 <b>MAHARASHTRA STATE BOARD OF TECHNICAL EDUCATION, MUMBAI</b> <b>TEACHING AND EXAMINATION SCHEME FOR POST S.S.C. DIPLOMA COURSES</b>																
<b>COURSE NAME : DIPLOMA IN HOTEL MANAGEMENT &amp; CATERING TECHNOLOGY</b>																
<b>COURSE CODE : HM</b>																
<b>DURATION OF COURSE : SIX SEMESTERS</b>										<b>WITH EFFECT FROM 2009-10</b>						
<b>SEMESTER : THIRD</b>										<b>DURATION : 16 WEEKS</b>						
<b>PATTERN : FULL TIME</b>										<b>SCHEME : E</b>						
SR. NO.	SUBJECT TITLE	Abbreviation	SUB CODE	TEACHING SCHEME			EXAMINATION SCHEME									
				TH	TU	PR	PAPER HRS	TH (01)		PR (04)		OR (08)		TW (09)		SW (16003)
								MAX	MIN	MAX	MIN	MAX	MIN	MAX	MIN	
1	Food Production Operation	FPO	12457	3	--	8	3	100	40	50#	20	--	--	25@	10	50
2	Food & Beverage Service Operation	FSO	12458	2	--	4	3	100	40	50#	20	--	--	25@	10	
3	Accommodation Operation	ACO	12459	3	--	2	3	100	40	50#	20	--	--	25@	10	
4	Accounts and Costing for Hospitality	ACH	12460	3	--	--	3	100	40	--	--	--	--	--	--	
5	Human Resource Management	HRM	12461	3	--	--	3	100	40	--	--	--	--	--	--	
6	Business Communication	BCN	12462	1	--	2	--	--	--	--	--	25#	10	25@	10	
7	Hotel Engineering	HEG	12463	1	--	2	--	--	--	--	--	--	--	25@	10	
<b>TOTAL</b>				<b>16</b>	<b>--</b>	<b>18</b>	<b>--</b>	<b>500</b>	<b>--</b>	<b>150</b>	<b>--</b>	<b>25</b>	<b>--</b>	<b>125</b>	<b>--</b>	<b>50</b>

Student Contact Hours Per Week: **34 Hrs.**  
**THEORY AND PRACTICAL PERIODS OF 60 MINUTES EACH.**  
Total Marks : **850**  
@ 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 : THIRD**  
**SUBJECT TITLE : FOOD PRODUCTION OPERATION**  
**SUBJECT CODE : 12457**

### Teaching & Examination Scheme

Teaching Scheme			Examination scheme					
TH	TU	PR	PAPER HRS	TH	PR	OR	TW	TOTAL
03	--	08	03	100	50#	--	25@	175

#### 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)

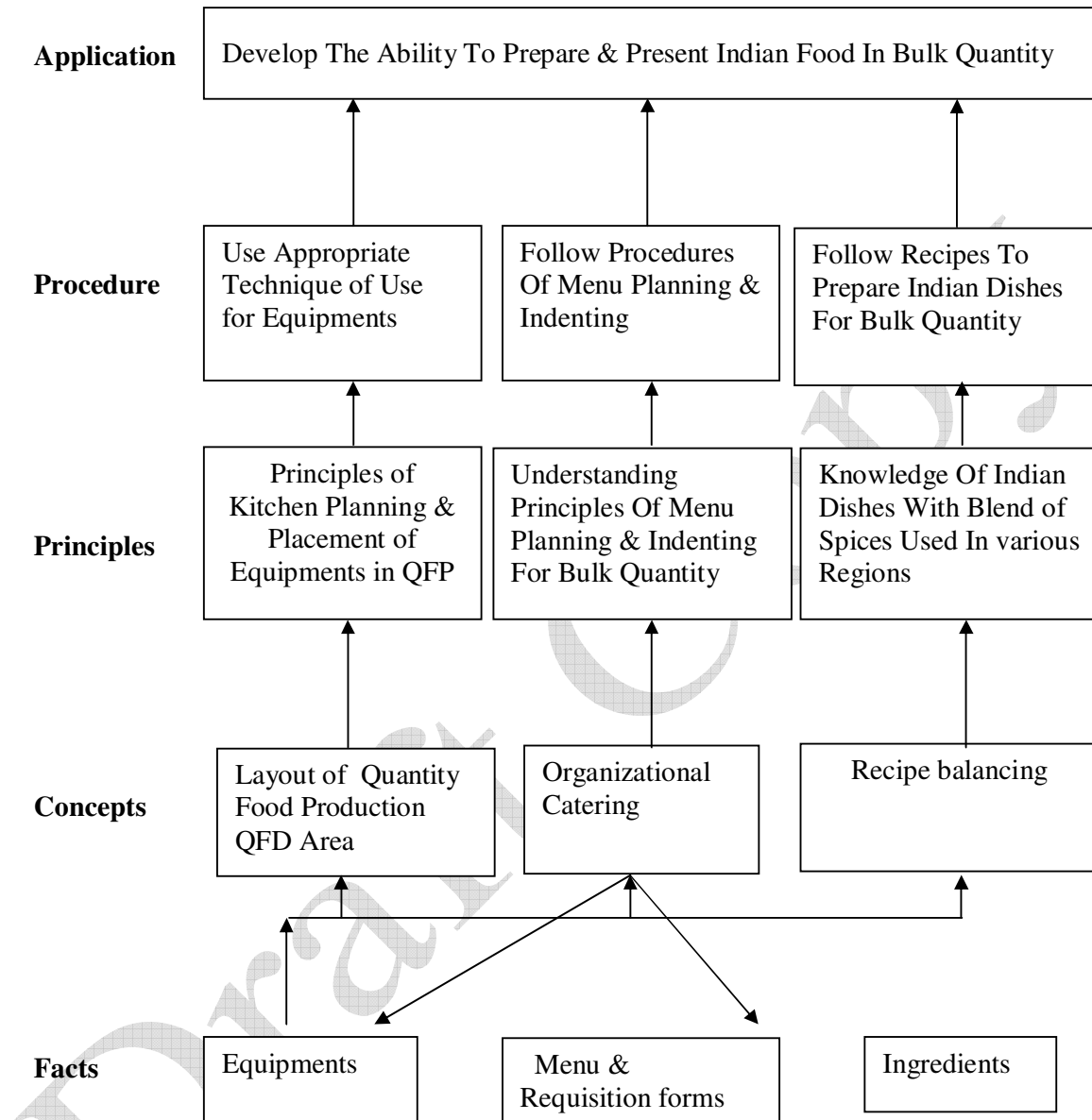
#### RATIONAL:

The subject intends to develop knowledge & skills required for the Indian Regional cuisine & larger work with special emphasis on operational techniques practiced in quantity food production. This will help students to produce bulk quantity. Which will be useful in Catering business.

#### OBJECTIVES: Student will be able to

1. Develop knowledge & interest in the Indian regional food production.
2. Know different equipment used in bulk cooking.
3. Know how to purchase, store & use various commodities in quantity cookery.
4. Understand basic skills required in the food production department.

**Learning Structure:**



**Contents: Theory**

<b>Chapter</b>	<b>Title</b>	<b>Hours</b>	<b>Marks</b>
<b>1</b>	<b>Equipment care &amp; Handling</b> 1.1 Equipment require for mass/ volume feeding: i) Mixer, ii) Grinder, iii) Gas Burner, iv) Oven, v) Griller, vi) Knives, vii) Chopper, viii) Peeler, ix) Bakery tools, x) Char grillers, xi) Dough mixer, xii) Potato Peeler, xiii) Brat Pan, xiv) Buck Boiler, xv) Steamer, xvi) Walk in cooler, xvii) Tandoor, xviii) Deep Freezers, xix) Storage and Receiving Quays, xx) Griddle Plate 1.2 Care and maintenance of Equipments Modern development in equipments. Manufacturers address & Estimated cost of equipments	<b>03</b>	<b>08</b>
<b>2</b>	<b>Kitchen Planning:</b> <ul style="list-style-type: none"> <li>• Types of Kitchen(Layouts)</li> </ul> <b>Principle and Planning for quantity food production</b> <b>with:</b> <ul style="list-style-type: none"> <li>• Space allocation</li> <li>• Equipment allocation</li> <li>• Staffing</li> </ul>	<b>03</b>	<b>10</b>
<b>3</b>	<b>Menu Planning and Indenting:</b> 3.1 Principles of Menu Planning: Volume feeding 3.2 Points to consider in menu planning for various volume feeding outlets: 3.2.1 Institutional catering 3.2.2 Theme Dinner 3.2.3 Industrial catering 3.2.4 Transport: Cruise, Airline, Railway 3.2.5 Hospital 3.2.6 Out door parties 3.2.7 Contract catering 3.3 <b>Indenting</b> 3.3.1 Principle of volume feeding 3.3.2 Portion size and various items for different types of volume feeding 3.3.3 Modifying recipe for indenting for large scale 3.3.4 Practical difficulties while indenting for volume feeding	<b>10</b>	<b>20</b>

