

## DIPLOMA IN FOOD PRODUCTION

<b>Eligibility:</b>	Senior Secondary (10+2) or equivalent with English as a subject.
<b>Duration:</b>	One Year + six months in industry
<b>Teaching hours per week:</b>	35 Hours
<b>Effective teaching:</b>	34 weeks
<b>Industrial training:</b>	24 weeks after the annual examinations.

### TEACHING AND EXAMINATION SCHEME

No.	Subject code	Subject	Hours per week	Term Marks*
<b>THEORY</b>				
1	DFP-01	Cookery	3	100
2	DFP-02	Larder	2	50
3	DCS-01	Hygiene & Sanitation	2	50
4	DFP-03	Nutrition	1	50
5	DFP-04	Commodities	2	50
6	DCS-02	Food Costing	2	50
<b>TOTAL</b>			<b>12</b>	<b>350</b>
<b>PRACTICAL</b>				
7	DFP-11	Cookery	16	100
8	DFP-12	Larder	4	100
9	DCS-11	Computer Awareness	1	-
10	DCS-12	Library	2	-
<b>TOTAL</b>			<b>23</b>	<b>200</b>
<b>GRAND TOTAL</b>			<b>35</b>	<b>550</b>

\* Term marks will comprise 30% Mid Term Exam & 70% End Term Exam Marks.

### RULES AT A GLANCE

NO.	TOPIC	REQUIREMENT
1.	Minimum attendance required to become eligible for exam	75% in aggregate
2.	Minimum pass marks for each theory subject	40%
3.	Minimum pass marks for each practical subject	50%
4.	Maximum duration to pass/clear all subjects/ papers	03 academic years



## COOKERY THEORY (DFP-01)

TIME ALLOTTED: 03 HOURS PER WEEK

MAXIMUM MARKS: 100

ACTIVITY	MAXIMUM MARKS
Marks for attendance	5
Mid-term exam marks	25
Total (Incourse Assessment Marks)	30
End term exam marks	70
Total	100

### Knowledge based objectives for Cookery Theory:-

After the completion of Cookery Theory subject, the Students will be able to:

1. Explain the Organizational Structure of Food Production Department.
2. Design the layout of Kitchen.
3. Classify raw materials and their uses.
4. Describe the methods of mixing food.
5. Draw the structure of egg.
6. Explain the balancing of recipes.
7. Define and classify sauces and soups.
8. Breads and bread making
9. Different types of pastries
10. Kitchen equipment and its upkeep and interdepartmental coordination

UNIT	CONTENT	HOURS ALLOTTED	WEIGHTAGE FOR EXAM
1	Origin of hotel industry Importance of kitchen in Hotel & Catering establishments Aims and objectives of Cooking Classification of raw materials, preparation of ingredients. Methods of mixing foods, effect of heat on various foods, weighing and measure, texture of food, Culinary terms.	08	10%
2	Methods of cooking with special Application to meat, fish, vegetables, cheese, pulses and egg. Conventional and non-conventional methods of cooking, solar cooking, microwave cooking, fast food operation.	07	10%



3	<b>Eggs</b> – Structure, selection of quality, various ways of cooking eggs with example in each method and prevention of blue ring formation. Varieties of fish, meat and vegetables. Accompaniments, garnishes and rechauffe.	10	10%
4	Balancing of recipes, standardization of recipes, standard yield, maintaining recipe files. Menu planning, portion control, brief study of how portions are worked out. Invalid cookery. Purchase Specifications, quality control, Indenting and Costing	10	10%
5	Description and use of the following: Basic stocks, Aspics & Jellies. Roux blanc, Roux blonde and Roux brun, Recipes and quantities required to produce 10 litres of stock, white & brown. Recipes required to produce one litre of the following: Béchamel sauce, tomato sauce, Veloute sauce, espagnole sauce, Hollandaise and mayonnaise sauce with the necessary precautions to be observed while preparing these, with minimum five derivatives of each. Soup – Definition, classification of soups with example in each group, recipe for one litre consommé, 10 popular consommés with their garnishes.	10	10%
<b>MID TERM EXAM</b>			
6	Vegetables – Effect of heat on different vegetables in acid/alkaline medium and reaction with metals. Method of cooking different vegetables with emphasis on cooking asparagus, artichokes, brussel sprouts.	12	15%
7	Theory of Bread making, Bread rolls, Bread sticks, Indian Breads.	8	5%
8	Pastry – Recipes of short crust pastry, puff pastry, flaky pastry choux paste, Danish pastry and their derivatives. Recipes and method of	15	20%



	preparation of plain ice cream.		
9	Kitchen stewarding and upkeep of equipment.	05	05%
10	Staff organization of Kitchen, coordination with the Departments.	05	05%
	Total	90	100%



## LARDER THEORY (DFP-02)

TIME ALLOTTED: 02 HOURS PER WEEK

MAXIMUM MARKS: 50

ACTIVITY	MAXIMUM MARKS
Marks for attendance	2 ½
Mid-term exam marks	12 ½
Total (Incourse Assessment Marks)	15
End term exam marks	35
Total	50

**Knowledge based objectives for Larder Theory:-** After the completion of the Larder Theory, the Students will be able to:

1. Design the layout of Larder Department.
2. Explain the Organizational Structure.
3. Identify and draw the tools and equipment used in Larder Department.
4. Classify and define cuts and uses of Fish, Poultry, Lamb, Beef and Pork
5. Explain the procedures of maintaining Larder Equipment.

UNIT	CONTENT	HOURS ALLOTTED	WEIGHTAGE FOR EXAM
1	Larder organization and layout. Larder control- maintenance and care of larder equipment	06	10%
2	Hors d' oeuvre and salads- classification	06	10%
3	Fish – classification, cleaning, basic cuts and uses and storage	06	10%
4	Poultry and game- classification preparation and cuts with uses	12	20%
<b>MID TERM EXAM</b>			
5	Butchery – cuts of beef, lamb, mutton and pork-uses and weights	12	20%
6	Types of force meat and uses	06	10%
7	Assembling cold buffet, sandwiches and canapés, decorative work with ice, vegetable, butter/fat and fruit	06	10%
8	Cleaning and care of larder equipment and tools	06	10%
	Total	60	100%



## HYGIENE AND SANITATION (DCS-01)

TIME ALLOTTED: 02 HOURS PER WEEK

MAXIMUM MARKS: 50

ACTIVITY	MAXIMUM MARKS
Marks for attendance	2 ½
Mid-term exam marks	12 ½
Total (Incourse Assessment Marks)	15
End term exam marks	35
Total	50

**LEARNING OBJECTIVES:** After completion of the subject a student will be able to:

1. Understand Food Microbiology, Food Contamination and Spoilage;
2. Follow sanitary procedure during food handling;
3. Understand the importance of personal hygiene
4. Analyse critical control points; and
5. Practice laws governing the food safety and standards

No	CONTENT	TIME ALLOTTED	WEIGHTAGE FOR EXAM
1	<b>FOOD MICROBIOLOGY</b> <ul style="list-style-type: none"><li>• Introduction</li><li>• Microorganism groups important in food microbiology<ul style="list-style-type: none"><li>- Viruses</li><li>- Bacteria</li><li>- Fungi (Yeast &amp; Molds)</li><li>- Algae</li><li>- Parasites</li></ul></li><li>• Factors affecting the growth of microbes</li><li>• Beneficial role of Microorganisms</li></ul>	10	15%
2	<b>FOOD CONTAMINATION AND SPOILAGE</b> <ul style="list-style-type: none"><li>• Classification Of Food</li><li>• Contamination And Cross Contamination</li><li>• Spoilages Of Various Food With The Storing Method</li></ul>	05	10%
3	<b>SANITARY PROCEDURE FOLLOWED DURING FOOD HANDLING</b> <ul style="list-style-type: none"><li>• Receiving,</li><li>• Storage,</li><li>• Preparation,</li><li>• Cooking,</li><li>• Holding, and</li></ul>	10	20%



	<ul style="list-style-type: none"> <li>• Service Of The Food</li> </ul>		
<b>MID TERM EXAM</b>			
4	<b>SAFE FOOD HANDLER</b> <ul style="list-style-type: none"> <li>• Personal Hygiene discussing all the standard.</li> <li>• Hand Washing Procedure</li> <li>• First Aid definition, types of cuts, wounds, lacerations with reasons and precautions.</li> </ul>	10	15%
5	<b>HAZARD ANALYSIS CRITICAL CONTROL POINT</b> <ul style="list-style-type: none"> <li>• Introduction to HACCP</li> <li>• History</li> <li>• Principles of HACCP</li> </ul>	10	15%
6	<b>FOOD SAFETY STANDARDS AUTHORITY OF INDIA (FSSAI)</b> <ul style="list-style-type: none"> <li>• Introduction to FSSAI</li> <li>• Role of FSSAI</li> <li>• FSSAI compliance</li> </ul>	05	15%
7	<b>GARBAGE DISPOSAL</b> <ul style="list-style-type: none"> <li>• Different Methods</li> <li>• Advantages and disadvantages</li> <li>• Municipal Laws and Swachh Abhiyan</li> </ul>	10	10%
	<b>Total</b>	<b>60</b>	<b>100%</b>



## NUTRITION (DFP-03)

TIME ALLOTTED: 01 HOURS PER WEEK

MAXIMUM MARKS: 50

ACTIVITY	MAXIMUM MARKS
Marks for attendance	2 ½
Mid-term exam marks	12 ½
Total (Incourse Assessment Marks)	15
End term exam marks	35
Total	50

**Learning objectives:** After completion of the Nutrition subject a student will be able to:

1. Develop basic awareness of important nutrients;
2. Knowledge of nutritional requirements for human beings;
3. Plan nutritionally balance menu; and
4. Planning of menus for special needs.

UNIT	CONTENT	HOURS ALLOTTED	WEIGHTAGE FOR EXAM
1.	<b>BASIC ASPECTS</b> <ul style="list-style-type: none"><li>• Definition of Food and Nutrition</li><li>• Importance of Food<ul style="list-style-type: none"><li>- Physiological,</li><li>- Psychological and</li><li>- Social</li></ul></li><li>• Functions of food (in maintaining good health)</li></ul>	03	10%
2.	<b>CLASSIFICATION OF NUTRIENTS</b> <ul style="list-style-type: none"><li>• Macro Nutrients<ul style="list-style-type: none"><li>- Carbohydrates<ul style="list-style-type: none"><li>○ Simple<ul style="list-style-type: none"><li>▪ Monosaccharides</li><li>▪ Disaccharides</li></ul></li><li>○ Complex<ul style="list-style-type: none"><li>▪ Polysaccharides</li></ul></li></ul></li><li>- Fats<ul style="list-style-type: none"><li>○ Saturated</li><li>○ Unsaturated<ul style="list-style-type: none"><li>▪ Monounsaturated</li><li>▪ Polyunsaturated</li></ul></li></ul></li><li>- Proteins<ul style="list-style-type: none"><li>○ Based on structure<ul style="list-style-type: none"><li>▪ Fibrous</li><li>▪ Globular</li><li>▪ Intermediate</li></ul></li><li>○ Based on composition</li></ul></li></ul></li></ul>	04	10%





	<ul style="list-style-type: none"> <li>▪ Simple</li> <li>▪ Conjugated</li> </ul> <ul style="list-style-type: none"> <li>- Water</li> <li>• Micro Nutrients <ul style="list-style-type: none"> <li>- Vitamins <ul style="list-style-type: none"> <li>○ Water soluble</li> <li>○ Fat soluble</li> </ul> </li> <li>- Minerals <ul style="list-style-type: none"> <li>○ Macro elements</li> <li>○ Trace or Micro elements</li> </ul> </li> </ul> </li> </ul>		
3	<p><b>MACRO NUTRIENTS</b></p> <ul style="list-style-type: none"> <li>• Carbohydrates <ul style="list-style-type: none"> <li>- Functions of Carbohydrates</li> <li>- Sources</li> <li>- Recommended Daily Allowances (RDA)</li> <li>- Effects of Deficiency and excess intake of Carbohydrates</li> </ul> </li> <li>• Fats <ul style="list-style-type: none"> <li>- Functions of Fats</li> <li>- Sources</li> <li>- Recommended Daily Allowances (RDA)</li> <li>- Effects of Deficiency and excess intake of Fats</li> </ul> </li> <li>• Proteins <ul style="list-style-type: none"> <li>- Functions of Proteins</li> <li>- Sources</li> <li>- Recommended Daily Allowances (RDA)</li> <li>- Effects of Deficiency and excess intake of Proteins</li> </ul> </li> <li>• Water <ul style="list-style-type: none"> <li>- Functions</li> <li>- Source</li> <li>- Recommended Daily Allowance (RDA)</li> </ul> </li> </ul>	04	15%
4	<p><b>MICRO NUTRIENT</b></p> <ul style="list-style-type: none"> <li>• Vitamins <ul style="list-style-type: none"> <li>Functions, sources, Recommended Daily Allowances (RDA) and Effects of Deficiency / Excess intake of;</li> <li>- Vitamins of B-Complex Group</li> <li>- Vitamin C</li> <li>- Vitamin A</li> <li>- Vitamin D</li> <li>- Vitamin E</li> <li>- Vitamin K</li> </ul> </li> <li>• Minerals</li> </ul>	04	15%



	<p>Functions, Sources, Recommended Daily Allowances (RDA) and Effects of Deficiency / excess intake of;</p> <ul style="list-style-type: none"> <li>- Calcium</li> <li>- Iron</li> <li>- Iodine</li> <li>- Sodium</li> <li>- Phosphorous</li> </ul>		
<b>MID TERM EXAM</b>			
5	<p><b>CONSERVING NUTRIENTS</b></p> <ul style="list-style-type: none"> <li>• During Storing</li> <li>• During Food Preparation (Pre-cooking e.g. Washing, Peeling, Cutting, Chopping, Slicing, Pounding, Grinding, Soaking, Sprouting, Fermentation, Mixing)</li> <li>• During Cooking</li> </ul>	04	10%
6	<p><b>BALANCED DIET</b></p> <ul style="list-style-type: none"> <li>• Definition and its importance</li> <li>• Factors Affecting Balanced Diet (Age, Gender and Physiological state)</li> </ul>	03	10%
7	<p><b>MENU PLANNING</b></p> <ul style="list-style-type: none"> <li>• Nutritionally balanced meals as per three food group system</li> <li>• Factors affecting meal planning</li> <li>• Calculation of Nutritive value of dishes and meals</li> <li>• Critical evaluation of a given meal</li> </ul>	04	15%
8	<p><b>MENU PLANNING – FOR SPECIAL NEEDS</b></p> <ul style="list-style-type: none"> <li>• Obesity</li> <li>• Diabetes</li> <li>• Hypertension</li> <li>• Cardiac</li> </ul>	04	15%
	<b>Total</b>	<b>30</b>	<b>100%</b>



## COMMODITIES THEORY (DFP-04)

**TIME ALLOTTED: 02 HOURS PER WEEK**

**MAXIMUM MARKS: 50**

ACTIVITY	MAXIMUM MARKS
<b>Marks for attendance</b>	<b>2 ½</b>
<b>Mid-term exam marks</b>	<b>12 ½</b>
<b>Total (Incourse Assessment Marks)</b>	<b>15</b>
<b>End term exam marks</b>	<b>35</b>
<b>Total</b>	<b>50</b>

**Learning Objectives for Commodities:-** After the completion of the Commodities subject, the students will be able to:

1. Classify Cereals and Describe their uses and storage.
2. Classify Pulses and Describe their uses and storage.
3. Define and Classify Fruits and Vegetables.
4. Classify dairy products and describe the composition and storage of milk, cheese, butter and cream.
5. Find and Test the food adulterants.
6. Fruits and vegetables classification and uses
7. Identification and uses of spices and herbs
8. Define and classify tea, coffee, coco and food colours and flavours.
9. Preservation of food

UNIT	CONTENT	HOURS ALLOTTED	WEIGHTAGE FOR EXAM
1	Cereals- wheat rice maize Breakfast cereals like cornflakes, rice flakes, Choco flakes and pressed rice uses and storage	06	10%
2	Pulses –its types and uses	04	10%
3	Fruits and vegetables- classification and uses	10	15%
4	Dairy products- milk –its uses composition and storage, classification and uses of cheese, butter, cream	10	15%
<b>MID TERM EXAM</b>			
5	Prevailing food standards in INDIA, food adulterations as public health hazard, and common adulterants, simple tests in	06	10%



	detection of common food adulterants, ISI, AGMARK and FSSAI		
6	Herbs spices and condiments- classification and uses of different types	04	10%
7	Fruits and vegetables; classification and uses	05	10%
8	Tea, coffee, coco and their sources, storage and uses. Food flavours, essences and food colours with brand names.	10	10%
9	Food Preservation – long term and short term methods. Convenience food, sugar preserves and confectionery gums	05	10%
	Total	60	100%



## FOOD COSTING (DCS-02)

TIME ALLOTTED: 02 HOURS PER WEEK

MAXIMUM MARKS: 50

ACTIVITY	MAXIMUM MARKS
Marks for attendance	2 ½
Mid-term exam marks	12 ½
<b>Total (Incourse Assessment Marks)</b>	<b>15</b>
End term exam marks	35
<b>Total</b>	<b>50</b>

**Learning Objectives :** At the end of the term / course the Students will be able to:

1. Know different pricing methods and explain the different types of Menu.
2. Explain the importance of food costing and costing techniques.
3. Develop standard recipes and adjust the quantities using adjustment factor.
4. Define and explain Material Costing.
5. Explain in controlling food cost, labour cost, overhead cost etc.
6. Define yield and its types.
7. Calculate standard food cost and explain the techniques in portion cost and dinner cost.

