, night clubs, banquets, outdoor catering.
- e) Welfare –industrial/institutional/transport (Air, Road, Rail, Sea)
- f) Hierarchy of F & B Outlets, Duties & responsibilities of each level of staff, Attributes of services personal, Inter – Department Relationship, Co-operation & Co-ordination.

Unit II

Restaurant Operation

Classification of equipment :

- a) Familiarization of equipment – Criteria for selection, requirement, Crockery, tableware, cutlery, glassware, silver including furnishings, silverware, Silver cleaning methods.
- b) Other equipment – care & maintenance of equipment
- c) Cover – Definition & Size
- d) Size of table clothes, baize serviettes, Napperons and their uses
- e) Rules for lying a table
- f) Types of Service English, Silver, Russian, American & others

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- g) Food Service Rules for waiting at a table (receiving, order taking service & settlement).
- h) Operation of K.O.I
- i) Significance of Kitchen Stewarding.
- j) Ancillary Department
- k) Still room – plate room, pantry; Hot section – Food pick up areas, storerooms; linen room – kitchen stewarding.

UNIT III

Menu & Menu Planning

- a) Definition – points to be considered while planning menu
- b) Types of menu - Ala carte, Table d'hote, banquet menu
- c) Types of meals – (Indian/continental) Breakfast, Brunch, lunch, hi-tea,
- d) French classical menu, Menu engineering

Unit IV

Non-Alcoholic and Alcoholic beverage

I. Non-Alcoholic beverages

II. Alcoholic beverages

A) Wine

- a) Stimulating, Refreshing, Nourishing , Tobacco – Ciger, cigarette, pipe tobacco, chewing tobacco
- b) Alcoholic beverage, Introduction, definition , classification types and production of wines
- c) Wine producing countries of the world including India
- d) Food and wine combination
- e) Storage of wine
- f) Service of wine

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B. Beer

Introduction, Definition, Types, Bottled & Canned Beer, Draught Beer production, Storage & Service,

C. Sprit:

Introduction, definition, production (Post still & Parent still method), Rum, Whisky, R.Gin, Brandy, Vodka, Tequila, other sprits, Services.

D. Liquates

Definition, History, Production, Categories.

E. Cocktails

Classification, bar equipment, preparation and Service, Method of mixing food and matching drink.

F. Mocktails

Menu terminology, mocktails related to non-alcoholic beverage,

Unit V

Service & Beverage Control

A) Dining Service : Method & Procedure

Mise-en-scene and mise-en place including arrangement of sideboard, laying tables for different meals. Re-laying table cloths and folding serviettes, restaurant reservation system, receiving the guest, method of service, fresh/family, English/silver, buffet, Banquet, room service, trolley.

c) Non- Alcoholic Beverages

Tea – types

Coffee – types

Juices, soft drinks –mineral and tonic water

Simple control system

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Necessity & function of a control system – F & B Control cycle,

Bar, Layouts, Types of Bar – proof system

Beverages Control Measures:

Allocation

Bar Ledger

Indent, receipt and issue of Liquors

Cellular maintenance

Different measures (ounces)

Legal points

Theft control procedure

Record keeping

Reference:

1. Food & Beverage services – Dennis R.Lillicarp, John A.Counins
2. Modern Restaurant Service – John Fuller
3. Professional table service – Sylvia Major, Edy Schmid & Christen Supplier
4. Food & Beverage Service – Sudsier Andrews.

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NUTRITION & FOOD SCIENCE

Objective :

1. To obtain knowledge of different food groups and various nutrients
2. To understand the role of nutrition in maintain good health
3. To gain knowledge about nutritional deficiency diseases

Unit I

Introduction to Nutrition and food science

- a) Nature of food study - Aim, Functions, objectives
- b) Definition – Nutrition, Nutrients, Food, Health, Balanced diet, malnutrition-under nutrition, Over nutrition.
- c) Classification of nutrients
- d) Basic food groups- Four, Five, Seven
- e) Processed supplementary foods and novel foods

