

BSC IN HOSPITALITY (SODL)

Semester 1

1. Food Production-1
2. Food and Beverage Service-1
3. Housekeeping-1
4. Front office-1
5. Hospitality communication

Semester 2

1. Food Production-2
2. Food and Beverage Service-2
3. Housekeeping-2
4. Front office-2
5. Fundamentals of Management-1

Semester 3

1. Food Production Operations-1
2. Food and Beverage Operations-1
3. Accommodation Management-1
4. Front office Operations-1
5. Bakery and Patisseries-1

Semester 4

1. Food Production Operations-2
2. Food and Beverage Operations-2
3. Accommodation Management-2
4. Front office Operations-2
5. Bakery and Patisseries-2

Semester 5

1. Hospitality Sales and Marketing
2. Hotel Law
3. Kitchen and Food Safety
4. Fundamental of management -2
5. Facility Management

Semester 6

1. Customer relationship Management
2. Human Resource Management
3. Leadership
4. Tourism Management
5. Event Management



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Food Production Sem 1 syllabus

Food production subject

Course Contents:

Module I: Introduction to Professional Cookery

Levels of skills and experiences

Attitudes and behaviour in the kitchen

Personal hygiene

Identification of knives and how to sharpen them

Uniforms & protective clothing

Setting up of work stations

Safety procedure in handling equipment

Module II: Culinary History

Origin of modern cookery

Module III: Hierarchy, Organization & Kitchen Staffing

Classical Brigade

Organizational Structure of the kitchen

Modern staffing in various category hotels

Roles of executive chef

Duties and responsibilities of various chefs

Co-operation with other departments

Module IV: Kitchen Layout

General layout of the kitchen in various organizations

Layout of Commissary

Basic Layout of Main Kitchen

Layout of Butchery

Layout of Grade Manger

Layout of Bakery and Confectionery

Layout of Western Banquet Kitchen

Layout of Show kitchen

Layout of receiving areas

Layout of service and wash up

Module V: Equipment, Hand tools and Fuel

- Various equipment used in the kitchen
- Hand tools and utensils used in the kitchen
- Various fuels used
- Advantages and disadvantages of various fuels.

Module VI: Aims & Objects of Cooking Food

Aims and objectives of cooking food

Various textures

Various consistencies

Techniques used in pre-preparation

Techniques used in preparation

Module VII: Basic Principles of Vegetable Cookery

Introduction – classification of vegetables

Pigments and colour changes

Effects of heat on vegetables

Controlling Changes in Flavour

Controlling Nutrient Loss

Cuts of vegetables

Basic Principles of fruit Cookery and their uses in Cooking

Classification of fruits

Different fruits and their identification

Uses of fruit in cookery

Salads and salad dressings

Module VIII

Stocks

Definition of stock

Types of stock

Preparation of stock (Recipes)

Storage of stocks

Uses of stocks

Care and precautions

Sem 1 syllabus Food and beverage

Course Contents:

Module I: The Food Service System

Introduction to Foodservice System

Introduction to the Hotel Industry and Growth of the hotel industry in India

Role of catering establishment in the travel/tourism industry

Types of F&B operations

Classification of Commercial, Residential/Non-residential

Welfare Catering – Industrial/Institutional/Transport such as Air, Road, Rail, Sea

