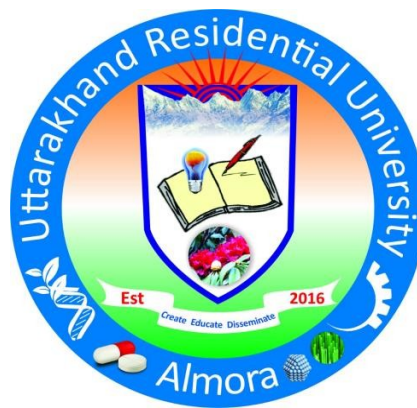


Syllabus

B.Voc. (Hospitality Management)



Uttarakhand Residential University

Almora

SEMESTER I

Paper 1- BASIC FOOD PRODUCTION

UNIT 1

Culinary History

Origin of Modern Cookery

Kitchen Organization.

Equipment Knowledge and development

Hygiene in Kitchen

Personal Hygiene

UNIT 2

Safety and Security in Kitchen, Cutting Injuries or amputation, Burns and scalds, fire risk.

Restaurant- Tripping or falling while carrying hot food.

Kegs and gas stores- Incorrect handling and storage of gas cylinders is dangerous, unsafe stacking of kegs and cases is dangerous.

UNIT 3

Various fuels, advantages & disadvantages

Energy conservations

Method of cooking

UNIT 4

Classification of raw materials

1. Salt

2. Liquid

3. Sweetening

4. Salts & oils

5. Thickening agents

6. Eggs

7. Herbs

8. Spices

9. Condiments

Paper 2- FOOD AND BEVERAGE SERVICE

UNIT 1

Classification of Food and Beverage Operations- Commercial-hotels , motels ,restaurant , private hospitals ,resorts, pubs, sank, bars ,discotheques ,fast food restaurants ,parlors ,airlines, rail, sea catering, mobile catering

Career opportunities, Different F &B service outlets

Staff hierarchy of the various F&B service, their duties and responsibilities.

Attributes of food and beverage service personnel

Basic principles of psychology to understand guests behavior and immediate requirements

UNIT 2

Classification and enumeration of service equipment with brand names

Safety and security in F&B service

UNIT 3

Items of specialist equipments

UNIT 4

Food and Beverage Service areas

Restaurant pantry or still room-layout and equipment & use Silver room or

plate room-layout & equipment & use

Hot section-layout & equipment & use

Paper 3- BASIC FRONT OFFICE OPERATION

UNIT 1

Introduction to Hospitality & Hotel Industry

Historical background of hospitality industry

American Inns & English Inns

International and Domestic hotel chains

Introduction and growth of hotel industry in India

Safety and security of overall hotel and role of Front office

UNIT 2

Classification and Types of hotels and eco tourism

Levels of service

Ownership and affiliation

UNIT 3

Types of room – single, double, twin, suites, penthouse, cabana, studio, duplex,

Cottage, interconnecting, adjacent, efficiency

Basics of Computer

UNIT 4

Importance of front office

Layout of front office

Hierarchy of Front Office staff for medium and large size hotels

Duties and responsibilities of front office staff

Attributes of front office staff

Role of travel desk

Paper 4- ACCOMODATION OPERATIONS

UNIT 1

Introduction to Hospitality

UNIT 2

Role of Housekeeping in Hospitality

UNIT 3

Rooms

- Types of rooms
- Knowledge of rooms
- Types of Services offered- Morning service, Evening or Turndown service, Second service, Freshen up-service, Baby sitting, Valet Service, Supplies on request, Minibar Service

UNIT 4

Floor Pantry

- Layout of Floor Pantry
- Functions
- Maid's cart

UNIT 5

Guest Floor Operations'

UNIT 6

Safety and Security- Fire prevention and control, Accident prevention, Security measures Health, First Aid, Emergency procedures, special consideration in rooms and public areas for physically handicapped guests

