

Diploma in Hotel Management and Catering Technology

II Semester

DHMCT – II SEMESTER

Sl No	Course Code	Course Name	Teaching Scheme					Examination Scheme							
			instruction period per week			Total Periods per semester	Credits	Continuous internal evaluation			Semester end examination				
			L	T	P	mid sem1		mid sem 2	internal evaluation	Max Marks Min Marks	total marks	Min marks for Passing including internal			
1	18HMCT-201C	PRINCIPLES OF FOOD PRODUCTION	3	1	0	60	3	20	20	20	40	14	100	35	
2	18HMCT-202C	MENU & METHODS OF SERVICES	3	1	0	60	3	20	20	20	40	14	100	35	
3	18HMCT-203C	FRONT OFFICE OPERATIONS	3	1	0	60	3	20	20	20	40	14	100	35	
4	18HMCT-204C	ACCOMMODATIONS OPERATIONS -I	3	1	0	60	3	20	20	20	40	14	100	35	
5	18HMCT-205C	NUTRITION	3	1	0	60	3	20	20	20	40	14	100	35	
6	18HMCT-206P	PRINCIPLES OF FOOD PRODUCTION LAB	1	0	2	120	1.5	20	20	20	40	20	100	50	
7	18HMCT-207P	MENU & METHODS OF SERVICES LAB	1	0	2	60	1.5	20	20	20	40	20	100	50	
8	18HMCT-208P	FRONT OFFICE OPERATIONS LAB	1	0	2	60	1.5	20	20	20	40	20	100	50	
9	18HMCT-209P	ACCOMMODATION OPERATIONS LAB	1	0	2	60	1.5	20	20	20	40	20	100	50	
10	18HMCT-210P	INFORMATION TECHNOLOGY Lab Practice	1	0	2	60	1.5	20	20	20	40	20	100	50	
11		Skill Up gradation	0	0	7	105	2.5	0	0	Rubrics		--		-	
			20	05	17	630	25	200	200	200	400	170	1000	425	
Activities: student performance is to be assessed through Rubrics															

DEPARTMENT OF TECHNICAL EDUCATION
STATE BOARD OF TECHNICAL EDUCATION & TRAINING (TS)

Course Title: PRINCIPLES OF FOOD PRODUCTION	Course Code : 18HMCT-201C
Semester : II	Course / Elective : Core
Teaching Scheme (L:T:P) : Theory 50 Minutes	Credits : 3 Credits
Type of course : Lecture + Assignments	Total Contact Hours : 45Hrs/60Pds
CIE : 60 Marks	SEE : 40 Marks

Course Content and Blue Print of Marks for SEE DHMCT PRINCIPLES OF FOOD PRODUCTION 18HMCT- 201C

The student should possess the basic skills of cooking

DISTRIBUTION OF QUESTIONS/MARKS FOR SEMESTER MID/END EXAMINATION

Module	Unit no.	Unit name	no. of periods	NUMBER OF QUESTIONS TO BE CONSIDERED										UNIT WISE WEIGHTAGE	(MS+EE) WEIGHTAGE
				R		U		A		MARKS WEIGHTAGE					
				MI D	EN D	MI D	EN D	MID	END	MS-I	MS-II	MS-III	END EXAM		
PART A	I	Basic Menu planning	10	02	1	2	1	1	1	24			17	41	74
	II	Basics Principles of Food Production	10	03	1	1	0	2	0	31			02	33	
PART B	III	Methods of Cooking Food	10	02	1	2	0	2	0		24		02	26	74
	IV	Basic Commodities - Dairy	10	03	1	1	1	1	1		31		17	48	
PART C	V	Role of Wheat in Bakery	08	02	0	1	0	1	0			19	0	19	72
	VI	Uses of Various Ingredients in Bakery	12	03	1	2	1	2	1			36	17	53	
TOTAL			60	15	05	09	3	09	03	55	55	55	55	220	220
												110			

LEGEND	R: Remembering
	U: Understanding
	A: Applying

Course Content

1. Basic Menu planning

Duration: 05 Pds

Types of menus, principles of menu planning

2. Basics Principles of Food Production

Duration: 15 Pds

Classification, identification of cereals, pulses, stock, soups, sauces, cuts of lamb, beef, pork, veal & fish, egg cookery and salads.

3. Methods of Cooking Food

Duration: 10 Pds

Care and precaution of each method of cooking.

4. Basics Commodities

Duration: 10 Pds

Commodities used in culinary preparations.

5. Role of Wheat in Bakery

Duration: 10 Pds

Types of wheat, structure of wheat grain, milling, strength of flour.

6. Uses of Various Ingredients in Bakery

Duration: 10 Pds

Types of sugar, fats, butter, raising agents, egg, colours and flavours
role

used in bakery and their

Recommended Books

- Theory of Cookery by Krishna Arora Published by Frank Bros. & Co. Ltd. 2000-2001.
- The Theory of Catering by Ronald Kington ELBs, 8th Edition 1995.
- “Modern Cookery” Volume-I by Ms. Thongerm E. Philip by Orient Longman Ltd.1998.

- Cooking in the professional way by Keneeth C. Wolfe by Van Nostrand Reinhold Co. 1982.
- The Art and Science of Culinary Preparation by Jerold W. Chessar, CEC by the Education Institute of American Federation.

Suggested Learning Outcomes

CO1:List the Types of Menus

1. List out types of menus (Table d'hôte , a la carte, function menu, special menu, hospital menu, institutional menu, school meals, cyclical menu, breakfast menu, lunch, dinner and tea menus
2. Explain the principles of menu planning

CO2: Define and classify basic principles of Food Production

1. Classify and identify cereals and pulses and explain the effects of cooking rice
2. State the basic principles of fruit and vegetables cookery, its classification, cooking, effects of pigmentation and color changes in vegetables and fruits
3. Define stock; classify, preparation care, precaution and storage of stock
4. Define and classify soups, preparation and accompaniments and garnishes
5. Define and classify sauces, basic mother sauces and its derivatives
6. Explain the cuts and uses of mutton, lamb, beef, pork and veal
7. Explain the quality, composition, structure and list out offal's of various meat
8. Classify fish, types of fish and selection of fish and identify cuts of fish and different methods of cooking fish
9. Draw and explain the structure of egg. Its selection and uses in cookery and give the methods of cooking 10 and storage of eggs.
11. Explain salad s and their dressings.

CO3: Care and Precaution for each method of cooking

- 1.Explain the care and precautions and each method of cooking food, roasting, grilling, frying, baking, broiling, poaching and boiling etc.
- 2 State the selection of food for each type of cooking.

CO4:List basic dairy commodities and their uses

1. List out commodities and its uses in culinary preparation- milk and milk products and its types and methods of preparation.
2. State the uses of cream
3. Explain briefly types of butter and its uses.
4. Give the classification of cheese and its uses.
5. Explain the effect of heat on cheese.

CO5: Principle Ingredient Wheat its role In Bakery

1. Structure of wheat grain, types of wheat and their characteristics.
2. Explain milling of wheat, roller milling and fragmentation milling.
3. Explain uses of strong flour, medium, strong flour, weak flour and corn flour.

CO6: Uses of various Ingredients in Preparing cookies

1. Write about the functions of sugar.
2. Write in brief about the uses of caster sugar, liquid glucose, molasses, demerara sugar, Golden syrup, treacle and honey.
3. List out various fats and oils and explain the functions fats and oils in bakery.
4. Write in brief about the uses of butter, margarine and high ratio fats.
5. Explain the role of raising agents and give its classification.
6. Explain the role of egg in bakery.
7. Write about colors and flavours used in Bakery (natural and synthetic).

E-Learning Links:

hotel du vin

<https://www.hotelduvin.com>

www.srisriuniversity.edu.in

Hospitality management

www.bolc.co.uk> Free Hotel Management

www.oxfordhome study.com

Free outline Hospitality courses and MOOCS

<https://> **Error! Hyperlink reference not valid.**

<https://m.nasdaq.com>

Internal evaluation

Test	Units	Marks	Pattern
Mid Sem 1	1 and 2	20	Part A 5 Short answer questions - Part B&C 2 Essay questions out of 3 Questions
Mid Sem 2	3 and 4	20	- Part A 5 Short answer questions - Part B&C 2 Essay questions out of 3 Questions
Slip Test 1	1 and 2	5	2 Essay Questions out of 3 Questions
Slip Test 2	3 and 4	5	2 Essay Questions out of 3 Questions
Assignment	1	5	Different group assignments of Higher order Questions that develop problem solving skills and critical thinking should be given
Seminars	1	5	
	Total	60	

Semester End Examination marks distribution

	Short answer	Essay	Marks
Part A	10	0	20
Part B	0	4/6	20
Part C	0	4/6	40
Total	10	8/12	80

Mid term Examination marks distribution

	Short answer	Essay	Marks
Part A	5	0	10
Part B	0	2/3	10
Part C	0	2/3	20
Total	5	4/6	40

Suggested Students Activities:

- 1. Market Survey for pulses, butchery and fish markets and dairy farm.**

DIPLOMA IN HOTEL MANAGEMENT CATERING TECHNOLOGY
Sub Name: PRINCIPLES OF FOOD PRODUCTION
Sub Code: 18HMCT-201C
MID-1

Time : 3 Hours

Max Marks = 40

Part – A

5 X 2 =

10 Marks

Answer all the Questions. Each Question carries two marks

1. Mention two aims of cooking
2. List out the various levels of cooking
3. State about flight kitchen
4. Define the term lay out
5. State two responsibilities of “sous chef”

Part – B

2X 5 = 10 Marks

Answer any two Questions. Each Question carries 5 marks

6. Explain the aims and objectives of cooking
7. List out the kitchen brigades of large kitchen and institutional kitchen
8. Discuss about the attitude and behavior required by the kitchen staff

Part – C 2 X 10 = 20 Marks

Answer any two Questions. Each Question carries 10 marks

9. Explain the importance of personal hygiene in detail.
10. Draw the organizational chart of a traditional kitchen bridge and mention their duties and responsibilities.
11. Discuss the importance of co operation with other departments.