UNIT	CONTENT	HOURS ALLOTTED	WEIGHTAGE FOR EXAM
1	<b>Pricing</b> <ul style="list-style-type: none"><li>• Menu pricing styles</li><li>• Types of menu</li><li>• Different methods in pricing</li></ul>	08	15%
2	<b>Costing</b> <ul style="list-style-type: none"><li>• Importance of food costing</li><li>• Methods of costing</li><li>• Costing techniques</li></ul>	07	10%
3	<b>Standard recipes</b> <ul style="list-style-type: none"><li>• Use of standardized recipes</li><li>• Developing standardized recipes</li><li>• Adjustment factor</li></ul>	07	10%
4	<b>Material costing</b> <ul style="list-style-type: none"><li>• Through purchasing</li><li>• receiving</li><li>• issuing</li><li>• production</li><li>• sales and accounting</li></ul>	08	15%



<b>MID TERM EXAM</b>			
5	<b>Control of</b> <ul style="list-style-type: none"> <li>• food cost</li> <li>• labour cost</li> <li>• overhead cost</li> <li>• miscellaneous cost</li> </ul>	10	15%
6	<b>Yield</b> <ul style="list-style-type: none"> <li>• butchers yield</li> <li>• cooking yield</li> <li>• portion control</li> </ul>	10	15%
7	<b>Costs</b> <ul style="list-style-type: none"> <li>• determining standard food cost</li> <li>• calculating portion cost</li> <li>• calculating dinner cost</li> </ul>	10	20%
	<b>Total</b>	60	100%



## COOKERY PRACTICAL (DFP-11)

**TIME ALLOTTED: 16 HOURS PER WEEK**

**MAXIMUM MARKS: 100**

ACTIVITY	MAXIMUM MARKS
Marks for attendance	5
Mid-term exam marks	25
Total (Incourse Assessment Marks)	30
End term exam marks	70
Total	100

**Skill based learning objectives for Cookery Practical:-** After the completion of the practical course, the student will be able to:

1. Prepare and Present Indian dishes like Rice Varieties, Dal Varieties, Indian bread, Vegetables and Non-Vegetarian.
2. Prepare and Present Indian Sweets and Snacks.
3. Prepare and Present Tandoor dishes.
4. Prepare and Present festival menus.
5. Prepare and Present Sauces, Soups and Pastas
6. Prepare and Present Continental dishes of Fish, Poultry and other meat with accompaniments.
7. Prepare and Present Chinese Soups, Noodles and Rice Varieties etc.

### **IMPORTANT:**

1. Two students to work on one station in Basic Training Kitchen.
2. Practical in Quantity Food Kitchen shall be a team activity for bulk cooking.
3. Each menu to be practiced in Basic Training Kitchen by preparing four portions of each dish at each station.
4. Same menu to be practiced in Quantity Food Kitchen through team exercise on minimum twenty portions.

### **Familiarisation of tools / equipment and their use. (One week/ 16 Hours)**

A set of 60 menus shall be drawn, by the institute covering all the items listed below, ensuring that all cooking methods have been employed. It may also be ensured that each menu is prepared once in the basic training kitchen and once in the quantity food kitchen.

(Hours available: 31 weeks x 4 days/week x 4 hours/day= 496 Hours)



## **INDIAN**

Rice	08 varieties
Indian Bread	10 varieties
Dal	10 varieties
Vegetables	15 varieties
Chutney	05 varieties
Raita	05 varieties
Egg dishes	03 varieties
Fish dishes	05 varieties (including two local cuisine dishes)
Meat dishes	08 varieties (including two local cuisine dishes)
Chicken dishes	08 varieties (including two local cuisine dishes)
Shorba	02 varieties
Tandoor dishes	Tandoori chicken, tandoori fish, seek kabab, boti kabab.
Snacks	10 varieties (including two local cuisine dishes)
Sweets	08 varieties (including two local cuisine dishes)
Special dishes for festivals	– 5 festival menus (emphasis on regional cuisine-)

### **Continental:**

**Stock** – white stock, brown stock, fish stock.

**Sauce** – Béchamel sauce, Veloute sauce, tomato, espagnole, hollandaise and mayonnaise with 5 derivatives of each. Demi-glace, Mint sauce, horse radish, bread sauce and apple sauce.

**Compound Butters** – **3 varieties.**

### **Soups:**

Purees	2 varieties
Cream	3 varieties
Veloute	2 varieties
Broths	2 varieties
Bisques	1 varieties
Consommés	5 varieties
Cold Soups	2 varieties
International soups	2 varieties

### **Fish:**

Baked	2 varieties
Grilled	2 varieties
Shallow fried	2 varieties
Deep fried	4 varieties
Poached	2 varieties





### **Chicken and other Meats:**

Stew	2 varieties
Casseroles	2 varieties
Roast	2 varieties
Braised	2 varieties
Grilled/Baked	2 varieties
Chicken (Sautés)	5 varieties

### **Vegetables:**

Preparation and cooking of vegetables –	10 varieties.
Potatoes –	10 varieties.

### **Farinaceous dishes:**

Spaghetti and macaroni dishes –	6 varieties.
---------------------------------	--------------

### **Egg:**

Breakfast egg preparation –	5 varieties
-----------------------------	-------------

### **Sweets:**

Mousse	3 varieties
Soufflés	3 varieties
Baked	3 varieties
Steamed (Pudding)	3 varieties

### **Chinese:**

Soups	2 varieties
Noodles & Rice	4 varieties
Chicken	2 varieties
Pork	2 varieties
Meat	2 varieties
Prawns	2 varieties
Fish	1 dish
Vegetables	3 varieties



**Marking scheme for Examination  
Cookery Practical (DFP-11)**

**Maximum Marks**                      **100**                                      **Pass Marks**                      **50**

**Part 'A' (25 Marks)**

	<b>MARKS</b>
1. Uniform & Grooming	: 05
2. Indenting	: 05
3. Scullery, equipment cleaning & Hygiene	: 05
4. Journal	: 10
 Total	 : 25

**Part 'B' (75 Marks)**

1. Each student will prepare five dishes in a meal. Dishes shall be from the prescribed syllabus.
2. Each dish shall carry 15 marks
3. Parameters of assessment of each dish.

	<b>Marks</b>
a) Temperature	: 03
b) Texture/ consistency	: 03
c) Aroma/ flavour	: 03
d) Taste	: 03
e) Presentation	: 03
 Total	 : 15

**NOTE:**

1. Journal is not allowed during indenting or practical. It must be handed over to the examiner before commencement of examination.
2. Assessment will be done by both internal and external Examiner.
3. Each student will prepare 04 portions of each dish/item.
4. Extra ingredients may be made available in case of failure but of limited types and quality (groceries and dairy products only). Only one extra attempt may be permitted.
5. Uniform and grooming must be checked by the examiners before commencement of examination.
6. Students are not allowed to take help from books, notes, journal or any other person.
7. The Examiners will ensure that examinee adheres to Good Hygiene and Food safety practices during the examination.



## LARDER PRACTICAL (DFP-12)

TIME ALLOTTED: 04 HOURS PER WEEK

MAXIMUM MARKS: 100

ACTIVITY	MAXIMUM MARKS
Marks for attendance	5
Mid-term exam marks	25
Total (Incourse Assessment Marks)	30
End term exam marks	70
Total	100

**Skill Based objectives for Larder Practical:-** After the completion of Larder Practical the Students will be able to:

1. Prepare and Present Simple and Compound Salads.
2. Prepare and Present Hors d'oeuvre and Sandwiches.
3. Prepare and Present Cold Soups.
4. Assemble cold buffet and decorative works like Ice & Butter Sculpture, Vegetable and Fruit Carving etc.
5. Prepare and Present cold cuts like Galantine, Ballottine, Mousse etc.

1. Preparation of various simple and compound hors d'oeuvres
2. Sandwiches - 5 varieties
3. Simple salads - 5 varieties
4. Cold Soups - 3 varieties
5. Compound Salads:
  - Fruit based - 2 varieties
  - Fish based - 2 varieties
  - Meat based - 2 varieties
  - Vegetable based - 2 varieties
  - Preparation of salad dressings – 3 varieties
6. Butchery:
  - i) Lamb and Mutton – Demonstration of jointing mutton carcasses. Deboning of mutton leg and shoulder. Curry cuts and boti kababs.
  - ii) Pork – Demonstration and preparation of pork chops, deboning of pork leg.
  - iii) Fish – cuts of fish and its use in cold buffets.
  - iv) Poultry – Dressing, trussing and deboning.
7. Decorative Work:
  - i) Demonstration of Ice & Butter Sculpture
  - ii) Hand on Training on Vegetable & Fruit Carving
8. Demonstration and Preparation of Galantine, Ballottine, Mousse etc.



## Marking scheme for Examination

### Larder Practical (DFP-12)

**Maximum Marks**                      **100**    **Pass Marks**                      **50**

#### Part 'A' 25 Marks

	<b>MARKS</b>
1. Uniform & Grooming	: 05
2. Indenting	: 10
3. Journal	: 10
Total	: 25

#### Part 'B' 75 marks

1. Five dishes to be prepared as under;
  - i) 02 Hors d'oeuvres
  - ii) 02 Compound salad
  - iii) 01 Sandwich
2. Each dish shall carry 12 marks
3. Parameters of assessment of each dish.

a) Appearance	: 04
b) Taste	: 04
c) Standard Recipe	: 04
Total	: 12
4. Adherence to Hygiene & Food Safety (overall) : 15

#### **NOTE:**

1. Journal is not allowed during indenting or practical. It must be handed over to the examiner before commencement of examination.
2. Assessment will be done by both internal and external Examiner.
3. Each student will prepare 02 (Two) portions of each dish/item.
4. Extra ingredients may be made available in case of failure but of limited types and quantity. Only one extra attempt may be permitted.
5. Uniform and grooming must be checked by the examiners before commencement of examination.
6. Students are not allowed to take help from books, notes, journal or any other person.
7. The Examiners will ensure that examinee adheres to Good Hygiene and Food safety practices during the examination.



## COMPUTER AWARENESS (DCS-11)

TIME ALLOTTED: 01 HOURS PER WEEK

MAXIMUM MARKS: Nil

**Learning Objectives:-** After the completion of Computer Awareness subject, the Students will be able to:

1. Understand computer and its hardware & software.
2. To produce word document with proper formatting
3. To work on an excel sheet with basic functions.
4. Brows on net and communicate through e-mail
5. Prepare small power point presentations.

UNIT	CONTENT	HOURS ALLOTTED
1	<b>KNOWING COMPUTER</b> <ul style="list-style-type: none"><li>• What is computer?<ul style="list-style-type: none"><li>➤ Basic Applications of Computer</li></ul></li><li>• Components of Computer System<ul style="list-style-type: none"><li>➤ Central Processing Unit</li><li>➤ Keyboard, mouse and VDU</li><li>➤ Other Input devices</li><li>➤ Other Output devices</li><li>➤ Computer Memory</li></ul></li><li>• Concept of Hardware and Software<ul style="list-style-type: none"><li>➤ Hardware</li><li>➤ Software<ul style="list-style-type: none"><li>❖ Application Software</li><li>❖ Systems software</li></ul></li></ul></li><li>• Concept of computing, data and information</li><li>• Applications of IECT<ul style="list-style-type: none"><li>➤ e-governance</li><li>➤ Entertainment</li></ul></li><li>• Bringing computer to life<ul style="list-style-type: none"><li>➤ Connecting keyboard, mouse, monitor and printer to CPU</li><li>➤ Checking power supply</li></ul></li></ul>	4
2	<b>OPERATING COMPUTER USING GUI BASED OPERATING SYSTEM</b> <ul style="list-style-type: none"><li>• Basics of Operating System<ul style="list-style-type: none"><li>➤ Operating system</li><li>➤ Basics of popular operating system (LINUX, WINDOWS)</li></ul></li><li>• The User Interface<ul style="list-style-type: none"><li>➤ Task Bar</li></ul></li></ul>	4



	<ul style="list-style-type: none"> <li>➤ Icons</li> <li>➤ Menu</li> <li>➤ Running an Application</li> <li>• Operating System Simple Setting <ul style="list-style-type: none"> <li>➤ Changing System Date And Time</li> <li>➤ Changing Display Properties</li> <li>➤ To Add Or Remove A Windows Component</li> <li>➤ Changing Mouse Properties</li> <li>➤ Adding and removing Printers</li> </ul> </li> <li>• File and Directory Management <ul style="list-style-type: none"> <li>➤ Creating and renaming of files and directories</li> </ul> </li> </ul>	
3	<p><b>UNDERSTANDING WORD PROCESSING</b></p> <ul style="list-style-type: none"> <li>• Word Processing Basics <ul style="list-style-type: none"> <li>➤ Opening Word Processing</li> <li>➤ Menu Bar</li> <li>➤ Using The Help</li> <li>➤ Using The Icons Below Menu Bar</li> </ul> </li> <li>• Opening and closing Documents <ul style="list-style-type: none"> <li>➤ Opening Documents</li> <li>➤ Save and Save as</li> <li>➤ Page Setup</li> <li>➤ Print Preview</li> <li>➤ Printing of Documents</li> </ul> </li> <li>• Text Creation and manipulation <ul style="list-style-type: none"> <li>➤ Document Creation</li> <li>➤ Editing Text</li> <li>➤ Text Selection</li> <li>➤ Cut, Copy and Paste</li> <li>➤ Spell check</li> <li>➤ Thesaurus</li> </ul> </li> <li>• Formatting the Text <ul style="list-style-type: none"> <li>➤ Font and Size selection</li> <li>➤ Alignment of Text</li> <li>➤ Paragraph Indenting</li> <li>➤ Bullets and Numbering</li> <li>➤ Changing case</li> </ul> </li> <li>• Table Manipulation <ul style="list-style-type: none"> <li>➤ Draw Table</li> <li>➤ Changing cell width and height</li> <li>➤ Alignment of Text in cell</li> <li>➤ Delete / Insertion of row and column</li> <li>➤ Border and shading</li> </ul> </li> </ul>	5
4	<p><b>USING SPREAD SHEET</b></p> <ul style="list-style-type: none"> <li>• Elements of Electronic Spread Sheet <ul style="list-style-type: none"> <li>➤ Opening of Spread Sheet</li> <li>➤ Addressing of Cells</li> </ul> </li> </ul>	5



	<ul style="list-style-type: none"> <li>➤ Printing of Spread Sheet</li> <li>➤ Saving Workbooks</li> <li>• Manipulation of Cells <ul style="list-style-type: none"> <li>➤ Entering Text, Numbers and Dates</li> <li>➤ Creating Text, Number and Date Series</li> <li>➤ Editing Worksheet Data</li> <li>➤ Inserting and Deleting Rows, Column</li> <li>➤ Changing Cell Height and Width</li> </ul> </li> <li>• Formulas and Function <ul style="list-style-type: none"> <li>➤ Using Formulas</li> <li>➤ Function</li> </ul> </li> </ul>	
5	<p><b>INTRODUCTION TO INTERNET, WWW AND WEB BROWSERS</b></p> <ul style="list-style-type: none"> <li>• Basic of Computer Networks <ul style="list-style-type: none"> <li>➤ Local Area Network (LAN)</li> <li>➤ Wide Area Network (WAN)</li> </ul> </li> <li>• Internet <ul style="list-style-type: none"> <li>➤ Concept of Internet</li> <li>➤ Applications of Internet</li> <li>➤ Connecting to the Internet</li> <li>➤ Troubleshooting</li> </ul> </li> <li>• World Wide Web (WWW)</li> <li>• Web Browsing Softwares <ul style="list-style-type: none"> <li>➤ Popular Web Browsing Softwares</li> </ul> </li> <li>• Search Engines <ul style="list-style-type: none"> <li>➤ Popular Search Engines / Search for content</li> <li>➤ Accessing Web Browser</li> <li>➤ Using Favourites Folder</li> <li>➤ Downloading Web Pages</li> <li>➤ Printing Web Pages</li> </ul> </li> <li>• Understanding URL</li> <li>• Surfing the web</li> <li>• Using e-governance website</li> </ul>	4
6	<p><b>COMMUNICATIONS AND COLLABORATION</b></p> <ul style="list-style-type: none"> <li>• Basics of E-mail <ul style="list-style-type: none"> <li>➤ What is an Electronic Mail</li> </ul> </li> <li>• Using E-mails <ul style="list-style-type: none"> <li>➤ Opening Email account</li> <li>➤ Mailbox: Inbox and Outbox</li> <li>➤ Creating and Sending a new E-mail</li> <li>➤ Replying to an E-mail message</li> <li>➤ Forwarding an E-mail message</li> <li>➤ Sorting and Searching emails</li> </ul> </li> <li>• Document collaboration</li> <li>• Instant Messaging and Collaboration</li> </ul>	3



	<ul style="list-style-type: none"> <li>➤ Using Instant messaging</li> <li>➤ Instant messaging providers</li> <li>➤ Netiquettes</li> </ul>	
7	<p><b>MAKING SMALL PRESENTATIONS</b></p> <ul style="list-style-type: none"> <li>• Basics <ul style="list-style-type: none"> <li>➤ Using PowerPoint</li> <li>➤ Opening A PowerPoint Presentation</li> <li>➤ Saving A Presentation</li> </ul> </li> <li>• Creation of Presentation <ul style="list-style-type: none"> <li>➤ Creating a Presentation Using a Template</li> <li>➤ Creating a Blank Presentation</li> <li>➤ Entering and Editing Text</li> <li>➤ Inserting And Deleting Slides in a Presentation</li> </ul> </li> <li>• Preparation of Slides <ul style="list-style-type: none"> <li>➤ Inserting Word Table or An Excel Worksheet</li> <li>➤ Adding Clip Art Pictures</li> <li>➤ Inserting Other Objects</li> <li>➤ Resizing and Scaling an Object</li> </ul> </li> <li>• Presentation of Slides <ul style="list-style-type: none"> <li>➤ Viewing A Presentation</li> <li>➤ Choosing a Set Up for Presentation</li> <li>➤ Printing Slides And Hand-outs</li> </ul> </li> <li>• Slide Show <ul style="list-style-type: none"> <li>➤ Running a Slide Show</li> <li>➤ Transition and Slide Timings</li> <li>➤ Automating a Slide Show</li> </ul> </li> </ul>	5
	<b>Total</b>	30





## DIPLOMA IN FOOD AND BEVERAGE SERVICE

<b>Eligibility:</b>	Senior Secondary (10+2) or equivalent with English as a subject.
<b>Duration:</b>	One Year + six months in industry
<b>Teaching hours per week:</b>	35 Hours
<b>Effective teaching:</b>	34 weeks
<b>Industrial training:</b>	24 weeks after the annual examinations.

