CURRICULUM – 2018

(C-18)

DIPLOMA IN HOTEL MANAGEMENT AND CATERING TECHNOLOGY

STATE BOARD OF TECHNICAL EDUCATION & TRAINING

TELANGANA, HYDERABAD

III Semester

DHMCT – III SEMESTER

Sl No	Course Code	Course Name	Teaching Scheme					Examination Scheme						
			instruction periodsper 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-301C	REGIONAL COOKERY	2.4	1.6	0	60	3	20	20	20	40	15	100	35
2	18HMCT-302C	M.I.C.E	2.4	1.6	0	60	3	20	20	20	40	15	100	35
3	18HMCT-303C	FRONT OFFICE MANAGEMENT	2.4	1.6	0	60	3	20	20	20	40	15	100	35
4	18HMCT-304C	HOUSE KEEPING OPERATIONS	2.4	1.6	0	60	3	20	20	20	40	15	100	35
5	18HMCT-305C	HOTEL ACCOUNTS	2.4	1.6	0	60	3	20	20	20	40	15	100	35
6	18HMCT-306P	REGIONAL COOKERY LAB	1	0	2	120	1.5	20	20	20	40	15	100	50
7	18HMCT-307P	M.I.C.E LAB	1	0	2	60	1.5	20	20	20	40	15	100	50
8	18HMCT-308P	COMPUTER PRACTICES IN FRONT OFFICE MANAGEMENT LAB	1	0	2	60	1.5	20	20	20	40	15	100	50
9	18HMCT-309P	HOUSE-KEEPING OPERATIONS	1	0	2	60	1.5	20	20	20	40	15	100	50
10	18HMCT-310P	COMMUNICATION SKILLS AND LIFE SKILLS LAB	1	0	2	60	1.5	20	20	20	40	15	100	50
11		Academic activities	0	0	7	105	2.5	0	0	Rubrics			--	-
			18.5	6.5	17	630	**25**	200	200	200	400	150	1000	450
	Activities: student performance is to be assessed through Rubrics													

REGIONAL COOKERY

Course Title: **REGIONAL COOKERY**		Course Code	: **18HMCT-301C**
Semester	: **III**	Course / Elective	: **Core**
Teaching Scheme (L:T:P)	: **30: 15: 0**	Credits	: **3 Credits**
Type of course	: **Lecture + Assignments**	Total Contact Hours	: **45Hrs/60Pds**
CIE	: **60 Marks**	SEE	: **40 Marks**

Pre requisite

Have basic knowledge in principles of cooking.

Course outcomes:

CO1	Identify Quantity Food Equipment its Specification maintenance & Menu planning .
CO2	Compile Indents , Estimate food costing
CO3	plan hospital diets institutional catering, industrial & off-premises catering
CO4	Identifying Geographical Index Dishes & popular sweet dishes
CO5	Origin of spicy dishes of south India &soft ethnic foods of east India
CO6	Influences of ethnic regional cuisine of North West Frontiers

COURSE CONTENTS

1.0 Quantity Food Production Equipment& Menu Planning

Equipment needed for quantity food production, heat and cold generating equipment, specifications of equipment – list of manufacturers – care and maintenance of equipment.

Basic menu planning – recapitulation. Special emphasis on quantity food production. Planning of menus for various categories such as school, college students, industrial workers, hospitals and canteens. Outdoor parties, theme parties, transport / mobile catering. Parameters for quantity food menu planning.

2.0 Indenting and Costing

Principles of indenting. Practical difficulties involved in indenting. Introduction to basic costing, food costing, food cost control. Problems related to food costing.

3.0 Volume feeding

Introduction about institutional and industrial catering. Diets and Diet menus. Importance of Hygiene in hospital kitchen. Introduction to off-premises, Catering advantages and disadvantages of off-premises catering

G.I Dishes, Indian Traditional Sweets

Identifying G.Idishes recipes of traditional sweets of India & Hyderabad ethnic & nizams dishes

5.0 South Indian regional cookery

Ethnic eating-habits-importance of Heritage –cooking styles and various conditions and regional cooking styles and various communities of different states-Telangana –Andhra pardesh –Karnataka-kerals-tamilnadhu-awadha-chettinadhu-tripura—westbengal –Indian sauces like tamird chutney,pudina and tomato chutney and sweets

6.0 North Indian Regional Cookery

Introduction / Description of Indian food –
Ethnic eating and eating habits – Importance of heritage – cooking styles under various conditions. Regional cooking styles and various communities of different states – Andhra Pradesh, Bengal, Goa, Gujarat, Hyderabad, Karnataka, Kashmir, Kerala, Madhya Pradesh, Maharastra, North Eastern States, Punjab, Rajasthan and Tamilnadu. Parsi,Chettinad, Bohoras, Awadha, Malabari, Lucknow, Indian Sweets, Indian Breads like Rotis, Parathas and Chapathis / Poories. Indian Sauces like Tamarind Chutney, Pudina and Tomato Chutney etc.,

Recommended books:

1. Theory of Cookery by Krishna Arora .
2. The Theory of Catering by Ronald Kington.
3. "Modern Cookery"Volume-1 by Ms.ThongermE.Philip

Suggested learning outcomes;

C01: **Identify Quantity Food Equipment its Specification maintenance & Menu planning**

1.0 Discuss factors effecting quantity food production.

1.1 List out the Quantity Cooking equipment and give the use, care and maintenance.

1.2 List out the popular manufactures.

1.3 Plan the menus for various institutions such as schools, colleges, industrial canteens, hospitals and for outdoor parties, theme parties, transport / mobile catering.

1.4 Discuss the parameters while planning menus for quantity food production.

C02 Compile Indents, Estimate food costing

2.1 State the Principles of Indenting.
2.2 Discuss practical difficulties involved in cooking.
2.3 Explain about basic costing.
2.4 Discuss factors influencing of food costing.
2.5 Mention the measures for food cost control.
2.6 Discuss problems related to food costing.

C03 plan hospital diets institutional catering, industrial & off-premises catering.

3.1 Explain different types of institutional and industrial catering.
3.2Classify diets and the role of dietician and importance of diets.
3.3 Discuss the importance of hygiene in hospital kitchen.
3.4 Explain the operations of off-premises catering. Advantages and disadvantages of off-premises.

C04: Identifying Geographical Index Dishes & popular sweet dishes.

4.1 State G.I.
4.2Explian the criteria for G,I dishes.
4.3List the G.I items of Telangana.

4.4Describe the preparation of Hyderabad Biryani , Haleem.
4.5 Identify popular, traditional dishes of Nizams.
4.6List popular sweet dishes of North, West, South, East & central India.
4.7 Enlist the origin & preparation of two dishes of each Indian states.

C05; Origin of spicy dishes of south India & soft ethnic foods of east India.

5.0 Indian regional styles south eastern;

5.1 List out the name spices used in south eastern cookery.

5.2 Explain the different masals used in south eastern cooking.

5.3 Discuss cooking styles under various conditions.

5.4 Explain regional cooking styles and various communities of different south eastern states.

C06: Influences of ethnic regional cuisine of North West Frontiers

6.1 Give brief description of Indian food

6.2 Explain the ethnic eating and eating habits.

6.3 Heritage of Indian cookery

6.4 Various cooking styles of North west frontiers-jammu Kashmir ,Rajasthan, Punjab, Goa, Gujrat, Maharastra Uttar Pradesh,-Indian breads like parathas/rotties /chapathi/poori and regional sweets

6.5 List out the spices names of spices and masalas used in north west frontiers.

e-learning links:

hotel du vin
https://www.hotelduvin.com
www.srisriuniversity.edu.in
www.bolc.co.uk> Free Hotel Management
www.oxfordhome study.com
Free outline Hospitality courses and MOOCS
https:// www.classcentral.com>tag

Accordingly the modified C-18 curriculum examination pattern is;

1. Midsem-I and Midsem-II examinations conducted for 20 marks each for the duration of 1 hour only.
2. Midsem-III and End Examination conducted together for 40 marks for the duration of 2 hours only.

The question paper pattern in Mid Sem Examinations is as follows;

	COURSE OUT COME	**CL**	**Linked PC**	**Teaching**
CO1	Identify Quantity Food Equipment its Specification maintenance & Menu planning .	R/U/A	1,2,4,5,9,1(	12
CO2	Compile Indents , Estimate food costing	R/U/A	1,2,6,7,8,9, 10	10
CO3	plan hospital diets institutional catering, industrial & off-premises catering	R/U/A	1,2,8,9,10	08
CO4	Identifying Geographical Index Dishes & popular sweet dishes	R/U/A	1,2,5,6,7,8, 9,10	10
CO5	Origin of spicy dishes of south India &soft ethnic foods of east India	R/U/A	1,2,3,5,6,7, 8,9,10	20
CO6	Influences of ethnic regional cuisine of North West Frontiers	R/U/A	1,2,9	10

S.No	Description	Level	No. of questions	Marks for each question	Choice	Total Marks
01	Part-A	Remembering (R)	4	1	Nil	4 Marks
02	Part-B	Understanding (U)	4	3	2	6 Marks
03	Part-C	Application (A)	4	5	2	10 Marks
Total Marks						20 Marks

The question paper pattern in End Sem Examinations is as follows;

S.No	Description	Level	No. of questions	Marks for each question	Choice	Total Marks
01	Part-A	Remembering (R)	8	1	Nil	8 Marks
02	Part-B	Understanding (U)	8	3	4	12 Marks
03	Part-C	Application (A)	8	5	4	20 Marks
Total Marks						40 Marks

MID SEM-I EXAM

S.No	Unit Name	R	U	A	Remarks
1	Quantity food production and menu planning	1, 2	5(a) 5(b)	7(a) 7(b)	
2	Indenting and costing	3, 4	6(a) 6(b)	8(a) 8(b)	
Total Questions		4	4	4	

MID SEM –II EXAM

S.No	Unit Name	R	U	A	Remarks
1	Volume Feeding	1, 2	5(a) 5(b)	7(a) 7(b)	
2	GI dishes and traditional Indian Sweets	3, 4	6(a) 6(b)	8(a) 8(b)	
Total Questions		4	4	4	

L.NO	Unit No.	Unit Name	Questions to be set for SEE			Remarks
			R	U	A	
1	I	Quantity food production and menu planning	4	1	13(a)	
2	II	Indenting and costing				
3	III	Volume Feeding		2	14(a)	
4	IV	GI Dishes/Indian Traditional Sweets				
5	V	South Indian regional cookery		3	15(a) 15(b)	
6	VI	North Indian regional cookery			16(a) 16(b)	
Total Questions			8	8	8	

Legend:	Remembering (R)	1 Mark
	Understanding (U)	3 Marks
	Application (A)	5 Marks

Instructions to the Students:

1. The student has to attempt either (a) or (b) question under the given question in serial.
2. The students are advised not to attempt more than prescribed questions in the exam.
3. In case additional questions attempted by the students, the consideration will be given on the basis of priority of first attempted question as the valid answer.
4. The student has to write the answer for the Questions of 1 mark, not more than ¼ page and 3 marks, not more than 1 page and 5 marks, not more than 2 pages.