4	<b>3. Kitchen Stores</b> 4.1 Principle of storage 4.2 Type of storage 4.3 Layout Of dry & cold room 4.4 Control procedures 4.5 Functions of stores manager.	04	14
5	<b>5.1 Basic Masala Used in Indian cookery:</b> <ul style="list-style-type: none"> <li>• Blending of spices and masala</li> <li>• Different types of masalas</li> <li>• Types of regional masalas</li> </ul> <b>5.2 Basic Indian gravies: with 10 dishes of examples</b> <ul style="list-style-type: none"> <li>• White</li> <li>• Red</li> <li>• Brown</li> <li>• Green</li> <li>• Kadhai / Makhani</li> </ul>	06	10
6.	<b>Regional Cuisine:</b> 6.1 Introduction to regional Indian cuisine 6.2 Heritage of Indian cuisine 6.3 Cuisine and its highlight of different states / regions / communities to be discussed under: 6.3.1 Geographic location 6.3.2 Historical background 6.3.3 Seasonal availability 6.3.4 Special equipment & Utensils 6.3.5 Staple Diet / Festival related with food 6.3.6 Accompaniments & Garnishes <b>6.4 States:</b> Andhra Pradesh, Bengal, Goa, Gujarat, Karnataka, Kashmir, Kerala, Madhya Pradesh, Maharashtra, Punjab, Rajasthan, Tamil Nadu, Uttar Pradesh <b>6.5 Communities:</b> Parsee, Chettinad, Lucknowi, Avadhi, Malbari, Mangalorean, Syrian Chritian, Bohari	10	20
7	<b>Pastry &amp; Pastry cream</b> 7.1 Recipes & Methods of Preparation 7.2 Differences in Uses of Each Pastry 7.3 Do's and Don'ts while preparing Pastry 7.4 Role of Each Ingredient 7.5 Temperature of Baking the Following Pastries: Short Crust, Hot Water / Rough Puff 7.6 Basic Pastry Creams & their uses. 7.7 Precaution & Care in Production	12	18
<b>Total</b>		<b>48</b>	<b>100</b>

**Practicals:-**

- i) Each institute will prepare their own menus as per the pattern given below. Popular dishes served in Indian Restaurants may be included in the menu.

Sr.	State	No. of Menu	Minimum Dishes
1	Andhra Pradesh / Hyderabad	2	10
2	Bengal & North Eastern States	3	15
3	Goa	1	06
4	Gujrati / Bohri / Parsi	3	18
5	Karnataka / Karwar	2	10
6	Kashmir	1	08
7	Kerala	2	12
8	Madhya Pradesh	1	05
9	Maharashtra / Malwani	2	10
10	Punjab	2	12
11	Rajasthan	2	10
12	Tamilnadu / Chettinade	2	12
13	Uttar Pradesh / Dum / Awad / Lucknavi	4	20

- ii) Knowledge of Basic Masalas to be applied while preparing Indian Regional Dishes.  
 iii) Demonstration & Practice of Short Crust Pastry, Puff Pastry, Choux Pastry, Flaky Pastry.  
 iv) Demonstration & Practice of Pastry Creams.

#### Continental Menus

- Fish Preparation - 2 Dishes  
 Chicken Preparation - 2 Dishes  
 Mutton/Beef/Pork - 2 Dishes

#### Bakery & Confectionery

- Cookies - 6 Varieties  
 Yeast Goods Demo & Practice of Fancy Rolls, Bread Rolls, French Bread, Brown Bread & Danish Pastry

#### Learning Resources:

##### Books:

TITLE	AUTHOR
1) Modern Cookery For Teaching & Trade	Thangam E. Philip
2) Theory Of Cookery	Krishna Arora
3) Basic Bakery	J C Dubey
4) Larousse Gastronomique	Paul Hamlyn
5) The Professional Chef	Le Rol A Polsom
6) The Book Of Ingredients	Jane Grigson
7) Professional Cooking	Wayne Gisslen
8) Professional Baking	Wayne Gisslen
9) Food Commodities	Bernald Davis
10) Prashad	Jiggs Kalra

**COURSE NAME : Diploma in Hotel Management And Catering Technology**  
**COURSE CODE : HM**  
**SEMESTER : THIRD**  
**SUBJECT TITLE : FOOD & BEVERAGE OPERATIONS**  
**SUBJECT CODE : 12458**

**Teaching & Examination Scheme**

Teaching Scheme			Examination scheme					
TH	TU	PR	PAPER HRS	TH	PR	OR	TW	TOTAL
02	--	04	03	100	50#	--	25@	175

**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:**

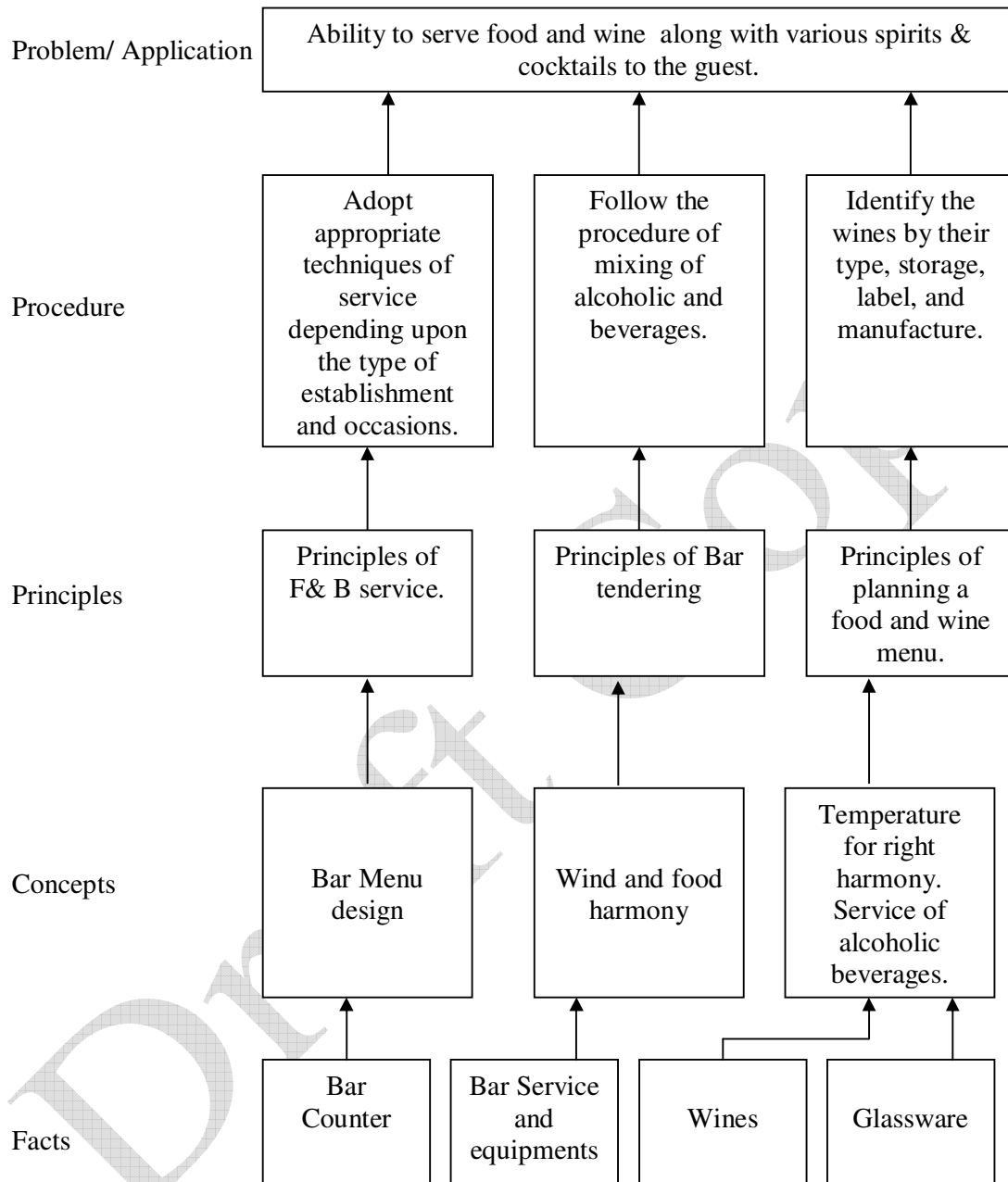
The subject aims in developing widespread knowledge of wines & spirits .The student will be able to understand its manufacturing process and application in the hospitality industry. The student will develop professional competence for preparing different types of cocktails.

