

Paper title: Food & Beverage Production

Paper number Paper - 1

Maximum marks

Model Question Papers / Past Question Papers

Syllabus details

Objectives: To impart knowledge of control aspect of F & B department and related functions.

Unit – I Importance of controls in hotels – Control cycle in a hotel – Determining F & B Standards – Standard recipes, standards yields, standard portion sizes.

Unit –II The purchase cycle – Recognising need – preparing standard purchase specification, sources of supply, selection of supplier, Ordering goods, Purchase orders – Reviewing Procedures – Delivery invoice receiving report – delivery hours – storing : store design – Inventory control, perpetual inventory . bin card , inventory taking procedures – issuing – FIFO , LIFO.

Unit – III The meaning of costs – types of costs – objectives of food costing – types of food cost reports – Standard food costs – variance analysis – food cost percentage – menu engineering – concept , applications.

Unit – IV Food cost control – production planning , forecasting requirement , sales histories , formulating production plans , production planning and food purchasing , control of wastage – serving controls – server responsibilities , service procedures – use of computers in food cost control.

Unit – V Purchasing of liquors – legal requirements , assessment of quality receiving control , store room control – service control – Standard cost control – Standard revenue control – quality control – Beverage dispensing equipment.

Recommended Books:

1. Jack D. Ninemeier – Planning And Control for Food & Beverage – AHMA

Paper title:Housekeeping Management

Paper number

Paper - 2

Maximum marks

Model Question Papers / Past Question Papers

Syllabus details

OBJECTIVE: To provide an in-depth knowledge about the various house keeping operations, terms, systems and procedures, formats followed in Hotels.

Unit -I: Role and importance of house keeping in accommodation operations – The areas of house keeping responsibility – The hierarchy: organizational structure of house keeping department- (Small, Medium, Large) – Duties and responsibilities of house keeping personnel – Classification of hotels, different types of guest rooms, types of beds, services pantry – Location – layout and essential features – Rooms under repair.

Unit – II:The relationship of house keeping with guests and other departments – Inter – departmental coordination and its importance – communication and its importance – communication and its importance –Duty rota – Reports maintained by House keeping department.

Unit –III: Cleaning equipment (Manual and Electrical) Commonly used equipment in cleaning : selection, storage, maintenance and training uses – Cleaning agents : Chemical make up of cleaning agents : selection, classification, use and storage.

Unit – IV:Standard cleaning methods: Manual procedure – Work cards – Cleaning routine : daily, periodical and spring cleaning, servicing of guest rooms – Servicing of departure rooms- Servicing of vacant rooms – Turn down services – Check – lists of supplies to replenish Standard contents of a guest room – placement – Frequency of change.

Unit –V:Cleaning of various surfaces and metals : floors, walls and laminated surfaces – Cleaning of public areas – lobbies, elevators, restaurants – Cleaning of food service areas and employees areas.

Recommended Books :

1. Hotel, Hostel & Hospital House-keeping – joan C Branson and Margaret Lennox (T.R. Publications Private Limited)
2. Hotel House-keeping manual – by Sudhir Andrews (Tata Mc.Grawhill)
3. Supervisory house-keeping by joan Kimball. American Hotel and Motel Association Michigan.
4. House-keeping Management for Hotels and residential establishments by Rosemary Hurst. Williams and Heinemann limited. London.

Paper number
Maximum marks

Paper - 3

Model Question Papers / Past Question Papers

Syllabus details

Objective : To proceed an in – depth knowledge of various ancillary department of front office and sales techniques.

Unit-I: Management functions: Planning, organizing, co-coordinating, staffing, leading, controlling and evaluating.

Establishing room rates: Marketing condition approach, rule of thumb approach, Hobart formula approach

Forecasting room availability, budgeting for operations, forecasting room revenue, estimating expenses, redefining budget plans.

UNIT-II: Evaluating front office operations: Daily operations report, Occupancy ratio, room revenue analysis, hotel income statement, Rooms division income statement rooms division budget reports

UNIT- III: Measuring yield, potential average single rate potential average double rate, multiple occupancy percentage, rate spread, potential average rate, room rate achievement factory, yield statistic, identical yields, equivalent occupancy, required non – room revenue per guest.

Elements of revenue management: Group room sales transient room sales, food and beverage activity, local and area wide activities, and special events.

UNIT-IV: Managing human resources: Internal and external recruiting.

Selecting : selection tools, evaluating applicants, interviewing, hiring, orienting, skills training, prepare to train, present the training, practice skills, follow up.

UNIT-V: Staff scheduling: Alternative scheduling techniques Staff motivation: Training, cross training, recognition, communication, incentive programs, performance appraisal

UNIT-VI: Case studies in room division

References :

- 1) Front Office Procedures by Michael L. Kasavana & Richard M. Brooks
- 2) Managing Front Office Operations by Michael L. Kasavana & Richard M. Brooks
- 3) Case Studies in Rooms Operations and Management by Jeremy Huton and Sue Baker

Paper title: Nutrition & Food Hygiene

Paper number

Paper - 4

Maximum marks

Model Question Papers / Past Question Papers

Syllabus details

Objective: The students will develop an attitude for correct habits of personal and environmental hygiene for safe handling and also understand the nutritive value of foods.

HYGIENE:

- 1) Definition of Hygiene – importance of hygiene in catering industry
- 2) Personal Hygiene – Care of skin, hair, hands, feet, teeth and use of cosmetics.
- 3) Food Borne diseases – Causative organisms – contamination – control measures – precautions to be taken by food handlers.
- 4) Safe and correct disposal of garbage.
- 5) Pest Control.
- 6) Care of premises and equipment.
- 7) Storage of food.

Correct handling and storage temperatures of different commodities to prevent contamination and spoilage.

NUTRITION:

- 1) Study of different nutrients
 - a. Proteins, Carbohydrates, Fats, Vitamins & Minerals – Water
 - b. Food sources, Nutritive value.
- 2) Balance diet - Menu planning.

RESOURCE MATERIALS

1. Nutrition - Proudfit and Robinson.
2. Food Science – By Mudarnbi Shalini and M.Rao
3. Fundamental of Food & Nutrition by Sumathi R. Mudambi & M.V.Raja Gopal.

PG Diploma Courses :PG Diploma in Hotel Management(PGDHM)

Paper title:Kitchen Operations Management

Paper number

Paper - 5

Maximum marks

Model Question Papers / Past Question Papers

Syllabus details

Objective: To Impart Knowledge of Kitchen Management & Related functions.

Unit 1: Introduction To Cookery

Unit 2: Aims & Objective Of Cooking & Culinary History, Convenience Foods

Unit 3: Methods Of Cooking

Unit 4: Food Preparation Premises, Kitchen, Meal Production, Purchasing, Store Control, Food Control & Cost control, Portion Control, Budgetary Controls & Forecasting.

Unit 5: Kitchen organization And Layout, Kitchen Equipments & Maintenance.

Recommended Books: Theory of Cookery By : Krishna Arora.

Paper title: IT for Hotel Industry

Paper number

Paper - 6

Maximum marks

Model Question Papers / Past Question Papers

Syllabus details

Objectives: To provide an understanding of computers and its diverse application management with emphasis on computer – aided decision making in management of the organization through proper handling of information.

Unit - I

Computers in Management – Role of Computers in management – role of computers in management of Hotels (Front Office, Restaurant, Kitchen and House – Keeping) – application and importance.

Unit - II

MIS-Definition, concept, Mis functions & Characteristics, importance of information, and its values characteristics, data life cycle: - Data processing methods-EDP & Automatic Data Processing.

Unit - III

Decision making process & system development-Management & its functions, Levels of management, Decision making process-Types of decisions – Programmable & non-programmable, structured & unstructured decision, System development-life cycle, feasibility, design implementation and maintenance.

Unit - IV

MIS – subsystems: Applications in functional areas of management-Marketing, Finance, Hr, Production, Accounts payable, Accounts receivable and inventory management.

Unit - V

Types of Information systems: Transaction processing system-batch processing, online processing Mis, Decision support system, DSS nideks-Expet systems – Office Automation system – Different gadgets *(Fascimile, PBX, Voicer transmission device, Data transformation package – LAN, WAN)

Reference Books:

CSV. Murthy – Management Information systems – Himalaya Publishing House, Mumbai

