

1	Name of Course	Diploma Course in Hotel Operations											
2	Max no. of Students	25	Course Code - 401402										
3	Duration	2 year											
4	Course Type	Full Time											
5	No. of Days per week	6 days											
6	No. of hours per day	7 Hrs											
7	Space require	Theory Class Room – 200 sqft, Lab Sub.– 1500 sqft, Lab Elective - 400 sqft Total = 2100 Sq.Ft. + MOU with 2 Star and above Hotel											
8	Entry qualification	S.S.C. Pass											
9	Objective of syllabus	To introduce students with the hotel industry and give them knowledge of various hotel operations which are needed for professional careers as middle level managers.											
10	Employment opportunities	Hotels and related sectors											
11	Teachers Qualification	Bachelors degree in HMCT of statutory University OR Three Years diploma in HMCT of Maharashtra state Board of Technical Education											
12] Teaching Scheme –													
	Ppr	Subject Code	Clock Hours / Week		Total								
			Theory	Practical									
1	English (Communication Skill)	90000001	2 Hrs	1 Hrs	3 Hrs								
2	Elective – I		2 Hrs	1 Hrs	3 Hrs								
3	Elective – II		2 Hrs	1 Hrs	3 Hrs								
4	Food & Beverage Service	40140001	3 Hrs	8 Hrs	11 Hrs								
5	Food Production	40140002	3 Hrs	8 Hrs	11 Hrs								
6	Accommodation services	40140004	3 Hrs	8 Hrs	11 Hrs								
					Total		42 Hrs						
13	Internship	Two Month Summer Internship from 1st May to 30th June is Compulsory.											
14] Examination Scheme – Final Examination will be based on syllabus of both years.													
	P	Subject	Subject Code	Theory			Practical			Total			
				Duration	Max	Min	Duration	Max	Min	Max	Min		
1		English (Communication Skill)	90000001	3 Hrs	70	25	3 Hrs	30	15	100	40		
2		Elective – I		3 Hrs	70	25	3 Hrs	30	15	100	40		
3		Elective – II		3 Hrs	70	25	3 Hrs	30	15	100	40		
4		Food & Beverage Service	40140001	3 Hrs	100	35	3 Hrs	100	50	200	85		
5		Food Production	40140002	3 Hrs	100	35	3 Hrs	100	50	200	85		
6		Accommodation services	40140004	3 Hrs	100	35	3 Hrs	100	50	200	85		
										Total		900	375
15	Teachers – Three Teachers per batch for vocational component. For English, Elective-I & II guest faculty on clock hour basis.												
16	Student have to choose any one subject for Elective-I and Elective-II from below given subjects												
	a) For Elective I – Student can choose any one subject					b) For Elective II – Student can choose any one subject							
	Code	Subject Name				Code	Subject Name						
	90000011	Applied Mathematics				90000021	Applied Sciences (Physics & Chemistry)						
	90000012	Business Economics				90000022	Computer Application						
	90000013	Physical Biology (Botany & Zoology)				90000023	Business Mathematics						
	90000014	Entrepreneurship											
	90000015	Psychology											

Subject-1 – Food and Beverage Service - 1st year

(Subject Code – 40140001)

