PANJAB UNIVERSITY, CHANDIGARH-160014 (INDIA)

(Estd. under the Panjab University Act VII of 1947-enacted by the Govt. of India)

FACULTY OF BUSINESS MANAGEMENT
AND COMMERCE

OUTLINES OF TESTS SYLLABI AND COURSES OF READING

FOR

Hospitality and Management
(Certificate Course)
Under Community College Scheme
For the session 2014-15
### Course structure for Hospitality Management Level 3 (Certificate) Semester – I

<table>
<thead>
<tr>
<th>Course Code</th>
<th>Course Title</th>
<th>Theory</th>
<th>Practical</th>
<th>Internal Assessment</th>
<th>External Assessment</th>
<th>Total Marks</th>
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<tbody>
<tr>
<td>HNCC-111</td>
<td>Fundamental course in Rooms Division Management Front Office</td>
<td>4</td>
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<tr>
<td>HNCC-112</td>
<td>Practical course in Rooms Division Management Front Office</td>
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<td>HNCC-113</td>
<td>Fundamental course in Rooms Division Management Housekeeping</td>
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<tr>
<td>COURSE TITLE:</td>
<td>Fundamental Course in Rooms Division Management Front Office (THEORY)</td>
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<tr>
<td>COURSE OBJECTIVES:</td>
<td>The course is aimed at familiarizing the students with various functions of Rooms Division Management and to develop work ethics towards customer care and satisfaction. Special efforts will be made to inculcate practical skills. A blend of theory and practical will be used to develop sensitivity and high work ethics towards guest care and cleanliness</td>
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</tbody>
</table>

**UNIT-1**

**Introduction To Front Office Department:** Introduction to the hotel world and tourism industry. Indian hotel industry, travel motives. Classification of hotels. Introduction to hotel core areas,

**Front Office Organization:** Introduction, basic layout and design and departmental organizational structure. layout, planning, furniture and equipment, staffing pattern according to sizes and types, rules of the house for Front Office staff, Function areas, basic terminology used in the front office of a hotel,

**UNIT-2**

**Front Office Personnel:** Introduction, departmental hierarchy, attitude, attributes and salesmanship, job description & job specification of front office personnel. Front office hierarchy, Duties and responsibilities. Personality traits

**Front Office Operations:** Introduction, guest room, key control, tariff plans and types of rates. Coordination and communication between the Front Office and the other departments

**UNIT-3**

**Front Office And Guest Handling:** Introduction to guest cycle, Pre arrival, Arrival, During guest stay, Departure, After departure Reservation – Basic definition, modes of room reservation and source of reservations, system of room reservation, conventional density chart, different records, diaries, forms, etc. used for recording room reservation, filling system for reservations-Whitney, introduction to computerised reservation system.

**Reception** – Receiving, registration and rooming of the guest on arrival. Rooming of VIP and VVIP guests and group arrivals, contractual terms between hotel and guests, record registers, forms, etc. required in the reception office, functions and operation of the room rack and other equipment at the reception counter, dealing with walk-in guests with scanty baggage, procedure of crew arrival and lay over passengers, change of guest rooms, maintenance of books, use and function of the key rack, handling of messages and enquiries for the guest,

**UNIT-4**

**Introduction to guest services:**- Paging, Mail and Message Handling, Left Luggage Handling, Safety Deposit Lockers, Key Controls, Concierge and Travel Desk Activities