Structure of the catering industry a brief description of each

Some Characteristics of the Foodservice Industry

Management and Foodservices

Management Defined

Training the Labour force

Levels of Responsibility

Unique Characteristic of Foodservice

Flow of Food

Forms of Food Purchased

Types of Foodservice System

Conventional Foodservice System

Advantages of Conventional Food service system

Disadvantages of Conventional Foodservice System

Centralized Foodservice System

Advantages of Centralized Foodservice

Disadvantages of Centralized Foodservice System

Ready Prepared Foodservice System

Advantages of Ready Prepared Foodservice System

Disadvantages of Ready Prepared Foodservice System

Assembly Serve Foodservice System

Advantages and Disadvantages of Assembly Serve Foodservice System

Module II: Organization of Foodservice

The Organization of Modern College

The Classical Brigade

Modern Kitchen Organization

Duties & responsibilities of F&B staff

Attributes of a waiter

Skill Levels

Organization of Main Kitchen

Organization of Satellite Kitchen

Organization of Bakery and Confectionary

Organization of Kitchen Stewarding

Purchase and Stores Department

Restaurant Organization

Banquet Organization

Room Service Organization

Lounge Organization

Bar Organization

Dispense Bar Organization

Intra and Inter Departmental Relationship

Interdepartmental Relationship

Qualities Required for Food Service Staff

Module III : Menu Planning

Menu Planning

Purpose of the menu

Classic Menu sequence

Classes of menu

Menu development

French Classical Menu

Hors d'oeuvres and other appetizers

Soups

Egg dishes

Pasta and rice dishes

Fish dishes

Meats, poultry, and game

Potatoes ,vegetables and salads

Cheese
Sweets
Savouries
Desserts

Module IV: Food Service Areas

Specialty Restaurants
Coffee Shop Service
Cafeteria Service
Fast Food Service
Room Service
Banquet Service
Bar Service
Vending Machine
Grill Room
Discotheque
Ancillary Departments:
Pantry
Food pick-up area
Store
Linen room
Kitchen stewarding

Module IV: F & B Service Equipment Familiarization

Design and purchasing factors
Stillroom
Hotplate
Wash-up
Colour and lighting consideration
Bar
Linen
Tableware
Cutlery
Crocery
Glassware
Flatware

Hollowware

Automatic vending

All other equipment used in F& B service

French terms related to the above

Module V: Types of Food & Beverage Service

Preparation for Service

Mise-en-scene

Mise en place

Types of Food Service

- Silver Service
- Pre- plated
- Cafeteria Service
- Room Service
- Buffet Service
- Gueridon Service
- Lounge Service

Table Service – English / Silver , American , French , Russian

Self Service – Buffet & Cafeteria

Specialized Service – Gueridon , Tray , Trolley , Lounge , Room Service etc.

Single Point Service – Take Away , Vending, Kiosk, Food Courts & Bars , Automats

Mis-en-place & Mis-en-scene

Sem 1 syllabus Front office

Module I: Introduction to Tourism, Hospitality & Hotel Industry

Tourism and its importance

Hospitality and its origin

Hotels, their evolution and growth

Brief introduction to hotel core areas with special reference to Front Office.

Origin of Hospitality, Hotels.

Module II: Front Office Department and Hotel Organization

Sections and Layout of Front Office

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

Duties and responsibilities of various staff

Attributes of front office personnel

Coordination of front office with other departments of the hotel

Equipments used in the various sections of front office

Hotel Entrance, Lobby and Front Office Staff

Introduction

Lobby

Size of Lobby
Reception Counter
Hospitality Desk
Equipments and Furniture
Front Office functions and importance
Various sections of the front office department

Classification of Hotels
Size, Star, Location & Clientele
Ownership basis, Independent hotels
Management contracted hotel, Chains, Franchise/Affiliated
Supplementary accommodation, Time spares and condominium
HRACC
FHRAI

Module III: Types of Rooms & Meal Plans

Single
Double
Twin Suits etc
Food / Meal plans
Tariff Fixation
Special Packages & Rates

Module IV: Front Office Guest Cycle

Introduction to guest cycle
Pre-arrival
Arrival
Stay
Departure and after departure
Front Office System

Module V: Tariff Structure

Tariff
Basis of Charging tariff
Tariff Fixation
Room tariff card
Room Tariff
Room Tariff Fixation
• Cost Based Pricing

- Market based Pricing
- Types of rates
Rate Discounting
Setting room rates
Packages

House keeping Sem 1 syllabus

Module I: Introduction to Housekeeping

Importance & Functions of Housekeeping

Housekeeping Areas – Front of the house, Back of the house, Guest rooms, Public Area, Maids Room, Indoor and Outdoor Areas.

Layout of Housekeeping department, Factors to be considered while planning the layout of the department, Explanation of all different areas in detail within the layout

Module II: The Role of Housekeeping in Hospitality Operation

Role of Housekeeping in Guest satisfaction and repeat Business
Coordination with other departments of the hotel – Front Office, Maintenance, F& B Service, Kitchen , Security, Stores & Purchase, HRD , Accounts.

