

GURU KASHI UNIVERSITY
UNIVERSITY COLLEGE OF COMMERCE MANAGEMENT
Diploma in Hospitality & Hotel Management

BASIC FOOD PREPARATION (211101)

Credits- 04

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1. Introduction to professional cookery
 - 1.1 origin of modern cookery practices
 - 1.2 factors influence eating habits
 - 1.3 essentials of continental food preparation
 - 1.4 essentials of India food preparation
 - 1.5 hygiene & safe practices in handling food
 - 1.6 aims & objectives of cooking food

- 2 Organization structure in the kitchen
 - 2.1 types of establishments
 - 2.2 classical kitchen bridge(English) for a five star & three star hotel
 - 2.3 duties & responsibilities of executive chef & various chefs
 - 2.4 Co-ordination with other allied departments e.g. stores, purchases, accounts, service, housekeeping, etc.

- 3 Cooking utensils & small equipments
 - 3.1 classification- knives, kitchen tools, electric food pre-preparation equipments, refrigeration equipment, food holding equipments, hot plates & heated cupboards
 - 3.2 properties, advantages & disadvantages of various materials used in tools & equipment
 - 3.3 precautions and care in handling & maintenance of equipments

- 4 Fuels used in the kitchen
 - 4.1 heat transfer principles
 - 4.2 classification, types, advantages & disadvantages
 - 4.3 safety precautions

- 5 Professional attributes
 - 5.1 attitude towards your job
 - 5.2 personal hygiene
 - 5.3 uniforms
 - 5.4 care for your own health & safety
 - 5.5 safety practices & procedures
 - 5.5.1 accidents, types, nature, classification
 - 5.5.2 preventive measures for each type of accident
 - 5.5.3 reporting accidents
 - 5.5.4 first-aid-meaning, importance and basic rules
 - 5.5.5 fire prevention

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6 Commodities used in the catering Industry

6.1 relations of the classification with food groups studied

6.2 Introduction to commodities in terms of sources, types, nature, uses, processing, by-products, market forms available, modes of packing, local market rate, storage principles & nutritive value for commodities and effect of heat and other factors on cooking. (for the following:)

6.2.1 cereals & pulses: Wheat, rice, & other millets in the region; Bengal gram, green gram, red gram;

Soya beans, kidney bean, double beans, locally available cereals and pulses

6.2.2 sweeteners: Sugar, honey, jiggery, & artificial sweeteners

6.2.3 fats & oils: Butter, oil, lard, suet, tallow, hydrogenated fat, bread spreads

6.2.4 dairy products: Milk, cream, cheese, curd

6.2.5 vegetables: Types of vegetables-root, stem, leafy, flowery, fruity

6.2.6 fruits: Types of fruits-fresh, dried, canned

6.2.7 eggs

6.2.8 spices, herbs, condiments and seasonings (Used in western & Indian cooking)

7. Pigments in foods

7.1 types of pigments in vegetables, fruits and animals products

7.2 effect of heat, acid, alkali, oxidation & metal on pigments

7.3 precautions for enhancing & retention of floor

8. Introduction to food pre-preparation

*(To be stressed in Practical's)

8.1 Preparation Methods-

Washing, peeling, paring (fruits), cutting (cuts of vegetables), grating (vegetables), grinding, mashing, (vegetables & pulses), sieving (flours), steeping (cereals, pulses, tamarind, lemon-rind), evaporation (milk & gravies), marination (meat, fish, chicken), sprouting (pulses & legumes), blanching, filleting of fish, Deboning & jointing poultry

8.2 Methods of Mixing-

*(To be demonstrated also in Practical's)

Beating, blending, cutting in, rubbing in, creaming, folding, kneading, rolling in, pressing, stirring.

Note: Glossary of Terms

Students should be familiar with the glossary of terms pertaining to above mentioned topics.

