

**PARUL UNIVERSITY, VADODARA, GUJARAT
SYLLABUS OF THREE YEAR DIPLOMA IN HOTEL MANAGEMENT AND
CATERING TECHNOLOGY
(DHMCT) PROGRAMME
(w.e.f. Academic Session 2018-19)**

SEMESTER –III

Parul University – Academic Regulations for DHMCT2018-19

**PARUL UNIVERSITY- FACULTY OF HOTEL MANAGEMENT
DEPARTMENT OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY
SYLLABUS FOR 2ND YEAR DHMCT PROGRAMME
SEMESTER -III
FOOD PRODUCTION OPERATIONS
ACADEMIC YEAR 2018-2019**

Type Of Course:-FOOD PRODUCTION OPERATIONS

Pre-requisite:-The Students studying this course should have basic knowledge of Kitchen Operations and should know basic preparations.

Rationale:- The course provides details knowledge on role of Indian spices and condiments, Basic Indian gravies, Tandoor, Regional cuisines, Famous dishes.

Teaching and Examination Scheme

Teaching Scheme (Hrs./Week)			Credit	Examination Scheme					Total
L	T	P		External		Internal			
				Theory	Practical	Theory	CE*	Practical	
3		4	5	60	30	20	20	20	150

L- Lecture; T- Tutorial; P- Practical; CE* - Continuous Evaluation

		Lectures	Weightage in %
UNIT1	Basics of Indian Cuisine	4	7
	Introduction to Indian Cookery, Identification of commodities used I Indian cuisine.		
UNIT2	Indian Herbs And Spices	3	7
	Introduction, Blending of spices and concept of masalas (dry and wet), regional composition of various masalas.		
UNIT3	Basic Indian Curries	6	13
	Introduction, Concept & importance, Types of curries and gravies		
UNIT4	Tandoor		
	Understanding concept of Tandoor, history of tandoor.	10	20
	Tandoor Seasoning, tools used in tandoor		
	Marinades used in tandoor cooking		
	Tandoor Breads and roasts		
UNIT5	Regional Cuisine	22	44
	Brief study of following regional Cuisine- Eastern Indian Cuisine, Western Indian Cuisine, Northern Indian Cuisine, Southern Indian Cuisine: by considering its historical impact, geographical area, availability of ingredient, famous dishes of each cuisine.		
Total		45	

Reference Books :

Art of Indian Cookery

Prasad - Cooking with Masters

A Taste of India

Dastarkhwan-e-Awadh, SangeetaBhatnagar&R.K.Saxena

ZaikaSonyaAtalSapru, HarperCollins;

Punjabi Cuisine

Hyderabadi Cuisine

Rocky Mohan, Roli

J. Inder Singh Kalra,

Madhur Jaffrey, Pavillion

Premjit Gill;

Pratibha Karan, HarperCollins

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Learning Outcome: The students after having studied the course should be able to perform and cook dishes using traditional Indian cooking methods, prepare popular regional dishes,

Food Production Operations Practical

S.No	Topics
1	Basic Vegetable, Egg, Meat, Fish and Poultry preparations.
2	Preparation of Basic gravies and commonly used Indian masala's
3	Regional cookery of India- Eastern Indian Cuisine, Western Indian Cuisine, Northern Indian Cuisine, Southern Indian Cuisine.
4	Tandoor

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SYLLABUS FOR 2ND YEAR DHMCT PROGRAMME
SEMESTER -III
Food and Beverage Operations
ACADEMIC YEAR 2018-2019**

Type Of Course:-Food and Beverage Operations

Pre-requisite:-The Students studying this course should have basic knowledge of F& B service, types and role played by it.

Rationale:- The course provides details knowledge of Alcoholic beverage, its classification.