STUDENT ACTIVITIES III SEMESTER

SUGGESTED STUDENT ACTIVITIES:

SKILL UPGRADATION – CO – PO MAPPING MATRIX
CREDITS: 2.5 maximum
1.5 minimum

COURSE CODE	CO	STUDENT ACTIVITY	DURATIONS	LINKED PO
18 HMCT 301C	CO1	1. Compile list of Manufactures of Hot &Cold Quantity Food Production.	02Hrs	9
		2. Compile Sample Menus and their Nutritive Value for Hostels and Hospitals.	02Hrs	5,9
		3. Survey and present Out door Parties, theme Parties decoration and Disposal list.	02Hrs	8,9,10
	CO3	4. Visit a hospital kitchen to study the food given to convalesce patients.	-	5,7,8
	CO4	5.Identify the authentic Sweet Dishes of old City Hyderabad.	02Hrs	5,6,7
		6.Visit to Old City for Warf/Silver Sheet used for sweet Dishes.	-	5,6,7,8
		7.Visit the popular Haleem Restaurants.	-	5,6,7
		8.Compile Sweet Dishes for Haldi Ceremonial.	02Hrs	5.6.7
		9.Visit the Pathergatti for Collecting information for Pearls.	-	5,6,7,8
		10. Visit Lad Bazaar for lac Bangles.	-	5,6,7,8
		11. G.I. Dishes visit to Paradise for Hyderabad Biryani.	02Hrs	5,6,8
	CO5	12. Roti pachadi varieties to be compiled of Andhra Region.	-	5,8,10

		13.Visit to Hotel Rayalaseema Ruchulu to compile Fish dishes and Ragi.	-	5,6,7,8
	CO5	14. Visit to Sweet Shop for Preparation of Chiroti.	02Hrs	5,6,7,8
		15. Preparation a list of Filling used in Puttarekullu.	02Hrs	8
		16. Visit the Library and Compile Tamilnadu, Kerala and Karnataka popular Dishes.	-	5,8,9
	CO6	17. Visit Food Centers for Humble Roti –Batti, Preparation, Stuffed Naans and Submit Report.	-	5,8,9
		18. Compile List of Parathas of Various Regions of North India.	02Hrs	5,8
		19. Compile and Present PPT an Cottage Cheese of Bengal Orissa Gujarat and Rajasthan.	02Hrs	5,7,8,9
		20.Prepare a report on the Halwayee Vendor.	02Hrs	5,7,9
		21. Present power –point on the Chat Bandaar.	02Hrs	5,7,9

M.I.C.E.

Course Title: **M.I.C.E.**		Course Code	: **18HMCT-302C**
Semester	: **III**	Course / Elective	: **Core**
Teaching Scheme (L:T:P)	: **Theory 50 Minutes (08)**	Credits	: **2 Credits**
Type of course	: **Laboratory course**	Total Contact Hours	: **45Hrs/120Pds**
CIE	: **60 Marks**	SEE	: **40 Marks**

Pre requisites

Execute the operations &manage administration of Food & Beverage service.

COURSE OUTCOMES:

CO1	Identify Food & Beverage service outlets calculate staff requirement objectives plan the decor equipment and assigning duties
CO2	Developing supervisory skills & appraise the team.
CO3	Identify the skills of serving Gueridon dishes
CO4	Perceive food & Beverage controls administration
CO5	Organizing meetings, incentives, conferences and events/ exhibitions
CO6	Plan &organize Buffets

Course Contents

1.0 Planning & operations of Food and Beverage service outlets

Duration:10 Pds

Layouts of Outlets-Space calculation & staff requirement- Planning for décor, lighting, Furniture – Duty Rota –Schedule.

2.0 Managing Food & Beverage Outlets.

Duration:10Pds.

Managing Food Beverage Outlets-Supervisory skills –Discipline –Cost reducing Methods Briefing – Performance Aprasial-Attendance.

3.0 Gueridon service

Duration:10Pds

General consideration of operations –Advantages & Disadvantages –equipment

4.0 Bar operations

Duration:10Pds

Types of bar-equipment-Bar control

5.0 MICE

Duration:10Pds.

Function catering –Definition –Types –staff Booking procedure –menus-space requirements-Table plans-Formal ,informal Banquets.

.6.0 Buffet:

Duration:10 Pds

Buffets, factors to plan a buffet-Area requiremts menu planning –Types-Displa

REFERENCE BOOKS

1. Food and Beverage Service by D.R. Lillycrap – Edward Amold.
2. Food and Beverage Service by Vijay Dhawan – Frank Bros. & Co.
3. Professional Food and Beverage Service Management by Brain Verghese Macmillan India Ltd.,
4. Food and Beverage Service Training Manual by Sudhir Andrews – Tata Mc Graw Hill Publishing Co. Ltd.
5. Multiple choice question on food service by Brian K. Julyan Heinemann London.

Suggested Learning Outcomes:

CO1:Identify Food & Beverage service outlets calculate staff requirement objectives plan the decor equipment and assigning duties.

1.1 Draw the layout of specialty restaurants, coffee shop, fast food center, pubs and disco, room service, flight kitchen, industrial canteen.
1.2 State the objectives of good layout.
1.3 List out steps in planning, F & B outlets.
1.4 Mention the factors to be considered while planning.
1.5 Explain the calculation of space requirements of various Food and Beverage service outlets.
1.6 Explain briefly the staff requirement.
1.7 Describe the selection and planning of heavy duty and light equipment.
1.8 Explain the criteria of calculating quantities of equipment required (crockery, glass ware, steel, silver, linen).
1.9 List out the suppliers and manufacturers.
1.10 Mention approximate cost of H.D. equipment, light equipment, crockery etc.

1.11 Explain about planning the décor, lighting &colour, furniture and furnishing.
1.12 List out the categories of staff for specialty restaurant, coffee shop and room service.
1.13 Define hierarchy.
1.14 Explain the need for hierarchy.
1.15 Explain assignment of duties and preparing duty Rota and staff schedule.

C02: Developing supervisory skills & appraise the team.

2.1 List out various supervisory skills.
2.2 Explain the need for discipline.
2.3 List out cost reducing methods.
2.4 Explain about briefing in detail.
2.5 Explain the need for training and discuss its importance.
2.6 List out the things that supervisor must do to appraise his team.
2,7 Explain how the attendance registers are maintained

C03 Identify the skills of serving Gueridon dishes

3.1Define and give a brief description of gueridon service.

3.2List out general considerations of operation of gueridon service.

3,3Explain about the advantages and disadvantages.

3.4 List out the equipment required

C04 : Perceive food & Beverage controls administration.

4.1 Explain about goods received book.
4.2Give the meaning of terms ullage, allowance and off-sales book.
4.3 Explain about transfer book, bin – cards, requisition form.
4.4 Explain cellar control.

CO5 Organising meetings, incentives, conferences and events/ exhibitions.

5.1Define function catering.

5.2List out different types of functions.

5.3List out function catering staff.

5.4Explain the duties and responsibilities of function catering staff.

5.5Explain function administration.

5.6Give the specimen of function confirmation form.

5.7Draw various table plans and explain seating arrangement.

5.8Calculate space and area required for banquets.

5.9State the order of service for formal functions.

5.10Explain about toasting.

5.11Explain in brief about various informal banquets (reception – cocktail parties – conference and seminar exhibition – fashion shows).

5.12Explain outdoor catering.

C06 Plan&organise Buffets

6.1 List out factors to be considered while planning buffet.

6.2 Calculate area required.

6.3 Explain planning and organization of buffets.

6.4 Plan menus for various types of buffets.

6.5 Explain about different types of buffets arrangement. (sit down-fork-finger-cold buffet-breakfast buffet).

6.6 List out the equipment required for buffets.

6.7 Explain the check list details.

E-Learning Links:

hotel du vin

https://www.hotelduvin.com

www.srisriuniversity.edu.in

www.bolc.co.uk> Free Hotel Management

www.oxfordhome study.com

Free outline Hospitality courses and MOOCS

https:// www.classcentral.com>tag

Accordingly, the modified C-18 curriculum examination pattern is;

1. Midsem-I and Midsem-II examinations conducted for 20 marks each for the duration of 1 hour only.
2. Midsem-III and End Exmination conducted together for 40 marks for the duration of 2 hours only.

