 MAHARASHTRA STATE BOARD OF TECHNICAL EDUCATION, MUMBAI TEACHING AND EXAMINATION SCHEME FOR POST H.S.C. DIPLOMA COURSES																	
COURSE NAME : DIPLOMA IN HOTEL MANAGEMENT & CATERING TECHNOLOGY																	
COURSE CODE : HM																	
DURATION OF COURSE : SIX SEMESTERS											WITH EFFECT FROM 2009-10						
SEMESTER : FIRST											DURATION : 16 WEEKS						
PATTERN : FULL TIME - SEMESTER											SCHEME : E						
SR. NO.	SUBJECT TITLE	Abbreviation	SUB CODE	TEACHING SCHEME			EXAMINATION SCHEME										SW (16001)
				TH	TU	PR	PAPER HRS.	TH (1)		PR (4)		OR (8)		TW (9)			
								Max	Min	Max	Min	Max	Min	Max	Min		
1	Fundamentals of Food Production	FFP	12346	03	--	08	03	100	40	50@	20	--	--	--	--	50	
2	Fundamentals of Food & Beverage Service	FBS	12347	03	--	02	03	100	40	50@	20	--	--	--	--		
3	Fundamentals of Housekeeping	FOH	12348	03	--	02	03	100	40	50@	20	--	--	--	--		
4	Fundamentals of Front Office	FFO	12349	02	--	02	03	100	40	50@	20	--	--	--	--		
5	Hospitality Communication	HCS	12350	03	--	02	--	--	--	--	--	25#	10	--	--		
TOTAL				14	--	16	--	400	--	200	--	25	--	--	--	50	

Student Contact Hours Per Week: **30 Hrs.**
THEORY AND PRACTICAL PERIODS OF 60 MINUTES EACH.
Total Marks : **675**
@ Internal Assessment, # External Assessment, \$ - Common to All Conventional Diploma, No Theory Examination.

Abbreviations: TH-Theory, TU- Tutorial, PR-Practical, OR-Oral, TW- Termwork, SW- Sessional Work

- Conduct two class tests each of 25 marks for each theory subject. Sum of the total test marks of all subjects is to be converted out of 50 marks as sessional work (SW).
- Progressive evaluation is to be done by subject teacher as per the prevailing curriculum implementation and assessment norms
- Code number for TH, PR, OR and TW are to be given as suffix 1, 4, 8, 9 respectively to the subject code.

Course Name : Diploma in Hotel Management and Catering Technology.

Course Code : HM

Semester : First

Subject Title : Fundamentals of Food Production.

Subject Code : 12346

Teaching and Examination Scheme:

Teaching Scheme			Examination Scheme					
TH	TU	PR	PAPER HRS.	TH	PR	OR	TW	TOTAL
03	--	08	03	100	50@	--	--	150

NOTE:

- **Two tests each of 25 marks to be conducted as per the schedule given by MSBTE.**
- **Total of tests marks for all theory subjects are to be converted out of 50 and to be entered in mark sheet under the head Sessional Work. (SW)**

Rationale:

The subject aims to familiarize & to develop basic knowledge in the science & art of cuisine & food fundamentals in the food production department.

Objectives: The student will be able to:

1. Develop knowledge & interest in the principal of food production.
2. Know different section of food production.
3. Know how to purchase, understand, storage & use of various commodities.
4. Understand basic skills required in the food production department.

Contents:

Chapter	Name of the Topic	Hours	Marks
1	Introduction To Cookery) 1.1 Culinary History, Origin of Modern Cookery, Modern Developments In Equipments & Technology. 1.2 Fuels used in cooking gas, Charcoal, wood, electricity, Precautions Advantages & Disadvantages. 1.3 Kitchen Staffing In Various Category Hotels, Duties & Responsibilities Of Chefs ,Inter Department Co-Ordination	06	16
2	Classification Of Raw Materials According To Their Functions 2.1 Salt- Types & Uses 2.2 Fats & Oil – Uses, Storage, Rendering, Classification, Hydrogenation Of Fat 2.3 Raising & Leavening Agents- Biological, Chemical, Mechanical, Lamination 2.4 Thickening & Binding Agents- Starch, Edible Gums, Egg, Coconut, Curd, Tamarind, Different Paste & Powders. 2.5 Sweating Agents- Types, Uses, And Sugar Cooking Stage. 2.6 Liquid- Types & Uses. 2.7 Flavorings & Seasonings – Types Of Herbs & Spice, Importance, Differentiate Between Herbs, Spices & Condiments 2.8 Eggs- Structure, Uses, Food Value, Composition, Selection, Storage.	14	24
3	Method Of Cooking Food 3.1 Aims & Methods of Cooking Food, Definitions, Rules, Advantages & Disadvantages. 3.2 Techniques used in pre preparation, Combining & Mixing In Preparation Of Food, Various Texture, Heat Transfer 3.3 Culinary Terms, List Of Culinary (A-J), Terms Explanation With Examples	10	20
4.	Hygiene- Safety 4.1 Personal Hygiene, Kitchen Hygiene, food hygiene 4.2 Kitchen equipments & tools, classification of kitchen equipments according to their six modes of operation, Care & up keep of kitchen equipments, gas ranges, Mixers & Grinders, Refrigerator, ovens, salamander, and food processor.	04	12

5.	Commodities	14	28
	5.1. Vegetables & Fruits- Classification, Selection, Composition, Storage, Standard Vegetables, Cuts of Potato 5.2. Classification of Fruits & Its Uses 5.3 Rice & Pulses- Various Varieties of Rice & Pulses, Different Rice Product, Uses 5.4 Fish & Shellfish- Classification With Example, Selection, Storage, Cuts Of Fish, 5.5 Poultry & Game Classification, Selection, Various Cuts Of Poultry, Trussing.		
Total		48	100

Practical:

Skills to be developed:

Intellectual skills:

1. Identify equipment required
2. Decide the quantity of material to be used for food production
3. Decide the texture

Motor Skills;