Unit II

Carbohydrate, Proteins and Fat

- a) Carbohydrate - classification, digestion, absorption, metabolism, functions, sources excess and deficiency, daily requirements.
- b) Proteins – Classification, digestion, absorption, metabolism, functions, sources, excess and deficiency, daily requirements
- c) Fat – Classification, digestion, absorption, metabolism, functions, sources, excess and deficiency, daily requirements

Unit III

Vitamins and Minerals

Vitamins : Classifications; Fat Soluble – A,D,E & K Water – Soluble - C and B Complex
- absorption and storage, functions, sources, excess and deficiency, daily requirements

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Minerals : Calcium phosphorus, Iron, Copper, Zinc, Iodine, Fluorine & Sodium – their absorption functions Sources, requirements, excess and deficiency

Unit IV

Definition, determination of calorific value of foods, Determination of energy metabolism, daily requirement.

Unit V

Balanced Diet and Water

- a).Balanced Diet : meaning. Basic principles of meal planning
- b) Basic dietary pattern and its modification to suit different economic levels
- c) Water – Importance, water balance, deficiency -oral dehydration, role of water in food preparation, water content of foods.

References :

1. Food Science, Srilakshmi B
2. Wiley Eastern Publications, Mumbai
3. A Text book of foods, Nutrition & Dietetics – Raheena Begam
4. Hand Book of Food & Nutrition – M.Swaminathan
5. Food Science, Chemistry & Experimental foods- M Swaminathan

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Principles of Tourism and Hospitality Management

Unit I

Introduction:

Concept of management in tourism industry, Role of managers in tourism industry, Tourism as behaviour.

Unit II

Importance of Tourism Planning, Nature, Scope, Process, Steps, Types and Limitation of Planning

Unit III

Social and Cultural Dimensions

Societal culture and tourism, Social and Cultural behavior, Interaction and Impacts.

Unit IV

Economic Dimension

Types & components of tourism, Socio- economic importance of tourism, Tools of tourism economics.

Unit V

Management Challenges

- a) Leadership & team management, Decision making Manpower Management.
- b) Organization structure, Motivating factors, financial management

Reference :

1. Tourism & Hospitality Industry – Fridge
2. Hotels for Tourism Development – Dr Jagamohan Negi
3. Tourism Management by Akshay kumar
4. Tourism Planning – Gunclare A
5. Tourism Management – P.N. Seth

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FOOD AND BEVERAGE OPERATION MANAGEMENT - I

UNIT-I:

Bar Management

Bar Management, opening and Closing procedures, up selling,-Laws and regulations, bar and liquor licenses-Catering & Private parties-Latest trends in Bar Management

UNIT-II:

Mixology

Bar equipment-Different kinds of glassware-Techniques of Mixology-Garnish preparation-Classic and Contemporary Cocktails

UNIT-III:

Menu Engineering

Psychology -Managerial Accounting-Marketing and Strategy-Graphic Design

UNIT-IV:

Plate presentation and display

Hot food presentation-Fundamentals of plating-Garnish (edible & non edible)
Cold food presentation-Buffer arrangement and appearance-Buffer Service
Hot foods for buffet

UNIT-V:

Production/Operations Management

Production/Operations Management - an overview-Production System: Issues & Environment-Total Quality Management (TQM)

Reference:

1. Classic cocktails by Stuart Walton, Suzannah Olivier, Joanna Farrow - Loreriz books
2. Bar & Cocktails by Michael Jackson, Mitchell Beazley
3. The Bartender's guide by Peter Bohrmann - Greenwich edition London
4. International Bartender's Guide - Random house, New York.
5. Professional Cooking 6th edition by Wayne Gisslen- John Wiley & Sons, Inc.
6. Hotel & Tourism Laws - Dr. Jagmohan Negi. Frank Bros, and Co. (Publishers) Ltd., New Delhi - 110 002.

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ADVANCED KITCHEN OPERATIONS & KITCHEN HYGIENE

1. Identification of cooking materials.
2. Identification different
3. Kitchen equipment.
4. Various vegetable cutting.
5. Various Method of cooking.
6. Identification of various vegetable cutting.
7. Identification of pest and their control measures.
8. Preparation of various stocks and sauces.
9. Identification of pest and their control measures.

