

GURU KASHI UNIVERSITY

University College of Hospitality & Tourism Management (Code:14)

Diploma in Hospitality and Hotel Management (Code: 1402)

Foundation Food Preparation - I (1402101)Credits -3
Semester IL T P
3 0 0**UNIT-1****INTRODUCTION TO COOKERY:** Levels of skills and experiences, Attitudes and Behavior in the kitchen, Personal hygiene, Uniforms & protective clothing, Safety Procedure in handling equipment**CULINARY HISTORY:** Origin of modern cookery**HIERARCHY AREA OF DEPARTMENT AND KITCHEN:** Classical Brigade, Modern Staffing in various category hotels, Roles of executive chef, Duties and responsibilities of Various chefs, Co-operation with other departments**CULINARY TERMS:** List of culinary (common and basic) terms, Explanation with Examples**AIMS & OBJECTS OF COOKING FOOD:** Aims and objectives of cooking food, Various Textures, Various consistencies, Techniques used in pre-preparation, Techniques used in preparation**UNIT-2****BASIC PRINCIPLES OF FOOD PRODUCTION - I****VEGETABLE AND FRUIT COOKERY:** Introduction – classification of vegetables, Pigments and Color changes, Effects of heat on vegetables, Cuts of vegetables, Classification of fruits, Uses of fruit in cookery, Salads and salad dressings**STOCKS:** Definition of stock, Types of stock, Preparation of stock, Recipes, Storage Of stocks, Uses of stocks, Care and precautions**SAUCES:** Classification of sauces, Recipes for mother sauces, Storage & Precautions**SOUPS:** Classification with examples, Basic recipes of Consommé with 10 Garnishes**UNIT-3****METHODS OF COOKING FOOD:** Roasting, Grilling, Frying, Baking, Broiling, Poaching, Boiling:-Principles of each of the above, Care and precautions to be taken, Selection of food for each type of cooking**EGG COOKERY:** Introduction to egg cookery, Structure of an egg, Selection of egg, Uses of egg in cookery.**UNIT-4****COMMODITIES:**

Raising Agents: Classification of Raising Agents, Role of Raising Agents, Actions and Reactions. Thickening Agents: Classification of thickening agents, Role of Thickening agents. Sugar: Importance of Sugar, Types of Sugar, Cooking of Sugar – various.

REFERENCES:

- The Professional Chef (4th Edition) By Le Rol A. Polson .
- The Professional Pastry Chef, Fourth Edition By Bo Friberg Publisher: Wiley & Sons INC.
- Theory of Catering By Kinton & Cessarani.
- Theory of Cookery By K Arora, Publisher: Frank Brothers.
- Accompaniments & Garnishes from waiter; Communicate: Fuller J. Barrie & Jenkins.
- Bakery & Confectionery By S. C Dubey, Publisher: Society of Indian Bakers.
- Modern Cookery (Vol-I) By Philip E. Thangam, Publisher: Orient Longman.
- Practical Cookery By Kinton & Cessarani.

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University College of Hospitality & Tourism Management (Code:14)

Diploma in Hospitality and Hotel Management (Code: 1402)

Foundation Food and Beverage Service - I (1402102)

Credits - 3
Semester I

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3 0 0

UNIT-1

THE HOTEL & CATERING INDUSTRY: Introduction to the Hotel Industry and Growth of the hotel Industry in India, Role of Catering establishment in the Travel/tourism industry, Types of F&B operations, Classification of Commercial, Residential/Non-residential Welfare Catering - Industrial/Institutional/Transport such as air, road, rail, sea, etc.,

UNIT-2

DEPARTMENTAL ORGANISATION & STAFFING: Organization of F&B Department of hotel, Principal staff of various types of F&B operations, French terms related to F&B staff, Duties & responsibilities of F&B staff, Attributes of a Waiter, Inter-departmental relationships (Within F&B and other department)

UNIT-3

FOOD SERVICE AREAS (F & B OUTLETS): Specialty Restaurants, Coffee Shop, Cafeteria, Fast Food (Quick Service Restaurants), Grill Room, Banquets, Bar, Vending Machines, Discothèque

ANCILLIARY DEPARTMENTS: Pantry, Food pick-up area, Store, Linen room, Kitchen stewarding

F & B SERVICE EQUIPMENT:-Familiarization & Selection factors of:- Cutlery, Crockery, Glassware, Flatware, Hollowware, All other equipment used in F&B Service.

UNIT-4

NON-ALCOHOLIC BEVERAGES: Classification (Nourishing, Stimulating and Refreshing beverages), Tea- Origin & Manufacture, Types & Brands, Coffee- Origin & Manufacture, Types & Brands, Juices and Soft Drinks.

REFERENCES:

- Food & Beverage Service - Dennis R.Lillicrap. & John .A. Cousins. Publisher: ELBS.
- Food & Beverage Service Training Manual - Sudhir Andrews, Tata McGraw Hill. Food & Beverage Service Lillicrap & Cousins, ELBS.
- Modern Restaurant Service – John Fuller, Hutchinson.
- Professional Food & Beverage Service Management -Brian Varghese.
- The Waiter Handbook By Graham Brown, Publisher: Global Books & Subscription Services New Delhi.
- Food and Beverage Service – Vijay Dhawan.

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Front Office -I (1402103)

Credits - 3
Semester I

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3 0 0

UNIT-1

INTRODUCTION TO TOURISM, HOSPITALITY & HOTEL INDUSTRY: Tourism and its importance, Hospitality and its origin, Hotels, their evolution and growth, Brief introduction to hotel core areas with special reference to Front Office.

UNIT-2

CLASSIFICATION OF HOTELS: Size, Star, Location & clientele Ownership basis, Independent hotels, Management contracted hotel Chains, Franchise/Affiliated, Supplementary accommodation, Time shares and Condominium

TIME SHARE & VACATION OWNERSHIP: What is time-share? Referral chains & Condominiums, How is it different from hotel business? Classification of Timeshares, Types of accommodation and their size.

UNIT-3

FRONT OFFICE ORGANIZATION: Function areas, Front office hierarchy, Duties and responsibilities, Personality traits.

TYPES OF ROOMS: Single, Double, Twin, Suits.

BELL DESK: Functions, Procedures and records.

UNIT-4

HOTEL ENTRANCE, LOBBY AND FRONT OFFICE: Layout, Front office equipment (non automated, semi automated and automated).

FRENCH: To be taught by a professional French language teacher. Understanding and uses of accents, orthographic signs & punctuation, Knowledge Of cardinaux & ordinaux (Ordinal & cardinal), Days, Dates, Time, Months and Seasons.