SEMESTER II

Paper 1- FOOD PRODUCTION

UNIT 1

Cuts of Vegetables

Classification of vegetables and fruits

Salad & salad dressings

Mari nations & Marinades

UNIT 2

Classification of meat, poultry, game, fish and seafood

Cuts of fish, chicken, lamb, pork, beef and veal and their selections

UNIT 3

Egg Cookery, diagram & users

Pulses & Cereals, diagram of wheat

Milk & Milk products

UNIT 4

Garnishes & accompaniments

Culinary terms

Indian garnishes & Pastes

Indian Thickening agents

Indian Spices and herbs

Paper 2- FOOD AND BEVERAGE SERVICE

UNIT 1

Origin of the menu and menu planning objectives

Basic types of menu, table d' hote, a la carte,

Buffet- Buffets- introduction- space requirements- factors affecting a successful buffet no.

of pax, planning and organizing- sequence of food, type of buffet- display, kind

of meal, type of buffet- sitting, standing finger buffet, Danish buffet, cold buffet equipment

required, fastronomical rules of planning a cold buffet, buffet check

list, supervision

Menu compiling- considerations and constraints, menu sequence and planning menu

french classical menu- compiling with accompaniments and garnishes

Table d' hote menu, A'la carte menu

UNIT 2

Types of meals - Indian, English, American, continental, healthy breakfast, brunch, lunch

brunch, high tea, dinner, supper late night menu

Misc-en-scene and Misc-en-place

Laying covers for different meals and menus (laying, relaying table cloths and serviette folds)

Rules and procedure for service of a meal

Latest concepts of service, Methods of service- French, American, English, Russian

Basics of room service.

UNIT 3

Classification of non-alcoholic beverages- Stimulating- coffee, tea, cocoa, Refreshing- aerated non-aerated, Nourishing –milk and malt

Simple sales control system, necessary and function of a control system

UNIT 4

Introduction to beverages – definition, classification of beverages- introduction to

wines definition of wines, classification of wines- table, fortified and sparkling, process of manufacture on red wine and white wine. Wine maker's calendar vinification, harvesting, destalking, crushing, pressing, fermentation racking, fining, ageing, and bottel line.

Wine growing regions, countries- France, Italy, Germany, Spain, America, Portugal, Australia with examples of wines from each country alcoholic percentage

Paper 3- FRONT OFFICE OPERATION

UNIT 1

Tariff structure, Tariff fixation

Types of rates- standard rate, corporate rate, commercial rate, airline rate, Children rate, crib rate, group rate, discounted rate, extra bed rate, family rate.

UNIT 2

Equipments used in front office – manual, semi automated, fully automated

Sections in front office, Lobby and Front Office

Cooperation of front office with other departments

UNIT 3

Reservations- Importance of reservations

Sources of reservation – corporate clients, tour operators, property direct, F.I.T's, Travel agents.

Modes of reservation

Types of reservation – guaranteed and non-guaranteed reservation

Group reservation, Central reservations system

Reservation confirmation, amendment & cancellation

Forecasting, Overbooking

Registration- Registration Process, Online- Offline Registration, Systems of Registration, Receiving the guest, Salesman ship, Pre-registration, Registration of guest – (F.I.T's Groups crew, VIP's VVIP's), Rooming a guest, Register and Files maintained, Group Arrival, Guest History Card Express Check In, C'Form

UNIT 4

Information Service- Mail, Messages, Local Information

Room Key Control

Bell and Service- Bell Captain, Luggage Handling, Area Layout and Staff, Paging, Files Maintained, Door and Car Parking Service

Paper 4- HOTEL HOUSEKEEPING

UNIT 1

Lost & Found Procedure

Keys-Types & Key Control

Files & Registers maintained in HK dept

UNIT 2

-Cleaning agents- Basic classification of cleaning Agents, Ph Scale

Hardness of water-hard, soft, temporary & permanent hardness of water

-Cleaning equipments- Basic classification of cleaning equipments, Types of manual & mechanical equipments, Types of vacuum cleaners, Use care & storage of cleaning equipments

-Cleaning and Maintaining public areas- Entrance, Guest Corridors, Lobbies, Public Restrooms, Front Desk, Banquet Halls, Elevators, Dining Rooms, Staircases, Leisure Areas

UNIT 3

-Cleaning procedures

Types of cleaning- Routine cleaning, weekly cleaning, Periodic Cleaning, Spring Cleaning
Special Cleaning, Time & Check.

