

C18 CURRICULUM

DIPLOMA IN HOTEL MANGAEMENT AND CATERING TECHNOLOGY

DHMCT – I SEMESTER

Periods

Format

Sl N o	Course Code	Course Name	Teaching Scheme					Examination Scheme						
			instruction periods per week			Total Periods per semest er	Credits	Continuous internal evaluation			Semester end examination			
			L	T	P			mid sem1	mid sem 2	internal evaluati on	Max Marks Min Marks	total marks	Min marks for Passing including internal	
1	HMCT-101C	Food Production & Culinary French	3	1	0	60	3	20	20	20	40	14	100	35
2	HMCT-102C	Food & Beverage service	3	1	0	60	3	20	20	20	40	14	100	35
3	HMCT-103C	Front Office Organisation	3	1	0	60	3	20	20	20	40	14	100	35
4	HMCT-104C	Foundation course in Accommodation Operations	3	1	0	60	3	20	20	20	40	14	100	35
5	HMCT-105C	Hygiene And Haccp	3	1	0	60	3	20	20	20	40	14	100	35
6	HMCT-106P	Food Production & Culinary FRENCH lab	1	0	2	120	1.5	20	20	20	40	20	100	50
7	HMCT-107P	Food & Beverage Service Lab Practice	1	0	2	60	1.5	20	20	20	40	20	100	50
8	HMCT-108P	Front Office Organisation Lab practice	1	0	2	60	1.5	20	20	20	40	20	100	50
9	HMCT-109P	Foundation course in Accommodation Operations lab practice	1	0	2	60	1.5	20	20	20	40	20	100	50
10	HMCT-110P	Computer Fundamentals Lab Practice	1	0	2	60	1.5	20	20	20	40	20	100	50
11		Skills Upgradation	0	0	7	105	2.5	0	0	Rubrics			--	-
			20	5	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: FOOD PRODUCTION & CULINARY FRENCH	Course Code : 18HMCT-101C
Semester : I	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

Course Content and Blue Print of Marks for SEE

Unit No	Unit Name	Periods	Questions to be set for SEE			Marks Weightage	Weightage (%)
			R	U	A		
1	Introduction to cookery, Aims and objectives	5	-	02	-	8	40%
2	Kitchen Organization	15	01	02	01	12	60%
3	Equipment and fuels	10	01	02		10	50%
4	Texture & Consistence	10	01	02		10	50%
5	Culinary French	10	01	02		10	50%
6	Classification of Vegetables & fruits	10	01	01	02	10	50%
	Total	60	05	11	03	60	

Pre requisites

The Beginner should have the enthusiasm to learn the Aims of cookery

Course Outcomes

CO1 :	Explain levels of skills, Attitude And Behavior in the Kitchen
CO2 :	List the Staff Structure of Kitchen Staff , Draw layouts of service and wash up area
CO3 :	List different types fuels, Equipment in Kitchen
CO4 :	Define, types of Textures and Consistency in preparation of Food.
CO5 :	Translate French Culinary terms
CO6 :	Classify fruits & Vegetables Effects of pigmentation and Colour changes

Course Content

1.0 Introduction To Cookery, Aims And Objectives **Pds**

Duration: 05

Introduction to cookery - History of culinary – culinary cookery and bakery terms,
levels of skills, attitudes and behavior in the kitchen.

2.0 Know about kitchen organization

Duration: 15 Pds

Kitchen organization - Layouts of kitchen, classical kitchen brigade, duties and responsibilities of kitchen staff, coordination with other departments

3.0 Know about equipment and fuels used

Duration: 10 Pds

Classification of equipment and fuels used - Types of fuels – large, mechanical and ancillary, solid, liquid, gas, advantages and disadvantages.

4.0 Know about texture and consistencies

Duration: 10 Pds

Different Textures and consistencies characteristics and types.