CIE - MODEL QUESTION PAPER
DIPLOMA IN HOTEL MANAGEMENT CATERING TECHNOLOGY
Sub Name: PRINCIPLES OF FOOD PRODUCTION
Sub Code: 18HMCT-201C

MID-II

Time : 1 ½ Hours

Max Marks = 40

Part – A

5 X 2 =

10 Marks

Answer all the Questions. Each Question carries two marks

1. Define “roasting”
2. State the selection of food for poaching method
3. Mention about grilling process
4. State the uses of cheese
5. List various milk products

Part – B

2 X 5 = 10 Marks

Answer any Two Questions. Each Question carries 5 marks

1. Explain various methods of cooking. Explain any 2 methods in detail.
2. Explain the uses of butter in cooking and bakery.
3. State the type of cheese and the effect of heat on cheese.

Part – C

2 X 10 = 20 Marks

Answer any Two Questions. Each Question carries 10 marks

1. Discuss the processing of milk
2. Explain the selection of food for baking ,frying ,boiling and roasting
3. Explain the care and maintenance for the dry methods of cooking

SEE - MODEL QUESTION PAPER
DIPLOMA IN HOTEL MANAGEMENT CATERING TECHNOLOGY
Sub Name: PRINCIPLES OF FOOD PRODUCTION
Sub Code: 18HMCT-201C
SEE

Time : 3 Hours

Max Marks = 80

Part – A 5 X 2 = 10 Marks

Answer All Questions. Each Question carries two marks

1. Enlist the types of wheat
2. Differentiate strong flour and weak
3. State the functions of raising agent
4. Enlist the types of fats used in bakery
5. State the functions of colours in bakery
6. List out the types of menu
7. State any 2 types of serials and pulses
8. define stock
9. Enlist any four types of cooking methods
10. Enlist the two types of milk products used in bakery

Part – B 4 X 5 = 20 Marks

Group – 1 Answer any TWO Questions from each group. Each question carries 5 marks

11. Draw the diagram of wheat structure
12. State the various types of flour milling process
13. Explain the classification of raising agents

Group – 2

14. Differentiate special menu and hospital menu
15. What are the precautions taken during deep frying method
16. State the uses of creaming cooking

Part – C **4 X 10 = 40 Marks**

Group – 1 Answer any TWO Questions from each group. Each question carries 10 marks

- 17. Explain the characteristics of wheat flour
- 18. Explain the role of eggs in bakery
- 19. Explain the role of colours and flavours in baking

Group – 2

- 20. Explain the principles of menu planning
- 21. Explain the types of fish and draw the diagram of fish cuts
- 22. Explain the classification of cheese

COURSE OUT COME		CL	Linked PO	Teaching hours
CO1	List the Types of Menus	R/U/A	1,3	08
CO2	Define and classify basic principles of Food Production	R/U/A	1,2,3	12
CO3	Care and Precaution for each method of cooking	R/U/A	1,2,3,10	05
CO4	List basic milk products and their uses	R/U/A	1,2,3,7	05
CO5	Principle Ingredient Wheat its role In Bakery	R/U/A	1,2,3	10
CO6	Uses of various Ingredients in Preparing cookies	R/U/A	1,2,3	20

DEPARTMENT OF TECHNICAL EDUCATION
STATE BOARD OF TECHNICAL EDUCATION & TRAINING (TS)

Course Title: MENU & METHODS OF SERVICE	Course Code : 18HMCT-202C
Semester : II	Course / Elective : Core
Teaching Scheme (L:T:P) : Theory 50 Minutes	Credits : 3 Credits
Type of course : Lecture + Assignments	Total Contact Hours : 45Hrs/60Pds
CIE : 60 Marks	SEE : 40 Marks

**Course Content and Blue Print of Marks for SEE DHMCT MENU & METHODS OF SERVICE
18HMCT-202C**

**DISTRIBUTION OF QUESTIONS/MARKS FOR SEMESTER MID/END
EXAMINATION**

Module	Unit no.	Unit name	no. of periods	NUMBER OF QUESTIONS TO BE CONSIDERED										UNIT WISE WEIGHTAGE	(MS+EE) WEIGHTAGE
				R		U		A		MARKS WEIGHTAGE					
				MI D	EN D	MI D	EN D	MID	END	MS-I	MS-II	MS-III	END EXAM		
PART A	I	Restaurant French Terms	10	02	1	2	1	1	1	24			17	41	74
	II	French Classical Menu	10	03	1	1	0	2	0	31			02	33	
PART B	III	Menu Construction	10	02	1	2	0	2	0		24		02	26	74
	IV	Service Methods	10	03	1	1	1	1	1		31		17	48	
PART C	V	Control Methods	08	02	0	1	0	1	0			19	0	19	72
	VI	Tobacco	12	03	1	2	1	2	1			36	17	53	
TOTAL			60	15	05	09	3	09	03	55	55	55	55	220	220
												110			

LEGEND	R: Remembering
	U: Understanding
	A: Applying

Pre requisites

The student should possess enthusiasm to serve the food in an appealing manner.

COURSE CONTENT:

1.RESTAURANT FRENCH TERMS

FRENCH TERM- dishes, service words .

2.MENU CONSTRUCTION

DEFINATION, ORIGIN, TYPES OF MENU

3.SERVICE METHODS

MISE-EN-SCENE, MISE-EN-PLACE, RESTAURANT RESERVATIONS TYPES OF FOOD SERVICE

4.FRENCH CLASSICAL MENU

HISTORY, COURSES, COMPILATION OF FRENCH CLASSICAL MENU, ACCOMPANIMENTS.

5.CONTROL METHODS

ORDER TAKING, DUPLICATE & TRIPlicate CHECKING METHODS, BILLING.

6.TOBACCO

HISTOORY, CIGARS, CIGARETTES, QUALITY, STRENGHT,CURING, STORGE AND SERVICE.

REFERENCE BOOKS

Food and Beverage Service by D.R. Lillycrap – Edward Arnold.

Food and Beverage Service by Vijay Dhawan – Frank Bros. & Co.

Professional Food and Beverage Service Management by Brain Verghese Macmillan India Ltd.,

Food and Beverage Service Training Manual by Sudhir Andrews – Tata Mc Graw Hill Publishing Co. Ltd.

Multiple choice question on food service by Brian K. Julyan Heinemann London.

SUGGESTED LEARNING OUTCOMES:

CO1:Communicating using common French Terms

- -Common French Terms used in Food and Beverage Service.
- To use simple words in Bar Restaurant and other Service Outlets.

CO2-Chronicle order of Menu Construction

- Define menu and write about the origin
- List out the types of menu
- Differentiate between a la carte and table d' hotel menus.
- Explain the general rules of menu planning
- Explain different types of breakfast (Indian, continental and English)

- Describe brunch and lunch, dinner and supper
- Write about afternoon tea and high tea

CO3-Activities of servicing food in various areas

- Explain mise-en-scence & mise-en-place.
- Describe restaurant reservation system.
- List of various types of food services
- Explain English, French, American and Russian service
- Differentiate cafeteria service and counter service

Explain room service in detail

CO4-Compilation of French classical term

- Evaluation of French classical menu, its brief history
- List out course of French classical menu
- Describe each course with examples.
- Compile 3,4,5,6, 8 each course of French classical menu
- Give the Accompaniments of continental and Indian dishes

CO5-Preparation and presentation of Food Checks

- Importance of order taking.
- Performance of order taking Duplicate checking, triplicate checking methods
- Preparations and presenting the Bills.
- Methods of payment, cheque grantee card, credit card, debit card, charge card etc..
- Guest comment card, feedback etc.

CO6-Finest Cigars & Cigarettes service

- Tobacco its history, origin, its countries
- making of cigars, cigarettes- curing method
- strength of cigars- its types, famous brands
- manufacturing of cigarettes,types popular brands
- service of cigars and cigarettes and its storage.

E- Learning

1. hotel du vin

<https://www.hotelduvin.com>

www.srisriuniversity.edu.in

Error! Hyperlink reference not valid. in Hospitality management

www.bolc.co.uk> Free Hotel Management

[www.oxford](http://www.oxfordhomestudy.com)home study.com

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Internal evaluation

Test	Units	Marks	Pattern
Mid Sem 1	1 and 2	20	Part A 5 Short answer questions - Part B&C 2 Essay questions out of 3 Questions
Mid Sem 2	3 and 4	20	- Part A 5 Short answer questions - Part B&C 2 Essay questions out of 3 Questions
Slip Test 1	1 and 2	5	2 Essay Questions out of 3 Questions
Slip Test 2	3 and 4	5	2 Essay Questions out of 3 Questions
Assignment	1	5	Different group assignments of Higher order Questions that develop problem solving skills and critical thinking should be given
Seminars	1	5	
	Total	60	

Semester End Examination marks distribution

	Short answer	Essay	Marks
Part A	10	0	20
Part B	0	4/6	20
Part C	0	4/6	40
Total	10	8/12	80

Mid term Examination marks distribution

	Short answer	Essay	Marks
Part A	5	0	10
Part B	0	2/3	10
Part C	0	2/3	20
Total	5	4/6	40

SUGGESTED STUDENT ACTIVITIES:

COMPILE WITH PICTURES OF VARIOUS DISHES OF FRENCH CLASSICAL MENU .

