

Karnatak University's Karnatak Arts College, Dharwad.
Department of Tourism Studies

One Year Diploma in Hotel and Hospitality Services

Ist Semester

First Semester Paper- 1

Accommodation Operations-I (Theory for 50 Marks)

- UNIT – I** Objectives, Classification of Hotels, Accommodation, Organization of Front Office, Tariff Structure, Communications, Reception, Layouts, Duties and Responsibilities of staff, Symbols used in Front Office, Co-ordination of front office with other department, Front office Salesmanship, Guest Handling.
- UNIT – II** Lobby – Job description of Bell Boy and Bell Captain, Guest Arrival and Departure procedure, Reservations – Taking Reservation on phone, Sources and Modes of Reservation, Group Reservation, VIP Reservation, Instant Reservation System and Central Reservation System, Forms and Formats used in Reservation.
- UNIT – III** Registration – Types of Registration and methods, Registration procedures for Indians and Foreigners, Registration terminology, Guest Folio, Allowances, Safety locker management, Left luggage procedures, Scanty Baggage Procedure, Wake up Call procedure.
- UNIT – IV** Room Selling Techniques, Guest Accounting, Control of Cash & Credit, Budgeting, Accommodation Statistics & Yield Management, Computers in Hotels.

Books for Reference

1. Sudhir Andrew: *Hotel Front Office Trainees Manual* New Delhi, 2007
2. Sudhir Andrews : *New Front Office Management and Operations*, New Delhi, 2007
3. R. K. Singh: *Front Office Management*

University Examination Theory

Total Marks **50**
Time **02 Hrs**
Pattern of Question paper

Part-A

Objective Type Questions $10 \times 1 = 10$
Students are to answer 10 Questions out of 12 Questions

Part-B

Short Answer Questions $4 \times 5 = 20$
Students are to answer 4 Questions out of 6 Questions

Part-C

Essay Type Questions $2 \times 10 = 20$

Students are to answer 2 Questions out of 4 Questions

Accommodation Operations (Practical)

1. Identification of forms and Formats used in front Office and their application
2. Taking down reservations
3. Pre registering Guests with prior reservation.
4. Reserving Procedures for VIP Guests
5. Using upselling techniques at the time of check in and registration
6. Registering different categories of Guests
7. Message handling at the information counter
8. Mail handling
9. Paying systems and Procedures
10. Handling Telephones
11. Providing different kinds of information to Guests as per their needs
12. Left luggage Procedure
13. Assignment- A report on the Places of Tourist Interests in the Southern States of India.
(Any one State)

Mode of Examination

University Examination- Practical

Total Marks **50**

Time **02 Hrs**

Journal and Grooming **10 Marks**

Assignment **10 Marks**

Viva **10 Marks**

Practicals **20 Marks**

First Semester Paper 2

FOOD AND BEVERAGE PRODUCTION-I (Theory for 50 Marks)

UNIT – I Food and Beverage Production Department, Organization Chart, Duties and Responsibilities of staff, Kitchen Equipment, Safety Precaution, Culinary Terms.

UNIT – II Aims and Objectives of Cooking, Mise-en-place, Techniques of cooking, Texture, Characteristics of Raw materials, Flavourings and Seasoning, Masalas, Spices and Herbs.

UNIT – III Methods of Cooking foods, Infrared cooking, Microwave cooking, Roasting, Grilling, Frying, Broiling, Baking, and Boiling, Rechauffe Cooking, Types of Cuttings.

UNIT – IV Cereals, Pulses and Legumes, Leafy Vegetables, Roots and Tubers, Other vegetables, Nuts and Oil seeds, Fruits and fruit products, Milk and Milk Products, Fats and Edible Oils, Additives and Adulteration.

UNIT – V Basic Preparation of Stocks, Appetizers, Salads, Soups and Sauces, Planning of meals, Preservation of food, Cuisine, Types of cuisine, Food and Kitchen safety.