5.0 Culinary French

Duration: 10

Pds

Culinary French Terms

6.0 Classification of Vegetables & fruits

Duration: 10

Pds

Classification, Principles, Effects of Cooking

Recommended Books

1. Theory of Cookery by Krishna Arora Published by Frank Bros. & Co. Ltd. 2000-2001.
2. The Theory of Catering by Ronald Kington ELBs, 8th Edition 1995.
3. “Modern Cookery” Volume-I by Ms. Thongerm E. Philip by Orient Longman Ltd.1998.
4. Cooking in the professional way by Keneeth C. Wolfe by Van Nostrant Reinhold Co. 1982.
5. The Art and Science of Culinary Preparation by Jerold W. Chessar, CEC by the Education Institute of American Federation.

Suggested Learning Outcomes

CO1: Explain levels of skills, Attitude And Behavior in the Kitchen

1. Aims and objectives of cooking
2. Definition of cooking
3. Origin of culinary history of cookery
4. Levels of skills and experiences required in the kitchen
5. Attitude and behavior in the kitchen

CO2: List the Staff Structure of Kitchen Staff , Draw layouts of service and wash up area

- 1 List out the classical kitchen brigade
- 2 List out the kitchen brigade in various categories hotels, flight kitchens, hospital and institutional kitchen
- 3 Explain the duties and responsibilities of kitchen staff
- 4 State the importance of cooperation with other departments
- 5 General layout of kitchen in various organizations (hotels, industrial, institutional)
- 6 Explain briefly about the of receiving areas and storage areas.
- 7 Explain briefly about the layouts of service and wash up area of kitchen.

CO3: List different types fuels, Equipment in Kitchen

- 1 List out the different types of fuels used (solid, liquid, gas and electricity)
- 2 List out the different equipment used in food production (large, mechanical and ancillary)

CO4: Define, types of Textures and Consistency in preparation of Food

- 1 Define texture.
- 2 State the various types of textures.
- 3 Define consistencies.
- 4 State various types of consistencies.
- 5 Explain about the techniques used in preparation.

CO5: Translate French Culinary terms

- 1 Explain Indian cookery and Western cookery.
- 2 Explain Indian culinary terms.
- 3 Explain French culinary terms.

CO6: Classify fruits & Vegetables Effects of pigmentation and Colour changes

1. Classify Vegetables and Fruits
2. Popular Seasonal Vegetables and Fruits of India
3. Effects of Cooking Vegetables, Pigmentation
4. Reasons for color change in fruits
5. Mention Storage temperatures of Fruits and Vegetables
6. Uses of Vegetable and Fruit Peels and Seeds

E-Learning Links:

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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Free outline Hospitality courses and MOOCS

[https:// www.classcentral.com](https://www.classcentral.com)>tag

Suggested Students Activities:

Prepare list of snacks using vegetables
Pronunciation of Culinary French Term

SEE - MODEL QUESTION PAPER
DIPLOMA IN HOTEL MANAGEMENT CATERING TECHNOLOGY
Sub Name: FOOD PRODUCTION & CULINARY FRENCH
Sub Code: 18HMCT-101C
SEMESTER END EXAMINATION

Time : 3 Hours

Max Marks = 80

Part – A

10 X 2 = 20 Marks

Answer all the Questions. Each Question carries two marks

1. Denote the terms: B'echamel and a'la carte
2. What is Meringue.
3. State about Veloute
4. Mention four reasons for cooking vegetables
5. Classify fruits
6. Mention the various levels of skills
7. State the purpose of 'Uniform'.
8. Differentiate between consistency & texture.
9. Mention the advantages of fuel oil
10. Define 'Cooking'.

Part – B

GROUP-1

Answer any TWO questions

2 x 5=10

11. Explain the storage of fruits and vegetables.
12. Discuss the classification of vegetables.
13. Explain the following terms:-
a)Bhelpuri b)Lassi c)Pulao d)Kheema e)Dahi

GROUP-2 Answer any TWO questions

2 x 5= 10

14. Discuss the aims and objectives of cooking.
15. Explain the classification of equipment.
16. Discuss the duties and responsibilities of head chef and night cook.