CIE - MODEL QUESTION PAPER
DIPLOMA IN HOTEL MANAGEMENT CATERING TECHNOLOGY
Sub Name: MENU AND METHODS OF SERVICE
Sub Code: 18HMCT-202C
MID-1

Time : 1 ½ Hours

Max Marks = 40

Part – A 5 X 2 = 10 Marks

Answer all the Questions. Each Question carries two marks

1. Describe the term “croissant”
2. Who is an “aboyeur”
3. Give the meaning of consommé and example for it.
4. State about entrée’
5. Mention about French classical menu

Part – B 2 X 5 = 10 Marks

Answer any Two Questions. Each Question carries 5 marks

1. Translate the following into French
 - a) Egg
 - b) Bread
 - c) Break fast
 - d) Apple
 - e) potato
2. Plan a three course menu and mention the cover required
3. plan a 5 course Indian menu

Part – C 2 X 10 = 20 Marks

Answer any Two Questions. Each Question carries 10 marks

2. explain the French course menu with example for each course
3. list out the varieties of tobacco. Explain the methods of curing tobacco and its uses
4. Mention the popular brands of cigars & cigarettes and discuss their service procedure.

SEE - MODEL QUESTION PAPER
DIPLOMA IN HOTEL MANAGEMENT CATERING TECHNOLOGY
Sub Name: MENU AND METHODS OF SERVICE
Sub Code: 18HMCT-202C
MID-II

Time : 1 ½ Hours

Max Marks = 40

Part – A 5 X 2 = 10 Marks

Answer all the Questions. Each Question carries two marks

1. Define the term “ala carte”
2. List out the types of break fast
3. Define brunch
4. Give the meaning of mise en place
5. Enlist the types of food service

Part – B 2 X 5 = 10 Marks

Answer any Two Questions. Each Question carries 5 marks

1. Discuss five basic methods of food service
2. Explain about American and gueridon service
3. Discuss general rules of menu planning

Part – C 2 X 10 = 20 Marks

Answer any Two Questions. Each Question carries 10 marks

1. Define the menu types of menu and the origin of the menu
2. Explain the room service in detail
3. Explain the restaurant reservation system

SEE – MODEL QUESTION PAPER
DIPLOMA IN HOTEL MANAGEMENT CATERING TECHNOLOGY
Sub Name: MENU AND METHODS OF SERVICE
Sub Code: 18HMCT-202C
SEE

Time : 3 Hours

Max Marks = 80

Part – A 10 X 2 = 20 Marks

Answer all the Questions. Each Question carries two marks

1. List out different varieties of tobacco
2. State brand names of cigars & cigarettes.
3. State the use of guest comment card
4. Enlist the methods of payment of used in settlement of bills
5. State the differences between duplicate and triplicate checking methods
6. Explain the plat du jour
7. Differentiate mise-en-scene and mise-en-place
8. State the difference between cafe-noir-and cafe-blance
9. List out the types of menu.
10. State the accompaniments for tomato juice cocktail

Part – B

GROUP-1 2 X 5 = 10 Marks

Answer any Two Questions. Each Question carries 5 marks

11. Explain the importance of order taking
12. Explain en place Retor checks
13. Explain the sizes and brand names of cigars

GROUP – 2 2 X 5 = 10 Marks

Answer any Two Questions. Each Question carries 5 marks

14. State the course of French classical menu with once accompaniment each

15. Explain the different types of break fast
16. Explain French service and English service

Part – C

GROUP-1 2 X 10 = 20 Marks

Answer any Two Questions. Each Question carries 10 marks

17. Explain the various points to note in service of cigars and cigarettes
18. Explain about the triplicate checking system used in F& B service
19. Explain any three methods of payments used in F&B service

GROUP – 2 2 X 10 = 20 Marks

Answer any Two Questions. Each Question carries 10 marks

20. Compile six course menu with accompaniments
21. Explain the general rules of menu planning
22. Explain cafeteria service and counter service

CO-PO Mapping Matrix

COURSE OUT COME		CL	Linked PO	Teaching Hrs
CO1	Communicating using common French Terms	R/U/A	1,2,7,8,9,10	10
CO2	Chronicle order of Menu Construction	R/U/A	1,2,9	10
CO3	Activities of servicing food in various areas	R/U/A	1,2,9	15
CO4	Compilation of French classical term	R/U/A	1,2,3,9	10
CO5	Preparation and presentation of Food Checks	R/U/A	1,2,3,5,6,7,9,10	10
CO6	Finest Cigars & Cigarettes service	R/U/A	1,2,6,7	05

DEPARTMENT OF TECHNICAL EDUCATION
STATE BOARD OF TECHNICAL EDUCATION & TRAINING (TS)

Course Title: FRONT OFFICE OPERATIONS	Course Code : 18HMCT-203C
Semester : II	Course / Elective : Core
Teaching Scheme (L:T:P) : Theory 50 Minutes	Credits : 3 Credits
Type of course : Lecture + Assignments	Total Contact Hours : 45Hrs/60Pds
CIE : 60 Marks	SEE : 40 Marks

**Course Content and Blue Print of Marks for SEE DHMCT FRONT OFFICE OPERATIONS
18HMCT-203C**

**DISTRIBUTION OF QUESTIONS/MARKS FOR SEMESTER MID/END
EXAMINATION**

Module	Unit no.	Unit name	no. of periods	NUMBER OF QUESTIONS TO BE CONSIDERED										UNIT WISE WEIGHTAGE	(MS+EE) WEIGHTAGE
				R		U		A		MARKS WEIGHTAGE					
				MI D	EN D	MI D	EN D	MID	END	MS-I	MS-II	MS-III	END EXAM		
PART A	I	Room Reservation	10	02	1	2	1	1	1	24			17	41	74
	II	Registrations	10	03	1	1	0	2	0	31			02	33	
PART B	III	Front office communication	10	02	1	2	0	2	0		24		02	26	74
	IV	Guest Relations	10	03	1	1	1	1	1		31		17	48	
PART C	V	Settlements of Bills	08	02	0	1	0	1	0			19	0	19	72
	VI	Guest safety & security	12	03	1	2	1	2	1			36	17	53	
TOTAL			60	15	05	09	3	09	03	55	55	55	55	220	220
												110			

LEGEND	R: Remembering
	U: Understanding
	A: Applying

PRE-REQUISITE:

STUDENT SHOULD POSSESS THE ZEAL TO INTERACT WITH GUEST.

COURSE CONTENT:

UNIT 1 : ROOMS RESERVATION

MODES, SOURCES, CONFIRMATION, GUARANTEE, CANCELLATION.

UNIT 2: REGISTRATIONS

REGISTRATION PROCESS, CREATUION, ALOCATION OF ROOMS, RATE ASSIGNMENT, SAFETY DEPOSIT BOXES, SPECIAL REQUEST, CREATIVITY OPTIONS, UP-SELLING

UNIT 3: FRONT OFFICE COMMUNCATION

7C's OF COMMUNICATION, IMPORTANCE, TYPES, FLOW, BARRIERS, INTER DEPARTMENTAL COMMUNICATION

UNIT 4: GUEST RELATIONS

QUALITIES OF RECEPTIONIST, HANDLING GUEST COPMLAINTS, ELIMINATION- GUEST PROBLEMS, COMPLAINTS, SUGGESTION.

UNIT 5: SETTLEMENT OF BILLS

CHECKOUT PROCEDURES, FOLIOS, VOUCHER, CREDIT CARD, HISTOR CARD

UNIT 6: GUEST SAFETY AND SECURITY

SAFETY MEASURES, TYPES OF KEYS LIKE ELECTRONIC KEYS, EMERGENCY NUMBER,CYBER SECURITY, SAFETY MEASURES, ELECTRICAL GADGETS AND THER EQUIPENT.

REFERENCES

- Hotel Front Office Training Manual by Andrews.
- Hotel Reception by Paul B. White and Helen Beckley.
- Front Office Operations and Administration by Dennis L. Foster.
- Back Office Operations and Administration.
- Front Office Operations – American Hotel & Motel Association (AHMA).
- Body Language by Allan Pease
- Body Language by Allan Pease.
- Principles of Front Office Operations by SUE BAKER. & PAN BRANDLEY
- Front Office Management by S.K. BATNAGAR

Hotel Front Office by JATASHANKAR R. TEWARI

SUGGESTED LEARNING OUTCOMES:

CO1: Acceptance of Room Reservation

1.1 Explain the modes and sources of reservation

1.2 State the importance of efficient reservation system

1.3 Discuss confirmation, guarantee and cancellation

1.4 Explain the group reservation

1.5 Describe Whitney System, CRS.

1.6 Uses of density chart

CO2 :Confirmation and check in of Guest

2.1 Explain the Registration process and list the steps and the advantages of re-registration

- 2.2 Creation of Registration record, allocation of rooms and its rates assignment
- 2.3 Explain the policies involved in guest room key control and the facilities of the safety deposit boxes
- 2.4 Discuss special request and guest services; identify creative options for registration, up – selling and alternate arrangement.

CO3: Resolving Barriers of Communication

- 3.1 Explain the Communication process, Seven C's of Communications.
- 3.2 Discuss the importance of Communication, its three types.
- 3.3 Explain the flow of Communication.
- 3.4 Discuss Barriers of Communication.
- 3.5 Emphasize the need of Interdepartmental Communication.