References books

1. Practical cookery-victor ceserani & Ronald Kinton, ELBS
2. Theory of catering-victor ceserani & Ronald Kinton, ELBS
3. Theory of cookery-Mr. K. Arora, Franck Brothers
4. Modern cookery for Teaching & Trage Vol I-Ms. Thangam Philip, Orient Longman
5. The professional chef (4th Edition)- Le Rol A. Polsom
6. The book of Ingredients- Jane Grigson
7. Food commodities- Bernard Davis

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FOOD & BEVERAGE SERVICES (211102)

Credits- 04

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1. The food & beverage service Industry
Introduction to the food & beverage Industry
Classification of catering establishments (commercial & non-commercial)
Introduction to food & beverage operations (types of F & B outlets)
2. foods & beverage service areas in a hotel
restaurant, coffee shop, room services, bars, banquets, snack bar, executive Lounges, business centers, Discotheques & Night Clubs.
3. Food & beverage service equipment
Types & usage of equipment- Furniture, chinaware, silverware & glassware, linen, disposables
Special equipment
Care & maintenance
4. Food & beverage service personnel
Food & beverage service organization structure- Job descriptions & job specifications attitudes & attributes of food & beverage personnel, competencies
Basic etiquettes
Interdepartmental relationship
5. Types of food & beverage service
Mis-en-place & mis-en-scene
Table service-english/silver, American, French, Russian
Self service- buffet & cafeteria,
Specialized service- gueridon, tray, trolley, lounge, room etc.
Single point service- take away, vending, kiosks, food courts & bars, automats
6. Types of meals
Breakfast- Introduction, types, service methods
Brunch
Lunch
Hi-Tea
Dinner
Supper
7. Menu knowledge
Introduction
Types- Ala Carte & Table D'hote

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Menu planning, considerations and constraints

Menu terms

Classical terms

Classical French Menu

Classical foods & its accompaniments with cover

Note: glossary of terms

Students should be familiar with the glossary of term pertaining to above mentioned topics

Reference books:

1. Food & beverages dservice- Lillicrap & cousins, ELBS
2. Modern restaurant service- John Fuller, Hutchison
3. Food & beverage service training manual- Sudhir Andrews, Tata McGrew Hill

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BASIC ROOMS DIVISION (211103)

Credits- 04

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4 0 0

PART-1

1. Introduction to house keeping
Importance & functions of housekeeping
Guest satisfaction and repeat business
House keeping areas- Front-of-the-house and Back-of-the-areas, guest rooms,
Public areas, maids room, indoor and outdoor areas
2. Co-ordination with other departments
Departments like front office, engineering, F & B, kitchen, security, purchase, HRD,
accounts
3. Layout of housekeeping departments
Sections of the housekeeping departments, their functions and layout
4. Organization of housekeeping department
Hierarchy in large, medium & small hotels
Attributes of staff
Job description and job specifications
5. Guest rooms
Types
Amenities & facilities for standard & VIP guest rooms
6. Cleaning equipments
Classification, use, care & maintenance
Selection & purchase criteria
7. Cleaning agents
Classification, use, care and storage
Distribution & control
Selection criteria

PART-2

1. Introduction to hospitality Industry
The term 'Hotel', evolution & development of hospitality Industry and tourism, famous
hotels worldwide.
Classification of hotels (based on various categories like size, location, clientele, length of
stay, facilities, ownership)
Organizational chart of hotels (large, medium, small)

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2. Front office department
 - Sections and layout of front office
 - Organizational chart of front office department (small, medium and large hotels)
 - Duties and responsibilities of various staff
 - Attributes of front office personnel
 - Co-ordination of front office with other departments of the hotels
 - Equipments used (manual and automated)
3. Room types & tariffs
 - Types of rooms
 - Food/meals plans
 - Types of rooms rates (Rack, FIT, crew, group, corporate, weekend etc.)
4. Role of front office
 - Key control and key handling procedures
 - Mail and message handling
 - Paging and luggage handling
 - Rules of the house (for guest and staff)
 - Black list
 - Bell desk and concierge

Note: Glossary of Terms

Students should be familiar with the glossary of terms pertaining to above mentioned topics.