To formulate 15 sets of menu consisting of 5 dishes from the following regions:

1. Andhra Pradesh
2. Bengal
3. Chettinad
4. Goa
5. Gujarat
6. Kashmir
7. Karnataka
8. Kerala
9. Maharashtra
10. Punjab
11. Rajasthan
12. Tamil Nadu

Note: the menu should consists of rice, Indian breads, chicken/mutton/fish/salads/vegetable and a sweets

More weightage given to chettinad & Kerala.

INTERNATIONAL CUISINE (INDIVIDUAL)

To formulate 15 set of menu consisting of 4 dishes from the following countries mentioned below:

1. American
2. Chinese
3. Greece
4. Holland
5. Indonesia

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6. Italian
7. Japanese
8. Malaysian
9. Mexican, Portugal
10. Scandinavian
11. Spain
12. Thai
13. Turkey

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ADVANCED FOOD AND BEVERAGE SERVICE

1. Identification of cutlery, crockery and glass ware
2. Laying a relaying of Table cloth (according to menus)
3. Laying & Relaying of tables cover (Breakfast, A la'carte and Table D' hote)
4. Different types of napkin folds.

(Lunch, Dinner, Breakfast)

5. Service of Food Tea and Coffee

Receiving the Guest

Presenting the menu card

Taking order

Service of food course by course and clearance

Raising K.O.T

Presentation of Bill

6. Service of Non-Alcoholic drinks:

Tea

Coffee

Aerated water

Juices

Mineral water

Non Alcoholic mixed drinks

7. Service of Alcoholic drinks, Mockbar, Bar Service, Setting up a taking order of wine floating bar

Wine – list

Writing order

Service of wine – White and Rose

Red wine & Red wine in basket

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Taking order of sprits

Services of Sprit, Aperitif, Lacquerers, Beer, Cock oil and mixed drink

Taking Order of Cocktail

Preparation of Cocktail

8. Service of Alcoholic Beverage in room

9. Carving at the table

Roast Chicken

Roast Leg of Lamp

10. Banquets - Drawing table plan for Banquets, Compilation of Banquet, menus of Special function menus, Banqueting service procedure, Mock service, Lunch Supervision

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ADVANCE ACCOMMODATION MANAGEMENT AND INTERIOR DECORATION

Objectives :

1. To gain various activities to handle in Housekeeping in the Hotel industry.
2. To gain knowledge about elements of art and how to apply it in the interiors.

Unit – 1

Introduction:

- a) Planning and Organizing the house keeping departments
- b) Role of Housekeeping (in the hotel and in guest satisfaction and repeat business)
- c) Organization structure of Housekeeping departments in small, medium & large hotels

Area of Cleaning:

- a) Cleaning equipment – Special cleaning
- b) Manual and mechanical equipment –use and care of equipment , selection of cleaning agents, composition, alkalis, acids, salvias, deodorizers, disinfectant, seal polishes, distribution and Control.
- c) Cleaning of Different Surface
- d) Metal, glass, Plastic, ceramics, wood floor finishers – walls finishers – Maids service room – organizing maids frocleg
- e) Keys – Types of Keys, computerized keys & control keys.
- f) Daily cleaning of Rooms
- g) Checkout rooms occupied rooms-vacant rooms evening services, standard supplies
- h) Ordinary VIP's, VVIPS, placement, Guest special request special cleaning programmes.
- i) Tasks- Schedule & records, public area cleaning – Front, back area, work routine, Guest room inspection.

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Unit – II

- a) House Keeping - Introduction, Duties
- b) The Programme implementation – Executive House keeper
- c) Deputy Home Keeper.
- d) Floor Supervisor (Morning, Late duty, Night Shift, routine duties explaining record maintained)
- e) Desk top supervisor (Routing duties explaining records maintained).
- f) Store Keeper (Task performance & Record Maintained)
- g) House – Routine duties
- h) Linen and laundry staff.