Guest Room Cleaning- Bathroom, Guest Room Amenities, Guidelines to Select Guest Room Furniture's, Procedure for checking a Room, Room Check list, Managing a Check List.

Floors & floor coverings- basic classification, Wall & wall coverings, Carpets types & construction & selection points

Pest control- Definition of Pest control, Common Pests in hospitality industry, Prevention & Control of Pests, Responsibility of housekeeping in Pest Control

UNIT 4

Safety and Security

Work environment safety, job safety analysis, Hazards in Housekeeping,
safety Awareness and Accident Prevention, Key And Their Control, Scanty Baggage,
Guest and Employee thefts, Sickness and Death, Lost and Found Airticles.

Semester III

Paper 1- FOOD PRODUCTION

UNIT 1

- Classical Indian National Cookery & Modern Development
- Study of Main Regions
- Main dishes used in breakfast cookery
- Main meals and snacks

UNIT 2

- Specific Equipment used in Quantity food
- Indenting
- Factors involved in indenting
- Difficulties involved in indenting

UNIT 3

- Food Adulteration
- Definition
- Common food adulterants
- Toxic effects of some chemical adulterants
- Detection of adulterants

UNIT 4

- Water
- Definition
- Dietary sources (visible/invisible)
- Functions of water
- Role of water in maintaining health (water balance)

Paper 2- FOOD AND BEVERAGE SERVICE

UNIT 1

Restaurant-physical layout-introduction, objectives of a good layout-planning a restaurant- decision prior to planning-location, space allocation ,staffing requirements ,furniture, land linen, cutlery and crockery requirements-space dining area, type of seating, table arrangements-restaurant costing-performance measure: sales mix elements of cost, cover, sales per square meter.

UNIT 2

Service of special items: service, cover and accompaniments of grape fruit, tomato juice, oyster, snail, potted shrimps, ham mousse, smoked eel, smoked salmon, caviar, melon, gull's egg, asparagus, corn-on-the -cob, globe artichoke, parte de foigras , avocado, minestrone, bouillabaisse, consommé, pasta, cheese.

UNIT 3

Tobacco

Cigar - Production, types, brands, Storage and service

Cigarettes - Production, types, brands, Storage and service

UNIT 4

Control System

KOT, BOT

Making Bills, Cash handling & Credit card acceptance

Paper 3- FRONT OFFICE OPERATION

UNIT 1

Front office cashier

Introduction

Important terminologies

Broad duties of front office cashier

Duties & responsibilities of front office cashier

UNIT 2

Front Office Accounting

Accounting Cycle

Operating Modes

Types of accounts (resident account, city account and management account)

Credit Monitoring

Tracking Transactions (Account Correction, Transfer, Allowance, Charge Purchase)

Front Office Cash Sheet – Cash Bank

UNIT 3

Night audit meaning

Night auditor

Duties and responsibilities of a night auditor

Night audit process

Establishing the end of the day

Verifying No-shows

Preparing reports

Updating the system

UNIT 4

Application of computer in Front Office

PMS

Different Modules in a PMS

Paper 4- HOTEL HOUSEKEEPING

UNIT 1

Lightning's and lightening system- Types of lighting, Lighting Intensity in different areas, Types of lights

Special Decoration, Occasions for special decorations, Materials Used

Flower arrangements

Interior Designing- Importance of Interior design, Factors affecting interior design, Basis elements of art, Principles of design, Color and color schemes, shades, tints

