



மனோன்மணியம் சுந்தரனார் பல்கலைக்கழகம்

MANONMANIAM SUNDARANAR UNIVERSITY

**SYLLABUS FOR DIPLOMA IN HOTEL MANAGEMENT & CATERING SCIENCE
PROGRAM OFFERED THROUGH DIRECTORATE OF VOCATIONAL
EDUCATION (COMMUNITY COLLEGES AND VOCATIONAL SKILL DEVELOPMENT
CENTRES) FROM 2019 - 2020**



கல்விசார் நிலைக்குழுக் கூட்டம்

**MEETING OF THE STANDING COMMITTEE ON
ACADEMIC AFFAIRS HELD ON WEDNESDAY
THE 22nd JANUARY 2020**

DIPLOMA IN HOTEL MANAGEMENT & CATERING SCIENCE

உணவக மேலாண்மையும் சமையல் கலையும் பட்டயம்

SCHEME OF EXAMINATION

Subject code	Title of the Course	Credit	Hours	Passing Minimum
Semester I				
C19HM11/E19HM01	Food Production	6	90	40/100
C19HM12/E19HM02	Food and Beverage Service	6	90	40/100
C19HM13/E19HM03	House Keeping Operation	6	90	40/100
C19CE10/E19CE10	Communicative English	6	90	40/100
C19HMP1/E19HMP1	Practical I-Food Production	4	120	40/100
Semester II				
C19HM21/E19HM04	House Keeping Management	6	90	40/100
C19HM22/E19HM05	Front office Management	6	90	40/100
C19LS23/E19LS05	Life Skill	6	90	40/100
C19HMP2/E19HMP2	Practical II-Food and Beverage Service	4	120	40/100
C19HMPW/ E19HMPW	Project work	10	150	40/100

Eligibility for admission: Pass in 10thstd 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 Course is 40%. Classification will be done on the basis percentage marks of the total marks obtained in all the Courses and as given below:

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

Theory Paper

Internal Marks-25

External Marks-75

Syllabus

FIRST SEMESTER

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

SECOND SEMESTER

Course-VI	: House Keeping Management
Course-VII	: Front office Management
Course VIII	: Life Skill
Course- IX	: Practical II-Food and Beverage Service
Course – X	: Project work

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

PROGRAM OBJECTIVES:

This programme is designed to train students at managerial level in the principles and practices of hotel management, food production, food and beverage services, front office, housekeeping and so on as to provide qualified and technical personnel for hotel, catering, travel and tourism, railway, airlines etc. this programme is to provide competent young man and women with the necessary skills, knowledge values and attitudes to occupy key operational positions in the hospitality industry.

SEMESTER I
COURSE I
(C19HM11/E19HM01)FOOD PRODUCTION

OBJECTIVES

- To understand the importance of cooking food and methods of cooking foods.
- To learn about the preparation of ingredients, stocks, sauces, salads and garnishes.
- To familiarize with the fish and meat food items.

UNIT- I

18 Hrs

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

UNIT- II

18 Hrs

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 & pliable, shortly and crumbly, spongy, Light and even, Flaky, Course, Tough, Hard.

UNIT- III

18 Hrs

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

18 Hrs

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.

Unit V

18Hrs

Vegetable and fruit cookery- Classification of vegetables- Effect of heat on vegetables- Cuts of vegetables- Classification of fruits- Uses of fruit in cookery- Salads and salad dressings.

REFERENCE TEXT :

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

COURSE II
(C19HM12/E19HM02)FOOD AND BEVERAGE SERVICE

OBJECTIVES

- To learn about the restaurants and the services provided by the restaurants.
- To study the production of alcoholic and non-alcoholic beverages.

UNIT- I

18 Hrs

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

18 Hrs

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

UNIT- III

18 Hrs

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

18 Hrs

Beverage Service and its Classification.

Alcoholic Beverages:

Wines-Beer-Whisky-Brandy-Gin-Rum-Vodka.

Non-Alcoholic Beverages:

Tobacco-Varieties of Tobacco.

UNIT- V

18 Hrs

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

REFERENCE TEXT :

- Food and Beverage service Training Manuel - Sudhir Andrews

COURSE III

(C19HM13/E19HM03)HOUSE KEEPING OPERATION

OBJECTIVES

- To study the importance of housekeeping in hospitality industry.
- To introduce the cleaning materials and methods of cleaning.
- To acquaint the knowledge of laundry work and different types of keys.

UNIT – I

18 Hrs

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

18 Hrs

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

18 Hrs

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

18 Hrs

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

18 Hrs

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

Course IV
(C19CE10/E19CE10)COMMUNICATIVE ENGLISH

1. Basic Grammar:

- a. Review of grammar
- b. Remedial study of grammar
- c. Simple sentence
- d. Word passive voice etc.

2. Bubbling Vocabulary:

- a. Synonyms
- b. Antonyms
- c. One – work Institution

3. Reading and Understanding English

- a. Comprehension passage
- b. Précis – writing
- c. Developing a story from hints.