Reference books:

1. Housekeeping training manual- Sudhir Andrews
2. Hotel, hostel & hospital housekeeping- Brenscon & Lanox
3. Checkin checkout (Jerome Vallen)
4. Hotel front office training manual (Sudhir Andrews)
5. Principles of hotel front office operations (Sue Baker, P.Bradley, J.Huyto)
6. Hotel front office (Bruce Braham)
7. Managing front office operations (Michael Kasavana, Charles Steadmon)
8. Front office procedures and management (Peter Abbott)
9. Front office operations/Accommodations operations (Colin Dix)
10. Front office operation and administration (Dennis Foster)

SUGGESTED ASSIGNMENTS:

1. Countries, capital and currencies
2. Different airline with their codes world wide
3. Metro cities information (Location, shopping facilities, restaurants, places of interest historical monuments, etc.)
4. Beaches in India

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CATERING SCIENCE-1 (211104)

Credits- 04

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4 0 0

1. Importance of hygiene in the catering industry
Introduction
Definitions- hygiene & sanitation
Significance of hygiene & sanitation in the food industry
2. Food microbiology
Classification & morphology of micro-organisms
Factors affecting growth of micro-organisms
Control of micro-organisms in relation to food preservation
Harmful and useful micro-organisms in the food industry
Role of micro-organisms in the production of fermented food, dairy products, bakery products, alcoholic beverages & vinegar
3. Food & water borne illnesses
Food poisoning & food infection, common intestinal parasites (definitions, sources of contamination of food, mode of transmission of food borne illness, control of food borne illness)
Non-bacterial metal poisoning
Natural toxins present in food
4. Food protection
Hygiene storage- dry, refrigerated & freezer storage & protective display
Danger zone
Food spoilage- detection and prevention
Food contamination & spoilage due to kitchen pests
Cross contamination
5. Personal hygiene
Necessity of personnel hygiene
Health of staff
Sanitary practices
Protective clothing
Importance of rest, recreation and exercise
6. Food science concepts
Basic S.I. units of length, area, volume, weight
Temperature (conversion of Celsius scale to Fahrenheit scale)
Definitions of density & relative density
P^h- definition & its relevance in food industry
Undesirable browning & its prevention, examples of desirable browning in food preparations.

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Important terminologies (definitions & relevance) boiling point, boiling under pressure, melting point, smoking point, flash point, surface tension, osmosis, humidity, evaporation, sol, gel, emulsion & foam.

7. Food additives
Definition, types & their limitations as per PFA Act.
8. Regulatory agencies
Food standards in India
Common food adulterants and simple tests to detect food adulterants in milk, sugar, turmeric, chilli powder, tea, coffee, semolina flour, ghee, butter, margarine & oil.
9. Hazard analysis & critical control points (HACCP)
Importance, definition & usage of HACCP

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Demonstration/field visits

Demonstration1. Ubiquity of micro organism (Exposed food, personal habits & kitchen equipments)

Demonstration2. Spoilage organism seen in various food stuffs

Demonstration3. Simple tests for detection of adulterants

Visits:

State public health laboratory

Hotel kitchens, flight kitchen & industrial canteen to observe hygiene standards maintained.

(A file to be maintained the record the observations of the demonstrations and the visits. Marks awarded can be included in the internal marks.)

Reference books

1. Food hygiene & sanitation- S. Roday
2. Food microbiology- Frazier
3. Complete catering science- OFG Kilogour
4. Safe food handling- Michael Jacob
5. Prevention of food adulteration Act 1954
6. The science of food- 3rd Edition- P.M. Gaman & K.B. Sherrington
7. Food chemistry- 1st edition- Meyer

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Basic Food Preparation Lab (211105)

Credits- 02

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1. It is recommended that demonstrations be conducted in the initial stages to make the students familiar with the following:-
 - (i) Introduction to various tools and their usage
 - (ii) Introduction to various commodities (Physical characteristics, weight & volume conversion, yield testing, etc.)
 - (iii) food pre-preparation methods
 - (iv) basic Indian masalas & gravies (Dry & wet)
2. Minimum 15 individual practicals consisting of 70% Indian & 30% continental menus be accomplished, over and above the demonstration mentioned in 1 above.

Practicals examination be conducted to Indian menus consisting of a meat, vegetables, rice, and sweet preparation.