Teaching and Examination Scheme

Teaching Scheme (Hrs./Week)			Credit	Examination Scheme					Total
L	T	P		External		Internal			
				Theory	Practical	Theory	CE*	Practical	
3		2	4	60	30	20	20	20	150

L- Lecture; T- Tutorial; P- Practical; CE* - Continuous Evaluation

SEMESTER-3		Lectures	Weightage in %
UNIT -1	Hotel Room Service	08	18
	Introduction, general principles and types, dealing with active and passive guest.		
	Cycle of Service, scheduling and staffing Forms and Formats Order Taking, Suggestive Selling, breakfast cards		
UNIT-2	Alcoholic Beverages	18	39
	Introduction, Definition & Classification of Alcoholic Beverages.		
	Wine:- Definition, Classification, Production, Types of grapes used in wine production, storage of wines, wines of different region of world. Famous brand and service of wine.		
UNIT-3	Beers	08	18
	Introductions to beer , Beer production, Types and Brands		
UNIT-4	Distilled Beverages	04	9
	Definition Types & Brands:- Indian and International		
UNIT-5	Aperitifs & Vermouths	03	7
	Definition Types- Wine based & spirit based		
	Usage and storage.		
UNIT-6	Tobacco	04	9
	Introduction, Types – Cigars & Cigarettes, Brands, Size of Cigar.		
Total		45	

Reference Books:

Food & Beverage Service Training ManualS. Andrews
Food & Beverage Service
Modern Restaurant Service
Professional Food& Beverage Service Management
Food Service Operations
Menu planning

Lillicrap& Cousins
John Fuller
Brian
Peter Jones &Casse
J Kivela,

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Food & Beverage Management
F&B Management
Introduction to F&B Service

John Cousins, David Foskett
Sudhir Andrews
Brown, Hepper&Deegan

Learning Outcome: The students after having studied the course should be able to perform and plan IRD operations, Beer production and types of beer, Wines.

Food and Beverage Operations Practical

S.No	Topic
1	Understanding Room Service function and equipment's.
2	Tray & Trolley Lay-out for room service.
3	Role play for room service
4	Order taking on telephone
5	Set-up for In Rooms.
6	Procedure for handling fruit basket's.
7	Taking an Order & Service of Beer, Other Fermented & Brewed Beverages.
8	Taking an order & Service of –Sparkling, Aromatized, Fortified, Still Wines. Order of service (starting with wine approval from host, wrapping bottle with napkin etc.), wine label reading
9	Use of different glasses, holding & carrying glasses
10	Table setup for menu with wine service.
11	Service of Cigars and Cigarettes.

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**PARUL UNIVERSITY- FACULTY OF HOTEL MANAGEMENT
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SEMESTER -III
Front Office Operation-II
ACADEMIC YEAR 2018-2019**

Type Of Course:-Front Office Operation-II

Pre-requisite:-The students undergoing this course should have knowledge of basics of Front Office operations.

Rationale:- The course provides details knowledge of check out Procedure, Control of Cash & Credit, Night Auditing, Guest Safety & security.

Teaching and Examination Scheme

Teaching Scheme (Hrs./Week)			Credit	Examination Scheme					Total
L	T	P		External		Internal			
				Theory	Practical	Theory	CE*	Practical	
3		2	4	60	30	20	20	20	150

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		lectures	Weightage in %
Unit-1	Application of Computers in Front Office Operation	07	16
	Importance of Computer in Front Office, Introduction to PMS		
	PMS application in Front Office (Reservation, Front Desk, Room, Cashier, Night Audit, set up, Reporting, Back office Module)		
	Different PMS systems :- Amedus, IDS, Shawman, Fidelio		
Unit-2	Check In and Check out Procedure	16	36
	Check in Procedure in different situations like :- guest having confirmed reservation, Walk –in Guest, Group/crew , Scanty Baggage Guest, International Travellers, Club floor guest, Check in Procedure in Fully automated hotels		
	Departure activity at various desk :- Bell Desk, lobby, Reception, Cashier		
	Checking of minibar, taking guest feedback		
	Front Office Record		
	Check out options :- On Desk Express Check out, Self Check out		
	Forms & Formats		
Unit-3	Modes of Bill Settlement and Control of Cash & Credit	12	26
	Front office Accounting Cycle		
	Credit control process in various cases:- guest pay by Credit Card, Travel agent voucher, Airlines, Scanty baggage, Credit control during stay, credit facility to companies, check in tour group.		
	Different Methods of Settlement :-Cash , Credit Card, Cheques, Travels cheques, Bill to company, Combined settlement method,		
	Problems may arise in credit control		
	Process required in cash Control		
	Handling Foreign Exchange		
Unit-4	Night Auditing	10	22
	Importance of Night Auditing,		
	Duties & Responsibility of Night Auditor		
	Common Revenue Centers of a Hotel		