CO4: Effective Handling of Guest Complaints

- 4.1 Explain how personal appearance effects the way people are regulated by others. Discuss the qualities desired in a Receptionist
- 4.2 Discuss techniques for handling guest complaints effectively
- 4.3 Explain the methods of eliminating guest problems and complaints
- 4.4 Resolve by using guest complaint cards and suggestion card
- 4.5 Explain about black listed guests

CO5: Posting Room charges and setting Bills

- 5.1 Explain the check out procedures – late check out, express check out, self check out.
- 5.2 Define guest folio voucher, auxiliary charges
- 5.3 Explain credit card acceptance procedure
- 5.4 Create guest history card

CO6: Emphasis of Guest safety & Security

- 6.1 EXPLAIN THE IMPORTANCE OF GUEST SAFETY AND SECURITY
- 6.2 EXPLAIN THE USE OF TYPES OF KEYS, E-KEY/CARD, MOBILE KEYS
- 6.3 SURMISING THE GUEST, THEFTS, BLACKISTING OF GUESTS
- 6.4 TRAIN EMPLOYEES TO KNOW THE SAFETY AND SECURITY SYSTEMS

E- Learning

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Internal evaluation

Test	Units	Marks	Pattern
Mid Sem 1	1 and 2	20	Part A 5 Short answer questions - Part B&C 2 Essay questions out of 3 Questions
Mid Sem 2	3 and 4	20	- Part A 5 Short answer questions - Part B&C 2 Essay questions out of 3 Questions
Slip Test 1	1 and 2	5	2 Essay Questions out of 3 Questions
Slip Test 2	3 and 4	5	2 Essay Questions out of 3 Questions
Assignment	1	5	Different group assignments of Higher order Questions that develop problem solving skills and critical thinking should be given
Seminars	1	5	
	Total	60	

Semester End Examination marks distribution

	Short answer	Essay	Marks
Part A	10	0	20
Part B	0	4/6	20
Part C	0	4/6	40
Total	10	8/12	80

Mid term Examination marks distribution

	Short answer	Essay	Marks
Part A	5	0	10
Part B	0	2/3	10
Part C	0	2/3	20
Total	5	4/6	40

SUGGESTED STUDENT ACTIVITIES:

PREPARE FORMATS OF RESERVATION AND REGISTRATION AND IDENTIFY SECURITY LAPSES

SEE - MODEL QUESTION PAPER
DIPLOMA IN HOTEL MANAGEMENT CATERING TECHNOLOGY
Sub Name: FRONT OFFICE OPERATIONS
Sub Code: 18HMCT-203C

MID-I

Time : 1 ½ Hours

Max Marks = 40

Part – A 5 X 2 = 10 Marks

Answer all the Questions. Each Question carries two marks

1. State the modes of reservation
2. What is cancellation
3. Mention two benefits of group reservation
4. Define “op selling”
5. List out the types of keys

Part – B 2 X 5 = 10 Marks

Answer any Two Questions. Each Question carries 5 marks

1. Enlist the resources of reservations and explain the importance of reservation system
2. Explain the registration process and write the steps of it
3. Discuss about the whitney system

Part – C 2 X 10 = 20 Marks

Answer any Two Questions. Each Question carries 10 marks

1. Explain confirmation procedure and draw the format of confirmation step
2. Explain the importance of preparing reservation chart
3. Explain the following
A) guarantee b) cancellation

SEE - MODEL QUESTION PAPER
DIPLOMA IN HOTEL MANAGEMENT CATERING TECHNOLOGY
Sub Name: FRONT OFFICE PROCEDURES
Sub Code: 18HMCT-203C

MID-II

Time : 1 ½ Hours

Max Marks = 40

Part – A 5 X 2 = 10 Marks

Answer all the Questions. Each Question carries two marks

1. Enlist the types of communication
2. Draw the flow chart of communication
3. State the uses guest comment card
4. List out the qualities of a receptionist
5. What is the purpose of a suggestion card

Part – B 2 X 5 = 10 Marks

Answer any Two Questions. Each Question carries 5 marks

1. Explain the three c's of communications in brief
2. Explain any two methods of elimination guest complaints
3. Discuss in brief the importance qualities of a receptionist

Part – C 2 X 10 = 20 Marks

Answer any Two Questions. Each Question carries 10 marks

1. Discuss about the barriers of communication
2. Explain the need of inter departmental communication in front office
3. Discuss the techniques for handling guest complaints

SEE - MODEL QUESTION PAPER
DIPLOMA IN HOTEL MANAGEMENT CATERING TECHNOLOGY
Sub Name: FRONT OFFICE PROCEDURES
Sub Code: 18HMCT-203C

SEE

Time : 3 Hours

Max Marks = 80

Part – A

10 X 2 = 20 marks

Answer all the questions. Each question carries TWO marks

1. State the term surmise
2. What is the purpose of emergency numbers
3. State the types of check outs
4. Enlist the types of guest folios
5. What are ancillary charges
6. State the uses of density system
7. Explain the term up selling
8. state the barriers of communication
9. Enlist the types of communication
10. State the uses of suggestion card

PART-B

GROUP-1 Answer any TWO questions

2 x 5 = 10

11. Discuss the importance of safety measures to be taken towards guests
12. Enlist the types of keys
13. Describe the uses of guest history card with the help of sample

GROUP-2 Answer any TWO questions

2 x 5 = 10

14. Explain the modes and sources of reservation
15. Explain the need of inter departmental communication
16. Explain the qualities required to a receptionist

PART – C

GROUP-1 Answer any TWO questions

2 x10 = 20

17. Explain the reasons for black listing a guest
18. Explain credit card acceptance procedure used in hotel industry
19. Explain the various check out procedures used in front office

GROUP-2 Answer any TWO questions

2 x 10 = 20

20. Discuss the importance of efficient reservation system
21. Explain the registration process and its advantages
22. Explain the methods of eliminating guest problems and complaints

CO-PO Mapping Matrix

COURSE OUT COME		CL	Linked PO	Teaching Hrs
CO1	Acceptance of Room Reservation	R/U/A	1,2,,8,9,10	10
CO2	Confirmation and check in of Guest	R/U/A	1,2	10
CO3	Resolving Barriers of Communication	R/U/A	1,2,5,7,9,10	13
CO4	Effective Handling of Guest Complaints	R/U/A	1,2,5,7,8,9,10	07
CO5	Posting Room charges and setting Bills	R/U/A	1,2,9,10	13
CO6	Emphasis of Guest safety & Security	R/U/A	1,2,3,4,5,6,7,8,9,10	07

DEPARTMENT OF TECHNICAL EDUCATION

STATE BOARD OF TECHNICAL EDUCATION & TRAINING (TS)

Course Title: ACCOMMODATIONS OPERATIONS -I	Course Code : 18HMCT-204C
Semester : II	Course / Elective : Core
Teaching Scheme (L:T:P) : Theory 50 Minutes	Credits : 3 Credits
Type of course : Lecture + Assignments	Total Contact Hours : 45Hrs/60Pds
CIE : 60 Marks	SEE : 40 Marks

**Course Content and Blue Print of Marks for SEE DHMCT ACCOMMODATION OPERATION-II
18HMCT-204C**

**DISTRIBUTION OF QUESTIONS/MARKS FOR SEMESTER MID/END
EXAMINATION**

Module	Unit no.	Unit name	no. of periods	NUMBER OF QUESTIONS TO BE CONSIDERED										UNIT WISE WEIGHTAGE	(MS+EE) WEIGHTAGE
				R		U		A		MARKS WEIGHTAGE					
				MI D	EN D	MI D	EN D	MID	END	MS-I	MS-II	MS-III	END EXAM		
PART A	I	Surface Cleaning Procedures	10	02	1	2	1	1	1	24			17	41	74
	II	Cleaning of Rooms, other Areas	10	03	1	1	0	2	0	31			02	33	
PART B	III	Service Procedures	10	02	1	2	0	2	0		24		02	26	74
	IV	Bed making Procedures	10	03	1	1	1	1	1		31		17	48	
PART C	V	Safety and security	08	02	0	1	0	1	0			19	0	19	72
	VI	Pest Control	12	03	1	2	1	2	1			36	17	53	
TOTAL			60	15	05	09	3	09	03	55	55	55	55	220	220
												110			

LEGEND	R: Remembering
	U: Understanding
	A: Applying

Pre-requisite:

The student should have the energy in undertaking cleaning tasks.

Course content:

<p>Surface Cleaning Procedures</p> <p>Types of polishes, seals, composition , care , cleaning(metals, glass, leather , rexine , plastics and wood)</p>
<p>Cleaning of Rooms, other Areas</p> <p>Daily cleaning , weekly cleaning ,special cleaning programs,</p>
<p>Service Procedures</p> <p>HVAC</p>
<p>Bed making Procedures</p> <p>Lenin requirement, protector, sizes of sheets, pillow slips, types of filling for mattresses</p>
<p>Safety and security</p> <p>Prevention of fire, accident , safety awareness, role of security</p>
<p>Pest Control</p>

Areas of infestation , preventive measures , control measures .

Recommended books:

1. Hotel Housekeeping Training Manual by Sudhir Andrews.
2. Hotel, Hostel and Hospital Housekeeping by Joan C. Beason and Margaret Lennox.
3. The theory of Catering by Ronald Kinton and Victor Ceserani.
4. Practical Maintenance and Equipment for Hoteliers, Licenses and Caterers by D.C.Gladwell

CO1 Composition care and cleaning procedures of various surfaces

- 1.1 Discuss about types of Polishes, their composition and use.
- 1.2 State the meaning of Floor Seal.
- 1.3 Explain the types of Floor Sealers.
- 1.4 Discuss about selection criteria of right Floor Sealer.
- 1.5 State the composition, care and cleaning of Metals, Glass, Leather, Rexines, Plastics and wood.
- 1.6 Discuss the care and cleaning of Wall Finishes and Floor Finishes.

CO2 Preparing Guest Room for occupation, Including cleaning of other Public

Areas

- 1.7 Give the procedure for daily cleaning of check out rooms, occupied rooms and vacant rooms.
- 1.8 Explain the term “Evening services in the room”.
- 1.9 Explain the special cleaning programmes
- 1.10 Explain the daily routine cleaning of public area – Front and back areas in the hotels.
- 1.11 Mention work schedule and records.
- 1.12 Give a specimen of lost and found Proforma.
- 1.13 Explain the procedure in detail.
- 1.14 Mention the care and cleaning heating ventilation and air conditioning system.

CO3 PROVIDING GUEST AMENITIES AND SUPPLIES

- 1.15 Mention the amenities and supplies and their essential features.
- 1.16 Describe the use of Chamber Maid trolley.
- 1.17 Mention types of keys – Grand master key, Master key, Sub-master key
m
- 1.18 Explain about computerized key card and key control.