REFERENCES:

- Front Office Training manual – Sudhir Andrews. Publisher: Tata Mac Graw Hill.
- Managing Front Office Operations – Kasavana & Brooks Educational Institution AHMA.
- Front Office – operations and management – Ahmed Ismail (Thomson Delmar).
- Managing Computers in Hospitality Industry – Michael Kasavana & Cahell.
- Front Office Operations – Colin Dix & Chris Baird.
- Front office Operation Management- S.K Bhatnagar, Publisher: Frank Brothers.
- Managing Front Office Operations By Kasavana & Brooks.
- Principles of Hotel Front Office Operations, Sue Baker & Jermy Huyton, Continum.
- Check in Check out- Jerome Vallen.
- Hotel Front Office Management, 4th Edition by James Socrates Bardi; Wiley.

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Accommodation Operations - I (1402104)

Credits - 3
Semester I

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3 0 0

UNIT-1

THE ROLE OF HOUSEKEEPING IN HOSPITALITY OPERATION: Role of Housekeeping in Guest Satisfaction and Repeat Business Organization Chart Of The Housekeeping Department: Hierarchy in small, Medium, large and chain hotels.

UNIT-2

Identifying Housekeeping Responsibilities, Personality Traits of housekeeping Management Personnel, Duties and Responsibilities of Housekeeping staff, Layout of the Housekeeping Department.

UNIT-3

CLEANING ORGANISATION: Principles of cleaning, hygiene and safety factors in Cleaning, Methods of organizing cleaning, Frequency of cleaning daily, periodic, Special, Design features that simplify cleaning, Use and care of Equipment

CLEANING EQUIPMENTS/AGENTS: General Criteria for selection, Classification, Polishes, Floor Seats, Use, care and Storage Distribution and Controls, Use of Eco-friendly products in Housekeeping.

UNIT-4

INTER DEPARTMENTAL RELATIONSHIP: With Front Office, With Maintenance, With Security, With Stores, With Accounts, With Personnel, Use of Computers in House Keeping department

REFERENCES:

- Hotel Hostel and Hospital Housekeeping –by Joan C Branson & Margaret Lennox, ELBS with Hodder & Stoughten Ltd.
- Hotel House Keeping A Training Manual by Sudhir Andrews, Tata McGraw Hill publishing company limited New Delhi.
- Hotel Housekeeping Operations & Management by Raghubalan, Oxford University Press.
- Management of Hotel & Motel Security (Occupational Safety and Health) by H. Burstein, CRC Punlisher.
- Professional Management of Housekeeping Operations (II Edn.) by Robert J. Martin & Thomas J.A. Jones, Wiley Publications.
- The Professional Housekeeper by Tucker Schneider, Wiley Publications.

GURU KASHI UNIVERSITY
University College of Hospitality & Tourism Management (Code:14)
Diploma in Hospitality and Hotel Management (Code: 1402)

COMMUNICATION SKILLS (1402105)

Credits - 2
Semester I

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2 0 0

1. **Introduction:** Theory of Communication, Types and modes of Communication

2. Language of Communication:

Verbal and Non-verbal
(Spoken and Written)
Personal, Social and Business
Barriers and Strategies
Intra-personal, Inter-personal and Group communication

3. Speaking Skills:

Monologue
Dialogue
Group Discussion
Effective Communication/ Mis- Communication
Interview
Public Speech

4. Reading and Understanding

Close Reading
Comprehension
Summary Paraphrasing
Analysis and Interpretation
Translation (from Indian language to English and vice-versa)
Literary/Knowledge Texts

5. Writing Skills

Documenting
Report Writing
Making notes
Letter writing

Recommended Readings:

1. *Fluency in English* - Part II, Oxford University Press, 2006.
2. *Business English*, Pearson, 2008.
3. *Language, Literature and Creativity*, Orient Blackswan, 2013.
4. *Language through Literature* (forthcoming) ed. Dr. Gauri Mishra, Dr Ranjana Kaul, Dr Brati Biswas

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Foundation Food Preparation – I (LAB) (1402106)**Credits - 2**
Semester I**L T P**
0 0 4

- 1- i) Equipments - Identification, Description, Uses & handling
 ii) Hygiene - Kitchen etiquettes, Practices & knife handling
 iii) Safety and security in kitchen Demonstrations & simple applications
- 2- i) Vegetables - classification
 ii) Cuts - julienne, jardinière, macaronis, brunoise, pays sane, mignonette, dices, cubes, shred, mirepoix
 iii) Preparation of salad dressings Demonstrations & simple applications by students
- 3- Identification and Selection of Ingredients – Qualitative and quantitative measures.
- 4- i) Basic Cooking methods and pre-preparations
 ii) Blanching of Tomatoes and Capsicum
 iii) Preparation of concasse
 iv) Boiling (potatoes, Beans, Cauliflower, etc)
 v) Frying - (deep frying, shallow frying, sautéing) Aubergines, Potatoes, etc.
 vi) Braising - Onions, Leeks, Cabbage
 vii) Starch cooking (Rice, Pasta, and Potatoes)
- 5- i) Stocks - Types of stocks (White and Brown stock)
 ii) Fish stock
 iii) Emergency stock
 iv) Fungi stock

6 Sauces - Basic mother sauces

Béchamel
 Espagnole
 Veloute
 Hollandaise
 Mayonnaise
 Tomato

7 Egg cookery - Preparation of variety of egg dishes

Boiled (Soft & Hard)
 Fried (Sunny side up, Single fried, Bull's Eye, Double fried)
 Poaches
 Scrambled
 Omelette (Plain, Stuffed, Spanish)
 En cocotte (eggs Benedict)

8 Simple Salads & Soups:

Cole slaw,

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Potato salad,
Beet root salad,
Green salad,
Fruit salad,
Consommé

9 Simple Egg preparations:

Scotch egg,
Assorted omelets,
Oeuf Florentine
Oeuf Benedict
Oeuf Farci
Oeuf Portugese
Oeuf Deur Mayonnaise

10 Simple potato preparations

Baked potatoes
Mashed potatoes
French fries
Roasted potatoes
Boiled potatoes
Vegetable preparations
Boiled vegetables
Glazed vegetables
Fried vegetables
Stewed vegetables.