**Familiarization with the Check out and Bill Settlement Procedure**

**REFERENCES:**
- Managing Front Office Operations – Kasavana & Brooks Educational
<table>
<thead>
<tr>
<th>Institution</th>
<th>AHMA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Front office Operation Management- S.K Bhatnagar, Publisher: Frank Brothers</td>
<td></td>
</tr>
<tr>
<td>Check in Check out- Jerome Vallen</td>
<td></td>
</tr>
<tr>
<td>International</td>
<td></td>
</tr>
<tr>
<td>Hotel Hostel and Hospital Housekeeping –by Joan C Branson &amp; Margaret Lennox, ELBS with Hodder &amp; Stoughten Ltd.</td>
<td></td>
</tr>
<tr>
<td>Hotel Housekeeping Operations &amp; Management by Raghubalan, Oxford University Press.</td>
<td></td>
</tr>
<tr>
<td>S.No.</td>
<td>Topic</td>
</tr>
<tr>
<td>-------</td>
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</tr>
</tbody>
</table>
| **1** | **Familiarization with Front office operations**  
- Practice of standing behind the reception counter,  
- Practice of handling telephone and PBX, PABX, EPABX, Facsimile, e-mail and internet access.  
- Handling of guest complaints, handling room keys,  
- Practice of entries in different books, diaries and forms used at reception desk.  
- Handling of visitors property, preparation of guest bills and V.T.L.(visitor tabular ledger).  
- Practice of Welcoming a guest |
| **2** | **Role Plays**  
- Reservation  
- Arrivals  
- Luggage handling  
- Message and mail handling  
- Paging |
| **3** | **Familiarization with Front office operations**  
Practice of Guest Complaint Handling  
Practice of Check in Check out procedure  
Practice of Mail and Message Handling  
Practice of Concierge and Travel Desk functions |
<table>
<thead>
<tr>
<th>COURSE CODE:</th>
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<td>COURSE TITLE:</td>
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</table>

**UNIT-1**

**Introduction to Housekeeping Department:** Introduction Hierarchy in small, medium, large and chain hotels, Layout of the Housekeeping Department, Brief description of Function Areas of Housekeeping Department, Personality Traits of housekeeping Management Personnel.

**Inter Departmental Relationship:** With Front Office, With Security, With Stores, With Accounts, With Personnel, Use of Computers in House Keeping department

**UNIT-2**

**Housekeeping Personnel:** Identifying Housekeeping Responsibilities, Duties and Responsibilities of Housekeeping staff, Role of Housekeeping in Guest Satisfaction and Repeat Business.

**Cleaning Organization:** Introduction Principles of cleaning, hygiene and safety factors in cleaning, Methods of organizing cleaning, Frequency of cleaning daily, periodic, special, Design features that simplify cleaning.

**UNIT-3**

**Area Cleaning:** Guest rooms, Front-of-the-house Areas, Back-of-the house Areas, Work routine and associated problems e.g. high traffic areas, Façade cleaning etc.

**Use And Care Of Equipment,** General Criteria for selection, Classification, Polishes, Floor seats, Use, care and Storage

**UNIT-4**

**Cleaning Agents:** General Criteria for selection, Classification, Polishes, Floor seats, Use, care and Storage

Distribution and Controls, Use of Eco-friendly products in Housekeeping

**Composition, Care And Cleaning Of Different Surfaces:** Metals, Glass, Leather, Leatherites, Rexines, Plastic, Ceramics, Wood, Wall finishes, Floor finishes

**REFERENCES:**

- Managing Front Office Operations – Kasavana & Brooks Educational Institution AHMA
- Front office Operation Management- S.K Bhatnagar, Publisher: Frank Brothers
- Check in Check out- Jerome Vallen
- International
- Hotel Hostel and Hospital Housekeeping –by Joan C Branson & Margaret Lennox, ELBS with Hodder & Stoughten Ltd.
- Hotel Housekeeping Operations & Management by Raghubalan, Oxford University Press
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</tr>
</thead>
</table>
| 1     | Cleaning Equipment-(manual and mechanical)  
        • Familiarization  
        • Different parts  
        • Function  
        • Care and maintenance |
| 2     | Guest Room Supplies and Position  
        • Standard room  
        • Suite  
        • VIP room special amenities |
| 3     | Maid’s trolley  
        • Contents  
        • Trolley setup |
| 4     | Familiarizing with different types of Rooms, facilities and surfaces  
        • Twin/ double  
        • Suite  
        • Conference etc. |
| 5     | Cleaning Agent  
        • Familiarization according to classification  
        • Function |
| 6     | Public Area Cleaning (Cleaning Different Surface)  
        A. WOOD  
        • polished  
        • painted  
        • Laminated  
        B. SILVER/ EPNS  
        • Plate powder method  
        • Polivit method  
        • Proprietary solution (Silvo)  
        C. BRASS  
        • Traditional/ domestic 1 Method  
        • Proprietary solution 1 (brasso)  
        D. GLASS  
        • Glass cleanser  
        • Economical method(newspaper)  
        E. FLOOR - Cleaning and polishing of different types  
        • Wooden  
        • Marble  
        • Terrazzo/ mosaic etc.  
        F. WALL - care and maintenance of different types and parts  
        • Skirting  
        • Dado  
        • Different types of paints(distemper Emulsion, oil paint etc) |
PROPOSED COURSE CURRICULUM NATIONAL
COMPETENCY CERTIFICATE