Module III: Organization Chart of the Housekeeping Department

Hierarchy in small, medium, large and chain hotels
Identifying Housekeeping Responsibilities

Personality Traits of housekeeping
Management Personnel
Duties and Responsibilities of Housekeeping Staff
The Professional Housekeeper

Module IV: Cleaning Organization

Principles of cleaning
Hygiene and safety factors in cleaning
Methods of organizing cleaning
Frequency of cleaning daily, periodic, special
Design features that simplify cleaning

Module V: Cleaning Agents

Classification, use, care, storage and issuing procedures
General Criteria for selection
Distribution and Control
Polishes
Floor seals
Use of Eco-friendly products in Housekeeping.

Module VI: Cleaning Equipment and Housekeeping Inventories

Cleaning equipment
Cleaning agents
Guest supplies
Linen
Uniforms
Classification, use, care & maintenance
Selection & purchase criteria

Module VII: Daily routines and systems

Introduction
Housekeeping Day
Opening the House
Morning shift
Afternoon shift
Night Shift
Role of night supervisor



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SEM 1 SYLLABUS FOR BUSINESS COMMUNICATION

MODULE 1 –INTRODUCTION TO ENGLISH COMMUNICATION

- Definition
- Features
- Methods /Modes
- Importance in Hospitality Industry

MODULE 2- INTRODUCTION TO LETTER WRITING

- Definition, Origin and Features
- Formal Letter Writing
- Informal Letter Writing
- Difference between Formal and Informal Letter

MODULE 3- INTRODUCTION TO WRITING SKILLS

- Paragraph Writing

- Article Writing
- Report Writing
- Essay Writing

MODULE 4- INTRODUCTION TO READING SKILLS

- Comprehension
- Note Making

MODULE 5- INTRODUCTION TO SPEAKING SKILLS

- Phonetics-Pronunciation of commonly mispronounced words
- Introduction to American Phonetics
- Introduction to British Phonetics
- Elocution
- English videos- news clippings with subtitles



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SEM 2 SYLLABUS

FOOD PRODUCTION

MODULE I – Salads

Introduction

Composition of Salads

Types of Salads

Various types of lettuce used in salads

Salad Dressings

Emerging Trends in Salad Making

Salient Features of preparing a good salad

MODULE II– FISH and SHELLFISH

Introduction

Classification of Fish with examples

Classification of Shellfish

Selection, Cooking & Storage of Fish

Cuts of Fish

Famous Species of Fish

Classical Preparation of Fish

Common Cooking Methods Used for Seafood Preparation

MODULE III– POULTRY

Cuts of Poultry

Selection & uses of Cuts

Rice Cereals & Pulses

MODULE IV – MEAT

Introduction

Physical and Chemical Characteristics of Meat

Selecting and Grading of Meat

Processing of Whole Meat

Classification of Meat

Categories of Meat

Introduction to Meat Cookery

Cuts of Lamb, Pork, Beef, Veal

Storage of Meat

MODULE V: EGG

Introduction to Egg

Structure of Egg

Classification of Egg

Grade

Types of Egg

Selection of Egg

Storage of Egg

Uses of Egg

Cooking of Eggs for Breakfast

Module VI : Seeds , Nuts and Spices

Introduction to Seeds

Classification of Seeds

Seeds as Spices

Nuts

Selection and Storage of Nuts

Module VII: Introduction to Rice, Cereals and Pulses

Introduction

Pulses

Common Beans

Cereals

Rice

Classification of Rice

Other Rice Products

Cooking Rice

Selection of Rice

Module VIII: Texture, Accompaniments & Garnishes

Importance & Characteristics

Factors affecting textures in food

Desirable & Non – desirable textures with examples

Difference between accompaniments & garnishes



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SEM 2 FOOD AND BEVERVERAGE SYLLABUS

Course Contents:

Module I: Meals and Menu Planning

Origin of Menu

Objectives of Menu Planning

Types of Menu

Forecasting , Important Planning Consideration

Menu Planning and Meal Periods

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

Module II : Dining Service , Styles and Procedures

Dining Service Staff Position

- Server (Steward or Waiter)
- Busperson (Assistant Steward or Assistant Waiter)
- Host
- Cashier
- Dining Room Manage

