

DIPLOMA (HOTEL MANAGEMENT & CATERING TECHNOLOGY) – PART ONE

Optional Early Certificate: - N/A

Syllabus:

S.N	Code	Name of Module	CR
1	HM63-01	English-I	4
2	HM63-02	Food & Beverage Service-I	5
3	HM63-03	Food Production and Patisserie - I	4
4	HM63-04	Front Office Management	4
5	HM63-05	Hotel Law	5

Module Name: ENGLISH-I

- Functional Grammar:** Patterns & Parts of speech Subject, Predicate, Noun, Pronoun, Adjective, Adverb, Verb, Verb phrases, Conjunction, Interjection.
- Vocabulary:** Word formation, Prefix, Suffix, Compound words, Conversion, Synonyms, Antonyms, Homophones and Homonyms, How to look up a dictionary.
- Communication:** Meaning & importance of communication, Barriers to effective communication, Channels of communication, Language as a tool of communication.
- Requisites of Sentence writing:** Fragmented sentences, A good sentence, expletives, Garbled sentences, Rambling sentences, Loaded sentences, Parallel Comparison, Squinting construction, Loose & periodic sentences.

Module Name: FOOD AND BEVERAGE SERVICES-I

- Marketing:** Aims and Objectives, Marketing Department, Sources of Marketing Information, Types of Information, Promotion and Advertising, Predicting and Managing Future Demand, Demand Management, Market Segmentation, Market Differentiation: Niche Marketing Defined.
- Quality:** Aims and Objectives, Total Quality Management, Concept of Quality- Historical Background, Managing Food and Beverage System, the Relationship with Marketing, Measuring Quality Performance, Designing Quality Systems.

- 3. Product and Service Development:** Aims and Objectives, Package Development, Packaging Types, Purpose of the Menu for the Customer, Packaging Machines, Package Development Considerations, Raw Material Management, Recipe Development.
- 4. Efficient Staffing:** Appropriate Skills and Training, Contributing to Productivity and Profit, Employing the Customer, Communication, Transactional Model of Communication, Motivation, Organizational Culture.

Module Name: FOOD PRODUCTION AND PATISSERIE - I

- 1. INTRODUCTION TO PROFESSIONAL COOKERY:** Culinary history, Origins of modern cookery, Modern developments in equipments and foodstuff.
- 2. Standards Of Professionalism:** Levels of skill, Attitude towards work, Personal hygiene.
- 3. Kitchen Hygiene:** Facility and equipment sanitation, Cleanliness of surface, Garbage disposal, Comfort facilities: ventilation and lighting, Dish washing procedure, Pot washing procedure.
- 4. Kitchen Organization:** Classical kitchen Brigade, Apportioning of staff among sections, Duties and responsibilities of Executive Chef, Responsibilities of each section, Modern kitchen Brigades Co-operation with other departments.
- 5. Equipment and Tools:** Pre-preparation equipments, Preparation equipments: 3 storage equipments, Ancillary equipment: knives, Utensils, pots and pans, Bakery equipment.
- 6. Basic Methods of Cookery:** Modes of Heat Transfer, Various methods of Cooking: Definition, Rules, Associated Terms, Moist Methods: Boiling, Poaching, Steaming, Stewing, Braising. Dry Methods: Frying, Grilling, Roasting, Broiling, Baking, Modern Methods.
- 7. Understanding Raw Materials:** Understanding of common ingredients classification and available forms, Uses and storage, Salt, Liquids, sweetening, Fats, and Oils, Raising or Leavening agents, Thickening and binding agents, Flavourings and seasoning.
- 8. Commodities: Milk and Milk Products:** Composition of milk, storage, types of milk, cream, butter, **CHEESE** Production of cheese, types of cheese.
- 9. Commodities: Vegetables:** Classification, selection and cooking, Fruits.
- 10. Foundation of Continental Cookery:** Stock: Definition, Classification and types, Rules for stocks, Recipe of white chicken stock, Brown stock, fish and vegetable stock. Soups: Definitions, Classification on soups; Examples. Sauces: Definition, Use and importance of sauces. Mother sauces- Recipes, Derivative sauces. Dough and Pastes. Creams: Types and uses. Assembling into finished products. Garnishes and Accompaniments.