THEORY	PRACTICALS
<p>1.1 Introduction to Food and Beverage Service Industry</p> <p>1.2 Growth and development of the catering industry</p> <p>1.3 Classification of various sectors: Rail, Ship, Air, Event, Industrial catering</p> <p>1.4 Various Career opportunities</p>	<p>Introduction to various types of restaurant equipments , Furniture and their correct use.</p>
<p>2.1 F & B Service Brigade</p> <p>2.2 Organization of F & B Service department</p> <p>2.3 Duties and Responsibilities of various levels</p> <p>2.4 Coordination with other departments</p> <p>2.5 Attributes and staff etiquettes</p>	<p>Sideboard setting according to type of restaurant. Essential items to be kept in the sideboard.</p>
<p>3.1 Restaurant Operations: Types of equipments, sizes, care and cleaning and uses</p> <p>3.2 Chinaware, Hollowware, Glassware and other electric equipments</p> <p>3.3 Sideboard and setting according to the type of restaurant.</p>	<ul style="list-style-type: none"> • Cleaning and polishing of various restaurant equipments. • Laying and relaying of tablecloths. • Laying of different types of covers.
<p>1.1 mise-en place and mise-en – scene</p> <p>4.2 Back of the House set up like Still room, hotplate, pantry, linen room and silver room.</p>	<ul style="list-style-type: none"> • Napkin folding. • Welcoming the guest. • Seating the guest. • Water service.
<p>5.1 Menu planning- definition, origin and types of menu</p> <p>5.2 Principles of menu planning</p> <p>5.3 French Classical Menu Sequence</p>	<p>Presentation of menus.</p>
<p>6.1 Different types of services</p> <p>6.2 Russian Service</p> <p>6.3 French service</p> <p>6.4 English service</p> <p>6.5 Silver service</p> <p>6.6 Gueridon service Introduction</p>	<p>Laying of breakfast covers.</p>

<p>Beverages</p> <p>7.1 Classification of beverages</p> <p>7.2 Non alcoholic beverages and its sub classification</p> <p>7.3 detail study of non alcoholic beverages</p>	<p>Different types of covers for different services.</p>
<p>Alcoholic beverages</p> <p>1.1 classification</p> <p>1.2 Wines: Classification and their service, major wine producing countries and popular brands</p> <p>1.3 Beer: types, storage and service</p> <p>1.4 Spirits: classification, content and service. Popular brand names.</p>	<p>Planning of Indian and continental menus.</p>
<p>Sandwiches and cheese</p> <p>9.1 types of Sandwiches, rules for making sandwiches</p> <p>9.2 types of cheese , country of origin and their correct service with accompaniments</p>	<p>Setting for ala carte service and tabled'hote service.</p>
<p>Breakfast service</p> <p>10.1 Different types of breakfast</p> <p>10.2 Breakfast menus</p> <p>10.3 roomservice breakfast</p> <p>10.4 Buffet breakfast</p>	<p>Correct glassware for correct drink.</p>

Subject-1 – Food and Beverage Service - 2ND year

THEORY	PRACTICALS
Banquets and buffets- 1.1 types of banquets and buffets 1.2 Set up menu and service 1.3 Function prospectus and function diary	Revision of previous year practicals.
Cigars and cigarettes 2.1 Introduction to Cigars and cigarettes 2.2 Brands and codes 2.3 Service Procedure	Compilation of 5,6,7 course menus.
Beer 3.1 Introduction and Manufacturing Process 3.2 Brewing Process 3.3 Types of beer 3.4 Service of beer	French Classical Menu-Planning the menu and setting the covers as per the menu.
Wines of France 4.1 Introduction to wines 4.2 grading 4.3 Wine producing districts of France 4.4 champagne 4.5 Introduction and History 4.6 Manufacturing Process 4.7 brands	Taking Guest order.
Cocktails and Bar Equipments 5.1 Introduction and Definition 5.2 Method of mixing cocktails 5.3 Rules for making cocktails 5.4 Popular Cocktails with recipes	Course wise service of food and clearance of food coursewise and different methods of clearance.
System of Order taking 6.1 definition 6.2 Procedure for taking an order 6.3 types of KOTs 6.4 Bar order Ticket	Preplated service. Breakfast Service- Continental, English and Tray set ups.
Methods of Billings and Payments 7.1 Cash 7.2 Credit 7.3 Accounts 7.4 Ncr/Ecr	<ul style="list-style-type: none"> • Crumbing of the table • Clearance of soiled Ash Trays.
Principles for planning a restaurant -Layout -expenses - furniture - Décor -Accessories - Linen - Budget	Project as in Management