Hospitality Management Level 3
(Certificate)

Session 2014-2015

Semester – II

National Vocational Education Qualification Framework (NVEQF)
Ministry of Human Resource Development, Govt. Of India
## Course structure for Hospitality Management Level 3 (Certificate) Semester – II

<table>
<thead>
<tr>
<th>Course Code</th>
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<tr>
<td>HNCC-121</td>
<td>Fundamentals Course in Food &amp; Beverage Service</td>
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<td>HNCC-122</td>
<td>Practical Course in Food &amp; Beverage Service</td>
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<td>HNCC-123</td>
<td>Fundamentals Course in Food &amp; Beverage Production</td>
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<td>HNCC-124</td>
<td>Practical Course in Food &amp; Beverage Production</td>
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### COURSE CODE: HNCC-121

### COURSE TITLE: Fundamental Course in Food and Beverage Service (THEORY)

### COURSE OBJECTIVES:
This paper will give the basic knowledge of Food and Beverage Service and Production to the beginners. Special efforts will be made to inculcate practical skills.

### UNIT 1

**Introduction to F&B Service Department:** Development of catering industry, job prospects and careers in the catering industry, Different types of catering establishments. Relationship of the waiter with – i) Customer, ii) Kitchen, and iii) Management.

**Departmental Organisation & Staffing:** Organisation of F&B department of hotel, Principal staff of various types of F&B operations, French terms related to F&B staff, Duties & responsibilities of F&B staff, Attributes of a waiter, Inter-departmental relationships (Within F&B and other department)

### UNIT 2

**Food Service Areas:** Specialty Restaurants, Coffee Shop, Cafeteria, Fast Food (Quick Service Restaurants), Grill Room, Banquets, Bar, Vending Machines, Discothèque, Pantry, Food pick-up area, Store, Linen room, Kitchen stewarding

**Brief Description And Correct Uses Of:** Different types of cutlery, crockery, silverware, flatware, hollowware and glassware used in a standard catering establishment. Different types of equipment – Baine Marie, plate warmer, hot plates, microwave oven, ice cream machine, coffee machine, ice cube machine, side boards, dish washing machine, glass washing machine. Special equipment – Nut cracker, grape scissors, Oyster service, caviar, lobsters, snails, cheese. Cigar cutters, wine bottle openers, gueridon equipment. Different types of restaurant linen, exchange and requisition systems, French terms related to the above

### UNIT 3

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

**PREPARATION FOR SERVICE:** Organising Mise-en-scene, Organising Mise en place

### UNIT 4

**TYPES OF FOOD SERVICE:** Silver service, Pre-plated service, Cafeteria service, Room service, Buffet service, Gueridon service, Lounge service

