

Annexure No.	39 C
SCAA Dated	29.02.2008

BHARATHIAR UNIVERSITY
SCHOOL OF DISTANCE EDUCATION
DIPLOMA IN CATERING SCIENCE AND HOTEL MANAGEMENT
DURATION: 1 YEAR

For the Candidates admitted from the year 2007-2008

SCHEME OF EXAMINATION

	SUBJECT AND PAPER	EXAMINATIONS	
		DURATION	MARKS
	<u>Theory</u>		
Paper I	Food Production and Patisserie	3	100
Paper II	Food and beverage service	3	100
Paper III	Accommodation Operation	3	100
	<u>Practical</u>		
Practical I	Food Production and Patisserie	3	100
Practical II	Food and Beverage service	3	100
Practical III	Accommodation Operation	3	100

BHARATHIAR UNIVERSITY
DIPLOMA IN CATERING SCIENCE AND HOTEL MANAGEMENT

PAPER I : FOOD PRODUCTION AND PATISSERIE

Unit-I

Introduction to cookery-Aims and objectives of cooking food, methods of cooking food, types of cooking fuel.

Unit-II

Food preparation techniques-Characteristics of raw materials, flavourings, seasonings, masalas, spices & herbs used in food preparation (Indian and continental)

Unit-III

Preparation of stock and soups, Preparation of vegetables, egg preparation, sandwich and pasta preparation, Sauce- mother sauce with recipes, cooking of fish, rice, pulse, meat, chicken and pastas.

Unit-IV

Indian cookery-Regional cooking styles:

Punjab-characteristics, ingredients and equipment used, recipe of popular dish.

Bengal- characteristics, ingredients and equipment used, recipe of popular dish.

Goa- characteristics, ingredients and equipment used, recipe of popular dish.

Kerala- characteristics, ingredients and equipment used, recipe of popular dish.

Tamil nadu- characteristics, ingredients and equipment used, recipe of popular dish.

Chinese cuisine-Regional styles, characteristics, ingredients and equipment used, recipe of popular dish.

Unit-V

Kitchen Management- Hierarchy, layout, kitchen equipments, portion budgetary control and forecasting.

PAPER II : FOOD AND BEVERAGE SERVICE

Unit-I

Introduction to catering-Evolution of catering industry, food and beverage outlets, classification of catering operations

Unit-II

Equipments used in restaurant-Glassware, cutlery, crockery.
Table laying-Points to be observed, Rules for waiting at the table
Menu planning-Importance, points to be observed.
Still room-Function, equipment used, cleaning of silver and food service equipments.

Unit-III

Classification of beverages-Non-alcoholic and alcoholic, meaning of tea, coffee, aerated water, mineral water, nourishing drinks
Wines-Meaning, manufacturing, important wines of the world

Unit-IV

Spirits-Preparation methods & calculation of spirit strength
Beer-Manufacturing process & types of beer
Cocktail-Types, meaning and methods of mixing
Tobacco and cigarettes-Quality of cigars, strength, storage, important tobacco producing countries

Unit-V

Types of service-Table service, room service, lounge service.
Control systems-Types of KOT, checks, methods of making bill
F&B hierarchy, duties and responsibilities of F&B staff

PAPER III : ACCOMODATION OPERATIONS

HOUSE KEEPING

Unit-I

House keeping in hotels-Importance, functions, liaison with other departments

Types of rooms-Classification, room supplies

Cleaning agents and equipments-Classification, principles, selection and types of cleaning

Unit-II

Bed making-Types of service, Laundry-Type & machines used, key and key control, pest control, Linen room-Classification & layout

Unit-III

House keeping department-Hierarchy, duties & responsibilities of house keeping staff

Lower arrangement-Types and principles

FRONT OFFICE

Unit-IV

Introduction to hotels-Classification of hotels, rates and meal plans, type of hotel guest.

Front office department-Organization, equipments used, layout, duties and responsibilities of front office staff

Reservation & registration-Types, functions, room assignments, checking methods of payment, types of guest folios

Unit-V

Functions of front office-Accounting system, credit control, methods of account settlement, and types of folios, updating front office records, security functions, emergency functions, and safe deposit locker functions

PRACTICALS

PRACTICAL I : FOOD PRODUCTION

DEMONSTRATION OF:

- Soups
- Stocks
- Sauces
- Cuts of fish
- Cuts of chicken
- Indian rice preparation
- Gravies
- Chaats
- Breakfast
- Ten sets of continental menu consisting of appetizer, main course, vegetable preparation and sweet.
- Ten sets of Indian regional menu consisting of Indian breads, rice, pulao, biryani, vegetable preparation, non-veg preparation, and sweet preparation.

PRACTICAL II : FOOD & BEVERAGE SERVICE

1. Appraising and drawing of cutlery, crockery, glassware and miscellaneous equipments.
2. Serviette folds.
3. Laying and relaying of table cloths.
4. Cleaning and polishing / wiping of cutlery, crockery and glassware
5. Carrying a light tray
6. Carrying a heavy tray
7. Carrying glasses.
8. Handling cutlery and crockery
9. Manipulating service spoon and fork.
10. Service of water.
11. Arrangement of sideboard.
12. Table d'hote cover laying
13. Service of food
14. Service of tea and coffee
15. Service of beer
16. Service of alcoholic beverages

PRACTICAL III : ACCOMODATION OPERATION

A . HOUSE KEEPING:

1. Identification of cleaning equipment – selection, use, mechanism, care and maintenance.
2. Identification of cleaning agents – classification, sue and care.
3. Thorough cleaning of various surfaces/finishes.
4. Polishing (metal, leather, wood, plastic etc.)
5. Bed making – evening service.
6. Laundry – basic principles of laundry, stain removal.
7. Linen inventory
8. Room inspection.
9. Flower arrangement.

B. FRONT OFFICE

Telephone handling skills, social skills, Reservation procedure, identification of rooms through the use of conventional and destiny charts. Check-in and check-out procedures. Role play of the following staffs Doorman, Bellboy, Receptionist, Information assistant, Cashier. Dealing with guest mail and messages, hotel mail, staff mail. Modes of bill settlement. Handling guest complaints and solving problems. Places of interest in and around Tamilnadu. General awareness about the places of interest in India.

General awareness of capitals, currencies and airlines of countries.
Calculation of Statistical information: house count, room position, percentage of room occupancy, percentage of single occupancy, percentage of foreign occupancy, percentage of local occupancy, percentage of walk-ins. Percentage of early departures, percentage of late departures, percentage of early arrivals, percentage of no-show, average room rate, average room rate per person.