LIST OF TOOLS & EQUIPMENT FOR FOOD & BEVERAGE SERVICE

Sr.No.	Name of the Item	Qty
1.	Service tables with baize (6* 2 ½)	8 Nos
2.	Additional chairs	12 Nos
3.	Wash basins	02
4.	Soap dispenser	01
5.	Crockery set for 25 trainees	02 Nos
6.	Glass & jugs (including different types of wine glasses)	01 Set
7.	Table linen	12 No
8.	Side board of 8 tables	03 No
9.	Storage cupboards	2 No
10.	Coffee pots, sugar pots and milk jugs (silver types)	02 set
11.	Service counter	01 Nos
12.	Tea urn	01 No
13.	Cutlery set for 25 trainees as per eleven course menu (silver type)	01 set
14.	1-Electric Geyser	01 No
15.	1-Weighing scale	01 No
16.	Silver service trays/salver etc.	8 No
17.	Sample preparation trolley	1 No
18.	Cona Coffee set	02 No
19.	1-Refrigerator (Large size)	01 No
20.	Hot plates for 3 side boards	3 No
21.	Sundry equipment	As required
22.	Bar Counter with mirror & Bar	01 No
23.	Fire extinguisher	02

Books for reference:

1. Food and beverage service – Dennis Lillicarp and John cousins
2. The Professional Waiter-Peter Howard and Jeffery Puckeridge
3. Professional Food and Beverage Service- Brian Varghese
4. Food and Beverage Service manual – Sudhir Andrews.

Subject - 2 – Food Production - 1st year

(Subject Code – 40140002)

THEORY	PRACTICALS
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	Identification of various kitchen equipments, their utility, precautions in handling and maintenance
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 2.4 Thickening & Binding Agents- Starch, Edible Gums,Egg, Coconut, Curd, Tamarind, Different Paste & Powders. 2.5 Sweetening 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.	Introduction to various raw materials – Perishables and non perishables Basic cuts of vegetables, fish and meat.
Methods 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, HeatTransfer 3.3 Culinary Terms, List Of Culinary (A-J), Terms	Practice of 4 course Indian menu comprising of simple dishes with proper garnishes and accompaniments.(20 menus)
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	

<p>Commodities</p> <p>5.1. Vegetables & Fruits- Classification, Selection, Composition, Storage, Standard Vegetables, Cuts of Potato</p> <p>5.2. Classification of Fruits & Its Uses</p> <p>5.3 Rice & Pulses- Various Varieties of Rice & Pulses, Different Rice Product, Uses</p> <p>5.4 Fish & Shellfish- Classification With Example, Selection, Storage, Cuts Of Fish,</p> <p>5.5 Poultry & Game Classification, Selection, Various Cuts Of Poultry, Trussing</p>	<p>Preparation of various types of Indian snacks like pakoras, Poha, Uppuma, South Indian variety etc.(20 varieties)</p>
<p>Vegetable cookery</p> <p>6.1 Classification, selection procedure and their different cuts.</p> <p>6.2 Methods of cooking, vernacular names</p>	
<p>Milk and Milk Products</p> <p>7.1 Milk – Introduction and Processing of milk, Pasteurization, Homogenization</p> <p>7.2 Cream- Introduction, Processing and types</p> <p>7.3 Butter- Introduction, Processing and Types</p> <p>7.4 Cheese- Introduction, Processing , classification with examples, types and cooking with cheese and uses.</p>	<p>Preparation of basic mother sauces</p>
<p>Foundation of continental Cookery</p> <p>8.1 Stock- Definition, Classification, rules for making stock, standard recipes of one litre stock.</p> <p>8.2 soups- Classification , Basic recipes , consommé and garnishes for various soups</p> <p>8.3 Sauces- Classification , composition and basic recipes.</p>	<p>Practice of 4 course continental menu comprising of soups , vegetables , fish and desserts.(10 menus)</p>
<p>Introduction to Bakery</p> <p>9.1 Basic Principles of bakery and bakery terms</p> <p>9.2 different methods of Bread making : Faults and Remedies</p> <p>9.3 Cakes- Different types, faults and remedies</p> <p>9.4 Cookies- Different types , faults and remedies</p>	<p>Demonstration of bakery items like- bread, puff pastry, flaky pastry and cookies.(12 practicals)</p>
<p>Garde Manger</p> <p>10.1 Salads and salad dressings</p> <p>10.2 Classification and types of salads</p> <p>10.3 Accompaniments and garnishes</p> <p>10.4 Rechauffe cookery</p>	