University Examination Theory

Total Marks 50

Time 02 Hrs

Pattern of Question paper

Part-A

Objective Type Questions 10 × 1 = 10

Students are to answer 10 Questions out of 12 Questions

Part-B

Short Answer Questions 4 × 5 = 20

Students are to answer 4 Questions out of 6 Questions

Part-C

Essay Type Questions 2 × 10 = 20

Students are to answer 2 Questions out of 4 Questions

Food and Beverage Production (Practical)

1) Jhinga achar Salad Dum gosht Khumb Hara Daniya Sheermal Moti Pulao Gajar Halwa	4) Boti Kebab Murg Wajid Ali Malai Kofta Dahi wala Bhindi Khumb Pulao Malpua	7) Macchi Amritsari Pateala Shahi Meat Sarson Da sag Roti / Jeera Pulao Kheer
2) Dal ka Shorba Murgh do piazza Subz Kada masala Bakarkhani Mutter Pulao Phirni	5) Pineapple & Tomato Rasam Kozhi Vartha Curry Avial Pl.Rice / Sambar Parappu Payasam	8) Shammi Kebab Kadai Macchi Dum Aloo Sada Chawal Kulcha Rasmalai
3) Mulligatwany Soup Chicken Chettinad Paneer tawa masala Kabuli Chana Ke Pulao Sevaian	6) Caldo Verde Chicken Xacuti Veg Caldeen Sannas Bebinca	9) Bharwan Simla Mirch Dhansak Kadai Paneer Methi Thepla Chawal aur kadhi Shrikhand

Mode of Testing

University Examination

Total Marks----- 50
Time ----- 02 Hrs

Journal and Grooming----- 10 Marks
Assignment ----- 10 Marks
Viva----- 10 Marks
Practical----- 20 Marks

First Semester Paper-3

FOOD AND BEVERAGE SERVICE-I (Theory for 50 Marks)

- UNIT – I** History of Indian Catering, Classification of Catering Operations, Food and Beverage Outlets, Restaurant Organizations, Types of Catering Establishments.
- UNIT – II** Food and Beverage Service Organization – Hierarchy in the food and beverage service department, General points for supervisory staff, Checklist for supervisors, Role of key staff of F & B department, F & B Manager, Restaurant Manager, Head Waiter, Station waiter, Wine Waiter, Room Service Order Taker, Room Service Waiter, Cashier, Hostess.
- UNIT – III** Food and Beverage Equipment – Equipment Selection, Furniture, Linen, Tableware, Plate room and polishing silverware, Glassware, Disposables, Special Equipment, Bar equipment, Buffet equipment, Personal equipment.
- UNIT – IV** Types of Service, Table service, assisted service, Self service, Single-Point service, Specialised service, Service of Wines, Service of other alcoholic beverages.
- UNIT – V** The Ideal Bar Layout, Restaurant and Banquet layout and equipments, Bar Management and Internal Controls, Bottles and Cask Sizes, Storage of alcoholic beverages, Food and Matching Wines.

University Examination Theory

Total Marks 50
Time 02 Hrs

Pattern of Question paper

Part-A

Objective Type Questions $10 \times 1 = 10$
Students are to answer 10 Questions out of 12 Questions

Part-B

Short Answer Questions $4 \times 5 = 20$
Students are to answer 4 Questions out of 6 Questions

Part-C

Essay Type Questions $2 \times 10 = 20$
Students are to answer 2 Questions out of 4 Questions

Food and Beverage Service (Practical)

1. Restaurant Etiquette and Standard Phrases
2. *Mis en Place*
3. *Mis en Scene*
4. Identification of equipments
5. Knowledge of side board
6. Laying and relaying of table cloth
7. Laying of Table
8. Napkin Folding
9. Receiving a Guest
10. Service of Water
11. Maintenance of Journal
12. Assignment: Visit to an A- Class restaurant and submit a report on the Service aspects.

Mode of Testing

University Examination

Total Marks----- 50

Time ----- 02 Hrs

Journal and Grooming----- 10 Marks

Assignment ----- 10 Marks

Viva----- 10 Marks

Practical----- 20 Marks

IInd Semester Diploma in Hotel and Hospitality Services

Second Semester Paper -1

Accommodation Operations -II (Theory for 50 Marks)

UNIT – I Introduction – The Housekeeping Department, Definition, Challenges, Attributes of Housekeeper & other staff, Responsibilities of Housekeeping Department, Job Description, Job Specification, Duties & Responsibilities of Executive Housekeeper / Asst. Housekeeper / supervisor / Room & Public Area attendant.