Styles and Procedures

1. Seated Service
2. Plate Service
3. Cart Service
4. Platter Service
5. Family Style Service
6. Buffet Service
7. Counter Service
8. Tray Service
9. Centralized Service
10. Decentralized Service
11. Self Service
12. Cafeteria Service

Providing Superior Service

- Pre Shift Service
- Suggestive Service
- Service Guarantees
- Resolving Guest Complaints
- Team Approach to Service

Module III: Sale Control System

1. KOT/Bill Control System (Manual)

Triplicate Checking System

Duplicate Checking System

Single Order Sheet

Quick Service Menu & Customer Bill

2. Making Bill

Cash handling equipment

Record Keeping (Restaurant Cashier)

Cash handling equipment

Record keeping

Module IV: Non-Alcoholic Beverages

Classification (Nourishing, Stimulating and Refreshing beverages)

Tea , Coffee , Chocolate

- Origin & manufacture
- Types & Brands
- Other Still room beverages
- Checking and cleaning beverage making equipment
- Non alcoholic bar beverages (soft drinks)
- Milk and Dairy based beverages
- Squash
- Energy Drinks

Module V: Tobacco

History

Processing for cigarettes, pipe tobacco & cigars

Cigars – Shapes/sizes/colors

Storage of cigarettes & cigars

SEM 2 FRONT OFFICE SYLLABUS

Course Contents:

MODULE I – Reception

Preregistration

Guest Amenities

Receiving and welcoming of guest

Profile of Guest

Pre-registration of guest

Registration record

Room and rate assignment

Method of payment

Issuing of room keys

Fulfilling special requests

Selling the guest room

When guest cannot be accommodated

Guest Registration procedure

Regular & Non Regular Guest

Systems of registration

Rooming of a guest

MODULE II – Guest Services

Handling Guest Mail

Message Handling

Handling of Keys

Guest Paging

Safe Deposit Locker

Guest Room Change Procedure

Left Luggage

Wake Up Calls

Guest Complaints

- Types of Guest Complaints
- Handling Guest Complaints

Module III: Pre-Arrival Procedures

Room Selling Techniques

Up Selling, Discounts.

Module IV: Arrivals

Preparing for guest arrivals at Reservation and Front Office,
Receiving Guests, Pre-registration,

Types of Registration (non-automatic, semi automatic and
automatic),

Relevant records for FITs, Groups, Aircrews and VIPs.

Receiving guests

Module V: Bell Desk

Functions, Procedures and records.

Equipment needed at the bell desk

Left luggage procedure

Hierarchy of bell desk

Errand card

Records maintained at the bell desk

Module VI: Tariff Structure

Basis of charging, plans, competition, customer's profile, standards of services & amenities, Hubbert formula, different types of tariff, rack rate, discounted rate for corporate, Airlines, Group & travel agents

SEM 2 HOUSE KEEPING SYLLABUS

Course Content:

Module I: Cleaning Guest Rooms

Rules of the floor

Bed-making

Procedure for Traditional Bed-making

Daily cleaning of a Guest room

- Cleaning of an occupied room
- Cleaning of a vacated room
- Cleaning of a vacant room
- Servicing a VIP room
- Dealing with Under repair room

Turndown service

Second Service

Closing down after service

MODULE II – Cleaning of Public Areas

Introduction

Entrances (flooring, mats, doors)

Lobbies

Daily Cleaning

Periodic Cleaning

Front Desk

Specific cleaning task

Elevators

Staircase

Guest corridors

Public restrooms

Banquet Hall

Leisure Area (spa, swimming pool, Garden)

MODULE –III – Housekeeping Pantry

Location, Layout

Set up of Maid's Trolley

MODULE IV - Beds and Mattresses

Construction , care and cleaning of beds

Different types of mattresses

Module VIII: Housekeeping Control Desk

Housekeeping Control Desk

Forms, Formats, Records and Registers

Coordination with other departments

Handling Telephone calls

Paging Systems and Methods

Handling complaints and difficult situations

Handling room transfers

Module V : Standard Contents of a Guest Room

Guest room furniture

Furniture arrangement

Guest room fixtures and fittings

Beds, mattresses, beddings and soft furnishings

Guestroom accessories

Placement of guestroom supplies

Module VI: Inter Departmental Relationship

With Front Office, With maintenance, With Security, With Stores, With Accounts, With Personnel, Use of Computers in Housekeeping department.