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	Basis steps involved in preparing Night Audit :- Complete posting, Reconcile room status discrepancies ,verify room rates, verify no-show reservations, Cash Deposit ,Clear & Back up the system ,Distribute report		
	Vouchers/Folios/Ledgers/Allowances/Reports		
	Total	45	

Reference books:

Managing front office operations

Hotel F.O. Training manual

Front Office Management

Hotel front office management

Hotel Front Office- A Training Manual

Front Operation & Administration

Front office procedures & Management

Hotel Front Office Operation & Management

Managing Computers in Hospitality Industry

Front Office-Operations and Management

Housekeeping and Front Office

M.Kasavana;

SuvradeepGaurangaGhosh;

S.kBhatnagar;

James Bardi;

Sudhir Andrews;

Dennis Foster;

Peter Abbot,

Jatashankar R. Tewari

Michael Kesavana&Cahell

Ahmed Ismail (Thompson Delmar)

Jones

Learning Outcome: The students after having studied the course should know Property management systems, Procedure required in Guest check in & Check out, Night audit Process.

FRONT OFFICE OPERATION- II PRACTICAL

	<u>Topic</u>
1	Preparing & Filling up of Registration card.
2	Handling Check-In and Check-Out process
3	Filling various vouchers, folios, handling allowances, reports
4	Familiarization with different forms & formats.
5	Night audit practice
6	Role play on Check out process with different situation given to students, usage of guest name to be practice.
7	Use of basic phrases

Parul University – Academic Regulations for DHMCT2018-19

**PARUL UNIVERSITY- FACULTY OF HOTEL MANAGEMENT
DEPARTMENT OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY
SYLLABUS FOR 2ND YEAR DHMCT PROGRAMME
SEMESTER -III**

Housekeeping Operations-II

ACADEMIC YEAR 2018-2019

Type Of Course:-Housekeeping Operations-II

Pre-requisite:-The Students studying this course should have knowledge of the core functioning of housekeeping department.

Rationale:- The course provides details knowledge of linen room, its basic functions, different types of Laundry and wash cycle, flower arrangement.

Teaching and Examination Scheme

Teaching Scheme (Hrs./Week)			Credit	Examination Scheme					Total
L	T	P		External		Internal			
				Theory	Practical	Theory	CE*	Practical	
3		2	4	60	30	20	20	20	150

L- Lecture; T- Tutorial; P- Practical; CE* - Continuous Evaluation

		Lectures	Weightage in %
UNIT-1	Uniform and Linen Room	16	36
	Activities of linen room		
	Layout and equipments in linen room		
	Selection criteria for linen purchasing		
	Calculating linen requirement		
	Linen control measures, importance of colour coding and tagging, inventory handling and Discard		
	Advantages of providing uniform, Types of uniform		
	Issue and exchange procedure		
	Layout of uniform and sewing room		
UNIT-2	Laundry and Sewing Room	15	33
	Layout of sewing room Activities of sewing room and equipment used.		
	OPL and Contract laundry		
	Layout and machineries		
	Laundry aids and their handling		
	Flow process of OPL		
	Wash cycle, average cycle of a linen.		
	Dry cleaning and stain removal		
	Valet Service		
UNIT 3	Principle of Flower arrangement	08	18
	Introduction to different types of flower and indoor plants, Need and importance, Equipments & Tools required		
	Types of flower and indoor plants used in industry, Care and conditioning of cut flowers		
	Principal of design, Styles of flower arrangement		
	Selection and care of indoor plants		
	Procedure of layering the pot		
UNIT 4	Role of Housekeeping in other operational facilities	06	13