The question paper pattern in Mid Sem Examinations is as follows;

S.No	Description	Level	No. of questions	Marks for each question	Choice	Total Marks
01	Part-A	Remembering (R)	4	1	Nil	4 Marks
02	Part-B	Understading (U)	4	3	2	6 Marks
03	Part-C	Application (A)	4	5	2	10 Marks
					Total Marks	20 Marks

The question paper pattern in End Sem Examinations is as follows;

S.No	Description	Level	No. of questions	Marks for each question	Choice	Total Marks
01	Part-A	Remembering (R)	8	1	Nil	8 Marks
02	Part-B	Understanding (U)	8	3	4	12 Marks
03	Part-C	Application (A)	8	5	4	20 Marks
					Total Marks	40 Marks

	COURSE OUT COME	**CL**	**Linked PO**	**Teaching H**
CO1	Identify Food & Beverage service outlets calculate staff requirement objectives plan the decor equipment and assigning duties	R/U/A	1,2,4,5,9,10	12
CO2	Developing supervisory skills & appraise the team.	R/U/A	1,2,6,7,8,9, 10	10
CO3	Identify the skills of serving Gueridon dishes	R/U/A	1,2,8,9,10	08
CO4	Perceive food & Beverage controls administration	R/U/A	1,2,5,6,7,8, 9,10	10
CO5	Organizing meetings, incentives, conferences and events/ exhibitions	R/U/A	1,2,3,5,6,7, 8,9,10	20
CO6	Plan & organize Buffets	R/U/A	1,2,9	10

C-18 New Pattern

MID SEM-I EXAM

S.No	Unit Name	R	U	A	Remarks
1	Planning & operations of Food and Beverage service outlets	1, 2	5(a) 5(b)	7(a) 7(b)	
2	Managing Food & Beverage Outlets	3, 4	6(a) 6(b)	8(a) 8(b)	
Total Questions		4	4	4	

MID SEM –II EXAM

S.No	Unit Name	R	U	A	Remarks
1	Gueridon service	1, 2	5(a) 5(b)	7(a) 7(b)	
2	Bar operations	3, 4	6(a) 6(b)	8(a) 8(b)	
Total Questions		4	4	4	

Semester End Examination

Sl No	Unit No.	Unit Name	Questions to be set for SEE				Remarks
			R		U	A	
1	I	Planning & operations of Food and Beverage service outlets	4	1	9(a)	13(a)	
2	II	Managing Food & Beverage Outlets					
3	III	Gueridon service		2	10(a)	14(a)	
4	IV	Bar operations					
5	V	MICE		3 (5, 6)	9(b) 11(a) 11(b)	13(b) 15(a) 15(b)	
6	VI	Buffet		3 (7,8)	10(b) 12(a) 12(b)	14(b) 16(a) 16(b)	
Total Questions			8		8	8	

Legend:	Remembering (R)	1 Mark
	Understanding (U)	3 Marks
	Application (A)	5 Marks

Instructions to the Students:

1. The student has to attempt either (a) or (b) question under the given question in serial.

2. The students are advised not to attempt more than prescribed questions in the exam.
3. In case additional questions attempted by the students, the consideration will be given on the basis of priority of first attempted question as the valid answer.

4. The student has to write the answer for the Questions of 1 mark, not more than ¼ page and 3 marks, not more than 1 page and 5 marks, not more than 2 pages.

STUDENT ACTIVITIES III SEMESTER

SUGGESTED STUDENT ACTIVITIES:

SKILL UPGRADATION – CO – PO MAPPING MATRIX
CREDITS: 2.5 maximum
1.5 minimum

COURSE CODE	CO	STUDENT ACTIVITY	DURATIONS	LINKED PO
18 HMCT 302C	CO1	22. Market Survey for fixtures Light Fillings and submit Pricelist.	02Hrs	5,7,9
		23. Visit your Institution Hostel and Prepare Duty Rota of the Kitchen.	-	5,7,8,9
		24. Prepare Staff Schedule of Hostel Staff of Your Institution.	02Hrs	5,7,8,9
	CO2	25.Prepare Constitution of Attendance of Hostel Staff at your Institution.	02Hrs	5,7,9
	CO3	26.Market Survey for Preparing Comparative Statement for Gueridon Service.	02Hrs	5,7,9
	CO4	27.Prepare PPt by visiting Discotheques, Bars in Hyderabad.	02Hrs	5,7,9
		28. Compile alcoholic Brands and pricing Methods in Bars of 5 Star Hotels.	02Hrs	5,7,9
	CO5	29. Visit Various function Hall to Study the amentias provided and Compute the same.	-	5,7,9
		30. Collect Various Banquet, Menus and Compile.	02Hrs	5,7,8,9
	CO6	31. Visit function Hall and Compile Buffet Menus for Weddings, Reception, Birthdays Anniversary Family Events.	02Hrs	5,8,9,10
		32. Compile Video Grapplers prices list, Address and Latest Technology.	-	5,8,9
		33. Prepare Price List of Flowers Decorator in Functions.	02Hrs	5,6,7
		34.Draw the Different Banquet arrangement and Table Plan.	02Hrs	5,6

FRONT OFFICE MANGEMENT

Course Title: **FRONT OFFICE MANGEMENT**		Course Code	: **18HMCT-303C**
Semester	: **III**	Course / Elective	: **Core**
Teaching Scheme (L:T:P)	: **30: 15: 0**	Credits	: **3 Credits**
Type of course	: **Lecture + Assignments**	Total Contact Hours	: **45Hrs/60Pds**
CIE	: **60 Marks**	SEE	: **40 Marks**

Pre-requisites:

The student should be able to effectively manage and develop skills at handling a diverse work-force.

Course Outcome:

CO1	Summarize functions of front office Accounts and Guest cycle financial tracking, and record settlement for all goods and services provided.
CO2	Establish night audit functions role of night auditor and typical night audit steps.
CO3	Identify functions of management establishment room rates, ratios reports.
CO4	conceptualize, apply and develop successful yield management strategy.
CO5	Importance of Management styles, mission statement, service strategy solutions service performance gap.
CO6	Forecast staffing requirement, selecting, training and motivation.

COURSE CONTENT:

1. Front office Accounting

Front Office Accounting - Functions of accounting systems, use of accounts, types of accounts, folio vouchers, ledgers, creation and maintenance of accounts privilege, credit monitoring, transactions – six types, internal controls, front office cash sheet and cash balance

2. Night- Auditor

Night Auditor – its functions, duties of Night Auditor, daily and supplemental scripts, audit posting formulae, unpaid balances, accounts integrity, interface perspective technology in hospitality

3. Planning And Evaluating

Establishing room rates, forecasting room availability, data, ratio, 10-day and 3-day forecasts, rack rates, rate measurement averages budget planning, operation reports, occupancy ratios, rooms' revenue analysis, income statement, budget reports, operating ratios and standards

4. **Yield management**

Concept of yield management, potential average rate, yield factor RPAR, price change, offset in non-room revenue, element of successful yield management, advantages of using yield management, computer software.

5. Hospitality management:

Hospitality Management – its importance, mission statement, service strategy, points of difference, movements of truth, strategic solutions, service performance gap.

6. Recuriting , Training &

Motivation

Assessing personnel needs-forecasting needs-Determing desirables-employee qualities-Communicating personnel needs-Recruitment methods-internal resources-promotions-transfers referrals.

Recommended books:

1) American Hotel & Motel.
   Association –front –office management
2) Front office management by SK bhatnakar

Suggest learning Outcomes.

CO1 Summarize **functions of front office Accounts and Guest cycle financial tracking , and record settlement for all goods and services provided.**

1. 1 Explain function of Accounting Systems

1.2 Describe the uses of accounts and types of accounts.

1.3 Discuss folio voucher and ledgers.

1.4 Explain creation and maintenance of account s and record keeping functions.

1.5 state the three system of record keeping and discuss in detail non automated, semi automated and fully automated.

1.6 Explain about charge privilege and device credit monitoring and importance of account maintenance.

1.7 Discuss transaction and its types and differentiate between cash payment and charge purchase, and account correction.

1.8. Explain the method of cash advance and method of payments. Cash credit traveler's cheque credit card.

1.9Outline the elements of direct billing and special programme.

1.10 List out functions of internal controls.

1.11 Differentiate between Front Office cash sheet, Cash Book and Account settlement.

C02Establish night audit functions role of night auditor and typical night audit steps.

2.1 List out the function of Night Audit.

2.2. Explain Cross- reference Accounts documents, Accounts integrity, Monitoring guest credit limits.

2.3 State Audit posting formula.

2.44 Differentiate Daily and Supplemental Transcripts.

2.5 Explain the Operating Modes used in night Audit Procedures.

2.6 Describe the ten steps common in a Night Audit?

2. 7 List the features of system update in a computerized system for Night Audit
C03Identify functions of management establishment room rates, ratios reports.1 Explain Management's seven specific function.

3.1 Identify the typical items managers should consider when establishing room- rates, apply two common methods of establishing room rates.

3.2 Explain the information that can help front office managers use to forecast room availability, data ratio and formula.

3.3 Explain different Forecast needs to maintain Room Counts.

3.4. Discuss about rates measurement averages.

3.5 Explain the primary responsibilities of the front office managers in budget planning.

3.6 State the purpose of the daily operations report.

3.7 Identify and define various occupancy ratios – occupancy percentage, multiple occupancy ratios, ADR, ARG.

3.8 Outline methods of room revenue analysis and relate between the hotel's statements of income and the rooms division income statement.

3.9 Emphasize how budget reports can be used to analyze operations.

3.10 discuss useful operating ratios standards.

CO4 Conceptualize, apply and develop successful yield management strategy.

4.1 Identify the three ways that yield management uses and Forecast information to maximize room revenue.

4.2 Explain what the potential average rate is and how it is determined.

4.3 Describe the calculation and use of the room rate achievement factors, yield and RPAR.

4.4 Define identical yield and equivalent occupancy and state how they differ from000 each other.

4.5 Determining whether any additional revenue brought in by a room price change will be offset by a change in non-room revenue.

4.6 Discuss five elements that must be included in one development of a successful yield management strategy.

4.7 Identify possible yield management tactics to implement under various circumstances

4.8. Cite the advantages of using yield management computer soft ware.

C05 Importance of Mnagement styles, mission statement, service strategy solutions service performance gap.

5.1Emphasize the importance and management of hospitality.

5.2Explain the importance of Mission statement.

5.3Discuss about service strategy and the points of difference in service.

5.41.4 State the Movements of truth in hotel service management, employee buy-staff product knowledge, specify skill required in front office position.

5.5 explain hospitality delivery by recognizing guest needs and service performance gap (SPG)

C06 Forecast staffing requirement, selecting, training and motivation..

6,1Forecasting needs-future vacancies and determine the work hours.

6.2Explain communicating Personnel needs to HRD.

6.3Explain Elements of Training

6.4Job lists and Job break downs.

6.5Recruitment Methods , Internal and external. ,promotions.

6.6.Explain advantages and, need for Posting Job openings.

6.7Compiling score card for interview.