Subject - 2 – Food Production - 2ND year

THEORY	PRACTICALS
Meat cookery 1.1 Structure of meat 1.2 Factors affecting tenderness of meat 1.3 Cuts of lamb and mutton 1.4 Selection, uses of its cuts	Basic Cuts of Lamb and Mutton
Wheat 2.1 Structure, composition and types of wheat 2.2 Types of flour and its uses 2.3 bread: role of each ingredients, common faults, baking temperature 2.4 Cake: role of each ingredients, common faults, baking temperature 2.5 Cookies and biscuits: role of each ingredients, common faults, baking temperature	Egg cookery- Fried, Boiled, Scrambled, Poached and Omelettes Practise of Mother Sauces
Pastry: 3.1 Short-crust, laminated, choux and hot water/ Rough puff 3.2 Recipe and method of preparation 3.3 Difference and uses of each pastry 3.4 care to be taken while preparing pastry 3.5 Role of each ingredients	Demo of Bakery Practicals: Danish Pastry, Choux Pastry Puff pastry Cakes with decoration 2 varieties Cookies and breads Demonstration
Culinary terms K-Z	
Menu planning 5.1 Principles of menu planning 5.2 theme dinners 5.3 Industrial catering 5.4 transport Catering- Air, Rail and Sea	5- Course Continental menu 5- Course Indian menu
Indenting 6.1 quantity food indents 6.2 Portion Sizes 6.3 Space allocation 6.4 Equipment allocation 6.5 staffing	Continental Snacks 10 varieties
Kitchen Stewarding 7.1 Importance 7.2 Equipments 7.3 Garbage Disposal 7.4 Disposal methods	Basic Vegetable and fruit carving

LIST OF TOOLS & EQUIPMENT FOR FOOD PRODUCTION

S.N	Name Of the item	Qty.
1	Working tables (Stainless Steel)	05 Nos
2	Chopping Boards (Wooden/Plastic)	10 Nos
3	L.P.Gas Cooking Range (+Oven & Griller)	02 Nos
4	Cooking Range (High)	01 No
5	Dry Store Shelf	04 Nos

6	Refrigerator-365 Ltr. And' 65 Ltr.	2 One each size
7	Mixer	01 No
8	Weighing Machine	01 No
9	Frying Pan-Non-Stick/Medium/Small/Large	8-3/2/1/2
10	Kadai-Large/Small	5-2 /3
11	Heavy Bottom Pan Small/Big	5-3 and 2
12	Aluminum Degchi-15Ltr./12 Ltr.	2 One each size
13	Tawa- General/Large	3-2 and 1
14	Wok (Chinese Kadai)	02 Nos
15	Roiling Pin and Rolling Base	02 Nos
16	Cooker-1 Ltr/2 Ltr.,	2-One each size
17	Mandolin Grater	01 No
18	Wooden Spatula	10 Nos
19	Strainers-(Conical/Strainers)	7-3 and 4
20	Perforated Spoon	5 Nos
21	Steel Bowls-Small/Medium/Big	16each size
22	Steel Slicer	16 Nos
23	Steel Basin	05 Nos
24	Collander	05 Nos
25	Baking Try	05 Nos
26	Holder(Togs/bowl)	05 Nos
27	Saucepan	05 Nos
28	Plastic Trays-Big/Small	6-3 each size
29	Pie Dish	6 Nos
30	Steel & Plastic Mugs	3 Each
31	Steel Plates	16 Nos
32	Steel Spoons	16 Nos
33	Baloon Whisk	05 Nos
34	Measuring Jars	03 Nos
35	Containers (For keeping dry items)	32 Nos
36	Grinding Stone	02 Nos
37	Bread Moulds	05 Nos
38	Coconut Grater	02 Nos
39	Dustbins	05 Nos