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	Hospitals, Malls, Multiplex and Airlines		
	TOTAL	45	

REFERENCE BOOKS:

Hotel Housekeeping Training Manual	Sudhir Andrews;
Housekeeping Operation & Management Malini Singh;	
Hotel Housekeeping Management & Operations	Sudhir Andrews;
Hotel Housekeeping Operations & Management	G. Raghubalan
Hotel, Hostel and Hospital Housekeeping	Joan C Branson & Margaret Lennox

Learning Outcome: The students after having studied the course should be able to handle linen room, Uniform its importance and process, laundry operations and procedure.

HOUSEKEEPING OPERATION- II PRACTICAL

S.No	Topics
1.	Practicing different types of Flower arrangements
2.	Making floor plans, wall elevations and templates
3.	Creating model of a guest room / public area with interior decoration themes
4.	Stain removal: Practice to be done on different types of stains.
5.	Guest Room Cleaning.
6.	Bed Making & Turndown Services

Parul University – Academic Regulations for DHMCT2018-19

**PARUL UNIVERSITY- FACULTY OF HOTEL MANAGEMENT
DEPARTMENT OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY
SYLLABUS FOR 2ND YEAR DHMCT PROGRAMME
SEMESTER –III
SALES AND MARKETING
ACADEMIC YEAR 2018-2019**

Type Of Course:-Sales and Marketing

Pre-requisite:-The Students should understand the importance and role of marketing in Hospitality sector.

Rationale:- The students will able to understand role of sales &marketing and importance of effective marketing tools in the Hospitality industry.

Teaching and Examination Scheme

Teaching Scheme (Hrs./Week)			Credit	Examination Scheme					Total
L	T	P		External		Internal			
				Theory	Practical	Theory	CE*	Practical	
3			3	60		20	20		100

L- Lecture; T- Tutorial; P- Practical; CE* - Continuous Evaluation

	Topics	Hrs	
Chapter 1	Introduction to Marketing Definition, Customer Orientation & Marketing concept, Introduction to 7 P's of Marketing mix	05	11
Chapter 2	Consumer Behaviour Concept of Consumer Behaviour, Consumer Behaviour model Consumer decision making process, Factors affecting Consumer Behaviour – Cultural, Social, Personal, Psychological	08	18
Chapter 3	Market Segmentation Definition & need for market segmentation, Basis for segmentation - Geographic, Demographic, Behavioral and Psychographics	07	15
Chapter 4	Marketing of a Product Definition, Levels of Product, Hospitality products, Branding , Product Life Cycle, Product Differentiation, importance of social media marketing and role played by them.	08	18
Chapter 5	Distribution Definition and importance of Distribution system, Intermediaries for Hospitality Industry [Travel Agents, Tour Wholesalers, Hotel representatives, National/ regional/ local/ tourist agencies], Modern methods of distribution (Franchising, Alliances etc.)	08	18
Chapter 6	Promotion Definition and characteristics of promotion tools, 5 M's of Advertising, Various Sales promotion tools used, Principles of personal selling, Direct Marketing - Telemarketing and internet	09	20
	Total	45	

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References:

Marketing for Hospitality & Tourism - Philip Kotler , Bowen & Makens Prentice- Hall Inc

Hotel Marketing -S.M.Jha -Himalaya publishing House – Mumbai

Hospitality Marketing

Neil Wearne - Hospitality Press Pvt Ltd. - Australia

Learning Outcome: The students should be able to perform the usage of marketing concepts in Hospitality sector, also able to understand the difference between sales & marketing.