6.8State Empolyee Referral Programme

6.9. Criteria for SCORE CARD to conduct interview

6.10. Define &Explain Motivation, its types ,employing Disabled Workers

6.11. Explain scheduling ,it's types , Alternative Scheduling Techniques.

E-LEARNING LINKS:

hotel du vin

https://www.hotelduvin.com

www.srisriuniversity.edu.in

www.bolc.co.uk> Free Hotel Management

www.oxfordhome study.com

Free outline Hospitality courses and MOOCS

https:// www.classcentral.com>tag

Accordingly the modified C-18 curriculum examination pattern is;

1. Midsem-I and Midsem-II examinations conducted for 20 marks each for the duration of 1 hour only.
2. Midsem-III and End Examination conducted together for 40 marks for the duration of 2 hours only.

The question paper pattern in Mid Sem Examinations is as follows;

S.No	Description	Level	No. of questions	Marks for each question	Choice	Total Marks
01	Part-A	Remembering (R)	4	1	Nil	4 Marks
02	Part-B	Understating (U)	4	3	2	6 Marks
03	Part-C	Application (A)	4	5	2	10 Marks
					Total Marks	20 Marks

The question paper pattern in End Sem Examinations is as follows;

S.No	Description	Level	No. of questions	Marks for each question	Choice	Total Marks
01	Part-A	Remembering (R)	8	1	Nil	8 Marks
02	Part-B	Understating (U)	8	3	4	12 Marks
03	Part-C	Application (A)	8	5	4	20 Marks
					Total Marks	40 Marks

	COURSE OUT COME	CL	Linked PO	Teaching H
CO1	Summarize functions of front office Accounts and Guest cycle financial tracking, and record settlement for all goods and services provided.	R/U/A	1,2,4,5,9,10	12
CO2	Establish night audit functions role of night auditor and typical night audit steps.	R/U/A	1,2,6,7,8,9, 10	10
CO3	Identify functions of management establishment room rates, ratios reports.	R/U/A	1,2,8,9,10	08
CO4	Conceptualize, apply and develop successful yield management strategy.	R/U/A	1,2,5,6,7,8, 9,10	10
CO5	Importance of Management styles, mission statement, service strategy solutions service performance gap.	R/U/A	1,2,3,5,6,7, 8,9,10	20
CO6	Forecast staffing requirement, selecting, training and motivation.	R/U/A	1,2,9	10

C-18 New Pattern
MID SEM-I EXAM

S.No	Unit Name	R	U	A	Remarks
1	Front office accounting	1, 2	5(a) 5(b)	7(a) 7(b)	
2	Night audit	3, 4	6(a) 6(b)	8(a) 8(b)	
Total Questions		4	4	4	

MID SEM –II EXAM

S.No	Unit Name	R	U	A	Remarks
3	Reports and statistics	1, 2	5(a) 5(b)	7(a) 7(b)	
4	Yield management	3, 4	6(a) 6(b)	8(a) 8(b)	
Total Questions		4	4	4	

Semester End Examination

Sl No	Unit No.	Unit Name	Questions to be set for SEE					Remarks
			R			U	A	
1	I	Front office accounting	4	1		9(a)	13(a)	
2	II	Night audit						
3	III	Reports and statistics		2		10(a)	14(a)	
4	IV	Yield management						
5	V	Hospitality management		3	5, 6	9(b) 11(a) 11(b)	13(b) 15(a) 15(b)	
6	VI	Recruitment and training			7,8	10(b) 12(a) 12(b)	14(b) 16(a) 16(b)	
Total Questions			8			8	8	

Legend:	Remembering (R)	1 Mark
	Understanding (U)	3 Marks
	Application (A)	5 Marks

Instructions to the Students:

1. The student has to attempt either (a) or (b) question under the given question in serial.
2. The students are advised not to attempt more than prescribed questions in the exam.
3. In case additional questions attempted by the students, the consideration will be given on the basis of priority of first attempted question as the valid answer.
4. The student has to write the answer for the Questions of 1 mark, not more than ¼ page and 3 marks, not more than 1 page and 5 marks, not more than 2 pages.

STUDENT ACTIVITIES III SEMESTER

SUGGESTED STUDENT ACTIVITIES:

SKILL UPGRADATION – CO – PO MAPPING MATRIX
CREDITS: 2.5 maximum
1.5 minimum

COURSE CODE	CO	STUDENT ACTIVITY	DURATIONS	LINKED PO
18HMCT 303C	CO3	35.Prepare Date of Student Attendance in Excel Sheet.	02Hrs	5,7,8,9
		36.Prepare Student Pass percentage of Previous years in Excel Sheet	02Hrs	5,7,8,9
		37.Compute Cash Sheet in Excel Spread Sheet	02Hrs	5,7,8
		38.Prepare 3days ,10days Forecast for PPt.	02Hrs	5,6,7
	CO5	39.Present Power –point on Sample Mission Statement.	02Hrs	5,6,7,8,9,10
		40.Make a Poster Presentation of Employing Bay	02Hrs	5,6,7,8,9,10
	CO6	41.Prepare Poster for Internal Recruitment	02Hrs	5,6,7,8,9,10

BOARD DIPLOMA EXAMINATIONS (C 18)
III SEMESTER

FRONT OFFICE MANAGEMENT

MID-1

Part-A

Answer all questions .Each question carries one mark.

1What is Folio ?

2.what is travelers Cheque ?

3.State Audit posting Formula .

4.What is Accounts Integrity ?

Part-B

Answer all questions .Each question carries Three marks 2x3=6

5.a)Enlist Types of Vouchers and their Uses.

or

b) Enlist types of Legers and their uses

6 a) Write the Uses of Daily Transcripts

Or

b) Why is Cross –Reference of Document necessary by aAuditor .

Part –C

Answer all questions. Each question carries Five marks 2x5=20

7a) Discuss the methods of Payment that occur in Front –office of a Hotel.

(or)

b) Explain the importance of the three system of Record Keeping .

8a) Discuss the features of System Update for Computerized Night Audit.

(or)

b) Explain the Operating modes used in Night Audit procedure

18 HMCT-303C

BOARD DIPLOMA EXAMINATIONS (C 18)
III SEMESTER
FRONT OFFICE MANAGEMENT

MID-II

Part-A
Answer all questions .Each question carries ONE mark 4x1=4

1.Mention the Two most common methods of Establishing Room Rates

2 State the term ADR

3. State RPA

4. State Yield

Part-B

Answer all questions .Each question carries three marks 2x3=6

5a) Enlist the types of forecast need to maintain Room Counts.

or

b) Identify the typical items which are Considered by Managers for Establishing Room Rates

6.a) Identify the three ways to Secure maximum Yield Management room Revenue .

or

b) Enlist the Five Elements that are found in Yield Management Strategy .

Part-C

7.a)Explain the methods used for Room Revenue Analysis

or

b)Discuss the role of Front Office Manager in Budget Planning

8.a)Explain the advantages of Computer Software in Yield Management .

or

b)(Describe the Calculation required for Achieving Room Rate A.F

BOARD DIPLOMA EXAMINATIONS (C 18)
III SEMESTER
FRONT OFFICE MANAGEMENT

Answer all questions Each question carries one mark 8x1=8

1. What is 'T' Account?
2. State A.F.
3. State SPG.
4. What is Transposition Error?
5. Define the terms Product Orient
6. Mention the three Basic needs of as per mission Statement
7. What is Cross Training?
8. What is Alternative Scheduling

Part-B

Instructions: (1) Answer all questions.

(2) Each question carries 3 marks.

9. a) Write the importance of Guest Ledger.
   or
   b) Explain the importance of Personalizing the Guest Service .
10. a) Enlist the Elements for Developing Successful Yield Management.
   (Or)
   b) Enlist the Methods of Recruitment
11. a) Explain the Methods of Recruitment .
   (Or)
   b) Enlist the specifies for the Moment of Truth
12. a) Differentiate Job List and Job Breakdowns
   (Or)
   b) Explain the use of Employee Referral Programmed

PART-C

Answer all questions Each question carries five mark 04x05=20

13a)Explain the importance of Cross –Reference Accounting Documents and Accounts Integrity in Night Audit.

(or)

b)Discuss the Factories that influence Guest Expectation with an illustration .

14a)Explains the Common Methods of Establishing Room Rates .

(OR)

b)Explain the importance ,need and types of Motivation

15a)Discuss the Styles and importance of Hospitality Management.

(OR)

b)Write the importance of the Concept called Employee Bay in Hospitality Management.

16a) Discuss the importance and Elements of Training.

(OR)

b)Explain the Various methods of Internal and External Recruitm

HOUSE KEEPING OPERATIONS

Course Title: **HOUSE KEEPING OPERATIONS**		Course Code	: **18HMCT-304C**
Semester	: **III**	Course / Elective	: **Core**
Teaching Scheme (L:T:P)	: **Theory 50 Minutes (08)**	Credits	: **2 Credits**
Type of course	: **Laboratory course**	Total Contact Hours	: **45Hrs/120Pds**
CI	: **60 Marks**	SEE	: **40 Marks**

Prepre-requisite

Process of ability to understand different operation skills required in Housekeeping staff.

Course outcomes:

CO1	Coordination with other department & record Maintenance & computer record
CO2	Classify Types of linen exchange and control process, stock taking procedure & recycling procedures.
CO3	Outline Stages in wash cycle, acquaintance with laundry Equipment and machinery dry cleaning process and stain removal.
CO4	Choose Types of uniforms issuing, and exchange of uniforms selecting and designing of the uniforms.
CO5	Plan Types of guest rooms furniture and fixtures bed matrix beddings soft furniture.
CO6	Distinguish elements of interior decoration colour scheme different types of lighting fixtures.

Course content:

1 Housekeeping inter relation with other department and clerical work.

Interrelation with – front office- food and beverage – maintenance – security stores – personnel – accounts – other departments – use of computes aids.

2 Linen Room

Importance –activities-layout-count-composition-sizes-par stock

3 Laundry

Laundry –types-advantages-disadvantages-and off premises laundry –types of laundry

Equipment –laundry process.

4 Uniforms

Uniforms-importance-advantages of uniforms –types-issuing and exchange-selection

& designing –layout

5 Planning Trends

Guest room layout and types of guest room refurnishing and redecorations sizes of rooms furniture arrangements bed matrixes beddings fixtures and fittings.

