

மனோன்மணியம் சுந்தரனார் பல்கலைக்கழகம்  
திருநெல்வேலி – 627 012

**Manonmaniam Sundaranar University  
Thirunelveli – 627 012.**



கல்விசார் நிலைக்குழுக் கூட்டம்

**MEETING OF THE STANDING COMMITTEE ON  
ACADEMIC AFFAIRS HELD ON FRIDAY  
THE 27<sup>th</sup> OCTOBER 2017.**

**Syllabus for Diploma in Hotel Management and Catering Science Course  
offered through Directorate of Vocational Education  
(Community Colleges and Extension Learning Programme)  
from 2017 – 2018**

**Course Code: 5236**

**DIPLOMA IN HOTEL MANAGEMENT AND CATERING SCIENCE**  
**SCHEME OF EXAMINATIONS**

<b>Subject code</b>	<b>Title of the Paper</b>	<b>Credit</b>	<b>Hours</b>	<b>Passing Minimum</b>
<b>Semester I</b>				
C17HM11/E17HM01	Food Production	6	90	40/100
C17HM12/E17HM02	Food & Beverage Service	6	90	40/100
C17HM13/E17HM03	House Keeping Operation	6	90	40/100
C17CE10/E17CE10	Communicative English	6	90	40/100
C17HMP1/E17HMP1	Food Production Practical -I	4	60	40/100
<b>Semester II</b>				
C17HM21/E17HM04	House Keeping Management	6	90	40/100
C17HM22/E17HM05	Front office Management	6	90	40/100
C17LS23/E17LS05	Life Skill	6	90	40/100
C17HM24/E17HM06	Food and Beverage Production	10	150	40/100
C17HMP2/E17HMP2	Food & Beverage Service Practical - II	4	60	40/100

**Eligibility for admission:** Pass in 12<sup>th</sup>std examination conducted by the Govt. of Tamil Nadu Board of Secondary Education, Government of Tamil Nadu or any other equivalent examination.

**Examination:** Passing Minimum for each paper is 40%. Classification will be done on the basis percentage marks of the total marks obtained in all the papers and as given below:

40 % but less than 50 %                      - Third class  
50 % but less than 60 %                      - Second class  
60 % and above                                      - First class

**Syllabus**

**FIRST SEMESTER**

Paper-I    : Food Production  
Paper-II     : Food and Beverage Service  
Paper-III    : House Keeping Operation  
Paper-III    : Communicative English  
Paper V    : Food Production Practical -I

**SECOND SEMESTER**

Paper-VI    : House Keeping Management  
Paper-VII     : Front office Management  
Paper VIII     : Life Skill  
Paper- IX    : Food and Beverage Production  
Paper – X    : Food & Beverage Service Practical -II

**\*(Semester Pattern for Community College only)**

## **(C17HM11/E17HM01) PAPER I- FOOD PRODUCTION**

**UNIT- I** Aims and objectives of cooking food- Classification of cooking materials and their uses- Foundation ingredients, Fats and Oils, Raising Agents, Eggs, Salt, Liquid, Flavorings and seasonings, Sweetening agents, Thickening agents

**UNIT- II** Preparation of Ingredients - Washing, Peeling, Paring, Cutting, Grating, Grinding, Mashing, Sieving, Centrifuging, Homogenization, Fermentation- Methods of mixing - Beating, Blending, Cutting, Creaming, Kneading, Folding, Pressing, Sealing, Whipping, Rubbing in, Rolling in, Stirring, Pureeing, Marinating - Texture - Firm & pluse, shortly and crumbly, spongy, Light and even, Flay, Course, Tough, Hard.

**UNIT- III** Methods of cooking foods - Roasting, Baking, Frying, Boiling, Poaching, Steaming, Stewing, Braising, Boiling, Grilling, Blanching, Simmering  
Stock - Types of stock and its uses- Sauces - Basic Mother Sauces - Salad, types of Salad and its uses.

**UNIT- IV** Garnishes - Names of Garnishes used in food items - Fish - Classification fish; Selection and Cuts of fish, Cooking of fish - Meat - Sign of Quality, Joint and their uses (Lamb, Mutton, Veal, and Beef & Pork) - Poultry - Classification and Selection of poultry.