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

### REFERENCES:
- Food & Beverage Service - Dennis R.Lillicrap. & John .A. Cousins. Publisher: ELBS
- Food and Beverage Service – Vijay Dhawan
- The Professional Chef (4th Edition) By Le Rol A.Polsom
- The Professional Pastry Chef, Fourth Edition By Bo Friberg Publisher: Wiley & Sons INC
- Theory of Cookery By K Arora, Publisher: Frank Brothers
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<tr>
<td>1</td>
<td>Food Service areas – Induction &amp; Profile of the areas</td>
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<td>2</td>
<td>Familiarization, Care &amp; Maintenance of F&amp;B Service equipment</td>
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<tr>
<td>3</td>
<td>Ancillary F&amp;B Service areas – Induction &amp; Profile of the areas</td>
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<td>4</td>
<td>Basic Technical Skills</td>
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<td>Task-01: Holding Service Spoon &amp; Fork</td>
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<tr>
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<td>Task-02: Carrying a Tray / Salver</td>
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<tr>
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<td>Task-03: Laying a Table Cloth</td>
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<td>Task-04: Changing a Table Cloth during service</td>
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<td>Task-05: Placing meal plates &amp; Clearing soiled plates</td>
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<td>Task-06: Stocking Sideboard</td>
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<td>Task-07: Service of Water</td>
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<td>Task-08: Using Service Plate &amp; Crumbing Down</td>
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<td>Task-09: Napkin Folds</td>
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<td>Task-10: Changing dirty ashtray</td>
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<td></td>
<td>Task-11: Cleaning &amp; polishing glassware</td>
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<td>5</td>
<td>Familiarization with F&amp;B Operations</td>
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<td>• Receiving and seating the guests, presenting menu cards and taking the order from guests and writing of KOT.</td>
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<td>• Passing the order to the Kitchen &amp; pickup.</td>
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<td>• Making and presentation of a bill.</td>
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<tr>
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<td>• Tea and Coffee – Preparation &amp; Service</td>
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<tr>
<td></td>
<td>• Juices &amp; Soft Drinks - Preparation &amp; Service</td>
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<tr>
<td></td>
<td>• Cocoa &amp; Malted Beverages – Preparation &amp; Service</td>
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<tr>
<td>6</td>
<td>TABLE LAY-UP &amp; SERVICE</td>
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<tr>
<td></td>
<td>Task-01: A La Carte Cover</td>
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<td>Task-02: Table d’Hote Cover</td>
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<td>Task-03: English Breakfast Cover</td>
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<td>Task-04: American Breakfast Cover</td>
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<td></td>
<td>Task-05: Continental Breakfast Cover</td>
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<tr>
<td></td>
<td>Task-06: Indian Breakfast Cover</td>
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<td></td>
<td>Task-07: Afternoon Tea Cover</td>
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<td>Task-08: High Tea Cover</td>
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</table>
### COURSE CODE: HNCC-123

### COURSE TITLE: Fundamental Course in Food and Beverage Production (THEORY)

### COURSE OBJECTIVES:
This paper will give the basic knowledge of Food and Beverage Service and Production to the beginners. Special efforts will be made to inculcate practical skills.

### UNIT-1
**INTRODUCTION F & B Production Department:** Origin of modern cookery, Levels of skills and experiences, Attitudes and behaviour in the kitchen, Personal hygiene, Uniforms & protective clothing, Safety procedure in handling equipment, Aims and objectives of cooking food, Various textures, Various consistencies, Techniques used in pre-preparation, Techniques used in preparation, Types of fuel used in catering industry; comparative study of different fuels,

**Hierarchy Area Of Department And Kitchen:** Classical Brigade, Modern staffing in various category hotels, Roles of executive chef, Duties and responsibilities of various chefs, Co-operation with other departments

**Methods Of Cooking Food:** Roasting, Grilling, Frying, Baking, Broiling, Poaching, Boiling:-Principles of each of the above, Care and precautions to be taken, Selection of food for each type of cooking

### UNIT-2
**KITCHEN ORGANIZATION AND LAYOUT:** General layout of the kitchen in various organisations, Layout of receiving areas, Layout of service and wash up

**BASIC PRINCIPLES OF FOOD PRODUCTION**

**VEGETABLE AND FRUIT COOKERY:** Introduction – classification of vegetables, Pigments and colour changes, Effects of heat on vegetables, Cuts of vegetables, Classification of fruits, Uses of fruit in cookery, Salads and salad dressings,

**STOCKS:** Definition of stock, Types of stock, Preparation of stock, Recipes, Storage of stocks, Uses of stocks, Care and precautions,

**SAUCES:** Classification of sauces, Recipes for mother sauces, Storage & precautions,

**SOUPS:** Classification and basic recipes with examples 10 examples,

**RAISING AGENTS:** Classification of Raising Agents, Role of Raising Agents, Actions and Reactions,

**BREADS:** Principles of bread making, Simple yeast breads, Role of each ingredient in break making, Characteristics of good bread, Bread faults and their remedies.