PARUL UNIVERSITY- FACULTY OF HOTEL MANAGEMENT
DEPARTMENT OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY
SYLLABUS FOR 2ND YEAR DHMCT PROGRAMME
SEMESTER -III
BASIC PRINCIPLE OF FOOD SCIENCE
ACADEMIC YEAR 2018-2019

Type Of Course:- BASIC PRINCIPLE OF FOOD SCIENCE

Pre-requisite:-The Students studying this course should have basic knowledge of nutrition and its importance.

Rationale:- The course provides details knowledge of nutrition requirement, various food sources, and its functions. Importance of balanced diet and effect of cooking on nutrients.

Teaching and Examination Scheme

Teaching Scheme (Hrs./Week)			Credit	Examination Scheme					Total
L	T	P		External		Internal			
				Theory	Practical	Theory	CE*	Practical	
2	1		3	60		20	20		100

L- Lecture; T- Tutorial; P- Practical; CE* - Continuous Evaluation

		Lectures	Weightage in %
Unit 1	Introduction : Food & its relation to health, Objectives in the study of nutrition. HACCP principles.	4	13
Unit 2	Major Nutrients : Their characteristics, functions, metabolism, food sources, deficiencies, Carbohydrates, Lipids, Proteins, Vitamins & Minerals	6	20
Unit 3	Effect of Heat on Food: Effect of cooking on- Nutritive value of food, Pigments and texture. Method of retention of Nutrients.	6	20
Unit 4	Water : Definition, Dietary sources (visible, invisible), functions of water, role of water in maintaining health (water balance).	5	17
Unit 5	Balanced Diet and Menu planning: Definition, importance of balanced diet, planning of nutritionally balanced meals, factors affecting meal planning.	9	30
		30	

Books for reference

Clinical dietetics & nutrition
Food science chemistry & experimental foods
Food & Nutrition
A text book of Bio chemistry
Catering Management an integrated approach
Food facts & principles
Food science
Fundamentals of food and nutrition
Food safety handbook for Hospitality Industry

F. P. Anita
Dr. M Swaminathan
Dr. M. Swaminathan
A. V. S. S. Rama Rao
Mohinseth, SurjeetMulhan
Manay&ShalaksharaSwamy
SumathiMudambi
Mudambi&Rajgopal
4thedition 2001
Dr. V.Pasupathy

Learning Outcome: The students after having studied the course should be able to know the importance of nutrition for health and Storage & preservation of food

Parul University – Academic Regulations for DHMCT2018-19

**PARUL UNIVERSITY- FACULTY OF HOTEL MANAGEMENT
DEPARTMENT OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY
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SEMESTER -III
ENVIRONMENTAL STUDIES
ACADEMIC YEAR 2018-2019**

Type of Course: -ENVIRONMENTAL STUDIES

Pre-requisite:-The Students studying this course should have basic knowledge of writing, reading and speaking English language.

Rationale:-The students able to understand the different types waste & type of pollution, role and importance of recycling in Hospitality,Basic concept of Ecotels.

Teaching and Examination Scheme

Teaching Scheme (Hrs./Week)			Credit	Examination Scheme					Total
L	T	P		External		Internal			
				Theory	Practical	Theory	CE*	Practical	
2			2	60		20	20		100

L- Lecture; T- Tutorial; P- Practical; CE* - Continuous Evaluation

UNIT1	Waste Management Introduction Importance of waste management Recycling Waste conversion measures, Creating awareness.	6	20
UNIT2	Energy Management Introduction Energy efficiency plan Assessment of current performance Energy conservation System New technology	7	23
UNIT3	Water Water, its importance and effect of environment Improving water quality, Recycling of it.	4	14
UNIT4	Air and Noise Pollution Introduction, Various sources, effects and also measures for improving the quality of it. Study of control factor	7	23
UNIT5	Ecotels Introduction, Concept and meaning, needs and importance of ecotels. Case studies (Various hotels of the world)	6	20
		30	

Reference Book:

Environmental Management for Hotels - Butterworth & Heinemann

Learning Outcome:The students able to perform and manage hotel waste efficiently.