BOOKS FOR REFERENCE:

2. Modern cookery for teaching and Trade- Thangam Phillip
3. Theory of Cookery - K. Arora
4. Basic Bakery- J.C. Dubey
5. Professional Cooking- Wayne Gisslen.

Subject - 3 – Accommodation Services - 1st year

(Subject Code – 40140004)

Theory
Introduction to Hospitality industry 1.1 Evolution of hospitality industry- definition and origin and purpose of travel 1.2 Classification of hotels 1.3 Types of room
2.1 Introduction to Rooms division department- importance and working. 2.2 Organization of Housekeeping and front office department 2.3 Duties and Responsibilities of various levels 2.4 Coordination with other departments 2.5 Attributes and staff etiquettes
3.1 Layout of Housekeeping and Front office department 3.2 Functions of various departments of Housekeeping and Front office
Hotel Rooms 4.1 Types 4.2 Food Plans 4.3 Room Rates 4.4 Tarriffs, Discounts offered and Packages 4.5 Taxes(Sales, Luxury, expenditure,Service) 4.6 Uses of Brochures and tariff cards.
Keys and Key Control 5.1 Types of keys used in Housekeeping 5.2 Electronic key card system 5.3 Key Control – registers and forms 5.4 Loss of keys
Telephone Department 6.1 Importance 6.2 Role of Telephone Department 6.3 Rules for Telephone handling 6.4 Do's and don'ts of telephone Communication 6.5 Types of calls 6.6 New technology in telephone department
Maid's Service room 7.1 Location of Room 7.2 Layout of room

7.3 Organizing a maid's trolley 7.4 Using the trolley
Lost and found 8.1 Procedure 8.2 records and registers maintained for lost and found items
Cleaning Agents and equipments 9.1 Classification 9.2 Mechanical equipments 9.3 Containers, brushes, mops and Brooms 9.4 Cleaning cloths and miscellaneous equipments 9.5 Classification of cleaning agents and their types
Housekeeping control desk 10.1 Forms, formats, records and registers 10.2 Key control- registers and forms 10.3 Log book 10.4 Staff Placement register 10.5 Maintenance register 10.6 Memo Book 10.7 Room status book 10.8 Departure register, stores indent book 10.9 Baby sitting register 10.10 Room inspection checklist, records for special cleaning, carpet shampooing

Practicals :-

1. Understanding facilities, guest amenities and supplies
2. Developing etiquettes and attributes of front office and housekeeping staff
3. Handling of various cleaning equipments and understanding the use of various cleaning agents on different surfaces
4. Bed making- morning and evening
5. Safe key control practices- Issuing and control records
6. Quality service of the rooms to the guest
7. Lost and found articles- procedure
8. Filling of records and registers in systematic and professional manner
9. Handling guest calls and queries
10. Maintenance of guest records and messages with proper handover

Projects :-

1. Visit to the hotel and survey for the types of rooms
2. Various facilities in different rooms
3. Records and reports maintained at the front desk and housekeeping
4. Layout of both the departments

5. Cleaning equipments used- brand names with prices
6. Cleaning agents- brand names and prices

Books for reference :-

7. Front office procedure, social skills and management- Peter Abbott
8. Hotel Front Office training Manual- Sudhir Andrews
9. Hotel Reception- Paul B. White and Helen

Subject - 3 – Accommodation Services - 2nd year

Theory
JOB DESCRIPTION 1.1 Reservation manager 1.2 Reservation assistants 1.3 Reception assistants 1.4 Information assistants
Guest Relations: Handling guest relations 2.1 Types of guest problems 2.2 Skills to handle guest problems 2.3 Solving Guest problems 2.4 Handling complaints 2.5 Follow up
Selling Hotel Products and services 3.1 Importance of marketing 3.2 Reception as sales department 3.3 ABC of selling 3.4 Upselling 3.5 Downselling 3.6 Personal selling 3.7 Add ons and extra
Principles of success selling 4.1 Selling techniques and telephone sales 4.2 Corporate sales 4.3 Group and tours 4.4 Incentive tours 4.5 Promotional tours 4.6 Tools for selling
Room designing 5.1 Objectives 5.2 Types of rooms design 5.3 Principles while planning various rooms 5.4 Colour scheme 5.5 Lighting structure 5.6 Room furnishing 5.7 Windows and window treatment
Budgetting in Housekeeping 6.1 Importance of budgeting 6.2 Types of budgets 6.3 Expenses 6.4 Budget Planning Process 6.5 Income statement of housekeeping
Purchasing 7.1 Contracts and Outsourcing 7.2 Hiring Contract process 7.3 Pricing of Contracts 7.4 Advantages and Disadvantages of contract
Accommodation statistics 8.1 Hotel Costing 8.2 Importance of reports 8.3 Overstay percentage 8.4 Understay percentage 8.5 No-Show 8.6 cancellation 8.7 calculation of available capacity

Practicals :-

1. Handling reservation procedure.
2. Handling guest check ins and check-outs.
3. Handling guest complaints.
4. Pricing of various housekeeping articles and agents.
5. Selling of rooms and services.
6. Handling contractors.
7. Handling staff.

Projects :-

1. Visit to hotels for arrangements of rooms and their furnishings
2. Prepare plans for various rooms
3. Layout of front office areas
4. Collection of hotel Brochures and various forms and formats.

List of Tools and Equipments For Accommodation Services

Sr No	Name of Item	Qty
01	Towels	12 Nos.
02	Bed sheets	24 Nos.
03	Blankets	12 Nos.
04	Night spread	12 Nos.
05	Bed covers	12 Nos.
06	Pillow covers	12 Nos.
07	Hand towels	12 Nos.
08	Hand Napkins	12 Nos.
09	Mattress Protector	12 Nos.
10	Bath Mats	6 Nos.
11	Door Mats	6 Nos.
12	Curtains	24 Nos.
13	Flower Vase	6 Nos.
14	Flower Pots	36 Nos.
15	Beds	4 Nos.
16	Mattress	6 Nos.
17	Pillows	6 Nos.
18	Bed side tables	4 Nos.
19	Sofa chairs	4 Nos.
20	Sofa	2 Nos.
21	Coffee table	2 Nos.
22	Writing cum dressing table	2 Nos.
23	T. V. with cable	2 Nos.
24	Luggage rack	2 Nos.
25	Ward Rob	2 Nos.
26	Balcony chairs with coffee table	4/2
27	A.C.unit	2 Nos.
28	Intercom	2 Nos.

29	Carpet	01 No.
30	Vacuum cleaner wet & dry	01 No.
31	Scrubber machine	01 No.
32	Veing Scale	01 No.
33	Wet Mop	02 Nos.
34	Dry Mop	02 Nos.
35	Floor square	02 Nos.
36	Flo Desk	01 No.

- टिप :- १) अभ्यासक्रमातील विषयानुसार किचन / रेस्टॉरेन्ट / फ्रन्ट ऑफीस / हाऊस किपींग / काम्युटर लॅब इत्यादी प्रशिक्षणाची स्वतंत्र सुविधा (Set Up) आवश्यक राहिल.
- २) फूड फेस्टीवल / थिम डीनर इत्यादी प्रशिक्षण कार्यक्रम वर्षातून किमान एक वेळा आयोजित करणे आवश्यक राहिल.