Part – C

GROUP-1

Answer any TWO questions

2 x 10= 20

17. Explain the pigment and colour changes in vegetables.
18. Mention the seasonal fruits of India; explain the uses of fruit peels and seeds in food preparation.
19. Mention the care to retain the nutrients in vegetables and discuss the uses of vegetables.

GROUP-2 Answer any TWO questions

2 x 10= 20

20. Explain the duties and responsibilities of various kitchen brigades.
21. List out the different sources of fuel and discuss their advantages and disadvantages.
22. Explain the reasons for correct texture and incorrect textures.

CIE - MODEL QUESTION PAPER
DIPLOMA IN HOTEL MANAGEMENT CATERING TECHNOLOGY
Sub Name: FOOD PRODUCTION & CULINARY FRENCH
Sub Code: 18HMCT-101C
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.) Mention two aims of cooking
- 2.) List out the various levels of cooking
- 3.) State the purpose of flight kitchen
- 4.) Define the term Layout
- 5.) State Two Responsibility of Sous Chef

Part – B

2 X 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 Brigade of a Large Hotel and Institutional Kitchen
- 8.) Discuss the attitude and behaviour 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 organization chart of a traditional brigade and list their duties and responsibilities
- 11.) Discuss the importance of cooperation with other departments

CIE - MODEL QUESTION PAPER
DIPLOMA IN HOTEL MANAGEMENT CATERING TECHNOLOGY
Sub Name: FOOD PRODUCTION & CULINARY FRENCH
Sub Code: 18HMCT-101C
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 different sources of Fuels
- 2.) Define Textures
- 3.) Denote the term Paring with Examples
- 4.) State the Ancillary Equipments
- 5.) List out various of types of Consistencies

Part – B

2 X 5 = 10 Marks

Answer any Two Questions. Each Question carries 5 marks

- 6.) Classify and Explain the Kitchen Equipment
- 7.) Explain the various kinds of correct and incorrect Textures
- 8.) Discuss the about the various types of flues used

Part – C

2 X 10 = 20 Marks

Answer any Two Questions. Each Question carries 10 marks

- 9.) Explain the care and Maintenance of various Kitchen equipment
- 10.) Explain the various techniques used in food preparation
- 11.) Differentiate between texture & consistency

CO-PO Mapping Matrix

COURSE OUT COME		CL	Linked PO	Teaching Hrs
CO1	Explain levels of skills, Attitude And Behavior in the Kitchen	R/U/A	01,02,07,08,09,10	5
CO2	List the Staff Structure of Kitchen Staff , Draw layouts of service and wash up area	R/U/A	01,02,05,06,07,08,09,10	15
CO3	List different types fuels, Equipment in Kitchen	R/U/A	01,02,03,04,05,06,07,08,09,10	10
CO4	Define, types of Textures and Consistency in preparation of Food.	R/U/A	01,02,07,08,10	10
CO5	Translate French Culinary terms	R/U/A	01,02,,09,10	10
CO6	Classify fruits & Vegetables. Effects of pigmentation and Colour changes	R/U/A	01,02,07	10

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

Course Title: FOOD BEVERAGE SERVICE	Course Code : 18HMCT-102C
Semester : I	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

Unit No	Unit Name	Periods	Questions to be set for SEE			Marks Weigh tage	Weightage (%)
			R	U	A		
1	Introduction to the Hotels & Catering Industry	5	-	02		8	40%
2	Organisation & Staffing	15	01	02	01	12	60%
3	Food & Beverage service outlets & Ancillary Departments	10	01	02		10	50%
4	Food & Beverage service equipments	10	01	02		10	50%
5	Stimulating Beverages	10	01	02		10	50%
6	Nourishing & Refreshing Beverages	10	01	01	02	10	50%
	Total	60	05	11	03	60	

Pre requisites

Possess the ability of understanding responsibilities

Course Outcomes

COURSE OUTCOME	
CO1	Explain Importance of Catering Industry
CO2	List the Staff structure level of skill and behaviour in service
CO3	Coordination and importance of Ancillary Departments
CO4	Identify service equipments
CO5	Importance of stimulating beverages
CO6	Explain the importance of refreshing Beverages and their values

Course Content

1.0 Introduction to the Hotels & Catering Industry Pds

Duration: 05

Introduction to Hotel & Catering Industry - Brief history growth and development of hotel in India, role of catering establishments in travel and tourism - Types of catering establishments - Career opportunities.