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Food & Beverage Services Lab (211106)

Credits- 02

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1. Restaurant etiquette
2. Restaurant hygiene Practices
3. Mis-en-palace & mis-en-scene
4. Identification of equipments
5. Laying & relaying of table cloth
6. Rules of laying a table
7. Carrying a Salvar/Tray
8. Service of water
9. Handling the service gear
10. Carrying plates, glasses & other equipments
11. Clearing an Ashtray
12. Situations like spillage
13. Setting of table d'hote & A La Carte covers
14. Breakfast table lay- out & service (Indian, American, English, Continental)
15. Crumbing, clearing, presenting the bill

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Basic Rooms Division Lab (211107)

Credits- 02

L T P
0 0 4

Part -1

1. Introduction to the housekeeping department
2. To prepare a list of cleaning equipments
3. Study of cleaning agents
4. Introduction to guest room and supplies & placement
5. Sweeping and mopping- dry, wet
6. Polishing of laminated surfaces
7. Polishing of brass articles
8. Polishing of EPNS articles
9. Polishing of copper articles
10. Cleaning of glass surfaces
11. Cleaning of oil painted surfaces
12. Cleaning of plastic painted surfaces
13. Mansion polishing
14. Vacuum cleaning
15. Bed making
16. Cleaning of different floor finishes & use of floor scrubbing machine

Part-2

1. Telephone etiquettes and telephone handling
2. Handling room keys (issuing, receiving, missing keys, computerized key cards)
3. Handling guest mail (of guests who have checked out, in house and expected)
4. Handling messages and paging for guests
5. Luggage handling (along with left luggage procedure)
6. Handling guest enquiries
7. Handling guests who are blacklisted
8. Situations on basis of charging
9. Bell desk activities

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Food Preparation Principles (211201)

Credits- 04

L T P
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1. Introduction to methods of cooking

Cooking as applied to all commodities studied in SEM 1.

Classification & salient features of various cooking methods, Temperature precautions, Equipments used their care & maintenance.

Moist methods of cooking: Steaming with pressure & without pressure, Braising, Poaching , Boiling.

Dry methods of cooking: Baking, Roasting, Grilling, Tandoor

Frying: Types of frying medium, Sautéing, Shallow frying, Deep-frying, Combining the methods, Pressure frying

Microwave cooking :Advantages & disadvantages

2. Stocks

Definitions & uses of stocks, Classification, Rules of stock making, Recipes of 1 litre of various stocks (white, brown, fish and vegetable), Glazes & Aspic, Storage Care

3. Sauces

Classification & uses of sauces, Composition, Thickening agents, Recipes of mother sauces, Finishing of sauces (reducing, straining, de-glazing, enriching and seasoning) precautions & rectification, handling & storage, Derivatives (five each), Pan gravies, Flavored butters

4. Soups

Aim of soup making, Classification of soups-cream, puree, veloute, chowder, consommé, national soups

5. Texture, Accompaniments & Garnishes

Importance & characteristics, Factors affecting textures in food, Desirable & non-desirables textures with examples, Difference between accompaniments & garnishes

6. Introduction to bakery & confectionary

Definition, Principles of baking, Bakery equipments (small & large), Formulas & measurements Physical & chemical changes during backing

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7. Characteristics functions of ingredients in bakery & confectionery

Flour, shortening agents, sweetening agents, raising agents, dairy products, eggs, Sunday, materials

8. Yeast dough's (fermented goods)

Role of ingredients ,Types- (rich/lean), Methods of bread making, Stages in bread making
Faults and remedies, bread disease, bread improvers

Note: Glossary of Terms

Students should be familiar with the glossary of terms pertaining to above mentioned topics.

Reference Books

1. Practical cookery- victor ceserani & Ronald Kinton, ELBS
2. Theory of catering- victor ceserani & Ronald Kinton, ELBS
3. Theory of cookery- Mr. K. Arora, Franck Brothers
4. Modern cookery for teaching & trade vol 1 – MsThangam Philip, orient Longman.
5. The professional chef (4th Edition)- Le Rol A. Polsom
6. The book of Ingredients- Jane Grigson
7. Success in principles of catering- Michael Colleer & Colin Saussams

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Food & Beverage Operations (211202)

Credits- 04

L T P
4 0 0

1. Room service/In room dining service

Introduction, general principles, Cycle of service, scheduling and staffing, Forms & formats, Order taking, suggestive selling, breakfast cards, Time management- lead time from order taking to clearance