6 Interior decoration

Principles of design as applied Special Decoration : Various occasions –

material used and cost incurred- theme decoration. Colour harmony and

colour schemes

Interior Decoration : Elements of Design colour and its role in Décor- windows and window treatments- lighting and lighting fixtures – floor finishes-Carpets- furniture and fitting- accessories.

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 or Hoteliers, Licenses and Caterer by D.C.Gladwell.

House hold equipment by Wile

Learning outcomes

C01 **coordination with other departments & record maintenance & computer work.**

1.1 Explain the inter – relation of house keeping with other departments.
1.2 Explain the clerical work of housekeeping department.
1.3 Explain use of computer aids in the department.
1.4 Explain about lost and found register, Maids report, hand over record, guests special request register, records of special request register, records of special cleaning, attendance record, duty rotas, stock records and V.I.P. list

C02 classify Types of linen, linen exchange and control process, stock taking procedures & recycling procedures.

2.1 List the activities of lien room.

2.2 Draw the layout and state the requisites of linen room.

2.3 Explain the selection criteria for various lien items-room linen and F & B linen.

2.4 Describe the purchase of linen.

2.5 State the procedure for calculation of linen requirement.

2.6 Explain linen control-procedures and records.

2.7 Explain the term stock taking-procedure and records.

2.8 Mention about recycling of discarded linen.

2.9 State advantage and disadvantages of linen hire.

C03 outlinestages in wash cycle, acquaintance with laundry equipment selecting and designing of the uniforms.

2.7 State the types of laundry commercial and on site laundry.
2.8 Describe the flow process of industrial laundering –OPL.
2.9 Discuss the stages in the wash cycle.
2.10 Explain about the laundry equipment and machines.
2.11 Give the layout of the laundry.
2.12 Describe the dry cleaning process.
2.13 Mention about guest laundry service.
2.14 Define stain removal.
2.15 State the types of stain removal agents.
2.16 Explain stain removal.

C04 **choose Types of uniforms, issuing and exchange of uniforms selecting and desig**
of the uniforms.

4.1 state the advantages of providing uniform to staff.
4.2 Mention the types of uniforms and explain the issuing and exchange of uniforms.
4.3 Explain the selection and designing of uniforms
4.4 Draw layout of the uniform room.
4.5 List out the activities of swinging room.
4.6 Mention about equipment of swinging room.

C05 plans Types of guest rooms furniture and fixtures bed matrix bedings soft furniture's.

5.1 Importance of Guest room.

5.2Types of Guest room.

5.3State the Guest room status and furniture and its arrangements.

5.4Explain about guest room fixtures and fittings.

5.5State the types of beds mattress and bedding, soft furnishing

C06 Distinguish elements of interior design interior decoration colour scheme different types

6.1 Explain the importance of flower arrangement.

6.2State the principles of design as applied to flower arrangement..

6.3.Describe the role of colour in interior decoration.

6.4Explain about the colour scheme.

6.5Discuss the importance of lighting.

6.6 Classification of lighting, and discuss the various types of lights and lighting fixture.

6.7Identification of ceilings and wall covering

E-LEARNING LINKS:

hotel du vin

https://www.hotelduvin.com

www.srisriuniversity.edu.in

www.bolc.co.uk> Free Hotel Management

www.oxfordhome study.com

Free outline Hospitality courses and MOOCS

https:// www.classcentral.com>tag

Accordingly the modified C-18 curriculum examination pattern is;

1. Midsem-I and Midsem-II examinations conducted for 20 marks each for the duration of 1 hour only.
2. Midsem-III and End Exmination conducted together for 40 marks for the duration of 2 hours only.

The question paper pattern in Mid Sem Examinations is as follows;

S.No	Description	Level	No. of questions	Marks for each question	Choice	Total Marks
01	Part-A	Remembering (R)	4	1	Nil	4 Marks
02	Part-B	Understanding (U)	4	3	2	6 Marks
03	Part-C	Application (A)	4	5	2	10 Marks
					Total Marks	20 Marks

The question paper pattern in End Sem Examinations is as follows;

S.No	Description	Level	No. of questions	Marks for each question	Choice	Total Marks
01	Part-A	Remembering (R)	8	1	Nil	8 Marks
02	Part-B	Understanding (U)	8	3	4	12 Marks
03	Part-C	Application (A)	8	5	4	20 Marks
					Total Marks	40 Marks

	COURSE OUT COME	**CL**	**Linked PO**	**Teaching Hrs**
CO1	Coordination with other department & record Maintenance & computer record	R/U/A	1,2,3,7	06
CO2	Classify Types of linen exchange and control process , Stock taking procedure & recycling procedures.	R/U/A	1,2,3,7,10	08
CO3	Outline Stages in wash cycle, acquaintance with laundry Equipment and machinery dry cleaning process and stain removal.	R/U/A	1,2,3,7,10	08
CO4	Choose Types of uniforms issuing, and exchange of uniforms Selecting and designing of the Uniforms.	R/U/A	1,2,3,7,10	08
CO5	Plan Types of guest rooms furniture and fixtures bed matrix beddings soft furniture.	R/U/A	1,2,3,7,10	08
CO6	Distinguish elements of interior decoration Color Scheme different types of lighting fixtures.	R/U/A	1,2,3,7,10	15

MID SEM-I EXAM

S.No	Unit Name	R	U	A	Remarks
1	**Housekeeping inter relation with other department and clerical work.**	**1, 2**	**5(a) 5(b)**	**7(a) 7(b)**	
2	**Linen Room**	**3, 4**	**6(a) 6(b)**	**8(a) 8(b)**	
Total Questions		**4**	**4**	**4**	

MID SEM –II EXAM

S.No	Unit Name	R	U	A	Remarks
1	**Laundry**	**1, 2**	**5(a) 5(b)**	**7(a) 7(b)**	
2	**Uniform**	**3, 4**	**6(a) 6(b)**	**8(a) 8(b)**	
Total Questions		**4**	**4**	**4**	

Semester End Examination

Sl No	Unit No.	UNIT NAME	Questions to be set for SEE					Remarks
			R		U	A		
1	I	Housekeeping inter relation with other department and clerical work.	4	1		9(a)	13(a)	
2	II	Linen Room						
3	III	Laundry		2		10(a)	14(a)	
4	IV	Uniform						
5	V	Planning trends		3	5, 6	9(b) 11(a) 11(b)	13(b) 15(a) 15(b)	
6	VI	Interior Decoration			7,8	10(b) 12(a) 12(b)	14(b) 16(a) 16(b)	
Total Questions			8		8	8		

Legend:	Remembering (R)	1 Mark
	Understanding (U)	3 Marks
	Application (A)	5 Marks

Instructions to the Students:

1. The student has to attempt either (a) or (b) question under the given question in serial.

2. The students are advised not to attempt more than prescribed questions in the exam.

3. In case additional questions attempted by the students, the consideration will be given on the basis of priority of first attempted question as the valid answer.

4. The student has to write the answer for the Questions of 1 mark, not more than ¼ page and 3 marks, not more than 1 page and 5 marks, not more than 2 pages.

STUDENT ACTIVITIES III SEMESTER

SUGGESTED STUDENT ACTIVITIES:

SKILL UPGRADATION – CO – PO MAPPING MATRIX
CREDITS: 2.5 maximum
1.5 minimum

COURSE CODE	CO	STUDENT ACTIVITY	DURATIONS	LINKED PO
18 HMCT 304C		42.Clean the Surroundings Areas of your Institution	02Hrs	6,7,8,10
	CO1	43.Make a Poster Presentation organization of housekeeping	02Hrs	5,8,9
		44.Market Survey for Damask material and for Napery	02Hrs	5,8
	CO2	45.Prepare List of Suppliers for Bed, Bath Tub, Table Cover, Uniform for a Hotel	02Hrs	5,8
		46.Survey and Collect Samples of Institution with detail of Weft and Warp Count.	02Hrs	5,8
		47.Study and Present Report on types of Wood for Cots.	02Hrs	5,8,9
		48.Composition and Leading Brands PPt on Mattress /Bedding.	02Hrs	5,6,9
		49.Visit to Hotel for Noting Décorin Five Star Hotels.		5,8
		50. compile floor finish of wood and vitrified tiles used for hotels		5,7,8,9
		51.Market Survey for Whole sale Flower seller.	02Hrs	5,8
		52.Visit to Flouriest and Hotels to Study Flower Arrangements.		5,8
		53.Visit to Hotels for observing the types of Ceiling and Chandeliers.		5,7,8
	CO5	54.Write a report on different types of Rooms by Visiting Hotels.	02Hrs	5,7,8,9

BOARD DIPLOMA EXAMINATIONS (C 18)
III SEMESTER
HOUSE KEEPING OPERATIONS

MID-II

PART-A

Answer **all** questions, Each Question carries one mark **4x1 = 4 Marks**

1. Draw the layout of the Laundry.
2. Define the term Javolle water.
3. How are the Par Levels for staff uniforms established?
4. State the Classification of Stains.

PART-B

Answer **two** questions. Each question carries three marks **2x 3 = 6 Marks**

5. (a) What are the various general methods involved in Stain removal.

   (Or)

   (b) Write the advantages of Dry Cleaning.
6. (a) Write the advantages of providing staff uniforms in a Hotel.

   (Or)

   (b) How would you remove the following Stains?

   a) Ball point ink b) Curry C) Coffee.

PART-C

Answer **two** questions. Each question carries five marks **2x 5 = 10 Marks**

7. Enumerate the process of issuing and exchanging the Staff uniform.

   (Or)

   (b) Mention to different types of uniform articles commonly used in Hotels.

8. (a) Describe the Flow process of industrial Laundering OPL.

   (Or)

   (b) Explain the various stages followed in Laundry processing.

BOARD DIPLOMA EXAMINATIONS (C 18)
III SEMESTER
HOUSE KEEPING OPERATIONS
MID-0049

PART-A
Answer **all** questions, Each Question carries one mark **4x1 = 4 Marks**

1. Enlist the types of Records maintained in House Keeping Department.
2. Draw a format of an indent sheet in the stores in Indent book.
3. List out the activities of Linen room.
4. Stage the advantages of linen hire.