### TEACHING AND EXAMINATION SCHEME

No.	Subject code	Subject	Hours per week	Term Marks*
<b>THEORY</b>				
1	DFB-01	Food Service	5	100
2	DFB-02	Beverage Service	5	100
3	DFB-03	Food & Beverage Control	2	50
4	DCS-01	Hygiene & Sanitation	2	50
5	DCS-03	Business Communication	2	50
TOTAL			16	350
<b>PRACTICAL</b>				
5	DFB-11	Food Service	8	100
6	DFB-12	Beverage Service	8	100
7	DCS-11	Computer Awareness	1	-
8	DCS-12	Library	2	-
TOTAL			19	200
<b>GRAND TOTAL</b>			<b>35</b>	<b>550</b>

\*Term Marks will comprise 30% Mid Term Marks & 70% End Term Exam Marks.

### RULES AT A GLANCE

NO.	TOPIC	REQUIREMENT
1.	Attendance required to become eligible for exam	75% in aggregate
2.	Minimum pass marks for each theory subject	40%
3.	Minimum pass marks for each practical subject	50%
4.	Maximum duration to pass/clear all subjects/ papers	03 academic years



## FOOD SERVICE (DFB-01)

**TIME ALLOTTED: 05 HOURS PER WEEK**

**MAXIMUM MARKS: 100**

ACTIVITY	MAXIMUM MARKS
<b>Marks for attendance</b>	<b>5</b>
<b>Mid-term exam marks</b>	<b>25</b>
<b>Total (Incourse Assessment Marks)</b>	<b>30</b>
<b>End term exam marks</b>	<b>70</b>
<b>Total</b>	<b>100</b>

**Learning objectives:** This course shall take the learner through the basic concepts of Food Service. At the end of this course the student shall be able to identify the basic styles of service. Differentiate catering establishments, appreciate table laying skills and methods used in the restaurant.

The course is planned for candidates to develop knowledge, inputs required at the entry and supervisory level of a star hotel.

UNIT	CONTENT	HOURS ALLOTTED	WEIGHTAGE FOR EXAM
1	<b>Hospitality Industry and the waiter</b> <ul style="list-style-type: none"> <li>• History of catering</li> <li>• Catering establishments</li> <li>• What professional waiters do differently</li> <li>• Inter and intra departmental co-operation</li> </ul>	10	05%
2	<b>Classification and use of F&amp;B Equipment</b> <ul style="list-style-type: none"> <li>• Types, care and uses of Tableware, Hollowware, Crockery, Glassware, Linen, Furniture and special Equipment used in the F&amp;B service department</li> </ul>	15	10%
3	<b>The F&amp;B Service department</b> <ul style="list-style-type: none"> <li>• Staff organisation</li> <li>• Duties and Responsibility of the waiter</li> <li>• The Butler                             <ul style="list-style-type: none"> <li>➤ Role</li> <li>➤ Special skills</li> <li>➤ Duties</li> </ul> </li> <li>• Significance of a pantry                             <ul style="list-style-type: none"> <li>➤ Layout</li> <li>➤ Equipment</li> <li>➤ Functions</li> <li>➤ Silver polishing</li> </ul> </li> <li>• Outlets in a F&amp;B Department- Restaurant, Bar, Banquet, Poolside,</li> </ul>	15	10%



	Coffee shop, Pastry shop, Night club		
4	<b>Preparation for service</b> <ul style="list-style-type: none"> <li>• Mise-en-place</li> <li>• Mise-en-scene</li> <li>• Rules of laying a table</li> <li>• Basics of tray set up</li> </ul>	15	10%
5	<b>Menu and courses</b> <ul style="list-style-type: none"> <li>• Types of menu</li> <li>• Basic courses of a French Classical Menu Hors de oeuvre, Potage, Poisson, Entrée, Relevee, Sorbet, Roti, Legumes, Entremet, Savoury, Dessert, Café</li> <li>• Service, examples, cover, accompaniments and sideboard requirements for dishes from the above courses</li> </ul>	20	15%
<b>MID TERM EXAM</b>			
6	<b>Forms of service</b> <ul style="list-style-type: none"> <li>• Silver</li> <li>• American</li> <li>• Russian</li> <li>• Trolley</li> <li>• Buffet</li> <li>• Cafeteria</li> <li>• Family</li> <li>• QSR</li> <li>• English</li> <li>• Room Service</li> </ul>	20	15%
7	<b>Breakfast Service</b> <ul style="list-style-type: none"> <li>• Cover, examples and menu and service of <ul style="list-style-type: none"> <li>➤ Continental BF</li> <li>➤ American BF</li> <li>➤ English BF</li> <li>➤ Indian BF</li> <li>➤ Buffet</li> </ul> </li> </ul>	15	10%
8	<b>Kitchen Stewarding</b> <ul style="list-style-type: none"> <li>• Role</li> <li>• Hierarchy</li> <li>• Equipment</li> </ul>	10	05%
9	<b>Function Catering</b>	15	10%



	<ul style="list-style-type: none"> <li>• Banquets <ul style="list-style-type: none"> <li>➤ Types</li> <li>➤ Seating</li> <li>➤ Menu</li> </ul> </li> <li>• Out Door Catering</li> <li>• Events</li> </ul>		
10	<b>Specialised F&amp;B Catering</b> <ul style="list-style-type: none"> <li>• Airline catering</li> <li>• Hospital catering</li> <li>• Cruise line catering</li> <li>• Railway Catering</li> <li>• Catering services in Armed forces</li> <li>• Welfare Catering</li> </ul>	15	10%
<b>TOTAL</b>		<b>150</b>	<b>100%</b>



## BEVERAGE SERVICE (DFB-02)

TIME ALLOTTED: 05 HOURS PER WEEK

MAXIMUM MARKS: 100

ACTIVITY	MAXIMUM MARKS
Marks for attendance	5
Mid-term exam marks	25
Total (Incourse Assessment Marks)	30
End term exam marks	70
Total	100

**At the end of this course a student shall be able to:**

- Define and classify different alcoholic and non-alcoholic beverages.
- Differentiate different beverages on the menu.
- Match wines with Indian & International food items.
- Understand alcohol strength of drinks.
- Understand effect of alcohol on human body.
- Appreciate bar operations.

UNIT	CONTENT	HOURS ALLOTTED	WEIGHTAGE FOR EXAM
1	<b>Non-alcoholic beverages</b> <ul style="list-style-type: none"><li>• Classification: Stimulating, Energizing, Refreshing</li><li>• Brands</li><li>• Service</li></ul>	10	05%
2	<b>Wines</b> <ul style="list-style-type: none"><li>• Classification</li><li>• Production</li><li>• New world vs Old world wines</li><li>• Grape varieties</li><li>• Brand names</li><li>• Service of Red, white, sparkling wines</li><li>• Aperitif wines: Service and popular brands</li><li>• Fortified wines: Service and popular brands</li></ul>	20	15%
3	<b>Spirits</b> <ul style="list-style-type: none"><li>• Whisky, Rum, Gin, Vodka, Brandy, Tequila<ul style="list-style-type: none"><li>➤ Classification</li><li>➤ Brands</li><li>➤ Service</li></ul></li></ul>	20	15%
4	<b>Liqueurs</b> <ul style="list-style-type: none"><li>• Classification</li></ul>	10	05%



	<ul style="list-style-type: none"> <li>• Colour and flavour</li> <li>• Famous brands at least 10</li> </ul>		
5	<b>Cocktails</b> <ul style="list-style-type: none"> <li>• Classification</li> <li>• Rules of making cocktails</li> <li>• Recipe of 20 classical cocktails</li> </ul>	15	10%
<b>MID TERM EXAM</b>			
6	<b>Beer</b> <ul style="list-style-type: none"> <li>• Classification</li> <li>• Service</li> <li>• Storage</li> <li>• Brands</li> </ul>	15	10%
7	<b>Liquor</b> <ul style="list-style-type: none"> <li>• Alcohol and the human body</li> <li>• Strength of drinks</li> <li>• Pouring measure</li> </ul>	15	10%
8	<b>Bar</b> <ul style="list-style-type: none"> <li>• Layout</li> <li>• Permitted hours</li> <li>• Opening and closing duties</li> <li>• Age and Alcohol</li> <li>• Bar Frauds</li> <li>• Types</li> <li>• Responsible Service and trends</li> </ul>	15	10%
9	<b>Food and wine harmony</b> <ul style="list-style-type: none"> <li>• Matching wines with international menu</li> <li>• Matching wines with Indian menus</li> </ul>	15	10%
10	<b>Retail beverage outlets</b> <ul style="list-style-type: none"> <li>• Coffee baristas</li> <li>• Chai Bars</li> <li>• Pubs</li> <li>• Juice bars</li> <li>• Operations in FOH, MOH, BOH</li> </ul>	15	10%
<b>TOTAL</b>		<b>150</b>	<b>100%</b>



## FOOD & BEVERAGE CONTROL (DFB-03)

**TIME ALLOTTED: 02 HOURS PER WEEK**

**MAXIMUM MARKS: 50**

ACTIVITY	MAXIMUM MARKS
<b>Marks for attendance</b>	<b>2½</b>
<b>Mid-term exam marks</b>	<b>12½</b>
<b>Total (Incourse Assessment Marks)</b>	<b>15</b>
<b>End term exam marks</b>	<b>35</b>
<b>Total</b>	<b>50</b>

**Learning objectives:** To help students to understand the complexities of controlling the Cost, Food & Beverage products, labour and revenue in Food & Beverage operations and maximizing profit without sacrificing the quality or quantity of the food or beverage which goes to the guest.

UNIT	CONTENT	HOURS ALLOTTED	WEIGHTAGE FOR EXAM
1	<b>Cost and Sales Concept</b> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Cost Concepts</li> <li>• Sales Concepts</li> <li>• Cost to Sales Ratio: Cost Percent</li> </ul>	06	10%
2	<b>Control Process</b> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Control</li> <li>• The Control Process</li> <li>• Control Systems</li> <li>• Cost Benefit Ratio</li> </ul>	06	10%
3	<b>Control Cycle</b> <ul style="list-style-type: none"> <li>• Purchasing</li> <li>• Receiving</li> <li>• Storing</li> <li>• Issuing</li> </ul>	09	15%
4	<b>Menu Engineering &amp; Analysis</b> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Menu Engineering</li> <li>• Menu Analysis</li> </ul>	09	15%
<b>MID TERM EXAM</b>			
5	<b>Controlling Food Sales</b> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• The goals of sales control</li> </ul>	08	15%



	<ul style="list-style-type: none"> <li>• Optimizing the number of customers</li> <li>• Maximising the profit</li> <li>• Controlling Revenue</li> <li>• Revenue Control using manual means</li> <li>• Revenue Control using computers</li> </ul>		
6	<b>Beverage Control</b> <ul style="list-style-type: none"> <li>• Beverage Purchasing-Receiving-Storing – Issuing Control</li> <li>• Beverage Production Control</li> <li>• Inventory turnover</li> <li>• Beverage Sales Control</li> <li>• Guest Checks and Control</li> </ul>	14	20%
7	<b>Labour Control</b> <ul style="list-style-type: none"> <li>• Labour Cost Considerations</li> <li>• Establishing Performance Standards</li> <li>• SOP</li> <li>• Standard Staffing Requirements</li> <li>• Preparing job descriptions</li> <li>• Training Staff</li> <li>• Monitoring Performance</li> <li>• Taking Corrective action to address discrepancies between standards and performance</li> </ul>	08	15%
TOTAL		60	100%





## HYGIENE AND SANITATION (DCS-01)

**TIME ALLOTTED: 02 HOURS PER WEEK**

**MAXIMUM MARKS: 50**

ACTIVITY	MAXIMUM MARKS
Marks for attendance	2½
Mid-term exam marks	12½
<b>Total (Incourse Assessment Marks)</b>	<b>15</b>
<b>End term exam marks</b>	<b>35</b>
<b>Total</b>	<b>50</b>

**LEARNING OBJECTIVES:** After completion of the subject a student will be able to:

1. Understand Food Microbiology, Food Contamination and Spoilage;
2. Follow sanitary procedure during food handling;
3. Understand the importance of personal hygiene
4. Analyse critical control points; and
5. Practice laws governing the food safety and standards

No	CONTENT	TIME ALLOTTED	WEIGHTAGE FOR EXAM
1	<b>FOOD MICROBIOLOGY</b> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Microorganism groups important in food microbiology                             <ul style="list-style-type: none"> <li>- Viruses</li> <li>- Bacteria</li> <li>- Fungi (Yeast &amp; Molds)</li> <li>- Algae</li> <li>- Parasites</li> </ul> </li> <li>• Factors affecting the growth of microbes</li> <li>• Beneficial role of Microorganisms</li> </ul>	10	15%
2	<b>FOOD CONTAMINATION AND SPOILAGE</b> <ul style="list-style-type: none"> <li>• Classification Of Food</li> <li>• Contamination And Cross Contamination</li> <li>• Spoilages Of Various Food With The Storing Method</li> </ul>	05	10%
3	<b>SANITARY PROCEDURE FOLLOWED DURING FOOD HANDLING</b> <ul style="list-style-type: none"> <li>• Receiving,</li> <li>• Storage,</li> <li>• Preparation,</li> <li>• Cooking,</li> <li>• Holding, and</li> </ul>	10	20%



	<ul style="list-style-type: none"> <li>• Service Of The Food</li> </ul>		
<b>MID TERM EXAM</b>			
4	<b>SAFE FOOD HANDLER</b> <ul style="list-style-type: none"> <li>• Personal Hygiene discussing all the standard.</li> <li>• Hand Washing Procedure</li> <li>• First Aid definition, types of cuts, wounds, lacerations with reasons and precautions.</li> </ul>	10	15%
5	<b>HAZARD ANALYSIS CRITICAL CONTROL POINT</b> <ul style="list-style-type: none"> <li>• Introduction to HACCP</li> <li>• History</li> <li>• Principles of HACCP</li> </ul>	10	15%
6	<b>FOOD SAFETY STANDARDS AUTHORITY OF INDIA (FSSAI)</b> <ul style="list-style-type: none"> <li>• Introduction to FSSAI</li> <li>• Role of FSSAI</li> <li>• FSSAI Compliance</li> </ul>	05	15%
7	<b>GARBAGE DISPOSAL</b> <ul style="list-style-type: none"> <li>• Different Methods</li> <li>• Advantages and disadvantages</li> <li>• Municipal Laws and Swachh Abhiyan</li> </ul>	10	10%
	<b>Total</b>	<b>60</b>	<b>100%</b>