2.0 Organisation & Staffing

Duration: 15 Pds

Departmental organization and staffing - Organization of food and beverage service department – Principal staff - duties and responsibilities - attributes of Food and Beverage Staff - Inter departmental relationship.

3.0 Food & Beverage service outlets & Ancillary Departments

Duration: 10 Pds

Food and Beverage Service outlets and ancillary departments, coffee shop, snack bar and counter service - vending machine - speciality restaurant and multicuisine restaurant – Banquets - room service – pantry - food pickup areas - stores and linen room - kitchen stewarding.

4.0 Food & Beverage service equipments

Duration: 10 Pds

Food and Beverage Service equipment - classification - criteria for selection – care and maintenance of equipment-Disposables etc.

5.0 Stimulating Beverages

Duration: 10 Pds

classification – origin, types, Methods and brands of tea, coffee –

6.0 Nourishing & Refreshing Beverages

Duration: 10 Pds

cocoa – malted beverages – Juices and soft drinks – mineral water.

Recommended Books

1. Food and Beverage Service by D.R. Lillycrap – Edward Arnold.
2. Food and Beverage Service by Vijay Dhawan – Frank Bros. & Co.
3. Professional Food and Beverage Service Management by Brian 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.

Suggested Learning Outcomes

CO1: Explain Importance of Catering Industry

- 1.1 Define hotel and list out the departments.
- 1.2 Give a brief history of hotel and catering industry.
- 1.3 Give an account of the growth and development of hotel and catering industry in India.
- 1.4 Discuss the role of catering industry in travel and tourism.
- 1.5 List out the types of catering establishments
- 1.6 Explain the commercial catering (Residential and non-residential)
- 1.7 Give a brief description of welfare catering (industrial – institutions)
- 1.8 Explain the transport catering (airlines, railways, ship and surface)
- 1.9 Know about career opportunities in hotel and catering industry.

CO2: List the Staff structure level of skill and behaviour in service

- 1.1 Draw the organization chart of Food and Beverage Service Department.
- 1.2 List out food and beverage service personnel.
- 1.3 Explain the duties and responsibilities of food and beverage service personnel.

- 1.4 Describe the attributes of Food and Beverage Service personnel.
- 1.5 Explain Inter Departmental Relationship

CO3: Coordination and importance of Ancillary Departments

- 3.0 List of various Food and Beverage Service outlets.
- 3.1 Write in brief about coffee shop
- 3.2 Explain about snack bar and counter service.
- 3.3 Describe Restaurant its ancillary areas.
- 3.4 Give a brief description of banquet operations
- 3.5 Draw the layout and write briefly about pantry.
- 3.6 Explain Food pickup areas.

CO4: Identify service equipments

- 4.1 Give the classification of equipment
- 4.2 Give the criteria of selection, requirement of Equipments.
- 4.3 Know the types of Crockery, Table ware, Glass ware, Linen and Furniture.

CO5: Importance of stimulating beverages

- 5.1 Give the classification of non-alcoholic beverages.
- 5.2 List out non-alcoholic beverages.
- 5.3 Describe in brief the origin and manufacture of tea.
- 5.4 List out types and brands of tea.
- 5.5 Give the methods of preparation of tea.
- 5.6 Describe briefly the origin and manufacture of coffee.
- 5.7 List out types and brands of coffee.
- 5.8 List out various methods of preparing coffee.
- 5.9 Explain various method of preparing coffee (percolator, vacuum infusion Cona filter Espresso, Iced, Turkish, Cappuccino, Irish).