Bakery & patisserie

1 Equipments,

Identification
Uses and handling Ingredients - Qualitative and quantitative measures

2 BREAD MAKING

Bread Rolls (Various shapes)
French Bread

3 SIMPLE CAKES

Fruit Cake
Rich Cakes

4 SIMPLE COOKIES

Nan Khatai
Swiss tart
Cookies

5 HOT / COLD DESSERTS

Caramel Custard,
Bread and Butter Pudding
Soufflé – Lemon / Pineapple Demonstration by instructor and applications by students
Mousse (Chocolate Coffee)

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Foundation Food and Beverage Service - I (LAB) (1402107)

Credits - 2
Semester I

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0 0 4

Food Service areas – Induction & Profile of the areas

Ancillary F&B Service areas – Induction & Profile of the areas

Familiarization of F&B Service equipment

Care & Maintenance of F&B Service equipment

Cleaning / polishing of EPNS items by:

Plate Powder method

Polivit method

Silver Dip method

Burnishing Machine

Basic Technical Skills

Task-01: Holding Service Spoon & Fork

Task-02: Carrying a Tray / Salver

Task-03: Laying a Table Cloth

Task-04: Changing a Table Cloth during service

Task-05: Placing meal plates & Clearing soiled plates

Task-06: Stocking Sideboard

Task-07: Service of Water

Task-08: Using Service Plate & Crumbing Down

Task-09: Napkin Folds

Task-10: Changing dirty ashtray

Task-11: Cleaning & polishing glassware

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Front Office -I (Lab) (1402108)

Credits - 2
Semester I

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0 0 4

- Appraisal of front office equipment and furniture
- Rack, Front desk counter & bell desk
- Filling up of various Performa
- Welcoming of guest
- Telephone handling
- Role play:
- Reservation
- Arrivals
- Luggage handling
- Message and mail handling
- Paging

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Accommodation Operations - I (Lab) (1402109)

Credits - 2
Semester I

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0 0 4

01 Sample Layout of Guest Rooms

Single room
Double room
Twin room
Suite

02 Guest Room Supplies and Position

Standard room
Suite
VIP room special amenities

03 Cleaning Equipment-(manual and mechanical)

Familiarization
Different parts
Function
Care and maintenance

04 Cleaning Agent

Familiarization according to classification
Function

05 Maid's trolley

Contents
Trolley setup

06 Familiarizing with different types of Rooms, facilities and surfaces

Twin/ double
Suite
Conference etc

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Foundation Food Preparation - II (1402201)**Credits - 3**
Semester II**L T P**
3 0 0**UNIT-1****SOUPS:** Basic recipes other than consommé with menu examples-Broths, Bouillon, puree, cream, Veloute, Chowder, Bisque etc., Garnishes and Accompaniments, International soups.**SAUCES & GRAVIES:** Difference between sauce and gravy, Derivatives of Mother sauces, Contemporary & Proprietary.**UNIT-2****MEAT COOKERY:** Introduction to meat cookery, Cuts of beef/veal, Cuts of Lamb/mutton, Cuts of pork, Variety meats (offal's), Poultry, (With menu examples of Each).**FISH COOKERY:** Introduction to fish cookery, classification of fish with examples, Cuts of fish with menu examples, Selection of fish and shell fish, cooking of Fish (Effects of heat).**RICE, CEREALS & PULSES:** Introduction, Classification and identification, Cooking of rice, cereals and pulses, Varieties of rice and other cereals.**UNIT-3****PASTRY:** Short crust, Laminated, Choux, Hot water/Rough puff, Recipes and Methods of preparation, , Role of each ingredient, Temperature of baking pastry.**Flour:** Structure of wheat, Types of Wheat, Types of Flour, Processing of Wheat –**BREADS:** Principles of bread making, Simple yeast breads, Role of each Ingredient in bread making, Baking temperature and its importance.**PASTRY CREAMS:** Basic pastry creams, Uses in confectionery, Preparation and care in production.**UNIT-4****BASIC COMMODITIES:** Milk-Introduction, Processing of Milk, Pasteurization – Homogenization, Types of Milk – Skimmed and Condensed, Nutritive Value, Cream- Introduction, Processing of Cream, Types of Cream Cheese-Introduction, Processing of Cheese, Types of Cheese, Classification of Cheese, Curing of Cheese, Uses of Cheese Butter-Introduction, Processing of Butter, Types of Butter.**BASIC INDIAN COOKERY****CONDIMENTS & SPICES:** Introduction to Indian food, Spices used in Indian Cookery, Role of spices in Indian cookery, Indian equivalent of spices (names)**MASALAS:** Blending of spices, Different masalas used in Indian cookery-Wet Masalas, Dry masalas, Composition of different masalas, Varieties of masalas Available in regional areas, Special masalas blends.

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KITCHEN ORGANIZATION AND LAYOUT: General layout of the kitchen in various Organizations, Layout of receiving areas, Layout of service and wash up

REFERENCES:

- The Professional Chef (4th Edition) By Le Rol A.Polsom
- The Professional Pastry Chef, Fourth Edition By Bo Friberg Publisher:Wiley & Sons INC
- Theory of Catering By Kinton & Cessarani
- Theory of Cookery By K Arora, Publisher: Frank Brothers
- Accompaniments & Garnishes from waiter; Communicate: Fuller J. Barrie & Jenkins
- Bakery & Confectionery By S. C Dubey, Publisher: Socity of Indian Bakers
- Modern Cookery (Vol-I) By Philip E. Thangam, Publisher: Orient Longman
- Practical Cookery By Kinton & Cessarani

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Foundation Food and Beverages Service – II (1402202)**Credits - 3**
Semester II**L T P**
3 0 0**UNIT-1**

MEALS & MENU PLANNING: Origin of Menu, Objectives of Menu Planning, Types of Menu, Courses of French Classical Menu-Sequence, Examples from each course, Cover of each course, Accompaniments, French Names of dishes, Types of Meals-Early Morning Tea, Breakfast (English, American Continental, Indian), Brunch, Lunch, Afternoon/High Tea, Dinner Supper.

UNIT-2

PREPARATION FOR SERVICE: Organizing Mise-en-scene, Organizing Mise en Place, TYPES OF FOOD SERVICE-Silver service, Pre-plated service, Cafeteria Service, Room service, Buffet service, Gueridon service, Lounge service.

UNIT-3

SALE CONTROL SYSTEM: KOT/Bill Control System (Manual)-Triplicate Checking System, Duplicate Checking System, Single Order Sheet, Quick Service Menu & Customer Bill. Making bill, Cash handling equipment, Record keeping (Restaurant Cashier).

UNIT-4

TOBACCO: History, Processing for cigarettes, pipe tobacco & cigars,
Cigarettes – Types and Brand names, Pipe Tobacco – Types and Brand names , Cigars – shapes, sizes, colors and Brand names, Care and Storage of cigarettes & cigars

REFERENCES:

- Food & Beverage Service - Dennis R.Lillicrap. & John .A. Cousins. Publisher: ELBS
- Food & Beverage Service Training Manual - Sudhir Andrews, Tata McGraw Hill. Food & Beverage Service Lillicrap & Cousins, ELBS.
- Modern Restaurant Service – John Fuller, Hutchinson.
- Professional Food & Beverage Service Management -Brian Varghese
- The Waiter Handbook By Gram Brown, Publisher: Global Books & Subscription Services New Delhi
- Food and Beverage Service – Vijay Dhawan

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Diploma in Hospitality and Hotel Management (Code: 1402)

Front Office – II (1402203)

Credits - 3
Semester II

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3 0 0

UNIT-1

TARIFF STRUCTURE: Basis of charging, Plans, competition, customer's profile, Standards of service & amenities, Hubbart formula, Different types of tariffs-Rack Rate, Discounted Rates for Corporates, Airlines, Groups & Travel Agents

UNIT-2

FRONT OFFICE AND GUEST HANDLING: Introduction to guest cycle, Pre Arrival, Arrival, during guest stay, Departure, after departure **FRONT OFFICE CO-ORDINATION:** With other departments of hotel.