Unit – III

- a) The budget Process – Planning capital budget Planning Operating budget
- b) Operating budget – Controlling expenses income statement .
- c) Purchasing system – methods of buying stock records issuing and control
- d) Record keeping & Dealing with Guest Lost & Found
- e) Housekeeping clerical works- lost of founds register, lost of found enquiry file mixed report, Housekeeping report, handover records, guest special request register, records of special learning, attendance record, rotes stock register, VIP list.

Unit – IV

Laundry

- a) Introduction, Duties & responsibilities of Laundry personnel Flow process of industry laundry Equipment of layout of laundry Equipment of layout of laundry, Dry cleaning & Guest laundry

Hotel Linen

- b) Classification Items classified as bed and baths linen, Items classified as table linen, their sizes, Selection criteria for linen clean (bed sheets, pillow covers, towels and bathmat's table cloth serviettes. Selection criteria and Calculating materials required

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- c) for soft furnishing (Curtain, bed sheet, upholstery & costumes) Linen room Activities of Linen room, Layout & equipment used in linen room, Linen room staff Buying of linen and calculation of linen, Procedures & records to be maintained Stock taking procedures records Recycling of Linen, Marking of Menu records

Uniform

- d) Advantages to management and employees, Uniform terms, uniform sets given to employers. Issuing, Storage and Laundering Procedure of Records, Selection and designing. Layout of uniform rooms and duties of uniform room staff.

Unit – V

Interior decoration

- a) Elements, types of principles of design, characteristics of good design, Meaning types of methods of obtaining Harmony, Preparation, Balance, emphasis, Rhythm.
- b) Qualities of colour in interior decoration
- c) Colour and emotion - use of colour in interior decoration
- d) Furniture selection-Care and Selection of furniture in dining room, Office, bed room.
- e) Hotel illumination-function, factors to be considered, types of illumination, planning for various areas.
- f) Flower arrangement-Purpose of Equipment and materials required, Conditioning of plant materials, Types of arrangement, Special occasion decoration, Theme decoration (Suspended, Floor carpet, Centrepiece)

Reference:

1. Home Management – M.A. Varghese, N.N. Ogale, K. Srinivasan
2. Home Management – Arya Publishing House – by Educational Planning Group
3. Hotel, Hostel & Hospital Housekeeping – Joan C. Branson
4. Hotel House Keeping manual – Sudhir Andrews

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ADVANCED FRONT OFFICE OPERATION

Objectives :

1. To gain knowledge about hotel industry, its importance, place of front office, task which is carried out by each section.
2. To make the students gain knowledge about types of reservation, computerized reservation, general awareness of international level.

Unit - I

- a) Hotel – Introduction, Growth, Origin, Opportunities, Types of Hotels
- a) Organization of Hotels - Organization chart of large, medium and small hotels, Organization and layout of front office, Importance of Receptionist and Status of Receptionist as a partner in the hotel industry

Unit – II

a) Front Office

Introduction to front office, Qualities of front office staff, Duties and responsibilities of front office staff, Front office assistant, importance of job description, job description of front office assistant.

b) Front office equipment:

Manual system, Semi-automatic system, Automatic system, Types of rooms, types of plans, tariff structure.

c) Registration

Receiving and greeting the guest, Setting skills, Types of registration, Registration Operating modes, Assignment, Rooming procedure.

d) Group Arrival

Reservation – Importance, Advance reservation office, Forecasting room reservation, Over booking, Diaries and charts used in reservation, Whitney rack system, Rights and

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liabilities of hotels, travel agencies in room reservation, Reservation Terminology and Cancellation and amendment.

Unit – III

Advanced Front Office Operation

a) Lobby

Stages of guest contacts with the hotel (Pre arrival, arrival during stay departure), Procedures for left luggage, scanty baggage and safe deposit facility, Guest mail handling, Paging

b) Bell Desk Services

Mail services – messages, Keys, Local information, Bell desk activities. Bell captain and Bell Boy – Duties & responsibilities, Errand card.

c) Telephone:

Telephone procedure, telephone manners, telex, layout, - Telex equipment, Fax procedure, Qualities of Good telephone operator, Different telephone code, wake-up call procedure.