## BUSINESS COMMUNICATION (DCS-03)

TIME ALLOTTED: 02 HOURS PER WEEK

MAXIMUM MARKS: 50

ACTIVITY	MAXIMUM MARKS
Marks for attendance	2 ½
Mid-term exam marks	12 ½
Total (Incourse Assessment Marks)	15
End term exam marks	35
Total	50

### LEARNING OBJECTIVES:

#### Knowledge

1. Understand the fundamental principles of effective business communication
2. Identify different forms of communication
3. Evaluate the difference between the types of communication
4. Understand the concept of body language and its correct use

#### Competencies

5. Apply effective communication in today's business world
6. Use correct form of communication depending on business situation and circumstances
7. Organise ideas and express in writing and speaking
8. Participate effectively in groups with emphasis on listening, critical and reflective thinking and responding
9. Avoid common body language mistakes

#### Mindset

10. Understand the importance of specifying audience and purpose, and to select appropriate communication choices

No	CONTENT	TIME ALLOTTED	WEIGHTAGE FOR EXAM
1	<b>Introduction to Business Communication</b> <ul style="list-style-type: none"><li>• Definition</li><li>• Objectives</li><li>• Principles of effective communication</li><li>• Importance of good communication</li></ul>	10	20%
2	<b>Types of communication</b> <ul style="list-style-type: none"><li>• Formal</li><li>• Informal</li><li>• Verbal</li></ul>	05	10%



	<ul style="list-style-type: none"> <li>• Written</li> <li>• Horizontal</li> <li>• Vertical</li> </ul>		
3	<b>Essentials of good business letter and types of letters – Official, D.O</b>	05	15%
4	<b>Letter writing</b> <ul style="list-style-type: none"> <li>• Circular</li> <li>• Memo</li> <li>• Notice</li> <li>• U.O. Note</li> <li>• Applications</li> <li>• Bio-data (C.V.)</li> <li>• Covering letter</li> <li>• Invitations</li> <li>• Greetings</li> <li>• Apologies</li> </ul>	10	20%
<b>MID TERM EXAM</b>			
5	<b>Communication with guest and Body language</b> <ul style="list-style-type: none"> <li>• Effective Speaking – Polite and effective enquiries &amp; responses, Addressing a group</li> <li>• Listening and note taking skills</li> <li>• Body language- Importance &amp; application</li> </ul>	10	15%
6	<b>Speech Improvement</b> <ul style="list-style-type: none"> <li>• Pronunciation, stress, accent</li> <li>• Importance of speech in hotels</li> <li>• Common phonetic difficulties</li> <li>• Connective drills exercises</li> <li>• Introduction to frequently used foreign sounds</li> </ul>	10	10%
7	<b>Electronic modes of communication:</b> <ul style="list-style-type: none"> <li>• Use of telephone</li> <li>• Taking telephonic orders</li> <li>• Telephone etiquette's</li> <li>• Fax</li> <li>• E-mail and protocol</li> <li>• Responsible social media</li> </ul>	10	10%
<b>TOTAL</b>		60	100%



## FOOD SERVICE PRACTICAL (DFB-11)

**TIME ALLOTTED: 08 HOURS PER WEEK**

**MAXIMUM MARKS: 100**

ACTIVITY	MAXIMUM MARKS
<b>Marks for attendance</b>	<b>5</b>
<b>Mid-term exam marks</b>	<b>25</b>
<b>Total (Incourse Assessment Marks)</b>	<b>30</b>
<b>End term exam marks</b>	<b>70</b>
<b>Total</b>	<b>100</b>

**Learning Objective:** - This course is envisaged to develop skills related to professional food service in aspiring candidates. At the end of this course a student shall be able to.

1. Explain different types of F&B equipment
2. Handle and maintain equipment according to accepted standards
3. Deliver quality food service in the training restaurant.

UNIT	CONTENT	HOURS ALLOTTED
1	Familiarization with F&B Equipment	20
2	<ul style="list-style-type: none"> <li>• Importance of sanitation and hygiene</li> <li>• Care, cleaning and polishing of F&amp;B equipment</li> <li>• Mise-en-place and mise-en-scene for different meal periods</li> <li>• Pantry preparations and service</li> </ul>	25
3	<ul style="list-style-type: none"> <li>• Laying and relaying of table cloth</li> <li>• Napkin folding</li> </ul>	25
4	<ul style="list-style-type: none"> <li>• Handling of service spoon and service fork</li> <li>• Water service</li> <li>• Service using trays and salvers</li> <li>• Silver service</li> <li>• Clearance</li> </ul>	25
5	<ul style="list-style-type: none"> <li>• Laying and service of special Table d'hôte menu</li> <li>• Laying and service of breakfast set up on trays</li> </ul>	25
<b>MID TERM EXAM</b>		
6	<ul style="list-style-type: none"> <li>• Service Sequence- Greeting, seating, order taking, serving and bill presenting</li> <li>• Briefing and de briefing</li> </ul>	40
7	<ul style="list-style-type: none"> <li>• Organizing buffets</li> <li>• Banquet seating plan practice</li> </ul>	30



8	<ul style="list-style-type: none"> <li>• Service of Indian food</li> <li>• QSR service</li> </ul>	20
9	Silver polishing	15
10	Bussing and segregating waste at the dish wash	15
	Total	240

**Marking scheme for Examination  
Food Service Practical (DFB-11)**

**Maximum Marks                      100    Pass Marks                      50**

**Part 'A' 25 Marks**

	<b>MARKS</b>
1. Uniform & Grooming	: 05
2. Journal	: 10
3. Viva	: 10
<b>Total</b>	<b>: 25</b>

**Part 'B' (75 Marks)**

	Marks
a) Mise-en-place	: 20
b) Service Efficiency	: 20
c) Silver service skills	: 20
d) Menu knowledge	: 15
<b>Total</b>	<b>: 75</b>

**NOTE:**

1. The examination should test skills and knowledge of the students by assigning sets of tasks as listed in the practical syllabus under each category.
2. During table service each guest should pose one question to the candidate on the item being served. The invigilators can brief guests prior to service.



## BEVERAGE SERVICE PRACTICAL (DFB-12)

**TIME ALLOTTED: 08 HOURS PER WEEK**

**MAXIMUM MARKS: 100**

ACTIVITY	MAXIMUM MARKS
<b>Marks for attendance</b>	<b>5</b>
<b>Mid-term exam marks</b>	<b>25</b>
<b>Total (Incourse Assessment Marks)</b>	<b>30</b>
<b>End term exam marks</b>	<b>70</b>
<b>Total</b>	<b>100</b>

**Learning Objectives:** At the end of this course a candidate shall be able to;

1. Use different types of glassware to serve different alcoholic and Non - alcoholic beverages.
2. Prepare cocktails according to accepted standards.
3. Render different type of beverage service as per SOP.
4. Practice responsible service of liquor.
5. Do formal banquet arrangements

UNIT	CONTENT	HOURS ALLOTTED
1	<ul style="list-style-type: none"> <li>• Service of Tea and coffee</li> <li>• Service of Non-alcoholic beverages</li> <li>• Serving from the coffee machine</li> <li>• Service of coffee variations</li> </ul>	25
2	<ul style="list-style-type: none"> <li>• Wine service – Service of Table wines, Sparkling wine, Aromatized wines and Fortified wines.</li> <li>• Food and wine harmony</li> <li>• Wine appreciation</li> </ul>	30
3	<ul style="list-style-type: none"> <li>• Service of hard liquors</li> <li>• Service of liqueurs</li> </ul>	25
4	Preparation and service of classical cocktails	20
5	Service of different types of beer	20
<b>MID TERM EXAM</b>		
6	Raising of toast and setting up formal banquet arrangements	30
7	Setting up a bar	30
8	Preparation of garnishes and mixes for the bar	20
9	Storage of wines, beer and spirits	20
10	Responsible Service of Liquor <ul style="list-style-type: none"> <li>• Preventing trouble</li> <li>• Complaints and Refusal of Service</li> <li>• Potential Problem Situations</li> </ul>	20



	<ul style="list-style-type: none"> <li>• Reacting to Trouble</li> <li>• Recording Incidents</li> </ul>	
<b>Total</b>		<b>240</b>

**MARKING SCHEME FOR EXAMINATION  
BEVERAGE SERVICE PRACTICAL (DFB-12)**

**Maximum Marks                      100    Pass Marks                      50**

**Part 'A' 20 Marks**

	<b>MARKS</b>
1. Uniform & Grooming	: 05
2. Journal	: 10
3. Viva	: 10
<b>Total</b>	<b>: 25</b>

**Part 'B' 75 Marks**

	Marks
a) Mise-en-place	: 20
b) Service of tea/coffee	: 20
c) Service of wine/beer	: 15
d) Service of hard liquor/cocktails	: 20
<b>Total</b>	<b>: 75</b>

**Note:-**

1. The examination should test skills and knowledge of the students by assigning sets of tasks as listed in the practical syllabus under each category.
2. The student must ensure that sideboard contains everything necessary for service.
3. During table service each guest should pose one question to the candidate on the item being served. The invigilators can brief guests prior to service.



## COMPUTER AWARENESS (DCS-11)

**TIME ALLOTTED: 01 HOURS PER WEEK**

**MAXIMUM MARKS: Nil**

**Learning Objectives:-** After the completion of Computer Awareness subject, the Students will be able to:

1. Understand computer and its hardware & software.
2. To produce word document with proper for matting
3. To work on an excel sheet with basic functions.
4. Brows on net and communicate through e-mail
5. Prepare small power point presentations.

UNIT	CONTENT	HOURS ALLOTTED
1	<p><b>KNOWING COMPUTER</b></p> <ul style="list-style-type: none"> <li>• What is computer?                             <ul style="list-style-type: none"> <li>➤ Basic Applications of Computer</li> </ul> </li> <li>• Components of Computer System                             <ul style="list-style-type: none"> <li>➤ Central Processing Unit</li> <li>➤ Keyboard, mouse and VDU</li> <li>➤ Other Input devices</li> <li>➤ Other Output devices</li> <li>➤ Computer Memory</li> </ul> </li> <li>• Concept of Hardware and Software                             <ul style="list-style-type: none"> <li>➤ Hardware</li> <li>➤ Software                                     <ul style="list-style-type: none"> <li>❖ Application Software</li> <li>❖ Systems software</li> </ul> </li> </ul> </li> <li>• Concept of computing, data and information</li> <li>• Applications of IECT                             <ul style="list-style-type: none"> <li>➤ e-governance</li> <li>➤ Entertainment</li> </ul> </li> <li>• Bringing computer to life                             <ul style="list-style-type: none"> <li>➤ Connecting keyboard, mouse, monitor and printer to CPU</li> <li>➤ Checking power supply</li> </ul> </li> </ul>	4
	<p><b>OPERATING COMPUTER USING GUI BASED OPERATING SYSTEM</b></p> <ul style="list-style-type: none"> <li>• Basics of Operating System                             <ul style="list-style-type: none"> <li>➤ Operating system</li> <li>➤ Basics of popular operating system (LINUX, WINDOWS)</li> </ul> </li> <li>• The User Interface                             <ul style="list-style-type: none"> <li>➤ Task Bar</li> <li>➤ Icons</li> <li>➤ Menu</li> <li>➤ Running an Application</li> </ul> </li> <li>• Operating System Simple Setting                             <ul style="list-style-type: none"> <li>➤ Changing System Date And Time</li> </ul> </li> </ul>	4



	<ul style="list-style-type: none"> <li>➤ Changing Display Properties</li> <li>➤ To Add Or Remove A Windows Component</li> <li>➤ Changing Mouse Properties</li> <li>➤ Adding and removing Printers</li> <li>• File and Directory Management <ul style="list-style-type: none"> <li>➤ Creating and renaming of files and directories</li> </ul> </li> </ul>	
	<p><b>UNDERSTANDING WORD PROCESSING</b></p> <ul style="list-style-type: none"> <li>• Word Processing Basics <ul style="list-style-type: none"> <li>➤ Opening Word Processing</li> <li>➤ Menu Bar</li> <li>➤ Using The Help</li> <li>➤ Using The Icons Below Menu Bar</li> </ul> </li> <li>• Opening and closing Documents <ul style="list-style-type: none"> <li>➤ Opening Documents</li> <li>➤ Save and Save as</li> <li>➤ Page Setup</li> <li>➤ Print Preview</li> <li>➤ Printing of Documents</li> </ul> </li> <li>• Text Creation and manipulation <ul style="list-style-type: none"> <li>➤ Document Creation</li> <li>➤ Editing Text</li> <li>➤ Text Selection</li> <li>➤ Cut, Copy and Paste</li> <li>➤ Spell check</li> <li>➤ Thesaurus</li> </ul> </li> <li>• Formatting the Text <ul style="list-style-type: none"> <li>➤ Font and Size selection</li> <li>➤ Alignment of Text</li> <li>➤ Paragraph Indenting</li> <li>➤ Bullets and Numbering</li> <li>➤ Changing case</li> </ul> </li> <li>• Table Manipulation <ul style="list-style-type: none"> <li>➤ Draw Table</li> <li>➤ Changing cell width and height</li> <li>➤ Alignment of Text in cell</li> <li>➤ Delete / Insertion of row and column</li> <li>➤ Border and shading</li> </ul> </li> </ul>	5
	<p><b>USING SPREAD SHEET</b></p> <ul style="list-style-type: none"> <li>• Elements of Electronic Spread Sheet <ul style="list-style-type: none"> <li>➤ Opening of Spread Sheet</li> <li>➤ Addressing of Cells</li> <li>➤ Printing of Spread Sheet</li> <li>➤ Saving Workbooks</li> </ul> </li> <li>• Manipulation of Cells <ul style="list-style-type: none"> <li>➤ Entering Text, Numbers and Dates</li> <li>➤ Creating Text, Number and Date Series</li> <li>➤ Editing Worksheet Data</li> <li>➤ Inserting and Deleting Rows, Column</li> <li>➤ Changing Cell Height and Width</li> </ul> </li> <li>• Formulas and Function</li> </ul>	5



	<ul style="list-style-type: none"> <li>➤ Using Formulas</li> <li>➤ Function</li> </ul>	
	<p><b>INTRODUCTION TO INTERNET, WWW AND WEB BROWSERS</b></p> <ul style="list-style-type: none"> <li>• Basic of Computer Networks <ul style="list-style-type: none"> <li>➤ Local Area Network (LAN)</li> <li>➤ Wide Area Network (WAN)</li> </ul> </li> <li>• Internet <ul style="list-style-type: none"> <li>➤ Concept of Internet</li> <li>➤ Applications of Internet</li> <li>➤ Connecting to the Internet</li> <li>➤ Troubleshooting</li> </ul> </li> <li>• World Wide Web (WWW)</li> <li>• Web Browsing Software <ul style="list-style-type: none"> <li>➤ Popular Web Browsing software</li> </ul> </li> <li>• Search Engines <ul style="list-style-type: none"> <li>➤ Popular Search Engines / Search for content</li> <li>➤ Accessing Web Browser</li> <li>➤ Using Favourites Folder</li> <li>➤ Downloading Web Pages</li> <li>➤ Printing Web Pages</li> </ul> </li> <li>• Understanding URL</li> <li>• Surfing the web</li> <li>• Using e-governance website</li> </ul>	4
	<p><b>COMMUNICATIONS AND COLLABORATION</b></p> <ul style="list-style-type: none"> <li>• Basics of E-mail <ul style="list-style-type: none"> <li>➤ What is an Electronic Mail</li> </ul> </li> <li>• Using E-mails <ul style="list-style-type: none"> <li>➤ Opening Email account</li> <li>➤ Mailbox: Inbox and Outbox</li> <li>➤ Creating and Sending a new E-mail</li> <li>➤ Replying to an E-mail message</li> <li>➤ Forwarding an E-mail message</li> <li>➤ Sorting and Searching emails</li> </ul> </li> <li>• Document collaboration</li> <li>• Instant Messaging and Collaboration <ul style="list-style-type: none"> <li>➤ Using Instant messaging</li> <li>➤ Instant messaging providers</li> <li>➤ Netiquettes</li> </ul> </li> </ul>	3
	<p><b>MAKING SMALL PRESENTATIONS</b></p> <ul style="list-style-type: none"> <li>• Basics <ul style="list-style-type: none"> <li>➤ Using PowerPoint</li> <li>➤ Opening A PowerPoint Presentation</li> <li>➤ Saving A Presentation</li> </ul> </li> <li>• Creation of Presentation <ul style="list-style-type: none"> <li>➤ Creating a Presentation Using a Template</li> <li>➤ Creating a Blank Presentation</li> <li>➤ Entering and Editing Text</li> <li>➤ Inserting And Deleting Slides in a Presentation</li> </ul> </li> </ul>	5



	<ul style="list-style-type: none"> <li>• Preparation of Slides <ul style="list-style-type: none"> <li>➤ Inserting Word Table or An Excel Worksheet</li> <li>➤ Adding Clip Art Pictures</li> <li>➤ Inserting Other Objects</li> <li>➤ Resizing and Scaling an Object</li> </ul> </li> <li>• Presentation of Slides <ul style="list-style-type: none"> <li>➤ Viewing A Presentation</li> <li>➤ Choosing a Set Up for Presentation</li> <li>➤ Printing Slides And Hand-outs</li> </ul> </li> <li>• Slide Show <ul style="list-style-type: none"> <li>➤ Running a Slide Show</li> <li>➤ Transition and Slide Timings</li> <li>➤ Automating a Slide Show</li> </ul> </li> </ul>	
		30



## DIPLOMA IN FRONT OFFICE OPERATIONS

<b>Eligibility:</b>	Senior Secondary (10+2) or equivalent with English as a subject.
<b>Duration:</b>	One Year + six months in industry
<b>Teaching hours per week:</b>	35 Hours
<b>Effective teaching:</b>	34 weeks
<b>Industrial training:</b>	24 weeks after the annual examinations.