1.19 List out the items of room supply.

1.20 Mention about V.I.P. and V.V.I.P's placement and guests special request like extra bed, crib, etc.

C04 FOLLOW SOP FOR BED MAKING

1.21 Identify the various bed linen used for bed making

1.22 List the standard sizes of sheets

1.23 List the standard size of single, double bed & king and queen size bed.

1.24 Explain the purpose of bed spread and protector

1.25 Procedure for bed making in general.

1.26 Explain the evening service or turndown service

1.27 Identify the types of filling in the bed rider down, cotton coir etc

1.28 Explain the sizes of pillow and pillow slip

C05 PREVENTION OF FIRE AND THEFTS FIRST AID TREATMENT

1.29 State the safety awareness and accident prevention.

1.30 Discuss the prevention of fire, fire emergency and fire fighting equipment.

1.31 Know about first-aid box and treatment for shock, bleeding, heart attack and fractures.

1.32 Discuss the role of security office in crime prevention and emergency situations.

C06 COMFORTABLE SAFE AND HYGIENIC GUEST STAY IN HOTELS

1.33 Identify the areas of infestation.

1.34 Explain the control of moths, bed bugs, carpet beetle, wood boring beetles, wet rot and dry rot etc.

1.35 Explain the control measures for different infestation.

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Internal evaluation

Test	Units	Marks	Pattern
Mid Sem 1	1 and 2	20	Part A 5 Short answer questions - Part B&C 2 Essay questions out of 3 Questions
Mid Sem 2	3 and 4	20	- Part A 5 Short answer questions - Part B&C 2 Essay questions out of 3 Questions
Slip Test 1	1 and 2	5	2 Essay Questions out of 3 Questions
Slip Test 2	3 and 4	5	2 Essay Questions out of 3 Questions
Assignment	1	5	Different group assignments of Higher order Questions that develop problem solving skills and critical thinking should be given
Seminars	1	5	
	Total	60	

Semester End Examination marks distribution

	Short answer	Essay	Marks
Part A	10	0	20
Part B	0	4/6	20
Part C	0	4/6	40
Total	10	8/12	80

Mid term Examination marks distribution

	Short answer	Essay	Marks
Part A	5	0	10
Part B	0	2/3	10
Part C	0	2/3	20
Total	5	4/6	40

STUDENT ACTIVITY

List the sizes of lenin prepare charts for safety procedures and list the items of first aid

**SEE - MODEL QUESTION PAPER
DIPLOMA IN HOTEL MANAGEMENT CATERING TECHNOLOGY**

Sub Name: ACCOMODATION OPERATIONS

Sub Code: 18HMCT-204C

MID-I

Time : 1 ½ Hours

Max Marks = 40

Part – A 5 X 2 = 10 Marks

Answer all the Questions. Each Question carries TWO marks

1. What is flooe seal
2. Enlist two types of polishes
3. Write the benefits of stainless steel
4. Enlist the four types of methods used for surfaces
5. What is special cleaning program

Part – B 2 X 5 = 10 Marks

Answer any Two Questions. Each Question carries 5 marks

1. Brief about selection of good floor seal.
2. State the composition of glass and plastics
3. Write the difference between check in and checkout room followed for lost and found
4. Draw the diagram of chamber maid trolley

Part – C 2 X 10 = 20 Marks

Answer any Two Questions. Each Question carries 10 marks

1. Explain the key control process used in housekeeping department
2. Discuss different amenities provided to guest by the hotel
3. Explain the different types of record and registers used for work schedules' on housekeeping department.

SEE - MODEL QUESTION PAPER
DIPLOMA IN HOTEL MANAGEMENT CATERING TECHNOLOGY
Sub Name: ACCOMODATION OPERATIONS
Sub Code: 18HMCT-204C
MID-II

Time : 1 ½ Hours

Max Marks = 40

Part – A 5 X 2 = 10 Marks

Answer all the Questions. Each Question carries two marks

1. Enlist records and reports maintained by housekeeping department
2. Draw the specimen of lost and found procedure
3. Differentiate the terms amenities and supplies
4. List out few items of room supplies
5. Enlist the types of keys used in housekeeping department

Part – B 2 X 5 = 10 Marks

Answer any Two Questions. Each Question carries 5 marks

1. Brief about care taken for ventilation in a guest room
2. Briefly write the procedure of status and cleaning schedule
3. Explain the procedure of bed making

Part – C 2 X 10 = 20 Marks

Answer any Two Questions. Each Question carries 10 marks

1. Explain the special cleaning schedules followed by star hotels
2. Discuss the care and cleaning of wall finish and floor furnishes
3. Explain the procedures for cleaning vacant room and occupied room

18. Explain different pest control methods used by the hotels
 19. Explain the identification of infestation areas in a hotel

GROUP-2 Answer any TWO questions

2 x 10 = 20

20. Explain the uses of computerized key card
 21. Explain the care and cleaning of wall finishing
 22. Explain the principles for general cleaning

CO-PO Mapping Matrix

COURSE OUT COME		CL	Linked PO	Teaching Hrs
CO1	Composition care and cleaning procedures of various surfaces	R/U/A	1,2,3,4,7	10
CO2	Preparing Guest Room for occupation, Including cleaning of other Public Areas	R/U/A	1,2,7,8,10	10
CO3	Providing Guest & Supplies	R/U/A	1,2,7,8,	15
CO4	Following SOP for Bed making	R/U/A	1,2,7,8,10	05
CO5	Prevention of Fire & Thefts Imparting First-Aid Treatment	R/U/A	1,2,3,4,5,6,7,8, 9,10	10
CO6	Comfortable safe and hygienic guest sta in hotels	R/U/A	1,2,3,4,5,6,7,8, 9,10	10

DEPARTMENT OF TECHNICAL EDUCATION
STATE BOARD OF TECHNICAL EDUCATION & TRAINING (TS)

Course Title: NUTRITION	Course Code : 18HMCT-205C
Semester : II	Course / Elective : Core
Teaching Scheme (L:T:P) : Theory 50 Minutes	Credits : 3 Credits
Type of course : Lecture + Assignments	Total Contact Hours : 45Hrs/60Pds
CIE : 60 Marks	SEE : 40 Marks

Course Content and Blue Print of Marks for SEE DHMCT NUTRITION 18HMCT-205C

DISTRIBUTION OF QUESTIONS/MARKS FOR SEMESTER MID/END EXAMINATION

Module	Unit no.	Unit name	no. of periods	NUMBER OF QUESTIONS TO BE CONSIDERED										UNIT WISE WEIGHTAGE	(MS+EE) WEIGHTAGE
				R		U		A		MARKS WEIGHTAGE					
				MI D	EN D	MI D	EN D	MID	END	MS-I	MS-II	MS-III	END EXAM		
PART A	I	Introduction to Nutrition	10	02	1	2	1	1	1	24			17	41	74
	II	Energy needs & Requirements	10	03	1	1	0	2	0	31			02	33	
PART B	III	Macro Nutrients	10	02	1	2	0	2	0		24		02	26	74
	IV	Micro Nutrients and Water	10	03	1	1	1	1	1		31		17	48	
PART C	V	Balanced diet and Menu Planning	08	02	0	1	0	1	0			19	0	19	72
	VI	Food Processing and Preservation	12	03	1	2	1	2	1			36	17	53	

TOTAL			60	15	05	09	3	09	03	55	55	55	55	220	220
L												110			

LEGEND	R: Remembering
	U: Understanding
	A: Applying

Pre –requisites:

The student should possess essential understanding of healthy foods in order to learn balanced diets

Course content :

Introduction to Nutrition Definition , nutrition care ,health, classifications of nutrients.
Energy needs & Requirements Psychological functions of food basal metabolism
Macro Nutrients Carbohydrates
Micro Nutrients and Water
Balanced diet and Menu Planning
Food Processing and Preservation

Recommended Books:

E LEARNING

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Internal evaluation

Test	Units	Marks	Pattern
Mid Sem 1	1 and 2	20	Part A 5 Short answer questions - Part B&C 2 Essay questions out of 3 Questions
Mid Sem 2	3 and 4	20	- Part A 5 Short answer questions - Part B&C 2 Essay questions out of 3 Questions
Slip Test 1	1 and 2	5	2 Essay Questions out of 3 Questions
Slip Test 2	3 and 4	5	2 Essay Questions out of 3 Questions
Assignment	1	5	Different group assignments of Higher order Questions that develop problem solving skills and critical thinking should be given
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Semester End Examination marks distribution

	Short answer	Essay	Marks
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Part C	0	4/6	40
Total	10	8/12	80

Mid term Examination marks distribution

	Short answer	Essay	Marks
Part A	5	0	10
Part B	0	2/3	10
Part C	0	2/3	20
Total	5	4/6	40

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Suggested Student Learning

CO1: Importance of Nutrition and terms

Relating to overall health

Define the terms food, nutrition, optimum nutrition, mal-nutrition. Nutritional care, health and energy.

CO2:Determine the energy needs of the Body and Dietary Allowances

List out the functions of food

Classify the foods according to their nutritive value

Give the meaning and unit of measurement of energy

Define the term calorie, kilocalorie and joule.

State physiological energy values of food

Discuss the energy needs of the body

Define basal metabolism

Explain factors influencing basal metabolism

Give the recommended dietary allowances of energy for different age groups

State the calories, allowances for pregnant and lactating women

CO3:Classify Macro Nutrients and it

Functions

Carbohydrates: compositions, Classification and Functions.