Module Name: FRONT OFFICE MANAGEMENT

- 1. The Front Office Manager:** Hotel Management Structure, Typical Qualifications for a Hotel Manager, Working Conditions, Hotel, Accounting Function, Front Desk Function, Restaurant Management, Human Resources, Management Trends and Influences, Training and Development, Recruitment and Selection, Other Considerations.
- 2. Reservations:** Information Commonly Stored in a CRS, Reservations, Profiles, Groups and Blocks, Administration, Reporting, Global Distribution Interface, Importance of a Reservation System, Choice Hotels International, Role of the Internet in Securing Reservations, Overbooking, Yield Management, Processing Guest Reservations, Process of Completing Reservations, Through a PMS.
- 3. Registration:** Importance of the First Guest Contact, Component of the Registration Process, Guest Registration Procedure, Inquiry about Reservation, Completion of Registration Card, Sales Opportunities, Developing a Plan for Promoting Future, Reservations, Obtaining Reports from the PMS.
- 4. Guest Charge Payments:** Common Bookkeeping Practices, Forms Used to Process Guest Charges, and Payments, Posting Guest Charge and Payments, Transferring Guest and City Ledgers, to Accounts Receivable, Importance of Standard Operating, Procedures for Posting and the Night Audit.
- 5. Checkout:** Organizing Late Charge to Ensure Accuracy, Guest Checkout Procedure, Determining Method of Payment and Collection, Assisting the Guest with Method of Payment, Obtaining Future Reservations, Relaying Guest Departures to other Departments, Removing Guest Information from the System, Transfer of Guest Accounts to the Back Office, Checkout Reports Available with a Property, Management System.
- 6. Managing Hospitality:** Types of Accommodation in the Organized Sector, Policy Formulation and Strategies, Financial Management, Product Design, Marketing Management, Safety and Security, Organization of a Hotel.
- 7. Property Management System:** Hospitality Industry, Local Government, Manufacturing and Logistics Industries, Physical Structure and Positioning of, The Front Desk, Selecting a Property Management System, Procedure for Performing a Needs Analysis, Other PMS Selection Considerations, PMS Applications.

Module Name: HOTEL LAW

- 1. Legal Challenge:** Equal Employment Opportunity, Illegal Discrimination, Occupational Qualification, Hooters Restaurant Chain, Sexual Harassment, Employment, Employment Laws, Action Plans, Disabilities Act, Disability Defined, Reasonable Accommodation, Discrimination in Employment.
- 2. Trade Unions:** Union Concentration, Labor Relations Act, Right-to-Work Laws, Local Unions, National Unions, Multiunion Association, Employees Join Unions, Union Organization Process, Employers may not Retaliate, Union Contract, Work Environment.

3. **Advertising and Recruiting:** Labor Market, Internet Expands, Smaller Operations, Employee Turnover, Direct Costs, Indirect Costs, Potential Job Applicants, Employee Referrals Bonus, Recruiting is Marketing, Some Limitations, New Workforce.
4. **Performance Standards:** Training and Development, Benefits, Understanding Performance, Importance of Performance, Training Needs, Training Objectives, Selecting Training Techniques, Training Methods, Trainer Programs, Use of Technology, Other Training Methods, Internships, Evaluating Training.
5. **Employee Rights:** Common Law, Employee Rights Under Common Law, Wrongful Discharge, Constructive Discharge, Defamation of Character, Negligent Hiring and Negligent Retention.
6. **Effective Communication:** Communication Process, Communication Method is Best, Employee Grapevine, Downward and Upward Communication, Verbal and Written Communication, Information Superhighway, Web-Surfing Policies, Common Obstacles, Cultural Differences, Differences in Background, Prejudices and Perceptions, Assumptions and Expectations, Active and Passive Listening, The Role of Positive Feedback, Role of Negative Feedback.
7. **Employee Motivation:** Leadership and Motivation, Motivational Theories, Early Theories of Motivation, Human Relations Model Theories of Motivation, Motivation-Hygiene Theory, Expectancy Approach, Cost Effective, Equity Theory, Motivational Practices to Work, What is Leadership? , Leadership Theories, Charismatic Leadership, Formal and Informal Authority.
8. **Interviews and Background:** Job Application, Personal Data, Job Interview, Two-Way Street, Conducting the Interview, Knockout Factors, Questions, Behavioral Questions, Interview Last, Questions to Avoid, Many Employees have Skeletons in their Closets, Performs Backgrounds Checks, Reference Checks.
9. **Performance Appraisals:** Informal and Formal Appraisals, Critical Incidents Method, Behaviorally Anchored Rating Scales, Performance Appraisal, Employee Counseling, Legal Constraints.