Unit – IV

a) Front Office Accounting

Guest accounting system – objective, Job description of front office cashier, Types of Guest Accounting - Flow of Guest, Accounting Process, Records & Ledger maintained by cashiers, Ways of settling bills.

b) Night Auditing

Function of night auditing, Job description of night auditor, Cross checking, Credit monitoring, Cancellation, Daily & Supplementary room rates, Night Audit process, Preparing night audit reports, Closing the folio.

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c) Planning & Evaluation

Establishing room rates, Rule of thumb approach & Hubbarts formula, Forecasting room availability, Room revenue analysis, percentage of walk-in, percentage of over stay, percentage of under stay, Break even & pricing analysis, Refining budget plans.

Unit – V

Yield Management:

Concept of yield management & measuring yield - Objectives & benefits of yield management & measuring yield, Potentials average for single & double room rate, Multiple occupancy percentage, Rate spread – potential average, Room rate achievement factor, Yield and logical yield, Equivalent occupancy, Required non-room revenue for guest.

Reference :

1. Hotel Reception – Amald Heinman
2. Hotel Front Office Training Manual – Sudhir Andrews
3. Effective Front Office Operation – M Kesavan
4. Basic Hotel Front Office – Peter Frans Renner

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COMPUTER APPLICATIONS IN HOTEL MANAGEMENT AND CATERING SCIENCE

Objectives

To gain knowledge in operating a computer system

Unit I

1. Introduction to Computer
 - 1.1 . Computer system- Part of the computer
 - 1.2 . Advantages and disadvantages
 - 1.3 . Origin and history
 - 1.4 . Various types
 - 1.5 . Network (LAN\MAN\WAN)
 - 1.6 . Linking (Timesharing/Ring/Bus/Star)

Unit II

2. MS Word
 - 2.1 Introduction to word
 - 2.2 Formatting text and Documents.
 - 2.3 Working with Footer and foot notes- Tabs, Tables and Sorting
 - 2.4. Working with Graphics, Templates, Wings and sample documents writers, tool Macros, customer's tool bars, key board, short cuts and menus.
 - 2.5 Mail merge, Labels.

Unit III

3. MS Excel and Access
 - 3.1. Introduction to Excel
 - 3.2. Rearranging worksheets- formatting worksheets- functions
 - 3.3. Excel chart features.
 - 3.4. Working with Graphics in Excel.
 - 3.5. Excel command Macros- using worksheets as databases.

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3.6. Automating-‘’ what is projects’’.

3.7. Create tables in Access using design view, wizard, entry data, import table from Excel to Access, Link table, Queries, Queries Link table, Form wizard, Auto form, Filter, Reports Chart wizard, Label wizard.

Unit IV

4 MS Power Point and Paint

4.1 Introduction to power point

4.2 Creating presentations related to hotel management and catering science

4.3 Working with text in power point

4.4 Working with Graphics in power point related to hall arrangement, wall decoration and room colours

4.5 Introduction to MS paint – study about toolbox – draw pictures, cut, copy, and paste and save.

Unit V

5. MS mail and internet

5.1. Introduction to mail – MS mail and office applications

5.2. Introduction to internal concepts internet protocols – TCP/IP, FTP, HTTP.

E-mail, WWW and web page – HTML pages, web browser.

Reference:

1. Ws 4 manual
2. MS office 2000
3. MS office 97 Nelson – Tata McGraw Hill
4. The Internet in easy steps-Chris, Russell, Dreamtech Press
5. Working in Microsoft Office Tata McGraw Hill

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FOOD AND BEVERAGE OPERATION MANAGEMENT - II

UNIT – I: Function Catering

Types of functions-Function booking, staffing-Menu planning, Preparation
Service during formal functions-Function equipment, Food Service equipment,-Table setup

UNIT-II: Event Management

Concept of event Management-Type and size of event-Designing and developing the concept-Prepare an event proposal,-Making use of planning tools-Staffing, prepare organization charts, job descriptions-Training and briefing of staff.

UNIT-III: Monitoring, control and evaluation of events

Monitoring and Control systems-Operational Monitoring and Control Evaluation-Broad Impact of events.