PART-B
Answer **two** questions. Each question carries three marks **2x 3 = 6 Marks**

5. (a) Write the use of Computer aids in the House Keeping Department.

(Or)

(b) Draw the Format of Lost and Found Register.

6. (a) What do you mean by Par-stock quantities of Linen and discuss two and discuss any two factors go into the setting up of Par Stock linen.

(Or)

(b) Draw the Sample room linen inventory form.

PART-C
Answer **two** questions. Each question carries five marks **2x 5 = 10 Marks**

7. (a) Control Desk is Crucial to the House Keeping department? Justify the Statement.

(Or)

(b) Elucidate the Coordination of Control Desk with front Office and Engineering department.

8. (a) Explain the Procedure of Issuing Linen for guest room Food & Beverage Service.

(Or)

(b) Discuss how Linen control can be maintained in a Hotel.

BOARD DIPLOMA EXAMINATIONS (C 18)
III SEMESTER
HOUSE KEEPING OPERATIONS

PART-A

Answer **all** questions 8**x1 =8 Marks**

1. Draw the layout of a Linen room.
2. State the types of Commercial and on site Laundry.
3. State the Layout of Bed mattresses.
4. Draw the Layout of the Uniform room.
5. What are the items of Furniture found in the Guest room?
6. State the types of Guest room commonly found in five star Hotel.
7. How do you Classify light based
8. List out the basic materials used in Flower Arrangement.

PART-B

Answer **four** questions **4 x 3 = 12 Marks**

9. (a) Write the Procedure for discarded Linen.

(Or)

(b) Classify the various types of guest room furniture.

10. (a) Mention the advantages of Uniform to Staff.

(Or)

(b) What are warm and cool colors? How are they used in interiors?

11 (a) what are the item of furniture found in guest room? Write short notes on their Selection.

(Or)

(b) What are downs, quilts and duvets.

12 (a) How do you maintain for Fabric wall coverings in a Hotel.

PART-C

Answer **four** questions. Each question carries **five** marks 4 **x 5 = 20 Marks**

13 (a) Explain the inter relation of House-Keeping with Front Office and Engineering Department.

(Or)

(b) Describe the various types of Fixtures and Fittings found in Guest rooms.

14 (a) Explain the issuing and exchange of Uniforms in a Hotel industry.

(Or)

(b)Describe the Japanese way of Arranging Flowers.

15. (a) Describe the procedure for Bed making.

(OR)

(b) How would you go about arranging Furniture in a Hotels Suite.

16. (a) Explain the Design to be Followed in Flower Arrangements.

(Or)

(b) Discuss Prang's Colors Scheme with the help of Color Wheel.

HOTEL ACCOUNTS

Course Title: **HOTEL ACCOUNTS**		Course Code	: **18HMCT-305C**
Semester	: **III**	Course / Elective	: **Core**
Teaching Scheme (L:T:P)	: **Theory 50 Minutes (08)**	Credits	: **2 Credits**
Type of course	: **Laboratory course**	Total Contact Hours	: **45Hrs/120Pds**
CIE	: **60 Marks**	SEE	: **40 Marks**

PRE REQUSITE:

Manage the payments & receipts.

Course Outcomes:

CO1	Importance of Basic Accountancy objectives & Business transactions.
CO2	Utilization of Negotiable instruments.
CO3	Maintain departmental accounts & transactions.
CO4	Determine the books of journal , ledger, subsidiary & postings.
CO5	Compile single, two, three columnar & Uniformed system of accounting
CO6	Compare , verify & balance the Bank reconciliation statement.

Course content:

1.0 Basics of accountancy

Basic of Accountancy – Definition, objectives, merits, demerits, different terms of accountancy, classification of accounts.Business transactions

2.0 Negotiable instruments

1. Negotiable Instruments- Types of credit Instruments, Types of Cheques, Demand draft- Bill of exchange, Promissory Note, Money order- E-transfer.

3. DEPARTMENTAL ACCOUNTING

Departmental accounts – meaning, objectives, advantages, disadvantages, allocate and apportion – method of recording – problems on departmental accounts – profit levels – criteria – departmental transactions

4. JOURNAL,LEDGR,SUBISIDARY BOOKS

– journal book – subsidiary book – debit note, credit note, trade discount, cash discount - ledger posting

5. FINAL ACCOUNTS

Simple cash book, two column and three column cash book and petty cash book – trial balance- Final Accounts

6. Bank reconciliation statement

Bank Reconciliation Statement – credit instruments – definition on B.R.S. – differences between cash book and pass book balances – points to be noted while preparing B.R.S. – format of B.R.S. and problems.

Recommended books:

- S. Raman – General Accounting for Hotel Management – United Publishers – Jeepu – Mangalore –1.
- Grewal T.S. 'Introduction of Accountancy'.
- Grewal T.S. 'Double Entry Book-keeping'.
- Maheswari S.N. 'Introduction to Accountancy
- Jain & Narang 'Accounting – Volumes I & II'.
- Book keeping by K.Suryasaiah, Shanmukha Swamy.

Suggested Learning outcomes:

1.0 CO1 Importance of basic accountancy & business transactions

1.1 Define Book keeping, objectives and advantages
1.2 Define account, discuss its types
1.3 Rules of accounts
1.4 Transaction, Debit, credit.

2.0 CO2 Utilization of Negotiable instrument

2.1 Explain different instruments of credit.
2.2 Describe a cheque and its type.
2.3 Explain the purpose of crossing a cheque, the types of crossing a cheque and format of Cheque
2.4 Explain demand draft, Bill of Exchange, Promissory note and Money order.
2.5 Money transfer and E-transfer.

3.0 CO3 Maintain Departmental Accountancy

3.1 Explain the contents of a Balance sheet.
3.2 State the meaning of departmental accounting, objectives, advantages and disadvantages.
3.3 the procedure for the preparation of departmental accounts.
3.4 Explain different profit levels. Departmental gross profit, Departmental net profit.
3.5 Illustrate problems on departmental accounts.

4.0 CO4 Determine the books of journal , ledger ,subsidiary books postings

4.1 Define journal and its uses.
4.2 Prepare journal– Practical problems.
4.3 State ledger and its uses.
4.4 Prepare ledger – Practical problems.
4.5 Uses Subsidiary books, classification, Practical problems.

5.0 CO5 Compile single, two , three columnar & uniformed system of accounting

5.1 Cash book, its types, practical problems.
5.2 Trial balance, Final accounts – trading account and profit and loss accounts and balance sheet with problems.
5.3 Meaning of business organization, sole trading, partnership and company and in terms of Hotel industry with examples.
5.4 Explain about the income generating departments in a hotel.
5.5 Prepare banqueting sales book, Restaurant sales book, visitor's sales book, and other books.

6.0 CO6 Illustrate Bank reconciliation statement

6.1 Explain is a Bank Reconciliation Statement
6.2 Explain the purpose of preparing Bank Reconciliation Statement
6.3 Explain the reasons for the differences between cash book and pass book
6.4 Explain the points to be noted before preparing a Bank Reconciliation Statement
6.5 Illustrate problems.

E-laerning links

hotel du vin

https://www.hotelduvin.com

www.srisriuniversity.edu.in

www.bolc.co.uk> Free Hotel Management

www.oxfordhome study.com

Free outline Hospitality courses and MOOCS

https:// www.classcentral.com>tag

Accordingly the modified C-18 curriculum examination pattern is;

1. Midsem-I and Midsem-II examinations conducted for 20 marks each for the duration of 1 hour only.
2. Midsem-III and End Exmination conducted together for 40 marks for the duration of 2 hours only.

The question paper Examinations is as follows pattern in Mid Sem;

S.No	Description	Level	No. of questions	Marks for each question	Choice	Total Marks
01	Part-A	Remembering (R)	4	1	Nil	4 Marks
02	Part-B	Understading (U)	4	3	2	6 Marks
03	Part-C	Application (A)	4	5	2	10 Marks
					Total Marks	20 Marks

The question paper pattern in End Sem Examinations is as follows;

S.No	Description	Level	No. of questions	Marks for each question	Choice	Total Marks
01	Part-A	Remembering (R)	8	1	Nil	8 Marks
02	Part-B	Understading (U)	8	3	4	12 Marks
03	Part-C	Application (A)	8	5	4	20 Marks
					Total Marks	40 Marks

	COURSE OUT COME	**CL**	**Linked PO**	**Teaching Hr**
CO1	Importance of Basic Accountancy objectives \& Business transactions.	R/U/A	1,2,3,7	06
CO2	Utilization of Negotiable instruments.	R/U/A	1,2,3,7,10	08
CO3	Maintain departmental accounts & transactions	R/U/A	1,2,3,7,10	08
CO4	Determine the books of journal , ledger, Subsidiary & postings.	R/U/A	1,2,3,7,10	08
CO5	Compile single, two, three columnar & Uniformed system of accounting	R/U/A	1,2,3,7,10	08
CO6	Compare , verify & balance the Bank Reconciliation statement.	R/U/A	1,2,3,7,10	15

C-18 New Pattern

MID SEM-I EXAM

S.No	Unit Name	R	U	A	Remarks
1	Introduction to accountancy	1, 2	5(a) 5(b)	7(a) 7(b)	
2	Negotiable instruments	3, 4	6(a) 6(b)	8(a) 8(b)	
Total Questions		4	4	4	

MID SEM –II EXAM

S.No	Unit Name	R	U	A	Remarks
1	DEPARTMENTAL ACCOUNTING	1, 2	5(a) 5(b)	7(a) 7(b)	
2	Journal, ledger and subsidiary	3, 4	6(a) 6(b)	8(a) 8(b)	
Total Questions		4	4	4	

Semester End Examination

Sl No	Unit No.	Unit Name	Questions to be set for SEE				Remarks
			R		U	A	
1	I	Introduction to accountancy	4	1	9(a)	13(a)	
2	II	Negotiable instruments					
3	III	DEPARTMENTAL ACCOUNTING		2	10(a)	14(a)	
4	IV	Journal, ledger and subsidiary					
5	V	Final accounts		3 5, 6	9(b) 11(a) 11(b)	13(b) 15(a) 15(b)	
6	VI	Bank reconciliation statement		7,8	10(b) 12(a) 12(b)	14(b) 16(a) 16(b)	
Total Questions			8		8	8	

Legend:	Remembering (R)	1 Mark
	Understanding (U)	3 Marks
	Application (A)	5 Marks

Instructions to the Students:

1. The student has to attempt either (a) or (b) question under the given question in serial.
2. The students are advised not to attempt more than prescribed questions in the exam.
3. In case additional questions attempted by the students, the consideration will be given on the basis of priority of first attempted question as the valid answer.
4. The student has to write the answer for the Questions of 1 mark, not more than ¼ page and 3 marks, not more than 1 page and 5 marks, not more than 2 pages.