### TEACHING AND EXAMINATION SCHEME

No.	Subject code	Subject	Hours per week	Term Marks*
<b>THEORY</b>				
1	DFO-01	Front Office Operations	6	100
2	DFO-02	Principles of Accounts	6	100
3	DFO-03	Hotel Accounts	4	100
4	DCS-03	Business Communication	2	50
5	DFO-04	Application of Computers	1	-
TOTAL			19	350
<b>PRACTICAL</b>				
6	DFO-11	Front Office Operations	8	100
7	DFO-12	Application of Computers	4	50
8	DFO-13	Office Organisation	2	50
9	DCS-12	Library	2	-
TOTAL			16	200
<b>GRAND TOTAL</b>			<b>35</b>	<b>550</b>

\*Term Marks will comprise 30% Mid Term Marks & 70% End Term Exam Marks.

### **RULES AT A GLANCE**

NO.	TOPIC	REQUIREMENT
1.	Attendance required to become eligible for exam	75% in aggregate
2.	Minimum pass marks for each theory subject	40%
3.	Minimum pass marks for each practical subject	50%
4.	Maximum duration to pass/clear all subjects/ papers	03 academic years



## FRONT OFFICE OPERATIONS (DFO-01)

TIME ALLOTTED: 06 HOURS PER WEEK

MAXIMUM MARKS: 100

ACTIVITY	MAXIMUM MARKS
Marks for attendance	5
Mid-term exam marks	25
Total (Incourse Assessment Marks)	30
End term exam marks	70
Total	100

**Learning objectives:** After completion of the course the students will be able to:

1. Describe the organization of the tourism and hospitality industry from the perspective of a hotel's Front Office Operations.
2. Explain the organization structure of a hotel, the delegation of authority to various levels and interdepartmental coordination and team work necessary for the smooth operation of a hotel.
3. Enumerate the different sections of Front Office and describe their respective duties.
4. Describe the various steps involved in the hotel guest cycle.
5. Explain the correct procedure of dealing with difficult situations and emergencies

UNIT	CONTENT	HOURS ALLOTTED	WEIGHTAGE FOR EXAM
1	<b>Introduction to Tourism, Travel and Hotel Industry</b> <ul style="list-style-type: none"><li>• Introduction to tourism, travel and hotel industry and their inter-relationship</li><li>• Interdependency of tourism, travel and hospitality industry</li><li>• Acronyms and terminology of hotel industry</li><li>• Classification of hotel<ul style="list-style-type: none"><li>○ On the basis of star category, service, size, number of rooms, clientele,</li><li>○ Supplementary accommodations.</li></ul></li></ul>	18	10%
2	<b>An Overview of Room Division</b> <ul style="list-style-type: none"><li>• Prologue with room division department and its sub-departments (front office, uniformed service and</li></ul>	18	10%



	<p>housekeeping) and their sections.</p> <ul style="list-style-type: none"> <li>• Standard layout of front office department and its sections</li> <li>• Organization structure of hotel with special reference to front office department</li> <li>• Duties and responsibilities of front office employees</li> <li>• Personality traits of front office employees</li> <li>• Front office equipment (non-automated, semi-automated &amp; fully automated)</li> <li>• Coordination of front office with other departments and sections</li> </ul>		
3	<p><b>Functions of different sections of room division department</b></p> <p>Front office</p> <ul style="list-style-type: none"> <li>• Reservation</li> <li>• Reception/front desk</li> <li>• Lobby desk</li> <li>• Guest relation desk</li> <li>• Telephone</li> <li>• Business centre</li> <li>• Mail and message section</li> <li>• Cashier desk</li> <li>• Night auditor</li> </ul> <p>Uniformed service</p> <ul style="list-style-type: none"> <li>• Bell desk</li> <li>• Concierge</li> <li>• Travel desk</li> <li>• Airport representative</li> </ul> <p>Housekeeping</p> <ul style="list-style-type: none"> <li>• Control desk</li> <li>• Horticulture</li> <li>• Linen and uniform room</li> <li>• Laundry</li> </ul> <p>Room status terminology</p>	18	10%
4	<p><b>Hotel Rooms and Tariff structure</b></p> <ul style="list-style-type: none"> <li>• Definition of room and its characteristics</li> </ul>	18	10%



	<ul style="list-style-type: none"> <li>• Room taxonomy (Standard, Promoted and Suite Configured Rooms)</li> <li>• Definition of room tariff and its fixation basis</li> <li>• Room rate taxonomy (Standard, Special/Discounted &amp; Promoted Room Rates)</li> <li>• Group rates</li> <li>• Discount and allowances.</li> </ul>		
5	<p><b>Guest Cycle</b></p> <ul style="list-style-type: none"> <li>• Different Stages of Guest Cycle and involved activities</li> <li>• Guest cycle operation under- manual, semi-automated and fully automated system</li> <li>• Guest cycle activities under- VIP, Group, Airline crew member and transient guest</li> <li>• Equipment under different modes of guest cycle</li> </ul> <p>Documentation under different modes of guest cycle</p>	18	10%
<b>MID TERM EXAM</b>			
6	<p><b>Reservation</b></p> <ul style="list-style-type: none"> <li>• Definition and importance of reservation</li> <li>• Modes and Sources of reservation</li> <li>• Tool and process of reservation</li> <li>• System of reservation <ul style="list-style-type: none"> <li>○ Manual (Card and Hotel Diary)</li> <li>○ Semi-automated (Whitney , computerized)</li> <li>○ Fully automated (CRS and GDS)</li> </ul> </li> <li>• Types of reservation (on different basis) <ul style="list-style-type: none"> <li>○ Guaranteed vs. Non-guaranteed</li> <li>○ Transient vs. Group</li> </ul> </li> <li>• Reservation amendment/modification and cancellation policy</li> <li>• Reservation Network/Channel (CRS) <ul style="list-style-type: none"> <li>○ Affiliated reservation network</li> <li>○ Non-affiliated</li> </ul> </li> </ul>	18	10%





	<ul style="list-style-type: none"> <li>reservation/referral group</li> <li>• Reservation supply chain (online companies)- Expedia, Make My Trip, Travel Related Services</li> <li>• Reservation terminology and documentation</li> </ul>		
7	<p><b>Registration</b></p> <ul style="list-style-type: none"> <li>• Define registration and importance of registration</li> <li>• Concept of registration</li> <li>• Activities of registration stage</li> <li>• Process of registration under – <ul style="list-style-type: none"> <li>○ Guest with reservation</li> <li>○ Walk-in guests</li> <li>○ Group guests</li> <li>○ Transient guest</li> <li>○ Airline crew member</li> <li>○ Incentive guest</li> <li>○ VIP and CIP</li> <li>○ SPATT</li> </ul> </li> <li>• Modes of registration <ul style="list-style-type: none"> <li>○ Front desk directed (Express Check Out and Computerized Check Out)</li> <li>○ Guest directed (Video check-out and Self-Check-out)</li> </ul> </li> <li>• Registration terminology</li> <li>• Documentation</li> </ul>	18	10%
8	<p><b>Safety and Security</b></p> <ul style="list-style-type: none"> <li>• Safety and security of guest (their valuables) and hotel staff</li> <li>• Key control <ul style="list-style-type: none"> <li>○ Types of keys</li> <li>○ Key control measures</li> <li>○ Electronic keys</li> <li>○ Safe deposit vaults and in room electronic safes</li> </ul> </li> </ul>	18	10%
9	<p><b>Guest Account Settlement</b></p> <ul style="list-style-type: none"> <li>• Modes of account settlement <ul style="list-style-type: none"> <li>○ Cash</li> <li>○ Credit (travellers check, travel</li> </ul> </li> </ul>	18	10%



	<p>agent voucher, foreign currency, charge cards, airline vouchers, third party billing)</p> <ul style="list-style-type: none"> <li>• Control measures for cash and credit based account settlement policy</li> <li>• Forex (licences, exchange rates and policy) <ul style="list-style-type: none"> <li>○ Currency exchange during arriving in India</li> <li>○ Currency exchange during departing from India</li> </ul> </li> <li>• Reservation section terminology</li> <li>• Documentation</li> </ul>		
10	<p><b>Situation and Complaint Handling</b></p> <ul style="list-style-type: none"> <li>• Situation handling <ul style="list-style-type: none"> <li>○ Usual situation (skipper, scanty baggage, walking, walk-in, paging, room change, luggage handling during check-in and check-out, left luggage procedure, etc.)</li> <li>○ Unusual situations (death, fire, theft, bomb threat and terrorist attack)</li> </ul> </li> <li>• Complaint handling <ul style="list-style-type: none"> <li>○ Types of guest</li> <li>○ Types of guest complaints</li> <li>○ Complaint as a gift philosophy</li> </ul> </li> <li>• The complaints handling procedure and redressal</li> </ul>	18	10%
<b>Total</b>		<b>180</b>	<b>100%</b>



## PRINCIPLES OF ACCOUNTS (DFO-02)

**TIME ALLOTTED: 06 HOURS PER WEEK**

**MAXIMUM MARKS: 100**

ACTIVITY	MAXIMUM MARKS
<b>Marks for attendance</b>	<b>5</b>
<b>Mid-term exam marks</b>	<b>25</b>
<b>Total (Incourse Assessment Marks)</b>	<b>30</b>
<b>End term exam marks</b>	<b>70</b>
<b>Total</b>	<b>100</b>

**Learning objectives:**After completion of this course students should be able to;

1. Explain meaning of accounts,
2. Record in prime and secondary books,
3. Prepare trial balance, final accounts,
4. Prepare bank reconciliations statement,
5. Calculate depreciation by different methods.

UNIT	CONTENT	HOURS ALLOTTED	WEIGHTAGE FOR EXAM
1	<b>Introduction to accounting</b>  A. Meaning and definition B. Types and classification C. Principles of accounts D. System of accounting E. Generally accepted principle of accounting (GAAP)	18	10%
2	<b>Books of original entry (journal)</b>  A. Meaning and definition B. Format of journal C. Rules of debit and credit D. Opening entry, simple and compound entries E. Practical Problems	18	10%
3	<b>Ledger</b>  A. Meaning and uses B. Formats C. Posting D. Practical Problems	18	10%



4	<b>Subsidiary books</b>  A. Need and uses B. Classification I. Purchase book II. Sales book III. Purchase return book IV. Sales return book V. Debit note VI. Credit note VII. Practical Problems	18	10%
5	<b>Cash book</b>  A. Meaning B. Advantages C. Simple double and three column D. Handling cheque E. Practical problems	18	10%
<b>MID TERM EXAM</b>			
6	<b>Bank reconciliation statement</b>  A. Meaning B. Reasons of difference in pass book and cash book balances C. Preparation of bank reconciliation statement D. Practical Problems	18	10%
7	<b>Trial balance</b>  A. Meaning B. Methods C. Advantages D. Limitation E. Practical problems	18	10%
8	<b>Final accounts</b>  A. Meaning B. Procedure for preparation of final accounts C. Difference between trading accounts profit & loss accounts and balance sheet. D. Adjustment Closing stock Practical problems	18	10%



9	<b>Capital and revenue expenditure</b>  A. Meaning B. Definition of capital and revenue expenditure	18	10%
10	<b>Depreciation</b>  A. Meaning & causes B. Methods- fixed instalments Diminishing balance Practical problems	18	10%
<b>Total</b>		<b>180</b>	<b>100%</b>



## HOTEL ACCOUNTS (DFO-03)

**TIME ALLOTTED: 04 HOURS PER WEEK**

**MAXIMUM MARKS: 100**

ACTIVITY	MAXIMUM MARKS
<b>Marks for attendance</b>	<b>5</b>
<b>Mid-term exam marks</b>	<b>25</b>
<b>Total (Incourse Assessment Marks)</b>	<b>30</b>
<b>End term exam marks</b>	<b>70</b>
<b>Total</b>	<b>100</b>

**Learning objectives:** After completion of this course students should be able to;

1. Describe uniform system of accounts & its importance in hotel industry
2. Solve examples on uniform system of accounts, income statement, departmental income statement
3. Handle computerised accounting system
4. Describe importance of yield management
5. Calculate room rates, ARR and RevPAR.

UNIT	CONTENT	HOURS ALLOTTED	WEIGHTAGE FOR EXAM
1	<b>Uniform System of Accounts For Hotels</b>  A. Introduction to Uniform System Of Accounts B. Advantage & disadvantages	12	10%
2	<b>Income statement under uniform system of accounts</b>  A. Revenue and non-revenue producing departments of the hotel B. Contents of the income statement C. Practical problems	12	10%
3	<b>Departmental income Statements Under Uniform System Of Hotel Accounts</b>  A. Room departmental income schedule B. Food and beverage department income schedule C. Practical problems	12	10%
4	<b>Internal Control</b>  A. Meaning & Objectives of internal	12	10%



	control B. Characteristics of internal control		
5	<b>Ledger &amp; Computerised Accounting</b>  A. Types of ledger used in hotel B. Point of sale C. Property management system D. Introduction to computerised accounting system	12	10%
<b>MID TERM EXAM</b>			
6	<b>Night auditing</b>  A. Need of night auditing B. Night auditors duties & responsibility C. Reports prepared by night auditor	12	10%
7	<b>Room rates</b>  A. Fixing room rates B. Basis of charging room rates C. Calculation of single rate & double rate D. Calculation of average room rate (practical problems)	12	10%
8	<b>Yield management</b>  A. Meaning & importance in selling rooms	12	10%
9	<b>Ratio analysis</b>  A. Meaning of ratio B. Profitability ratio C. Turnover ratio	12	10%
10	<b>Departmental accounting</b>  A. Introduction to departmental accounting B. Allocation & apportionment of expenses C. Basis of allocation D. Method I. Gross profit method II. Net profit method	12	10%
<b>Total</b>		<b>120</b>	<b>100%</b>



## BUSINESS COMMUNICATION (DCS-02)

TIME ALLOTTED: 02 HOURS PER WEEK

MAXIMUM MARKS: 50

ACTIVITY	MAXIMUM MARKS
Marks for attendance	2 ½
Mid-term exam marks	12 ½
Total (Incourse Assessment Marks)	15
End term exam marks	35
Total	50

### LEARNING OBJECTIVES:

#### Knowledge:

- Understand the fundamental principles of effective business communication
- Identify different forms of communication
- Evaluate the difference between the types of communication
- Understand the concept of body language and its correct use

#### Competencies:

- Apply effective communication in today's business world
- Use correct form of communication depending on business situation and circumstances
- Organise ideas and express in writing and speaking
- Participate effectively in groups with emphasis on listening, critical and reflective thinking and responding
- Avoid common body language mistakes

#### Mindset:

- Understand the importance of specifying audience and purpose, and to select appropriate communication choices

No	UNIT	TIME ALLOTTED	WEIGHTAGE FOR EXAM
1	<b>Introduction to Business Communication</b> <ul style="list-style-type: none"><li>• Definition</li><li>• Objectives</li><li>• Principles of effective communication</li><li>• Importance of good communication</li></ul>	10	20%
2	<b>Types of communication</b> <ul style="list-style-type: none"><li>• Formal</li><li>• Informal</li><li>• Verbal</li></ul>	05	10%





	<ul style="list-style-type: none"> <li>• Written</li> <li>• Horizontal</li> <li>• Vertical</li> </ul>		
3	<b>Essentials of good business letter and types of letters – Official, D.O</b>	05	15%
4	<b>Letter writing</b> <ul style="list-style-type: none"> <li>• Circular</li> <li>• Memo</li> <li>• Notice</li> <li>• U.O. Note</li> <li>• Applications</li> <li>• Bio-data (C.V.)</li> <li>• Covering letter</li> <li>• Invitations</li> <li>• Greetings</li> <li>• Apologies</li> </ul>	10	20%
<b>MID TERM EXAM</b>			
5	<b>Communication with guest and Body language</b> <ul style="list-style-type: none"> <li>• Effective Speaking – Polite and effective enquiries &amp; responses, Addressing a group</li> <li>• Listening and note taking skills</li> <li>• Body language- Importance &amp; application</li> </ul>	10	15%
6	<b>Speech Improvement</b> <ul style="list-style-type: none"> <li>• Pronunciation, stress, accent</li> <li>• Importance of speech in hotels</li> <li>• Common phonetic difficulties</li> <li>• Connective drills exercises</li> <li>• Introduction to frequently used foreign sounds</li> </ul>	10	10%
7	<b>Electronic modes of communication:</b> <ul style="list-style-type: none"> <li>• Use of telephone</li> <li>• Taking telephonic orders</li> <li>• Telephone etiquette's</li> <li>• Fax</li> <li>• E-mail and protocol</li> <li>• Responsible social media</li> </ul>	10	10%
<b>Total</b>		<b>60</b>	<b>100%</b>



## APPLICATION OF COMPUTERS (DFO-04)

TIME ALLOTTED: 01 HOURS PER WEEK

MAXIMUM MARKS: 00

**Learning objectives:**After completion of this course students should be able to;

1. Explain characteristics of computers,
2. Identify the basic component of a computer
3. Explain the importance of various units of a computer
4. Differentiate between system software and application software
5. Explain the importance of operating software
6. Get acquainted with open source, and
7. Appreciate the need of computer security.