CO6: Explain the importance of refreshing Beverages and their values

1. Mention the types and brands of malted beverages.
2. Give the methods of preparation of melted beverages.
3. Briefly describe the service of fruit juices and soft drinks.
4. List out various brands of mineral water and tonic water

E-Learning Links:

hotel du vin

<https://www.hotelduvin.com>

www.srisriuniversity.edu.in

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www.bolc.co.uk> Free Hotel Management

www.oxfordhome study.com

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Free outline Hospitality courses and MOOCS
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Suggested Students Activities:

1.Preparation of Tea&Coffe, Hot & Cold beverages

SEE - MODEL QUESTION PAPER
DIPLOMA IN HOTEL MANAGEMENT CATERING TECHNOLOGY
Sub Name: FOOD BEVERAGE SERVICE
Sub Code: 18HMCT-102C

Time : 3 Hours

Max Marks = 80

1. Classify beverages.
2. State about stimulating beverages.
3. List out four nourishing beverages.
4. Mention about "Iced tea".
5. Enlist the popular brands of tea.
6. State about speciality Restaurant.
7. Explain two duties of room service order taker.
8. What is commercial catering.
9. List out various ancillary areas of a restaurant
10. Mention the storage of glassware.

Part – B

GROUP-1

Answer any TWO questions

2 x 5= 10

11. Discuss the simple rules to be followed to obtain good tea.
12. Explain reasons for weak; flat and bitter coffee.
13. Classify non-alcoholic beverages and explain the procedure for service of fruit juices.

GROUP-2 Answer any TWO questions

2 x 5= 10

14. List out the types of equipment used in food & beverage service outlets and explain about any two types of equipment.
15. Draw the layout and discuss about pantry.
16. Explain the inter departmental relationship.

Part – C

GROUP-1

Answer any TWO questions

2 x 10= 20

17. Enlist and explain the various methods of preparing coffee.
18. Explain the methods of preparation of malted beverages.
19. Explain about the malted cocoa beverages and drinking chocolate.

GROUP-2 Answer any TWO questions

2 x 10= 20

20. Explain the origin and development of the hotel and catering industry.
21. Explain the duties and responsibilities of various food & beverage service personnel.
22. Enlist and explain various types of catering establishments.

CIE - MODEL QUESTION PAPER
DIPLOMA IN HOTEL MANAGEMENT CATERING TECHNOLOGY
Sub Name: FOOD & BEVERAGE SERVICE
Sub Code: 18HMCT-102C
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

- 12.)Mention two aims of cooking
- 13.)List out the various levels of cooking
- 14.)State the purpose of flight kitchen
- 15.)Define the term Layout
- 16.)State Two Responsibility of Sous Chef

Part – B

2 X 5 = 10 Marks

Answer any Two Questions. Each Question carries 5 marks

- 17.)Explain the aims and objectives of cooking.
- 18.)List out the Kitchen Brigade of a Large Hotel and Institutional Kitchen
- 19.)Discuss the attitude and behaviour required by the kitchen staff

Part – C

2 X 10 = 20 Marks

Answer any Two Questions. Each Question carries 10 marks

- 20.) Explain the importance of personal Hygiene in detail
- 21.)Draw the organization chart of a traditional brigade and list their duties and responsibilities
- 22.)Discuss the importance of cooperation with other departments

CIE - MODEL QUESTION PAPER
DIPLOMA IN HOTEL MANAGEMENT CATERING TECHNOLOGY
Sub Name: FOOD & BEVERAGE SERVICE
Sub Code: 18HMCT-102C
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

- 12.) Enlist the different sources of Fuels
- 13.) Define Textures
- 14.) Denote the term Paring with Examples
- 15.) State the Ancillary Equipments
- 16.) List out various types of Consistencies

Part – B

2 X 5 = 10 Marks

Answer any Two Questions. Each Question carries 5 marks

- 17.) Classify and Explain the Kitchen Equipment
- 18.) Explain the various kinds of correct and incorrect Textures
- 19.) Discuss the about the various types of flues used

Part – C

2 X 10 = 20 Marks

Answer any Two Questions. Each Question carries 10 marks

- 20.) Explain the care and Maintenance of various Kitchen equipment
- 21.) Explain the various techniques used in food preparation
- 22.) Differentiate between texture & consistency