UNIT-3

RESERVATIONS: Importance of reservation, Modes of reservation, Channels and sources (Fits, Travel Agents, Airlines, Gist), Types of reservations (Tentative, confirmed, guaranteed etc.), Systems (non automatic, semi automatic Fully automatic), Cancellation, Amendments, Overbooking, **ROOM SELLING TECHNIQUES:** Up selling, Discounts.

UNIT-4

ARRIVALS: Preparing for guest arrivals at Reservation and Front Office, Receiving of guests, Pre-registration, Registration (non automatic, semi Automatic and automatic), Relevant records for Fits, Groups, Air crews & VIPs **DURING THE STAY ACTIVITIES:** Information services-Message and Mail Handling, Key Handling, Room selling technique, Hospitality desk, Complaints Handling, Guest handling, Guest history.

REFERENCES:

- Front Office Training manual – Sudhir Andrews. Publisher: Tata Mac Grew Hill
- Managing Front Office Operations – Karsavina & Brooks Educational Institution HAMA
- Front Office – operations and management – Ahmed Ismail (Thomson Delmar).
- Managing Computers in Hospitality Industry – Michael Karsavina & Cahill.
- Front Office Operations – Colin Dix & Chris Baird.
- Front office Operation Management- SKI Bhavnagar, Publisher: Frank Brothers
- Managing Front Office Operations By Karsavina & Brooks
- Principles of Hotel Front Office Operations, Sue Baker & Jermyn Huston, Continuum

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Accommodation Operations – II (1402204)

Credits - 3
Semester II

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UNIT-1

ROOM LAYOUT AND GUEST SUPPLIES: Standard rooms, VIP, ROOMS, Guest's special requests.

TYPES OF BEDS AND MATTRESSES

UNIT-2

AREA CLEANING: Guest rooms, Front-of-the-house Areas, Back-of-the House Areas, Work routine and associated problems e.g. high traffic Areas, Façade cleaning etc.

UNIT-3

ROUTINE SYSTEMS AND RECORDS OF HOUSE KEEPING DEPARTMENT: Reporting Staff placement, Room Occupancy Report, Guest Room Inspection, Entering Checklists, Floor Register, Work Orders, Log Sheet., Lost and Found Register and Enquiry File, Maid's Report and Housekeeper's Report, Handover Records, Guest's Special Requests Register, Record of Special Cleaning, Call Register, VIP Lists.

UNIT-4

PEST CONTROL: Areas of infestation, Preventive measures and Control Measure

KEYS: Types of keys, computerized key cards, Key control

REFERENCES:

- Hotel Hostel and Hospital Housekeeping –by Joan C Branson & Margaret Lennox, ELBS with Holder & Stoughton Ltd.
- Hotel House Keeping a Training Manual by Sudhir Andrews, Tata McGraw Hill publishing company limited New Delhi.
- Hotel Housekeeping Operations & Management by Raghubalan, Oxford University Press.
- Management of Hotel & Motel Security (Occupational Safety and Health) by H. Burstein, CRC Punlisher.
- Professional Management of Housekeeping Operations (II Edn.) by Robert J. Martin & Thomas J.A. Jones, Wiley Publications.
- The Professional Housekeeper by Tucker Schneider, Wiley Publications

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Diploma in Hospitality and Hotel Management (Code: 1402)

APPLICATIONS OF COMPUTER (1402205)

Credits - 3
Semester II

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UNIT-1

COMPUTER FUNDAMENTALS - THEORY

INFORMATION CONCEPTS AND PROCESSING: Definitions, Need, Quality and Value of Information, Data Processing Concepts.

ELEMENTS OF A COMPUTER SYSTEM: Definitions, Characteristics of Computers, Classification of Computers, Limitations.

UNIT-2

HARDWARE FEATURES AND USES: Components of a Computer, Generations of Computers, Primary and Secondary Storage Concepts, Data Entry Devices, Data Output Devices.

SOFTWARE CONCEPTS: System Software, Application Software, Language Classification, Compilers and Interpreters.

UNIT-3

OPERATING SYSTEMS/ENVIRONMENTS - THEORY

BASICS OF MS-DOS: Internal commands, External commands.

INTRODUCTION TO WINDOWS: GUI /Features, Parts of a Typical Window and their Functions.

UNIT-4

NETWORKS – THEORY: Network Topology-Bus, Star, Ring, Network Applications, Types of Network-LAN, MAN, WAN, Network Configuration Hardware-Server, Nodes, Channel-Fibre optic, Twisted, Co-axial, Hubs, Network Interface Card- Arcnet, Ethernet, Network Software-Novell, Windows NT.

REFERENCES:

- Digital Computer Design : Thomas Bartee
- Introduction to Computer Science: Rajaraman.V.
- DOS- The Complete Reference : Kris James
- Flowcharting, Programming, software, Designing and Computer Problem solving:Beyer, B.B
- PC Software Made Simple: R.K.Taxali : Tata McGraw Hill
- Understanding Dbase(II)Plus : Alan Simpson
- Fundamental of Computers : V.Ragashman, PHI
- Raganeman V.: Analysis & Designing Information System, PHI

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FOUNDATION FOOD PREPARATION -II (LAB) (1402206)**Credits - 2****Semester II****L T P****0 0 4****Meat** – Identification of various cuts, Preparation of basic cuts-Lamb and Pork Chops,

Fish-Identification & Classification

Cuts and Folds of fish

Identification, Selection and processing of Meat, Fish and poultry.