UNIT	CONTENT	HOURS ALLOTTED
1	Characteristics of computers <ul style="list-style-type: none"><li>• Speed</li><li>• Accuracy</li><li>• Diligence</li><li>• Versality</li><li>• Power of remembering</li></ul>	3
2	Computer and its components <ul style="list-style-type: none"><li>• Input unit</li><li>• Storage unit</li><li>• Central Processing Unit</li><li>• Output unit</li></ul>	4
3	Computer software <ul style="list-style-type: none"><li>• System software</li><li>• Application software</li></ul>	3
4	Computer language <ul style="list-style-type: none"><li>• Machine language</li><li>• Assembly language</li><li>• High level language</li><li>• Compiler &amp; interpreter</li><li>• Open source software</li></ul>	4
5	Operating system <ul style="list-style-type: none"><li>• Windows</li></ul>	4



	<ul style="list-style-type: none"> <li>• Linux</li> </ul>	
6	<p>Windows (Latest) desk top elements</p> <ul style="list-style-type: none"> <li>• Start a programme</li> <li>• Quit a programme</li> <li>• Getting help</li> <li>• Searching files &amp; folders</li> <li>• Changing system settings</li> <li>• Using my computer for browsing disk drives.</li> </ul>	4
7	<p>File management in windows</p> <ul style="list-style-type: none"> <li>• Using windows explorer</li> <li>• Opening drives &amp; folders</li> <li>• View file details</li> <li>• Copying &amp; moving files use windows explorer</li> <li>• Create a new folder</li> <li>• Rename a file or folder</li> <li>• Delete a file or folder</li> </ul>	4
8	<p>Computer security</p> <ul style="list-style-type: none"> <li>• Views and threats</li> <li>• Protecting computer system using antivirus.</li> <li>• Precautions to be taken against viruses.</li> </ul>	4
<b>Total</b>		<b>30</b>



## FRONT OFFICE OPERATIONS PRACTICAL (DFO-11)

**TIME ALLOTTED: 08 HOURS PER WEEK**

**MAXIMUM MARKS: 100**

ACTIVITY	MAXIMUM MARKS
<b>Marks for attendance</b>	<b>5</b>
<b>Mid-term exam marks</b>	<b>25</b>
<b>Total (Incourse Assessment Marks)</b>	<b>30</b>
<b>End term exam marks</b>	<b>70</b>
<b>Total</b>	<b>100</b>

**Learning objectives:** After completion of this course the students will be able to comfortably carry out the following tasks;

1. Use various forms, formats and registers maintained in the front office department of a large hotel in paper form or on the PMS.
2. Communicate effectively with guests, colleagues and staff from other departments of the hotel verbally including on telephone, in writing and body language
3. Use the information available discreetly ensuring safety, security and privacy of guest, colleagues and organisation.

UNIT	CONTENT	HOURS ALLOTTED
1	<b>Introduction to front office equipment</b> <ul style="list-style-type: none"> <li>• Non automated equipment</li> <li>• Fully automated equipment</li> </ul>	15
2	Various types of forms, log books used in front office (Registration card, guest feedback form, reservation form, C- Form, etc...)	20
3	<b>Basic French</b> <ul style="list-style-type: none"> <li>• Greetings</li> <li>• Days</li> <li>• Months</li> <li>• Seasons</li> <li>• Numbers</li> </ul>	20
4	<b>General awareness</b> <ul style="list-style-type: none"> <li>• Country, capital and currencies</li> </ul>	15



	<ul style="list-style-type: none"> <li>• General knowledge</li> </ul>	
5	<p><b>Telephone handling:</b></p> <ul style="list-style-type: none"> <li>• Telephonic etiquettes (do's and don'ts)</li> <li>• Role play on: <ul style="list-style-type: none"> <li>▪ Telephonic reservation between reservation department and guest</li> <li>▪ Complaint handling through telephone</li> <li>▪ Telephonic queries by guest to front office department for rooms and information's, etc...</li> </ul> </li> </ul>	20
6	<p><b>Complaint Handling:</b></p> <ul style="list-style-type: none"> <li>• Types of guest in hotel and nature of complains faced in front office department.</li> <li>• Role play on handling a complaint between: <ul style="list-style-type: none"> <li>▪ Fussy guest and front office staff</li> <li>▪ Skipper and front office staff</li> <li>▪ Scanty baggage guest and front office staff</li> <li>▪ Drunken and front office staff, etc...</li> </ul> </li> </ul>	30
<b>MID TERM EXAM</b>		
7	<p><b>Role play on:</b></p> <ul style="list-style-type: none"> <li>• Pre arrival <ul style="list-style-type: none"> <li>▪ reservation- done by guest through mail</li> <li>▪ reservation - done by walk-in guest</li> <li>▪ reservation – done by telephonic conversation by a guest</li> </ul> </li> <li>• Arrival <ul style="list-style-type: none"> <li>▪ Paging (electronic and manual paging) – in pickup areas (airport, bus stand, railway station), message or visitors for a guest in the hotel.</li> <li>▪ Luggage handling – bell boy's role in maintaining errand card, escorting of guest to the rooms.</li> <li>▪ Welcoming – welcoming by GRE to the guest check in the hotel.</li> <li>▪ Registration- done by guest who has reservation, guest who is a walk in, guest who requires the room for day purpose only.</li> <li>▪ Key handover – procedures followed during key handover to the guest, how to generate keys and assign rooms to the guest.</li> </ul> </li> <li>• During stay <ul style="list-style-type: none"> <li>▪ How to handle Message and mail for residential and non- residential guest in a</li> </ul> </li> </ul>	30



	<p>hotel</p> <ul style="list-style-type: none"> <li>• Departure <ul style="list-style-type: none"> <li>▪ Procedures followed during check out of a guest such as: comment cards, billing, etc...</li> </ul> </li> <li>• After departure <ul style="list-style-type: none"> <li>▪ Role and importance of guest history card.</li> </ul> </li> </ul>	
8	<p><b>PMS PRACTICAL</b></p> <ul style="list-style-type: none"> <li>• Introduction to keys used in front office PMS</li> <li>• Hands on practice on PMS</li> </ul> <p><b>How to –</b></p> <ul style="list-style-type: none"> <li>- Take guest reservation</li> <li>- Modify guest reservation</li> <li>- Cancel guest reservation</li> <li>- Amend guest details</li> <li>- Check in guest with reservation</li> <li>- Check in a walk in guest</li> <li>- Check in a group reservation</li> <li>- Check in multiple guest to save time</li> <li>- Allot guest room to guest with reservation</li> <li>- Allot guest room to a walk in guest</li> <li>- Change guest rooms due to complaints or request</li> <li>- Update guest registration</li> <li>- Set credit limit</li> <li>- Add messages for the guest</li> <li>- Change tariff</li> <li>- Print a single bill during check out</li> <li>- Split a bill during check out</li> <li>- Update if any advance deposit is made</li> <li>- Night auditing procedure</li> </ul>	90
<b>Total</b>		<b>240</b>



**MARKING SCHEME FOR PRACTICAL EXAMINATION  
FRONT OFFICE OPERATIONS PRACTICAL (DFO - 11)**

**Maximum Marks**                      **100**                                      **Pass Marks**                      **50**

**Part 'A' 25 Marks**

	<b>MARKS</b>
1. Uniform & Grooming	: 05
2. Journal	: 10
3. Viva	: 10
<b>Total</b>	<b>: 25</b>

**Part 'B' 75 Marks**

1. PMS tasks (4 tasks from the syllabus) (4x10)	: 40
2. Role Play & Situation Handling	: 20
3. Speech, Courtesy & Manner	: 15
<b>Total</b>	<b>: 75</b>

**Note:** Speech, Courtesy & Manners may be observed throughout the practical.



## APPLICATION OF COMPUTERS PRACTICAL (DFO-12)

**TIME ALLOTTED: 04 HOURS PER WEEK**

**MAXIMUM MARKS: 50**

ACTIVITY	MAXIMUM MARKS
<b>Marks for attendance</b>	<b>2 ½</b>
<b>Mid-term exam marks</b>	<b>12 ½</b>
<b>Total (Incourse Assessment Marks)</b>	<b>15</b>
<b>End term exam marks</b>	<b>35</b>
<b>Total</b>	<b>50</b>

**Learning objectives:** After completion of this course the students will be able to comfortably carry out the following tasks;

UNIT	CONTENT	HOURS ALLOTTED
01	<p><b>WINDOWS OPERATIONS</b></p> <ul style="list-style-type: none"> <li>A. Creating Folders</li> <li>B. Creating Shortcuts</li> <li>C. Copying Files/Folders</li> <li>D. Renaming Files/Folders</li> <li>E. Deleting Files</li> <li>F. Exploring Windows</li> <li>G. Quick Menus</li> </ul>	10
02	<p><b>MS WORD</b></p> <p><b>CREATING A DOCUMENT</b></p> <ul style="list-style-type: none"> <li>A. Entering Text</li> <li>B. Saving the Document</li> <li>C. Editing a Document already saved to Disk</li> <li>D. Getting around the Document</li> <li>E. Find and Replace Operations</li> <li>F. Printing the Document</li> </ul> <p><b>FORMATTING A DOCUMENT</b></p> <ul style="list-style-type: none"> <li>A. Justifying Paragraphs</li> <li>B. Changing Paragraph Indents</li> <li>C. Setting Tabs and Margins</li> <li>D. Formatting Pages and Documents</li> <li>E. Using Bullets and Numbering</li> <li>F. Headers/Footers</li> <li>G. Pagination</li> </ul> <p><b>SPECIAL EFFECTS</b></p> <ul style="list-style-type: none"> <li>A. Print Special Effects e.g. Bold, Underline,</li> </ul>	50





	<p>Superscripts, Subscript  B. Changing Fonts  C. Changing Case</p> <p><b>CUT, COPY AND PASTE OPERATION</b></p> <p>A. Marking Blocks  B. Copying and Pasting a Block  C. Cutting and Pasting a Block  D. Deleting a Block  E. Formatting a Block  F. Using Find and Replace in a Block</p> <p><b>USING MS-WORD TOOLS</b></p> <p>A. Spelling and Grammar  B. Mail Merge  C. Printing Envelops and Labels</p> <p><b>TABLES</b></p> <p>A. Create  B. Delete  C. Format</p> <p><b>GRAPHICS</b></p> <p>A. Inserting Clip arts  B. Symbols (Border/Shading)  C. Word Art</p> <p><b>PRINT OPTIONS</b></p> <p>A. Previewing the Document  B. Printing a whole Document  C. Printing a Specific Page  D. Printing a selected set  E. Printing Several Documents  F. Printing More than one Copies</p>	
<b>MID TERM EXAM</b>		
03	<p><b>MS-EXCEL</b></p> <p>A. How to use Excel  B. Starting Excel  C. Parts of the Excel Screen  D. Parts of the Worksheet  E. Navigating in a Worksheet  F. Getting to know mouse pointer shapes</p> <p><b>CREATING A SPREADSHEET</b></p> <p>A. Starting a new worksheet</p>	30



- B. Entering the three different types of data in a worksheet
- C. Creating simple formulas
- D. Formatting data for decimal points
- E. Editing data in a worksheet
- F. Using AutoFill
- G. Blocking data
- H. Saving a worksheet
- I. Exiting excel

#### MAKING THE WORKSHEET LOOK PRETTY

- A. Selecting cells to format
- B. Trimming tables with Auto Format
- C. Formatting cells for:
  - Currency
  - Comma
  - Percent
  - Decimal
  - Date
- D. Changing columns width and row height
- E. Aligning text
  - Top to bottom
  - Text wrap
  - Re ordering Orientation
- F. Using Borders

#### GOING THROUGH CHANGES

- A. Opening workbook files for editing
- B. Undoing the mistakes
- C. Moving and copying with drag and drop
- D. Copying formulas
- E. Moving and Copying with Cut, Copy and Paste
- F. Deleting cell entries
- G. Deleting columns and rows from worksheet
- H. Inserting columns and rows in a worksheet
- I. Spell checking the worksheet

#### PRINTING THE WORKSHEET

- A. Previewing pages before printing
- B. Printing from the Standard toolbar
- C. Printing a part of a worksheet
- D. Changing the orientation of the printing
- E. Printing the whole worksheet in a single pages
- F. Adding a header and footer to a report
- G. Inserting page breaks in a report
- H. Printing the formulas in the worksheet

#### ADDITIONAL FEATURES OF A WORKSHEET



	<p>A. Splitting worksheet window into two four panes</p> <p>B. Freezing columns and rows on-screen for worksheet title</p> <p>C. Attaching comments to cells</p> <p>D. Finding and replacing data in the worksheet</p> <p>E. Protecting a worksheet</p> <p>F. Function commands</p> <p><b>MAINTAINING MULTIPLE WORKSHEET</b></p> <p>A. Moving from sheet in a worksheet</p> <p>B. Adding more sheets to a workbook</p> <p>C. Deleting sheets from a workbook</p> <p>D. Naming sheet tabs other than sheet 1, sheet 2 and so on</p> <p>E. Copying or moving sheets from one worksheet to another</p> <p><b>CREATING GRAPHICS/CHARTS</b></p> <p>A. Using Chart wizard</p> <p>B. Changing the Chart with the Chart Toolbar</p> <p>C. Formatting the chart's axes</p> <p>D. Adding a text box to a chart</p> <p>E. Changing the orientation of a 3-D chart</p> <p>F. Using drawing tools to add graphics to chart and worksheet</p> <p>G. Printing a chart with printing the rest of the worksheet data</p> <p><b>EXCEL's DATABASE FACILITIES</b></p> <p>A. Setting up a database</p> <p>B. Sorting records in the database</p>	
04	<p><b>MS-POWER POINT</b></p> <p>A. Making a simple presentation</p> <p>B. Using Auto content Wizards and Templates</p> <p>C. Power Points five views</p> <p>D. Slides</p> <ul style="list-style-type: none"> <li>- Creating Slides, re-arranging, modifying</li> <li>- Inserting pictures, objects, audios, videos, hyperlinks</li> <li>- Setting up a Slide Show</li> </ul> <p>E. Creating an Organizational Chart</p>	20
05	<b>Internet &amp; E-mail</b>	10
<b>Total</b>		<b>120</b>



**MARKING SCHEME FOR PRACTICAL EXAMINATION**  
**APPLICATION OF COMPUTERS PRACTICAL (DFO - 12)**

**Maximum Marks**                      **50**                                      **Pass Marks**                      **25**

	<b>MARKS</b>
1. Typing & Printing (20 lines)	: 10
2. Three tasks (3x10 marks) (MS Office, MS Excel, MS Power point and Internet & E-mail)	: 30
3. Viva	: 10
<b>Total</b>	<b>: 50</b>

## OFFICE ORGANISATION PRACTICAL (DFO-13)

TIME ALLOTTED: 02 HOURS PER WEEK

MAXIMUM MARKS: 50

ACTIVITY	MAXIMUM MARKS
Marks for attendance	2 ½
Mid-term exam marks	12 ½
Total (Incourse Assessment Marks)	15
End term exam marks	35
Total	50

**Learning objectives:** After completion of this course the students will be able to comfortably carry out the following tasks;

1. Effectively operate and use various tools, equipment and machines used in the front office department.
2. Suggest the logical and agronomical layout of the office and the flow of documents and records.
3. File documents in the relevant file as per the laid down logic of the department.
4. Retrieve the records desired in the appropriate time allowed.
5. Learn to prioritize tasks in the order of urgency and importance.
6. Effectively weed out outdated documents records from the department using appropriate policy for doing so.