### **REFERENCE TEXT :**

Modern Cookery - Volume - I Thangam E Philip  
Food Science - Srilakshmi. B.

## **(C17HM12/E17HM02) PAPER II -FOOD AND BEVERAGE SERVICE**

**UNIT- I** Introduction of Hotels and its Origin - Restaurant of types of Restaurant - Coffee shop, Continental & Speciality Restaurant, Grill Room, Dining Room, Snack Bar, Discotheque and Night Club - Organisational Hierarchy Chart of Restaurant.

**UNIT- II** Knowledge of waiter - Job description of waiter - Basic etiquette for Restaurant Staff- Types of Menu - Alacarte, and Table d'hote, Combination menu- Grooming for Waiter and Waitress - Service equipment - Linen, Chinaware, Glassware

**UNIT- III** Preparation for Service - Mise-en-Scene, Mise-en-Place, Sideboard.  
Safety in Restaurant for Server- Sanitation and Hygiene- Type of Service - English Service, French Service, Silver Service- American Service Cafeteria Service, Counter Service, Grill Room Service- Room Service and Buffet Service.

### **UNIT- IV**

Beverage Service and its Classification.

- a. Alcoholic Beverages.  
Wines, Beer, Whisky, Brandy, Gin, Rum, Vodka.
- b. Non-Alcoholic Beverages  
Tobacco, Varieties of Tobacco.

### **UNIT- V**

- a. Breakfast - Continental & English
- b. Cover & Types of Cover - Arrangement of Cover.
- c. Table settling for parties, outdoor catering

### **REFERENCE TEXT :**

Food and Beverage service Training Manuel - Sudhir Andrews

## **(C17HM13/E17HM03) PAPER III - HOUSE KEEPING OPERATION**

### **UNIT – I**

Importance of housekeeping in the hospitality industry - Types of lodging establishments - Organisational chart - Duties and responsibilities of housekeeping employees - Cleaning equipment - Selection of equipment - Use and care of equipment and material required by the House Keeping Department.

### **UNIT – II**

Solvents grease absorbents, disinfectants, antiseptics, soaps, deodorants, detergents, polishes & storage. Hazardous materials - Cleaning methods - Care, cleaning and polishing of various surfaces, hard floorings, thermoplastic floorings, wooden, surfaces painted, varnished, laminated compositions, walls and wall coverings, furniture of various types.

### **UNIT – III**

Cleaning of guest rooms and bath - Daily, weekly and spring cleaning, night service, check list of standard guest and bathroom supplies, room occupancy list, housekeepers report, handling room transfers, lost and found, cleaning of public restaurant. Food service, areas and employees areas.

### **UNIT – IV**

Laundry work - Use of laundry agents, laundry equipment, stain removal agents, handling guest laundry. Linen Room - Its importance in hotels, selection and buying of linen, inspecting, receiving used linen.

### **UNIT – V**

Different types and importance of keys - section key, master key, floor key and grand master key. Key of executive offices and public areas and computerised key. Pest control and eradication - with special reference to rats, cockroaches, furniture beetle, clothes moth, etc. Dealing with emergency situation like fire, death, theft, accidents, safety security control.

### **REFERENCES**

1. Housekeeping - Operations, Design and Management - [Malini Singh](#) and [Jaya B. George](#)
2. **Housekeeping Operations and Management** - [Rakesh Kadam](#)

**Professional Management of Housekeeping Operations** - [Thomas J. A. Jones](#)

### **Unit I: Learning context**

Concept of learning – Learning style –Grammatical framework – sentence framing – paragraph and texts

### **Unit II: Reading**

Basic concept – Purposes of reading-Decoding-Reading materials – Barriers of reading

### **Unit III: Writing**

Basic concept-Writing style-Terminology-stages-English spelling and punctuation – Written texts

### **Unit IV: Speaking**

Language functions-Conversation- Features of spoken English – Types of English course: functional English, English literature, advance English – Phonetic

### **Unit V: Developing Communication Skills**

Meaning –Classroom presence- Features of developing learning process- Practical skills and Listening- uses of communicative English