### UNIT-3
**EGG COOKERY:** Introduction to egg cookery, Structure of an egg, Selection of egg, Uses of egg in cookery

**COMMODITIES:** Shortenings (Fats & Oils): Role of Shortenings, Varieties of Shortenings, Advantages and Disadvantages of using various Shortenings, Fats & Oil – Types, varieties, Thickening Agents: Classification of thickening agents, Role of Thickening agents, Sugar: Importance of Sugar, Types of Sugar, Cooking of Sugar – various

### UNIT-4
**MEAT COOKERY:** Introduction to meat cookery, Cuts of beef/veal, Cuts of lamb/mutton, Cuts of pork, Variety meats (offal’s), Poultry,(With menu examples of each)

**FISH COOKERY:** Introduction to fish cookery, classification of fish with examples, Cuts of fish with menu examples, Selection of fish and shell fish, Cooking of fish(Effects of heat)

**BASIC INDIAN COOKERY**

**CONDIMENTS & SPICES:** Introduction to Indian food, Spices used in Indian cookery, Role of spices in Indian cookery, Indian equivalent of spices (names)

**MASALAS:** Blending of spices, Different masalas used in Indian cookery-Wet masalas, Dry masalas, Composition of different
<table>
<thead>
<tr>
<th>masalas, Varieties of masalas available in regional areas, Special masalas blends</th>
</tr>
</thead>
</table>

**REFERENCES:**

- Food & Beverage Service - Dennis R.Lillicrap. & John .A. Cousins. Publisher: ELBS
- Food and Beverage Service – Vijay Dhawan
- The Professional Chef (4th Edition) By Le Rol A.Polsom
- The Professional Pastry Chef, Fourth Edition By Bo Friberg Publisher: Wiley & Sons INC
- Theory of Cookery By K Arora, Publisher: Frank Brothers
- Bakery & Confectionery By S. C Dubey, Publisher: Socity of Indian Bakers
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<tr>
<th>S.No.</th>
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</table>
| 1 | Equipments - Identification, Description, Uses & handling  
   Hygiene - Kitchen etiquettes, Practices & knife handling  
   Safety and security in kitchen |
| 2 | Vegetables - classification  
   Cuts - julienne, jardinière, macedoines, brunoise, payssane, mignonette, dices, cubes, shred, mirepoix  
   Preparation of salads and salad dressings |
| 3 | Identification and Selection of Ingredients - Qualitative and quantitative measures. |
| 4 | **Basic Cooking methods and pre-preparations**  
   Blanching of Tomatoes and Capsicum  
   Preparation of concasse  
   Boiling (potatoes, Beans, Cauliflower, etc)  
   Frying - (deep frying, shallow frying, sautéing)  
   Braising - Onions, Leeks, Cabbage  
   Starch cooking (Rice, Pasta, Potatoes) |
| 5 | Preparation of Basic Stocks, Mother Sauces, Soups, |
| 6 | **Egg cookery - Preparation of variety of egg dishes**  
   Boiled (Soft & Hard)  
   Fried (Sunny side up, Single fried, Bull’s Eye, Double fried)  
   Poaches  
   Scrambled  
   Omelette (Plain, Stuffed, Spanish)  
   En cocotte (eggs Benedict) |
| 7 | **Meat** –  
   Identification of various cuts, Carcass demonstration  
   Preparation of basic cuts-Lamb and Pork Chops, Tornado, Fillet, Steaks and Escalope  
   Fish-Identification & Classification  
   Cuts and Folds of fish  
   Identification, Selection and processing of Meat, Fish and poultry.  
   Slaughtering and dressing |
| 8 | **Chicken, Mutton and Fish Preparations**- |

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