MODULE VII – Situation Handling

How to enter a guest room

If guest is sleeping in the room

If guest is in the bathroom

If guest is in the room inappropriately dressed

SEM 2 FUNDAMENTALS OF MANAGEMENT -1 SYLLABUS

Course Contents:

Module I: Introduction

Nature of Management, Importance of Management, Role of Management,

Concept, Nature, Scope and Functions of Management, Levels of Management, Evolution and Foundations of Management Theories - Classical and Neo - Classical Theories, Systems Approach to organization, Modern Organization Theory.

Module II: Management Planning Process

Concept, Types of Planning, Planning objectives and characteristics, Hierarchies of planning, the concept and techniques of forecasting.

Module III: Organization

Meaning, Importance and Principles, Departmentalization, Span of Control, Types of Organization, Authority, Delegation of Authority, Power, Conflict and Coordination, Organisational Change.

Module IV: Staffing

Meaning, Job analysis, Manpower planning, Recruitment and Selection Transfers and Promotions, Appraisals, Management Development, Job Rotation, Training, Rewards and Recognition, Training and Development

Module V: Directing

Motivation, Co-ordination, Communication, Directing and Management Control, Decision Making, Management by objectives (MBO) the concept and relevance, Leadership

Module VI: Management Control

Coordination, Meaning, Nature, Features, Objectives and Process of Management Control, Techniques and Behavioural Aspects of Management control.

SEM 3 SYLLABUS

FOOD PRODUCTION OPERATION 1

Module I: Dum Cooking

Introduction

Origin of Dum Cooking

Special Equipment and Their Use

Classical Dishes

Module II : Tandoor Cooking

Introduction

Origin and History

Types of Tandoor and Their Uses

Fabrication of a Tandoor

Installation of a new tandoor

Basic meat processing and marinating techniques for making kebabs

The role of ingredients in kebab

Basic Indian Breads made in tandoor

Work station set up and workflow

Salient Safety Features while Operating a Tandoor

Module III : Rice Cooking

Introduction

Origin and History of the Cultivation of Rice

Types of Rice

Basic Rice Preparation Methods

Common Rice Preparations in India

Module IV: Introduction to Indian Sweets

Introduction

Origin and History of Indian Sweets

Ingredients Used in Indian Sweets

Regional Influences on Indian Sweets

Equipment Used in Preparing Indian Sweets

Religious Importance of Sweets

Comfort Food of India

Module V: Traditional Home Style Cooking

Introduction

Concept of Ghar Ka Khana

Demand of Ghar Ka Khana in Five Star Establishments

Home Style Dishes and their Adaptation in Five Star Hotels.

Module VI: Chutneys & Pickles



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Sem 3 syllabus

Food & beverage Operation -1

Course Contents:

Module I: Alcoholic Beverage

Introduction and definition

Production of alcohol

Fermentation Process

Distillation Process

Shot Sizes

Standard Drinks

Alcohol Concentration

Tasting Techniques

Matching food with wine and other drinks

Classification with examples

Module II: Wines

Definition

History

Viticulture

Vinification

Classification with examples:

- Table/Still/Natural
- Sparkling
- Fortified
- Aromatized

Production of each classification

Old World Wines (Principal wine regions, wine laws, grape varieties, production and brand names)

Module III: Cocktails

Introduction, History, Methods of Mixing cocktails

Rules of mixing cocktails

Classic Cocktails- Recipes, innovative cocktails & mock tails (at least 5 from each base)

Cocktail Bar Equipment, garnishes, decorative accessories.

Definition of other mixed drinks – eg. Cobler, Daisy, Sangaree etc.

