

## ***DIPLOMA (HOTEL MANAGEMENT & CATERING TECHNOLOGY) – PART THREE***

### **Optional Early Certificate: - Basics of Hotel Management**

S.N	Code	Name of Module	CR
1	HM63-11	English-II	4
2	HM63-12	Food & Beverage Service- II	5
3	HM63-13	Food Microbiology & Nutrition	4
4	HM63-14	Hotel Accountancy	5
5	HM63-15	Food Production and Patisserie - II	4

#### **Module Name: ENGLISH-II**

- Functional Grammar:** Articles, Preposition, Tenses: Functions, Synthesis, Transformation, Spotting errors and correction of sentences.
- Pre- Requisites of Technical written Communication:** One word substitution, Spelling rules, Words often confused & misused, Phrases.
- The Structure of sentences/ clauses:** Adverb clause, Adjective clause, Noun clause. Sentences: Simple, Double, Multiple and complex, Transformation of sentences: simple to complex & vice versa, simple to compound & vice-versa, Interrogative to assertive & to negative & vice-versa.
- Technical Communication:** Nature, Origin and Development, Salient features, Scope & Significance, Forms of Technical Communication, Difference between Technical Communication & General writing, Objective Style vs. Literary Composition.

#### **Module Name: FOOD AND BEVERAGE SERVICES -II**

##### **1. System Management**

- Aims and objectives
- what is System management
- why is system management important
- How is system management implemented
- System of Production and Service

- Planning
- Successful Event Management
- Alternative System of Deliver (Service)
- When is Systems Management Implemented?

## **2. Performance Improvement**

- Aims and Objectives
- What is Happening out there
- Why is Customer-Centred Performance Improvement Important?
- Customer Needs and Expectation
- Performance Improvement Tactics
- Performance Measurement Topics
- Personal Development
- The Business - to-Business Market
- Personal Development in Higher Education

## **3. Merchandising**

- What is merchandising?
- Who is Involved in Merchandising?
- How is Merchandising Strategy Developed?
- Merchandising Tactics
- Customer Observation

## **4. Developing Operation Policy**

- Aims and Objectives
- What is Policy
- Marketing Policy
- Personnel Policy
- Training on Policies
- Why is policy Important?
- Policy Development strategy
- Operational policy Tactics
- Quality of Products and Service
- Policy for Handling Complaints
- Complaint Handling Staff
- Customer satisfaction

## **Module Name: FOOD MICROBIOLOGY AND NUTRITION**

### **1. Microbial Foods**

- Yeasts
- Lactic acid Bacteria
- Activities of Lactic Acid Bacteria in Food
- Fermented Vegetables
- Fermented Meats
- Beer
- Vinegar
- Mould Fermentation

### **2. Public Health**

- Food Hazards
- Significance of Food borne Disease
- Incidence of Foodborne Illness
- Risk Factors Associated with foodborne Illness
- The Site of Foodborne Illness. The Alimentary
- The Pathogenesis of Diarrhoeal Disease

### **3. Primary Food Commodities**

- Milk
- Meat
- Fish
- Plant Products

### **4. Food Preservation**

- Heat Processing
- Irradiation
- High-Pressure Processing-Pascalization
- Chilling and Freezing
- Chemical and Preservatives
- Modification of Atmosphere
- Control of Water Activity
- Compartmentalization

**Module Name:** HOTEL ACCOUNTANCY

**1. Techniques to Hospitality Service**

- Hotel Accounting Systems
- Development of the Profit Planning
- Applying profit Planning Techniques
- Cost Behavior Analysis
- Flexible budgets
- Applying Cost-volume-profit Techniques

**2. Reporting for Performance Evaluation**

- Key Performance indicators
- Categorization of Indicators
- Identifying indicators of organization
- further Performance indicators
- Role of Functional Currency
- Simplifying Complexity

**3. Cost Analysis**

- The Case
- The Customers Profitability analysis in a Cases of Bundling
- Cost analysis in the hotel industry
- The issue of activities value

**4. Customer Profitability**

- Accounting information systems in hotels
- Yield management approach
- Customer profitability approach
- Activity-based costing
- Customer profitability information
- Customer base analysis

**5. Pricing**

- The multifaceted character of price
- A Conceptual framework for room rate pricing
- Room rate pricing as the fundamental basic
- The Role of room rate pricing in R-A theory
- Exploring the room rate pricing capability

**6. Restaurant Accounting**

- The Value of meal experiences
- A Psychological model of well-being
- Research on restaurant accounting system

## 7. Environment Accounting System

- Three Corporate Routed to reducing environment impacts
- Seven reason to do your green colored spectacles
- Six Steps to successful environmental Programmes
- The Future's Bright-But it is not orange

## 8. Management Accounting Perspective On Hotel Outsourcing

- Accounting and outsourcing Management Commentaries
- The Costa And Benefits of Outsourcing
- Benefits of Outsourcing
- The Costs of outsourcing
- Application of Long-term Oriented Financial Analyses

## 9. Sale and Leaseback Transactions

- The Scope of Sale and Leaseback transactions
- Difference between the Hotel industry and other user of SLBT
- Drivers - Hotel Companies
- Drivers - Investors

### **Module Name:** FOOD PRODUCTION AND PATISSERIE - II

1. Aims & Objectives of cooking food. Foundation ingredients - fats, oils and their uses. Raising agents - their uses and types. Eggs - Egg cookery, storage, uses, and characteristics. Salt- uses. Flavoring and Seasonings, sweetening agents, Thickening agents.
2. Preparation of Ingredients – Washing, peeling, Scrapping, cutting of vegetables, method of mixing foods, methods of cooking foods. Stock - Meaning, uses, points to be observed when preparing recipe for mother sauces, Names and derivatives of mother sauce.
3. Meaning of herbs, uses, Meaning of spices, condiments and uses, Meaning of Glace and its uses. Meaning of Salami, Sausages- types, Meaning of yoghurt, types. Types of Cream. Types of Cereals. Types of pulses. Meaning of Game with examples. Types of fruits. Common nuts used in cookery. Kitchen equipment's. Cooking fuels. Kitchen organizations - Duties and responsibilities of kitchen staff.
4. Hors d' oeuvre - Meaning, types, examples Soup- Types of soups, Classification. Pasta- Meaning, types. Fish- Classification, selection procedures, cuts, and cooking of fish. Butchery- Selection cuts, size, and uses of lamb, mutton, veal, beef, and pork. Steak- Meaning, Description of fillet steak and sir loin streak. Bacon, ham, gammon- Meaning. Chicken- Classification, Selection procedures, cuts, and uses.
5. Sandwiches- Meaning, types of bread used, different types of sandwiches. Vegetables- Classification, uses. Different styles of potato preparation. Cheese- Preparation, Classification and storage. Principles of food storage. Re-heating of foods- Meaning, points to be observed.