STUDENT ACTIVITIES III SEMESTER

SUGGESTED STUDENT ACTIVITIES:

SKILL UPGRADATION – CO – PO MAPPING MATRIX
CREDITS: 2.5 maximum
1.5 minimum

COURSE CODE	CO	STUDENT ACTIVITY	DURATIONS	LINKED PO
18 HMCT 305C	CO1	55.Visit Library to Collect the List of accounting Books.	-	8
	CO2	56. Make a poster for Safe use of Negotiable Instruments.	02Hrs	5,8
	CO3	57.Prepare in Excel Sheet the Formats for Ledgers.	02Hrs	5,6
	CO5	58.Creat a Petty Cash Book Formats for Front –Office.	02Hrs	5,6
	CO6	59.Present PPt on usage of Pass – Book Safety.	02Hrs	8,9
		60.Prepare Vouchers for the Department Consumables and entries into Registers.	02Hrs	5,8,9
		61. Check entries into nonperishable and perishable registers of last two years.	02Hrs	5,6,7,8,9,10

Regional cookery Lab

Course Title: **Regional cookery Lab**		Course Code	: **18HMCT-306P**
Semester	: **III**	Course / Elective	: **Core**
Teaching Scheme (L:T:P)	: **Theory 50 Minutes (08)**	Credits	: **2 Credits**
Type of course	: **Laboratory course**	Total Contact Hours	: **45Hrs/120Pds**
CIE	: **60 Marks**	SEE	: **40 Marks**

Exp. No	Experiment Name	Periods	Questions to be set for SEE			Marks Weightage
			Handling	Manipulation	Precision	
1	Preparation of Hyderabad Specialties	30	1	1	0	10%
2	PREPARATION OF Regional Dishes.	30	2	0	2	30%
3	Preparation of SOUTH,EASTERN INDIAN Menu	30	2	1	1	25%
4	Preparation of NORTH, WESTERN INDIAN Menu	30	3	2	1	35%
	Total	**120**	**8**	**4**	**4**	**100%**

Pre requisites

This course requires local and national customs traditions awareness.

Course Contents

I Popular dishes of Hyderabad

11 regional sweet and specialty dishes

III. South and eastern menus

VI. North and Western Menus

Suggested Learning Outcomes

CO1 PREPARATION OF HYDERABAD SPECIALITIES.HYDERABAD

1. Hyderabad Biriyani

MethiMurg,

Mirchi Ka Salan

Onion Raita

Double Ka Meeta

2. Katchi Biriyani

Dalcha

BagaraBaigan

Qubani Ka Meeta

CO 2 PREPARATION OF REGIONAL DISHES.

REGIONAL DISHES

19. Rasagulla

20. Jangree

21. Nihari

22. Haleem

23. Tandori Chicken

24. Roomali / Lassan

25. Rajma / Dhokla

26. Mysore pak

108

CO3 PREPARATION OF SOUTH, EAST INDIAN DISHES.

ANDHRA PRADESH

3. Kodi pulao

Mutton curry(Nellore)

Kuttivangakaya

Chillugharalu

AlamPachadi

KERALA

10. Coconut Rice

MeenMoilee

Avial

ParappuPayasam

KARNAKATA

11. Bisi-bela-bath

Thoran

PoranPoli

TAMILNADU

9. Tamarind Rice

106

Chicken Chettinadu

Sambar

Rasam

Yoghurt rice

Pal Payasam.

BENGAL

5. Ghee Bhat

Luchi

MacherJhal

BaiganBhaja

Kala Jamun

CO4 PREPARARTION OF NORTH WEST INDIAN DISHES

AWADH

4. Yakni Pulao

Moghalai Paratha

105

Gosht do Pyaza

Falooda

GUJARAT

7. bhaat

Salimurg

MethiThelpa

bhindi curry

Shrikand

RAJASTHAN

8. Parathas

Safed Maas

RatalukiSubji

Mirchi Ki SookhiSubji

Mawa Ki Kachauri

KASHMIR

12. Namkeen Pulao / Kashmir

Naan

Rogan Josh

Dal Makhani

Kashmir Dum Aloo

Mohantal

13. Mutanjan

Lal Keema

Palak Mutter

Metha Pulao

GOA

6. Coconut Pulao

Sanna

Goan Fish Curry

Cabbage Foogath

Dodel

MAHARASTRA

14. Masala Bhath

Kolhapuri Mutton

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BatatechiBhajee

Coconut Poli

15. Moon Dal Kichidi

Dhansak

Saran Surry

Basundi

PUNJAB

16. Bhaturas

Sarson Ka Saag

ChannaPindi

Mal Pura

17. Laccha Paratha

Palak Meat

Palak Paneer

Baigan Ka Bhurtha

Gajar Ka Halwa

18. Missie Roti

Murg Tikka

Pudina Chuteny

Aloo Gobhi Curry

Carrot Kheer

REFERENCE BOOKS

1. Prasad Cooking with Indian Masters by J. Inder Sign Kasra

and Pradeep Das Gupta.

2. A taste of India by Madhur Jaffery.

3. Flavours of India by MadhruJaffery.

4. Cooking Delights of the Maharaj as by Digvijay Singh.

5. Rotis and Naans of India by PurobiBabbar.

6. The Indian Menu Planner (Lustre) by Welcome Group Chefs.

7. Jo Marie Powers "Basic of Quantity Food Production" Wiley

Service Management Series.

8. Journal of Kitchen and food science equipment guide by

Hoilclior Caterer.

9. Theory of Cookery by Krishna Arora published by Frank Bros.

& Co. Ltd., 2000-2001.

5. Professional Chef "The Art of Fine Cooking" by Arvind Saraswat
6.

UBS Publishers Distributors Pvt. Ltd.

Student activity-The Student will collect Samples of Condiments,Spices and Herbs.

COURSE OUT COME		**CL**	**Linked PO**	**Teaching Hrs**
	COURSE OUTCOME		P O	PERIODS
CO1	Preparation of Hyderabad specialiti	R/U/A	1,2,6,	5
CO2	Preparation of regional dishes	R/U/A	1,2,6,7,	14
CO3	Preparation of south, east Indian dis	R/U/A	1,2,3,4, 5,6,7,8,9,10	13
CO4	Preparation of North, West Indian di	R/U/A	1,2,3,4,5,7,8,9, 10	13

M.I.C.E LAB

Course Title: **M.I.C.E LAB**		Course Code	: **18HMCT-307P**
Semester	: **III**	Course / Elective	: **Core**
Teaching Scheme (L:T:P)	: **Theory 50 Minutes (08)**	Credits	: **2 Credits**
Type of course	: **Laboratory course**	Total Contact Hours	: **45Hr/Pds60**
CIE	: **60 Marks**	SEE	: **40 Marks**

Exp. No	Experiment Name	Periods	Questions to be set for SEE			Marks Weightage
			Handling	Manipulation	Precision	
1	Preparation of flambé, Indian live tawa preparation.	15	2	1	1	25%
2	A la carte, table d'hote menus	15	2	5	1	25%
3	Banquets, meetings, board room, conferences, buffet, Events, theme parties, Exhibitions.	30	4	8	2	50%
	Total	**60**	**8**	**4**	**4**	100%

Pre requisites:

This course requires planning communication, attitude, courteousness, flair for innovativeness.

Course Contents:

1. Flambé
2. Menus
3. M.i.c.e

Suggested learning outcomes:

1. **CO1**Develop the art of flaming dishes, LIVE counter presentation skills of TAWA and pan.
2. **CO2** Ensure smooth operations of meals and its service
3. **CO3** layouts of organizing various functions

REFERENCE BOOKS

1. Food and Beverage Service by D.R. Lillycrap – Edward Amold.

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

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

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

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

Student Activity

	COURSE OUTCOME		P O	PERIODS
CO1	Develop the art of flaming dishes, LIVE counter presentation skills of TAWA and pan.	R/U/A	1,2,6,	15
CO2	Ensure smooth operations of meals and its service	R/U/A	1,2,6,7,	15
CO3	layouts of organizing various functions	R/U/A	1,2,3,4, 5,6,7,8,9,10	30

COMPUTER PRACTICES IN FRONT OFFICE MANAGEMENT LAB

Course Title: COMPUTER PRACTICES IN FRONT OFFICE MANAGEMENT LAB		Course Code	: **18HMCT-308P**
Semester	: **III**	Course / Elective	: **Core**
Teaching Scheme (L:T:P)	: **50 Minutes (08)**	Credits	: **1.5Credits**
Type of course	: **Laboratory course**	Total Contact Hours	: **45Hr/Pds60**
CIE	: **60 Marks**	SEE	: **40 Marks**

This course requires planning communication, attitude, courteousness, Flair for innovativeness.

Exp. No	Experiment Name	Periods	Questions to be set for SEE			Marks Weightage
			Handling	Manipulation	Precision	
1	Front office accounting	15	1	1	0	10%
2	Night audit	15	2	0	1	15%
3	Occupancy averages and yield	15	2	1	1	25%
4	Front office management	15	3	2	2	50%
	TOTAL	60	8	4	4	100%

Pre requisites:

Basics of record keeping and logs.

Course Outcomes:

CO1	Common procedures for posting charges, updating and settlement of accounts
CO2	Verifying and completing postings in ledger and night audit summary report.
CO3	Forecast room availability and revenue management
CO4	Importance of guest satisfaction, responsibilities of Front office manager

Course contents:

1:folios and vouchers.