Module IV: Liqueurs

Definition and History

Production of liqueurs

Broad Categories of Liqueurs (Herb , Citrus, Fruit / Egg , Bean & Kernel)

Popular Liqueurs (Name , colour , predominant flavour & country of origin)

Names of liqueurs and country of origin & predominant flavour

Service

Module VI: Cocktails

Introduction, History, Methods of Mixing cocktails

Rules of mixing cocktails

Classic Cocktails- Recipes, innovative cocktails & mock tails (at least 5 from each base)

Cocktail Bar Equipment, garnishes, decorative accessories.

Definition of other mixed drinks – eg. Cobler, Daisy, Sangaree etc.

Module VII: The service sequence

Taking bookings

Preparation of service

Taking customer food and beverage orders

The order of service

Silver service and service enhancements

Service of alcoholic beverages

Module VIII: The service sequence

Taking bookings

Preparation of service

Taking customer food and beverage orders

The order of service

Silver service and service enhancements

Service of alcoholic beverages



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SEM 3 ACCOMODATION MANAGEMENT 1 SYLLABUS

Module I : Linen Room

Activities of the Linen Room

Storage of Linen

Linen Exchange

Par Stock

Calculation of linen requirement

Module II : Linen Control

Linen Control

Procedure and Records

Linen Quality and Life Span

Discards and their reuse

Selection criteria for various Linen Items & fabrics suitable for this purpose

Purchase of Linen

Linen Hire

Different documents used in Linen Room

Module III: Uniforms

Advantages of providing uniforms to staff

Issuing and exchange of uniforms; type of uniforms

Selection and designing of uniforms

Layout of the Uniform room

Establishing Par Levels for Uniforms

Storage of Uniforms

Module IV: Flower Arrangement

Flower arrangement in Hotels

Equipment and material required for flower arrangement

Conditioning of plant material

Styles of flower arrangements

Japanese and Oriental flower arrangement

Common flowers and foliage

Designing Flower arrangement

Principles of design as applied to flower arrangement (Practical Classes)

Module V: Pest Control

Types of Pest

Areas of Infestation, Preventive measure and Control measure

Waste Disposal

Integrated Pest Management

Module VI: Contract Cleaning and Outsourcing

Definition, Concept of Outsourcing and contract

When Outsourced Services are considered

Contract Services in Housekeeping

Hiring Contract Providers

Pricing of Contracts

Jobs given on contract by Housekeeping

Advantages & Disadvantages

Pricing a contract

SEM 3 FRONT OFFICE OPERATION 1
SYLLABUS

Module I: Computer Application in Front Office Operation

Fidelio,

Amadeus

IDS Fortune

Shawman

Module II: Front Office (Accounting)

Accounting Fundamentals

Guest and non guest account

Accounting system (non automated, semi automated and fully automated)

Guest Accounting (manual)

Guest Weekly Bill, Visitors Tabular Ledger

Module III: Check Out Procedures

Billing the guest folio

Sale of services

Recording sales

Preparing folio

Recording of each transaction

Accounts receivables

Types of accounts receivables

Folio the individual account receivable

Folio the group account receivable

Understanding charges and credits

Posting to the folio

Overview of the billing procedure

Recording charges to accounts

Recording credits to accounts receivables

Credit and City Ledger

City Ledger

Credit Cards - Kinds of credit cards, how the system works, other cards

Other City Ledger Categories - Master Accounts, Groups, Packages and Company Sponsored Functions, Individual City Ledger Receivables Managing Credit, Weighing Cost Against Benefits, Components of Credit Management, Collecting Receivables

Cash Transactions

Handling Cash Transactions

Cashiers Daily Report

Guest accounts settlement

- Cash and credit
- Indian currency and foreign
- Transfer of guest accounts
- Express check out
- Check Out and Account Settlement
- Departure Procedures
- Check Out Options
- Unpaid Account Balances
- Account Collection
- Front Office Records

Module IV: Control of Cash and Credit

Module V: Night Auditing

Functions

Role of Front Office Auditor

Establishing an End of the Day

Cross Referencing

Account Integrity

Guest Credit Monitoring

Audit Posting Formula

Daily and Supplemental Transcript

Front Office Audit

Daily and Supplement Transcript

Front Office Audit Process

Audit procedures (Non automated, semi automated and fully automated)

Posting of Room Charges

Reconciling Using a Property Management System

Reconciling the Audit

Module VI: SALES TECHNIQUES

Various Sales Tools

Role of Front Office Personnel in maximizing occupancy

Overbooking, Repeat guests, Return Reservations.