COURSE OUT COME		CL	Linked PO	Teaching Hrs
CO1	Explain Importance of Catering Industry	R/U/A	1,2,6,7	5
CO2	List the Staff structure level of skill And behaviour in service	R/U/A	1,2,7,8,9,10	15
CO3	Coordination and importance of Ancillary Departments	R/U/A	1,2,6,7,8,9,10	10
CO4	Identify service equipments	R/U/A	1,2,4,5,6,7,8,9,10	10
CO5	Importance of stimulating beverages	R/U/A	1,2,6,7,	10
CO6	Explain the importance of refreshing Beverages and their values	R/U/A	1,2,3,5,6,7,8,9,10	10

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

Course Title: FRONT OFFICE ORGANISATION	Course Code : 18HMCT-103C
Semester : I	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

Unit No	Unit Name	Periods	Questions to be set for SEE			Marks Weigh tage	Weightage (%)
			R	U	A		
1	Introduction to Hospitality Industry	5	02	02		8	40%
2	Classification of hotels	15	01	02	01	12	60%
3	Front –Office Organisation	10	01	02		10	50%
4	Glossary, Brochure & Room Tariff	10	01	02		10	50%
5	Grooming & Poise	10	01	02		10	50%
6	Professional Appearance and Uniform Code	10	01	01		10	50%
	Total	60	07	11	01	60	

Pre requisites

The student should be presentable pleasant and eager to learn

Course Outcomes

COURSE OUTCOME	
CO1	Illustration/Evolution of Hospitality Industry
CO2	Classify Hotels
CO3	Explain levels of skills, Attitude and Behavior in the Front Office Organisation
CO4	Use of terminology in rooms division
CO5	Evolving Etiquettes and grooming
CO6	Importance of Professional appearance and Discipline

Course Content

1.0 Know about the characteristics of Hospitality Industry

Duration: 05 Pds

1. Introduction to Hospitality Industry – Tourism-Evolution and Growth of Hotel- Definition – Core areas - Major chain of Hotel in India, International chain of Hotels.

2.0 Know the classification of Hotels.

Duration: 15

Pds

2. Classification of Hotels-Size-Targets-Levels of Service - Standard classification – Ownership and Affiliation - Alternative Accommodation - Star Classification – AA-Rosette Award.

3.0 Know the Front Office Organisation

Duration: 10

Pds

3. Front – Office Organizations – its mission, objectives, organization revenue and support center, brochures, tariffs, room rate, assignments, types of plans, terms and glossaries.

4.0 Know the Glossary terms, Brochure and Room Tariff.

Duration: 10 Pds

4. Glossary, abbreviations and terms. Brochure, tariff terminology room and rate assignment.

5.0 Understand about the importance of Grooming and Poise.

Duration: 10 Pds

5. First Impression Impact-Grooming Poise-

6.0 Professional Appearance and Uniform Code

Duration: 10 Pds

Dress codes- Uniform etiquette- Make-up tips – Checklist Final Appearance.

Recommended Books

1. Hotel Front Office Training Manual by Andrews.
2. Hotel Reception by Paul B. White and Helen Beckley.
3. Front Office Operations and Administration by Dennis L. Foster.
4. Back Office Operations and Administration.
5. Front Office Operations – American Hotel & Motel Association (AHMA).
Body Language by Allan Pease
6. Body Language by Allan Pease.
7. Principles of Front Office Operations by SUE BAKER. & PAN BRANDLEY
8. Front Office Management by S.K. BATNAGAR
9. Best Impressions in Hospitality by ANGIE MICHAEL

Suggested Learning Outcomes

CO1: Illustration/Evolution of Hospitality Industry

1. Hospitality Industry, its origin and growth.
2. Importance of Tourism Industries related to Tourism.
3. Evolutions and the Growth of the Hotel Industry in the World.
4. Definition of Hotel and Core Areas.