1. Use proper utensils and equipment
2. Handle the material carefully

Measure and take raw material as per the requirement

List of Practical: -

- Practical 1: Introduction
List of Equipments, Utensils, Cleaning
- Practical 2: Introduction of cards, pulses, condiments, Spices used in cooking.
- Practical 3: Introduction of vegetables
Demo – std. cuts of vegetables & potatoes.
- Practical 4: Basic methods of cooking vegetables by using cuts of vegetables –
Boiling, Frying, Steaming, Blanching, Simmering, sautéing, Roasting.
- Practical 5: 4 Course basic Indian Menu, Including simple veg. Preparation
Rice, (ale sorption method) Chapatti, plain dal.
- Practical 6: 4 Course Indian Menu
Curia Veg preparation, Jeera Rice, Pullao, Milk based sweet (Kheer)
- Practical 7: 4 Course Indian menu Chicken curry, pea Pullao, Plain Paratha. Raita. Halwa.
- Practical 8: 5 Course Indian Menu Rice Pulao (Cooking Method) Mutton preparation, Roti, Veg preparation, khoya base sweet.
- Practical 9: Demo – Cuts of Poultry
Preparation & Joining of chicken.
- Practical 10: Demo white and brown stock Chicken, Mutton, Fish.
- Practical 11: 4 Course Continental Menu
Consommé Sauti chicken preparation, Veg boiled/ Fried, Bread pudding.
- Practical 12: 4 Course Continental Menu Soups Sauti Chicken, Veg Grilled, Calinet pudding.
- Practical 13: 5 Course Continental Menu
Cream Soup Egg preparation, Potato Parsley, Caramel custard.
- Practical 14: 5 Course Continental Menu
Puree Soup Fish Orly, Veg stew, Patota Anna, Mousse (Coffee / chocolates)
- Practical 15: Bakery : Demo of Bread Making.

- Simple & enriched bread making, Bread loaf, Bread Rolls (Various Shapes)
- Practical 16: 5 Course Continental Menu
Potage Scotch egg, Veg all gratin, Fried Chicken preparation, Bread rolls.
- Practical 17: 6 Course Indian Menu
Paneer Preparation
Veg Pulao, Basic Indian Snack, Puri, Raita Fruit, Sweet milk based (Condensed)
- Practical 18: Indian Snakes Basic
Pakoda (Variations)
Chutney (Green, Tamarind), Upma, Poha.
- Practical 19: Bakery (2 Practicals)
Demo a practice of Plain saucing, Fatless sponge
Fruit cake, Madeira cake, pound cake.
- Practical 20: Demo
Classification a Identification of fish cuts of fish, such as Fillet, Darne, troncom, pipettes, Goujon etc.
- Practical 21: 5 Course continental Menu : Soup, Grilled Fish, Veg Cutlet, Green salad, Egg custard base dessert, bread rolls.
- Practical 22: Demonstration of simple cookies.
Melting moment, Nankhatai, Tricolour Biscuits, macaroons, Golden Goodies.
- Practical 23: Demonstration & preparation of Puff & Short crust pastry Veg Puffs, plain puffs, Kheema puffs, short crust, Jam tart, veg tart.

Learning Resources:**Books:**

Sr. No.	Author	Title
01	Thangam E. Philip	Modern Cookery for teaching & Trade
02	Krishna Arora	Theory of Cookery
03	J C Dubey	Basic Bakery
04	Paul Hamlyn	Larousse Gastronomique
05	Le Rol A Polsom	The Professional Chef
06	Jane Grigson	The book of Ingredients
07	Wayne Gisslen	Professional cooking
08	Wayne Gisslen	Professional Baking
09	Bernald Davis	Food Commodities
10	Jiggs Kalra	Prashad

Course Name : Diploma in Hotel Management and Catering Technology.
Course Code : HM
Semester : First
Subject Title : Fundamentals of Food & Beverage Service.
Subject Code : 12347

Teaching and Examination Scheme:

Teaching Scheme			Examination Scheme					
TH	TU	PR	PAPER HRS	TH	PR	OR	TW	TOTAL
03	--	02	03	100	50@	--	--	150

NOTE:

- Two tests each of 25 marks to be conducted as per the schedule given by MSBTE.
- Total of tests marks for all theory subjects are to be converted out of 50 and to be entered in mark sheet under the head Sessional Work. (SW)

Rationale:

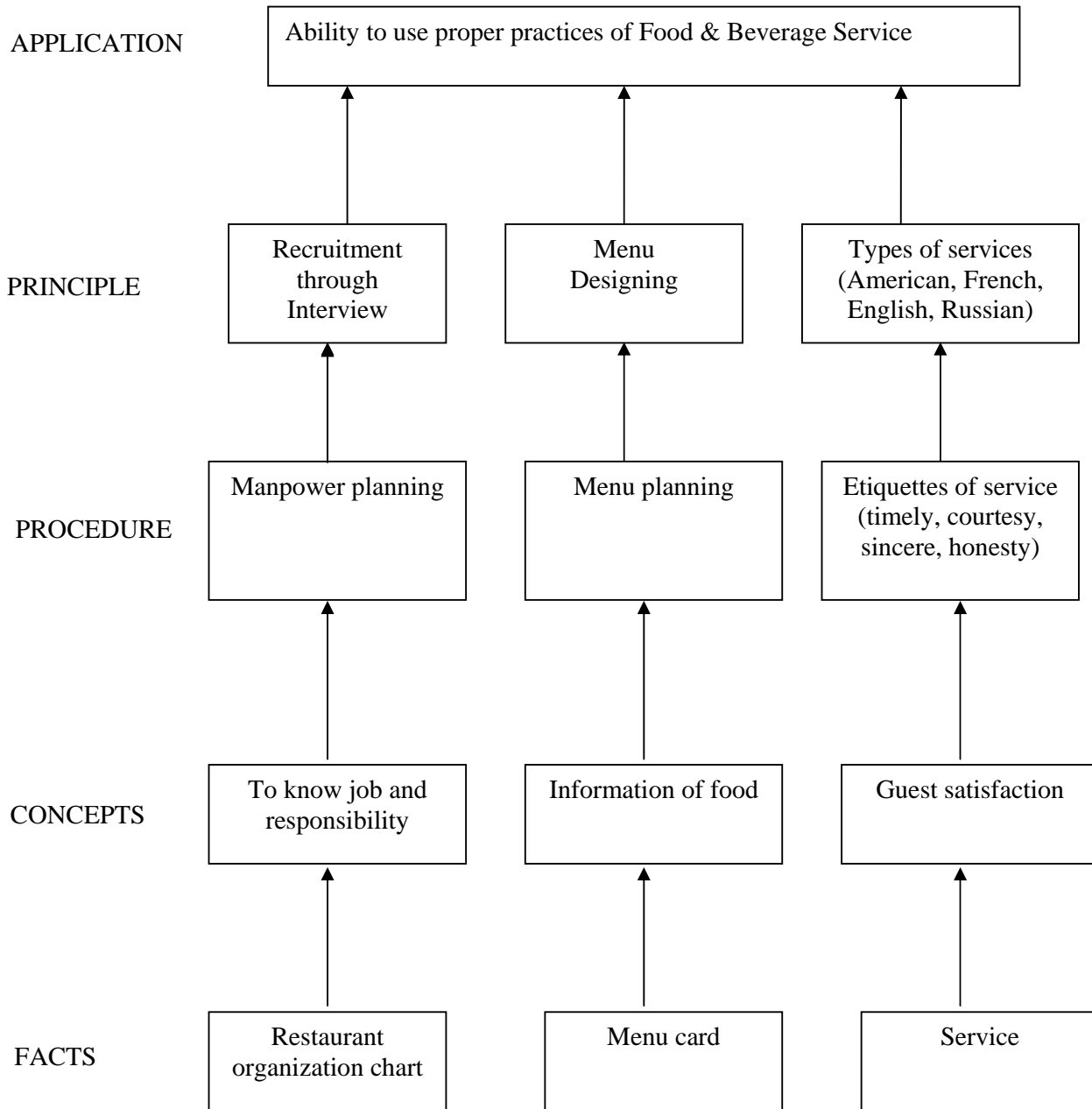
The subject aims at developing a comprehensive knowledge and understanding of food and beverage service in the hotel and catering industry. It also aims to enable the students to acquire professional competence required for food and beverage service and its related activities.

Objectives:

The student will be able to:

1. Understand the importance of food & beverage service department in the Industry.
2. Develop the professional skills, duties and responsibilities in the students required for food & beverages Service in the Industry.
3. Familiarize the different catering establishments.
4. Develop the skills in various types of services offered to the guest.

Learning Structure:



CONTENTS: Theory

Chapter	Topic	Hours	Marks
1	Importance of food & beverage service department in a hotel. 1.1 Broad categories of catering services in the Hotel Industry. 1.2 Restaurant, types of restaurants. 1.3 Airline catering 1.4 Railway catering 1.5 Ship catering. 1.6 Industrial catering. 1.7 Surface catering. 1.8 Canteen/ cafeteria. 1.9 Leisure catering. 1.10 Event catering.	04	16
2	Hierarchical structure of Food & Beverage service staff and job profiles. 2.1 Organization chart of food & beverage Staff of a luxury hotel. 2.2 Hierarchy In different outlets. 2.3 Duties And responsibilities of staff in different Outlets (Restaurant, Manager, Hostess, Captain, steward.) 2.4 Staff etiquette & attributes of good waiter. Inter-departmental relationship (within F&B and with other departments. 2.4 Pantry/ stillroom. 2.6 Food pick up areas. 2.7 Stores	10	18
3	Equipments & materials used in Restaurants 3.1 Restaurant Fixtures. 3.2 Furniture & Furnishings. 3.3 Service Equipment. a) Food containers, pots and pans. b) China, ceramic, earthenware, stoneware, melamine. c) glassware d) Silverware and cutlery. 3.4 Sideboard. 3.5. Use of serviettes, tips and types of folds.	06	16
4	The Menu 4.1 Definition. 4.2 Origin of Menu 4.3 Functions of Menu. Types Of Menu- A-la- carte And Table D Hotel along with its distinguishing factors. 4.5 Principle of menu planning 4.6 Menu compilation -4,5 Course (including Indian menus) 4.5 French 13 course Menu 4.6 General Accompaniments	12	20

5	Restaurant Set Up Prior To Service and Types Of Services	08	16
	5.1 Misen-en-Place		
	5.2 Misen- en- Scene		
	5.3 Silver Service		
	5.4 American Services		
	5.5 English Service		
	5.6 French Service		
	5.7 Russian Service		
	5.8 Grill Room Service		
	5.9 Buffet service		
5.10 Tea service (high tea, full afternoon tea)			
6	6.1 Sandwiches & Ice -Cream.	08	14
	6.1.1 Definition & Types of sandwiches.		
	6.1.2 Service of sandwiches		
	6.2 Ice-cream		
	6.2.1 Types of Ice-creams.		
6.2.2 Categories of Ice-creams			
Total		48	100

List of Practical:

Sr. No.	Topic of Practical	Skill to be developed
01	Familiarization of various equipments by showing samples of glassware and tableware. Identification of crockery and cutlery.	The students will be able to understand the different types of crockery and cutlery and develop the skills for wiping them and learn its care and maintenance.
02	Setting up of a dummy waiter for different covers	Learn the setting up of a dummy waiter and develop the skill laying up for one or more persons.
03	Laying and relaying of tablecloths	Observe the skills for laying and relaying of table cloths and practice it in the Restaurant.
04	Laying an a la carte and table d'hôte cover.	Understand the procedure for laying different types of covers and apply it by practicing in the Restaurant.
05	Etiquette towards the Guest.	Observe the attributes towards the guests and apply the mannerisms in the Industry.
06	Carrying a tray	Learn how to carry a tray and develop the skills for carrying room service and restaurant tray service.
07	Water Service	Observe and learn the skill of service of water and develop the skill for willingness for service.
08	Compilation of a three course menu, soup, main course and dessert or Hors d'oeuvres	Understand the planning of menu with various combinations and develop the skill for identifying the distinguishing features of each course.
09	Handling of spoon and forks	Observe the handling of spoon and fork and learn for different types of food and categorize it.
10	Course wise service of food	To learn the course wise service of food and develop the skill for service of food for each course.
11	Serviette folds	To lay different types of serviette folds by observing and modifying it after practicing.