Offering Alternatives and Suggestive Selling

Business related Marketing Techniques

SEM 3

BAKERY AND PATISSERIES -I SYLLABUS

Module I : Bakery Organization and Equipment

Bakery Organization

Equipment

Module II : Basic Commodities Used in Bakery and Pastry

Introduction

Flour

Structure of Wheat Grain

Types of Flour

Gluten Free Flour

Raising Agents

Fats and Oils

Usage of Fats and Oils in Cooking and Baking

Rendering the Fat

Clarifying Butter

Milk and Dairy Products

Cream

Sweeteners

Module III: BREAD FABRICATION

Introduction

Understanding Baking

Ingredients Used in Bread Making

Principles behind Bread Making

Basic Faults in Bread Making

Equipment Used in Bread Making

Breads of the World

MODULE IV – SUGAR

Sugar & its importance

Types of Sugar

Cooking stages & temperatures of various stages

Uses of Sugar

Module V : Basic Sponges and Cakes

Introduction

Pastry Techniques and Principles

Sifting

Creaming

Whisking

Rubbing In

Folding In

Docking

Blind Baking

Pinning or Rolling

Piping

Laminating

Icing

Ingredients Used in Sponge Making

Principles Behind Making of Sponges

Baking and Cooling of Sponges

Basic Sponges

Points to be kept in mind while making sponges and cakes

Equipment Used in Sponge and Cake Making

SEM 4

FOOD PRODUCTION OPERATIONS -2

Module I – Modern Cooking Techniques & Processes

HACCP

FSSAI Law

Cook Chill & Cook Freeze

Module II: Larder

Layout & Equipment

Introduction of Larder Work

Larder

Selection and Functions of Larder Kitchen

Layout of a typical Larder Kitchen

Larder Equipment

Hierarchy of Larder Staff

Duties and Responsibilities of Larder Staff

Terms & Larder Control

Common terms used in the Larder and Larder Control

Essentials of Larder Control

Importance of larder Control

Devising Larder Control Systems

Leasing with Other Departments

Yield Testing

MODULE III – International Cuisines

Geographic Location & Historical Background

Staple Food

Tourist Destination – Sports, Festivals

Regional Attire

Equipments & Raw Material

MODULE IV- Appetizers and Garnishes

Introduction

Classification of Appetizers

Garnishing Hors D' oeuvres

Popular Traditional Appetizers from the World

Modern Plated Appetizers

Module V- Sandwiches

Introduction

Parts of Sandwiches

Types of Sandwiches

Making of Sandwiches

Storing Sandwiches

Modern Approaches to Sandwiches in Hotels

SEM 2

FOOD & BEVERAGE OPERATION -2

Module I: Room Service/ In room dining service

Introduction, general principles

Cycle of Service, scheduling and staffing

Forms and Formats

Order Taking, Suggestive Selling, breakfast cards

Time management- lead time from order taking to clearance

Module II : The service of breakfast and afternoon service

Breakfast service

Afternoon tea service

Module III : Specialized forms of service

Service in situ

Floor/ room service

Lounge service

Hospital tray service

Home delivery

Airline tray service

Rail service

Module IV: Banquets

Organization structure, Duties & Responsibilities of banqueting staff

Administrative Procedures, Formats Maintained

Banquet Function Prospectus

Types of Function (Formal and Informal)

Menu Planning (Indian, Continental, Theme, conference, cocktail, others)

Seating Arrangements

Off Premise/ Out door catering, Air line/ Railway/ Sea Catering.

Module III: Buffets

Definition

Types of buffets

Buffet equipment and table set-up.