Slaughtering and dressing

Preparation of menu:**Salads & soups-** waldrof salad, Fruit salad, Russian

Salad,

Cream (Spinach, Vegetable, and Tomato),

Puree (Lentil, Peas Carrot)

International soups

Chicken, Mutton and Fish Preparations-

Fish only, , , poached, and baked

Entrée-Lamb stew, grilled steaks &

Lamb/Pork chops, Roast chicken, grilled chicken, Leg of

Lamb, Beef

Simple potato preparations-

Basic potato dishes

Vegetable preparations-

Basic vegetable dishes

Indian cookery-

Rice dishes, Breads, Main course, Basic Vegetables,

Paneer Preparations

BAKERY & PATISSERIE**PASTRY:**

Demonstration and Preparation of dishes using

Varieties of Pastry

Short Crust – Jam tarts, Turnovers

Laminated –Khara Biscuits, Danish

Pastry, Cream Horns

COLD SWEET

Honeycomb mould

Butterscotch sponge

Coffee mousse

Lemon sponge

Chocolate mousse

Lemon soufflé

HOT SWEET

Bread & butter pudding

Caramel custard

INDIAN SWEETS

Simple ones such as chicoti, gajjar halwa, kheer

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FOUNDATION FOOD & BEVERAGE SERVICE-II (LAB) (1402207)

Credits - 2

Semester II

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REVIEW OF SEMESTER -1

TABLE LAY-UP & SERVICE

Task-01: A La Carte Cover

Task-02: Table d' Hote Cover

Task-03: english breakfast Cover

Task-04: American Breakfast Cover

Task-05: Continental Breakfast Cover

Task-06: Indian Breakfast Cover

Task-07: Afternoon Tea Cover

Task-08: High Tea Cover

TRAY/TROLLEY SET-UP & SERVICE

Task-01: Room Service Tray Setup

Task-02: Room Service Trolley Setup

PREPARATION FOR SERVICE (RESTAURANT)

A. Organizing Mise-en-scene

B. Organizing Mise-en-Place

C. Opening, Operating & Closing duties

PROCEDURE FOR SERVICE OF A MEAL

Task-01: Taking Guest Reservations

Task-02: Receiving & Seating of Guests

Task-03: Order taking & Recording

Task-04: Order processing (passing orders to the kitchen)

Task-05: Sequence of service

Task-06: Presentation & Enchasing the Bill

Task-07: Presenting & collecting Guest comment cards

Task-08: Seeing off the Guests

Social Skills

Task-01: Handling Guest Complaints

Task-02: Telephone manners

Task-03: Dining & Service etiquettes

Special Food Service - (Cover, Accompaniments & Service)

Task-01: Classical Hors d' oeuvre

Oysters

Caviar

Smoke Salmon

Pate de Foie Gras

Snails

Melon

Grapefruit

Asparagus

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Service of Tobacco

Cigarettes & Cigars

Restaurant French: To be taught by a professional French language teacher.

Restaurant Vocabulary (English & French)

French Classical Menu Planning

French for Receiving, Greeting & Seating Guests

French related to taking order & description of dishes

GURU KASHI UNIVERSITY
University College of Hospitality & Tourism Management (Code:14)
Diploma in Hospitality and Hotel Management (Code: 1402)

FRONT OFFICE-II (LAB) (1402208)

Credits - 2
Semester II

L T P
0 0 4

- Hot function keys
- Create and update guest profiles
- Make FIT reservation
- Send confirmation letters
- Printing registration cards
- Make an Add-on reservation
- Amend a reservation
- Cancel a reservation-with deposit and without deposit
- Log onto cashier code
- Process a reservation deposit
- Pre-register a guest
- Put message and locator for a guest
- Put trace for guest
- Check in a reserved guest
- Check in day use
- Check –in a walk-in guest
- Maintain guest history
- Issue a new key
- Verify a key
- Cancel a key
- Issue a duplicate key
- Extend a key
- Programme keys continuously
- Re-programme keys
- Programme one key for two rooms

GURU KASHI UNIVERSITY

University College of Hospitality & Tourism Management (Code:14)

Diploma in Hospitality and Hotel Management (Code: 1402)

ACCOMMODATION OPERATIONS-II (LAB) (1401209)

Credits - 2
Semester II

L T P
0 0 4

01 Review of semester 1

02 Servicing guest room(checkout/ occupied and vacant)

ROOM

- Task 1- open curtain and adjust lighting
- Task 2-clean ash and remove trays if any
- Task 3- strip and make bed
- Task 4- dust and clean drawers and replenish supplies
- Task 5-dust and clean furniture, clockwise or anticlockwise
- Task 6- clean mirror
- Task 7- replenish all supplies
- Task 8-clean and replenish minibar
- Task 9-vaccum clean carpet
- Task 10- check for stains and spot cleaning

BATHROOM

- Task 1-disposed soiled linen
- Task 2-clean ashtray
- Task 3-clean WC
- Task 4-clean bath and bath area
- Task 5-wipe and clean shower curtain
- Task 6- clean mirror
- Task 7-clean tooth glass
- Task 8-clean vanitory unit
- Task 9- replenish bath supplies
- Task 10- mop the floor

03 Bed making supplies

- Step 1-spread the first sheet (from one side)
- Step 2-make miter corner (on both corner of your side)
- Step 3- spread second sheet (upside down)
- Step 4-spread blanket
- Step 5- Spread crinkle sheet
- Step 6- make two folds on head side with all three (second sheet, blanket and Crinkle sheet)
- Step 7- tuck the folds on your side
- Step 8- make miter corner
- Step 9- change side and finish the bed in the same way
- Step 10- spread the bed spread and place pillow

Records

- Room occupancy report
- Checklist
- Floor register
- Work/ maintenance order]
- Lost and found

GURU KASHI UNIVERSTY

University College of Hospitality & Tourism Management (Code:14)

Diploma in Hospitality and Hotel Management (Code: 1402)

Maid's report
Housekeeper's report
Log book
Guest special request register
Record of special cleaning
Call register
VIP list
Floor linen book/ register

Minibar management

Issue
stock taking
checking expiry date

Handling room linen/ guest supplies

maintaining register/ record
replenishing floor pantry
stock taking

Guest handling

Guest request
Guest complaints

GURU KASHI UNIVERSITY

University College of Hospitality & Tourism Management (Code:14)

Diploma in Hospitality and Hotel Management (Code: 1402)

Food Preparation Operations (1402301)

Credits - 3

Semester III

L T P

3 0 0

UNIT-1**QUANTITY FOOD PRODUCTION EQUIPMENT:**

Equipment required for Mass/volume feeding Heat and cold generating equipment, Care and maintenance of this equipment, Modern developments in equipment manufacture.

MENU PLANNING: Basic principles of menu planning – recapitulation, Points to Consider in menu planning for various volume feeding outlets such as Industrial, Institutional, Mobile Catering Units, Planning menus for School/college students, Industrial workers, Hospitals, Outdoor parties, Theme dinners, cruise lines, airlines, railway, Nutritional factors for the above.

UNIT-2

INDENTING: Principles of Indenting for volume feeding, Portion sizes of various Items for different types of volume feeding, modifying recipes for indenting for Large scale catering,

PLANNING: Principles of planning for quantity food production with regard to Space allocation, Equipment selection, Staffing.

