

**Rayat Shikshan Sanstha's
Sadguru Gadage Maharaj, College, Karad
(An Autonomous College)
Department of Hotel Management and Catering Technology
B. Voc. in Hotel Management and Catering Technology**

TITLE : B.Voc. (Hotel Management and Catering Technology)
Syllabus (Semester Pattern)
Diploma in Hotel Management and
Catering Technology

YEAR OF IMPLEMENTATION : Syllabus will be implemented from academic year 2019-2020

DURATION B. Voc. Part I, II and III (Three Years)
B. Voc. Part I - Diploma (One Year) NSQF Level 5
B. Voc. Part II - Advanced Diploma (Second Year) NSQF Level 6
B. Voc. Part III – Degree (Third Year) NSQF Level 7

PATTERN OF EXAMINATION : Semester Pattern

- **Theory Examination** – At the end of semester
- **Practical Examination** – i) In the 1st, 3rd, 5th semester of B. Voc. there will be internal assessment of practical record, related Report submission and Project reports at the end of semester.
ii) In the second semester of B. Voc. I, there will be internal practical examination at the end of semester.
iii) In the 4th and 6th semester of B. Voc. there will be External practical examination at the end of semester.

MEDIUM OF INSTRUCTION: English

STRUCTURE OF COURSE: B. Voc. Part – I, II and III

Two Semesters Per Year
Two General Papers per year / semester
Three Vocational Papers per Year / Semester
Three Practical papers per Year / Semester
One Project/Study Tour/ Survey/Industry Visit

SCHEME OF EXAMINATION

A) THEORY

- The theory examination shall be at the end of the each semester.
- All the general theory papers shall carry 40 marks and all vocational theory papers shall carry 50 marks.
- Evaluation of the performance of the students in theory shall be on the basis of semester examination as mentioned above.

- Question paper will be set in the view of entire syllabus preferably covering each unit of the syllabus.
- **Nature of question paper for Theory examination** (Excluding Business Communication Paper)–
 - Q. No. 1: Multiple choice questions (ten questions)
 - Q. No. 2: Long answer type questions (any two out of four)
 - Q. No. 3: Short Notes (any four out of six)

B) PRACTICAL

Evaluation of the performance of the students in practical shall be on the basis of semester examination. (Internal assessment at the end of Semester I, II and III and V and external examination at the end of Semester IV and VI as mentioned separately in each paper.

Standard of Passing:

As per the guidelines and rules for B. Voc. (Attached Separately – Annexure I)

Structure of the Course

B. Voc. – I (Diploma) Semester – I

Sr. No.	Paper No. Paper Code	Title	Marks (Total)	Distribution of Marks			
				CCE		SEE	
				Max	Min	Max	Min
General Education Component :							
1	Paper I HMCT-1	Business Communication – I	50	10	04	40	14
2	Paper II HMCT-2	Fundamentals of Food Science – I	50	10	04	40	14
Skill Component:							
3	Paper III HMCT-3	Food Production- I	50	10	04	40	14
4	Paper IV HMCT-4	Food and Beverage Service-I	50	10	04	40	14
5	Paper V HMCT-5	Front office Operation-I	50	10	04	40	14
SEE Practical							
6	Paper VI HMCT-6	Laboratory Work : Food Production- I	50	-	-	50	18
7	Paper VII HMCT-7	Laboratory Work: Food and Beverage Service-I	50	-	-	50	18
8	Paper VIII HMCT-8	Laboratory Work : Front office Operation-I	50	-	-	50	18
9	Paper IX HMCT-9	Project	50	-	-	50	18

B. Voc. – I (Diploma) Semester – II

Sr. No.	Paper No. Paper Code.	Title	Marks (Total)	Distribution of Marks				Min
				CCE		SEE		
				Max	Min	Max	Min	
General Education Component :								
1	Paper X HMCT-9	Business Communication - II	50	10	04	40	14	
2	Paper XI HMCT-11	Fundamentals of Food Science -II	50	10	04	40	14	
Skill Component:								
3	Paper XII HMCT-12	Food Production- II	50	10	04	40	14	
4	Paper XIII HMCT-13	Food and Beverage Service-II	50	10	04	40	14	
5	Paper XIV HMCT-14	Housekeeping Operation-I	50	10	04	40	14	
SEE Practical								
6	Paper XV HMCT-15	Laboratory Work : Food Production- II	50	-	-	50	18	
7	Paper XVI HMCT-16	Laboratory Work: Food and Beverage Service-II	50	-	-	50	18	
8	Paper XVII HMCT-17	Laboratory Work: Housekeeping Operation-I	50	-	-	50	18	
9	Paper XVIII HMCT-18	Industrial Visit/Study Tour	50	-	-	50	18	

Scheme of Teaching : B. Voc. – Part I (Diploma) Semester – I

Sr. No.	Paper No. Paper Code.	Title	Distribution of Workload (Per Week)		
			Theory	Practical	Total
1	Paper I HMCT-1	Business Communication – I	4	2	6
2	Paper II HMCT-2	Fundamentals of Food Science – I	4	2	6
3	Paper III HMCT-3	Food Production- I	4	-	4
4	Paper IV HMCT-4	Food and Beverage Service-I	4	-	4
5	Paper V HMCT-5	Front office Operation-I	4	-	4
6	Paper VI HMCT-6	Laboratory Work : Food Production- I	-	4	4
7	Paper VII HMCT-7	Laboratory Work: Food and Beverage Service-I	-	4	4
8	Paper VIII HMCT-8	Laboratory Work : Front office Operation-I	-	4	4
9	Paper IX HMCT-9	Project	-	-	-
		Total --	20	16	36

Scheme of Teaching: B. Voc. – Part I (Diploma) Semester – II

Sr. No.	Paper No. Paper Code.	Title	Distribution of Workload (Per Week)		
			Theory	Practical	Total
1	Paper X HMCT-10	Business Communication - II	4	2	6
2	Paper XI HMCT-11	Fundamentals of Food Science -II	4	2	6
3	Paper XII HMCT-12	Food Production- II	4	-	4
4	Paper XIII HMCT-13	Food and Beverage Service-II	4	-	4
5	Paper XIV HMCT-14	Housekeeping Operation-I	4	-	4
6	Paper XV HMCT-15	Laboratory Work : Food Production- II	-	4	4
7	Paper XVI HMCT-16	Laboratory Work: Food and Beverage Service-II	-	4	4
8	Paper XVII HMCT-17	Laboratory Work: Housekeeping Operation-I	-	4	4
9	Paper XVIII HMCT-18	Industrial Visit/Study Tour	-	-	-
		Total ----	20	16	36

Eligibility for Admission:

10 +2 from any faculty or equivalent Diploma / Advanced Diploma in any related stream.

CREDIT SYSTEM

FOR B. Voc. – Hotel Management and Catering Technology

Credit system:

Education at the Institute is organized around the semester-based credit system of study. The type of credit will be credit by theory and practical examination. The prominent features of the credit system are a process of continuous valuation of a student’s performance/progress and flexibility to allow a student to progress at an optimum pace suited to his/her ability or convenience, subject to fulfilling minimum requirements for continuation. A student’s performance/progress is measured by the number of credits that he/she has earned, i.e. completed satisfactorily. Based on the course credits and grades obtained by the student, grade point average is calculated. A minimum grade point average is required to be maintained for satisfactory progress and continuation in the programme. Also a minimum number of earned credits and a minimum grade point average should be acquired in order to qualify for the degree.

All programmes are defined by the total credit requirement and a pattern of credit distribution over courses of different categories.

Course credits assignment:

Each course has a certain number of credits assigned to it depending upon its lectures and laboratory contact hours in a week. This weightage is also indicative of the academic expectation that includes in-class contact and self-study outside of class hours.

- a. One credit would mean equivalent to 15 periods for lectures, practicals/workshop.
- b. For internship/field work, the credit weightage for equivalent hours shall be equal of that for lecture /practical.

The credits for each of the year of B. Voc. Course will be as follows:

Level	Awards	Normal calendar duration	Skill Component Credits	General Education Credits
Year 1	Diploma	Two Semesters	36	24
Year 2	Advanced Diploma	Four Semesters	36	24
Year 3	B. Voc.	Six Semesters	36	24
Total			108	72

Subject wise credit assignment for B.Voc.–Part I (Diploma) Semester–I

Sr. No.	Paper No. Paper Code.	Title	Theory/ Practical/ Project	Marks (Total)	Distribution of Marks		Credits
					Theory	Practical	
1	Paper I HMCT-1	Business Communication – I	Theory /Practical	50	40	10	5
2	Paper II HMCT-2	Fundamentals of Food Science – I	Theory /Practical	50	40	10	5
3	Paper III HMCT-3	Food Production- I	Theory	50	40	10	3
4	Paper IV HMCT-4	Food and Beverage Service-I	Theory	50	40	10	3
5	Paper V HMCT-5	Front office Operation-I	Theory	50	40	10	3
6	Paper VI HMCT-6	Laboratory Work : Food Production- I	Practical	50	-	50	3
7	Paper VII HMCT-7	Laboratory Work: Food and Beverage Service-I	Practical	50	-	50	3
8	Paper VIII HMCT-8	Laboratory Work : Front office Operation-I	Practical	50	-	50	3
9	Paper IX HMCT-9	Project	-	50	-	50	2

Subject wise credit assignment for B.Voc.–Part I (Diploma) Semester–II

Sr. No.	Paper No. Paper Code.	Title	Theory/ Practical/ Project	Marks (Total)	Distribution of Marks		Credits
					Theory	Practical	
1	Paper X HMCT-10	Business Communication - II	Theory /Practical	50	40	10	5
2	Paper XI HMCT-11	Fundamentals of Food Science -II	Theory/ Practical	50	40	10	5
3	Paper XII HMCT-12	Food Production- II	Theory	50	40	10	3
4	Paper XIII HMCT-13	Food and Beverage Service-II	Theory	50	40	10	3
5	Paper XIV HMCT-14	Housekeeping Operation-I	Theory	50	40	10	3
6	Paper XV HMCT-15	Laboratory Work : Food Production- II	Practical	50	-	50	3
7	Paper XVI HMCT-16	Laboratory Work: Food and Beverage Service-II	Practical	50	-	50	3
8	Paper XVII HMCT-17	Laboratory Work: Housekeeping Operation-I	Practical	50	-	50	3
9	Paper XVIII HMCT-18	Industrial Visit/Study Tour	-	50	-	50	2

**For Project/Industrial visit/study tour/internship, the workload includes self-study outside of class hours i.e. 4 lectures per week.*

B.Voc. Part I (Diploma) Semester I
Hotel Management and Catering Technology
Paper No. I: Business Communication- I
Paper Code: HMCT - 1

Work Load – 6

Theory – 4 Lectures / Week

Practical – 2 Lectures / Week/Batch

Total Marks – 50

Theory – 40 Marks (SEE)

Practical – 10 Marks (CCE)

Objectives:

To enable students:-

- Providing information and educating.
- Motivating the people or audience.
- Offering better coordination.
- Increasing efficiency.

Learning Outcomes:-

- Effective business writing.
- Effective business communications.
- Research approaches and information collection.
- Developing and delivering effective presentations.

Unit 1: Use of English in Business Environment

- 1 Business Vocabulary: Vocabulary for banking, marketing and for maintaining public relations
- 2 What is a sentence?
- 3 Elements of a sentence
- 4 Types of sentence: Simple, compound, complex

Unit 2: Writing a Letter of Application and CV/ Resume

- 1 Structure of a letter of application for various posts
- 2 CV/ Resume and its essentials

Unit 3: Presenting Information/Data

- 1 Presenting information/data using graphics like tables, pie charts, tree diagrams, bar diagrams, graphs, flowcharts

Unit 4: Interview Technique

- 1 Dos and don'ts of an interview
- 2 Preparing for an interview
- 3 Presenting documents
- 4 Language used in an interview

Practical: Based on the theory units

10 Marks.

Reference Books:

1. Sethi, Anjanee & Bhavana Adhikari. *Business Communication*. New Delhi: Tata McGraw Hill
2. Tickoo, Champa & Jaya Sasikumar. *Writing with a Purpose*. New York: OUP, 1979.
3. Sonie, Subhash C. *Mastering the Art of Effective Business Communication*. New Delhi: Student Aid Publication, 2008.
4. Herekar, Praksh. *Business Communication*. Pune: Mehta Publications, 2007.
5. Herekar, Praksh. *Principals of Business Communication*. Pune: Mehta Publications, 2003.
6. Rai, Urmila & S.M. Rai. *Business Communication*. Himalaya Publishing House, 2007.
7. Pradhan, N. S. *Business Communication*. Mumbai: Himalaya Publishing House, 2005.
8. Pardeshi, P. C. *Managerial Communication*. Pune: Nirali Prakashan, 2008.

Pattern of Question Paper**B. Voc. Part-I Semester –I****Paper No. – I: Business Communication-I****Paper Code: HMCT - 1****Total Marks: 40**

- | | | |
|-----|---|----|
| Q.1 | Do as directed. Question items on Unit 1 to be asked.

(10 out 12) | 10 |
| Q.2 | Write a letter of application. | 10 |
| OR | | |
| Q.3 | Draft a CV/ Resume for a particular post.

Present a given information or data using a table/ chart/ pie diagram, etc

(Any one diagram to be drawn.) | 10 |
| Q.4 | Fill in the blanks in the given interview. | 10 |

Practical Evaluation:**10Marks**

Oral and Presentation based on the units prescribed.

B.Voc. Part I (Diploma) Semester I
Hotel Management and Catering Technology
Paper No. II: Fundamentals of Food Science - I
Paper Code: HMCT - 2

Work Load – 6
Theory – 4 Lectures / Week
Practical – 2 Lectures / Week/Batch

Total Marks – 50
Theory – 40 Marks (SEE)
Practical – 10 Marks (CCE)

Objectives:

To enable students to –

- Understand the basic concept, functions, and classification of food.
- Familiar with different methods of cooking.
- Understand how to store raw and cooked food.

Learning Outcomes:-

- Competent in core food science areas
- Can integrate and apply their knowledge to solve real-world problems and make decisions.
- Knowledge and understanding of food composition (including major chemical interactions and nutritional factors) in the context of food quality and safety

Course content :

Unit-I - Introduction to Food Science

- Concept of food, food science
- Objectives of food science
- Functions of food

Unit–II - Classification of Food

- According to food science
- Basic five food groups
- Selection of food

Unit–III - Methods of Cooking

- Traditional cooking methods
- Modern cooking methods
- Objectives and importance of cooking

Unit – IV - Food Preparation and Storage

- Basic terms used in food preparation
- Pre-preparation for cooking
- Storage of raw and cooked food

Practical's :

1. Introduction to laboratory rules.
2. Equipments used in cooking
3. Terms used in cooking.
4. Weights and Measures of raw and cooked food.

Methods of cooking -

1) Traditional methods – Preparation of any two recipes from the following:

a) Boiling b) Roasting c) Frying d) Steaming

b) Modern methods - Preparation of any two recipes from the following:

c) Baking b) Solar c) Microwave d) Combination

Reference Books :

- 1) B. Shreelakshmi : ``Food Science'' (second edition), New Age International, New Delhi.
- 2) Swaminathan : ``Text book of Food Science'', Vol-1, BAPPCO, Bangalore
- 3) Devendrakumar Bhatt & Priyanka Tomar : An Introduction to Food Science, Technology & Quality Management, Kalyani Publishers.
- 4) Sumati R. Mudambi : Fundamentals of Food & Nutrition wiley Eastern Ltd., New Delhi.

Scheme of Internal Practical Evaluation

10marks

1) Submission of Record book

5 marks

2) Viva – Voce

5 marks

B.Voc. Part I (Diploma) Semester I
Hotel Management and Catering Technology
Paper No. III: Food Production - I
Paper Code: HMCT - 3

Work Load – 6
Theory – 4 Lectures / Week
Practical – 2 Lectures / Week/Batch

Total Marks – 50
Theory – 40 Marks (SEE)
Practical – 10 Marks (CCE)

Objectives:

To enable student

- To acquire knowledge of food production
- To know the principle of food production

Learning Outcomes:-

- Safely handling of kitchen equipment.
- Cooperation and Coordination with other department staff.
- Use of spices and herbs.

Course content:

Unit I Introduction To Professional Cookery

- 1 History of Cookery
- 2 Origins of Modern Cookery
- 3 Hygiene and safe practices in handling food
- 4 Attitude & Behavior in the Kitchen
- 5 Kitchen uniforms
- 6 Safety Procedure for Handling Equipments

Unit II Kitchen Staffing

- 1 Classical kitchen Brigade for a 5 stars and 3 stars hotels
- 2 Kitchen Staffing in Various Category Hotels
- 3 Duties & Responsibilities of Executive Chef and Various Chefs
- 4 Inter-departmental Co-ordination.

Unit III Kitchen Hand Tools

- 1 Tools & utensils used in the Kitchen.
- 2 Different Types of Fuel used in Kitchen
- 3 Precaution and care in handling and maintenance of equipments

Unit IV Aims & Objectives of Cooking Food

- 1 Aims and objective of Cooking Food.
- 2 Classification of Raw Materials according to their Functions.
- 3 Various Textures.

Unit V Spices, Herbs & Condiments

- 1 Role of Spices / Herbs in India.
- 2 Local names of spices.

Reference Books:

1. Practical Cookery- Victor Ceserani & Ronald Kinton, ELBS
2. Theory of Catering- Victor Ceserani & Ronald Kinton, ELBS
3. Theory of Catering- Mrs. K. Arora, Franck Brothers
4. Modern Cookery for Teaching & Trade Vol I -Ms. Thangam Philip, Orient Longman.
5. The Professional Chef (4th Edition)-Le R01 A.Polsom
6. The book of Ingredients- Jane Grigson
7. Food Commodities-Bernard Davis

B.Voc. Part I (Diploma) Semester I
Hotel Management and Catering Technology
Paper No. IV: Food and Beverage Service - I
Paper Code: HMCT - 4

Work Load – 6
Theory – 4 Lectures / Week
Practical – 2 Lectures / Week/Batch

Total Marks – 50
Theory – 40 Marks (SEE)
Practical – 10 Marks (CCE)

Objectives:

To enable student:

- To provide high quality food and beverages.
- To provide friendly and welcoming atmosphere.
- To provide professional, hygienic, and attentive service.
- To impart value for money.
- To retain the existing customers and to bring in new ones.

Learning Outcomes:-

- Classifies the food and beverage organizations.
- Distinguishes the phases of management process in food and beverage organizations.
- Explaining the storing process.
- Classifies the areas of F & B Service areas in hotel.

Unit I The Food & Beverage Service Industry

- 1 Introduction to the Food & Beverage Industry
- 2 Classification of Catering Establishments (Commercial & Non-Commercial)
- 3 Introduction to Food & Beverage Operations (Types of F&B Outlets)

UnitII Food & Beverage Service areas in a Hotel

- 1 Restaurant, Coffee Shop, Room Service, Bars, Banquets, Snack Bar, Executive Lounges, Business Centers, Discotheques & Night Clubs.
- 2 Auxiliary areas

UnitIII Food & Beverage Service Equipment

- 1 Types & Usage of Equipments Furniture, Chinaware, Silverware & Glassware, Linen, Disposables,
- 2 Special Equipment
- 3 Care & maintenance

Unit IV Food & Beverage Service Personnel

1. Food & Beverage Service Organization St Job Descriptions & Job specifications & Beverage
2. Attitudes & Attributes of Food personnel, competencies.
3. Basic Etiquettes .
4. Interdepartmental relationship

Unit VI

Types of Food & Beverage Service

- 1 Table Service -English / Sliver, American, French, Russian .
- 2 Self Service Buffet & Cafeteria
- 3 Specialized Service Gueridon, Tray, Tray, Lounge, Room etc.
- 4 Single Point Service -Take Away, Vending Kiosks, Food Courts & Bars, Automats
- 5 Mis-en-place & Mis-en-scene

Reference Books:

1. Food & Beverage Service - Lillicrap & Cousins, ELBS Modern
2. Restaurant Service -John Fuller, Hutchinson Food & Beverage Service
3. Training Manual - Sudhir Andrews, Tata McGraw Hill.

B.Voc. Part I (Diploma) Semester I
Hotel Management and Catering Technology
Paper No. V: Front Office Operation - I
Paper Code: HMCT - 5

Work Load – 6

Theory – 4 Lectures / Week

Practical – 2 Lectures / Week/Batch

Total Marks – 50

Theory – 40 Marks (SEE)

Practical – 10 Marks (CCE)

Objectives:

To enable student:

- Develop skill of front office.
- Creating guest database
- Handling guest accounts
- Coordinating guest service
- Trying to sell a service
- Ensuring guest satisfaction

Learning Outcomes:-

Students will be able to:

- Recognize different sections in the front office and their roles and responsibilities.
- Explain the reservation concepts and procedures in the front office department.
- Describe the reception procedures in checking-in and checking-out guests.
- Comprehend the integrated functions of the front office in the hotel industry.

Unit I Introduction to Front Office Department

The term ‘Hotel‘, Introduction To Hospitality Industry 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, .

Organizational chart of hotels (Large, Medium, Small)

Unit II Front Office Department

1 Sections and layout of Front Office

2 Organizational chart of front office department (small, medium and large hotels)

3 Duties and responsibilities of various staff

4 Attributes of front office personnel

5 Co-ordination of front office With other departments of the hotel

6 Equipments used (Manual and Automated)

Unit III Room Types & Tariffs

1 Types of rooms.

2 Food / Meal plans.

3 Types of room rates . (Rack, FIT, crew, group, corporate, week end etc.)

Unit IV Role of Front Office

1 Key control and key handling procedures Mail and message handling

2 Mail and message handling

3 Paging and luggage handling

4 Rules of the house [for guest and staff]

5 Black list Bell Desk and Concierge

6 Bell Desk and Concierge

Unit V Reservation

1 Importance of guest cycle (Various stages, sectional staff in contact during each stage)

2 Modes and sources of reservation

3 Procedure for taking reservations (Reservation form, conventional chart, density chart, booking diary with their detailed working and formats)

4 computerized system (CRS, Instant reservations)

5 Types of reservation (guaranteed, confirmed, groups, FIT)

6 Procedure for amendments, cancellation and overbooking.

Reference Books:

1. Check in Checkout (Jerome Vallen)
2. Hotel front Office Training Manual. (Sudhir Andrews)
3. Principles of Hotel Front Office Operations (Sue Baker, P. Bradley, J.Huyton)
4. Hotel Front Office (Bruce Braham)
5. Managing Front Office Operations (Michael Kasavana, Charles Steadmon)
6. Front Office Procedures and Management (Peter Abbott)
7. Front Office operations/Accommodations Operations (Colin Dix)
8. Front Office operation and Administration (Dennis Foster)

B.Voc. Part I (Diploma) Semester II
Hotel Management and Catering Technology
Paper No. X : Business Communication- II
Paper Code: HMCT - 10

Work Load – 6
Theory – 4 Lectures / Week
Practical – 2 Lectures / Week/Batch

Total Marks – 50
Theory – 40 Marks (SEE)
Practical – 10 Marks (CCE)

Objectives:

To enable students:-

- To exchange information.
- To develop a plan.
- To facilitate policy formulation.
- To achieve an organizational goal.
- To organize resources.
- To bring dynamism.

Learning Outcomes:-

- Effective interpersonal communications.
- Skills that maximize team effectiveness.
- Good time management.
- Effective problem solving.

Unit I Group Discussion

- 1 Preparing for a Group Discussion
- 2 Initiating a Discussion
- 3 Eliciting Opinions, Views, etc.
- 4 Expressing Agreement/ Disagreement
- 5 Making Suggestions; Accepting and Declining Suggestions Summing up.

Unit II Business Correspondence

- 1 Writing, Memos, e-mails, complaints, inquiries, etc.
- 2 Inviting Quotations
- 3 Placing Orders, Tenders, etc.

Unit III English for Negotiation

- 1 Business Negotiations
- 2 Agenda for Negotiation
 Stages of Negotiation

Unit IV English for Marketing

- 1 Describing/ Explaining a Product/Service
- 2 Promotion of a Product
- 3 Dealing/ bargaining with Customers
- 4 Marketing a Product/ Service: Using Pamphlets, Hoardings, Advertisement, Public Function/Festival

Practical: Based On the theory units

Reference Books:

1. Herekar, Praksh. Business Communication. Pune: Mehta publications,2007
2. Herekar, Praksh.principals of Business Communication. Pune : Mehta Publications, 2003
3. John David. Group Discussions. New Dellhi: ArihantPublications.
4. Kumar, Varinder. Business Communication. New Delhi: Kalyani Pubhshers,2000
5. Pardeshl, P. C. Managerial Communication pune: Nirali Prakashan,2008.
6. Pradhan, N, S Business Communication. Mumbai: Himalaya Publishing House,2005
7. Rai, Urmila & S.M. Rai.Business Communication. Mumbai: HimalayaPublishing House,2007

Pattern of Question Paper
B. Voc. Part-I Semester –I
Paper No. – I: Business Communication-I

Total Marks: 40

- | | |
|---|----|
| Q. 1 Fill in the blanks in the following Group Discussion. (On Unit 5) (10 out 12) | 10 |
| Q. 2 Attempt ANY ONE of the following (A or B): (On Unit 6) | 10 |
| Q.3 Fill in the blanks with appropriate responses: (On Unit 7) | 10 |
| Q. 4 Attempt ANY ONE of the following (A or B): 10 (On Unit 8) (10 out 12) | 10 |

Practical Evaluation:

Marks 10

Oral and Presentation based on the units prescribed.

B.Voc. Part I (Diploma) Semester II
Hotel Management and Catering Technology
Paper No. XI: Fundamentals of Food Science - II
Paper Code: HMCT - 11

Work Load – 6

Theory – 4 Lectures / Week

Practical – 2 Lectures / Week/Batch

Total Marks – 50

Theory – 40 Marks (SEE)

Practical – 10 Marks (CCE)

Objectives:

To enable students –

- To understand the basic concept of various cookery
- To become familiar with preparation of various cookery

Learning Outcomes:-

- Knowledge and understanding of food processing and food processing equipment.
- Able to participate in, and help develop, food research and food product development programmes.
- Able to operate quality assurance procedures in food processing.

Course Content:

Unit I- Cereal cookery

- 1 Structure, composition and importance of cereal grains
- 2 Types of cereals used in cooking
- 3 Cereal cookery Gelatinization. Dextrinization and identity of grain
- 4 Processed cereals, millets and Ready-To Eat cereals used in cooking

Unit II- Pulse and Legume Cookery

- 1 Definition. composition and structure of pulses
- 2 Cooking of Legumes
- 3 Factors Affecting cooking time of pulses and legumes
- 4 Uses of legumes in cookery

Unit III- Nuts and Oil seeds Cookery

- 1 Types and composition of Nuts and Oilseeds
- 2 Toxic substances in Nuts and Oilseeds
- 3 Changes during cooking and storage
- 4 Function of Nuts and Oil seeds in cookery

Unit IV- Fruits and Vegetables Cookery

- 1 Classification of Fruits and vegetables
- 2 Color pigments in Fruits and vegetables

- 3 Effect of heat, acid and alkali on fruits and vegetable
- 4 Changes during cooking and storage

Practicals:

1. Preparation of product by milled pulses.
2. Preparation of product by nuts and oil seeds
3. Preparation of product by green leafy vegetable.
4. Preparation of product by roots and tuber.
5. Preparation of product by fruits.

References:

1. B. Shreelaksmi : "Food Science" (second edition). New Age international, NewDelhi.
2. Swaminathan : "Text book of Food Science", Vol-1, BAPPCO, Bangalore
3. Devendrakumar Bhatt & Priyanka Tomar : An introduction to Food Science. Technology & Quality Management, KalyaniPublishers.
4. Sumati R. Mudambi : Fundamentals of Food & Nutrition wiley Eastern Ltd., NewDelhi.
5. Philips T E. Modern Cooking for teaching and trade, Volit orient longman, Bombay

Scheme of Internal Practical Evaluation

10 marks

1. ProductpreparationbyGerminatedpulses/milledpulses/nutsandoilseeds/greenleafy vegetable/roots and tuber/fruits **6 Marks**
2. Submission of Record book **4 Marks**

B.Voc. Part I (Diploma) Semester II
Hotel Management and Catering Technology
Paper No. XII: Food Production - II
Paper Code: HMCT - 12

Work Load – 6
Theory – 4 Lectures / Week
Practical – 2 Lectures / Week/Batch

Total Marks – 50
Theory – 40 Marks (SEE)
Practical – 10 Marks (CCE)

Objectives:

To enable student

1. To acquire knowledge of food production
2. To know the principle of food production

Unit I Stocks

- 1 Definition & uses of stocks
- 2 Classification
- 3 Rules of stock making table
- 4 Recipes of 1 liter of various stocks (White, brown. fish and vegetable)
- 5 Glazes & Aspic
- 6 Storage Care

Unit II Sauces

- 1 Classification & uses of sauces
- 2 Composition
- 3 Thickening agents
- 4 Recipes of mother sauces.
- 5 Finishing of sauces (reducing, straining, de glazing, enriching and seasoning)
- 6 Precautions & rectification, handling & storage
- 7 Derivatives (five each)
- 8 Pan gravies
- 9 Flavored butters

Unit III Soups

- 1 Aim of soup making
- 2 Classification of soups Cream, Puree, Veloute, Chowder , Consommé, National soups

Unit IV Basic Masala's & Gravies used in Indian Cooking

- 1 Blending of spices and concept of masala
- 2 Composition of different masala used in Indian Cooking (wet & dry)
- 3 Proprietary masala blends
- 4 Preparation of different masalas- Basic Garam Masala, Madras Curry Powder, Sambar Masala, Chat Masala, Goda Masala, Kolhapuri Masala, Vindaloo Masala
- 5 Popular Gravies used in Indian Cooking -White, Brown, Tomato, Green, Moghlai

Unit V Accompaniments & Garnishes

1. Importance & Characteristics
2. Difference between Accompaniments & Garnishes

Reference Books

1. Practical Cookery -Victor Ceserani & Ronald Kinton,ELBS
2. Theory of Catering- Victor Ceserani& Ronald Kinton,ELBS
3. Theory of Catering-Mrs. K. Arora, FranckBrothers
4. Modern Cookery for Teaching & Trade Vol I - MsThangam Philip, OnentLongman.
5. The Professional Chef (4th Edition)-Le Rol A.Polsom
6. The book of Ingredients- JaneGrigson
7. Success in Principles of catering Michael Colleer & ColinSaussarns

B.Voc. Part I (Diploma) Semester II
Hotel Management and Catering Technology
Paper No. XIII: Food and Beverage Service - II
Paper Code: HMCT - 13

Work Load – 6
Theory – 4 Lectures / Week
Practical – 2 Lectures / Week/Batch

Total Marks – 50
Theory – 40 Marks (SEE)
Practical – 10 Marks (CCE)

Objectives:

To enable student

To develop skill in food and beverage service.

Unit I

Types of Meals

1. Breakfast Introduction, Types, Service Methods,
2. Brunch
3. Lunch
4. Hi Tea
5. Dinner
6. Supper

Unit II

Menu knowledge

1. Introduction
2. Types -Ala Carte & Table D' hote
3. Menu Planning, considerations and constraints
4. Menu Terms. Classical French Menu..
5. Classical Foods & its Accompaniments with Cover.

Unit III

Non-alcoholic Beverages

1. Stimulating Tea, Coffee, Cocoa
2. Nourishing Health drinks
3. Refreshing Juices, Squashes, Crushes, Syrup
4. Mineral water & carbonated drinks
5. Classification Chart Alcoholic & Non alcoholic drinks

Unit IV

Cigars &Cigarettes

1. Theory Introduction to Cigars and Cigarettes
2. Brands & codes
3. Service Procedures

Unit V

Control Methods

1. Necessity and functions of a control system,
2. Billing Methods -Duplicate & Triplicate System, KOTs & BOTs, Computerized KOTs
(Kitchen Order Ticket, Beverage Order Ticket)
3. Flow chart of KOT.
4. Presentation of bill.

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

B.Voc. Part I (Diploma) Semester II
Hotel Management and Catering Technology
Paper No. XIV: Housekeeping Operation - I
Paper Code: HMCT - 14

Work Load – 6
Theory – 4 Lectures / Week
Practical – 2 Lectures / Week/Batch

Total Marks – 50
Theory – 40 Marks (SEE)
Practical – 10 Marks (CCE)

Objectives:

To enable student:

- To maintain overall cleanliness of the entire hotel at all times.
- To perform cleanliness duties most efficiently and effectively.
- To use good quality, safe cleaning equipment and chemicals.
- To manage laundry and linen.

Unit I Introduction To Housekeeping

1. Importance & functions of housekeeping
2. Layout of housekeeping department
3. Co-ordination with other department- front office, kitchen, F & B and other department

Unit II Organization of Housekeeping Department

1. Hierarchy in large, medium and small hotels
2. Attributes of staffs
3. Job description and job specification

Unit III Guest rooms

1. Types of guest room
2. Amenities & facilities for standard and VIP guestrooms

Unit IV Cleaning Agents And Equipments

1. Classification, use, care and storage of cleaning agent
2. Classification, use, care and storage of cleaning equipments
3. Selection and purchase criteria

Unit V key control

1. Computerized keys
2. Manual keys
3. Key control procedures

Reference Books:

1. Housekeeping Training Manual Sudhir Andrews
2. Hotel, Hostel & Hospital Housekeeping Brenson & Lanox.

Practical Syllabus

B.Voc. Part I (Diploma) Semester I
Hotel Management and Catering Technology
Paper No. III: Laboratory work Food Production – I
Paper Code: HMCT - 6

Work Load – 6
Theory – 4 Lectures / Week
Practical – 2 Lectures / Week/Batch

Total Marks – 50
Theory – 40 Marks (SEE)
Practical – 10 Marks (CCE)

Practical's:

It is recommended that Demonstrations be conducted in the initial stages to make the students familiar with the following:

1. Introduction to various tools and their usage.
2. Introduction to various commodities. (Physical Characteristics, weight & volume conversion, yield testing ,etc.)
3. Food pre-preparation methods
4. Use of different cooking methods.
5. Basic Indian masala's & gravies (Dry &wet)
6. Basic Stocks, soups & sauces.
7. Visit to Vegetable market

Minimum 18 Individual Practical's consisting of 70% Indian & 30% Continental Menus be accomplished, over and above the demonstrations. Practical Examination be conducted on Indian Menus consisting of a Meat, Vegetable, Rice and Sweet Preparation.

Scheme of Practical Evaluation

50Marks

Internal Practical Evaluation

Q.1: Prepare any one practical from the above

20Marks

Q.2: Practical record book

20Marks

Q.3: Viva-voce

10Marks

B.Voc. Part I (Diploma) Semester I
Hotel Management and Catering Technology
Paper No. IV: Laboratory work Food and Beverage Service – I
Paper Code: HMCT - 7

Work Load – 6
Theory – 4 Lectures / Week
Practical – 2 Lectures / Week/Batch

Total Marks – 50
Theory – 40 Marks (SEE)
Practical – 10 Marks (CCE)

Practical's:

1. Restaurant Etiquettes
2. Restaurant Hygiene practices
3. Mis-En-Palce & Mis-En-Scenc
4. Identification of Equipments
5. Laying & Relaying of Tablecloth
6. Napkin Folds
7. Rules for laying a table
8. Carrying a Salver/Tray
9. Service of Water
10. Handling the Service Gear
11. Carrying Plates, Glasses & other Equipments
12. Clearing an Ashtray
13. Situations like spillage
14. Setting of Table d' hote & A La Carte covers.
15. Service of Hot & Cold Non Alcoholic Beverages
16. Indian Cuisine Accompaniments &Service
17. Visit to Restaurant

Scheme of Practical Evaluation

Internal Practical Evaluation

- | | |
|---|---------|
| Q.1: Prepare any one practical from the above | 20marks |
| Q.2: Practical record book | 20marks |
| Q.3: Viva–voce | 10marks |

B.Voc. Part I (Diploma) Semester I
Hotel Management and Catering Technology
Paper No. V: Laboratory work Front Office Operation – I
Paper Code: HMCT - 8

Work Load – 6

Theory – 4 Lectures / Week

Practical – 2 Lectures / Week/Batch

Total Marks – 50

Theory – 40 Marks (SEE)

Practical – 10 Marks (CCE)

Practical's:

1. Telephone Etiquettes and telephone handling
2. Handling room keys (issuing, receiving, missing keys. computerized keycards)
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.
10. Visit to Front office Department of Hotel

Scheme of Practical Evaluation

Internal Practical Evaluation

Q.1: Prepare any one practical from the above	20marks
Q.2: Practical record book	5 marks
Q.3: Oral	10 marks
Q.3: Viva – voce	5 marks

B.Voc. Part I (Diploma) Semester I
Hotel Management and Catering Technology
Paper No. IX: Project
Paper Code: HMCT - 9

Total Marks – 50

Students must submit detailed project report related to topics on Food production/ Food and Beverage service/ Front office operation and Housekeeping.

Scheme of Practical Evaluation

Internal Practical Evaluation

Q.1: Project report related to topics above.	40marks
Q.2: Viva – voce	10marks

B.Voc. Part I (Diploma) Semester II
Hotel Management and Catering Technology
Paper No. XII: Laboratory work Food Production – II
Paper Code: HMCT - 12

Work Load – 6
Theory – 4 Lectures / Week
Practical – 2 Lectures / Week/Batch

Total Marks – 50
Theory – 40 Marks (SEE)
Practical – 10 Marks (CCE)

Practicals:

Minimum 24 individual practical's be accomplished consisting of

1. 50 % Continental menus
2. 30% Indian Menus
3. 20 % Break Fast Menus. (Indian & Continental)
Visit to a Star Hotel (Kitchen Department)

Scheme of Practical Evaluation

Internal Practical Evaluation

Q.1: Prepare any one practical from the above	20marks
Q.2: Practical record book	20marks
Q.3: Viva-voce	10marks

B.Voc. Part I (Diploma) Semester II
Hotel Management and Catering Technology
Paper No. XIII: Laboratory work Food and Beverage Service – II
Paper Code: HMCT - 13

Total Marks – 50

Practical's:

1. Breakfast Table Layup & Service (Indian, American, English, Continental) Table D' Hote & A la Carte Cover
2. Receiving the guests
3. Sequence of Service
4. Silver Service (Horsd'ouvers -(Classical and Horsd'ouvers) varies to Coffee)
5. Crumbing, Clearing, Presenting the bill
6. Side board Organization
7. Taking an Order -Food & Making a KOT
8. Writing a Menu in French & its Equivalent in
9. English Revision of practical's from the first semester.
10. Points to be remembered while setting a cover and during service
11. Visit to beverage section of Hotel

Scheme of practical evaluation

Internal practical evaluation

Q.1: Prepare any one practical from the above	20marks
Q.2: Practical record book	20marks
Q.3: Viva – voce	10marks

B.Voc. Part I (Diploma) Semester II
Hotel Management and Catering Technology
Paper No. XIV: Laboratory work Housekeeping Operation – II
Paper Code: HMCT - 14

Total Marks – 50

Practical's:

1. Introduction to the Housekeeping department
2. Introduction to Cleaning Equipments
3. Introduction to 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 Copper articles.
9. Cleaning of Glass surfaces. Cleaning of oil painted surfaces.
10. Cleaning of plastic painted surfaces.
11. Vacuum Cleaning
12. Bed making
13. Cleaning of different floor finishes, & use of floor scrubbing machine
14. Visit to types of accommodation of hotel

Scheme of Practical Evaluation Internal Practical Evaluation

Q.1: Prepare any one practical from the above	30 marks
Q.2: Practical record book	5 marks
Q.3: Oral	10 marks
Q.4: Viva – voce	5 marks

B.Voc. Part I (Diploma) Semester II
Hotel Management and Catering Technology
Paper No. XVI: Industrial Visit/ Study Tour
Paper Code: HMCT - 15

Total Marks – 50

There is industrial visit to three or four Star hotels. Study of different departments of hotels and submission of tour report.

**Scheme of Evaluation of
Industrial Visit/ Study tour**

- Visit to front office department of hotel.
- Visit to food production department of hotel.
- Visit to food & beverage service department of hotel.
- Visit to housekeeping department of hotel.