UNIT –II Inter Departmental coordination, Types of Guest Rooms, Methods of Cleaning, Types of cleaning agents, Selection & Purchase of cleaning Agents, Stain Removal, Cleaning Equipments, The Laundry, Linen Management, House Keeping Procedures, Safety & First Aid.

UNIT –III Flowers – Introduction, Material Required, Types of flowers used, Containers, Preservation of Flowers, Types of Flower arrangements, Ikebana arrangements

UNIT – IV Color Wheel, Classification & Characteristics of colors, Basic Principles of Color, Points to be consider when choosing colors, Color Schemes, Budgets & Inventory, Monthly Reports, Purchasing Procedures, Audit & Control.

Books for reference:

1. *Sudhir Andrews : Hotel House Keeping A Trainees Manual*, New Delhi,2008
2. Madhukar: *Professional House Keeping*
3. Anurik Singh: *House Keeping Management*

University Examination Theory

Total Marks **50**

Time **02 Hrs**

Pattern of Question paper

Part-A

Objective Type Questions $10 \times 1 = 10$

Students are to answer 10 Questions out of 12 Questions

Part-B

Short Answer Questions $4 \times 5 = 20$

Students are to answer 4 Questions out of 6 Questions

Part-C

Essay Type Questions $2 \times 10 = 20$

Students are to answer 2 Questions out of 4 Questions

Accommodation Operations -II (Practical)

1. Cleaning of Departure, Vacant, Occupied, and Under Repair Room.
2. Providing Evening Service.
3. Receiving a Complaint/ Request from a Guest/ Supervisor and taking remedial measures.
4. Checking a Cleaned room using a Check list.
5. Last and found procedure.
6. Creativity in developing Useful material from discards.
7. Designing a set of Uniform for any department keeping the material cost, quality, ambience in mind.
8. Basic Tailoring.
9. Visit to a nearby Institutional Laundry and Preparing a detailed report
10. Using a washing Machine and pressing linen
11. Stain removal every stain, Coffee stain, Tea stain, Paint, Liquor, Fungus etc.
12. A report on time and motion study to be undertaken by the students on guest room cleaning.
13. Assignment- To visit a nearby hotel the study the working and management of a House Keeping Department and submit a report on it.

Mode of Testing

University Examination

Total Marks-----50

Time-----02 Hrs

Journal and Grooming-----10 Marks

Assignment -----10 Marks

Viva Practical-----10 Marks

Practical-----20 Marks

Second Semester Paper-2

FOOD AND BEVERAGE PRODUCTION-II (Theory for 50 Marks)

UNIT – I Baking and Pastry, Baking *Mis-en-place*, Yeast Breads, Pastry Dough and Batters, Custards, Creams and Mousses, Fillings, Frostings, and Dessert Sauces.

UNIT –II Principles of Menu Planning, La-Carte– Banquets, Buffets, Cocktail, Points to be considered when planning menu.

UNIT –III Purchasing – Stores, Food Cost Control, Portion Control, Budgetary Control, Forecasting.

UNIT –IV Basic Principles of Food production – Fish Cookery, Pulses, Rice and Cereals Cooking, Meat cookery, Vegetables Cookery, Vegetable Carving, Egg Cookery, sandwiches.

UNIT- V Hygienic and sanitation, Safety requirement in the Cooking, Licenses and permission requirements

Books for Reference:

1. Krishna Arora: *Theory of Cookery*, New Delhi, 2011
2. Jagmohan Negi: *Professional Hotel Management*
3. Thangam Philip: *Modern Cookery*, Vols 1 and 2, Chennai, 2007
4. The Culinary Institute of America: *The Professional Chef*
5. Jagmohan Negi: *Food & Beverage Mngt & Cost Control*, Kanishka Pub., Delhi, 2007.