### **References Books:**

1. Raman, m.&S. Sharma (2011) communication skills, OUP,New Delhi: India
2. Lata, P.&S. Kumar(2011) communication skills, OUP,New Delhi: India,
- 3.Leech,G&J.Svartvik(2002) A communicative grammar of English, Pearson,India,
4. Sethi, J. and P.V. Dharmija (2007) A course in Phonetics and spoken English. Second edition, Prentice hall: New Delhi

### (C17HMP1/E17HMP1) **PAPER V- PRACTICALS –I FOOD PRODUCTION**

#### **Basic Western cuisine**

1. Varieties of Vegetables.
2. Different cutting of Vegetables.
3. Methods of cooking vegetables - Boiling, Frying, Steaming, Baking, Braising

#### **Preparation of Stock**

Demonstration - Preparation of basic stock.

#### **Preparation of Sauces**

Demonstration - Preparation of basic mother sauces

#### **Preparation of Soups**

Demonstration - Preparation of basic soups.

#### **Identification of fish**

Identification and classification of fish and cuts of fish.

#### **Identification & Preparation of Poultry**

Cuts of Poultry, Preparation of chicken.

#### **Indian Cuisine (Rice, Cereals & Pulses)**

Preparation of simple dishes.

Boiled Rice and its different method (Draining & Absorption)

Fried Rice

Wheat product - chapatti, paratha, poories, Naan

**Individual students practical**

**Soup :** Cream of Tomato soup, cream of veg soup, mulligatawny soup, tomato shorba, mine stone soup, chicken clear soup, and sweet corn veg soup.

**Salad :** Green salad, Tossed salad, Russian salad, fruit Salad.

**Sweets :** Beetroot Halwa, Rawa Kesari, Moondal payasam, Gulab Jamoon, Rasa Gullah, Semiya Kesari, Pal Payasam, Caramel custard, Carrot Halwa, Shahitukra.

**Snacks :** French fries, Vada, Paroda, Samosa

**Rice :** Jeera Pulao, Chicken Biryani, Ghee Rice, Paneer Pulao, Coconut Rice, Tomato Rice, Lime Rice, Curd Rice, Veg Pulao, Chicken fried Rice, Veg Fried Rice, Egg Fried Rice, Chicken, Veg, Egg noodles.

**Bread :** Chapatti, Paratha, Naan, Poories

**Curries :** Veg Khorma, Chicken Chettinadu, Paneer butter masala, sambar, Rasam, Kadai Chicken, Alagobi Masala, Channa Masala, Mutton roghan josh, Malabar Fish curry, Chilly chicken, Chilly Gobi, Chicken-65, Butter chicken masal

**REFERENCE TEXT :**

Modern Cookery Volume I & II - Thangam E. Philip.

**(C17HM21/E17HM04) PAPER VI-HOUSE KEEPING MANAGEMENT**

**UNIT- I** Organizing the House Keeping Department- Introduction, Layout of House Keeping department- Organisation of House Keeping department-Qualities of House Keeping Staff.

**UNIT- II** Rooms and Floors - Practices and Procedures, Knowledge of Rooms -Rules on a Guest Floor, Maids card- Room Cleaning Procedure- Making a Bed, Cleaning a Bathroom- Room Maintenance Procedure, Reportable matters list -Weekly Cleaning Procedure, Under repair room - Preparing a Room report.

**UNIT- III** Public Area Cleaning, Care, Storage of Service furniture - Linen and Uniform Room - Practices and Procedures, cleaning, cart and storage - Equipment and Accessories for lines and Uniform Rooms -Types of Rooms used, Types of Lines, Inventory Control - Cleaning Method - Cleaning Equipment and Standards - Pest and Pest control.

**REFERENCE TEXT :**

Hotel House Keeping - Sudhir Andrews.

**(C17HM22/E17HM05) PAPER VII -FRONT OFFICE MANAGEMENT**

**UNIT- I** The Hotel - Industry – Introduction- Types of Hotels- Front Office – Introduction- Qualities of Front Office Staff- Front Office Organizational Hierarchy of a large Hotel- Front Office Salesmanship.