2: ledger.

3: planning evaluating and yield management.

4: hospitality management and training.

Suggested learning outcomes:

CO1: Common procedures for posting charges, updating and settlement of accounts;

1.1 Folios; prepare individual folios, prepare master folios, non- guest folios, employ folios, control folios.
1.2 Bill split; prepare bill split format.
1.3 Vouchers; prepare cash vouchers, charger vouchers, transfer vouchers, allowance vouchers and paid out vouchers

CO2: Verifying and completing postings in ledger and night audit summary report;

2.1. Ledger, posting room charges & taxes;
2.2. Assembling guest charges and payments;
2.3. Reconciling departmental financial activities- cashier report;
2.4. Run trail balance
2.5. Night audit report

CO3: Forecast room availability and revenue management;

3.1. ADR formula
3.2. Thumb rule calculation
3.3. Herbbart formula calculation
3.4. Calculation of yield
3.5. AF & RPAR

CO4: Importance of guest satisfaction, responsibilities of Front office manager;

4.1. Mission statement
4.2. Attendance report
4.3. Duty rota
4.4. Staff schedule
4.5. Job specification
4.6. Job list
4.7. Job break down

Recommended books:

1. Computers in hotels – concepts and applications by partohpratim seal.
2. American Hotel & Motel.
   Association –front –office management
3. Front office management by SK bhatnakar

E- Learning links:

http://www.datamannet.com/products/hospitality/hotel.php
http://www.hotelogix.com/videotut/flash/night_audit/night_audit_overview.htmt

STUDENT ACTIVITY:

1. In a guest accounting module, carry out settling the accounts and generating bills of the guest.
2. Perform departmental, financial reconciliation, posting of room rate and tax, run trail balance and prepare 15 day and 3 months forecast of room availability.

COURSE OUT COME		**CL**	**Linked PO**	**Teaching Hrs**
	COURSE OUTCOME		P O	PERIODS
CO1	Common procedures for posting charges, updating and settlement of accounts	R/U/A	1,2,6,	15
CO2	Verifying and completing postings in ledger and night audit summary report.	R/U/A	1,2,6,7,	15
CO3	Forecast room availability and revenue management	R/U/A	1,2,3,4, 5,6,7,8,9,10	15
CO4	Importance of guest satisfaction, responsibilities of Front office manager	R/U/A	1,2,3,4,5,7,8,9, 10	15

HOUSE KEEPING OPERATION LAB

Course Title: **HOUSE KEEPING OPERATION LAB**		Course Code	: **18HMCT-309P**
Semester	: **III**	Course / Elective	: **Core**
Teaching Scheme (L:T:P)	: **Theory 50 Minutes (08)**	Credits	: **1.5Credits**
Type of course	: **Laboratory course**	Total Contact Hours	: **45Hr/Pds60**
CIE	: **60 Marks**	SEE	: **40 Marks**

Exp. No	Experiment Name	Periods	Questions to be set for SEE			Marks Weightage
			Handling	Manipulation	Precision	
1	Mini bar	15	2	1	1	25%
2	Bed making	15	2	1	1	25%
3	Stain removal and laundry	30	4	2	2	50%
	Total	60	8	4	4	100%

Pre requisites:

Identify dirty dozens and order of cleaning.

COURSE OUTCOMES:

CO1	Arrange mini bar, supplies, amenities and identify treatment of pests.
CO2	Steps in bed making for various types of establishments
CO3	Procedure for laundry cycle

COURSE CONTENTS:

1. Mini bar, chargeable items, toilet supplies and amenities and repellents.
2. Single bed, double bed, queen and king size bed and hospital bed.
3. Stain removal, monogramming and laundry cycle.

Suggested learning out comes:

CO1:Arrange mini bar, supplies, amenities and identify treatment of pests;

1.1 Clean and arrange the mini bar in a guest room.
1.2 Check temperature control.
1.3 Prize the chargeable and non- chargeable items list.
1.4 Arrange supplies and amenities in guest room toilet.
1.5 Identify and use the repellents for removal of insects and pests.

CO2: Steps in bed making for various types of establishments;

2.1 Procedure for undoing the used bed.

2.2 Make a single room bed.
2.3 Make a double room bed.
2.4 Make a queen and king sized bed.
2.5 Make a roll away bed.
2.6 Steps for turned down service.

CO3: Procedure for laundry cycle

3.1 Remove stains for curry, blood, nail polish, lipstick, tea, coffee and rust.

3.2 Monogram the serviettes, table clothes and other linen.
3.3 Wash starch, iron, bed linen, table cloths and guest laundry.

COURSE OUT COME		**CL**	**Linked PO**	**Teaching Hrs**
	COURSE OUTCOME		P O	PERIODS
CO1	Arrange mini bar, supplies, amenities and identify treatment of pests.	R/U/A	1,2,6,	15
CO2	Steps in bed making for various types of establishments	R/U/A	1,2,6,7,	15
CO3	Procedure for laundry cycle	R/U/A	1,2,3,4, 5,6,7,8,9,10	30

Student activity:

1. Identifying the various types of bed making in hotels, motels, hospitals and hostels.

RUBRICS

Attributes: Environment
Life Long Learning P. O 6 & 10

	RUBRICS FOR ACTIVITY – (VISIT)					
Dimension	Exemplary	Good	Satisfactory	Developing	Unsatisfactory	
	5	4	3	2	1	
Attitude towards visit	Very eager about the about	Showing very much interest when opportunity comes	Showing interest under compulsion	Showing les interest	Reluctant	
Observation at the visit place	Very enthusiastic to know new things	Shows interest on existing things	Observation with less interaction	Observation without interaction	Not observing any thing	
Interaction with new persons at the visit place	Easily mingle and make friendship	Easily mingle	Less mingle	Reserved in nature	Not at all mingle	
Presentation about the visit	Excellent report with good presentation	Good report with fair presentation	Satisfactory report with fair presentation	Sufficient report with poor presentation	Insufficient on-puts Shabby presentation	

RUBRICS

Attributes: Engineering and Society
Communication P. O 5 & 9

	RUBRICS FOR ACTIVITY – (Collection)					
Dimension	Exemplary	Good	Satisfactory	Developing	Unsatisfactory	
	5	4	3	2	1	
Subject/ Topic coordination	Concept linked to topic with advanced knowledge	Concept linked to topic with little Knowledge	Concept linked to topic only	Concept not linked and not clear	Not at all linked with topic	
Sources used for the topic	Different sources with latest information	Different sources with sufficient information	Single source with limited information	Reporduction matter	Copied from others	
Quality and Quantity of the material/ model/ sample	Excellent in quality with enough quantity	Good quality with enough quantity	Appreciable in quality and quantity	Insufficient in quality and quantity	Irrelevant to the assigned topic/ Not submitted	
PRESENTATION <u>ORAL</u> <u>DOCUMENT</u>	Highly receptive Highly exemplary	Receptive Exemplary	Moderately receptive Moderate	Mediocre Not in orientation	Non receptive Abstract/ Distorted	

	RUBRICS FOR ACTIVITY - (Collection) Individual& Team work, Lifelonglearning P-08, P-10					
Dimension	Exemplary	Good	Satisfactory	Developing	Unsatisfactory	
	5	4	3	2	1	
Subject/ Topic coordination	Concept linked to topic with advanced knowledge	Concept linked to topic with little knowledge	Concept linked to topic only	Concept not linked and not clear	Not at all linked with topic	
Sources used for the topic	Different sources with latest information	Different sources with sufficient information	Single source with limited information	Reproduced matter	Copied from others	
Quality and Quantity of the material /model /sample	Excellent in quality with enough quantity	Good quality with enough quantity	Appreciable in quality and quantity	Insufficient in quality and quantity	Irrelevant to the assigned topic/ Not submitted	
Presentation ORAL/DOCUMENT	Highly receptive/ Highly Exemplary	Receptive/ Exemplary	Moderately receptive/ Moderate	Mediocre/ Not in orientation	Non receptive Abstract/ Distorted	

	RUBRICS FOR SEMINAR / INDIVIDUAL PRESENTATION P-08,09					
Dimension	Exemplary	Good	Satisfactory	Developing	Unsatisfactory	
	5	4	3	2	1	
Personal Disposition	Poise	Disposition	Stance	Gait	Un pleasant	
Diction	vocabulary	continuous	confident	Lisping	gibberish	
content	Thought Provoking	Alacrity	placid	Good	Insufficient inputs	
Interaction	Profound Reply	Ability to satisfy	Ability to respond	Misleading	evading	

	RUBRICS FOR GROUP DISCUSSION P-08,P-09,P-10					
Dimension	Exemplary	Good	Satisfactory	Developing	Unsatisfactory	
	5	4	3	2	1	
Participation towards the Topic	Initiative & Extempore	Contradictory	Pro initiative	Passive	Non inclined	
Decimation of information	Updated presentation	Chronological	Only established facts	Misinterpretation of Facts	Distorted Decimation	
Presence of mind	Focused	Confident	Wavered	Confused	Vague	

	RUBRICS FOR Group Discussion/seminar PO-05 & PO-06 ENVIRONMENT &SOCIETY					
Dimension	Exemplary	Good	Satisfactory	Developing	Unsatisfactory	
	5	4	3	2	1	
Awareness about the environment	Compassion	Concern	Responsibility	Compulsive	Irresponsible	
Concern towards the environment	Eco friendly	Close to nature	Recycle	Ignorant	Negligent	
Implementation	Penchant(craving)	Involvement	Commitment	No self-motivation	Disinterested	
sustainability	Innovative	Incorporative	Practicing	Non reliable	irresponsible	
Summation	Trouble shooter	Balanced	Convincing	In coherent	Mute spectator	

Rubrics

Attributes: Ethics Role Play P. O 7

Dimension	Exemplary	Good	Satisfaction	Developing	Unsatisfactory
Response	Listening with E	Sympathy	Inattention	Indifferent	Callous
Authentication	Credibility	Logical	Ambiguity	Distorted Representation	False Evidence
Clarification on the Allegation	Maintaining Good Willing	Assurance	Up selling	Arguing	Deny
Reification	Replacement Complimentary	Partial Replacement	Discount	referral	No Exchange