Daily requirements, Excess and deficiency Conditions carbohydrates.
Give the Meaning & uses of Dietary Fiber.
Proteins Quality & composition, Classifying Source and Function.
Daily requirement deficiency Conditions of proteins.
Fats & liquids composition, classification, function and sources.
Daily Requirements, excess and deficiency symptoms of fats.
Explain Special Proteins supplements

CO4: Classify the Vital Micro Nutrients And functions water I Human Body

Classification of minerals in the body.
Majors minerals functions, deficiencies food source and daily requirements.
Trace elements their functions, sources and daily requirements. Excess Toxic affects in special case of fluorine.
Define Vitamins and classification of Vitamins.
Water soluble vitamins, functions, food source, daily requirements and effect of deficiencies.
Fats soluble vitamins, functions, food source, daily requirements and effect of deficiencies.
Explain the importance and functions of water in human body.
Give the meaning of water balance.

CO5: Compile Menus based on 5 Food Group System

State the importance of balanced diet
List the major food groups and give the nutritional contributions of various food groups.
Plan menus based on recommended daily allowances based on 5 food group system.
Explain the principles of menu planning in terms of nutritive value.

CO6: Standards to be adhered for Food Processing and presentation

Explain the objectives of Food Processing.
Define Food Preservation.
Explain the methods of Food Preservation.
Define Preservatives.
Explain the types of Preservatives used in Food.
Explain the effect of Processing on Food Constituents.
Define and mention the uses of Food Additives.
Explain briefly about various categories of Food Additives.
Define Food Adulteration and State common adulterants found in Foods.
List out simple Physiochemical tests for detection of Adulterants.

STUDENT ACTIVITIES

Compile menus using FIVE group food.

SEE - MODEL QUESTION PAPER
DIPLOMA IN HOTEL MANAGEMENT CATERING TECHNOLOGY
Sub Name: NUTRITION
Sub Code: 18HMCT-205C

MID-I

Time : 1 ½ Hours

Max Marks = 40

Part – A 5 X 2 = 10 Marks

Answer all the Questions. Each Question carries two marks

1. Define nutrition
2. Define health
3. What is energy
4. Define BMR
5. Enlist types of nutrients

Part – B 2 X 5 = 10 Marks

Answer any Two Questions. Each Question carries 5 marks

1. explain in brief about functions of food
2. write about classification of food based on nutritive values
3. write short notes on energy requirements of human body

Part – C 2 X 10 = 20 Marks

Answer any Two Questions. Each Question carries 10 marks

1. Explain the functions deficiency order of food sources of water soluble vitamins
2. Explain the importance of water balance in human body
3. Explain the benefits of trace elements and their deficiencies

SEE - MODEL QUESTION PAPER
DIPLOMA IN HOTEL MANAGEMENT CATERING TECHNOLOGY

Sub Name: NUTRITION
Sub Code: 18HMCT-205C

MID-II

Time : 1 ½ Hours

Max Marks = 40

Part – A 5 X 2 = 10 Marks

Answer all the Questions. Each Question carries two marks

1. Enlist types of sugar
2. What is amino acid
3. What is essential fatty acid
4. Define vitamin
5. Enlist the types of minerals

Part – B 2 X 5 = 10 Marks

Answer any Two Questions. Each Question carries 5 marks

1. Explain briefly about the classifications of carbohydrates
2. Write the importance of proteins in human body
3. Write the functions of vitamin A

Part – C 2 X 10 = 20 Marks

Answer any Two Questions. Each Question carries 10 marks

1. Explain the importance of nutrients in human body
2. Explain the factors which influence BMR
3. Discuss about protein rich foods.

SEE-MODEL QUESTION PAPER
BOARD DIPLOMA SEMESTER END EXAMINATION (C-18)
SUB NAME: NUTRITION
SUB CODE: 18HMCT 205C

TIME: THREE HOURS

MAXIMUM MARKS: 80

PART-A

MARKS: 10 X 2=20

NOTE: Answer all questions. Each question carries two marks.

1. Define the term food preservation
2. Define food additive
3. What is food adulteration?
4. Define balanced diet
5. Enlist the food groups
6. Define vitamin
7. State the composition of carbohydrate
8. Define BMR
9. What is specific dynamic action of food
10. Define nutrition

PART-B

GROUP-1 Answer any TWO questions

2 x 5 = 10

11. State the type of food preservations
12. State the nutritional composition of serials and pulses
13. Explain the importance of balance diet

GROUP-2 Answer any TWO questions

2 x 5 = 10

14. State the classification of foods
15. Explain the deficiency symptoms of protein
16. Discuss the factors influencing BMR

PART-C

MARKS: 4 X 10=40

GROUP-1 Answer any TWO questions

2 x10 = 20

17. Explain the role of food additives in food preservation
18. Explain the methods of food processing
19. Explain the principles of menu planning in terms of nutritive value

GROUP-2 Answer any TWO questions**2 x 10 = 20**

20. Explain the recommended dietary allowance of energy for different age groups
21. Explain the classifications and functions of fats in human body
22. Explain the nutritional importance of trace elements.

CO-PO Mapping Matrix

COURSE OUT COME		CL	Linked PO	Teaching Hrs
CO1	Importance of Nutrition and terms Relating to overall health	R/U/A	1,2,6,7	05
CO2	Determine the energy needs of the Body and Dietary Allowances	R/U/A	1,2,6,7	15
CO3	Classify Macro Nutrients and it Functions	R/U/A	1,2,6,7	10
CO4	Classify the Vital Micro Nutrients And functions water I Human Body	R/U/A	1,2,6,7	10
CO5	Compile Menus based on 5 Food Group System	R/U/A	1,2,6,7	10
CO6	Standards to be adhered for Food Processing and presentation	R/U/A	1,2,3,4,5,6,7,8, 9,10	10

DEPARTMENT OF TECHNICAL EDUCATION
STATE BOARD OF TECHNICAL EDUCATION & TRAINING (TS)

Course Title: FOOD PRODUCTION LAB-II	Course Code : 18HMCT-206P
Semester : II	Course / Elective : Core
Teaching Scheme (L:T:P) : Theory 50 Minutes (08)	Credits : 1.5 Credits
Type of course : Laboratory course	Total Contact Hours : 120Pds
CIE : 60 Marks	SEE : 40 Marks

Course Content and Blue Print of Marks for SEE DHMCT FOOD PRODUCTION LAB-II 18HMCT-206P

Legend: R; Remembering, U: UnderstandingA: Applying

Exp. No	Experiment Name	Periods	Questions to be set for SEE			Marks Weight age	Weight age (%)
			R	U	A		
1	Preparation of stocks, soups and sauces	10	1	0	1	2	5%
2	Egg Cookery	10	2	0	2	4	15%
3	Salad preparations	10	2	0	2	4	15%
4	Desserts	10	2	0	2	4	15%
5	Bakery-Different Types of Cakes, Pastry and Flan	40	1	0	2	3	5%
6	Menus – 3 to 5 courses	40	1	0	2	3	5%
	Total	120				20	60%

Pre-requisite:

This course requires the basic skills for the peroration of stocks ,egg , desert , bakery products.

Course content:

1. Preparation of soups, stock and sauces: Brown sauce, White sauce, Veg stock, Tomato soup, Velvet soup
2. Egg Cookery- Poached egg, Scrambled egg, Various Omelettes
3. Salad Preparation: Green Salad, Russian Salad, French salad, Coleslaw
4. Desserts: Coffee Mousse, Albert pudding, Caramel custard, Trifle Alaska
5. Bakery: Sponge Cake, Pineapple upside down cake, choux party, Short crust, Pastry, Cheese Plan
6. Menus: 3 to 5 course menus

Menu:

Consommé Royale

Shepherd's pie

Coleslaw

Banana Chocolate Sundae

Menu:

Chicken Volute

Tournedos of mutton

Cabinet pudding

Menu:

Russian Salad

French onion soup

Birds nest

Grilled fish lemon sauce

Coffee Mousse

C01: Prepare and Present different types of stock, Soup & Sauce. Tomato sauce, velvet soup, white sauce, brown sauce

C02: Prepare and Present egg dishes, scrambled egg, omelettes

C03: Prepare and present salads, Green salad, Russian salad, Coleslaw

C04: Prepare & Present desserts. Coffee mouse Caramel Custard

C05: Prepare and present present cakes, pastries and flans, sponge cake

C06: Prepare and display 3 course, 4 course & 5 course menus

SEE - MODEL QUESTION PAPER
DIPLOMA IN HOTEL MANAGEMENT CATERING TECHNOLOGY
Sub Name: PRINCIPLES OF FOOD PRODUCTION
Sub Code: 18HMCT-206P
MID - I

TIME: 2 HOURS

MARKS: 40

Prepare any one of the following;

- STOCK
- THICK SOUP
- MAYONNAISE
- MAITRE D' HOTEL

SEE - MODEL QUESTION PAPER
DIPLOMA IN HOTEL MANAGEMENT CATERING TECHNOLOGY
Sub Name: PRINCIPLES OF FOOD PRODUCTION
Sub Code: 18HMCT-206P
MID - II

TIME: 2 HOURS

MARKS: 40

PREPARE ANY ONE OF THE FOLLOWING

- CAESAE SALAD
- COLESLAW
- RSSUIAN SALAD

PREPARE ANY ONE OF THE FOLLOWING

- HONEY COMB MOULD
- TRIFLE
- DIPLOMATE PUDDING

SEE - MODEL QUESTION PAPER
DIPLOMA IN HOTEL MANAGEMENT CATERING TECHNOLOGY
Sub Name: FOOD PRODUCTION LAB
Sub Code: 18HMCT-207P

PRACTICAL

Time : 1 ½ Hours

Max Marks = 40

Part – A = 40 Marks

Instruction to the candidates:

- 1. Experiment 1-4 will be given as a lottery**
- 2. 5-10 are compulsory**

1. Prepare tomato soup
2. Prepare Omelets
3. Prepare French salad
4. Prepare caramel custard
5. Prepare sponge cake
6. Prepare three course given menu
7. Write method of preparation of indenting for the above menu
8. Grooming
9. Journal
10. Viva voice