UNIT-IV: Yield testing and recipe balancing

An exploration of standard units of measure and unit conversion estimation, percent, ratios,Yield tests, recipe scaling, and recipe costing as they relate to the food industry. Students will develop projections and analyze costs in yield tests and recipe pre-costing. Standardization of recipe and recipe balancing

UNIT-V: Operations Management Planning

Issues in materials management-Independent demand system-Dependent demand system -Total productive maintenance-Advanced manufacturing system-Computers in planning/ operations management

Reference:

1. Catering management by Nancy Loman Scanlon-John Wiley & Sons, Inc.
2. Dining Room & Banquet Management- Dy Anthony J Strianese and Pamela P Strianese-Thomson Delmar Learning
3. Marketing your event planning Business by Judy Allen, John Wiley & Sons, Canada

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BAR MANAGEMENT

Unit I

Beverage Management

- a) Food and Beverage outlets- Responsibilities of food and beverage management.
- b) Objectives of food and beverage control, fundamentals of control, beverage controlling, calculation of beverage cost, methods of beverage control, control checklist, beverage service methods.

Unit II

Bar Service Procedures

- a) Service industry introduction- Bar Equipment, Bar preparation, Bar service, taking orders various types of cocktails.
- b) Alcoholic and non-alcoholic liquors - Introduction to liquors, manufacture and service procedure, hard and fruit liquors, storage methods to be followed in bar.

Unit III

Guest Relation and Sales Analysis

Customer relations, personal presentations, customer contact, wine list, Fire E emergencies, fire extinguishers, control and pest, cleaning schedules, laws affecting food and beverage operations, energy management, automatic data procedures, management information system, sales analysis.

Unit IV

Cocktails

Introduction to cocktails, preparing and serving cocktails, receiving, storing and returning of drinks, keg management and drink dispense lines, maintaining cellars, providing a table service

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Unit V

Safety preparations

Maintaining safe and secure working environment, on-events of fire, on events of accidents, professional and hygiene appearance, maintaining customer's care, dealing with customer complaints, dealing with various incidents.

Reference

1. Management training – Neal J.Scot
2. Principles of food beverages and labour cost controls, 5th edition- Paul R.Dittmer
3. How to manage a successful bar- Christoher Egerton- Thomas
4. Bar (Management & Control) – Dr. B.K.Chakravarthi
5. Profitable Food and beverage Management – Richard Kotas & Chandana Jayewardene

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HOTEL ENGINEERING

Objectives:

To Learn about hotel industries, maintenance, units methods, Water quality, Transportation.

UNIT –I

Role and important of Maintenance Department in hotel industries with emphasis on its relation with other department of the hotel. Organization chart of maintenance department. Duties and responsibilities of maintenance department.

Maintenance- Preventive and Break – down maintenance.

Fuel in catering industry: types of fuel used in catering industries, calorific value, comparative study of different Fuels, calculation of amount of fuel requires and cost.

UNIT – II

Gas: hear terms and units methods of transfer, LPG and its properties ; precaution to be taken while handling gas; low and high pressure burners, corresponding heat output, care and service of gas equipment, gas meter reading.

Electricity: importance and its use. Meaning of ampere, volt, ohms and their relations, ohms law, AC & DC their difference, Importance of NEC (National Electric Code), under writer's laboratory, lay of circuits of power requirements, meter reading and bill calculations. Electric power rate schedule.

Earthing: meaning and its importance. How it is done?

UNIT –III

Water system Management: sources of water and its quality, distribution of water supply system and its storage. Hardness in water and its removal methods, Elements of water system.

Sanitary systems: sink, basins, WC, inspection chambers, soiled Pipers, water taps.

Waste disposal: soil and liquid waste, sullage and sewage, disposal of solid waste, sewage treatment.

UNIT- IV

Refrigeration: principals and uses of refrigeration in catering industry. Basic scientific principles of different types of refrigeration systems and refrigerates. Walk- in coolers and freezers. Care and maintenance of refrigeration systems.

Conditions for comfort: Air movement, humidity control, ventilation methods, ventilation rates for different rooms.

Air- conditioning: types

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Energy conservation: Energy conservation barriers; methods of conserving electrical and water energy.