UNIT	CONTENT	HOURS ALLOTTED
1	<b>System of Record keeping</b>  1. Understanding record keeping system of the office. 2. Naming logic of files 3. File indexing	07
2	<b>Office Tasks</b>  1. Communication a. Sending and receiving mail b. Filing the communication for records c. Sending e-mails	08
3	<b>Operating office equipment</b>  1. Computers 2. Printers 3. Photocopiers	08



	<ul style="list-style-type: none"> <li>4. Dictaphone</li> <li>5. Fax</li> <li>6. Franking machine</li> <li>7. Card Swiping machine</li> <li>8. Cash counting machines</li> <li>9. Paper shredder</li> <li>10. Digital projectors</li> </ul>	
4	<p><b>IN-Basket exercise</b></p> <ul style="list-style-type: none"> <li>1. Prioritizing work on basis of urgency and importance</li> <li>2. Meeting the deadlines</li> </ul>	07
<b>MID TERM EXAM</b>		
5	<p><b>Looking for information on the web</b></p> <ul style="list-style-type: none"> <li>1. Browsing the net for information</li> <li>2. Compiling information</li> <li>3. Making reports</li> </ul>	10
6	<p><b>Weeding out records</b></p> <ul style="list-style-type: none"> <li>1. Organizing the filing cabinets</li> <li>2. Destroying old and useless records</li> <li>3. Destroying obsolete files and freeing up filing space</li> </ul>	10
7	<p><b>Organizing the records on the computer</b></p> <ul style="list-style-type: none"> <li>1. Deleting temp files on the computer</li> <li>2. De fragmenting the hard disk</li> <li>3. Running anti-virus and anti-spam ware</li> <li>4. Protecting confidential information on the computer</li> </ul>	10
<b>Total</b>		<b>60</b>



## MARKING SCHEME FOR PRACTICAL EXAMINATION

### OFFICE ORGANISATION PRACTICAL (DFO-13)

**Maximum Marks**                      **50**                                      **Pass Marks**                      **25**

			<b>MARKS</b>
1. Journal	:		05
2. Practical in basket	:		15
3. Record Retrieval	:		10
4. Organisation of Folders in Computer	:		10
5. Speed and Accuracy	:		05
6. Operating the Office equipment	:		05
<b>Total</b>	<b>:</b>		<b>50</b>



## DIPLOMA IN HOUSEKEEPING

<b>Eligibility:</b>	Senior Secondary (10+2) or equivalent with English as a subject.
<b>Duration:</b>	One Year + six months in industry
<b>Teaching hours per week:</b>	35 Hours
<b>Effective teaching:</b>	34 weeks
<b>Industrial training:</b>	24 weeks after the annual examinations.

### TEACHING AND EXAMINATION SCHEME

No.	Subject code	Subject	Hours per week	Term Marks*
<b>THEORY</b>				
1	DHK-01	Housekeeping Operation	6	100
2	DHK-02	Interior Decoration	4	100
3	DHK-03	Hotel Maintenance	2	50
4	DCS-01	Hygiene & Sanitation	2	50
5	DCS-03	Business Communication	2	50
TOTAL			16	350
<b>PRACTICAL</b>				
6	DHK-11	Housekeeping Operation	12	100
7	DHK-12	Hotel Maintenance	4	100
8	DCS-11	Computer Awareness	1	-
9	DCS-12	Library	2	-
TOTAL			19	200
<b>GRAND TOTAL</b>			<b>35</b>	<b>550</b>

**Note:** Term Marks will comprise 30% Term Marks & 70% End Term Exam Marks.

### RULES AT A GLANCE

NO.	TOPIC	REQUIREMENT
1.	Minimum attendance required to become eligible for exam	75% in aggregate
2.	Minimum pass marks for each theory subject	40%
3.	Minimum pass marks for each practical subject	50%
4.	Maximum duration to pass/clear all subjects/ papers	Three academic years





## HOUSEKEEPING OPERATION (DHK-01)

TIME ALLOTTED: 06 HOURS PER WEEK

MAXIMUM MARKS: 100

ACTIVITY	MAXIMUM MARKS
Marks for attendance	5
Mid-term exam marks	25
Total (Incourse Assessment Marks)	30
End term exam marks	70
Total	100

**Learning Objectives** :- By the end of the course, learners will be able to;

### Knowledge

1. Explain the Role and Significance of Housekeeping Department in the Hospitality Industry.
2. Describe the organization set up of housekeeping department
3. Discuss the science and methods of cleaning.
4. List out the different types of keys used by housekeeping personnel.
5. Justify the procedures typically followed by housekeeping attendants while servicing / cleaning guestrooms.
6. Identify the various kinds of surfaces to clean.
7. Elaborate the laundry work flow.
8. Briefly explain the proper storage procedures of linen and uniforms.
9. List the common pests found in hotels and their eradication

### Competencies

10. Demonstrate the right personality traits for housekeeping staff
11. Identify different types of guest rooms commonly found in hotels.
12. List the step by step procedure for cleaning a guestroom – Departure, Occupied, Vacant and Providing turn down service

### Mindset:

13. Develop sensitivity and high work ethics towards cleanliness and hygiene keeping in mind the factors that contribute to it.
14. Build a positive attitude towards providing Housekeeping services

UNIT	CONTENT	HOURS ALLOTTED	WEIGHTAGE FOR EXAM
1	Importance of housekeeping in the hospitality industry, types of lodging establishments, organisational chart – duties and responsibilities of housekeeping employees. Necessity of the personnel factor in dealing with the guest on a day to day basis.	30	15%
2	Cleaning equipment – Selection of equipment, brooms and brushes, protective equipment, cloths used in cleaning, box sweeper, electric equipment, vacuum cleaner, floor scrubbing and polishing machine, floor shampooing machine, containers trolley, chamber maid's trolley, etc. Use and care of equipment and material required by the House Keeping Department.	20	10%
3	Solvents grease absorbents, disinfectants, antiseptics, soaps, deodorants, detergents, polishes & storage. Hazardous materials.	10	10%
4	Cleaning methods – Care, cleaning and polishing of various surfaces, hard floorings, thermoplastic floorings, wooden, surfaces painted, varnished, laminated compositions, walls and wall coverings, furniture of various types e.g., brass, copper, aluminium, stainless steel, chromium.	30	15%
<b>MID TERM EXAM</b>			
5	Cleaning of guest rooms and bath – daily, weekly and spring cleaning, night service, check list of standard guest and bathroom supplies, room occupancy list, housekeepers report, handling room transfers, lost and found, cleaning of public restaurant. Food service, areas and employees areas.	30	15%
6	Laundry work – use of laundry agents, laundry equipment, stain removal agents, handling guest laundry.	15	10%
7	Linen Room – Its importance in hotels, selection and buying of linen, inspecting, receiving used linen. Linen stock for any establishment.	15	10%
8	Different types and importance of keys –	10	5%



	section key, master key, floor key and grand master key. Key of executive offices and public areas and computerised key.		
9	Pest control and eradication – with special reference to rats, cockroaches, furniture beetle, clothes moth, etc. Dealing with emergency situation like fire, death, theft, accidents, safety security control.	20	10%
TOTAL		180	100



## INTERIOR DECORATION (DHK-02)

TIME ALLOTTED: 04 HOURS PER WEEK

MAXIMUM MARKS: 100

ACTIVITY	MAXIMUM MARKS
Marks for attendance	5
Mid-term exam marks	25
Total (Incourse Assessment Marks)	30
End term exam marks	70
Total	100

**Learning Objectives** :- By the end of the course, learners will be able to

### **Knowledge**

1. Identify various elements & principles of Interior Decoration.
2. Explain care to be taken for plants and floral material
3. Describe Furniture, Soft Furnishings and Floor Furnishings found in hotel guestrooms.
4. Elaborate on the Selection of furnishing fabrics.
5. Describe the Glossary of art forms.

### **Competencies**

6. Select appropriate colour schemes suitable for an area dependant on the usage of the room and its architectural features.
7. Design flower arrangements for different areas.
8. Identify the selection criteria for various kind of Furniture, Soft Furnishings and Floor Finishes.

### **Mindset**

9. Anticipate guest preferences with regards to room interiors.
10. Creating a WOW effect for the guest at every moment.



No	CONTENT	TIME ALLOTTED	WEIGHTAGE FOR EXAM
1	Objectives of interior decoration - Principles of designs, their application in hotel industry.	25	25%
2	Colours – colour harmonies, association of colours and their application in the various areas of the hotel industry.	15	10%
3	Flower arrangements – Western and Eastern styles. Guidelines on preserving freshness of flowers and arrangement for different occasions. Knowledge of indoor plant & horticulture	20	15%
<b>MID TERM EXAM</b>			
4	Furniture & its arrangements, selection of furniture, types of furniture.	20	15%
5	Soft Furnishings – Curtains, cushions, bedspread	10	10%
6	Floor Furnishings – floor coverings.	15	15%
7	Selection of furnishing fabrics.	10	5%
8	Glossary of art forms – rangoli, flower carpet, design, dry flower arrangements, wall hangings of different types.	05	5%
<b>TOTAL</b>		<b>120</b>	<b>100%</b>



## HOTEL MAINTENANCE THEORY (DHK-03)

TIME ALLOTTED: 02 HOURS PER WEEK

MAXIMUM MARKS: 50

ACTIVITY	MAXIMUM MARKS
Marks for attendance	2½
Mid-term exam marks	12½
Total (Incourse Assessment Marks)	15
End term exam marks	35
Total	50

**LEARNING OBJECTIVES:** After completion of the course a student will be able to:

1. understand the overview and importance of maintenance department
2. understand the theoretical and practical Knowledge of electricity & lighting.
3. follow sanitary system & water supply system, inspect block leakages and provide remedies.
4. understand the functioning of refrigeration and air conditioning system
5. follow and understand functioning of passenger elevators, escalators etc.
6. use and take care of audio visual equipment used in the hotel.
7. fire prevention, understand the role of fire detector & sensors and fire fighting on its occurrence.
8. appreciate contract maintenance.

No	CONTENT	TIME ALLOTTED	WEIGHTAGE FOR EXAM
1	HOTEL MAINTENANCE <ul style="list-style-type: none"><li>• Introduction &amp; Scope in Hotels</li><li>• Classification and Types</li><li>• Maintenance Programmes.</li></ul>	04	05%
2	HOTEL ENGINEERING/MAINTENANCE DEPARTMENT <ul style="list-style-type: none"><li>• Organization &amp; Setup of the Department</li><li>• The Staff - Duties and Responsibilities</li></ul>	06	05%
3	ELECTRICITY <ul style="list-style-type: none"><li>• Electricity Terms &amp; Units</li><li>• Advantage as a type of energy</li><li>• Conductors and Non-Conductors</li><li>• Types of electric supply (Single phase, three phase)</li><li>• Electric circuits<ul style="list-style-type: none"><li>- Open Circuit</li><li>- Closed Circuit</li><li>- Short Circuit</li><li>- Series &amp; Parallel Circuit</li></ul></li><li>• Importance and use of;</li></ul>	08	10%



	<ul style="list-style-type: none"> <li>- Fuse</li> <li>- MCB</li> <li>- Earthing</li> <li>• Precautions while handling electrical equipment</li> <li>• Calculation of Electric Energy Consumption of an equipment/appliance</li> </ul>		
4	<b>LIGHTING/ILLUMINATION</b> <ul style="list-style-type: none"> <li>• Units &amp; Terms of Illumination</li> <li>• Types of lighting</li> <li>• Different types of lighting devices <ul style="list-style-type: none"> <li>- Incandescent lamps</li> <li>- Fluorescent lamps</li> <li>- LED lamps</li> <li>- Gas discharged lamps</li> </ul> </li> <li>• Comparative study of different lighting devices</li> </ul>	06	15%
5	<b>WATER SUPPLY, PLUMBING AND SANITARY SYSTEM</b> <ul style="list-style-type: none"> <li>• Sinks, basins</li> <li>• Water closet, bidets and their fittings</li> <li>• Use of water traps and water seals, water pipes and soil pipes</li> <li>• Inspection chambers - blockages and leakages and their remedies</li> </ul>	06	15%
<b>MID TERM EXAM</b>			
6	<b>REFRIGERATION</b> <ul style="list-style-type: none"> <li>• Units and terms of Refrigeration</li> <li>• Principle uses of refrigeration in hotel and catering industries</li> <li>• Basic scientific principles</li> <li>• Different types of refrigeration systems and refrigerants</li> <li>• Walk in coolers and freezers, care and maintenance of these systems.</li> </ul> <b>AIR-CONDITIONING</b> <ul style="list-style-type: none"> <li>• Unit &amp; Terms of Air-conditioning</li> <li>• Types of systems</li> <li>• Layout of AC Plant</li> <li>• Condition for comfort <ul style="list-style-type: none"> <li>- Air movement</li> <li>- Humidity control</li> <li>- Ventilation</li> <li>- Supply of oxygen</li> <li>- Removal of heat &amp; moisture</li> <li>- Proper air circulation</li> </ul> </li> <li>• How to select a suitable air conditioning system.</li> </ul>	08	15%



7	<b>TRANSPORT SYSTEM</b> <ul style="list-style-type: none"> <li>• Passenger elevators, freight elevators</li> <li>• Dumb waiters</li> <li>• Escalators and sidewalks - their operation and maintenance.</li> </ul>	06	10%
8	<b>AUDIO VISUAL EQUIPMENT</b> <ul style="list-style-type: none"> <li>• Care and cleaning of overhead projector, slide projector, LCD and power point presentation units</li> <li>• Care and cleaning of PC, CPU, Modem, UPS, Printer, Laptops</li> </ul>	06	10%
9	<b>FIRE PREVENTION AND FIRE FIGHTING</b> <ul style="list-style-type: none"> <li>• Fire detectors, sensors and alarms</li> <li>• Care and maintenance of fire detectors, sensors &amp; alarms</li> <li>• Classes of fire</li> <li>• Types of Fire Extinguishers</li> <li>• Methods of extinguishing fire</li> <li>• Care and maintenance of fire extinguishers</li> </ul>	06	10%
10	<b>CONTRACT MAINTENANCE</b> <ul style="list-style-type: none"> <li>• Necessity of contract maintenance, advantages and disadvantages of contract maintenance</li> <li>• Essential requirements of a contract, types of contract, their comparative advantages and disadvantages.</li> <li>• Procedure for inviting and processing tenders, negotiating and finalizing</li> </ul>	04	05%
<b>TOTAL</b>		<b>60</b>	<b>100%</b>





## HYGIENE AND SANITATION (DCS-01)

**TIME ALLOTTED: 02 HOURS PER WEEK**

**MAXIMUM MARKS: 50**

ACTIVITY	MAXIMUM MARKS
<b>Marks for attendance</b>	<b>2½</b>
<b>Mid-term exam marks</b>	<b>12½</b>
<b>Total (Incourse Assessment Marks)</b>	<b>15</b>
<b>End term exam marks</b>	<b>35</b>
<b>Total</b>	<b>50</b>

**LEARNING OBJECTIVES:** After completion of the subject a student will be able to:

1. Understand Food Microbiology, Food Contamination and Spoilage;
2. Follow sanitary procedure during food handling;
3. Understand the importance of personal hygiene
4. Analyse critical control points; and
5. Practice laws governing the food safety and standards

No	CONTENT	TIME ALLOTTED	WEIGHTAGE FOR EXAM
1	<b>FOOD MICROBIOLOGY</b> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Microorganism groups important in food microbiology                             <ul style="list-style-type: none"> <li>- Viruses</li> <li>- Bacteria</li> <li>- Fungi (Yeast &amp; Molds)</li> <li>- Algae</li> <li>- Parasites</li> </ul> </li> <li>• Factors affecting the growth of microbes</li> <li>• Beneficial role of Microorganisms</li> </ul>	10	15%
2	<b>FOOD CONTAMINATION AND SPOILAGE</b> <ul style="list-style-type: none"> <li>• Classification Of Food</li> <li>• Contamination And Cross Contamination</li> <li>• Spoilages Of Various Food With The Storing Method</li> </ul>	05	10%
3	<b>SANITARY PROCEDURE FOLLOWED DURING FOOD HANDLING</b> <ul style="list-style-type: none"> <li>• Receiving,</li> <li>• Storage,</li> <li>• Preparation,</li> <li>• Cooking,</li> <li>• Holding, and</li> <li>• Service Of The Food</li> </ul>	10	20%
<b>MID TERM EXAM</b>			



4	<b>SAFE FOOD HANDLER</b> <ul style="list-style-type: none"> <li>• Personal Hygiene discussing all the standard.</li> <li>• Hand Washing Procedure</li> <li>• First Aid definition, types of cuts, wounds, lacerations with reasons and precautions.</li> </ul>	10	15%
5	<b>HAZARD ANALYSIS CRITICAL CONTROL POINT</b> <ul style="list-style-type: none"> <li>• Introduction to HACCP</li> <li>• History</li> <li>• Principles of HACCP</li> </ul>	10	15%
6	<b>FOOD SAFETY STANDARDS AUTHORITY OF INDIA (FSSAI)</b> <ul style="list-style-type: none"> <li>• Introduction to FSSAI</li> <li>• Role of FSSAI</li> <li>• FSSAI Compliance</li> </ul>	05	15%
7	<b>GARBAGE DISPOSAL</b> <ul style="list-style-type: none"> <li>• Different Methods</li> <li>• Advantages &amp; Disadvantages</li> <li>• Municipal Laws and Swachh Abhiyan</li> </ul>	10	10%
<b>TOTAL</b>		<b>60</b>	<b>100</b>