University Examination

Total Marks-----50

Time-----02 Hrs

Pattern of Question paper

Part-A

Objective Type Questions $10 \times 1 = 10$

Students are to answer 10 Questions out of 12 Questions

Part-B

Short Answer Questions $4 \times 5 = 20$

Students are to answer 4 Questions out of 6 Questions

Part-C

Essay Type Questions $2 \times 10 = 20$

Students are to answer 2 Questions out of 4 Questions

Food and Beverage Production (Practical)

1) Consome Brunoise Fillet De Sole Duglere Chou Fleur Mornay Fruit Trifle	6) Crème Champignon Fillet De Pomfret Colbert Pommes de terre Duchese Jam Tarts
2) Scotch Broth Poulet sauté Chasseur Pommes de terre lyonnaise Eclairs An Chocolat	7) Seafood Chowder Poulet Grille Tomato & Cucumber Salad Gateaux de Ananas
3) Creme of Potato Navarin Printainer Soufle De Ananas Irish Stew Swiss Rolls	8) Filet de Pomfret Meuniere Pomme de terre Brioche Pineapple upside down Cake Potage st Germain
4) Fish Mayonnaise Poulet Saute Maryland Legume Au Gratin Coffee Mousse	9) Bisque de Homard Shepherd's Pie Epinard Au Gratin Melting Moments
5) Creme of Tomato Fillet de Sole Veronique Ratatouillee Crème de Caramel	

Mode of Testing

University Examination

Total Marks **50**

Time **02 Hrs**

Journal and Grooming **10 Marks**

Assignment **10 Marks**

Viva Practical's **10 Marks**

Practical's **20 Marks**

Second Semester paper-3

FOOD AND BEVERAGE SERVICE-II (Theory for 50 Marks)

- UNIT –I** Classification of beverages, Definition of alcoholic beverages, Different alcoholic beverages, Brandy and whisky manufacturing of alcoholic beverages- whisky, Brandy, Rum, Vodka, Gin Benefits of alcohol, Introduction to Cheese, Category, Storage of cheese, Beer, Champagne, Sherry, Port and Madeira, Aperitifs and Bitters, Wine, Cocktail and Mocktail.
- UNIT –II** Menu Planning, History, Compiling of menus, aspect of menu planning, Types of menu, French Classical Menu, Factors to be considered while planning menu, Menu terminology.
- UNIT –III** Sanitation and Safety – Unsafe food, Food borne illness, Personal cleanliness and health, Safe food handling, cleaning up, Accidents.
- UNIT –IV** Food and Beverage terms, Wine terminology, Beverage Sale, Cocktails.

Books for Reference:

1. Vijay Dhawan: *Food and Beverage Service*, Frank Bros. & Co. New Delhi, 2009
2. Bobby George: *Food and Beverage Service*, Jaico Publishing House, Mumbai, 2007.
3. Dennis Hill Crop: *Food and Beverage Service*, Frank Bros. & Co. New Delhi, 2009.
4. Gaurav Gandhi: *Hotel Management- Food and Food Services*, Random Publications, New Delhi, 2012
5. Naseem Ahmad: *Hotel Management- Food and Food Services*, Anmol Pub., New Delhi, 2012.

University Examination Theory

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Students are to answer 4 Questions out of 6 Questions

Part-C

Essay Type Questions $2 \times 10 = 20$

Students are to answer 2 Questions out of 4 Questions

FOOD AND BEVERAGE SERVICE-II (Practical)

1. Service of Hot Beverages.
2. Handling of Service Gear
3. Rules of Laying a Table
4. Carrying Plates, Glasses, etc.
5. Silver Service
6. Crumbing
7. Clearing of Ash trays
8. Clearance
9. Functional layout of a restaurant
10. Maintenance of Journal
11. Assignment: Visit to a Specialty Restaurant and submit a report on the service aspects

Mode of Examination

University Examination

Total Marks----- 50

Time -----02 Hrs

Journal and Grooming----- 10 Marks

Assignment -----10 Marks

Viva Practical----- 10 Marks

Practical----- 20 Marks