UNIT-3

VOLUME FEEDING: Institutional and Industrial Catering, Types of Institutional & Industrial Catering, Problems associated with this type of catering, , Hospital Catering, Highlights of Hospital Catering for patients, staff, visitors, Diet menus and nutritional requirements, Off Premises Catering, Reasons for growth and development, Airline (Flight Kitchens and Sea Catering) Branches of Mobile Catering, , Introduction to purchasing, purchasing system, Purchase Specifications, purchasing techniques, Storage.

UNIT-4**REGIONAL INDIAN CUISINE:**

Introduction to Regional Indian Cuisine, Cuisine, Factors that affect eating habits in different parts of the country

STATES

Andhra Pradesh, Bengal, Goa, Gujarat, Karnataka, Kashmir, Kerala, Madhya Pradesh, Maharashtra, North Eastern States, Punjab, Rajasthan, Tamil Nadu and Uttar Pradesh/Uttaranchal.

COMMUNITIES

Parsee, Chettinad, Hyderabad, Lucknowi, Awadhi, Malbari/Syrian, Christian and Bohri

DISCUSSIONS

Indian Breads, Indian Sweets, Indian Snacks

REFERENCES:

- The Professional Pastry Chef, Fourth Edition By Bo Friberg Publisher:Wiley & Sons INC.
- Theory of Cookery By K Arora, Publisher: Frank Brothers.
- Accompaniments & Garnishes from waiter; communicate: Fuller J. Barrie & Jenkins.
- Bakery & Confectionery By S. C Dubey, Publisher: Society of Indian Bakers.
- Modern Cookery (Vol-I) By Philip E. Thangam, Publisher: Orient Longman.

GURU KASHI UNIVERSITY

University College of Hospitality & Tourism Management (Code:14)

Diploma in Hospitality and Hotel Management (Code: 1402)

FOOD AND BEVERAGE OPERATIONS (1402302)

Credits - 3

Semester III

L T P

3 0 0

UNIT-1

ALCOHOLIC BEVERAGE:

Introduction and definition, Production of Alcohol: Fermentation and Distillation Process, Classification with examples,

WINES: Definition, History Classification with examples, Table/Still/Natural, Sparkling, Fortified, Aromatized, Production of each classification, Old World.

Wines: Principal wine regions wine laws, grape varieties, production and brand names (France, Germany, Italy, Spain, Portugal) New World Wines Principal wine regions wine laws, grape varieties, production and brand names, (India, Chile, South Africa,Algeria, New Zealand, USA, Australia), Food & Wine Harmony, Storage of wines, Wine terminology (English & French)

UNIT-2

DISPENSE BAR: Introduction and definition, Bar layout – physical layout of bar.

Bar stock – alcohol & non alcoholic beverages, Bar equipment.

BEER: Introduction & Definition, Types of Beer, Production of Beer, Storage.

UNIT-3

SPIRITS: Introduction & Definition, Production of Spirit (Pot-still method, Patent still method)

Production of Whisky, Rum, Gin, Brandy, Vodka, Tequila, Different Proof Spirits , American Proof, British Sikes Scale.

Gay - Lussac) OIML Scale

UNIT-4

APERITIFS: Introduction and Definition, Different types of Aperitifs Vermouth (Definition, Types & Brand names), Bitters (Definition, Types & Brand names)

LIQUEURS: Definition & History, Production of Liqueurs, Broad Categories of Liqueurs (Herb, Citrus, Fruit/Egg, Bean & Kernel) , Popular Liqueurs (Name, colour, predominant flavour & country of origin).

GURU KASHI UNIVERSITY
University College of Hospitality & Tourism Management (Code:14)

Diploma in Hospitality and Hotel Management (Code: 1401)

FRONT OFFICE OPERATIONS (1402303)

Credits - 3
Semester III

L T P
3 0 0

UNIT-1

COMPUTER APPLICATION IN FRONT OFFICE OPERATION:

Role of Information technology in the hospitality industry, Factors for need of a PMS in the Hotel, Factors for purchase of PMS by the hotel, Introduction to OPERA & Amadeus CONTROL OF CASH AND CREDIT

UNIT-2

FRONT OFFICE (ACCOUNTING):

Accounting fundamentals, Guest and non guest accounts, Accounting system(Non automated, semi automated and fully Automated)

UNIT-3

CHECK OUT PROCEDURES: Guest accounts settlement (Cash and credit, Indian Currency and foreign currency, Transfer of guest accounts, Express check out)

NIGHT AUDITING: Functions, Audit procedures (Non automated, semi Automated and fully automated)

UNIT-4

FRONT OFFICE AND GUEST SAFETY AND SECURITY: Importance of Security systems, Safe deposit, Key control, Emergency situations (Accident, illness, theft, fire, bomb) FRENCH Expressions de politesse et les commander et Expressions d'encouragement, Basic conversation related to Front Office activities such as {Reservations (personal and telephonic), Reception (Doorman, Bell Boys, Receptionist etc.), Cleaning of Room & change of Room etc. }

REFERENCES:

Front Office Training manual – Sudhir Andrews. Publisher: Tata Mac Grew Hill, Managing Front Office Operations – Karsavina & Brooks Educational Institution HAMA, Front Office – operations and management – Ahmed Ismail (Thomson Delmar), Front office Operation Management- SKI Bhavnagar, Publisher: Frank Brothers, Managing Front Office Operations By Karsavina & Brooks, Hotel Front Office Management, 4th Edition by James Socrates Bard; Wiley International

GURU KASHI UNIVERSITY

University College of Hospitality & Tourism Management (Code:14)

Diploma in Hospitality and Hotel Management (Code: 1401)

ACCOMMODATION OPERATIONS (1402304)

Credits - 3

Semester III

L T P

3 0 0

UNIT-1

LINEN ROOM: Activities of the Linen Room, Layout and equipment in the Linen Room, Selection criteria for various Linen Items & fabrics suitable for this purpose, Purchase of Linen, Calculation of Linen requirements, Linen control-procedures and Records, Stocktaking-procedures and records, recycling of discarded linen, Linen Hire.

UNIT-2

UNIFORMS: Advantages of providing uniforms to staff, Issuing and exchange of Uniforms; type of uniforms, Selection and designing of uniforms, Layout of the Uniform room.

SEWING ROOM: Activities and areas to be provided, Equipment provided.

UNIT-3

LAUNDRY: Commercial and On-site Laundry, Flow process of Industrial Laundering- OPL, Stages in the Wash Cycle, Laundry Equipment and Machines, Layout of the Laundry, Laundry Agents, Dry Cleaning, Guest Laundry/Valet service, Stain removal.

UNIT-4

FLOWER ARRANGEMENT: Flower arrangement in Hotels, Equipment and material Required for flower arrangement, Conditioning of plant material, Styles of flower Arrangements, Principles of design as applied to flower arrangement.