4. Writing English

- a. Writing Business letters.
- b. Paragraph writing
- c. Essay writing
- d. Dialogue writing

5. Speaking English

- a. Expressions used under different circumstances
- b. Phonetics

- Reference :**
- 1. V.H.Baskaran – “English Made Easy”
 - 2. V.H.Baskaran – “English Composition Made Easy”
(Shakespeare Institute of English Studies, Chennai)
 - 3. N.Krishnaswamy – “Teaching English Grammar”
(T.R.Publication, Chennai)
 - 4. “Life Skill” – P.Ravi, S.Prabakar and T.TamzilChelvam,
M.S.University, Tirunelveli.

COURSE V

PRACTICAL I

(C19HMP1/E19HMP1)FOOD PRODUCTION

OBJECTIVES

- To understand the basic western cuisine and Indian cuisine.
- To familiar with the preparation of different food items.
- To understand the identification and preparation of fish and poultry.

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, RawaKesari, Moondalpayasam, GulabJamoon, Rasa Gullah, SemiyaKesari, Pal Payasam, Caramel custard, Carrot Halwa, Shahitukra.

Snacks : French fries, Vada, Paroda, Samosa

Rice : JeeraPulao, Chicken Biriyani, Ghee Rice, PaneerPulao, 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.

SEMESTER II

COURSE VI

(C19HM21/E19HM04)HOUSE KEEPING MANAGEMENT

OBJECTIVES

- To introduce the organization of housekeeping department.
- To learn about the practices and procedures followed in rooms and floors.
- To learn the various techniques in public area cleaning.

UNIT- I

18 Hrs

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

UNIT- II

18 Hrs

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

18 Hrs

Definitions and principles of cleaning- Work place hygiene- Public Area Cleaning, Care, Storage of Service furniture - Linen and Uniform Room - Practices and Procedures, cleaning, cart and storage.

Unit IV

18 Hrs

Equipment and Accessories for lines and Uniform Rooms -Types of Rooms used,- Guest room- Guest floor layout- Types of Lines, Inventory Control - Cleaning Method - Cleaning Equipment and Standards - Pest and Pest control.

Unit V

18 Hrs

Housekeeping records- Cleaning records, staff records, office records- Linen and laundry- Types and sizes of linen- Laundering procedure- Linen room layout and records.

REFERENCE TEXT :

- Hotel House Keeping - Sudhir Andrews.

COURSE VII

(C19HM22/E19HM05)FRONT OFFICE MANAGEMENT

OBJECTIVES

- To understand the hotel industry and the importance of front office management.
- To study about the various operations in front office.

UNIT- I

18 Hrs

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

18 Hrs

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

18 Hrs

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

18 Hrs

Lobby - Department Co-ordinate with Lobby- Job description of Bellboy and Bell captain - Left Luggage procedure - Scanty Baggage Procedure - Wakeup Call Procedure.

UNIT V

18 Hrs

Front office accounting and advance front office department- Accounts- Creation and maintenance of accounts- Account maintenance- Internal accounting- Cash handling procedures.

REFERENCE TEXT :

- Hotel Front Office - Training Manuel - Sudhir Andrews.

Course VIII

(C19LS23/E19LS05)Life Skill

I Life Coping or adjustment

- (a) External and internal influence in one's life
- (b) Process of coping or adjustment
- (c) Coping with physical change and sexuality
- (d) Coping with stress, shyness, fear, anger far live and criticism.

II Attitude

- (a) Attitude
- (b) Self acceptance, self – esteem and self actualization
- (c) Positive thinking

III Problem Solving

- (a) Goal Setting
- (b) Decision Making
- (c) Time Management and stress Management.

IV Computers

- (a) Introduction to Computers
- (b) M.S.Office
- (c) Power Point

V Internet

- (a) Introduction to internet
- (b) E – mail
- (c) Browsing

References:

- 1) Life Skill Programme course I & II by Dr. Xavier Alphona MCRDCE Publications. R.K.Mutt Road, Chennai – 28
- 2) ஆளுமைபண்புவுளர்த்தல் மற்றும் தகவல் தொடர்பு by M.Selvaraj Community College,Palayamkottai
- 3) “Life Skill” –P.Ravi, S.Prabahar&T.TamilChelvam, M.S. University, Tirunelveli.

**COURSE IX
PRACTICAL II
(C19HMP2/E19HMP2)FOOD AND BEVERAGE SERVICE**

OBJECTIVES

- To familiarize with the service techniques of different food and beverages.
- To understand the various customer service methods.

List of Exercise

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.

**COURSE X
(C19HMPW/E19HMPW)PROJECT WORK**

OBJECTIVES

- To develop the ability of the students by performing a project on students choice of any one topic in the area of hotel management and catering science.

The project should be based on a field study and independent research leading to the area of specialization chosen by the student. The student in consultation of the faculty guide should select an appropriate topic which is acceptable to the panel of examiners. The topic should bear relationship to the subject specialization of the student.