2. Buffets

Definition, Types of buffets, Buffets equipments and tables setup

3. Control methods

Necessity and functions of a control system, Billing methods-duplicate & triplicate system, KOTs & BOTs computerized KOTs (kitchen order ticket, beverage order ticket),Flow chart of KOT, Presentation of bill

4. Non-Alcoholic beverages

Classification, Hot beverages- types, service, Cold beverages- types, service

5. Alcoholic beverages

Definition, Classification of alcoholic beverages, Fermentation process

6. Beers

Introductions, Ingredients used, Production, Types and brands- Indian and International,Other fermented and brewed beverages- sake, cider, perry

Note: glossary of Terms

Students should be familiar with the glossary of terms pertaining to above-mentioned topics

Reference books:

1. Food & beverage service- lillicrap & cousins
2. Modern restaurant service- john fuller
3. Food & beverage service training manual- Sudhir Andrews, Tata McGraw Hill
4. The restaurant (from concept to operation)- Lipinski
5. Bar and beverage book- C. Katsigris, Mary Porter

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Rooms Division Services (211203)

Credits- 04

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PART -1

1. Cleaning routine of housekeeping department

General principles of cleaning, Work routine for floor supervisors and chamber maids, Rules of the floor.

2. Cleaning routine of guest rooms

Daily cleaning of occupied, departure, vacant, under repair & VIP rooms, Evening service & second service procedures, Weekly/periodic cleaning- special cleaning tasks to be carried out, Spring cleaning procedures.

3. Cleaning routine of public areas

Areas to be maintained, Daily, weekly and spring-cleaning procedures for various public areas such as lobby/lounge, restaurants, bar, banquet halls, swimming pool, elevators and staircase & corridors.

4. Key control

Computerized keys, Manual keys, Key control procedures

5. Control desk

Importance of control desk, Records maintained, Functions performed by C.D.

6. Housekeeping supervision

Importance of supervision, Checklist for inspection, Dirty dozen

7. Lost and found procedure

Procedure for guest article, Procedure for lost hotel property, Records maintained

PART-2

1. Reservation

Importance of guest cycle (various stages, sectional staff in contact during each stage), Modes and sources of reservation, Procedure for taking reservations (reservations form, conventional chart, density chart, booking diary with their detailed working and formats), Computerized

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system (CRS, instant reservation), Types of reservation (guaranteed, confirmed, groups, fit), Procedure for amendments, cancellation and overbooking

2. Pre-Arrival Procedures

Pre-Arrival activities (preparing and arrival list, notification etc), Procedures for VIP arrival
Procedures for group arrival (special arrangements, meal coupons, etc),

3. Guest Arrival

Types of registration (registers, loose leaf, registration cards), Receiving guests, Arrival procedures for various categories of guests (foreigners along with C-forms, with confirmed reservation), Notification of guest arrival, Criteria for taking advance (walk-ins, scanty baggage)

4. Guest stay

Rooming a guest (introduction to the hotel facilities, orientation of the room), Procedure for room change, Safe deposit procedure, Assisting guest with all possible information and help (medical etc)

5. Guest departure

Departure notification, Task performed at bell desk, cashier/reception, Express check outs, Late check outs and charges

6. Methods of payment

Credit card handling, Traveler cheques, personal checks, Handling cash Indian, foreigner currency, Other methods of payments (travel agent, bill to company etc),

Note: Glossary of Terms

Students should be familiar with the glossary of terms pertaining to above-mentioned topics.

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Reference books

1. Fibres & fabrics- Brenda piper
2. Housekeeping training manual- Sudhir Andrews
3. Hotel, hostel & hospital housekeeping- Brenscon & Lanex

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Catering Science-II (211204)

Credits- 04

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INTRODUCTION TO TERMINOLOGIES

Food, Nutrient , Empty , Calories , Health, Malnutrition , Edible portion of food, Balanced diet.

1. CARBOHYDRATES

Definition, Composition, Classification, Food sources (Good and poor sources) Functions in human body, Recommended daily allowance in india (RDA), Importance of fibre, Effect of deficiency & excess intake, Effect of heat on carbohydrates.

2. PROTEIN

Definition, Composition , Essential and non- essential amino acids, Protein quality (only Concept), Concept of Supplementary value of protein, Food source (good and poor source), RDA (Adolescents and adults), Effect of deficiency, Effect of heat on proteins, Functions.

3. FATS AND OILS

Definition, Composition, Saturated and Unsaturated fatty acids, Hydrogenation of oil, Cholesterol (a brief note), Food sources of (fat, Oil, Saturated fatty acid, Unsaturated fatty acid, cholesterol), Rancidity of oil, (Concept and prevention), RDA (Adolescents and adults), Effect of deficiency & Excess functions.

4. VITAMINS

Definition, Classification

Fat Soluble Vitamins (A,D,E,K) – Functions, Food Sources, RDA (Adolescents and adults), Name of the deficiency disease and symptoms.

5. MINERALS

Calcium, Iron, Iodine- Classifications, Functions, RDA (Adolescents and adults), Rich food sources, Deficiency disease and is symptoms.

Sodium Chloride – Importance and Limitations, Food Sources

6. WATER AND ITS IMPORTANCE TO HEALTH

Water balance, Dietary Sources, Dehydration and Oedema.

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7. BASIC FIVE FOOD GROUPS

Foods included in each group, Serving size of foods under each group.

8. BALANCED DIET (USING BASIC 5 FOOD GROUPS)

Menu Planning for a day's diet for adolescents and adults , Vegetarian and Non Vegetarian, Importance of avoiding fast/junk foods.

9. IMPORTANCE FOODS TO BE AVOIDED AND RECOMMENDED FOR:

Diabetes Mellitus, Heart related diseases (Cardio, Vascular), Peptic Ulcer, Jaundice, Kidney disease, Fever and infection, Diarrhea and Constipation.

10. How to preserve nutrients while cooking food?

REFERENCE BOOKS:

1. Hand Book of food and Nutrition – Dr. M.S. Swaminathan
2. Nutrition and Dietetics – Shubhangi joshi
3. Fundamentals of food and Nutrition – Sumati R. Mudambi and M.V. Rajgopal
4. Therapeutic Nutrition – Prondfit and Robinson Normal
5. Nutritive value of Indian food – Dr. C. Gopalan
6. Food Science and nutrition – Sunetra Roday (Oxford press)

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Food Preparation Principles LAB (211205)

Credits- 02

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Use of different cooking methods basic stocks, soups & sauces

Minimum 24 individual practical be accomplished consisting of 50% continental menus with breads.

30% Indian menus

20% breakfast menus (Indian & continental)

Practical examination: To be conducted on a basic continental menu (consisting of soup, meat, potato, salad & cold sweet.

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Food and Beverage Operations LAB (211206)

Credits- 02

L T P
0 0 4

- 1.Revision of practical from the first semester
2. Side board organization
3. Taking an order- food & making a KOT
4. Napkin folds
5. Points to be remembered while setting a cover and during service
6. Silver service (Hors D'oeuvre- (classical Hors D'oeuvres varies to coffee)
7. Service of hot & cold non-alcoholic beverages
8. Indian cuisine- accompaniments & service
9. Service of beer (bottled, canned and draft)
10. Exercise for planning different menus
11. Room service- tray and trolley layup, breakfast hanger & service procedure
12. Mini bar- format and operational procedures

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Room Division Services LAB (211207)

Credits- 02

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1. Equipping maids carte/trolley
2. Bed making-day/evening
3. Daily cleaning of guest rooms-departure, occupied and vacant
4. Weekly/spring cleaning
5. Daily cleaning of public areas
6. Weekly cleaning of public areas
7. Cleaning routine restaurants/Admn. Offices/staircases & elevators/exterior areas
8. Inspection records- check list
9. Monogramming
10. Mending, sewing machine
11. Linen inventory- stock taking
12. Identification and construction of- plain, basket, figured, weaves, pile satin, twill and sateen

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Quality Food Preparation (211301)

Total Credits -4

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01 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
- Nutritional factors for the above

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
- Practical difficulties while indenting for volume feeding

02 VOLUME FEEDING

- Institutional and Industrial Catering
 - Types of Institutional & Industrial Catering
 - Problems associated with this type of catering
 - Scope for development and growth
- Hospital Catering
 - Highlights of Hospital Catering for patients, staff, visitors

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- Diet menus and nutritional requirements
- Off Premises Catering
 - Reasons for growth and development
 - Menu Planning and Theme Parties
 - Concept of a Central Production Unit
 - Problems associated with off-premises catering
- Mobile Catering
 - Characteristics of Rail, Airline (Flight Kitchens and Sea Catering)
 - Branches of Mobile Catering
- Quantity Purchase & Storage
 - Introduction to purchasing
 - Purchasing system
 - Purchase specifications
 - Purchasing techniques
 - Storage
- REGIONAL INDIAN CUISINE
 - Introduction to Regional Indian Cuisine
 - Heritage of Indian Cuisine
 - Factors that affect eating habits in different parts of the country
 - Cuisine and its highlights of different states/regions/communities to be discussed under:
 - Geographic location
 - Historical background
 - Seasonal availability
 - Special equipment
 - Staple diets

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UNIVERSITY COLLEGE OF COMMERCE MANAGEMENT
Diploma in Hospitality & Hotel Management

Beverage Services (211302)

Credits - 4

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4 0 0

01 ALCOHOLIC BEVERAGE

- Introduction and definition
- Production of Alcohol
- Fermentation process
- Distillation process
- Classification with examples

02 DISPENSE BAR

- Introduction and definition
- Bar layout – physical layout of bar
- Bar stock – alcohol & non alcoholic beverages
- Bar equipment

03 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)
- USA
- Australia
- India
- Chile
- South Africa
- Algeria
- New Zealand

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- Food & Wine Harmony
- Storage of wines
- Wine terminology (English & French)

04 BEER

- Introduction & Definition
- Types of Beer
- Production of Beer
- Storage

05 SPIRITS

- Introduction & Definition
- Production of Spirit
- Pot-still method
- Patent still method
- Production of
- Whisky
- Rum
- Gin
- Brandy
- Vodka
- Tequilla
- Different Proof Spirits
- American Proof
- British Proof (Sikes scale)
- Gay Lussac (OIML Scale)

06 APERITIFS

- Introduction and Definition
- Types of Aperitifs
- Vermouth (Definition, Types & Brand names)
- Bitters (Definition, Types & Brand names)

07 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)

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Accommodation Services (211303)

Credits - 4

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01 COMPUTER APPLICATION IN FRONT OFFICE OPEATION

- 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 Fidelio & Amadeus

02 FRONT OFFICE (ACCOUNTING)

- Accounting Fundamentals
- Guest and non-guest accounts
- Accounting system
- Non automated – Guest weekly bill, Visitors tabular ledger
- Semi-automated
- Fully automated

03 CHECK OUT PROCEDURES

- Guest accounts settlement
- Cash and credit
- Indian currency and foreign currency
- Transfer of guest accounts
- Express check out

04 NIGHT AUDITING

- Functions
- Audit procedures (Non automated, semi-automated and fully automated)

05 FRONT OFFICE & GUEST SAFETY AND SECURITY

- Importance of security systems
- Safe deposit
- Key control

Emergency situations (Accident, illness, theft, fire, bomb)

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Total Credits - 4

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01. 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

02. 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

03. SEWING ROOM

- Activities and areas to be provided
- Equipment provided

04. 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

05. FLOWER ARRANGEMENT

- Flower arrangement in Hotels
- Equipment and material required for flower arrangement
- Conditioning of plant material

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HOTEL ENGINEERING (211304)

Credit: 04

L T P
4 0 0

1. Maintenance & Replacement Policy

- Importance of maintenance dept. In hotel industry
- Organization of maintenance dept. In 3/4/5 Star hotel.
- Duties & Responsibility of Chief. Engg. Of a Hotel
- Types of maintenance with example of each
 - Advantages & Disadvantages
- Maintenance Chart: for
 - Swimming pool
 - Kitchen
- Reasons for replacement of equipments
- Replacement factors
- Economic replace of equipment
- Contract of maintenance Definition & Procedure, Types, Advantages & Disadvantages