REFERENCES:

- Hotel Hostel and Hospital Housekeeping –by Joan C Branson & Margaret Lennox, ELBS with Holder & Stoughton Ltd.
- Hotel House Keeping a Training Manual by Sudhir Andrews, Tata McGraw Hill publishing company limited New Delhi.
- Hotel Housekeeping Operations & Management by Raghubalan, Oxford University Press.
- Management of Hotel & Motel Security (Occupational Safety and Health) by H. Burstein, CRC Publisher.
- Professional Management of Housekeeping Operations (II End.) by Robert J. Martin & Thomas J.A. Jones, Wiley Publications

GURU KASHI UNIVERSITY

University College of Hospitality & Tourism Management (Code:14)

Diploma in Hospitality and Hotel Management (Code: 1401)

Nutrition-(1402305)**Credits - 3**
Semester III**L T P**
3 0 0**UNIT-1**

BASIC ASPECTS: Definition of the terms Health, Nutrition and Nutrients, Importance of Food – (Physiological, Psychological and Social function of food) in maintaining good health., Classification of nutrients.

ENERGY: Definition of Energy and Units of its measurement (Kcal), Energy Contribution from macronutrients (Carbohydrates, Proteins and Fat), Factors Affecting energy requirements, Concept of BMR, SDA, Thermodynamic action of Food, Dietary sources of energy. Concept of energy balance and the health Hazards associated with Underweight, Overweight.

UNIT-2

MACRO NUTRIENTS: Carbohydrates-Definition, Classification (mono, di and Polysaccharides), Dietary Sources, Functions, Significance of dietary fiber (Prevention/treatment of diseases)Lipids-Definition, Classification: Saturated and Unsaturated fats, Dietary Sources, Functions, Significance of Fatty acids (PUFAs, MUFAs, SFAs, EFA) in maintaining health, Cholesterol – Dietary sources and the Concept of dietary and blood cholesterol, Proteins-Definition, Classification based Upon amino acid composition, Dietary sources, Functions, Methods of improving Quality of protein in food (special emphasis on Soya proteins and whey proteins).

UNIT-3

MACRO NUTRIENTS: Vitamins-Definition and Classification (water and fats Soluble vitamins), Food Sources, function and significance of: Fat soluble vitamins (Vitamin A, D, E, K), Water soluble vitamins (Vitamin C, Thiamine, Riboflavin, Niacin, Cyanocobalamin Folic acid MINERALS-Definition and Classification (major and minor),Food Sources, functions and significance of :Calcium, Iron, Sodium, Iodine & Flourine WATER: Definition, Dietary Sources (visible, invisible), Functions of water, Role of water in maintaining health (water balance).

BALANCED DIET:

Definition, Importance of balanced diet, RDA for various nutrients – age, gender, Physiological state

UNIT-4

MENU PLANNING: Planning of nutritionally balanced meals based upon the three Foods group system-Factors affecting meal planning, Critical evaluation of few Meals served at the Institutes/Hotels based on the principle of meal planning. Calculation of nutritive value of dishes/meals.

MASS FOOD PRODUCTION: Effect of cooking on nutritive value of food (QFP).

NEWER TRENDS IN FOOD SERVICE INDUSTRY IN RELEVANCE TO NUTRITION AND HEALTH: Need for introducing nutritionally balanced and health Specific meals, Critical evaluation of fast foods, New products being launched in the market (nutritional evaluation) .

REFERENCES:

- Robinson, C.H.Lawlar, M.R.Chenoweth W.L. and Garwick A.E.(1986): Normal and Therapeutic Nutrition, Macmillan Publishing Co.
- Swaminathan, M.S. (1985): Essentials of Food and Nutrition VI: Fundamental Aspects VII Applied Aspects.
- Hughes, O, Bennion, M (1970): Introductory foods, Macmillan Company.
- Williams, S.R.(1989): Nutrition and Diet Therapy, C.V.Mos by Co.
- Guthrie, A.H.(1986): Introductory Nutrition, C.V.Mosby Co.
- Joshi, S.A. (1998), Nutrition and Dietetics, Tata Mc Graw Hill Publishing Co. Ltd.,

GURU KASHI UNIVERSTY

University College of Hospitality & Tourism Management (Code:14)

Diploma in Hospitality and Hotel Management (Code: 1401)

Food Preparation Operations (Lab) (1402306)**Credits - 2****Semester III****L T P****0 0 4**

To formulate 36 sets of menus from the following dishes and to include more dishes from the respective regions.

Maharashtra, Awadhi, Bengal, Goa, Punjabi, South India (Tamilnadu, Karnataka, Kerala), Rajasthan, Gujarat, Hyderabad, Kashmiri

Suggested Menus:**MAHARASTRIAN**

MENU 01

Masala Bhatt, Kolhapuri Mutton, Batata Bhajee, Masala Poori, Koshimbir, Coconut Poli.

MENU 02

Moong Dal Khichdee, Patrani Macchi, Tomato Saar, Tilgul Chapatti, Amti, Basundi.

AWADHI

MENU 01

Yakhni Pulao, Mughlai Paratha, Gosht Do Piazza, Badin Jaan, Kulfi with Falooda.

MENU 02

Galouti Kebab, karkhani, Gosht Korma, Paneer Pasanda, Muzzafar.

BENGALI

MENU 01

Ghee Bhat, Macher Jhol, Aloo Posto, Misti Doi.

MENU 02

Doi Mach, Tikoni Pratha, Baigun Bhaja, Payesh.

MENU 03

Mach Bhape, Luchi, Sukto, Kala Jamun.

MENU 04

Prawan Pulao, Mutton Vidalloo, Beans Foogath, Dodol.

GOAN

MENU 01

Arroz, Galina Xacutti, Toor Dal Sorak, Alle Belle.

MENU 02

Coconut Pulao, Fish Caldeen, Cabbage Foogath, Bibinca.

PUNJABI

MENU 01

Rada Meat, Matar Pulao, Kadhi, Punjabi Gobhi, Kheer.

MENU 02

Amritsari Macchi, Rajmah Masala, Pindi Chana, Bhaturas, Row Di Kheer.

MENU 03

Sarson Da Saag, Makki Di Roti, Peshawari Chole, Motia Pulao, Sooji Da Halwa.

MENU 04

Tandoori Roti, Tandoori Murg, Dal Makhani, Pudinia Chutny, Baingan Bhartha, Savian.

SOUTH INDIAN

MENU 01

Meen Poriyal, Curd Rice, Thoran, Rasam, Pal Payasam.

MENU 02

Lime Rice, Meen Moilee, Olan, Malabari Pratha, Parappu Payasam.

MENU 03

Tamarind Rice, Kori Gashi, Kalan, Sambhar, Savian Payasam.