UNIT –V

Transportation systems: Passenger's elevators, freight Elevators, dumb waiters, escalators, side- walks – Operation and their maintenance.

Fire prevention and fire Protection: meaning of fire, different types of fire, fire hazards, fire extinguishers, fire alarm systems.

Pollution control: Water pollution, thermal pollution and sewage pollution.

REFERENCE:

1. Hotel engineering and Maintenance in Hospitality Industry – Frank M. Borsenik –Van Nostrand Reinhold.
2. Principal of Hospitality Engineering – John D.Palmer- Van Nostrand Reinhold.
3. Theory of catering- Ronald Kinton & Victor Cesarani -ELBS

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**ADVANCED ACCOMMODATION MANAGEMENT AND INTERIOR
DECORATION**

1. Area of cleaning

Rooms, Bathrooms, Toilet Wash Basin, Bath, tub, sink, Table, Floor, Water Closet, Staircase, Corridor, Carpet.

2. Identification of cleaning equipment selection, use, mechanism & Maintenance

3. Sequence of Cleaning

Cob web taking

- Dusting

- Sweeping

-Scrubbing

-Mopping

-Carpet cleaning

-Carpet Shampooing

-Vacuum Cleaning

4. Polishing & Cleaning

Metals, Wood, Plastic, Leather tiles, Brassware, Furniture

5. Register Maintained in House Keeping - Lost and Found

6. Cleaning (Weekly, daily, Spring)

- For cleaning Equipment

- Knowledge of equipment & agents and in House keeping

4. Identification of Table lines-Room Linens & Both Linen – Selection, use care and maintenance

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5. Stain Removal

Identification of stains

Cleaning agents used for removal of stain

Practice on removal of stain, selection of cleaning agent – General – Principles.

Linen items, Uniform items, Floor, Bathroom, Toilet.

6. Duties & Responsibilities of House Keeping Staff

Executive House Keeper

Assistant House Keeper

Floor & Public area Supervisor

Room Attendance

House Men

7. Planning and Execution of a theme

Colour Schemes wall

Interior and extension

Lighting

Flower arrangement

Obtaining principles of design furniture selection

Visits

Different types of Hotel / Accommodation sector

To study the various housekeeping operation – room layout system & Procedures Interior Decoration

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Industrial Laundry

Workshops of Interior designers / decorators

Furniture – Soft furnishing designers

Xlur series – Horticulture Unit

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ADVANCED FRONT OFFICE OPERATION

1. Reception

- Wishing/greeting the guest.
- Registration & room allotment
- Situation handling
- Register maintained

II. Reservation

- Reservation form – confirmation
- Reconfirmation
- Reservation enquires
- Diaries & Charts used in reservation
- Whitney rack handling
- Knowledge of reservation terminology.

III. Information

- Mail handing
- Receiving / Passing message to guest
- Local information
- Tour arrangement details
- Travel

IV. Telephone Operator

- Handling of telephone
- Receiving / connecting calls to guest/staff
- Wake-up calls

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V. Bell Desk

- Luggage handling procedure
- Errand card
- Scanty baggage

VI. Responsibilities of Front Office Staff:

Front Office Lab:

- Floor to change in to marble (or) Tiles
- Wall to be painted with ivory paint (or) colour chosen.
- Front office counters (Reception) to be constructed inside the hall.
- Partition wall to be created between Restaurant and front office room.

Verandah

- Floor to be changed up to the entrance (steps)
- Either grill window (or) glass window to be created on three sides of Verandah.
- An enquiry counter to be created at the corner.
- Wall to be painted with color chosen.

Model Guest Room

Guest room floor to be changed into Marble (or) Tiles.

- Wall to be painted
- Western closet has to be constructed with wash basin and mirror Unit, bath tub (or) cabinet to be created.
- Front office manager
- Front office Assistant
- Receptionist
- Lobby Manager / GRE
- Handling credit card procedures
- Handling Guest messages

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- Guest accounts – practice on preparation
- Folios
- Larger in creating & maintenance (manual & automatic)
- Role play on Receiving the guest Registering the FIT, GIT, Crews, VIP