CO-PO Mapping Matrix

COURSE OUT COME		CL	Linked PO	Teaching Hrs
CO1	Prepare Basic Stocks, Sauces, Soups	R/U/A	1,2,7,8,9,10	10
CO2	Prepare Basic Egg Cooking	R/U/A	1,2,7,8,9,10	10
CO3	Prepare Basic Salads	R/U/A	1,2,7,8,9,10	10
CO4	Prepare Basic Desserts	R/U/A	1,2,7,8,9,10	10
CO5	Prepare Basic Simple Cakes, Flan & Pastry	R/U/A	1,2,7,8,9,10	40
CO6	Prepare 3 to 5 Course Menus	R/U/A	1,2,7,8,9,10	40

DEPARTMENT OF TECHNICAL EDUCATION
STATE BOARD OF TECHNICAL EDUCATION & TRAINING (TS)

Course Title: MENU & METHODS OF SERVICE LAB	Course Code : 18HMCT-207P
Semester : II	Course / Elective : Core
Teaching Scheme (L:T:P) : Theory 50 Minutes (03)	Credits : 1.5 Credits
Type of course : Laboratory course	Total Contact Hours : 45hrs/60pds
CIE : 60 Marks	SEE : 40 Marks

Course Content and Blue Print of Marks for

SEE DHMCT MENU & METHODS OF SERVICE LAB 18HMCT-207P

Legend: R; Remembering, U: Understanding A: Applying

Exp. No	Experiment Name	Periods	Questions to be set for SEE			Marks Weig htag e	Weightage (%)
			R	U	A		
1	Mise-en-scene and Mise-en-place	05	2	0	2	4	10%
2	Laying and Relaying of Table Cloths	10	1	1	1	3	10%
3	Crumbing and Brushing Down Service	05	1	01	1	3	10%
4	Service of French Classical Menu	15	01	2	2	5	15%
5	Tray & Trolleys Services	05	1	1	1	3	10%
6	Billing & Reservations	05	1	0	1	2	5%
	Total	45				20	60%

Prerequisite:

The course content Requires Miss en Place, basic service skills and billing

Course Contents:

1. Mise-en-place and Mise-en-scene. Preparation of restaurant
2. Laying and relaying of table cloth, Laying table cloth
3. Crumbling and brushing down service, Cleaning of table
4. Service of French classical menu service
5. Tray and trolley Service. Setting tray/ Trolley for service
6. Billing and reservation, Billing process

Suggested Learning Outcomes:

1. Mise-en-Place and Mise-en-scene, Setting the side board, laying of table
2. Laying & relaying of table cloth. Laying Table cloth by using W- flod
3. Crumbling and brushing. Removing of spillage
4. Service of French Classical menu. Service of menus according to sequence
5. Tray& Trolley for the service
6. Billing and reservation. Preparing and presenting the bill

SEE - MODEL QUESTION PAPER
DIPLOMA IN HOTEL MANAGEMENT CATERING TECHNOLOGY
Sub Name: MENU & METHODS OF SERVICE LAB
Sub Code: 18HMCT-207P
MID - I

TIME: 2 HOURS

MARKS: 40

COMPILE ANY ONE OF THE GIVRN MENU CARD

- 3 COURSE
- 5 COURSE
- 7 COURSE

SEE - MODEL QUESTION PAPER
DIPLOMA IN HOTEL MANAGEMENT CATERING TECHNOLOGY
Sub Name: MENU & METHODS OF SERVICE LAB
Sub Code: 18HMCT-207P
MID - II

TIME: 2 HOURS

MARKS: 40

ARRANGE THE SIDE BOARD FOR ANY ONE THE FOLLOWING SERVICES

- Russian
- English
- American

Arrange any one of the following room services, special services

- Tray
- Trolley
- Tobacco

SEE - MODEL QUESTION PAPER
DIPLOMA IN HOTEL MANAGEMENT CATERING TECHNOLOGY
Sub Name: MENU & METHODS OF SERVICE LAB
Sub Code: 18HMCT-207P

PRACTICAL

Time : 3 Hours

Max Marks = 60

Instructions to the candidates:

1. Experiments 1-4 any two will be given as per lottery

2. Experiments 5-10 are compulsory

1. Mise-en-Place & Mise-en –Scene
 - a. Arrangement of side board
 - b. Arrangement of restaurant
 2. Laying & relaying of table cloth
 3. Crumbling and brushing down service
 4. Tray and trolley Service
 5. Preparing Bill
 6. Write the sequence of French classic menu
 7. Presentation of bill
 8. Grooming
 9. Journal
 - 10.Viva- voice

CO-PO Mapping Matrix

COURSE OUT COME		CL	Linked PO	Teaching Hrs
CO1	Organize and arrange Mise-en-scene And Mise-en-place	R/U/A	1,2,3,5,7,8,9,10	05
CO2	Lay and relay Table Cloths	R/U/A	1,2	10
CO3	Perform Crumbing and Brushing Down	R/U/A	1,2	05
CO4	Compile French Classical Menu With Accompaniments	R/U/A	1,2,7,9,10	15
CO5	Arrange Trays & Trolleys for Breakfast, Lunch and Dinner	R/U/A	1,2	05
CO6	Prepare KOTs and Handle Restaurant Reservations	R/U/A	1,2,5,7,8,9,10	05

STATE BOARD OF TECHNICAL EDUCATION & TRAINING (TS)

Course Title: FRONT OFFICE OPERATION LAB	Course Code : 18HMCT-208P
Semester : II	Course / Elective : Core
Teaching Scheme (L:T:P) : Theory 50 Minutes (03)	Credits : 1.5 Credits
Type of course : Laboratory course	Total Contact Hours : 45hrs/ 60pds
CIE : 60 Marks	SEE : 40 Marks

Course Content and Blue Print of Marks for SEE DHMCT FRONT OFFICE OPERATION LAB 18HMCT-208P

Legend: R; Remembering, U: Understanding, A: Applying

Exp. No	Experiment Name	Periods	Questions to be set for SEE			Marks Weight age	Weight age (%)
			R	U	A		
1	Reservation-Enquiring Confirming	08	1	1	1	3	15%
2	Registration	15	2	2	2	6	20%
3	Issue of SDL	05	1	1	1	3	10%
4	Guest Relations	05	0	2	2	4	10%
5	Check-out settlement of bills	05	0	1	1	2	5%
6	Vouchers-follow up	07	0	0	2	2	5%
	Total	45				20	60%

Pre-requisite:

This Course requires basic skills in doing reservations , registrations, and maintaining guest relations

Course contents :

- C01:Reservations, enquires confirmation ,reservation , confirmation
- C02 :registration handling reg card on going
- C03 :issue of sdl procedure for issue of sdl
- C04: guest relations maintaining guest relations and attending guest complaints
- C05:check out settlement of bills accepting various modes of payment
- C06: vouchers follow up accepting different types of vouchers

Suggested learning out comes

- C01: reservations
 - enquiring confirmation doing reservation allotment of rooms
- C02: registration
 - Filling of reg forms and issuing of room key
- C03:issue of sdl
 - Procedure for issuing and hand overing sdl keys
- C04: guest relations
 - Attending to guest complaints effective of resolving problems
- C05: check out settlements of bills
 - Preparing guest bill and accepting different methods of payment
- C06:vouchers follow up
 - Accepting different vouchers

SEE - MODEL QUESTION PAPER
DIPLOMA IN HOTEL MANAGEMENT CATERING TECHNOLOGY
Sub Name: FRONT OFFICE OPERATIONS

Sub Code: 18HMCT-208P
MID - I

TIME: 2 HOURS

MARKS: 40

1. PREPARE AND HANDLE CALL FOR RESERVATION
2. PREPARE THE FORMAT FOR REGISTRATION
3. CHCEK-IN GUEST

SEE - MODEL QUESTION PAPER
DIPLOMA IN HOTEL MANAGEMENT CATERING TECHNOLOGY
Sub Name: FRONT OFFICE OPERATIONS

Sub Code: 18HMCT-208P
MID - II

TIME: 2 HOURS

MARKS: 40

1. PREPARE CHECK LIST FOR SAFETY DEPOSIT FOR LOCKERS
2. PREPARE ANY ONE OF THE FOLLOWING.
A)Guest feedback B) special request C) Arranging tickets for events and table reservations

SEE - MODEL QUESTION PAPER
DIPLOMA IN HOTEL MANAGEMENT CATERING TECHNOLOGY
Sub Name: FRONT OFFICE OPERATIONS
Sub Code: 18HMCT-208P

PRACTICAL

Time : 3 Hours

Max Marks = 40

Part – A = 40 Marks

Instructions to the candidates:

1. Experiments 3-6 any two will be given as per lottery

2. Experiments 1&2 AND 7 -10 are compulsory

1. Issue of SDL
2. Guest relations handling guest complaints
3. Check out settlements of bills
4. Preparation of bill and settlement the payments
5. Reservation , enquiry , confirmation ,doing reservation & confirming reservation
6. Registration : registering the guest on arrival opening the guest folio and handing over the key
7. Grooming
8. Communication
9. Journal
10. Viva voice

CO-PO Mapping Matrix

COURSE OUT COME		CL	Linked PO	Teaching Hrs
CO1	Handle Guest Reservations	R/U/A	1,2,6,7,8,9,10	08
CO2	Register the Guest	R/U/A	1,2,6,7,8,9,10	15
CO3	Issue Safety Deposit lockers	R/U/A	1,2,7,8,9	05
CO4	Value Guest relations	R/U/A	1,2	05
CO5	Prepare Guest Checkouts	R/U/A	1,2	05
CO6	Present vouchers and follow-up	R/U/A	1,2,7,8,9,10	07

DEPARTMENT OF TECHNICAL EDUCATION
STATE BOARD OF TECHNICAL EDUCATION & TRAINING (TS)

Course Title: ACCOMODATION OPERATIONS LAB-II	Course Code : 18HMCT-209P
Semester : II	Course / Elective : Core
Teaching Scheme (L:T:P) : Theory 50 Minutes (04)	Credits : 1.5 Credits
Type of course : Laboratory course	Total Contact Hours : 45hrs/ 60pds
CIE : 60 Marks	SEE : 40 Marks

Course Content and Blue Print of Marks for SEE DHMC ACCOMMODATION OPERATIONS LAB-II T 18HMCT-209P

Legend: R; Remembering, U: Understanding A: Appl

Exp. No	Experiment Name	Peri ods	Questions to be set for SEE			Marks Weigh tage	Weightage (%)
			R	U	A		
1	Types of Polishes Cleaning & Polishes of Metal Wood	10	1	1	2	4	15%
2	Procedures to the followed for cleaning Glasses, Leather, Rexine & Plastics	10	2	1	1	4	10%
3	Techniques involved in Cleaning Walls & Floors	05	1	1	2	4	10%
4	Daily Cleaning, Weekly & Spring Cleaning of the Guest Room & Other Public Areas	10	1	1	2	4	15%
5	Drill for Fire Safety	05	0	1	1	2	5%
6	First – Aid Box	05	0	1	1	2	5%
	Total	45				20	60%

Pre requisite:

The course requires the basic skills of cleaning and polishing different surfaces.