MENU 04

Coconut Rice, Chicken Chettinad, Avial, Huli, Mysore Pak.

GURU KASHI UNIVERSTY
University College of Hospitality & Tourism Management (Code:14)

Diploma in Hospitality and Hotel Management (Code: 1401)

RAJASTHANI

MENU 01

Gatte Ka Pulao, Lal Maas, Makki Ka Soweta, Chutny (Garlic), Dal Halwa.

MENU 02

Dal Batti Churma, Besan Ke Gatte, Ratalu Ki Subzi, Safed Mass.

GUJRATI

MENU 01

Sarki, Brown Rice, Salli Murg, Gujrati Dal, Methi Thepla, Shrikhand.

MENU 02

Gujrati Khichadi, Oondhiyu, Batata Nu Tomato, Osaman, Jeera Poori, Mohanthal.

HYDERABADI

MENU 01

Sofyani Biryani, Methi Murg, Tomato Kut, Hare Piaz ka Raita, Double Ka Meetha.

MENU 02

Kachi Biryani, Dalcha, Mirchi Ka Salan, Mix Veg. Raita, Khumani Ka Meetha.

KASHMIRI

Two menus may be formed out of the Dishes given as under:

Rice and Bread Preparations: Mutaegen, Pulao (Kashmiri), Plain Rice, Girdeh, Lawas

Meat Preparations: Gushtaba ,Rista ,Marchevangan korma, Macch Kofta, Yakhean Kaliya, Tabak

Maaz, Rogon Josh

Vegetables and Potato: Ruwangan chaman, Choek wangan, Chaman Qaliyan Alleh Yakhean, Dum Aloo Kashmiri ,Nader Palak, Razma Gogji

Sweet Dishes: Kongeh Phirin (Sooji phirni with Saffron), Aae't phirin (Wheat Flour Phirni), Halwa

GURU KASHI UNIVERSTY

University College of Hospitality & Tourism Management (Code:14)

Diploma in Hospitality and Hotel Management (Code: 1401)

Food and Beverages Operations (Lab) (1402307)**Credits - 2****Semester III**

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01 Dispense Bar - Organizing Mise-en-place

Task-01 Wine service equipment

Task-02 Beer service equipment

Task-03 Cocktail bar equipment

Task-04 Liqueur / Wine Trolley

Task-05 Bar stock - alcoholic & non-alcoholic beverages

Task-06 Bar accompaniments & garnishes

Task-07 Bar accessories & disposables

02 Service of Wines

Task-01 Service of Red Wine

Task-02 Service of White/Rose Wine

Task-03 Service of Sparkling Wines

Task-04 Service of Fortified Wines

Task-05 Service of Aromatized Wines

Task-06 Service of Cider, Perry & Sake

03 Service of Aperitifs

Task-01 Service of Bitters

Task-02 Service of Vermouths

04 Service of Beer

Task-01 Service of Bottled & canned Beers

Task-02 Service of Draught Beers

05 Service of Spirits

Task-01 Service styles - neat/on-the-rocks/with appropriate mixers

Task-02 Service of Whisky

Task-03 Service of Vodka

Task-04 Service of Rum

Task-05 Service of Gin

Task-06 Service of Brandy

Task-07 Service of Tequila

06 Service of Liqueurs

Task-01 Service styles - neat/on-the-rocks/with cream/en frappe

Task-02 Service from the Bar

Task-03 Service from Liqueur Trolley

07 Wine & Drinks List

Task-01 Wine Bar

Task-02 Beer Bar

Task-03 Cocktail Bar

09 Matching Wines with Food

Task-01 Menu Planning with accompanying Wines

1 Continental Cuisine

1 Indian Regional Cuisine

Task-02 Table laying & Service of menu with accompanying Wines

1 Continental Cuisine

GURU KASHI UNIVERSTY
University College of Hospitality & Tourism Management (Code:14)

Diploma in Hospitality and Hotel Management (Code: 1401)

Front Office Operations (Lab) (1402308)

Credits - 2
Semester III

L T P
0 0 4

- Hot function keys
- Create and update guest profiles
- Send confirmation letters
- Print registration cards
- Make FIT reservation & group reservation
- Make an Add-on reservation
- Amend a reservation
- Cancel a reservation-with deposit and without deposit
- Log onto cahier code
- Process a reservation deposit
- Pre-register a guest
- Put message and locator for a guest
- Put trace for guest
- Check in a reserved guest
- Check in day use
- Check -in a walk-in guest
- Maintain guest history
- Make sharer reservation
- Add a sharer to a reservation
- Make A/R account
- Take reservation through Travel Agent/Company/ Individual or Source
- Make room change
- Make check and update guest folios
- Process charges for in-house guests and non-resident guests.
- Handle allowances and discounts and packages
- Process advance for in-house guest
- Put routing instructions
- Print guest folios during stay
- Processing foreign currency exchange/ cheque exchange
- Process guest check out by cash and credit card
- Check out without closing folio-Skipper accounts
- Handle paymaster folios
- Check out using city ledger
- Print guest folio during check out
- Close bank at end of each shift
- Check room rate and variance report
- Tally Allowances for the day at night
- Tally paid outs for the day at night
- Tally forex for the day at night
- Credit check report

GURU KASHI UNIVERSTY

University College of Hospitality & Tourism Management (Code:14)

Diploma in Hospitality and Hotel Management (Code: 1401)

Accommodation Operations (Lab) (1402309)

Credits - 2
Semester III

L T P
0 0 4

- Layout of Linen and Uniform Room/Laundry
- Laundry Machinery and Equipment
- Stain Removal
- Flower Arrangement
- Selection and Designing of Uniforms

GURU KASHI UNIVERSITY
University College of Hospitality & Tourism Management (Code:14)

Diploma in Hospitality and Hotel Management (Code: 1401)

Industrial Training (1402401)

Credits - 20
Semester IV

L T P
0 0 0

EVALUATION OF STUDENTS FOR PROFESSIONAL TRAINING:

Professional training will have 1000 marks. Out of which 500 marks will be awarded by the organization where placed for practical/professional training and 500 marks are for (Board) external examination. The criteria for internal assessment will be as under:

Criteria for internal assessment by Weightage organization where placed (%) for practical/professional training

- Attendance/Punctuality 10%.
- Proficiency in conducting laboratory test 30%.
- Preparation of portfolio based on day to day work done in various laboratories 20%.
- Initiative/responsibility exhibited 10%.
- Interpersonal relations 10%.
- Behavior/attitude 10%.
- Maintenance of equipment and work place 10%.

GENERAL GUIDELINES:

The students are expected to prepare practical record book as per given list of the experiments. Besides, they can also add other experiments as well. External examiner along with internal faculty should evaluate the student's performance through viva voice/spotting/performance and synopsis: