

**B.Sc HOTEL MANAGEMENT AND CATERING SCIENCE COURSE  
STRUCTURE UNDER CBCS PATTERN  
(For the Candidates admitted from 2015 – 2016 Academic year onwards)**

SEM	Sub.Code	PART	Title of the course(s)	In Hrs	Credit	CIA	Ext	Total
I	15HMHI101	I	LC – I - HINDI	6	3	25	75	100
	15HMH101	II	ELC I – COMMUNICATIVE ENGLISH	6	3	25	75	100
	15HM101	III	CC- 1 – FOOD PRODUCTION -I	5	5	25	75	100
	15HM102L	III	CC – II *-FOOD PRODUCTION - PRACTICAL	3	-	-	-	-
	15HM103A	III	AC - I –FOOD AND BEVERAGE SERVICE-I	5	5	25	75	100
	15HM104L	III	AC- II* - FOOD AND BEVERAGE SERVICE- PRACTICAL	3	-	-	-	-
	15VED	IV	VE-VALUE EDUCATION	2	1	-	100	100
	<b>Total Hours and Credits (SEMESTER – I)</b>				<b>30</b>	<b>17</b>	<b>-</b>	<b>-</b>
II	15HMHI202	I	LC –II-HINDI	6	3	25	75	100
	15HMH202	II	ELC – II – COMMUNICATIVE ENGLISH	6	3	25	75	100
	15HM102L	III	CC – II *-FOOD PRODUCTION PRACTICAL	3	4	25	75	100
	15HM205	III	CC -III-FRONT OFFICE MANAGEMENT	4	4	25	75	100
	15HM104L	III	AC- II * - FOOD AND BEVERAGE SERVICE PRACTICAL	3	4	25	75	100
	15HM206A	III	AC- III - ACCOMMODATION MANAGEMENT	4	4	25	75	100
	15EVS	IV	ENVIRONMENTAL SCIENCE	2	1	-	100	100
	15XHM21	IV	SKBC –I -INTERNET & WEB DESIGN	2	2	-	100	100
<b>Total Hours and Credits (SEMESTER – II)</b>				<b>30</b>	<b>25</b>	<b>-</b>	<b>-</b>	<b>-</b>
III	15HMHI303	I	LC-III-HINDI	6	3	25	75	100
	15HMH303	II	ELC – III-COMMUNICATIVE ENGLISH	6	3	25	75	100
	15HM307	III	CC-IV – FOOD PRODUCTION -II	5	5	25	75	100
	15HM308L	III	CC-V*- FRONT OFFICE MANAGEMENT PRACTICAL	4	-	-	-	-
	15HM309A	III	AC-IV-FOOD AND BEVERAGE SERVICE –II	4	3	25	75	100
	15HM310L	III	AC-V-* - ACCOMMODATION MANAGEMENT PRACTICAL	3	-	-	-	-
	15XHM32	IV	SKBC –II – Image Editing Lab	2	2	-	100	100
	15GS	IV	GS -GENDER STUDIES ( Self Study)	-	1	-	100	100
<b>Total Hours and Credits (SEMESTER – III)</b>				<b>30</b>	<b>17</b>	<b>-</b>	<b>-</b>	<b>-</b>

SEM	Sub.Code	PART	Title of the course(s)	In Hrs	Credit	CIA	Ext	Total
IV	15HMH404	I	LC – IV – HINDI	6	3	25	75	100
	15HMH404	II	ELC-IV-COMMUNICATIVE ENGLISH	6	3	25	75	100
	15HM308L	III	CC-V*-FRONT OFFICE MANAGEMENT PRACTICAL	4	4	25	75	100
	15HM411L	III	CC-VI-FOOD PRODUCTION PRACTICAL – II	6	4	25	75	100
	15HM310L	III	AC-V* - ACCOMMODATION MANAGEMENT PRACTICAL	3	4	25	75	100
	15HM412A	III	AC-VI – HOSPITALITY SERVICES	5	4	25	75	100
	15SSC	IV	SSC -SOFT SKILLS COURSE	-	2	-	100	100
<b>Total Hours and Credits (SEMESTER – IV)</b>				<b>30</b>	<b>24</b>	-	-	-
V	15HM513	III	CC-VII- FOOD PRESERVATION	5	5	25	75	100
	15HM514	III	CC-VIII- FOOD PRODUCTION THEORY (BK)	5	5	25	75	100
	15HM515	III	CC-IX -- HOTEL LAW	5	4	25	75	100
	15HM516L	III	CC-X* - FOOD AND BEVERAGE SERVICE PRACTICAL -II	3	-	-	-	-
	15HM517L	III	CC-XI*- FOOD PRODUCTION PRACTICAL (BK) -II	3	-	-	-	-
	15HM518	IV	EC - 1 – BAR MANAGEMENT	5	5	25	75	100
	15HM5N	IV	NMEC –BASIC CATERING	4	4	-	100	100
<b>Total Hours and Credits (SEMESTER – V)</b>				<b>30</b>	<b>23</b>	-	-	-
VI	15HM516L	III	CC-X*- FOOD AND BEVERAGE SERVICE PRACTICAL -II	5	5	25	75	100
	15HM517L	III	CC-XI*-FOOD PRODUCTION PRACTICAL (BK)-II	5	5	25	75	100
	15HM619	III	CC-XII – PRINCIPLES OF ACCOUNTING	5	5	25	75	100
	15HM620	III	CC-XIII- PERSONAL MANAGEMENT AND ENTERPRENURSHIP	5	4	25	75	100
	15HM621	III	CC - XIV – NUTRITION AND FOOD SCIENCE	5	5	25	75	100
	15HM622L	IV	EC- II -APPLICATION OF COMPUTER PRACTICAL	5	5	25	75	100
	15HMC	IV	COMPREHENSIVE COURSE	-	4	-	100	100
	15EA	IV	EXTENSION ACTIVITIES	-	1	-	-	-
<b>Total Hours and Credits (SEMESTER – VI)</b>				<b>30</b>	<b>34</b>	-	-	-
<b>GRAND TOTAL (for All Semesters)</b>				<b>180</b>	<b>140</b>	<b>750</b>	<b>3050</b>	<b>3800</b>

NMEC offered by HMCS: 1.Bread and Cake Making 2. Basic Food Preparation

Verified

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Signature of the Staff /Course Teacher

Signature of the HOD

**UNIT – 1**

An Introduction To Hindi  
Alphabets – Oral and Written

**UNIT – 2**

QUESTION WORDS  
TENSE – PRESENT, FUTURE, PAST

**UNIT – 3**

VERBS, IMPERATIVES,  
PREPOSITIONS.

**UNIT – 4**

FOOD PRODUCTION INGREDIENTS FRUITS,  
VEGETABLES, CEREALS & EATABLES.

**UNIT – 5**

KITCHEN EQUIPMENT  
COMMON SENTENCES USING IN HOTELS.

<b>Code:15HMH101</b>	<b>ELC I – COMMUNICATIVE ENGLISH</b>	<b>Sem: I</b>
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## **Objectives**

*To enable the students understand communication English functional and situational.*

*To enable the student understand the grammatical patterns and usage for written and spoken skills.*

*To familiarize the students with spoken forms needed specially in connection with Hotel management studies.*

### **UNIT – 1 BASICS OF ENGLISH**

Parts of speech – proper usage of tense forms – voice – comparison of objectives – subject verb agreement – the definite article and indefinite articles – proper usage prepositions.

### **UNIT – 2 SENTENCE FORMATION**

Different kinds of sentences sentence patterns and their usage – combination of sentences – transformation of sentences – phrase into clause – conjunctive phrase i.e. starters joiners.

### **UNIT – 3**

Writing skills, letter writing  
Hints developing composition  
Report writing expand the proverb  
Précis writing

### **UNIT – 4**

Skill of expression  
Proper usage of idiomatic expressions  
Proper usage of phrasal verbs

### **UNIT – 5**

Passage comprehension  
Answering the advertisement / chart

### **Reference Books:**

- *English for competitive exam by R.P Bhatnagar Macmillan India Ltd., Chennai.*
- *Leech, G., A communicative Grammar of English, E.L.B.S*
- *Swan, M., Practical English usage, ELBS.,*

**Objectives**

*To enable the students to understand the basics of food production and methodology.*

**UNIT – 1: THE CATERING INDUSTRY**

- 1.1 Overview of the catering industry
- 1.2 Kitchen organizations structure – personal Hygiene
- 1.3 Aims and objectives of cooking definition
- 1.4 Culinary terms
- 1.5 Classification raw materials – functions – preparation of ingredients.

**UNIT – 2: COMMODITIES**

- Cereals – varieties – processing – storage and uses in cooking.
- Pulses – Varieties – storage and uses in cooking
- Food additives – uses and application

Milk and Milk products composition and importance – processing products – skimmed milk – concentrated Milk Cream, Butter, Chesses, Ghee.

**UNIT – 3: METHODS OF COOKING FOOD**

- Boiling, Poaching, steaming, stewing, Braising Roasting, Baking, Frying, Grilling
- Invalid cookery
- Reheating of food
- Texture of food

**UNIT – 4: THE CATERING INDUSTRY**

- 4.1 Fish, cuts of meat, beef, pork and vegetables available in local market.
- 4.2 Poultry : Age, quality, market types, preparation, Dressing and cuts with its use
- 4.3 Game: Furred game and feathered game, preparation and cuts with its uses.

## **UNIT – 5: THE MENU**

5.1 Definition of menu

5.2 Types of menu

5.3 Examples of menu and menu compilation.

5.4 Balancing of recipes, standardization of recipes, maintaining recipe files, standard setting.

5.5 Portion control- standard portion sizes necessity for control.

### **References Books:**

- *Modern cookery for Teaching and Trade – Vol.I & II Thangam E.Philip (Orient Longman publications)*
- *Practical cookery – Kinton and Ceserani (ELBS publications)*
- *The theory of catering – Kinton and ceserani (ELBS publications)*
- *Theory of cookery – krishan Arora (Frank Bros, & co., New Delhi)*
- *A Taste of India – Madhur jeffery.*

**1. INDIAN DISHES (SOUTH)**

1. Rice 10 varieties
2. Dal and Sambar – 6 varieties
3. Kootu, Foogath, Rasam - 5 varieties
4. Pachadi
5. SouthIndian breakfast
6. Weet – Milk seet, halwani and savouries and tibits.

**II. INDIAN DISHES (NORTH)**

1. Dal shorba, muttonshorba, tomato shorba etc.
2. Indian bread – chappathi, Bhaturas, tandoori roti, Naan, Kulcham Romali roti.
3. Pulao - 5 varieties
4. Biriyani – chicken, mutton, vegetables
5. Khorma, curry and mohalai gravy
6. Raithas, Cucumber – 5 varieties
7. Tandoori chicken, Fish, Sheekh, Boti kabab
8. Snacks – 10 varieties
9. Fish preparation -6 varieties
10. North India sweets - 10 varieties

**III. VEGETABLES & FRUITS CARVING – Basics****IV. SPECIAL DISHES OF FESTIVALS – 5 FESTIVALS MENUS**

Some sample menus are as follows :

- |                          |                         |
|--------------------------|-------------------------|
| 1. Plain Rice            | 9. Yakhni Shorba        |
| Drumstick Sambar         | Bhaturas                |
| Tomato Rasam             | Tomato Murgi            |
| Cabbage / Carrot foogath | Onion / Tomato cucumber |
| 2. Veg- Pulao            | 10. Panir pulao         |
| Alu Mutter masala        | mutton Nilgiri Khorma   |
| Chicken pepper fry       | Sukhi Gobi              |
| Gulab Jamun              | Shahi tuka              |

- |   |  |
|---|--|
| <p>3. Chicken Biriyani<br/>Mutton / potato curry<br/>Onion / tomato raitha<br/>Boondi laddoo.</p> | <p>11. Bisi – bele Hulianna<br/>prawn Fry<br/>Mint Raitha<br/>Mysore pak</p>     |
| <p>4. Line rice<br/>Gobi &amp; Peas curry<br/>Curd rice<br/>Channadal payasam</p>                 | <p>12 . Plaim Rice<br/>Goan fish curry<br/>Moonddal Halwa</p>                    |
| <p>5. Jeera pulao<br/>Rogan josh<br/>Alu methi<br/>Phirnee</p>                                    | <p>13. Tomato pulao<br/>Crab curry<br/>Panir pakoras<br/>vanilla Barfi</p>       |
| <p>6. Clappathi / coconuts rice<br/>Masala Dal<br/>Egg curry<br/>Carrot Halwa.</p>                | <p>14. Tomato shorba<br/>Kshmiri pulao<br/>Navaratna Khorma<br/>Carrot kheer</p> |
| <p>7. Mutton Briyani<br/>Dalcha / Alu Raitha<br/>Masala Fried fish<br/>Badham Kheer.</p>          | <p>15. Mulagutwani soup<br/>Peas pulao<br/>Mutton Vindlaoo<br/>Kala Jamun</p>    |
| <p>8. Plain rice<br/>Malayalee Fish curry<br/>Adaprathaman</p>                                    |  |

**N.B: The above practical syllabus is common for semester – I & II.**



**Objectives**

*To make the students to gain knowledge in restaurant especially food and beverage services*

**UNIT – 1****INTRODUCTION TO FOOD & BEVERAGE SERVICE**

1. Introduction and evolution of hotel Industry.
2. Different types of catering establishments
  - a. Commercial
  - b. Non-commercial
3. Different outlets of F & B service
  - a. Coffee shop, restaurant, bar, room service, discotheque, night clubs, banquets, outdoor catering.
4. Staff Hierarchy of F & B outlets
  - a. Duties and responsibilities of each level of staff
  - b. Attributes of service personnel
  - c. Safety, hygiene, and attitudes (Positive & negative)
5. Inter Departmental Relationship
  - a. Co-operation and co-ordination.

**UNIT – 2****RESTAURANT OPERATIONS****1. SERVICE EQUIPMENTS**

- a. Cutlery, crockery and glass ware (dimensions and uses)
- b. Special table ware (asparagus tongs, corn on the cob holder, snail tongs, snail dish, lobster pick, caviar knife, nut cracker, grape scissors).
- c. Silver ware
- d. silver cleaning methods
  - i. Burnishing
  - ii. Polivit
  - iii. Silver dip
  - iv. Plate powder

**2. COVER**

- a. Definition and size
- b. Size of table clothes, baize, serviettes, napperons and their uses.
- c. Rules for laying a table.

**3. MISE – EN – PLACE & MISE – EN – SCENE**

#### **4. TYPES OF SERVICE**

- a. English
- b. silver
- c. Russian
- d. American
- e. Others

#### **5. FOOD SERVICE**

- a. Rules for waiting at a table (receiving, order taking, service & settlement)
- b. Observation of K.O.T
- c. Significance of kitchen stewarding.

#### **UNIT – 3**

##### **ANCILLARY DEPARTMENTS**

- 1. Still room
- 2. Plate Room
- 3. Pantry
- 4. Hot Section
- 5. Significance of Kitchen stewarding

#### **UNIT – 4**

##### **MENU AND MENU PLANNING**

- 1. Definition
- 2. Types of menus
  - a. Ala carte
  - b. Table d' hote
  - c. Banquet menu
- 3. Types of meals  
Break fast, brunch, lunch, hi – tea, dinner, supper.
- 4. French classical menu  
11 courses and its accompaniments, cover service.
- 5. Menu planning
  - a. Points to be considered while planning a menu.
  - b. Menu engineering

## **UNIT – 5**

### **NON – ALCOHOLIC BEVERAGES**

- a. Stimulating
- b. Refreshing
- c. Nourishing

### **TOBACCO**

- a. Cigar
- b. Cigarette
- c. Pipe tobacco
- d. Chewing tobacco

### **Reference Books:**

- *Modern restaurant service – John fuller.*
- *Food & beverage service – Lillicrap & John cousins*
- *Food & beverage – service training manual – sudhir Andrewa ( Tata mc. Graw Hill publications).*
- *Food & Beverage service – Vijay Dhawan.*

Code: 15HM104L

AC - II - FOOD AND BEVERAGE

Sem:I & II

SERVICE PRACTICAL - I

### **LIST OF PRACTICALS**

- 1. Identification of cutlery, crockery, and glass ware.**
- 2. Laying and relaying of Table cloth.**
- 3. Laying of covery (Breakfast, Ala Carte and table D' hotel)**
- 4. Service of food, Tea and coffee.**
  - a. Receiving the guest
  - b. Presenting the menu card
  - c. Taking order
  - d. Service of food course by course and clearance
  - e. Raising K.O.T
  - f. Presentation of bill

### **5. BAR JUGGLING – Basics**

N.B. The above practical syllabus is common for semester – I & II.

<b>Code:15VEDa</b>	<b>VE -Value Education (வாழ்வியல் கல்வியும் மனித உரிமைகளும்)</b>	<b>Sem:I</b>
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### அலகு 1

**வாழ்வியல் கல்வி – திறன் மேம்பாடும் உயர் பண்புகளும்**  
 கல்வி, வாழ்வியல் கல்வியின் நோக்கம் - வாழ்வியல் கல்வியின் பரிணாம வளர்ச்சி - வாழ்வியல் கல்வியின் கூறுகள் - சுய முன்னேற்றம் - திறன் மேம்பாடு - உயர்பண்புகள் - தன்மதிப்பீடும் சுயபரிசோதனையும் - பாலினச் சமத்துவத்தை உளமாரப் பின்பற்றுதல் - மாற்றுத் திறனாளிகள், மனவளம் குன்றியோர், வயதில் பெரியவர்கள், அனுபவசாலிகள், சான்றோர்கள், குடும்ப உறுப்பினர்கள், அருகில் வசிப்பவர்கள், சுற்றத்தார், உடன் பணியாற்றுவோர் இவர்களுக்கு மதிப்பளித்தல் - நற்பண்புகளும் நடத்தை உருவாக்கமும் - உண்மை - ஆக்கத்திறன் - தியாகம் - நேர்மை - கட்டுப்பாடு - உதவி செய்யும் மனப்பான்மை - சகிப்புத்தன்மை - அறிவியல் கண்ணோட்டம்

### அலகு 2

**தேசிய, உலக முன்னேற்றத்திற்கான வாழ்வியல் கல்வி**  
 தேசம், சர்வ தேசங்கள் குறித்த எண்ணங்கள் - நமது நாடு - அரசமைப்பு - மக்காளாட்சித் தத்துவம் - சமதர்மம் - மதச்சார்பின்மை - சமத்துவம் - சமூக நீதி, தனியுரிமை - சுதந்திரமும் சகோதரத்துவமும் சமூகப் பண்புகள் - இரக்கம் மற்றும் நேர்மை, சுயகட்டுப்பாடு, உலகளாவிய சகோதரத்துவம் - தொழில் சார் பண்புகள் - அறிவு வேட்கை - தொழிலில் நேர்மை - முறைமை - காலந்தவறாமையும் நம்பிக்கையும் - மதம் சார்ந்த பண்புகள் - சகிப்புத்தன்மை, மெய்யறிவு, நன்னடத்தை - அழகியல் பண்புகள் - இலக்கியம், நுண்கலைகள் ஆகியவற்றைப் பயில்தல், சுவைத்தல், மனதாரப் பாராட்டுதல் மதித்தல், பாதுகாத்தல், தேசிய ஒருமைப்பாடும் சர்வதேசப் புரிதலும்.

### அலகு 3

**அறப்பண்புகள் மற்றும் வாழ்வியலில் உலகளாவிய பெருவளர்ச்சிகள் ஏற்படுத்தும் தாக்கங்கள்**  
 பண்பண்பாட்டு முரண்பாடுகளின் தாக்கங்கள் - எல்லை தாண்டிய கல்வி - தொழில் சார்ந்த அறை கூவல்களும் சமரச இணக்கமும் - பொருளியல் சிந்தனைகள் - மக்கள் தொடர்புச் சாதனங்கள் - இளமை உணர்ச்சி வேக நடத்தையின் நவீன அறைகூவல்கள் - இல்லறமும் நல்லுணர்வும் - ஒப்பீடும் போட்டி

இடுதலும் - நேர்மறை, எதிர்மறை எண்ணங்கள் - அகந்தை - சினம் - சுயநலம் - அறைகூவல்கள்

#### அலகு 4

உடல், உள்ள நலமும் நோய் தீர்க்கும் செயல்பாடுகளும்

உணவுப் பழக்கமும் உணவு முறைகளும் - பொருந்தும் உணவுகள் - பொருந்தா உணவுகள் - மனக் கட்டுப்பாடு - மனத்திண்மை - எளிய உடற்பயிற்சி - தியானம் - மனம், ஆன்மா சார்ந்த விளைவுகள் - யோகா - நோக்கங்கள் - வகைகள் - முறைகள் - ஆசனங்கள் - ஆசைகளை ஒழுங்குபடுத்துதல் - கவலை நீக்குதல் - சினம் தணிதல் - நெடுநீர், மறதி, சோம்பல் தவிர்த்தல் - தூக்கம் முறைப்படுத்துதல் - தூக்கம், இழப்புகளை எதிர்கொள்ளல் - புகை, மது முதலானவைகளின் தீங்கு உணர்தல்- வாழ்த்துகளின் பயன்கள் குறிப்பு : இந்த அலகு உடற்பயிற்சி - தியானம் - யோகா செய்முறைப் பயற்சிகளுடன் கூடியது.

#### அலகு 5 மனித உரிமை, மனித உரிமை கருத்துக்கள்

தேசிய மற்றும் பன்னாட்டுக் கண்ணோட்டங்கள் - மனித உரிமையின் பரிணாமம் - மனித உரிமையின் பரந்த வகைப்பாடுகள் வாழ்தற்கான உரிமை, சுதந்திரம், கண்ணியத்துடன் வாழ்வதற்கான உரிமைகள் - கலாச்சாரம் மற்றும் கல்விக்கான உரிமைகள் - பொருளாதார உரிமைகள் - அரசியல் உரிமைகள் - சமூக உரிமைகள் - பெண்கள் மற்றும் குழந்தைகளின் மனித உரிமை - சமூகப் பழக்கங்களும் அரசியலமைப்புப் பாதுகாப்புகளும்.

<b>Code: 15HMHI202</b>	<b>LC –II-HINDI</b>	<b>Sem:II</b>
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**UNIT – 1**

DAY, TIME AND NUMBER

**UNIT – 2**

SELF – INTRODUCTION

**UNIT – 3**

ADVERTS, CONJUNCTIONS, ADJECTIVES, GLOSSARY

**UNIT – 4**

USAGE OF PHRASES  
FRAMING SENTENCES

**UNIT – 5**

COM SENTENCES USED IN FRONT OFFICE.

**Objectives:**

*To enable the students understand the manner of communication in English with proper pronunciation.*

*To enable the students understand the proper intonation and accentuation while speaking.*

*To enable the students learn the etiquette manners in hotel management.*

**UNIT – 1**

Pronunciation - Phonetics - Transcription - Stress - Tonners in connected speech - Rising / falling

**UNIT – 2**

Dialogue writing - Speech direct and indirect - Completion of dialogue - Using WH, How type questions - Tag - Formation of questions and answers (agreement disagreement) - Transformation of sentences and combination of sentences

**UNIT – 3**

Situations - Reacting to the situations - Etiquette manners over phone / face to face conversation with clients

**UNIT – 4**

Unraveling the captions in journals - World pictures - Error corrections - Error finding in sentences.

**UNIT –5**

Descriptive skill about the location, place or think hotel reservation, luggage food picnic and sightseeing to the clients. Preparing for a speech

**References Books:**

- *English grammar in use Raymond Murphy*
- *English course, Linguaphone Institute, London, 1970.*
- *A basic grammar, Eastwood and macking, OUP oxford 1982.*
- *Impact, Penguin to Functional English, peter watcy jones: Penguin,*
- *Middlesex, 1983 collins cobuild Enlgish launage dictionary ed, Gwyneth fox, Rosamund Moon & Penny stock.*



<b>Code: 15HM205</b>	<b>CC –III- Front Office Management</b>	<b>SEM:III</b>
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## **Objectives**

*To enable the students to learn about the room booking, guest handling and hotel operations.*

### **UNIT – 1: INTRODUCTION**

Introduction to Hotel Industry – Growth of Hotel Industry in India  
 –Classification of Catering Establishment – Origin of Hotel Industry –  
 Opportunities in Hotel Industry –Type of Hotels

### **Organization of Hotel**

Organization chart of large medium and small hotels –  
 Organization and layout of front office –the importance of Receptionist  
 –the status of receptionist as a partner in the hotel industry

### **UNIT – 2: FRONT OFFICE**

Introduction to front office –qualities of front office staff –(Front  
 office salesmanship, knowledge of products, sales promotion, guest  
 needs, desire to help, communication) –Front office assistant –  
 Importance of Job Description–Job Description of front office assistant

### **RESERVATION**

Importance of reservation - Advance reservation office -  
 Reservation enquires and reservation - Forecasting room reservation -  
 Over booking - Diaries and charts used in reservation - Whitney rack  
 system - Group reservation - Rights and liabilities of hotels and travel  
 agencies in room reservation - Reservation terminologies

### **UNIT – 3: RECEPTION**

Receiving the guest at the front office - Rooming a guest with  
 reservation - Rooming of a walk – in – guest - Registration of guests -  
 Duties of night receptionist - Duties of receptionist of a small hotel -  
 Knowledge of various registers and forms used in reception- Room rack  
 - Black list

## **ADVANCED FRONT OFFICE OPERATION**

### **LOBBY**

Stages of guest contacts with the hotel (pre-arrival, arrival, stay, departure) – procedures for left luggage, scanty baggage, and safe deposit facilities – guest main handling – paging

### **BELL DESK**

Job Description of bell captain and bell boy – Errand card

### **TELEPHONES**

Qualities of a good telephone operator – equipments in use (PBX, PABX, EPABX) – various registers in use – different telephone codes – wake-up call procedure

### **UNIT – 4: GUEST ACCOUNTING**

Job Description of front office cashier – Records and ledgers maintained by cashier (visitor's tabular ledger, weekly bill, allowance voucher, visitor's paid out, tax, foreign encashment, credit cards, charge slip, telephone voucher reports, petty cash voucher etc.) – ways of settling bills

### **NIGHT AUDITING**

Functions of night auditing – Job description of night auditor – cross checking, credit monitor and verify No Show and cancellation – daily and supplementary room rates – night audit process – preparing night auditing reports

### **UNIT – 5: PLANNING & EVALUATING FRONT OFFICE**

#### **OPERATIONS**

Establishing room rates – rule of thumb approach and Hubbart's formula – forecasting room availability – room revenue analysis – evaluating occupancy ratio, house count, bed occupancy percentage, average room revenue, average room revenue per guest, over stay percentage, under stay percentage, No show percentage, cancellation percentages and foreign guest occupancy percentage

#### **YIELD MANAGEMENT**

Concept of yield management and measuring yield – objectives and benefits of yield management – potential average for single and double room rate – multiple occupancy percentage – rates spread – potential average rate – room rate achievement factor – yield and identical occupancy – required non-room revenue for guest

## **Reference Books:**

- *Hotel Front Office Management – S.K. Bhatnagar*
- *Hotel Reception –Arnold Heinman*
- *Effective Front Office Operation – M.Kesavan*
- *Hotel Front Office –BruceBranham*
- *Basic Hotel Front Office – Peter Franny Renner*
- *Front Office Operation & Administration – Dennis L. Foster*
- *Hotel Front Office Training Manual – Sudhir Andrews (Tata Mc.Graw Hill Publications)*

Code:15HM206A	<b>AC – III - ACCOMMODATION MANAGEMENT</b>	Sem:II
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## **Objectives**

*To provide the basic knowledge of housekeeping in hotel industry*

## **UNIT – 1: INTRODUCTION**

- Role of Housekeeping ( in the hotel and in guest satisfaction Repeat Business)
- Organizational structure of housekeeping department in small medium & large hotels.

## **FUNCTIONS OF HOUSE KEEPING DEPARTMENT**

- Areas of cleaning – special cleaning
- Controlling cost and budgeting
- Inventories and record keeping
- Dealing with guest lost and found

## **UNIT – 2: DUTIES AND RESPONSIBILITIES OF HOUSE KEEPING STAFF**

- Executive Housekeeper
- Deputy housekeeper
- Floor supervisor (Morning, late duty, Night shift, routine explaining)
- Desk control supervisor (duties explaining records maintained)
- Public Area supervisor (Routine duties explaining red maintained).
- Room attendants – (routine duties explaining red attained)
- Store keeper 9taks performed and records maintained)
- House man (routine duties)
- A brief explanation of duties of linen and laundry staff.

## **CLEANING EQUIPMENTS AND AGENTS**

- ❖ General consideration for selection of
  - a. Equipments
  - b. Agents
- ❖ Classification and types of equipments with care and maintenance.
- ❖ Method of use and mechanism for each type.
- ❖ Classification of cleaning agents with its use, care and storage.
- ❖ Distribution and control of leaning agents.

## **UNIT – 3: FACILITIES OFFERED IN THE HOTELS**

- ❖ Services offered by the hotels
- ❖ Types of rooms (ordinary, suites and other types)
- ❖ Inter departmental cooperation with other departments in the hotel.

## **FIBERS AND FABRICS**

- ✓ Fibre – introduction
- ✓ Classification of Fibre
  - Origin & characteristics of Fibres
  - Methods of construction: Knitting, weaving (plain weave, Twill weave, stain waves figured, pile weave, cellular weave)
  - Finishes given to fabrics.

## **UNIT – 4: LAUNDRY, LINEN & UNIFORM**

### **LAUNDRY**

- Introduction
- Duties & responsibilities of laundry personnel
- Flow process of industrial Laundry
- Equipment & layout of Laundry
- Dry cleaning & guest laundry

### **LINEN & UNIFORM**

- Classification & size of various Linen (Bed, bath & table linen)
- Duties & responsibilities of linen & uniform personnel
- Layout of linen / uniform room
- Storage condition, inspection & issuing of linen
- Stock taking, par, stock, inventory & condemned linen maintenance
- Sewing room
- Budget

## **UNIT – 5 : STAIN REMOVAL**

### **STAIN REMOVAL**

- Definition, importance & classification of stains
- General rules & identification of stains
- Different types of stain removing agents with examples.

### **PEST CONTROL**

- Definition of pest
- Area of infestation prevention & control of pest.

### **FIRST AND & FIRE PREVENTION INTERIOR DECORATION**

- ❖ Importance of interior design
- ❖ Principle of design
- ❖ Role of colors in interior design
- ❖ Lighting & lighting system in hotels
- ❖ Floor & floor covering
- ❖ Wall & window treatment
- ❖ Furniture & fixtures
- ❖ Role of accessories in interior decoration
- ❖ Decoration on special occasion
- ❖ Re decoration & re ruffishing of guest room

### **FLOWER ARRANGEMENT**

- ❖ Purpose of flower arrangement
- ❖ Level of placement with relevant example
- ❖ Equipments & materials to use
- ❖ Conditioning of plant materials
- ❖ Styles of flower arrangement (western, Japanese, free style)
- ❖ Principles of flower arrangement
- ❖ Decoration during various occasions.

### **Reference Books:**

- *Hotel, hostel & Hospital housekeeping – Joan. C. Branson & Margaret Lennox*
- *Housekeeping supervision volume 1& 2 – June fellows*
- *The professional house keeper – Georgina keeping operations – Robert J. Marti*
- *Professional management of housekeeping operations – Rober J. Maruti*
- *Hotel House – keeping raining manual – Sudhir Andrews (tata Mc. Grew Hill publications)*
- *Accommodation and cleaning service – David M.Allen.*

Code:15EVS	<b>EVS -ENVIRONMENTAL SCIENCE</b>	Sem:II
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## Objectives

*To create awareness among the students about our environment, its values, and the need for protecting it for the well being of mankind in the months and years to come.*

### UNIT - I

**Multidisciplinary nature of Environmental Science :** Definition – Scope and importance. Natural resources: Land resources: Lands as resources and their uses – land degradation, soil erosion. Forest resources: Importance of forest resources - Major and minor forest produces – Need for afforestation – Water resources: Availability of surface and ground water – Importance of water conservation – Food resources: World food problems and possible solutions. Effect of modern agriculture.

### UNIT - II

**Mineral resources:** Their availability and uses – environmental effects of extracting. Energy resources: Growing energy needs – renewable and non-renewable energy sources – Use of alternate energy sources – Case studies – Equitable use of resources for sustainable life styles.

### UNIT-III:

**Ecosystem:** Concept – Structure and function of Grass land, Pond and Forest ecosystem – Food chains, food webs and Ecological pyramids. Biodiversity: Definition – Genetic, Species and Ecosystem diversity – Biogeographical classification of India – Values of Biodiversity – Biodiversity at global, national and local levels – India as a mega-diversity nation – Hotspots of Diversity – Threats to Biodiversity – Endangered and Endemic species of India – *In situ* and *Ex situ* conservation of biodiversity.

#### **UNIT-IV:**

**Environmental pollution:** Definition, Causes, effects and control measures of Air, Water, Soil, Marine, Noise, Thermal and Nuclear pollution – Solid Waste Management: Causes, effects and management of urban and industrial wastes

#### **UNIT-V:**

**Social issues and environment:** Effects of deforestation, Construction of Dams, Mineral mining on environment – Natural disasters and their management: Floods, Earthquake, Cyclone and Landslides – Conflicts over water – Advantages of rainwater harvesting and watershed management – Environmental ethics – Case studies – Population explosion – Effects of population explosion on environment – Role of individual in preservation of environment.

#### **List of Reference Books**

- ✓ *Anon. 2000. Environmental Studies (U.G.C Syllabus), Periyar E.V.R College, Tiruchirapalli.*
- ✓ *Asthana, D.K., Meera, A. 2006. A Text Book of Environmental Studies for under graduate students. S.Chand & Company Ltd., New Delhi.*
- ✓ *Benny Joseph. 2005. Environmental Studies. Tata McGraw-Hill Publishing Company Ltd., New Delhi.*
- ✓ *Kumaraswamy, K., Alagappa Moses, A. and Vasanthi, M. 2004. Environmental Studies (A Text Book for all under graduate students). Bharathidasan University, Tiruchirapalli.*



Code:15XHM21	<b>SKBC-I- Internet and Web Design</b>	Sem: II
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### Objectives:

*To learn the basic concepts of web design. The course gives a basic idea of designing a web page using HTML. At the end of the programme the students will be able to design some static web pages.*

### Unit –I:

**Introduction to Internet:** World Wide Web – Functionalities of Browsers – Introduction to static, dynamic and active web pages.

**Introduction to HTML:** Designing a Home page - History of HTML - HTML Generations – HTML Documents – Anchor Tag – Hyper links – Sample HTML documents.

### Unit –II:

**Head and Body Sections:** Header Section – Title – Prologue – Links – Colorful Web page – Comments Lines. **Designing the Body Section:** Heading – Printing – Aligning the Headings – Horizontal Rule – Paragraph – Tab Settings.

### Unit –III:

Images and Pictures – Embedding PNG Format Images: **Ordered and Unordered Lists:** Lists – Unordered Lists – Heading in a List – Ordered Lists - Nested Lists.

### Unit –IV:

**Table Handling:** Tables – Tables creation in HTML – width of the Table and Cells-Cells Spanning Multiple Rows/Columns-Coloring Cells - Column Specification – **DHTML and Style Sheets:** Defining Styles – Elements of Styles – Linking a Style Sheet to an HTML Documents – In line Styles – Internal and External Style Sheets – Multiple Styles.

### Unit –V:

**Frames:** Frameset Definition – Frame Definition – Nested Framesets – **Forms:** Action Attribute – Method Attribute – Enctype Attribute – Drop down list – Check Boxes – Radio Buttons – Text Field – Text area – Password and Hidden Fields – Submit and Reset Buttons – Designing Sample Forms.

### Book for Study:

- *C XAVIER, World Wide Web design with HTML- Tata McGraw Hill Publishing Company Limited 2001. ISBN 0-07-463971-4.*

**UNIT – 1**

Translator

1. Hindi to English
2. English to Hindi

**UNIT – 2**

Common sentences in our daily life

At the Bus stand

At the Railway station.

**UNIT – 3**

Restaurant equipments

Parts of the body

Relations

Designations

**UNIT – 4**

Expressing regrets

**UNIT – 5**

Comprehension

Common sentences used in food production.

**UNIT – 1****MODES OF EXPRESSIONS**

- Affirmative
- Negative
- Interrogative
- Exclamatory

**UNIT – 2**

- Thought Fillers
- Understanding and defining the usage of a, an, the, few, some
- Imitations of great thoughts / proverb in the same sentence pattern
- Homophones

**UNIT -3**

- Dialogue practice
- Reported speech
- Conversion of dialogue into a passage
- Conversion of tables into a passage

**UNIT -4**

- Process description
- Preparing Resumes / Bio data / curriculum vitae
- Preparing check – list

**UNIT – 5**

- Precise writing
- E-Mail message preparation
- Minutes of the meeting – hints on staff meeting of a concern.

**References Books:**

- *John East world “Oxford practical grammar” Oxford university press, 2000.*
- *Kennedy Etal “ The Bedford Guide for colleges”, st Martin press.*
- *Shaik Moula “Communication skills”- a practical approach Frank & Brothers Co.Ltd, New Delhi.*

**Objectives**

*To enable the students to familiarize about the international cuisines*

**UNIT – 1 : HORS D'OEUVRE AND SALADS**

- ◆ Description of various types of Hors d'oeuvre
- ◆ Hors d'oeuvre varieties with examples
- ◆ Hors d'oeuvre Froid and Hors d'oeuvre Chaud with examples
- ◆ Classification of Salads – Simple or plain salad
- ◆ Compound salad and its four Groups
- ◆ Salad and its four basic parts
- ◆ Fruit based, vegetable based, meat based and fish based, compound salad with example.

**UNIT – 2 : VEGETABLE AND SOUP**

- ◆ Different types of vegetables with examples
- ◆ Colour reaction of different types of vegetables to acid, alkali and vitamins
- ◆ Cooking methods of vegetables
- ◆ Composition and Nutritive value
- ◆ Selection of vegetable
- ◆ Preservation of Nutrients
- ◆ Methods of cooking different vegetables with emphasis on cooking; asparagus, artichoke, Leeks, Brussel sprouts.
- ◆ Introduction to soups and stocks
- ◆ Classification with example in each group.
- ◆ Composition & Recipe for 1 liter consommé
- ◆ Popular soups with 10 garnishes
- ◆ Classical soups.

### **UNIT – 3: FISH & EGG**

- ◆ Different types with examples
- ◆ Recognition
- ◆ Selection of fish
- ◆ Preparation & cleaning
- ◆ Basic cuts & its uses
- ◆ Cooking methods
- ◆ Preparation methods
- ◆ Structure of an egg
- ◆ Selection procedure
- ◆ Method of cooking eggs
- ◆ Various forms of using egg
- ◆ Preparation methods

### **UNIT – 4: FARINACEOUS DISHES**

- ◆ Classification of farinaceous products
- ◆ History of pasta and rice
- ◆ Preparation of pasta
- ◆ Popular types of pasta with structures
- ◆ Cooking of pasta
- ◆ Methods of cooking rice
- ◆ Terms associated with farinaceous dishes.
- ◆ Pasta dishes (Recipes)
- ◆ Rice dishes (Recipes)

### **UNIT – 5: LARDER**

- ◆ Slaughtering techniques of Lamb, Beef and Pork
- ◆ Jointing of Lamb, Beef and Pork
- ◆ Meat types and weights and uses methods of cooking (cuts)
- ◆ Meat preservation – Salting, Smoking, Freezing of meat: Bacon, Ham; Game bird
- ◆ Cold Section Butchery Section
- ◆ Carving Section
- ◆ Definition of accompaniment
- ◆ Food and their usual accompaniment
- ◆ Definition of Garnish

- ◆ Types of Garnish
- ◆ Constituents of Garnish
- ◆ Suggested Garnishes
- ◆ Decorating procedure and its uses
- ◆ Importance with 10 examples
- ◆ Table Sauces
- ◆ Vegetable preparations
- ◆ Potato preparations

**Reference Book:**

- Modern Cookery for Teaching and Trade – Vol.I and II –Thangam E.Philip (Orient Longman Publications)
- Practical Cookery – Kinton and Cesernai (ELBS Publications)
- The Theory of Catering – Kinton and Cereani (ELBS Publications)
- Theory of Cookery – Krishna Arora (Frank Bros. & Co., New Delhi)
- A Taste of India – Madhur Jeffrey

**I. RECEPTION**

- ✓ Wishing / greeting the guest
- ✓ Registration and room allotment
- ✓ Situation handing
- ✓ Registers maintained

**II. RESERVATION**

- ✓ Reservation from – confirmation
- ✓ Reconfirmation
- ✓ Reservation enquires
- ✓ Diaries and charts used in reservation
- ✓ Whitney rack – handling
- ✓ Knowledge of reservation terminology

**III. INFORMATION**

- ✓ Mail handling
- ✓ Receiving / Passing message to guest
- ✓ Local information
- ✓ Tour arrangement details
- ✓ Travel

**IV. TELEPHONE OPERATOR**

- ✓ Handling of telephone
- ✓ Receiving / connecting calls to guests / staff
- ✓ Wake up calls

**V. BELL DESK**

- ✓ Luggage handling procedure
- ✓ Errand card
- ✓ Scanty baggage

**N.B The above syllabus is common for semesters III & IV.**

**Objectives**

*To provide the basic knowledge of service and wines*

**UNIT – 1 INTRODUCTION TO BEVERAGES**

- Definition
- Classification
- Significance

**WINES**

- Definition
- Classification
- Grape varieties
- Production of table wine
- Service and storage
- Wines of France
- Wines of Italy
- Wines of Germany
- Wines of U.S.A
- Wines of Australia
- Other wine producing countries

**SPARKLING WINES**

- ✓ Methods of producing sparkling wines
- ✓ Champagne – production and its significance
- ✓ Service and storage

**FORTIFIED WINES**

- ⇒ Sherry
- ⇒ Port
- ⇒ Madeira
- ⇒ Marsala



## UNIT – 2

### SPIRITS

- Definition
- Distillation – post still & patent still
- Different spirits
  - a. Brandy    b. Whisky                      c. Gin                      d. Vodka
  - e. Rum (Production types of service and storage)
- Other spirits
- Aperitifs and liqueurs
  - a. Definition                                      b. Production                      c. Service and Storage

## UNIT – 3

### BEER

- a. Definition                                      b. Production                                      c. types of beer
- d. Service and storage

## UNIT – 4

### COCKTAILS, FOOD AND WINE HARMONY COCKTAILS

- a. definition                                      b. Production                                      c. Types of beer
- d. Service and storage

### FOOD AND WINE HARMONY

Food and matching drink

## UNIT -5

### COCKTAILS, FOOD AND WINE HARMONY

#### BAR :

- a. Lay out                                      b. Types of bar                                      c. Proof system

#### BEVERAGE CONTROL MEASURES :

- a. Allocation                                      b. Bar ledger
- c. Indent, Receipt, and issue of liquours
- d. Cellar maintenance                      e. Different measures ( ounces)
- f. Legal points

#### Reference Books:

- *Food & Beverage service – lillicrap & John cousins*
- *Food & Beverage service training manual – Sudhir Andrews*
- *Food & beverage service Vijay Dhawan*
- *Professional guide to Alcoholic beverages – Lipinski*
- *Beer – Michal Jackson*
- *Public house & Beverage Management – Michael Flynn*
- *Key issues & principles – Caroline Ritchie, Andrew Roberts*
- *The world encyclopedia of wine – Stuart Walton*
- *Beer Basics – Peter cafrance*

## 1. AREAS OF CLEANING

Room, bathroom, toilet, washbasin, bath tub, sink, table, water closet, staircase, corridor, carpet.

## 2. SEQUENCE OF CLEANING

- ✓ Cob web taking
- ✓ Dusting
- ✓ Sweeping
- ✓ Scrubbing
- ✓ Moping
- ✓ Carpet cleaning
- ✓ Carpet shampooing

## 3. POLISHING

- ✓ Brassware
- ✓ Tiles
- ✓ Furniture

## 4. REGISTERS MAINTAINED IN HOUSE KEEPING

- ✓ Lost and found
- ✓ Cleaning (Weekly, Daily, spring)
- ✓ For cleaning agents
- ✓ Knowledge of equipment and agents used in House keeping

## 5. DUTIES & RESPONSIBILITIES OF HOUSE KEEPING STAFF

- ❖ Executive House keeper
- ❖ Assistant House keeper
- ❖ Floor and public area supervisor
- ❖ Room attendant
- ❖ House men

## 6. SITUATION HANDLING

- ❖ With guest
- ❖ With other departments

## 7. STAIN REMOVAL

- ❖ Linen items
- ❖ Uniform items
- ❖ Floors
- ❖ Bathroom
- ❖ Toilet
- Identification of different kinds of Fibres & Fabrics
- Laundry basic principles (in house laundry service procedures)
- Stain removal
  - ❖ Identification of stains
  - ❖ Cleaning agents used for removal of stains
- Flower arrangement
  - ❖ Conditioning of plant materials
  - ❖ Different styles of plant materials
- Theme decoration

**N.B. the above syllabus is common for semesters III & IV.**

**Objectives**

*To learn practically the various techniques involved in animation and image editing.*

**GIMP:**

- ❖ Two Images Layer Masking
- ❖ Compose old Images to New Images
- ❖ Convert New Images into old Images
- ❖ Wind Effect on an Image
- ❖ Create own Background Using Various Tools
- ❖ Color Management
- ❖ Pattern Filling
- ❖ Image Slicing with path Tool and Marquee Tool
- ❖ Creating a Blazing Flame Text
- ❖ A simple Animation

Code: 15GS	<b>GS -Gender Studies ( Self study)</b>	Sem:III
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## Objectives

*To make boys and girls aware of each others strengths and weakness.*

*To develop sensitivity towards both genders in order to lead an ethically enriched life.*

*To promote attitudinal change towards a gender balanced ambience and women empowerment.*

### **Unit-I : Concepts of Gender**

Sex – Gender- Biological Determination – Patriarchy -Feminism- Gender Discrimination- Gender Division of Labour – Gender Stereotyping- Gender Sensitivity – Gender Equity – Gender Equality- Gender Mainstreaming – Empowerment.

### **Unit –II: Women’s Studies vs Gender Studies**

UGC’s Guidelines –VII to XI Plans – Gender Studies: Beijing Conference and Convention on the Elimination of All forms of Discrimination against Women (CEDAW) - Exclusiveness and Inclusiveness

### **Unit –III: Areas of Gender Discrimination:**

Family – Sex ratio – Literacy - Health – Governance- Religion- Work Vs Employment –Market-Media –Politics –Law – Domestic Violence-Sexual Harassment – State Policies and Planning.

### **Unit –IV: Women Development and Gender Development**

Initiatives- International Women’s Decade – International Women’s Year –National Policy for Empowerment Year 2001 – Mainstreaming Global Policies.

## **Unit –V : Women’s Movement and Safeguarding Mechanism in India**

National Commission for Women (NCW) – All Women Police Station- Family Court- Domestic Violence Act – Prevention of Sexual Harassment at Work Place- Supreme Court Guidelines – Maternity Benefit Act –Pre-natal Diagnostic Act - Hindu Succession Act 2005- Eve Teasing Prevention Act – Self Help Group -73<sup>rd</sup> and 74<sup>th</sup> Amendment Act for PRIS.

### **Book for Study**

- *N.Manimekalai and S.Suba –Gender Studies- Bharathidasan University- Trichirappalli-620024.*

### **Reference Books**

- ✓ *V.S. Gurusamy- Empowerment of Women in India – New Century Publications-New Delhi-First Edition-2008.*

<b>Code:15HMH404</b>	<b>LC -IV - Hindi</b>	<b>Sem:IV</b>
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**UNIT – 1**

Common sentences used in Food and Beverage service

**UNIT – 2**

Common words used in Hoses keeping

**UNIT – 3**

Letter writing & dialogue writing

**UNIT – 4**

Contestations

- 1.Customer and receptionist
2. with a co-passenger
3. At the bank

**UNIT – 5**

About training and placement Administrative terms

Code:15HMHI404	ELC –IV – Communicative English	Sem:IV
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### UNIT –1

Basics of English - Errors in sub verb agreement - Spot the error - Sentence completion - Role of auxiliary verbs in conversation

### UNIT – 2

Restructuring the jumbled sentences - Match the synonyms - Match the antonyms - Word order a sentence - Develop the hints with suitable title

### UNIT – 3

Vocabulary skills - Spell check - Mis spelt - Fill up the context with appropriate words - One word substitutions - Tense / voice forms

### UNIT – 4

Report writing - Expansion of proverb. Maxims - General essay Paragraph writing

### UNIT – 5

Letter writing passage comprehension (understand skills) - Guidelines – to attend an interview - Preparing for an interview - Colloquial expression at the work spot - Possible dialogues at the work spot / Restaurant / Front office with the clients.

### **Reference Books:**

- *English for competitive exams – R. Bhatnagar, Macmillan publish company.*
- *Heaton J.B & Tuton N.D Longman “Dictionary of common errors”*

**Note:** Faculty members of English department can teach the situation dialogue related to hotel industry.



## STOCK

Code:15HM411L	<b>CC – VI -FOOD PRODUCTION PRACTICAL – II</b>	Sem:IV & V
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Vegetable, stock, Brown stock, chicken stock & Fish stock.

### SAUCE

BECHAMEL sauce, brown sauce, mayonnaise sauce, Hollandaise sauce, veloute sauce with 2 Derivatives of each, Tomatato concasse.

### SOUP

Cream	– 5 varieties
Consommé	- 3 varieties
Broths	– 2 varieties
Bisques	– 1 variety
Purees	– 2 varieties
Cold soup	- 2 varieties

### SALADS

Vegetable based	– 5 varieties
Fruitbased	-2 varieties
Meat based	– 2 varieties
Fish based	– 1 variety

### SEA FOODS - FISH

Poached fish	- 1 variety
Grilled fish	– 1 variety
Shallow fired fish	-2 varieties
Deep fried fish	– 2 varieties
Baked fish	– 1 varieties

### SHELLFISH

Prawns, lobster and crab – each 2 varieties

### WHITE MEAT AND RED MEAT

Roasts	– 2 varieties
Grilled	– 2 varieties
Fried	– 2 varieties
Stews	- 2 varieties

### VEGETABLES

Preparation and cooking of vegetables in season and the accompany 5 varieties.

Potatoes - 5 varieties

### **PASTAS**

Pastas - 5 varieties

### **EGG**

Boiled, poached, fried, varieties of omelets

### **DESSERTS**

Cold sweet – 4 varieties

Steamed sweet – 2 varieties

Ice cream based – 3 varieties

Fruit based – 2 varieties

**CONCEPT AND INTERNATIONAL MENUS HAVE TO BE FOLLOWED IN ADDITION TO THE ABOVE AND THE FOLLOWING ARE SOME OF THE SPECIMEN MENUS.**

Chicken clear soup mutton fried rice Gobi Manchurian Dates pancake	Hot and sour vegetables soup Mixed Fried Rice Chinese fired chicken vegetable chopsuey
Sweet corn vegetable soup schzwan fried rice sweet and sour fish peaking toffee apples	Chicken and Mudh room soup Shangai Fried Rice Garlic Fried Saled Sweet and
Manchow soup Prawn schzwan Fried Rice Ginger Fritters	Egg Drop soup Vegetable Noodles chilli chicken coconut chicken coconut pancake.
Sale3d Columbia Beef and tomato soup Hakka Noodles set and sour fish orange soufflé	Sweet corn chicken soup egg. Noodles brawn in Garlic sauce sweet and sour vegetable Caribbean banana.

N.B: The above mentioned syllabus is common for semesters IV & V.

<b>Code:15HM412A</b>	<b>AC - VI – HOSPITALITY SERVICES</b>	<b>Sem:IV</b>
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## **Objectives**

*To understand the concept of hospitality services and also other than the hotel industry*

### **UNIT – 1**

Transport catering – classification – Air, Rail, Ship and Luxury coaches. Air catering – Planning of Menus – Organization of service – Airline Tray service – Importance of Flight Kitchen Units – Limitations of Air catering.

Rail catering – planning of menus – organization of service – refreshment stalls in Railway stations – pantry car service – Role of Indian Railway catering & tourism corporation – palace on wheels.

### **UNIT – 2**

Ship catering – catering service in Passenger ships – cruise Lines catering – compiling of food and wine lists for cruise liner catering.

### **UNIT – 3**

Hospital catering – planning of menu for invalids – importance of Diet Kitchen – hospital tray service.

### **UNIT – 4**

Industrial catering – planning of Kitchen and food service Areas – Role of cyclic menus – benefits of subsidy offered by the management. Institutional catering – Food service units in Research Institution such as I.C.A.R., C.S.I.R and I.C. M.R – Planning of menus. Schools, college and universities – planning of menus – school meal services and canteens – Importance of Nutritive value.

### **UNIT – 5**

Out – Door catering – types of functions – contracted and speculative functions – organization of food production and food service Areas – problems in outdoor catering.

Miscellaneous forms of catering such as club catering, prison catering and catering in armed forces.

### **References Books:**

- *Hotel management theory volume I&II – Dr.B.K Chakravarthi (APH publishing corporation, New Delhi).*
- *Food and beverage service – Dennis lillicrap & John cousins (ELBS publications)*
- *Catering management – An integrated Approach – Mohini sethi – Surjeet Malhan (Wiley Eastern Ltd).*

Code: 15SSC	Soft skills course	Sem-IV
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## Objectives

*“Soft skills” or behavioral skills are those that are crucial to an employee’s ability to work “smarter”. A survey of employers has revealed a list of specific “soft skills” that they believe as essential for employees. The skills most frequently mentioned for fresh entrant engineers are English communication, knowing how to learn; competence in reading, writing, effective listening and oral communication skills; grammar and vocabulary; and initiative; interpersonal skills; the ability to work in teams, Knowledge of industry.*

### Unit I

Importance of Spoken English: Indian and Global Context; Native and NonNative Accents of English and Issue of Intelligibility

- Aspects of English Pronunciation: Individual sounds: Vowels and Consonants

### Unit II

- Features of Connected Speech: Word Stress, Rhythm and Intonation
- Fluency in Spoken English: Rate of Speaking, Volume of Voice, Pitch, Articulation, Clarity of Expression, Lack of Hesitation, Confidence
- Speaking Politely in English: Use of Can, Could, May, Might, Will, Would,  
Expressing Requests, Gratitude, Compliments, Agreement, Disagreement

### **Unit III**

Definition and Functions of Communication, Types of Communication:

Interpersonal (Dyadic), Group Communication, Mass Communication

- Maxims of Good Conversation

### **Unit IV**

- Characteristics of Competent Speaker
- Styles of Speaking
- Interview and Group Discussion

### **Unit V**

- Speaking with Confidence: Speech Anxiety, Ways to Overcome Speech
- Anxiety, Building Credibility as a Speaker: Competence, Character, Charisma
- Situational Conversations: Meeting People, Greetings, Introducing Yourself,
- Introducing People, Saying Thanks

**Objectives**

*To expose the students to know the nutrition values and how to preserve the food in hotel industry*

**UNIT – 1**

Introduction to food preservation, importance of preservation, food spoilage, food poisoning food intoxication, food infection, sanitation and health. (definitions and two examples for each topic). Principle of food preservation.

**UNIT – 2**

Food preservation by use of high temperature – sterilization (canning, aseptic canning, hot packing) pasteurization and blanching. Food preservation by use of low temperature – freezing and refrigeration.

**UNIT – 3**

Food preservation by using evaporation and drying – factors influencing evaporation process, sun drying, artificial drying, Drying equipment – Hot air drier, drying by contact with heated surface, dehydration of vegetables, fruits, beta & gamma radiations.

**UNIT – 4**

Food preservation by fermentation & pickling – types of fermentations, wines, beer, ale, cider, vinegar, vinegar making, preparation of yeast starter, pickled fruits and vegetables, sauerkraut, olives, pickled meat.

**UNIT – 5****Food additives and chemicals**

Definition, functional characteristics of chemical additives. Acids, bases & their salts, leavening agents, preservatives- organic and other chemical preservatives – organic acids & their salts, inorganic salts, wood smoke, spices & condiments antibiotics and other chemical preservatives. Packaging & labeling.

**Reference Books:**

- *Modern technology on food preservation – Niir board, Asia pacific business press, Delhi.*
- *Food processing and preservation – B. Sivasankar, prentice hall of India pvt.Ltd., New Delhi.*



<b>Code:15HM514</b>	<b>CC – VIII - FOOD PRODUCTION</b> <b>THEORY (BK)</b>	<b>Sem: V</b>
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## Objectives

*To impart the basic knowledge of bakery in hotel industry*

### UNIT – 1 INTRODUCTION

- ❖ Aims and objectives of bakery
- ❖ Organizational structure of bakery (both small and large scale)
- ❖ Equipments used (description and their uses)
- ❖ Oven (types and their advantages / disadvantages)
- ❖ Personal hygiene maintained in the bakery.

### UNIT – 2: RAW MATERIALS USED IN BAKERY

- ❖ Flour (composition, types, gluten, WAP of flour, pH value, flour test)
- ❖ Yeast (elementary knowledge, activity, function and its uses, effect of over under fermentation.
- ❖ Eggs (function and its uses in bakery)
- ❖ Sugar (function and its uses in bakery)
- ❖ Salts (function and its uses in bakery)
- ❖ Fats (function and its uses in bakery)
- ❖ Cream (function and its uses in bakery)
- ❖ Milk (function and its uses in bakery)
- ❖ Leavening agents (function and its uses in bakery)
- ❖ Flavouring and fruits (function and its uses in bakery)

### UNIT – 3: YEAST DOUGH PRODUCTS

- ❖ Method of preparing bread dough's
- ❖ Quality of ingredients in making breads
- ❖ Faults and remedies in bread making
- ❖ Bread improves
- ❖ Bread diseases and rectification
- ❖ Leavening action of yeast on bread dough

## UNIT – 4: CONFECTIONERY PRODUCTS

- ❖ Types of pastry preparation
- ❖ Reason for common problems in pastry making
- ❖ Different cake making methods
- ❖ The quality of cake making ingredients and the types of cakes (rich, lean, high ratio and low ratio cakes).
- ❖ Leavening action of baking powder on cakes
- ❖ Faults and remedies in cake making.

## UNIT – 5: ICINGS AND OVEN TEMPERATURE

- ❖ Icing – Introduction
- ❖ Types of icing (butter icing, royal icing, marzipan, fudge, glaze Icing, chocolate icing, marshmallow)
- ❖ Gum paste
- ❖ Oven at different temperature (hot, very hot, medium etc)
- ❖ The oven temperatures for baking rich and lean cakes

### **Reference Books:**

- *Basic baking science and craft by S.C Dubey (S.C DUBEY F- 10/5, Malaviya nagar, New Delhi – 110017)*
- *Beautiful baking – consultant editor – carole clements Richard blady publishing (anness publishers ltd)*
- *perfect baking at hom – Kriothika A.Mathews (vasan Book depot, Bangalore)*
- *Practical baking – Sutan*
- *New compoete bookd of breads – Bernard clayton (fireside rockfeller centr, New york).*
- *Baking made simple – M.K Gaur (bakers machinery and consultancy company, Bangalore.*

**Objective**

*To have only a basic knowledge on the various acts applicable to catering*

**UNIT – 1**

- Introduction object of law : The various laws applicable to catering establishments. Procurement of licenses of permits required to operate hotels restaurants & other catering establishments.
- Study of fixation of tariff for various taxes viz. luxury, expenditure, tiles, surcharge.

**UNIT – 2**

- Labour laws (Definition and importance provision alone's sufficient)
- Shops & establishment Act, Tamilnadu catering Establishment Act, working condition, welfare, health and safety measures, powers of inspectors.
- The payment of wages act 1936.
  - The minimum wages, workman, industrial establishment, employer, employee, factory rules for payment of wages, deductions allowed.
- The minimum wages Act 1948 scopes, Fixation & revision of wages – obligation of employers rights of workers administrative authorities.
- The Employees provident Fund Act 1952 – What is P.F rights of workers administrative authorities.
- The payment bonus act 1965 what is bonus? Minimum & Maximum bonus. Bonus Vs. Performance incentive, bonus incase of new establishments, obligations and rights of employers & employee.
- The employees state insurance act 1948. scope. Rate gratuity rights & obligations of employer and employee adjudication of disputes.

- The payment of gratuity act 1972 Scope. Rate Gratuity rights & obligations of employer & employee recovery of Gratuity, short notes on gratuity trust.
- Apprenticeship Act, Contract regulation (abolition) act.

### **UNIT – 3**

- Mercantile Law
- The contract act 1872
  - Definition. Valid / void contract, validity of contract, void arrangement, illegal agreement, requirements, performance (when a communication becomes complete legally)
- The sale of goods act 1930
  - Definition. Conditions & warranties, performance right of unpaid vendor.
- The contract of Bailment
  - Definition. Rights & duties of Bailor & bailee in keepers liabilities.
- Law of insurance – General principles, fire insurance / burglary/ riots / natural calamities fidelity insurance – meaning & effect.

### **UNIT – 4**

- Consumer laws
- The consumer protection Act 1986
  - Applicability, Role of consumers redressed forms & jurisdiction.
- The prevention of food adulteration Act 1954
- The standard weight and measure act 1976
- The essential commodities act 1955
- The food hygiene (Amendment) regulation 1990
- The food safety act 1990
- Prohibition of excise Act – Relevant to Hotel industry.

## **UNIT – 5**

### **Types of organization**

- Company Law 1956 : definition, private company, public company
- The partnership act 1932: Definition, Formation
- Law of Agency : Definition , Creation, rights & duties of agent
- Shares & Debentures : Types
- Basic knowledge of legal Aid

**List of Practical**

- ❖ Identification of glassware
- ❖ service of Wine
- ❖ Service of Spirits
- ❖ Service of beer
- ❖ Compiling five course menu Along with matching Drink
- ❖ Service of cigars and cigarette
- ❖ Guerdon service
- ❖ Banquet planning (layout, menu compiling)
- ❖ Service sequences (basics and advanced)

N.B: The above – mentioned syllabus is common for semesters V &VI.

Code:15HM517L	CC-XI- Food Production Practical (BK)-II	Sem: V & VI
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**The following are specimen menus for practical**

**Menu – I**

Jam Tart  
Orange muffins  
Checked Biscuits

**Menu – III**

Milk Bread  
Praline finger  
Apple pie

**Menu – V**

Bread Rolls  
Palmiers  
Sand castle

**Menu – VII**

Raisin Bread  
Chicken – Vol au-vent  
Cream cookies

**Menu – IX**

Swiss Roll  
Pizza  
Garlic bread  
ig Pin wheels

**Menu – XI**

Burger Buns  
Black forest cake  
Cheese straws  
Ice Carving and Butter Carving – Basics

**Menu – II**

Vegetable puffs  
Madelines Cake  
Coconut biscuits

**Menu – IV**

Croissant  
Chocolate cake  
nan Khatai

**Menu – VI**

Coconut puffs  
yule log  
melting movements

**Menu – VIII**

Danish pastry  
Plum cake  
Varki

**Menu – X**

Birthday cake  
Bread Sticks  
Fruit cake  
Banana flans

**Menu – XII**

Birthday cake  
Bread sticks  
Chicken puffs

<b>Code:15HM5N</b>	<b>NMEC – Basic Catering</b>	<b>Sem: V</b>
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### **UNIT – 01**

- 1.1 Evolution of catering industry and brief description of different type of catering establishment
- 1.2 Catering as a career and job prospects in the industry
- 1.3 Introduction to hotel industry and various departments in hotel and their function
- 1.4 Organization structure of small, medium and large hotel.
- 1.5 Different type of plans in a hotel.
- 1.6 Menu – definition(menu followed as various catering establishment)

### **UNIT-02**

- 2.1 Aims and objective of cooking food.
- 2.2 Method of cooking
- 2.3 Points to be consider while menu planning.
- 2.4 Organization structure of food production
- 2.5 Type of food
- 2.6 Preservation and storing methods of raw materials and cooking items.
- 2.7 Safely and hygienic procedures follow in food production department.

### **UNIT-03**

- 3.1 Importance of front office department.
- 3.2 Organization structure of front office department and their duties, responsibilities
- 3.3 Type of room their reservation and canceling procedures.
- 3.4 Importance of housekeeping.
- 3.5 Structure of housekeeping duties of personnel's.

### **UNIT-04**

- 4.1 Staff hierarchy of F&B outlets
- 4.2 Inter departmental Relationship
- 4.3 Organization structure of f&b service department and their duties, responsibilities.
- 4.4 Type of service.
- 4.5 Type of menu.



## UNIT-05

- 5.1 Define Tourism.
- 5.2 Role of industrial Revolution.
- 5.3 Type of Tourism.
- 5.4 Mise-en-Place & Mise-en-scene
- 5.6 Fish -3 Varieties
- 5.7 Chicken-3Varieties
- 5.8 Cutlet & French Fries
- 5.9 sand wiches
- 5.10 Plain Sponge
- 5.11 Cookies
- 5.12 Bread

### Reference

- 1) Modern cookery for Teaching and Trade- Vol.I & II- Thangam E- Philip
- 2) Theroy of cookery – Krishna arora
- 3) The Theory Of Catering –Kinton & Ceserani
- 4) Food and Beverage Service Training Manual-Sudhir Andrews
- 5) Hotel Fron Office Training Manual- Sudhir Andrews
- 6) Hotel House Keeping Training Manual - Sudhir Andrews

## Objectives

Code:15HM518	EC – I -Bar Management	Sem: V
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*By the end of the semester, the students would be able to understand the different types of bar, its operations, and the control system to be followed in Bar.*

### UNIT – 1

1. A brief history of the bar & beverage business
2. Types of Bar – Walk – in – bar, Airport bar, sports bar, service bar, mobile bar (in flight serve), mini bar, Recreational bar, specialty bar, lounge, pub.
3. Definitions – abstainer, light drinker, moderate drinker, heavy drinker, alcohol dependence, alcohol abusers, alcoholism.
4. The three primary legal concerns with regard to alcohol service – off – hour service, service of alcoholic beverage to minors, service of alcoholic beverage leading to intoxication.
5. Physical effects of alcohol on the body system – Blood alcohol concentration (BAC).

### UNIT – 2

#### Interior design

Establishing a theme  
Planning for space allocation  
Planning for traffic flow  
Foods – wall & wall coverings – lighting control  
Furniture & equipment

#### Basic bar arrangements

Front bar, back bar, under bar

#### Bar equipments, tools

### UNIT – 3

#### Bartender

Role as psychologist  
Role as sales person  
Role in alcohol awareness  
3.2 Bartenders role in mixing drinks – drink preparation methods  
3.3 Service & Selling techniques

## **UNIT – 4**

### **Marketing bar operations**

- Marketing segmentation
- Market research
- Selecting a target market
- Competition analysis
- Marketing mix
- Forecasting sales

### **Promotions – Developing promotions**

- Budgeting
- Selecting & developing the idea
- Establishing a time table
- Selecting media strategies
- Delivering what you promise
- Evaluating the result

### **Promotional mix**

- Advertising – print media, television, radio, word of mouth
- Sale promotion – personal selling, suggestive selling, bar snacks.

## **UNIT - 5**

- ◆ Bar control system
- ◆ Beverage control – Cellar control, Product control, Sales & profitability control, cash control
- ◆ Cellar control – Bin card
  - Product control
  - Standard recipe
  - Portion control
- ◆ Automatic dispensing systems
  - Sales & profitability control
  - Determining product cost
  - Sales accountability
  - Pricing
- ◆ Cash control – cash handling procedures
- ◆ Preventing pilferage & fraud

**Reference Books:**

- *Food and Beverage Management – Davis, Stone*
- *Public House & beverage Management – Michael Flynn*
- *The Beverage Book – Andrew Durkan and John cousins*

**Objectives**

*To make the students to gain knowledge of both principles and practices of accounting*

**UNIT – 1**

Meaning of Accounting – Meaning and objectives of books keeping – Account concepts and conventions – Principles of double entry, kinds of accounts.

**UNIT – 2**

Journal – Ledger – Meaning – Preparation of Ledger Accounts – Balancing of Ledger.

**UNIT – 3**

Trial balance – Definition objectives – Limitation – preparation of Trial Balance

**UNIT – 4**

Subsidiary books – purchase book, sales book, purchase – returns books, sales – returns books

**UNIT – 5**

Final accounts - Items to be posted in debit and credit side of the trading account, profit and loss account and balance sheet.

**Reference Books:**

- *Advanced accountancy by Jain and Narag – Kalyani publishers*
- *Advanced Accountancy by Shukla and Grewal – S.Chand & sons*

<b>Code:15HM620</b>	<b>CC –XIII- Personal Management and Entrepreneurship</b>	<b>Sem: VI</b>
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### **Objectives**

*To develop and strengthen entrepreneurial quality and motivate the students to become a successful entrepreneur*

#### **UNIT -1**

Importance of personnel management – staff requirement and selection advisement – Interviewing – Appointment – training and development

#### **UNIT – 2**

Job analysis, job description – purpose and procedure – job description of various categories of Hotel staff – duty roaster – supervision – performance evaluation techniques and methods and – job specification

#### **UNIT – 3**

Motivation – Herzberg’s two – factor theory, Abraham H.Maslow’s need hierarchy theory, job enrichment & job enlargement – meaning importance discipline, disciplinary like charge – sheet and suspension.

#### **UNIT – 4**

Entrepreneurship – definition, characteristics and qualities of entrepreneur entrepreneurial development training, support of institution like NABARD – Delhi SIET – Hyderabad, ITCOT, SIPCOT, SISI-Tamil Nadu.

#### **UNIT – 5**

Project – Idea Processing and Selection – Identification and Classification, Project Life Cycle – Project Formulation.  
Plant Layout in view of Hotel Industry, Steps for starting small hotels – Problems in starting a hotel – Ways to rectify the problems

#### **Reference Book:**

- *Personnel Management in Hotel and Catering – Kumar H.L*
- *Personnel Management – C.B.Memoria*
- *Dynamics of Entrepreneurial Development and Management – Vasant Desai*
- *Entrepreneurial Development – D.B.Gupta, and N.P.Srinivasan*
- *Hotel Management Made Easy – S.M. Rajaram (Anand Publications – Tiruchrappalli)*

Code:15HM621	CC –XIV- Nutrition and Food Science	Sem: VI
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## Objectives

*To enable the students to understand the nutrition values and food science*

### UNIT – 1

#### 1. Introduction

- 1.1 Definition, Nutrients, importance
- 1.2 Function of food to man
- 1.3 Classification of Nutrients & foods

#### 2. Carbohydrates

- 2.1 Composition, classification
- 2.2 Functions, Food sources
- 2.3 Daily requirements, excess and Deficiency

#### 3. Fats

- 3.1 Composition, classification – visible, invisible, animal, plant, saturated & unsaturated.
- 3.2 Functions of fats & essential fatty acids.
- 3.3 Food sources including cholesterol rich food & effect on health, effect of cooking on fats, hydrogenation & Rancidity of oils – affecting health.
- 3.4 Daily requirements, excess & Deficiency

#### 4. Proteins

- 4.1 Composition, classification
- 4.2 Functions
- 4.3 Food sources
- 4.4 Daily requirements, Excess and Deficiency

### UNIT – 2

#### 1. Energy

- 1.1 Calorie – Definition, energy requirements – Factors affecting it B.M.R, S.D.A., physical activity and climate.
- 1.2 Energy requirements for various age groups. High & low density foods.
- 1.3 Effect of energy imbalance

## **2. Water**

2.1 Importance, water balance, deficiency & oral dehydration.

## **3. Balance Diet**

3.1 Meaning & importance of balanced diet. Four food groups.

3.2 Daily requirements – Recommended food tables for school children, adolescents & adult man, women to form a basis for menu planning.

## **UNIT – 3**

### **1. Minerals**

1.1 Classification, functions, food sources & deficiency

1.2 Daily requirements of calcium, iron, sodium, iodine & fluorine.

### **2. Vitamins**

2.1 Classification, fat soluble vitamin A,D,E,K – functions, food sources,. Deficiency, daily requirements.

2.2 Water soluble vitamins, classification

2.3 B complex – Thiamine, riboflavin, niacin, folic acid- functions, food sources, deficiency, daily requirements.

2.4 Ascorbic acid – functions, food sources, deficiency, daily requirements.

2.5.Nutritional losses upon cooking & ways to prevent it.

## **UNIT – 4**

### **1. Food microbiology**

1.1 Introduction

### **2. Microbes**

2.1 Classification according to five kingdom namely monera (bacteria), fungi, (yeast & moulds), algae, plant & animal.

2.2 Bacteria – Morphology (shape, arrangement, size & cell structure)

2.3 Beneficial effects of bacteria – manufacture of cheese, yogurt, butter pickles, fermented foods like Idlies, Dosa, Dokhla, Naan & Baturas, tea leaves curing & coffee beans, intestinal synthesis of vitamins.

2.4 Food poisoning – Staphylococcal, salmonella, clostridium Botulinum, perfringens – incubation period, duration, symptoms, causative foods, method of control.

### **3. Yeast**



3.1 Cell – size, shape, structure

3.2 Economic importance of yeast – bread, wine, beer & fermented fruit juices.

#### **4. Moulds**

4.1 Morphology – mucus, Rhizopus, penicillium & aspergillums.

4.2 Beneficial effects of moulds – cheese ripening, enzymes, antibiotics  
harmful effects of moulds – mycotoxins.

### **UNIT – 5**

#### **1. Safe food handling**

1.1 Personal hygiene including uniform, medical check – up, safe food handling

habits & training.

1.2 Control; & eradication of pests & rodents.

2. Garbage disposal – collections, storage & proper disposal from the premises.

#### **Reference Book:**

- Nutrition & dietetics – M.Swaminathan
- Fundamental of food & Nutrition – Sumathi R.Mudambi, M.V. Rajagopal
- Microbiology – Anna K. Joshua.

**Objectives**

*To impart the basic knowledge of computer applications in hotel industry*

**MS-DOS**

1. Creating directories, sub – directories, files, listing the sub – directories and files page wise and width wise, displaying the contents of the files.
2. Copying, renaming, deleting the file, changing and removing a directory.

**MS-WORD**

1. Text manipulation – changing the front size, font type, font style, making the text bold, underlining the text, aligning the text (center, left, right, justified) cut, copy, paste.
2. Paragraph indenting & spacing bullets & Numbering, spelling & grammar check, inserting a picture from clip art, Auto shapes, word art.
3. Table manipulation – creating tables, inserting & deleting rows & columns, changing width & height, changing table border.
4. Mail merge concept, printing formats.

**MS- EXCEL**

1. Entering the data, changing the fonts, changing row heights & column width, formatting the data, sorting the data.
2. Formula processing – creating simple formula, using functions (ABS, SQRT, LEN, ROUND,,AVG, COUNT, CONCATENATE, FIND).
3. Inserting & formatting charts, inserting pictures, printing formats.

## **MS-POWERPOINT**

1. Creating simple presentation, saving, opening an existing presentation, creating a presentation using auto content wizard & template.
2. Using various auto – layouts, charts, table, bullets& clip art.
3. Viewing an existing document in various views – outline view, slide view, slide show view, slide sorter view and note pages view.

## **INTERNET & HTML**

1. Creating a E-Mail ID, sending & Receiving e-mail, accessing websites related to hotel industry.
2. Creating a html document, saving & opening an existing document
3. Formatting a text – changing the font size, font type, font style, colour making the text small, big, bold, aligning the text.
4. Using various html tags – background color, marques table, paragraph, horizontal, image tag.