**OBJECTIVES:**

The student will be able to:

1. Understand the importance of alcoholic beverages used in the service industry.
2. Familiarize with the different types of the alcoholic beverages.
3. Develop the professional skills to identify different types wines.
4. The student will develop serve wines.
5. Understand the manufacturing process of wines & spirits.
6. Prepare different types of cocktails & its presentation.

**Learning Structure:**





**Contents: Theory**

<b>Chapter</b>	<b>Topic</b>	<b>Hours</b>	<b>Marks</b>
<b>1</b>	<b>INTRODUCTION TO ALCOHOLIC BEVERAGES.</b> 1.1 Definition & history of alcoholic beverages Classification of alcoholic beverages. 1.2 Introduction to wines. Definition & history of wines, types of grapes. Classification of table wines. Types of wines – still, aromatized, fortified, sparkling. Manufacturing process of wines. 1.3 Food and wine harmony 1.4 Storage & service of wines with relevant glassware & its sizes. 1.5 Recognition of wine labels.( France, Italy, Spain, Portugal, Germany, India.)	<b>04</b>	<b>16</b>
<b>2</b>	<b>METHODS OF WINE PRODUCTION IN VARIOUS COUNTRIES.</b> 2.1 Germany– grading, districts, famous wines, manufacturing process. 2.2 Spain – Sherry, types ,method of manufacturing Portugal – port, types manufacturing process. Madeira – types, manufacturing process. 2.3 Italy – grading, districts & famous wines. 2.4 India- grading, districts, & famous wines.	<b>06</b>	<b>12</b>
<b>3</b>	<b>WINES OF FRANCE.</b> 3.1. Introduction. Grading of French Wines. Wine Producing districts with famous wines. 3.2. Champagne. Introduction & brief history. Manufacturing process of Champagne. Brands & shippers, bottle sizes, label language. Methods of making sparkling wines: cuvee, close, transfer, impregnation method.	<b>06</b>	<b>20</b>
<b>4</b>	<b>APERITIFS &amp; LIQUEURS.</b> Introduction & methods of extraction of Liqueurs. Different types of liqueurs. (with base & flavours). Important brand names (Indian & Foreign). Types of aperitifs (Vermouth). Punt –e – mes, Dubbonet, straphael, campari, byrrh, angostura, pernod.	<b>04</b>	<b>12</b>
<b>5</b>	<b>INTRODUCTION TO SPIRITS.</b> 5.1. Introduction and Definition Method of Production of spirit. Pot still method Patent still method Production of spirits Whiskey	<b>06</b>	<b>20</b>

	Rum Gin Bandy Vodka 5.2 Different Proof Spirits American Proof Gay Lussac		
6	<b>COCKTAILS &amp; BAR EQUIPMENTS.</b> 6.1 Introduction & definition. Methods of mixing cocktails. Build straight up shake blend layer float/top muddling On the rocks frappe stir 6.2 Rules to be observed while making cocktails. 6.3 Popular minimum five cocktails based on spirits- Brandy, Vodka, Gin, Rum, Whisky, Beer, Champagne, Wines. 6.4 Garnishes & Presentation of cocktails. 6.5 Different types of glassware & bar Equipments along with measures.	06	20
<b>TOTAL</b>		<b>32</b>	<b>100</b>

**List of Practicals:**

Sr. No	Topic of Practical	Skills to be developed
1.	Menu compiling with wines : 5 course, 6 course	The student will be able to understand the different types of menu along with food and wine harmony.
2.	Service of wine <ul style="list-style-type: none"> <li>▪ Red Wine</li> <li>▪ White Wine</li> <li>▪ Sparkling Wine</li> </ul>	Learn the service of different types of wine along with appropriate glassware and temperature.
3	Services of cocktails	Learn the appropriate method of serving cocktail with the correct glassware and garnishes.
4	Service of Spirits <ul style="list-style-type: none"> <li>▪ Whisky</li> <li>▪ Vodka</li> <li>▪ Rum</li> </ul>	Learn the method of service with relevant mixtures.

	<ul style="list-style-type: none"> <li>▪ Gin</li> <li>▪ Brandy</li> </ul>	
<b>5</b>	Service of different types of Aperitifs and Liqueurs	Learn the skills of service for service of before and after dinner drinks.

**Projects to be done:**

1. Demonstrations to be arranged for the students from the experts in the industry for showing the skills for preparation of cocktails.
2. Educational visits to be arranged to famous breweries and distilleries for the students to actually see the method of preparation of wines and spirits.
3. Identify six International brands of Beer, Whisky, Cognac, Rum, Vodka and list their country of origin.
4. Collect labels and brand names of ten popular Varieties of;
  - a) Still, red, white & rose wines.
  - b) Fortified wines.
  - c) Sparkling Wines.
  - d) Aromatized Wines.
5. Make a table matching wines and food from different countries of the world.

**References:**

**List of Books:**

Sr. No.	Author	Title	Edition	Year of Publication	Publisher and Address
1	Dennis Lillicrap, John Cousins, Robert Smith	Food and Beverage Service	Fifth	2007	Hodder and Stoughton Educational, 338 Euston Road, London
2	Compiled by the United Kingdom Bartenders' Guide	The International Guide to Drinks	--	1994	Vermilion Random House, 20 Vauxhall Bridge road, London SW 1V2SA
3	Shatbhi Basu	The Cant Go Wrong Book Of Wines	First	1999	Business Publications Inc. 229/A, Krantiveer Rajguru Marg, Girgaon Mumbai
4	Hugh Jonshon	The World Atlas of Wine	Fourth	1994	Mitchelle Beazley Michelin House, 81 Fulham Road, London SW3 6RB
5	Rosalind Cooper	Spirits and Liquors	First	1982	M.P. Books P.O. Box 5367 Tuscon, AZ8573

**COURSE NAME : Diploma In Hotel Management And Catering Technology**  
**COURSE CODE : HM**  
**SEMESTER : THIRD**  
**SUBJECT TITLE : ACCOMMODATION OPERATION**  
**SUBJECT CODE : 12459**

### Teaching & Examination Scheme

Teaching Scheme			Examination scheme					
TH	TU	PR	PAPER HRS	TH	PR	OR	TW	TOTAL
03	--	02	03	100	50#	--	25@	175

#### 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)**

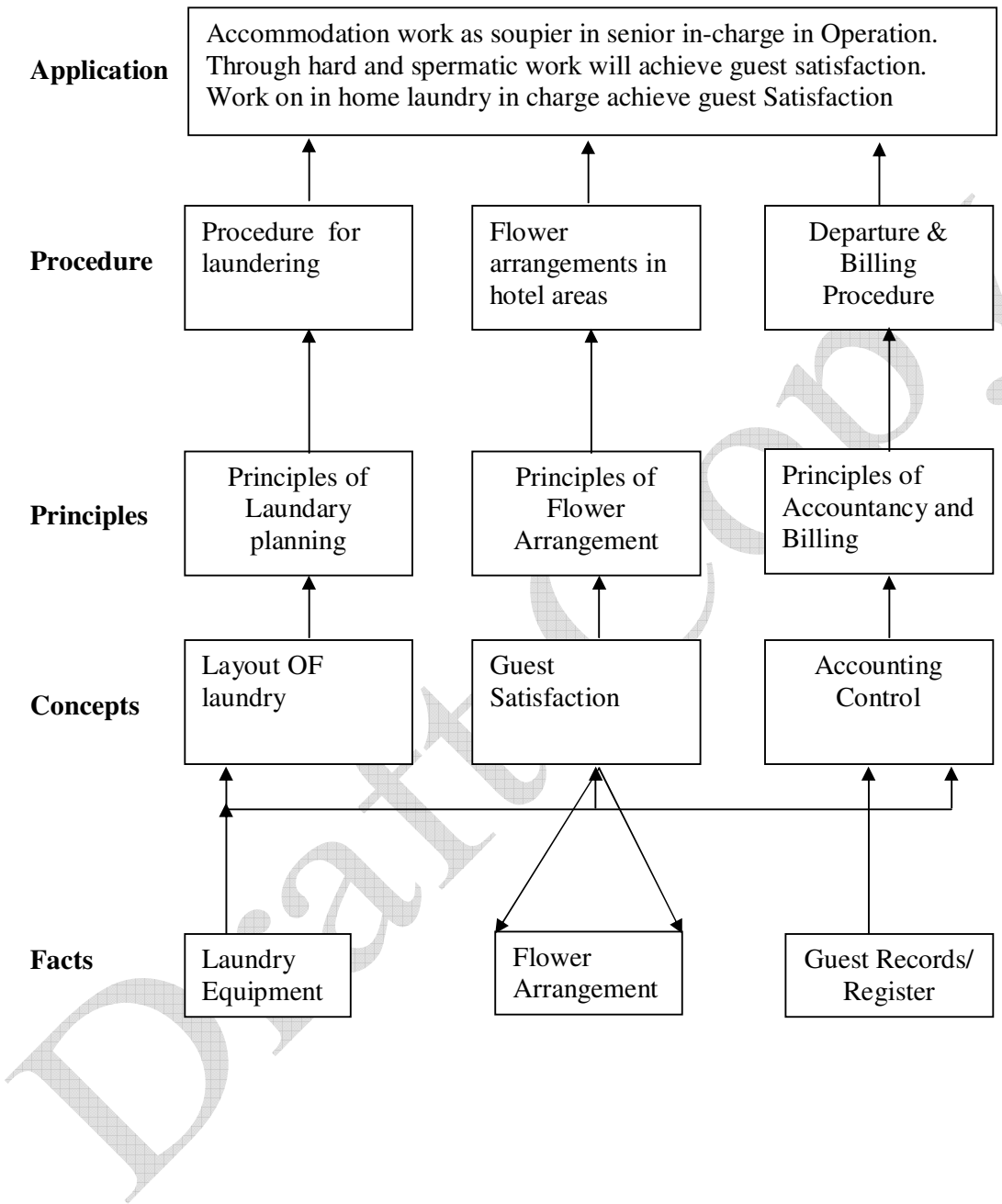
#### RATIONALE:

Accommodations operation is one of the important departments in Hotel. It takes care of the room lines, uniform as employees. After studying this subject student will be able to work as in-charge of Accommodation operations or laundry Operations.

#### OBJECTIVE:

1. Examine the criteria in the selection of linen, textiles, beddings.
2. Know the importance of the linen room.
3. Recognize the importance of sewing room.
4. Identify the inventory considerations in the selection, distribution and control of uniforms.
5. Develop the skills in various types of flower arrangement for different areas of hotel.
6. Handle the guest check out and presentation of the guest bills.

**Learning Structure:**



**Contents: Theory**

<b>Chapter</b>	<b>Title</b>	<b>Hours</b>	<b>Marks</b>
<b>1</b>	<p><b><u>TEXTILES</u></b></p> <p>.1 Classification of Fibers 1.1.1 Source Based .2 Identification of Fibers 1.2.1 Tactile &amp; Visual 1.2.2 Burning test .3 Textile Terminology .4 Characteristics of Fabrics 1.4.1 Natural Fibers ( cotton, Linen) 1.4.2 Animal fibers (silk, wool) 1.4.3 Manmade fibers (Synthetic, regenerated, mineral) .5 Fabric Construction .6 Textile Finishes .7 Use of Textiles in Hotels</p>	<b>08</b>	<b>12</b>
<b>2</b>	<p><b><u>LINEN AND LAUNDRY OPERATIONS</u></b></p> <p>2.1 Job description of Linen and Uniform Room Supervisor 2.2 <b><u>Importance of Linen room</u></b> 2.2.1 Types of Linen Room 2.2.2 Linen room activities 2.2.3 Planning of the linen room 2.2.4 Layout of the Linen room 2.2.5 Classification and selection of Linen 2.2.6 Sizes of Linen- Bed, Bathroom, Restaurant 2.2.7 Calculation of Linen requirement 2.2.8 Purchase and storage of Linen 2.2.9 Linen Exchange- Procedures and records 2.2.10 Linen control- Par stock and Stocktaking Procedure 2.2.11 Recycling of Linen 2.2.12 Hiring of Linen 2.3 <b><u>Laundry operations</u></b> 2.3.1 Types of Laundries 2.3.2 Planning and Layout of on Premises laundry 2.3.3 Laundry Equipments 2.3.4 Laundry process 2.3.5 Laundry Agents 2.3.6 Dry Cleaning 2.3.7 Guest Laundry and Valet Services 2.3.8 Care Labels (British System) 2.4 <b><u>Stain Removal</u></b> 2.4.1 Identification Of Stains 2.4.2 Classification Of Stains 2.4.3 Principles Of Stain Removal 2.4.4 Classification Of Stain Removal Procedure</p>	<b>10</b>	<b>22</b>

3	<p><b><u>UNIFORM AND SEWING ROOM</u></b>  3.1 Introduction of Uniforms  3.1.1 Selection and Design of Uniforms.  3.1.2 Establishing Par levels for Uniforms  3.1.3 Calculating Par stock of Uniform  3.1.4 Procedure for issuing and Exchange of Uniform  3.1.5 Advantages of providing Staff Uniforms  <b><u>3.2 Sewing room</u></b>  3.2.1 Activities in Sewing room  3.2.2 Job description of Seamstress/ Tailor  3.2.3 Sewing area and Equipments  3.2.4 Sewing Room Operations</p>	04	16
4	<p><b><u>Housekeeping operations</u></b>  <b><u>4.1 Stores</u></b>  4.1.1 Operational procedures with regard to cleaning supplies, Guest supplies and small equipment  4.1.2 Stores requisition  4.1.3 Issuing of stores to floors and public areas  4.1.4 Stocktaking and control of stores  <b><u>4.2 Pest control</u></b>  <b><u>4.2.1</u></b> Identification of pest and their areas of infestation <ul style="list-style-type: none"> <li>• Wet and dry rot</li> <li>• Wood bores</li> <li>• Termite</li> <li>• Cockroaches</li> <li>• Bedbugs</li> <li>• Rodents</li> <li>• Beetles</li> <li>• Silver fish</li> <li>• Fleas</li> <li>• Moths</li> <li>• Flying insects</li> </ul> <b><u>4.2.2 Preventative, control measures and waste disposal</u></b></p>	05	08
5	<p><b><u>FLOWER ARRANGEMENT</u></b>  5.1 Styles of flower arrangement  5.2 Principles of flower arrangement  5.3 Equipments and accessories in flower arrangement  5.4 Conditioning of Plant material  5.5 Glossary related to Housekeeping of Ist, IInd, IIIrd Semester</p>	04	10
6	<p><b><u>ANCILLARY GUEST SERVICES</u></b>  6.1 VIP Guest handling  6.2 Change of Room Procedure  6.3 Foreign currency exchange Procedure  6.4 Guest request for various arrangements like tour/ tickets  6.5 Providing Business Centre Facilities  6.6 Glossary related to Front office of Ist, IInd, IIIrd Semester</p>	05	12

<b>7</b>	<b><u>CHECK OUT &amp; SETTLEMENT OF GUEST BILL</u></b>		
	<b>7.1 Departure Procedure</b>		
	7.1.1 Late Check out		
	7.1.2 Late Charges		
	7.1.3 Express Check-Out		
	7.1.4 Group Departure		
	7.1.5 Updating the records, room rack, filing of records		
	7.1.6 Guest History records		
	<b>7.2 Preparing the Guest bill</b>	<b>12</b>	<b>20</b>
	7.2.1 Manual billing system – Guest Folio		
7.2.2 Mechanical billing NCR			
7.2.3 Computerized billing procedure			
7.2.4 Types of settlement			
7.2.5 Procedures for accepting settlements			
7.2.6 Handling cash settlements			
7.2.7 Handling credit card settlements			
7.2.8 Handling foreign exchange			
	<b>TOTAL</b>	<b>48</b>	<b>100</b>

**List of Practicals:**

- 1) Revision of I and II semester front office practices 2 practicals
- 2) Revision of I semester housekeeping practicals 1 practicals
- 3) Laundering of various fabrics
  - Operating A Washing Machine
  - Hand Washing Of Various Fabrics Like Cotton, Terry Cotton, Linen
  - Starching, Stiffening And Blueing
  - Conditioning And Ironing
  - Folding of Linen distribution and inventory
- 4) Stain removal from fabrics, fibers and furniture
- 5) Handling of guest laundry
- 6) Sewing by hand and machine
  - basic stitches as hemming, running stitch, back stitch, stitching of different fasteners, monogramming
- 7) 2, 3 flower arrangements to be made for various areas in hotel
- 8) VIP guest handling procedure
- 9) Change of room procedure
- 10) Preparation of guest bills
- 11) Handling of Express checkout and late checkout guest
- 12) Practice on indenting, requisition slips and issue of housekeeping materials from the stores

**List of Mini Projects**

- 1) Industrial visits to report of commercial laundry and large on premises hotel laundry
- 2) Preparation and identify weaves
- 3) Calculation of linen requirement in different hotels can be given by the subject teacher.



- 4) To draw an ideal floor plan of laundry room specifications can be given by the subject teacher.
- 5) Design a uniform for hotel employees (assigned by subject teacher) .Write a detail report on the principles one has kept in mind also calculate the costing of uniform.
- 6) Make a scrap book with pictures of flowers and foliages used in flower arrangement.
- 7) Demonstration can be arranged for pest control and students should make a report on the same. Also prepare a list of chemicals used for pest control

**Learning Resources:**

Author	Title	Edition	Year of publication	Publisher and Address
G. Raghubalan Smritee Raghubala	Hotel housekeeping Operations and Management	First	2007	Oxford University PressYMCA library Building,Jai singh RoadNew 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 arnoldltd. 41 bedford square London
Robert J. Martin	Professional MNgmt. Of Housekeeping Operations	Third	1998	John Wiley and sons inc605 3 <sup>rd</sup> avenue New York
Sudhir Andrews	Hotel Housekeeping Training Manual	Eight	1992	Tata Macgraw Hills Publication co. ltd New Delhi
Stanley Thornes	Reception student guide	1st Reprint-	1994	S. Thornes ltd, Ellenborough house, Wellington St., Cheltenham.
Peter Abbott & Sue Lewry,	Front Office Procedures, Social Skills & Management	1st	1991	Butterworth Heinemann Ltd. Halley court, Jordanhill, Oxford.OX2 8EJ
Colin Dix & Chris Baird	Front Office Operations	Third	1998	Pitman Publication Ltd. Delhi.
Sudhir Andrews Front Office	Front Office Training Manual	14th	1995	Tata McGraw Hill Publication

Dennis Foster	Rooms At the Inn Front Office Operations & Administration	1st	1992	Division of Macmillan McGraw Hill Publication Co., London
Grage Paige & Jane Paige	The Hotel Receptionist	2nd	1977	Cassell Education Ltd., Artillery Road, London SW1P 1RT
Paul B White & Helen Beckley	Hotel Reception	1st	1982	Edward Arnold Ltd., 41 Bedford Square, London: WC 1BDQ
Jerome J Vellen	Check In Check Out	3rd	1980	WMC Brown Publishers
Sue Baker, Pam Breadly,  Jeremy Huyton	Principles of Front Office Operations	1st	1994	Cassell Wellington House 125 Strand London: WC2R OBB
Bruce Braham	Hotel Front Office	3rd	1988	Stanley Thornes Ltd, London
Michael L Kasevana &  Richard Brooks	Managing Front Office Operations	3rd	1991	Educational Institute of AHMA, Michigan- 48826, USA

**Learning Resources:**

Cds, Journals and magazines

[www.housekeeping equipments](http://www.housekeepingequipments)

**COURSE NAME : Diploma In Hotel Management And Catering Technology**  
**COURSE CODE : HM**  
**SEMESTER : THIRD**  
**SUBJECT TITLE : ACCOUNTS AND COSTING FOR HOSPITALITY**  
**SUBJECT CODE : 12460**

**Teaching & Examination Scheme**

Teaching scheme			Examination scheme					
TH	TU	PR	PAPER HRS	TH	PR	OR	TW	TOTAL
03	--	--	03	100	--	--	--	100

**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)**

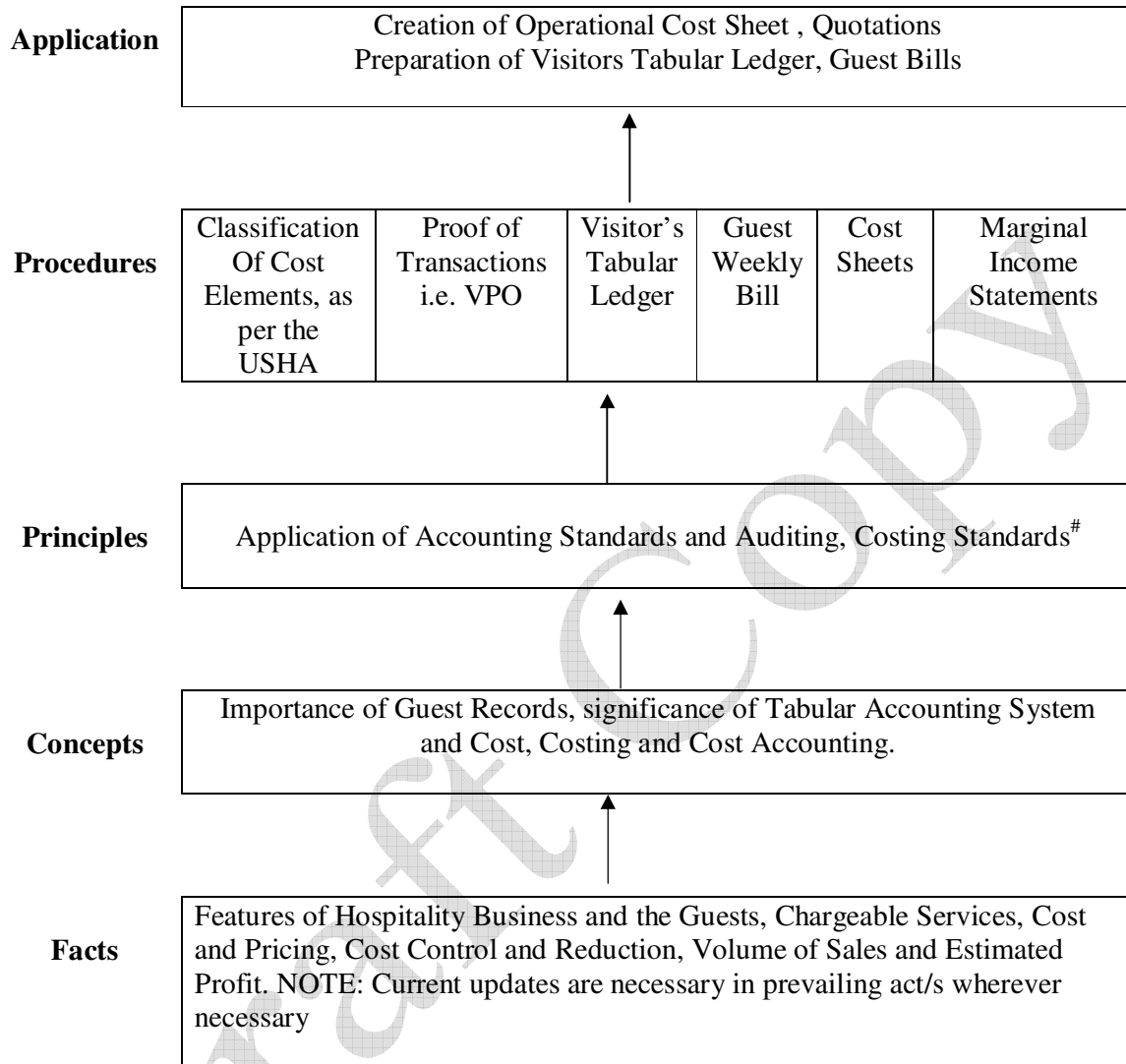
**Note :** 40% Theoretical and 60% Numerical Questions will be asked.

**Rational :** This subject impart students a systematic and in-depth knowledge of Principles of Uniform System of Hotel Accounts and Costing to help them in keeping up – to – date records of all day to day happenings in a hospitality Industry , to cast fair / competent pricing for the product and to control or Reduce the cost.

**Objectives :** Student will be able to:

1. Work as Good and Efficient Employee in Hotels or in Hospitality Industry or Develop own Enterprise.
2. Use Special Features of Columnar (Tabular) form of Accounting.
3. Classify, Record and Present the accounting data according the Uniform System of Hotel Accounts (USHA).
4. Understand the elements of cost, its nature and behavioral aspects.
5. Select and Use appropriate methods for costing, Cost Control and Cost Reduction.
6. Find out effective cost, Fair Price at the end of each Process, Controllable and uncontrollable factors.

**Learning Structure:**



**Contents: Theory**

<b>Chapter</b>	<b>Title</b>	<b>Hours</b>	<b>Marks</b>
<b>1</b>	<p><b>Uniform System of Hotel Accounts [ USHA ]</b>                      1.1 Special features of Hotel Accounts- Meaning, Importance and Significance of Columnar System of Hotel Accounts.                      1.2 Meaning, Scope, Requirement, Advantages and Limitations of <i>Uniform System of Hotel Accounts</i> (USHA)                      1.3 Preparation of Income Statement under. USHA                      1.4 Preparation of Income Statement for Rooms, Food and Beverages Departments (Numerical only)</p>	<b>08</b>	<b>12</b>
<b>2</b>	<p><b>Guest Records and Billing ( Accounting Aspect )</b>                      2.1 Meaning, Features &amp; Kinds of Hotel, Rooms and Guest. Plan of Room Sale.                      2.2 Room Charges: Significance and the Methods of Charging Room Rates and modes of settling the Bill (Modes of Payment).                      2.3 Important Terminology used in Guest Billing – EMT, VPO / CPO, Discount ( different Kinds ) and Allowance, Account Transfer, Chance Sales, Tips and Advances, Miscellaneous Charge Vouchers, Service Charges and Luxury Taxes, etc.                      2.4 Meaning, features, Merits, Demerits / Limitations and Form (Draft) of Visitors Tabular Ledger (VTL).                      2.5 Meaning, features, Merits, Demerits / Limitations and form ( draft ) of Guest Weekly Bill ( GWB ) and points of distinction between Guest Weekly Bill and Visitors Tabular Ledger.                      2.6 Problems on Preparation of VTL and GWB.</p>	<b>12</b>	<b>32</b>
<b>3</b>	<p><b>Night Audit</b>                      3.1 Meaning of Night Audit, Night Auditor, His Duties, Function and Responsibilities. Significance of Reports Prepared by the Night Auditor.                      3.2 Problems on House Count and Computation of Ratios to show Occupancy, Turnover, Covers &amp; Room Rates</p>	<b>04</b>	<b>16</b>
<b>4</b>	<p><b>Operational Costing &amp; Cost Statements.</b>                      4.1 Meaning of Cost&amp; Classification of Cost. Cost Centers &amp; Units. Elements of Cost: Food/ Material, Labour, Overheads and Total Cost.                      4.2 Material Pricing: Valuation of Receipt, Problems on Issue – First In First Out (FIFO), Last In First Out (LIFO) - Theory and problems. First Expiry First Out (FEFO) – Theory only. Inventory (Stock) Levels and Economic Order Quantity.                      4.3 Meaning, Scope and Methods of Costing &amp; Cost Accounting. Significance of Costing to Hospitality</p>	<b>16</b>	<b>24</b>

	Industry. 4.3 Meaning, Necessity, Prerequisite, Area of Application, Points of Distinction and Obstacles in Cost Control and Cost Reduction. (Theory Only) 4.4 Preparation of Cost Statement with percentage analysis and Quotation.		
<b>5</b>	<b>Food &amp; Beverage Process Costing ( Accounting Aspects only )</b> 5.1 Meaning, application, features advantages and disadvantages of process costing in Hospitality Industry. 5.2 Normal and Abnormal Loss and Gains, Wastage and Scrap, By – Product / Joint Product, Equivalent Product. Effective / Yield Cost. 5.3 Problems on Process Costing	<b>08</b>	<b>16</b>
	<b>Total</b>	<b>48</b>	<b>100</b>

#### Learning Resources:

##### Books:

<b>Sr. No.</b>	<b>Title</b>	<b>Author / s</b>	<b>Year of Publication and Edition</b>	<b>Publisher</b>
1	Hotel Accountancy and Financial Control	Ozi A. D'Cunha Glesson O. D'Cuncha	2004	The Dicky's Enterprises, Mumbai.
2	Cost Accounting	D.K. Mittal Luv Mittal	2001 / 2007	Galgotia Publising Co.
3	Management Accounting	Rajesh Kothari Abhishek Gupta	2007 / 2007	MacMilan India Ltd.
4	Front Office Management	S. K Bhatnagar	2002 / 2005	Frank Bros. & Co (Publishers ) Ltd.
5	Hotel Accountancy and Finance	S. P. Jain K. L. Narang	1999	Kalyani Publishers, Ludhiana.

**COURSE NAME : Diploma in Hotel Management And Catering Technology**  
**COURSE CODE : HM**  
**SEMESTER : THIRD**  
**SUBJECT TITLE : HUMAN RESOURCE MANAGEMENT**  
**SUBJECT CODE : 12461**

**Teaching & Examination Scheme**

Teaching Scheme			Examination scheme					
TH	TU	PR	PAPER HRS	TH	PR	OR	TW	TOTAL
03	--	--	03	100	--	--	--	100

**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)**

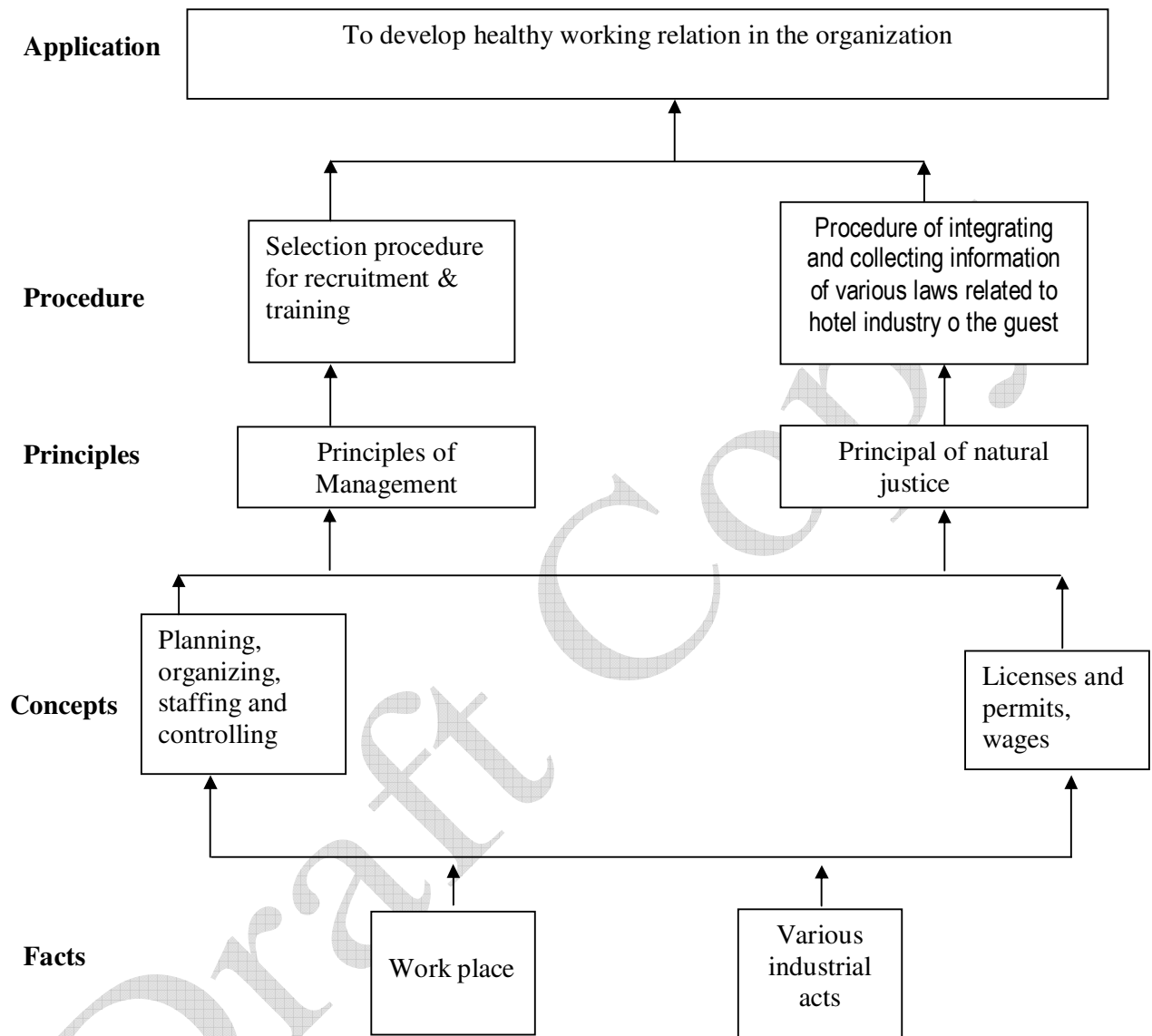
**Rationale:**

The understanding of human resource management will help the students in identifying its significance and the role in hotel and catering industry. The student will also acquire knowledge of law governing hotel & hospitality industry and its basic status.

**Objectives:**

- To signify the role of human resources in hotel industry.
- To understand the procedure for recruitment.
- To acquaint the students with basic status laws and permits.

**Learning Structure:**





**Contents: Theory      Section I- Human Resource Management**

<b>Chapter</b>	<b>Title</b>	<b>Hours</b>	<b>Marks</b>
<b>1</b>	<b>Introduction To Human Resource</b> 1.1 Meaning And Definition 1.2 Need And Importance 1.3 Objectives 1.4 Human Resource In Hotel Industry. 1.5 Manpower Planning 1.5.1 Concept, Organization And Practice 1.5.2 Planning Techniques : Short Term And Long Term	<b>06</b>	<b>10</b>
<b>2</b>	<b>Management By Objectives And Communication</b> 2.1 Meaning Of M B O. 2.2 Modern Objectives Of Hotels 2.3 Major Problems In Hotel Industry 2.4 Communication Objectives 2.5 What To Communicate? Barriers To Communication 2.6 M B O In Hotels	<b>06</b>	<b>08</b>
<b>3</b>	<b>Developing human resource</b> 3.1 Job analysis 3.2 Job description 3.3 Job specification 3.4 RECRUITMENT SELECTION & INTERVIEWS) 3.4.1 Sources of recruitment 3.4.2 Selection procedure. 3.4.3 Test and Interviews 3.4.4 placement and induction	<b>06</b>	<b>16</b>
<b>4</b>	<b>TRAINING AND PERFORMANCE APPRAISAL</b> 4.1 Training – needs and importance. 4.2 Training program for hotel employees 4.3 Performance appraisal – 4.3.1 Meaning and importance. 4.3.2 Methods of performance appraisal. 4.3.3 Counseling 4.4 Communication hazards in performance appraisal. 4.5 Career Planning And Development 4.5.1 Promotions and transfers 4.5.2 Retirement and other separation process 4.6 Grievance handling and discipline 4.6.1 Developing grievance handling systems 4.6.2 Collective bargaining – Managing conflicts	<b>08</b>	<b>16</b>
<b>Section II - Hotel Laws</b>			
<b>5</b>	<b>GUEST AND HOTEL</b> 5.1 Hotel Owners, Managers And The Law 5.2 Occupant And A Guest 5.3 Provision Of Accommodation 5.4 Refusal Of Accommodation 5.5 Guest In Residence	<b>06</b>	<b>14</b>

	5.6 Hotels Responsibility For Guest Property 5.7 Hotels Right Of Lien Of Goods		
<b>6</b>	<b>LAWS RELATING TO REGISTRATION AND APPROVAL AND BAR LICENSE</b> 6.1 Registration And Approval Of Hotel And Restaurant 6.2 Types Of Licenses 6.2.1 Application For A License 6.2.2 Grant Of License 6.2.3 Structure Of Premises 6.3 Bar And Liquor License 6.3.1 Liquor Licensing Laws 6.3.2 Licensed Premises 6.3.3 Permitted Hours	<b>08</b>	<b>18</b>
<b>7</b>	<b>LAWS RELATING EMPLOYMENT WELFARE</b> 7.1 Employer Employee Relationship 7.1.1 Duties And Termination 7.1.2 Health And Safety 7.2 Trade Union Act 1926 7.3 Shops And Establishment Act 1948 7.4 Apprenticeship Act 1961 7.5 Minimum Wages Act 1948	<b>08</b>	<b>18</b>
<b>Total</b>		<b>48</b>	<b>100</b>

**List of the Books:**

<b>Sr. No.</b>	<b>Title of The Book</b>	<b>Author/S</b>	<b>Year Of Publication / Edition</b>	<b>Publisher</b>
1	Human Resource Development And Management In The Hotel Industry	Dr. Jagmohan Negi	2000	Frank Brothers & Co. New Delhi
2	Human Resource Development And Management In The Hospitality Industry	Frank M Go/ Mary L Monochello/ Tobaum	1996 3 <sup>rd</sup> Edition	John Wiely & Sons 605, 3 <sup>rd</sup> Avenue, New York
3	Essentials Of Management	Joseph L. Massie	1994 4 <sup>th</sup> Edition	Prentice Hall Of India Pvt Ltd,
4	Management Of organizational behavior	Paul heresy Kenneth H. Blanchard	1996 6 <sup>th</sup> Edition	Prentice Hall Of India Pvt Ltd,
5	Human Resource Management	P. Jyothi D.N Vyenketesh	2007 4 <sup>th</sup> Edition	Oxford University Press New Delhi
6	Hotel And Tourism Laws	Dr. Jagmohan Negi	2001 1 <sup>st</sup> Edition	Frank Brothers & Co. New Delhi
7	Minimum Wages Act 1982	S.L Dwivedi	1999	Labour Law Agency, Tardeo,
8	Workmen's Compensation Act	S.L Dwivedi	1999	Labour Law Agency, Tardeo,
9	The Apprentice Act	Allan Panett & Micheal Boella	1996 1 <sup>st</sup> Edition	Cassell, 24 <sup>th</sup> Street, New York-10011
10	Ozi D'cunha	Laws: The Hoteliers And Caterers Must Know	June 2000 1 <sup>st</sup> Edition	Dicky's Enterprise, 309 "Shilpin", Star Built Village, Kandavili(W)

**COURSE NAME : Diploma in Hotel Management And Catering Technology**  
**COURSE CODE : HM**  
**SEMESTER : THIRD**  
**SUBJECT TITLE : BUSINESS COMMUNICATION.**  
**SUBJECT CODE : 12462**

**Teaching & Examination Scheme**

Teaching scheme			Examination scheme					
TH	TU	PR	PAPER HRS	TH	PR	OR	TW	TOTAL
01	--	02	--	--	--	25#	25@	50

**NOTE:**

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**RATIONAL:**

This subject will enhance the students Communication Skills at their work places Student will be able to communicate effectively write his seniors and subordinates. Able issue instructions or follow instructions as the case may be during team briefing. Follow ethics in business communication.

**OBJECTIVE:** The student will be able to

1. Understand effective listening strategies.
2. Communication effective.
3. Issue in structure during briefing and business ethics in communication.

**Contents:**

<b>Chapter</b>	<b>Title</b>	<b>Hours</b>
<b>1</b>	<b>NATURE OF COMMUNICATION</b> 1.1 Introduction to Business Communication 1.2 Functions of communication 1.3 Role of a manager 1.4 Tips for effective internal communication 1.5 Effectiveness in managerial communication 1.6 Strategies for improving organizational communication	<b>02</b>
<b>2</b>	<b>EFFECTIVE LISTENING AND CONVERSATION</b> 2.1 Importance of listening 2.1.1 Poor listening habits 2.1.2 Types of listening habits 2.1.3 Strategies for effective listening 2.1.4 Barriers of effective listening 2.2 Importance of conversations 2.2.1 Types of conversation 2.2.3 Essentials of business conversations 2.2.4 Conversation management 2.2.5 Non verbal clues in conversations 2.2.6 Successful conversations	<b>04</b>
<b>3</b>	<b>PRESENTATIONS AND PUBLIC SPEAKING</b> 3.1 Introduction 3.2 Business presentation and speeches 3.3 Introduction to a presentation 3.4 Main body and conclusion. 3.3 Controlling nervousness and stage fright	<b>03</b>
<b>4</b>	<b>INSTRUCTIONS AND TEAM BRIEFING</b> 4.1 Introduction to Instructions and team briefing. 4.2 Written instructions 4.3 Format In instructions 4.4 Verbal instructions 4.5 Briefing	<b>02</b>
<b>5</b>	<b>ETHICS IN BUSINESS COMMUNICATION</b> 5.1 Ethical communication 5.2 Ethics for Professional communicator 5.3 Ethical Dilemmas faced by communicator 5.4 Ethical communication on the internet 5.5 Computer ethics	<b>02</b>
<b>6</b>	<b>BUSINESS COMMUNICATION AIDS</b> 6.1 Introduction 6.2 Elements of effective English 6.3 Effective paragraphs 6.4 The power of reading 6.5 Punctuation and capitalization 6.6 Referencing styles 6.7 E-mail etiquette	<b>03</b>
<b>Total</b>		<b>16</b>

### List of Practicals:

Role plays to be performed on the topics included in the curriculum. Groups of five students should be formed.

Revision of Ist Semester hospitality communications Practical (2 Practicals)

1. Identify the direction /type of flow of communication within reasons for your choice in various situations as assigned by the subject teacher.
2. Listen to any information/story/text/audio piece/audio conversation/news and write in own words and then read aloud in class. (2 Practical for listening skills)
3. Build a conversation with your classmate on the topics assigned by the teacher or of your own interest. Observe the non verbal clues hidden the conversation. Also list them (2 Practicals)
4. Identify at least ten situations in which telephonic conversation can be used.
5. Make a presentation on subject of own interest related to curriculum, present the same in class. Narrate your experience in planning, preparing and delivering it (different audio visual aids to be used) (1 Practical)
6. Organize debates, extempore on the current affairs. (2 Practicals)
7. Write instructions for a freshly appointed hotel staff (department of your choice) on how to co-ordinate with other departments. (1 practical)
8. As a HOD brief your subordinates or as assigned by subject teacher (1 practical)
9. 2 Case Study based on topics included in curriculum

### References:

#### List of Books:

Sr. No.	Author	Title	Edition	Year of Publication	Publisher And Address
1	Krishna Mohan Meera Banerjee	Developing Communication Skills	2 <sup>nd</sup> Edition	1994	Macmillan India Limited
2	Meenakshi Raman Prakesh Singh	Business Communication	3 <sup>rd</sup> Edition	2006	Oxford University Press, New Delhi
3	E.H Mcgrath, S.J	Basic Managerial Skills For All	6 <sup>th</sup> Edition	2004	Prentice Hall India, New Delhi
4	Bender Peter Urs	Secrets of face to face communication	--	2001	Macmillan India ltd.

**COURSE NAME : Diploma in Hotel Management And Catering Technology**  
**COURSE CODE : HM**  
**SEMESTER : THIRD**  
**SUBJECT TITLE : HOTEL ENGINEERING**  
**SUBJECT CODE : 12463**

**Teaching & Examination Scheme**

Teaching scheme			Examination scheme					
TH	TU	PR	PAPER HRS	TH	PR	OR	TW	TOTAL
01	--	02	--	--	--	--	25@	25

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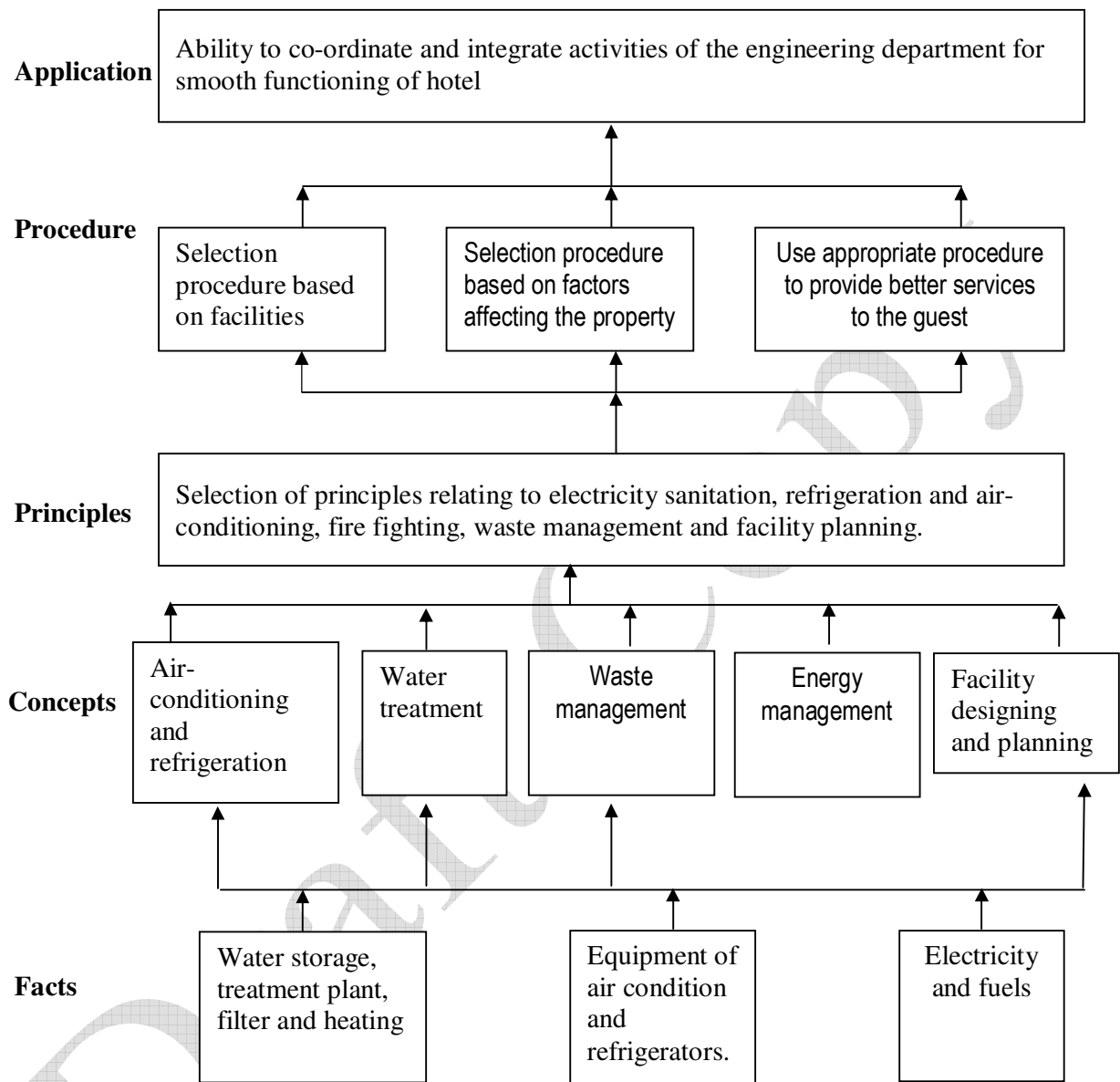
**RATIONALE:**

This subject will provide information regarding the basic services and different types of systems in the hotel and catering industry with emphasis on its maximum efficiency, safety and economy. This will also help the student to understand, plan, coordinate and integrate the functions of engineering department for the overall operations and assist in the management of the hotel.

**OBJECTIVE:**

1. To examine the criteria in the selection of linen, textiles, beddings.
2. To know the importance of the linen room.
3. To recognize the importance of sewing room.
4. To identify the inventory considerations in the selection, distribution and control of uniforms.
5. To develop the skills in various types of flower arrangement for different areas of hotel.
6. To enable the students to handle the guest check out and presentation of the guest bills.

**Learning Structure:**



<b>Chapter</b>	<b>Title</b>	<b>Hours</b>
<b>1</b>	<b>ENGINEERING DEPARTMENT IN HOTEL INDUSTRY</b> 1.1 Importance of engineering department in hotel industry 1.2 Organization of engineering department in 3, 4, 5 star hotel	<b>01</b>
<b>2</b>	<b>Fuels used in hotel industry</b> 2.1 Heat, temperature, heating units ,heat calculations, 2.2 Methods of heat transfer 2.3 Use of various conventional fuels 2.4 Importance and Use of unconventional fuels(solar energy, biogas)	<b>02</b>
<b>3</b>	<b>Electricity</b> 3.1 Various terms used in electricity and their units 3.2 Series and parallel circuits 3.3 Open circuits/closed circuits/ short circuits <b>3.4 Safety devices such as fuse and circuit breakers</b> 3.5 Types of electric supply- single/three phase, Methods of connections etc. 3.6 Importance of earthing 3.7 Types of lamps and their applications.	<b>04</b>
<b>4</b>	<b>Water supply and Sanitation</b> 4.1 Hot/cold water circulation Systems in large hotels 4.2 Various plumbing fixture used for water supply 4.3 methods of water softening and treatment 4.4 Types of water closets/flushing cistern 4.5 types of sanitary traps and their application	<b>02</b>
<b>5</b>	<b>Refrigeration and air conditioning</b> 5.1 Definition and application of refrigeration 5.2 Principles of refrigeration 5.3 Compression/absorption refrigeration cycle 5.4 Various refrigerants used in the system and their properties 5.5 Window/split/central air conditioning systems used in hotel	<b>03</b>
<b>6</b>	<b>Fire and Fire Extinguisher</b> 6.1 Classification of various kinds of fires 6.2 Types of portable fire extinguisher their construction, application and usage 6.3 Stationary-fire fighting system-detectors/alarms etc	<b>02</b>
<b>7</b>	<b>Energy management and contracts</b> 7.1 Importance of energy conservation 7.2 Developing energy conservation programmes 7.3 Introduction and definition of maintenance contracts 7.4 Types of contracts and their applications	<b>02</b>
<b>TOTAL</b>		<b>16</b>



### List of Practicals:

- 1) Make a list of all the gas- operated appliances in your home, hotel or collage. (1 practical)
- 2) Using both Celsius and Fahrenheit temperatures determine the temperature of a room, a cup of hot tea, cold water from tap the oven temperature at different heat setting. (2 practical)
- 3) Locate the position of your main fuse box or circuit or circuit breaker unit. Note the electricity board's fuse box with a metal seal, immediately below the meter.
- 4) Obtain some old fuse boxes and practice rewiring the fuses
- 5) Examine different electric appliances, reading their wattage rating from the manufacturers' labels.
- 6) Obtain catalogues and descriptive literature and note how many refer to the watt rating of the electrical appliances.
- 7) Introduction to various electrical accessories viz. plugs, multiplugs, sockets, switches, fuse, regulators, various lamps with assembly.
- 8) Using portable and stationary fire fighting equipments.
- 9) Estimation of hardness of potable water.
- 10) Replacing washers and taps and stoppage of leakage.

### List of Mini Projects:

- 1) Identify and Draw the diagrams of tools used for electrical maintenance.
- 2) Draw the diagrams of different lighting accessories used.
- 3) Plot schematic diagrams of refrigerator and air- conditioner.
- 4) Demonstration on fire fighting systems.

### List of the Books

Sr. No.	Title of the Book	Author/s	Year of Publication / Edition	Publisher
1	Text book of Hotel Maintenance	K.C. Arora N.C.Goyal	--	Standard Publishers and Distributors. New Delhi
2	Complete Catering Science	O.F.G Kilgour	Fifth Edition	Hienemann Professional Publishing London