Learning Resources:**Books:**

Sr. No.	Author	Title	Edition	Year of Publication	Publisher and Address
1	Dennis Lillicrap, John Cousins Robert Smith	Food and Beverage Service	7th edition	1971 / 2006	Hodder and Stoughton Educational, 338 Euston Road, London
2	Peter Howard, Jeffery Puckeridge	The Professional Waiter	3rd edition	1999	Hospitality Books (ACN 003183882) PO Box 3007, Putney NSW, Australia 2112
3	Sylvia Meyer, Edy Schmid, Christel Spiihleer	Professional Table Service	2nd edition	1998	Verlag Schureizer Write Verband, Zurich, Switzerland
4	Ecole Technique, Hoteliere Tsuji	Professional Restaurant Service	--	--	Kahakura Sobo Publishing Co. Ltd., Japan
5	Brian Varghese	Professional Food and Beverage Service Management	1st edition	1999	Rajiv Beri for Macmillan India Ltd.,

Course Name : Diploma in Hotel Management and Catering Technology.

Course Code : HM

Semester : First

Subject Title : Fundamentals of Housekeeping

Subject Code : 12348

Teaching and Examination Scheme

Teaching Scheme			Examination Scheme					
TH	TU	PR	PAPER HRS.	TH	PR	OR	TW	TOTAL
3	--	2	3	100	50@	--	--	150

NOTE:

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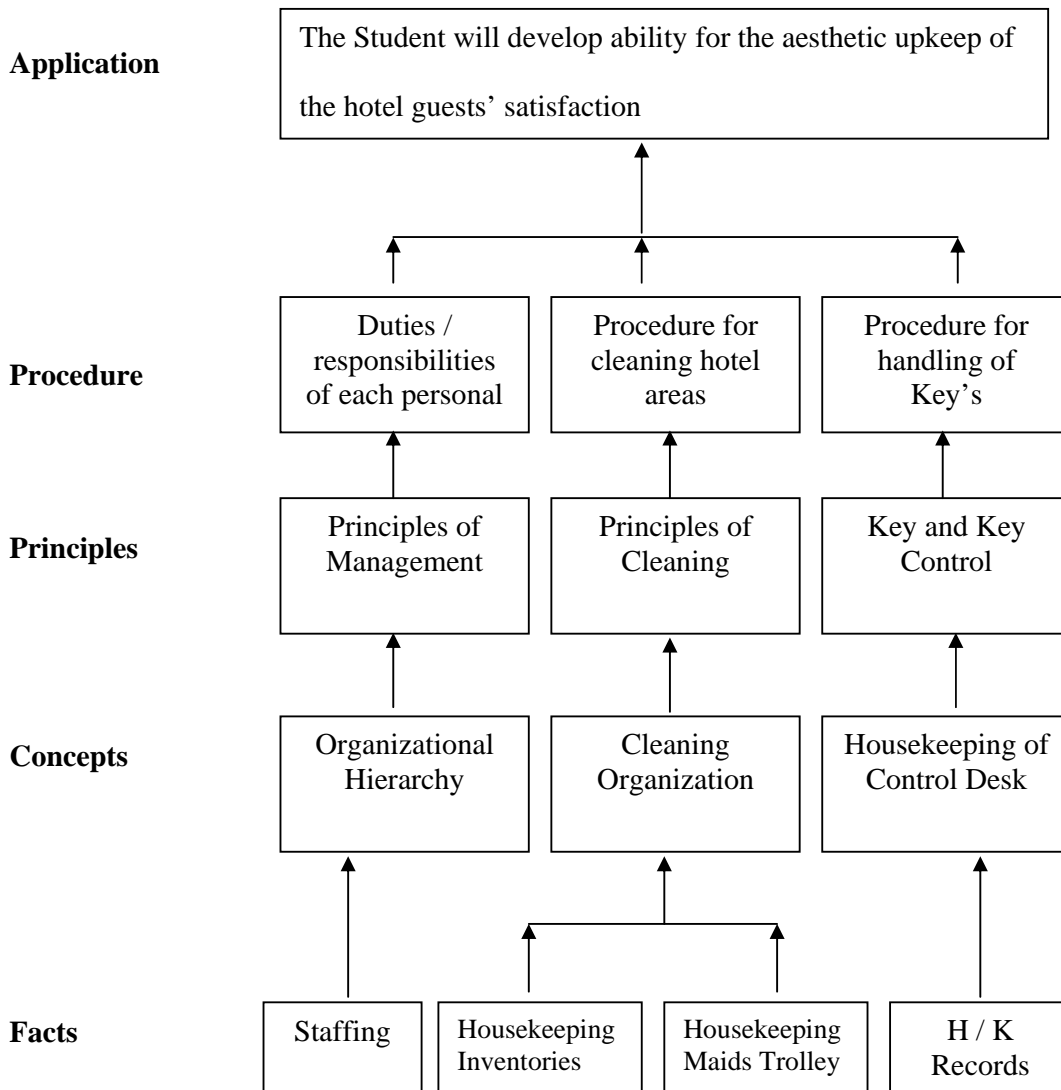
Rationale:

This course will give students the insight of housekeeping and its place in hotel industry. Students will be able to develop the basic knowledge, principles and skill involved for various tasks of housekeeping.

Objectives:

1. Understand the importance of housekeeping department in the hotel and grasp the responsibilities.
2. Draw up a classification of housekeeping inventories.
3. Appreciate the systematic planning and daily routine of housekeeping operations.
4. Enumerate the technical aspects of the cleaning of different surfaces and hotel area.

Learning Structure:



Contents: Theory

Chapter	Name of the Topic	Hours	Marks
1	<p>Introduction to Hotel Housekeeping</p> <p>1.1 Importance and functions of Housekeeping in hotels.</p> <p>1.1.1 Role of Housekeeping in hotel.</p> <p>1.1.2 Area of responsibilities of housekeeping department.</p> <p>1.2 Organizational structure of house keeping in small, medium and large hotel.</p> <p>1.3 Personal attributes of housekeeping staff.</p> <p>1.4 Duties and responsibilities of Housekeeping staff</p> <p>1.4.1 Executive Housekeeper.</p> <p>1.4.2 Deputy Housekeeping.</p> <p>1.4.3 Floor Supervisors.</p> <p>1.4.4 Public area Supervisors.</p> <p>1.4.5 Desk Supervisors.</p> <p>1.4.6 Room attendants.</p> <p>1.4.7 House porters.</p> <p>1.5 Layout of Housekeeping departments in small and medium hotel.</p> <p>1.6 Coordination of housekeeping with major departments of the hotel.</p>	10	22
2	<p>House Keeping Inventories</p> <p>2.1 Principles, reason and standards of clearing.</p> <p>2.2 Cleaning techniques: Sweeping, mopping, Dusting,, suction cleaning, laundering.</p> <p>2.3 Classification of Cleaning Equipments.</p> <p>2.3.1 Selection of cleaning equipment.</p> <p>2.3.2 Care, storage, distribution and control of cleaning equipments.</p> <p>2.3.3 Classification of cleaning Agent.</p> <p>2.4 Common cleaning Agents.</p> <p>2.4.1 Selection of cleaning Agents.</p> <p>2.4.2 Polishes and floor seals.</p> <p>2.4.3 Storage of cleaning agents.</p> <p>2.4.4 Issuing of cleaning agents.</p> <p>2.5 Guest Supplies and amenities.</p> <p>2.5.1 Standard contents.</p> <p>2.5.2 VIP and VVIP amenities.</p> <p>2.5.3 Replenishment.</p> <p>2.5.4 Guest special Requirement.</p>	10	24

3	<p>Care and cleaning of Different surfaces. 3.1 Metals: Brass, Copper, silvers, Bronze, Aluminum and steel with protective finishers. 3.2 Glasses 3.3 Plastic 3.4 Ceramics 3.5 Wood and allied surface. 3.6 Stone – marbles, granite. 3.7 Carpets. 3.8 Rexene, leather and rubber</p>	04	06
4	<p>MAIDS Service Room 4.1 Location of room. 4.2 Layout of room. 4.3 Organizing a maids trolley. 4.4 Using the trolley</p>	04	06
5	<p>KEYS AND KEY CONTROL 5.1 Types of keys used in housekeeping. 5.2. Electronic key card system. 5.3. Key control: Registers, forms 5.4. Loss of Keys.</p>	04	06
6	<p>CLEANING PREMISES 6.1 Guest room status. 6.2 Guest floor rules. 6.3 Briefing of staff and preparing for the work 6.4 Entering the guest room 6.5 Frequency of cleaning-Daily, weekly, Periodic cleaning 6.6 Organization of cleaning 6.6.1 Traditional 6.6.2 Block 6.6.3 Team 6.6.4 Deep cleaning and special projects 6.6.5 Spring cleaning 6.7 Special Cleaning tasks- 6.7.1 Bed Making 6.8 Daily cleaning of the hotel areas 6.8.1 cleaning of guest room 6.8.2 cleaning of guest bath room 6.8.3 replenishing the bed and bathroom supplies 6.8.4 cleaning of a vacated room 6.8.5 servicing a vacant room 6.8.6 servicing a VIP room 6.8.7 Second service and Turn down service 6.8.8 Dealing with “ Under repair rooms” 6.8.9 cleaning of Front and Back areas of the house 6.9 Closing down tasks after cleaning</p>	12	24
7	<p>HOUSEKEEPING CONTROL DESK 7.1 Forms, Formats, Records, Registers. 7.1.1. Key control: Registers, forms</p>	04	12

7.1.2 Log book 7.1.3 Staff placement register 7.1.4 Maintenance register 7.1.5 Memo book 7.1.6 Room status report 7.1.7 SOPs book 7.1.8 Departure register 7.1.9 Baby sitting register 7.1.10 Guest message register 7.1.11 Carpet shampooing 7.1.12 Room Inspection checklist 7.1.13 Stores indent book 7.1.14 Records for special cleaning 7.2 Lost and found 7.2.1 Procedures for lost and found articles 7.2.2 Records and registers maintained used for lost and found			
Total	48	100	

Practical:

Skills to be developed:

1. Students will develop the skill to identify the appropriate cleaning techniques to be implemented according to the area.
2. Students will acquire the skills to set up the trolley to the required standards and use the trolley correctly and safely.
3. Students will enhance their skills to use the correct cleaning equipments and agents for executing the given task/ surface.
4. Student will develop the skills of practice and sequencing for bed making.
5. Students will be able to implement the safe key control practices.
6. Students will accomplish the skills to provide the concept of quality service of the rooms to the guest.
7. Students will recognize techniques that are used for handling lost and found articles in hotel.
8. Students will acquire the skills for filling up the records and register in a systematic and professional manner.

List of practical

1. Different cleaning techniques used in cleaning- sweeping, mopping, dusting, suction cleaning
2. Organizing and Use of Maids trolley and caddy for room cleaning as per room status.
3. Work cards for cleaning and polishing of various surfaces in hotel
 - a) Metals—Brass, silver, bronze, copper, steel, aluminum
 - b).Glass
 - c). Wooden and laminated
 - d) Leather, Rexene, rubber
 - e) Ceramic and Dado
 - f) stones- marble and granite
4. Bed making—Morning and Evening Bed.
5. Handling of keys- issuing and control, records maintained
6. Entering of room, cleaning guest rooms and replenishing supplies.
7. Handling of Lost and found articles.
8. Filling up of registers and records used in housekeeping department.

List of Mini Projects:

1. Visit to the hotels and make a report on the layout and organization structure of housekeeping department. Is the layout ideal? Justify your answer
2. Visit hotel, study the rooms available and draw their layout.
3. Survey the market, list the cleaning agents with their brand names and prices
4. Survey the market, List of cleaning equipments with their brand names and prices.
5. Visit hotel and study guest supplies and amenities kept in different category hotels of city and prepare the model as supplies as assigned by the subject teacher.

Learning Resources:**Books:**

Author	Title	Edition	Year of Publication	Publisher and Address
G. Raghubalan Smritee Raghubala	Hotel housekeeping Operations and Management	First	2007	Oxford University Press, YMCA library Building, Jai singh Road New Delhi
S.K.Kaushal S.N.Gautam	Accommodation Operations and Management	First	2006	Frank Bros and co. ltd 4675-A, Ansari Road, , 21 Daryaganj, New Delhi
Joan Branson	Hotel, Hostel and Housekeeping	Fifth	1988	Edward Arnold ltd. 41 Bedford square London
Robert J. Martin	Professional MNgmt. Of Housekeeping Operations	Third	1998	John Wiley and sons inc605 3 rd avenue New York
Sudhir Andrews	Hotel Housekeeping Training Manual	Eigth	1992	TMH Publication co. ltd

CDs :

- 1) Guest room Cleaning
- 2) Bathroom cleaning

Course Name : Diploma in Hotel Management and Catering Technology.

Course Code : HM

Semester : First

Subject Title : Fundamentals of Front Office

Subject Code : 12349

Teaching and Examination Scheme:

Teaching Scheme			Examination Scheme					
TH	TU	PR	PAPER HRS.	TH	PR	OR	TW	TOTAL
02	--	02	03	100	50@	--	--	150

NOTE:

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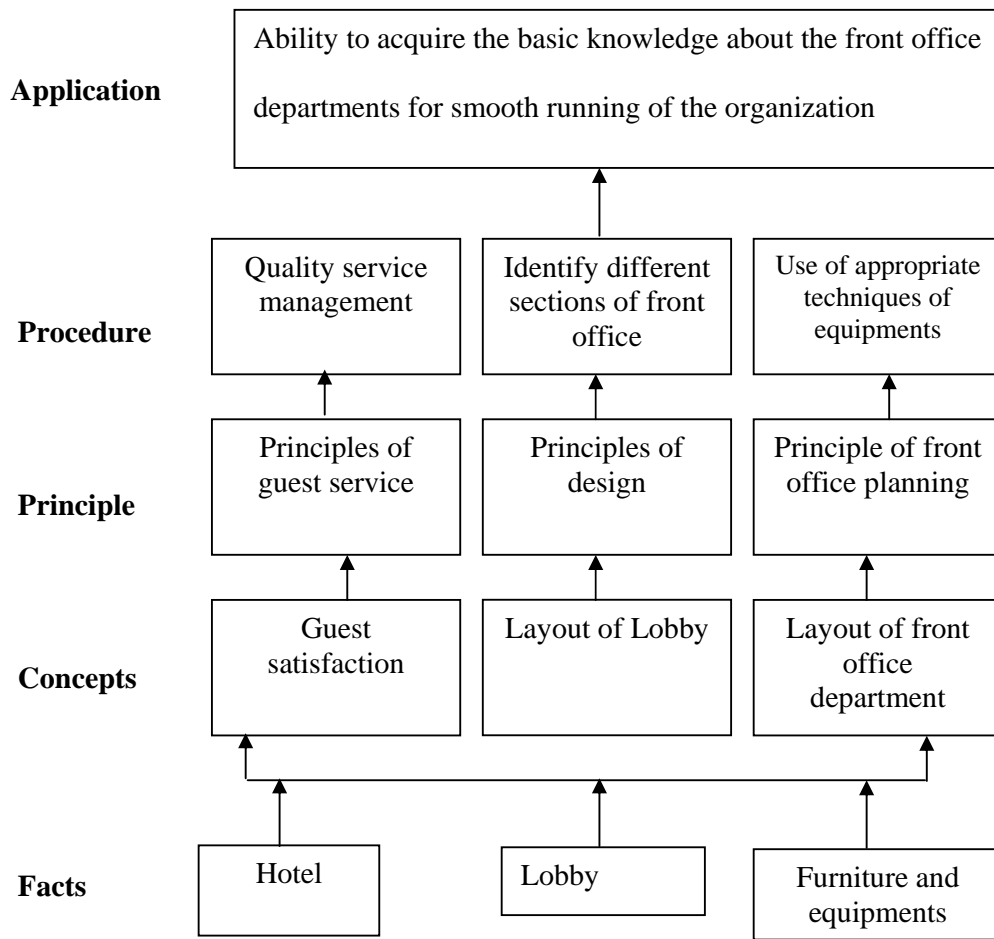
Rationale:

This course will emphasize on comprehensive knowledge and understand the importance of front office department, its role and functions. Students will acquire social skills, clerical procedure and duties for front office and its related activities.

Objectives:

1. To understand basic organization of front office operations in large medium and small hotels.
2. To recognize the importance of social skills and effective communication to front office operations.
3. To identify the use and need of different front office equipments, tools etc.
4. To acquire and develop skills required to function as an efficient and effective receptionist.

Learning Structure:



Contents:

Sr. No.	Name of the Topic	Hours	Marks
1.	Introduction to the Hotel Industry 1.9 Evolution of Hotel Industry: Western and Indian 1.10 Development and Growth of hotel Industry in India 1.11 Classification of Hotels- size, Location, Categories. Length of stay and others 1.12 Organization chart of the Hotel- small, medium, large	04	12
2.	The Front Office Department 2.1 Importance of front office Department in hotel 2.2 Function of the front office department 2.3 Principals for the designing of Layout of Lobby and sections of the front office 2.4 Organization chart of the Hotel of the front office staff- small, medium, large 2.5 Personal Qualities of Front office staff 2.5.1 Rules of the house for the front office staff 2.6 Job Description of : 2.6.1 Front office manager 2.6.2 Lobby manager 2.6.3 Bell caption 2.6.4 Bell Boy 2.6.5 Concierge 2.7 Coordination of front office with major department of hotel 2.8 Furniture and equipments used in the front office.	06	20
3.	Hotel Room 3.1 Types of room 3.2 Food plan 3.3 Room rates. 3.4 Basis of charging tariffs 3.5 Discounts offered and packages 3.6 Taxes levied (Sales, expenditure, luxury and service charges) 3.7 Use of Brochures and Tariff cards	06	14
4.	Telephone Department 4.1 Importance and basic function of department 4.2 Role and responsibilities of the telephonist 4.3 Rules for Telephonic Techniques 4.4 Do's and Don'ts of telephonic communication 4.5 Types of calls- (Internal and external, screening, holding and transfer of calls) 4.6 New technologies in telephones	06	20
5.	Bell desk and Sundry services 5.1 Importance and function of Bell Desk 5.2 Equipment at the Bell desk 5.3 Coordination of Bell desk with other departments 5.4 Handling Of Luggage 5.5 Left Luggage Procedure	06	20

	5.6 Paging (Methods involved) 5.7 Wake up Call 5.8 Mail handling 5.9 Message handling 5.10 Safety locker procedure 5.11 Vallet Services		
6.	Front office glossary and common abbreviations and symbols. Accommodation services, Vallet Services, Adjoining rooms	04	14
	Total	32	100

List of Practicals:

	Practicals based on social skills
1.	i) Behavior/attitude ii) Self presentation iii) Position iv) Posture v) Gesture vi) Expression vii) Eye contact viii) Speech ix) Non verbal speech elements Role plays can be conducted on social skills
2.	Preparing for work Handling equipments for work
3.	Handling telephones i) Telephone manners ii) How to handle call iii) How to screen calls iv) How to transfer calls
4.	Message handling (guest in room, guest not in the room)
5.	Paging – using various systems
6.	Mail handling of the guest
7.	Luggage handling & Left luggage procedure
8.	Providing information about hotel, facilities offered and city
9.	Wake up call procedure
10.	Coordination of front office and bell desk and other departments
11.	Safety locker management
	Practicals can be based on role play

Projects:

- 1) Visit to three hotels of the city; draw the layout of the lobby of the hotel. Is the layout ideal? Modify and justify them
- 2) Prepare brochures and tariff cards as per the instructions given by subject teacher (for e.g. Brochure of 3* beach resort)
- 3) Design the new formats message slip, left luggage slip, wake up call sheet etc for a commercial hotel and as assigned by the concerned subject teacher
- 4) Tourism information:
 - Countries, capitals & currencies.
 - Airport & airline information
 - Local city knowledge
 - Travel agencies

- ❑ Hotels of international and domestic origin
- ❑ Indian states and capitals
- ❑ Music & dance
- ❑ Hotel brochures and pamphlets

Learning resources: Journals and magazines

CDs personal grooming, from check in to check out, handling reservation, telephone skills

References:

Author	Title	Edition	Year of publication	Publisher And Address
Stanley Thomes	Reception. Students guide.	1994	1993. Reprint 1994	Stanley Thomes Ltd.; Ellenborough House. Wellington St. Cheltenham
Peter Abbott	Front office procedures, social skills and management	1991	1991	Butterworth Heinemann Ltd. Halley Courts. Jordan Hill Oxford
Collin Dix (MHCIMA) Chris Braid (BA MHCIMA CGLI)	Front office operations. (Previously) Accommodations operations	Third	1998	PITMAN publications. 128 long acre, london
Sudhir Andrews	Hotel front office training manual	14 th	1982	Tata McGraw hill publication co. ltd.
Dennis L. Foster	Rooms at the Inn. Front office operations and administrations	1993	1992	Glencoe division of Macmillan/ McGraw hill publication co. ltd.
Grace Paige. Jane Paige.	The hotel receptionist	Second	1977	Cassell EDU ltd. Artillery house, Artillery row London
Paul B. White & Helen	Hotel reception	1966	1982	Edward Arnold ltd. 41 Bedford Sq. London
Jerome J Vallen.	Check in check out. Principles of effective front office management	Third	1974, 1980	W.M.C. Brown Publishers Dubuque. Iowa
Sue Baker, Pam Bardi Jeremy Huyton	Principles of hotel front office operations	1994	1994	Cassell Wellington House. 125 Strand. London. WC 2R OBB.
Bruce Braham	Hotel front office	1985	1985 Reprint- 1987,1988	Stanley Thomes Ltd.;
Michael L. Kasavana, I Richard M. Brooks, CH	Managing front office	Third	1991	Edu. Inst Of The AH&MA. Michigan- 48826 USA. South Harrison Rd, Pb No. 1240, East Lansing, Michigan

Course Name : Diploma in Hotel Management and Catering Technology.

Course Code : HM

Semester : First

Subject Title : Hospitality Communication.

Subject Code : 12350

Teaching and Examination Scheme:

Teaching Scheme			Examination Scheme					
TH	TU	PR	PAPER HRS	TH	PR	OR	TW	TOTAL
03	--	02	--	--	--	25#	--	25

Rational:

This subject will give the students a basis to improve their Communication Skills with the guest and their confidence.

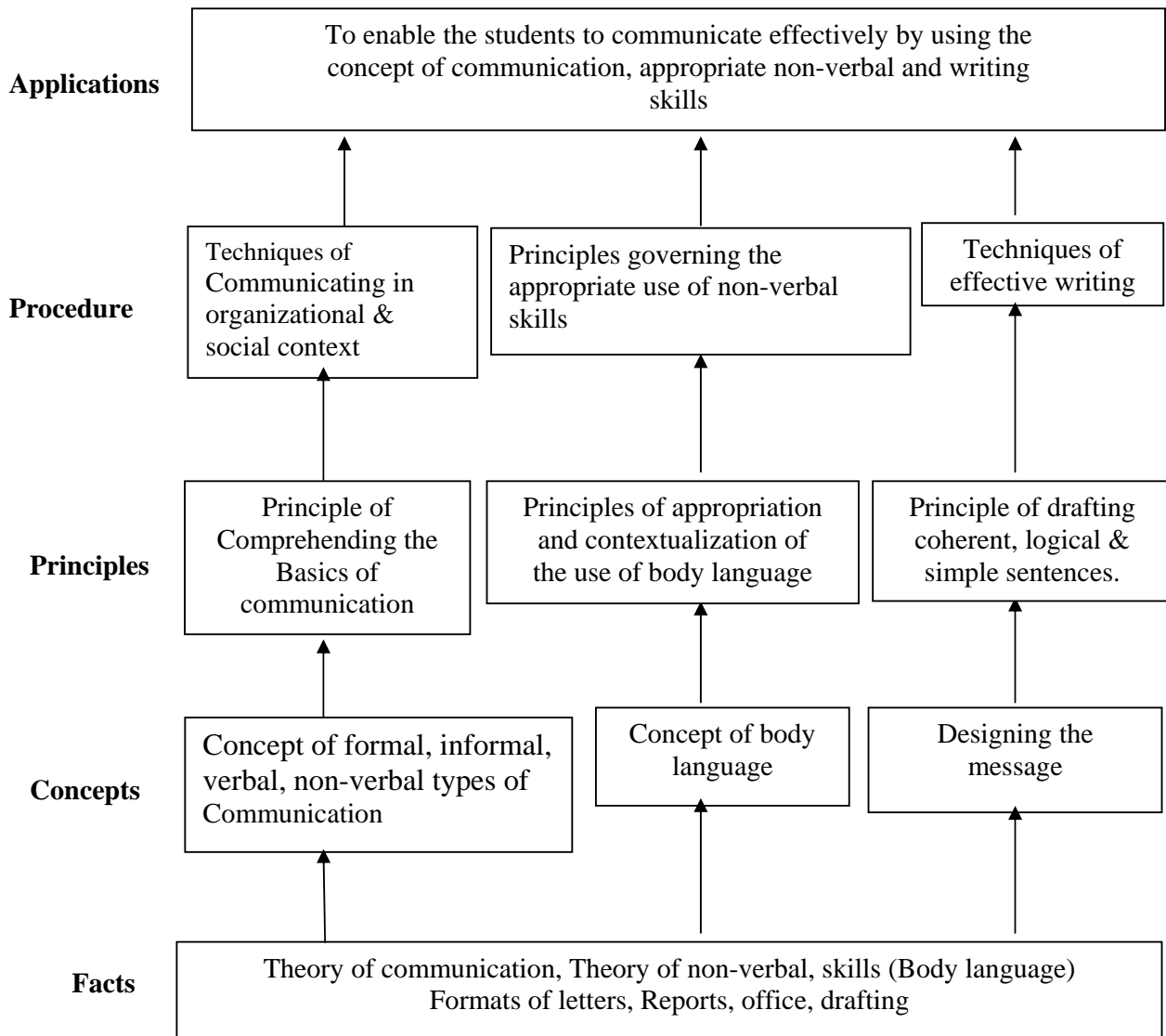
To introduce students with the process of communication so that they can identify conditions favorable to effective communication and to teach them basic and applied language skills useful for the study of technical subjects as well as communication, with a particular emphasis on writing and oral presentation skills, which are capabilities needed for professional.

Objective:

The Students will be able to:

- 1) Understand and use the basic concepts of communication and principles of effective communication in an organized set up and social context
- 2) Give a positive feedback in various situations, to use appropriate body language & to avoid barriers for effective communication
- 3) Write the various types of letters, reports and office drafting with the appropriate format.

Learning Structure:



Contents: Theory

Chapter	Name of the topic	Hours
1	THE COMMUNICATION PROCESS 1.1 The concept of communication :an introduction 1.2 The elements of communication (sender, receiver, message, medium, encoding, decoding & feedback) 1.3 Importance of effective communication:	02
2	CHANNELS OF COMMUNICATION 2.1 Internal & External communication: Formal & Informal channels 2.2 Formal channels of communication (Horizontal, Vertical, Upward & Downward communication) 2.3 Informal channel of communication – Grapevine	06
3	BARRIERS OF COMMUNICATION 3.1 Types of barriers – Physical, Mechanical, semantic, cultural, psychological 3.2 Ways of overcoming barriers of communication. 3.3 Feedback	06
4	WRITTEN COMMUNICATION 4.1 Principles of letter writing, commercial jargon, correct spelling, correct word order & Four C's of commercial correspondence. 4.2 Parts of a letter.	06
5	NON VERBAL & VISUAL COMMUNICATION 5.1 Definition of nonverbal communication 5.2 Types of non-verbal communication (Facial, expression, Gestures, Body language, Kinesics, Phonemic & Physical appearance.) 5.3 Visual communication (signs, signals, graphs)	08
6	LETTERS a) Job application letter, bio data, Resume b) Inquiry letter (eg for rooms) reply to enquiry letter c) Response to guest complaints d) Order letter & quotation letters e) Claim & adjustment f) Credit & collection letter g) Sales letter & circular h) Notice & Memorandum	06
7	COMPREHENSION & SUMMARIZATION 7.1 Structure of a report : Individual & committee (short & long report) 7.2 Types of report : Investigative, Progressive, & feasibility reports. 7.3 Comprehension passages related to specific fields 7.4 Précis writing & summarization	08

8	DETAILED CONTENTS ORAL COMMUNICATION 8.1 Spoken or conversational English [Stress on Telephone Conversation] 8.2 Dialogue writing for specific occasions 8.3 International Phonetic script 8.4 Presenting oral message in the form of debates, group discussions, Individual and group presentations, preparing for interviews role-playing	06
	Total	

Assignments:

1. Communication Cycle (With The Help Of Diagram)
2. Communication Situations (List Of 5 Communication situations stating the type of communication)
3. Barriers that Hinder A Particular Communication Situation. (State the type of barrier, and how to overcome them).
4. Developing A Story Or A Paragraph For The Given Topic Sentence. (In a group of 5 – 6 students)
5. Describing Various Equipments.
6. Identifying The Various Sentences With Their Type Of Writing. (e.g. Scientific, legal, colloquial etc.)
7. Business Letters
8. Letters Of Suggestion
9. Comparative Time Table Of 2 Students
10. Description of Two Different Persons. (Seeing the picture)
11. Letter To The Librarian, Principal
12. Report Writing.

Learning Resources:**Books:**

SR. No.	Author	Title
1	--	Doctor & Doctor Business Communication
2	R.C. Sharma & Krishna Mohan	Correspondence & Report writing
3	Meera bannerji & Krishan Mohan	Developing communication skills
4	R.K.Bansal & JB harrison	Spoken English
5	John sinclair	Collins cobuild English grammar
6	Burgoon michael	Human communication