2. Refrigeration

- Definition, Pressure, Energy, Heat, Temperature, Specific heat, Sensible and latent heat, Relative humidity, DBT, WBT.
- Block diagram and function of Bioler, Condenser, Compressor, Evaporator, Heat Exchanger
- Unit of refrigeration
- Vapour compression Refrigeration system (Block diagram)
- Absorption refrigeration system (Block diagram)
- Domestic Refrigerator, defrosting, need, Methods, Maintenance of refrigerator
- Refrigerant types, Properties of good refrigerant
- Ammonia as a refrigerant

3. Air-Conditioning

- Factors affecting comfort AC (supply of oxygen, removal of heat & moisture proper air circulation, pure air)
- Factors affecting on AC Load, Types of AC systems Central AC, Unitary AC : AC equipment : Air Filter, Humidifier, Dehumidifier, Window AC walk in freezer, Cold storage

4. Air-Conditioning

- **Air Pollution**

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- Sources
- Control-Collectors, Filtration
- Govt. Stipulated conditions for air pollution
- **Water Pollution**
 - Water pollution sources in hotels
 - Control Methods
 - Govt. Stipulated conditions for water pollution
- **Waste Disposal**
 - Waste Handling equipment – (Shredders, Compactors, Transportation separation)
 - Controlling methods (recycled material, land filling, heat recovery by incineration)
- **Noise Pollution Control**
 - Source of noise in hotel & its unit
 - Introductory control methods
 - Govt. Stipulated conditions for noise pollution
- Environmental Degradation, Global warming and methods of conservation.
Concept of recycling.

5. Water and Sanitation

- Water purification methods
- Methods of water softening (Ion exchange, Zeolite process)
- Cold and hot water distribution system
- Various plumbing fixtures
- Types of sanitary traps and their applications
- Types of water closets and flushing

6. Fuels and Electricity

- Methods of heat transfer
- Units of heat
- Solid, Liquid, Gas, Electricity, Biogas, Fuels
- Importance of earthing
- Safety devices such as fuse, circuit breaker

- Methods of lighting (Direct, Indirect)
- Types of electric supply (single phase, three phase)
- Calculation of electricity bill

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7. Energy Conservation

- Importance of energy conservation
- Simple methods of energy conservation
- Developing energy conservation program for hotel
- Use of solar energy for various activities

8. Safety in hotel Industry

- Classification of fire symbols
- Methods and types of fire extinguishers
- Fire detectors alarm
- Various security system for hotel(key control, Door , valuable guesr)

There should be 4 Demonstrative / Field Visits

1. Refrigerator /VCC system in Hotel
2. Cold storage/ walk in chiller
3. AC/ Window AC
4. Safety System
5. Power Supply System

Note: Glossary of Terms

Students should be familiar with the glossary of terms pertaining to above mentioned topics.

Reference Books

1. Management of maintenance & engineering systems in hospitality industries- by frank d. Borsenik, john willey& sons.
2. Industrial organisation and management by O.P. khanna.
3. Refrigeration & air conditioning by Demkondwar.
4. Hotel maintenance by Arora

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Quantity Food Preparation - Lab (211305)

Total Credits - 2

L T P
0 0 4

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

MENU 02

- Moong Dal Khichdee
- PatraniMacchi
- Tomato Saar
- Tilgul Chapatti
- Amti
- Basundi
- AWADH

MENU 03

- YakhniPulao
- MughlaiParatha
- Gosht Do Piazza
- Badin Jaan

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Beverage Services- Lab (211306)

Total Credits - 2

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0 0 4

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

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Accommodation Services –Lab (211307)

Total Credits - 2

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A. Hands on practice of computer applications related to Front Office procedures such as

- Reservation,
- Registration,
- Guest History,
- Telephones,
- Housekeeping,
- Daily transactions

B. Front office accounting procedures

- Manual accounting o Machine accounting
- Payable, Accounts Receivable, Guest History, Yield Management

SUGGESTIVE LIST OF TASKS FORACCOMMODATION OPERATION SYSTEM

- 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

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Accommodation Services Lab (211307)

Total Credits - 2

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

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Professional Training (211401)

Credits- 20

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The student has to undergo training in the Hotel for six months and report has to be submitted at the end of the training.