UNIT 2

Dealing with Guests / Safety and Security

Handling of Guest Complaints-Personalization, Situation Handling

Fire-Bomb Threats, Room Break-ins, Check Out- Check-Out Procedure, Express Check Out, Late Check Out, Self Check out, late charges, Method of settlement

UNIT 3

LAUNDRY

Need for an in-house laundry vis-à-vis laundry on contract

Organization chart

Duties and responsibilities of Laundry Manager, Shift Supervisors

Flow chart of guest laundry

Stages in wash cycles

Paper 1- HOSPITALITY COMMUNICATION

GRAMMAR

- Parts of Speech
- Punctuation
- Vocabulary Building
- Phonetics

OFFICE MANAGEMENT

- Types of Correspondence
- Receipt and Dispatch of Mail
- Filing Systems
- Classification of Mail.
- Role & Function of Correspondence
- MIS

LETTER & RESUME WRITING

- Types of Letters-Formal / Informal
- Importance and Function
- Drafting the Applications
- Elements of Structure
- Preparing the Resume
- Do's & Don'ts of Resume

PRESENTATION SKILLS

- Importance of Presentation Skills
- Capturing Data
- Voice & Picture Integration
- Guidelines to make Presentation Interesting
- Body Language
- Voice Modulation

Paper 2- ADVANCE FOOD AND BEVERAGE SERVICE

Unit-I

- 1 Spirits- Definition of Alcohol, Whisky, Brandy, Rum, Gin, distillation process, Whisky, types, How Whisky, Made, Brandy, Rum, cognac, What 10 Cognac Grapes used for producing Cognac with examples.
- 2 Gin ingredients used in the manufacture of well-known brands, vodka well known. Brands with manufacturing process

Unit-II

- 1 Liquors – types with flavours definite
- 2 Cocktails – History, Asperity/ Definition of cocktail, name of cocktail with different spirit Base.
- 3 Beer- Ingredients use in manufacture of beer brewing process, fermentation classification, types of Beer with Brands and alcoholic percent type.
- 4 Mocktails- History definition of mocktail Name of mocktail with Recipe

Unit-III

- 1 Introduction- types of bar dispense cocktail, locating bar, parts of bar front bar, back bar under bar equipment staffing.
- 2 Introduction -Cellar, cellar location temperature and storage, procedure Bin card stock book, cellar control book, equipment required in cellar, purchase order return Book

Unit- IV

- 1 French Culinary terms
- 2 French and culinary terms
- 3 French name
- 4 Menu engineering star puzzle, dogs, plow horses

Unit- V

- 1 Introduction- function catering- banquets types of function, formal function, informal function, social function, public relation, conferences, function menu service methods function Equipment- podium, Dance floor,
- 2 Reserve Banquets table and chairs foods services equipment.

Paper 3- BASICS ACCOUNTS

INTRODUCTION

- Meaning and definition.
- Classification of accounts.
- Generally accepted accounting principles (GAAP).

PRIMARY BOOK (JOURNAL)

- Meaning and definition.
- Format of Journal.
- Rules of Debit and Credit.
- Opening entry, simple and compound entries.
- Practical exercises.

SECONDARY BOOK (LEDGER)

- Meaning and uses.
- Formats.
- Posting.
- Practical

SUBSIDIARY BOOKS

- Needs and use.
- Classification
 - a. Purchase Book.
 - b. Sales Book.
 - c. Sales Returns.
 - d. Journal Proper.
 - e. Practical

CASH BOOK

- Meaning and Advantages.
- Simple, Double and three column.
- Petty cash book with imprest system (simple and tabular forms).
- Practical

BANK RECONCILIATION STATEMENT

- Meaning
- Reasons why Pass Book and Cash Book do not balance.