## BUSINESS COMMUNICATION (DCS-03)

TIME ALLOTTED: 02 HOURS PER WEEK

MAXIMUM MARKS: 50

ACTIVITY	MAXIMUM MARKS
Marks for attendance	2½
Mid-term exam marks	12½
<b>Total (Incourse Assessment Marks)</b>	<b>15</b>
End term exam marks	35
<b>Total</b>	<b>50</b>

### **LEARNING OBJECTIVES:**

#### **Knowledge**

1. Understand the fundamental principles of effective business communication
2. Identify different forms of communication
3. Evaluate the difference between the types of communication
4. Understand the concept of body language and its correct use

#### **Competencies**

5. Apply effective communication in today's business world
6. Use correct form of communication depending on business situation and circumstances
7. Organise ideas and express in writing and speaking
8. Participate effectively in groups with emphasis on listening, critical and reflective thinking and responding
9. Avoid common body language mistakes

#### **Mindset**

10. Understand the importance of specifying audience and purpose, and to select appropriate communication choices



No	CONTENT	TIME ALLOTTED	WEIGHTAGE FOR EXAM
1	<b>Introduction to Business Communication</b> <ul style="list-style-type: none"> <li>• Definition</li> <li>• Objectives</li> <li>• Principles of effective communication</li> <li>• Importance of good communication</li> </ul>	06	15%
2	<b>Types of communication</b> <ul style="list-style-type: none"> <li>• Formal</li> <li>• Informal</li> <li>• Verbal</li> <li>• Written</li> <li>• Horizontal</li> <li>• Vertical</li> </ul>	06	15%
3	<b>Essentials of good business letter and types of letters – Official, D.O</b>	06	15%
4	<b>Letter writing</b> <ul style="list-style-type: none"> <li>• Circular</li> <li>• Memo</li> <li>• Notice</li> <li>• U.O. Note</li> <li>• Applications</li> <li>• Bio-data (C.V.)</li> <li>• Covering letter</li> <li>• Invitations</li> <li>• Greetings</li> <li>• Apologies</li> </ul>	12	20%
<b>MID TERM EXAM</b>			
5	<b>Communication with guest and Body language</b> <ul style="list-style-type: none"> <li>• Effective Speaking – Polite and effective enquiries &amp; responses, Addressing a group</li> <li>• Listening and note taking skills</li> <li>• Body language- Importance &amp; application</li> </ul>	10	15%
6	<b>Speech Improvement</b> <ul style="list-style-type: none"> <li>• Pronunciation, stress, accent</li> <li>• Importance of speech in hotels</li> <li>• Common phonetic difficulties</li> <li>• Connective drills exercises</li> <li>• Introduction to frequently used foreign sounds</li> </ul>	10	10%
7	<b>Electronic modes of communication:</b>	10	10%



	<ul style="list-style-type: none"> <li>• Use of telephone</li> <li>• Taking telephonic orders</li> <li>• Telephone etiquette's</li> <li>• Fax</li> <li>• E-mail and protocol</li> <li>• Responsible social media</li> </ul>		
<b>TOTAL</b>		60	100%

## HOUSEKEEPING OPERATION PRACTICAL (DHK-11)

TIME ALLOTTED: 12 HOURS PER WEEK

MAXIMUM MARKS: 100

ACTIVITY	MAXIMUM MARKS
Marks for attendance	5
Mid-term exam marks	25
Total (Incourse Assessment Marks)	30
End term exam marks	70
Total	100

**Learning Objectives** :- By the end of the session, learners will be able to

### **Knowledge**

1. Demonstrate Cleaning and polishing of various surfaces, hard flooring, semi-hard floorings, and wooden flooring.
2. Explain Wall treatments – tiles, wall paper, fabric, glass surfaces, mirrors, metal cleaning
3. Explain the set up and handling of Chambermaids Trolley/ Caddy basket
4. Elucidate the importance and process of periodical cleaning in Guest room, public areas, spring cleaning in guest room and public area.

### **Competencies**

5. Make a day bed and give it turn down service.
6. List the guest room supplies/ linen and state their placement.
7. Identify and remove stain.
8. Operate washing, drying & ironing machine, folding, storing of various types of fabric and garments.
9. Demonstrate the procedure to make flower arrangement for dining table, reception, buffet counter.
10. Identify and fill the forms, reports and formats used to accomplish the daily routine cleaning of guest rooms

### **Mindset**

11. Develop sensitivity and high work ethos while cleaning a guest room.
12. Build a positive attitude towards handling of guest requests



No	CONTENT	TIME ALLOTTED
1	Cleaning and polishing of various surfaces, hard flooring, semi-hard floorings, and wooden flooring.	40
2	Wall treatments – tiles, wall paper, fabric, glass surfaces, mirrors, metal cleaning – silver, brass, copper. Identify cleaning material, their uses and storage.	60
3	Bed making and turn down service.	80
<b>MID TERM EXAM</b>		
4	Daily cleaning and preparation of guest room, VIP rooms, cleaning of bathrooms.	30
5	Periodical cleaning in guest room, public areas, spring cleaning in guest rooms and public areas.	50
6	Flower arrangements – dining tables, reception counters, buffet tables. Field visit to hotels to familiarise students with operations of various departments in hotel.	70
7	Stain removal, washing, drying, ironing, folding, storing of various types of fabrics and garments. Use of laundry equipment and dealing with different types of pests, House Keeping reports and formats.	30
<b>TOTAL</b>		<b>360</b>

**MARKING SCHEME FOR EXAMINATION  
HOUSEKEEPING OPERATION PRACTICAL (DHK-11)**

MAXIMUM MARKS: 100                      PASS MARKS 50  
Time Allowed: 03 Hours

**Part 'A'**

	<b>Marks</b>
1. Uniform and Grooming	: 05
2. Journal	: 10
3. Viva	: 10
<b>Total</b>	<b>: 25</b>

**Part 'B'**

	<b>Marks</b>
1. Bed making	: 20
2. Stain removal or Laundry and equipment exercise	: 20
3. Flower arrangement	: 15
4. Floor/wall surface cleaning	: 20
<b>Total</b>	<b>: 75</b>



## HOTEL MAINTENANCE PRACTICAL (DHK-12)

**TIME ALLOTTED: 04 HOURS PER WEEK**

**MAXIMUM MARKS: 100**

ACTIVITY	MAXIMUM MARKS
<b>Marks for attendance</b>	<b>5</b>
<b>Mid-term exam marks</b>	<b>25</b>
<b>Total (Incourse Assessment Marks)</b>	<b>30</b>
<b>End term exam marks</b>	<b>70</b>
<b>Total</b>	<b>100</b>

**Learning Objectives**:- By the end of the course, learners will be able to;

1. Understand the hierarchy and working of the engineering/maintenance department of a hotel.
2. Do care and maintenance of common simple electrical appliances, like vacuum cleaner, scrubber, audio-visual equipment, firefighting equipment, refrigeration and air conditioning equipment.
3. Do minor electrical, plumbing and water supply repairs.
4. Use fire extinguishers for various types of fires.

No	CONTENT	TIME ALLOTTED
1	<b>HOTEL ENGINEERING / MAINTENANCE DEPARTMENT</b> <ul style="list-style-type: none"> <li>• Visit to a Hotel Engineering / Maintenance department</li> <li>• Draw an ideal layout plan of an Engineering / Maintenance department</li> </ul>	15
2	<b>ELECTRIC APPLIANCES</b> <ul style="list-style-type: none"> <li>• Care, Cleaning and Maintenance of;                             <ul style="list-style-type: none"> <li>- Vacuum Cleaner</li> <li>- Floor Scrubber / Polisher</li> </ul> </li> </ul>	15
3	<b>ELECTRICITY</b> <ul style="list-style-type: none"> <li>• Making and use of;                             <ul style="list-style-type: none"> <li>- Open circuit</li> <li>- Close circuit</li> <li>- Series and Parallel circuits</li> </ul> </li> <li>• Changing of fuse / fuse wire</li> <li>• Changing of burn out lamps and tubes</li> <li>• Changing / making connections of an electric plug</li> </ul>	15
4	<b>WATER SUPPLY, PLUMBING AND SANITARY SYSTEM</b> <ul style="list-style-type: none"> <li>• Changing of flexible connecting pipe</li> <li>• Changing washer of a leaking tap</li> <li>• Cleaning of drain pipe and traps</li> </ul>	15





## COMPUTER AWARENESS (DCS-11)

**TIME ALLOTTED: 01 HOURS PER WEEK**

**MAXIMUM MARKS: Nil**

**Learning Objectives:-** After the completion of Computer Awareness subject, the Students will be able to:

1. Understand computer and its hardware & software.
2. To produce word document with proper for matting
3. To work on an excel sheet with basic functions.
4. Brows on net and communicate through e-mail
5. Prepare small power point presentations.

UNIT	CONTENT	HOURS ALLOTTED
1	<p><b>KNOWING COMPUTER</b></p> <ul style="list-style-type: none"> <li>• What is computer?                             <ul style="list-style-type: none"> <li>➤ Basic Applications of Computer</li> </ul> </li> <li>• Components of Computer System                             <ul style="list-style-type: none"> <li>➤ Central Processing Unit</li> <li>➤ Keyboard, mouse and VDU</li> <li>➤ Other Input devices</li> <li>➤ Other Output devices</li> <li>➤ Computer Memory</li> </ul> </li> <li>• Concept of Hardware and Software                             <ul style="list-style-type: none"> <li>➤ Hardware</li> <li>➤ Software                                     <ul style="list-style-type: none"> <li>❖ Application Software</li> <li>❖ Systems software</li> </ul> </li> </ul> </li> <li>• Concept of computing, data and information</li> <li>• Applications of IECT                             <ul style="list-style-type: none"> <li>➤ e-governance</li> <li>➤ Entertainment</li> </ul> </li> <li>• Bringing computer to life                             <ul style="list-style-type: none"> <li>➤ Connecting keyboard, mouse, monitor and printer to CPU</li> <li>➤ Checking power supply</li> </ul> </li> </ul>	4
2	<p><b>OPERATING COMPUTER USING GUI BASED OPERATING SYSTEM</b></p> <ul style="list-style-type: none"> <li>• Basics of Operating System                             <ul style="list-style-type: none"> <li>➤ Operating system</li> <li>➤ Basics of popular operating system (LINUX, WINDOWS)</li> </ul> </li> <li>• The User Interface                             <ul style="list-style-type: none"> <li>➤ Task Bar</li> <li>➤ Icons</li> <li>➤ Menu</li> <li>➤ Running an Application</li> </ul> </li> <li>• Operating System Simple Setting</li> </ul>	4



	<ul style="list-style-type: none"> <li>➤ Changing System Date And Time</li> <li>➤ Changing Display Properties</li> <li>➤ To Add Or Remove A Windows Component</li> <li>➤ Changing Mouse Properties</li> <li>➤ Adding and removing Printers</li> <li>• File and Directory Management <ul style="list-style-type: none"> <li>➤ Creating and renaming of files and directories</li> </ul> </li> </ul>	
3	<p><b>UNDERSTANDING WORD PROCESSING</b></p> <ul style="list-style-type: none"> <li>• Word Processing Basics <ul style="list-style-type: none"> <li>➤ Opening Word Processing</li> <li>➤ Menu Bar</li> <li>➤ Using The Help</li> <li>➤ Using The Icons Below Menu Bar</li> </ul> </li> <li>• Opening and closing Documents <ul style="list-style-type: none"> <li>➤ Opening Documents</li> <li>➤ Save and Save as</li> <li>➤ Page Setup</li> <li>➤ Print Preview</li> <li>➤ Printing of Documents</li> </ul> </li> <li>• Text Creation and manipulation <ul style="list-style-type: none"> <li>➤ Document Creation</li> <li>➤ Editing Text</li> <li>➤ Text Selection</li> <li>➤ Cut, Copy and Paste</li> <li>➤ Spell check</li> <li>➤ Thesaurus</li> </ul> </li> <li>• Formatting the Text <ul style="list-style-type: none"> <li>➤ Font and Size selection</li> <li>➤ Alignment of Text</li> <li>➤ Paragraph Indenting</li> <li>➤ Bullets and Numbering</li> <li>➤ Changing case</li> </ul> </li> <li>• Table Manipulation <ul style="list-style-type: none"> <li>➤ Draw Table</li> <li>➤ Changing cell width and height</li> <li>➤ Alignment of Text in cell</li> <li>➤ Delete / Insertion of row and column</li> <li>➤ Border and shading</li> </ul> </li> </ul>	5
4	<p><b>USING SPREAD SHEET</b></p> <ul style="list-style-type: none"> <li>• Elements of Electronic Spread Sheet <ul style="list-style-type: none"> <li>➤ Opening of Spread Sheet</li> <li>➤ Addressing of Cells</li> <li>➤ Printing of Spread Sheet</li> <li>➤ Saving Workbooks</li> </ul> </li> <li>• Manipulation of Cells <ul style="list-style-type: none"> <li>➤ Entering Text, Numbers and Dates</li> <li>➤ Creating Text, Number and Date Series</li> <li>➤ Editing Worksheet Data</li> </ul> </li> </ul>	5



	<ul style="list-style-type: none"> <li>➤ Inserting and Deleting Rows, Column</li> <li>➤ Changing Cell Height and Width</li> <li>• Formulas and Function <ul style="list-style-type: none"> <li>➤ Using Formulas</li> <li>➤ Function</li> </ul> </li> </ul>	
5	<p><b>INTRODUCTION TO INTERNET, WWW AND WEB BROWSERS</b></p> <ul style="list-style-type: none"> <li>• Basic of Computer Networks <ul style="list-style-type: none"> <li>➤ Local Area Network (LAN)</li> <li>➤ Wide Area Network (WAN)</li> </ul> </li> <li>• Internet <ul style="list-style-type: none"> <li>➤ Concept of Internet</li> <li>➤ Applications of Internet</li> <li>➤ Connecting to the Internet</li> <li>➤ Troubleshooting</li> </ul> </li> <li>• World Wide Web (WWW)</li> <li>• Web Browsing Softwares <ul style="list-style-type: none"> <li>➤ Popular Web Browsing Softwares</li> </ul> </li> <li>• Search Engines <ul style="list-style-type: none"> <li>➤ Popular Search Engines / Search for content</li> <li>➤ Accessing Web Browser</li> <li>➤ Using Favourites Folder</li> <li>➤ Downloading Web Pages</li> <li>➤ Printing Web Pages</li> </ul> </li> <li>• Understanding URL</li> <li>• Surfing the web</li> <li>• Using e-governance website</li> </ul>	4
6	<p><b>COMMUNICATIONS AND COLLABORATION</b></p> <ul style="list-style-type: none"> <li>• Basics of E-mail <ul style="list-style-type: none"> <li>➤ What is an Electronic Mail</li> </ul> </li> <li>• Using E-mails <ul style="list-style-type: none"> <li>➤ Opening Email account</li> <li>➤ Mailbox: Inbox and Outbox</li> <li>➤ Creating and Sending a new E-mail</li> <li>➤ Replying to an E-mail message</li> <li>➤ Forwarding an E-mail message</li> <li>➤ Sorting and Searching emails</li> </ul> </li> <li>• Document collaboration</li> <li>• Instant Messaging and Collaboration <ul style="list-style-type: none"> <li>➤ Using Instant messaging</li> <li>➤ Instant messaging providers</li> <li>➤ Netiquettes</li> </ul> </li> </ul>	3
7	<p><b>MAKING SMALL PRESENTATIONS</b></p> <ul style="list-style-type: none"> <li>• Basics <ul style="list-style-type: none"> <li>➤ Using PowerPoint</li> <li>➤ Opening A PowerPoint Presentation</li> <li>➤ Saving A Presentation</li> </ul> </li> <li>• Creation of Presentation</li> </ul>	5



	<ul style="list-style-type: none"> <li>➤ Creating a Presentation Using a Template</li> <li>➤ Creating a Blank Presentation</li> <li>➤ Entering and Editing Text</li> <li>➤ Inserting And Deleting Slides in a Presentation</li> <li>• Preparation of Slides <ul style="list-style-type: none"> <li>➤ Inserting Word Table or An Excel Worksheet</li> <li>➤ Adding Clip Art Pictures</li> <li>➤ Inserting Other Objects</li> <li>➤ Resizing and Scaling an Object</li> </ul> </li> <li>• Presentation of Slides <ul style="list-style-type: none"> <li>➤ Viewing A Presentation</li> <li>➤ Choosing a Set Up for Presentation</li> <li>➤ Printing Slides And Handouts</li> </ul> </li> <li>• Slide Show <ul style="list-style-type: none"> <li>➤ Running a Slide Show</li> <li>➤ Transition and Slide Timings</li> <li>➤ Automating a Slide Show</li> </ul> </li> </ul>	
<b>TOTAL</b>		<b>30</b>