Module IV: Bar Operations

Types of bars

Layout of American bar (parts of the bar)

Bar equipments

Module V: Gueridon Service

Origin and definition

Types of Trolleys and layout

Special equipment

Introduction to carving , jointing and filleting

Flambe lamps , suzette pans and hotplates

Hors d'oeuvres and other starters

SEM 4 ACCOMODATION MANAGEMENT -2

Module I : Changing Trends in Housekeeping

Hygiene not just cleanliness

Outsourcing

Training and Motivation

Trends (women's only floor, amenity trend, design trend)

Eco friendly amenities, products

Ozone Treatment

IT In Housekeeping (different software used)

Module II: Colour

Colour Wheel

Colour Schemes

Psychological effects of colour

Module III: Lighting

Classification / type

Lighting for the guest rooms & public areas

Module IV: Windows & window treatment

Different types of windows

Curtains & draperies, valances, swag

Window cleaning – Equipment and Agents

Module V: Soft furnishing & Accessories

Types, use & care of soft furnishing

Role of accessories

Module VI: Floor, Floor finishes & wall covering

Classification / types

Characteristics

Selection criteria

Cleaning Procedures – care & maintenance

Agents used, polishing / buffing

Floor seals

Carpets

Types – selection care & maintenance

Types of wall coverings

Functions of wall coverings

Module VII: Textiles

Textile Terminology

Classification and Identification of Textile Fibres

Characteristics of Textile Fibres Yarn

Yarn manufacturing

Fabric Construction

Blends and Unions

Use of Textile in Hotels

Textural process

Characteristics & uses of various fabrics

Selection of fabric

SEM 4

FRONT OFFICE OPERATION-2

Module I: Operations Management

Planning Operations – Planning, Managing, Co-coordinating, Controlling, Evaluating

Establishing Room Rate – Different approaches of Pricing, Market Condition, Thumb Rule, Hubert's Formula for determining Single & Double Rooms

Special Room Rates Offered – Commercial, Corporate, Incentive, Family, Packages

Forecasting Room Availability – No Shows, Cancellation, Walk ins, Overstay, Under Stay, Forecast Formula

Budgeting for Operations – 3 day Forecast, Forecasting Room Revenue, Estimating Expenses, Refining Budget Plans

Effective use of practices and Front Office Operations – SOP's at front

office department.

Effective use and control of supplies & equipment.

Establishing standards, monitoring performance, corrective action in Rooms Division.

Module II: Personnel Management in Accommodations Operations

Calculating Staff Requirement, Duty Rotas

Selection & Requirement of employees – Attributes for staff at various levels of hierarchy

Time & Motion study, work study & work measurements

Module III: Financial Management & cost control

Preparation of Budget

Revenue Budget for Front Office

Expense Budget for Front Office Department.

Budgets : Types – fixed, flexible, zero base

Measures to reduce operating cost & labour cost

Module IV: Evaluating Operations

Daily Operations Report

Monthly Income Statement

Occupancy Ratios

Occupancy Percentage

Rev Par/ARR/ADR

Single Occupancy/Double Occupancy

Foreign Guest Percentage

Room Count/House Count

Yield Statistics

Market Share Index

Handling Foreign Currency

Currency Exchange

Procedure to be followed while exchanging Foreign Currency
EPCG – Export Promotion Capital Goods Scheme

SEM 4 . BAKERY AND PATEISSARIES -2

Module I : Pastes , Creams, Fillings , and Sauces

Introduction

Pastes

Short Crust Pastes

Sweet Pastes

Choux Paste

Marzipan

Almond Paste

Touille Paste

Puff Pastry

Creams

Pastry Creams

Crème Chantilly

Caprice Cream\Butter Cream

Lemon Cream

Ganache

Sauces

Adding Flavour to the Pastry Sauces

Common Faults in Sauce Making

Module II: Laminated Pastries

Introduction

Puff Pastry

Methods of Making Puff Pastry

Inverted Puff Pastry

Uses of Puff Pastry

Preparation of Puff Pastry

Danish Pastry and Croissant

Strudel

Phyllo Pastry

Common Faults in Laminated Pastry

Module III: Cakes

Cakes : Their ingredients and functions

Functions of Optional ingredients in cakes

Principles involved in the preparation of cakes

Balancing of Cake Formula

Characteristics of Cake or Scoring of Cake

Cake Faults and their Causes

Sponge Cake

Module IV : Icings

Butter cream

Royal Icing

Almond Paste or Marzipan

Fondant Icing

Gum Paste or Pastillage

American Frosting

Water Icing or Glace Icing

Decoration of Cakes



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