FINAL ACCOUNTS

- Meaning.
- Difference between Trading Account, P&L Account and Balance Sheet.
- Adjustment: Closing Stock -Depreciation

Paper 4- ACCOMMODATION PLANNING AND MANAGEMENT

PLANNING & ORGANISING THE HOUSEKEEPING DEPARTMENT

- Time and Motion study of HK Operations
- Job allocation and work schedules
- Inventory schedules
- Calculation of Staff Strength and planning Duty Rosters, teamwork and leadership in Housekeeping
- training programme for HK Staff
- Planning a House keeping Budget: - Linen - Uniforms - Guest Supplies, Cleaning Equip.& detergents - Capital expenditure budget
- Purchasing system – method of buying

EXTERIOR PLANNING

- Planning Landscapes
- Horticultural management
- Planning and maintaining exterior surface finishes.
- Out sourcing
- Managing waste water and sewage systems

ENERGY AND WATER CONSERVATION

- Economy in electricity usage
- Guidelines for housekeeping staff
-

SCOPE OF PROFESSIONAL HOUSEKEEPER

- Managerial responsibilities.
- Operations. - Budgeting & inventory control.

Paper 1- TRAVEL AND TOURISM

1. UNIT- I AN INTRODUCTION TO TOURISM

- Definition of Tourism
- Tourism Market
- Tourism Terms - Visitors, Excursionist, tourist , traveller, transit visitor, destination
- Elements of Tourism
- Meaning & nature of tourism
- Basic components of tourism
- Elements of tourism

2. UNIT- II

- Impact of tourism – 1. Positive Impact
2. Negative Impact
- Different forms & types of tourism
- History of travel & tourism

3. UNIT- III

- Need for measuring tourism phenomenon
- Economic benefits of tourism
- Effects of tourism on employment & regional development.
- Tourism & economic value of cultural resources.
- Cultural tourism in India

4. UNIT- IV

- Alternative forms of tourism –
 - a. Special interest tourism
 - b. Eco tourism
 - c. Rural tourism
 - d. Ethnic tourism
 - e. Senior citizen tourism
 - f. Wildlife tourism
 - g. Adventure tourism
 - h. Thematic tourism
- Evolution & growth of hotels in India.

Paper 2- STORES MANAGEMENT

UNIT I- PURCHASING

- Definition of purchasing
- Aims & objectives of purchasing
- Central purchasing & identifying regular suppliers
- Job description of a purchase manager
- Types of Purchases
 - a. Perishables (Meat, Poultry, Fruits & Vegetables)
 - b. Dairy products
 - c. Chemicals & cleaning supplies
 - d. Engineering items.
 - e. Beverages – soft & hard

UNIT II- PURCHASE ORDER GENERATION

- Sources & methods of ordering
- Consideration of cost
- Forms & formats

UNIT III- RECEIVING

- Definition of receiving
- Aims of receiving department
- Job description of the receiving manager
- Documents required while receiving (from hotel & from supplier)
- Use of standards & specifications while receiving.
- Goods receiving report
- Receiving procedure
- Blind receiving
- Hygiene & cleanliness of area.

UNIT IV- STORES

- Store control
- Job description of stores manager, store in charge
- Types of stores in hotels
- Store control procedure & records
- Monthly Inventory/ stock taking procedure.
- Maintaining stock level.

Paper 3- HOTEL SALES AND MARKETING

UNIT I- SALES & MARKETING

- Front office marketing & sales.
- The role of front office in Hotel sales & marketing – need for sales.
- Identification of markets.
- Maximising revenue & achieving customer satisfaction
- Training programme, incentive & evaluation
- Sales techniques.
- Telemarketing

UNIT II- MARKETING FUNDAMENTALS

- Definition of marketing Vis sales.
- Introduction to the marketing mix
- Methods of marketing research
- Factors affecting consumer behaviour.
- Market segmentation (potential & target markets)

UNIT III- PRODUCT

- The hotel product & physical aspects of its components.
- Service & image
- Product life cycle
- Product differentiation in the hotel & catering industry

UNIT IV- PROMOTIONAL ACTIVITIES

- Advantages – aims & objectives.
- Methods used: direct mail, merchandising, public relations, sales promotion & publicity.