Course contents:

C01: types of polishes cleaning & polishes of metal wood use of different polishes for different surfaces

C02: procedures to be followed for cleaning glasses leather Rexene & plastics

C03: techniques involved in cleaning walls and floors

C04: daily cleaning weekly cleaning and spring cleaning of the guest room & other public areas

C05: drill for safety fire safety equipment's

C06: prepare and use of first aid procedures

Suggested learning out comes

C01 types of polishes cleaning & polishes metal & wood

Cleaning & polishing procedures of metal surfaces and wood

C02 procedure to be followed for cleaning glasses leather Rexene & plastics.

C03 techniques involved for cleaning of walls and floor cleaning techniques

C04 daily cleaning weekly and spring cleaning the guest room & other public areas

C05 drill for safety acquaintance with the fire safety methods & equipment's

C06 prepare and use of first aid box

First aid box contents & first aid procedures for fractures and burns.

SEE - MODEL QUESTION PAPER

DIPLOMA IN HOTEL MANAGEMENT CATERING TECHNOLOGY

Sub Name: ACCOMMODATION OPERATIONS

Sub Code: 18HMCT-209P

MID - I

TIME: 2 HOURS

MARKS: 40

Clean and polish any one of the given surfaces/items

- Brass
- Wooden table/chair
- silver

Clean the given item from any one of the experiment

- Glass
- Rexene

- Leather
- Plastics

SEE - MODEL QUESTION PAPER
DIPLOMA IN HOTEL MANAGEMENT CATERING TECHNOLOGY
Sub Name: ACCOMMODATION OPERATIONS
Sub Code: 18HMCT-209P
MID - II

TIME: 2 HOURS

MARKS: 40

WRITE THE PROCEDURE AND CLEAN ANY ONE OF THE GIVEN AREAS

- WALLS
- FLOORS- Marble or vitrified

SEE - MODEL QUESTION PAPER
DIPLOMA IN HOTEL MANAGEMENT CATERING TECHNOLOGY
Sub Name: ACCOMMODATIONS OPERATIONS
Sub Code: 18HMCT-209P

PRACTICAL

Time : 3 Hours

Max Marks = 40

Part – A = 40 Marks

Instructions to the candidates:

- 1. Experiments 1-4 any two will be given as per lottery**
- 2. Experiment 5-10 are compulsory**

1. Polish the given surface

2. Cleaning the article given
3. Clean the given floor
4. Clean the given utensil
5. Write the procedure for cleaning occupied room and vacant room
6. Identify and write types of fire equipment's
7. Grooming
8. Journal
9. Viva

CO-PO Mapping Matrix

COURSE OUT COME		CL	Linked PO	Teaching Hrs
CO1	Polish various Metals and Wood	R/U/A	1,2,6,7,8	10
CO2	Clean Glass, Leather, Rexine and Plastics	R/U/A	1,2,6,7,8	10
CO3	Perform Cleaning of Wall and Floor Finishes	R/U/A	1,2,6,7,8	05
CO4	Clean Guest Room daily, Weekly and Spring Cleaning	R/U/A	1,2,6,7,8,10	10
CO5	Practice Fire Safety Measures	R/U/A	1,2,3,4,5,6,7,8,9,10	05
CO6	Prepare and use First Aid box	R/U/A	1,2,3,4,5,6,7,8,9,10	05

INFORMATION TECHNOLOGY LAB PRACTICE

Course Title : INFORMATION TECHNOLOGY LAB PRACTICE	Course Code : 18HMCT-210P
Semester : II	Course Group : Core
Teaching Scheme in Hrs (L:T:P) : 0:1:2	Credits : 3
Type of course : Tutorial + Practical	Total Contact Hours : 37.5Hrs/45Pds
CIE : 60 Marks	SEE : 40 Marks

Prerequisites

Knowledge of Computer basics and DOS

Course Outcome

On successful completion of the course, the students will be able to attain below Course Outcome (CO):

Legends: R = Remember U= Understand; A= Apply and above levels (Bloom's revised taxonomy)

Course Content

Spread Sheet

1. Open MS-Excel and identify the components on the screen
2. Create a Worksheet in MS-Excel and save it in .xls or .xlsx format
3. Inserting column and row in Excel
4. Creation of new worksheet in the existing Excel Book file
5. Generate a Chart using the data in Excel-worksheet
6. Automate calculations in a worksheet using formula
7. Sort and filter data in a worksheet
8. Protecting a worksheet, working with multiple sheets
- 9.

Presentation Software

10. Create a simple Power point presentation for a small topic and saving in .ppt or pptx format
11. Inserting a new slide in the existing PowerPoint file
12. Inserting chart or image in a PowerPoint slide
13. Exercise with animation and sound features in PowerPoint
14. Exercise with Rehearse Timings feature in PowerPoint
15. Exercise in printing the PowerPoint file in (a) Slides (b) Handouts

Database Management System

16. Create a table for given data and save in .mdb or .accdb format

17. Add, Delete and rename fields
18. Use the Primary key field
19. Enter and edit data
20. Use Relationships option
21. Create forms
22. Modify and save forms
23. Create and use queries
24. Sort data
25. Display data
26. Create and print reports

Resources:

1. Computer Fundamentals Concepts, Systems, Application, D.P.Nagapal, S.Chand Publication, RP-2014, ISBN: 81-219-2388-3
2. <http://www.tutorialsforopenoffice.org/>
3. <http://www.libreoffice.org/get-help/documentation/>

Composition of Educational Components:

Questions for CIE and SEE will be designed to evaluate the various educational components (Bloom’s taxonomy) such as:

Sl. No.	Bloom’s Category	%
1	Remembrance	20
2	Understanding	20
3	Application	60

**Mapping Course Outcomes with Program Outcomes:
(Course Outcome linkage to Cognitive Level)**

Course Outcome		Experiment Linked	Linked PO	CL	Practical Sessions
CO1	Demonstrate skills using spreadsheet software	1,2,3,4,5,6,7,8	1,2,3,4,8,9,10	A	15
CO2	Demonstrate skills using presentation software	9,10,11,12,13,14	1,2,3,4,8,9,10	A	15
CO3	Demonstrate skills using database software	15,16,17,18,19,20,21,22,23,24,25	1,2,3,4,8,9,10	A	15

U-Understanding; A-application/ Analysis; App-Application

Course-PO Attainment Matrix

Level 3- Highly Addressed, Level 2-Moderately Addressed, Level 1-Low Addressed.

Course Delivery

The course will be delivered through tutorial of one hour and one & half hours of hands on practice per week.

Suggested Student Activities:

1. Create a spreadsheet for the class
2. Create power point presentation for a course
3. Create a database for the class

Format for Student Activity Assessment**Internal Assessment**

Activity	Marks
Writing the experiment, record evaluation	30
Execution of the given experiment	20
Viva-voce	10
Total	60

Model Question Bank

Course Title: INFORMATION TECHNOLOGY LAB PRACTICE	Course Code:
18HMCT-210P	

1. Using Spreadsheet Application, create a worksheet with five columns. Enter ten records and find the sum of all columns using auto sum feature.
2. You have a monthly income of Rs.10000. Your monthly expenditures are Rent- Rs 3000, Food- Rs. 1500, Electricity- Rs.100, Phone- Rs. 150, and Cable TV-Rs. 200. Prepare a worksheet with the Monthly Income, the Monthly Expenditures listed and summed, monthly savings amount (what's left over each month) calculated, and the amount saved per day (assuming 30 days in a month). Use Spreadsheet Application.
3. Using Spreadsheet Application, create a worksheet containing the pay details (containing Basic pay, DA, HRA ,Other Allowance , Deductions- PF, PT, Insurance, Gross and Net salary) of the employees using formulas.
4. Using Spreadsheet Application, create a Simple Bar Chart to highlight the results of your institute for three years.
5. Using Spreadsheet Application, create a Pie Chart for a sample data and give legends.
6. Using presentation tool, Create a simple Presentation consisting of 4-5 slides about Input and Output Devices.
7. Create a presentation about a book containing Title, Author, Publisher and Contents.
8. Create an automated (timings & animation) Presentation with five slides about different Models of Computers. Use Presentation tool

Course Outcome		CL	Linked PO	Practical hrs
CO1	Demonstrate skills using spreadsheet software	A	1,2,3,4,8,9,10	15
CO2	Demonstrate skills using presentation software	A	1,2,3,4,8,9,10	15

CO3	Demonstrate skills using database software	A	1,2,3,4,8,9,10	15
			Total Sessions	45