**UNIT- II** Job description of Front Office Assistant-Department of Front Office Co-Ordinate with -Front Office Procedures for emergencies- Information - Message Handling- Reservation - Mode of Reservation, Sources of Reservation, Type of Plans, Group Reservation, Reservation Form.

**UNIT- III** Reception - Guest Registration Card - Reception at Night- Hotel Credit - Credit Cards, Procedure for handling Credit Cards - Guest Arrival - Procedure for check in - Guest departure - Procedure while check out- Safety Locker Management.

**UNIT- IV** Lobby - Department Co-ordinate with Lobby- Job description of Bellboy and Bell captain - Left Luggage procedure - Scanty Baggage Procedure - Wake up Call Procedure.

**REFERENCE TEXT :**

Hotel Front Office - Training Manuel - Sudhir Andrews.

**(C17LS23/E17LS05)PAPER VIII (LIFE SKILL)**

**(Common to All Courses)**

**UNIT-I ATTITUDE :** Positive thinking – Goal setting – Problem Solving and Decision making – Leadership and Team Work.

**UNIT-II COMMUNICATION SKILLS:** Oral communication: Concept of English language – Fluency – Verbal communication in official and public situations.

**UNIT-III COMMUNICATION SKILLS:** Written Communication: Comprehension – Writing a formal letter like application for Job, enquiry, reply, complaint and such others – preparation of Resume, Curriculum Vitae.

**UNIT-IV COMPUTING SKILLS – 1:** Introduction to Computers, its various components and their respective functions – Memory storage devices – Microsoft (MS) Office – MS Word.

**UNIT-V COMPUTING SKILLS – 2** Internet Basics – Origin of Internet – MODEM – ISP – Upload – Download – e-mail – Origin of worldwide web (www) Browsers – Search engines.

Reference books:

Life skill, Manonmaniam Sundaranar University Publications Division (2011)

## **(C17HM24/E17HM06) PAPER IX – FOOD AND BEVERAGE PRODUCTION**

### **UNIT – I**

An overview of the Global Hospitality Industry and Catering Services – Introduction to Art of Cookery – Culinary History - Nouvelle Cuisine, Fusion Cuisine, Cuisine Minceur, Popular International Cuisine. Characteristics, menu terms, names of dishes – Basic culinary terms: Indian – Oriental – Western.

### **UNIT – II**

Section of the Kitchen with layout and functions – Receiving area, Storage area Dry and cold butchery and vegetable preparation area, Cooking area – Hot kitchen, Cold Kitchen, Bakery and Confectionary.

### **UNIT – III**

Classification – Heat generating, Refrigerating, Kitchen machinery, Storage, Tables hand tools, Weighing and measuring, Pot wash, holding utensils stillroom.

### **UNIT – IV**

Classification with examples and uses of cookery – Cereals, Pulses, Vegetables and fruits, eggs, seafood and fresh water fish, red and white meat, dairy products nuts and oilseeds, fats and oils, sweetening agents, spices and condiments, leavening agents, herbs, essence and flavors, food colouring agents.

### **UNIT – V**

Importance of cooking food – Principles of balanced and health diet – Carbohydrate rich foods – Protein rich foods – Fat rich foods – vitamin rich foods – Mineral rich foods.- preparation of various types of Beverages.

### **REFERENCES**

1. Modern cookery for teaching and the trade – Volume I & II - Thangam  
E.Philip
2. Prashad Cooking with Indian Masters - J. Kalra and Gupta Sing
3. Theory of Catering – Kinton and Ceasarani
4. Theory of Cooking – Krishna Arora
5. Basic Cookery – Martland and Welsby



**(C17HMP2/E17HMP2) PAPER X PRACTICALS -II FOOD AND BEVERAGE SERVICE**

1. Napkin (Serviette folds)
2. Cleaning and wiping of cutlery, crockery and glassware
3. Carrying light and heavy tray
4. Carrying glasses
5. Beverage services
6. Laying cover
7. Receiving the guest, presenting the menu, taking order
8. Service of non-alcoholic drinks
9. Holding service spoon and fork
10. Clearing soiled plates from table
11. Taking order through telephone for room service
12. Changing ashtray during service
13. Presenting the bill

**REFERENCE TEXT :**

Food and Beverage Service - Training Manuel - Sudhir Andrews.