5. Major Chain of Hotels in India, their profiles. ITDC, OBEROI, TAJ GROUP, ITC, WELCOME GROUP, HCI, STARWOOD, and Major other International Chain of Hotels in India

CO2: Classify Hotels

1. The need for Classification.
2. General ways of Classifying Hotels and Standard classification.
3. Classification based on Size.
4. Classification based on Target Market.
5. Classification based on Levels of Service.
6. Classification based on Ownership and Affiliations.
7. Describe Alternate Accommodation.
8. Categorize as per Automobile Association Stars Awarded to Hotels.
9. List the Rosette Awards to Restaurants and Hotels.

CO3: Explain levels of skills, Attitude and Behavior in the Front Office Organisation

1. Explain the hotel mission, its objectives, goals and strategies of the organization.
2. Describe how an organization chart depicts the lines of responsibilities among positions, departments and divisions
3. List out the functional areas which generate revenue, and support center
4. Explain the function of the Front – Office regarding reservation. Cashier, billing accounts – telephone and front – office reception.
5. Relate the responsibilities between house – keeping and the front office
6. Explain the basic positions and functions of the uniformed staff

CO4: Use of terminology in rooms division

1. List the terms / glossary used in Hotel industry.
2. Explain the terms used for reservation
3. Recognize the abbreviations
4. Explain brochure – its uses
5. Define tariff. Explain the room rate, its range, rack rate and assignment.
6. Identify the plans – American Plan, Modified Plan, European Plan and Continental plan.
7. Outline the factors to borne in mind while offering a variety of room rates.

CO5: Evolving Etiquettes and grooming

1. Explain the impact of First Impressions in Human Interactions.

2. Explain the importance of Grooming vis-à-vis make-up, Hair style and useful tips on make – up and Final Touches.
3. Enlist Professional Appearance Checklist for Women and Men.
4. Recognize the importance of appropriate Grooming and Hygiene for Hospitality Professional.
5. Determine the main grooming and Hygiene routines that are critical to create and maintain a Professional Appearance for Hospitality Professionals.
6. Importance of maintaining Posture
7. Seven Magic words for interaction with Guest.

CO6: Importance of Professional appearance and Discipline

1. State the importance of presenting a professional business image in the Hospitality Industry.
2. Enlist the pre requisite of Professional Dress for Men and Women.
3. Determine the Professional Wardrobe for areas like Resorts etc.
4. Explain the importance of Uniforms and its selection.

E-Learning Links:

hotel du vin

<https://www.hotelduvin.com>

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Suggested Students Activities:

1. Grooming Hair do make-up, Compile list of Glossary
2. Practicing Poise

SEE - MODEL QUESTION PAPER
DIPLOMA IN HOTEL MANAGEMENT CATERING TECHNOLOGY
Sub Name: **FRONT OFFICE ORGANISATION**
Sub Code: **18HMCT-103C**

Time : 3 Hours

Max Marks = 80

Part – A

10 X 2 = 20 Marks

Answer all the Questions. Each Question carries two marks

- 1.) Give the meaning of 'Poise'.
- 2.) Define the term 'Posture'.
- 3.) What is black list?
- 4.) State the importance of Grooming
- 5.) Mention the role of receptionist
- 6.) List out the 4 types of properties based on the target market
- 7.) Name any four uniformed staff of front office
- 8.) Denote the term 'Sleep out'
- 9.) State about 'Red stars'
- 10.) Denote the terms
 - a.) ASTA b.) FIT

Part – B

GROUP-1

Answer any TWO questions

2 x 5= 10

- 11.) Explain the importance of Hygiene and Grooming in Front office
- 12 Define Tariff. Explain the room rate, rack rate, its range and assignment
- 13 Enlist the professional appearance check list for women in front office

GROUP-2

Answer any TWO questions

2 x 5= 10

14. Discuss the relation of front office with the House Keeping
15. Explain the following : a) world class service b) Mid-range service
- 16 Discuss the functions of front desk in any hotel.

Part – C

GROUP-1

Answer any TWO questions

2 x 10= 20

- 17.)
 - a) State the seven magic words for interaction with guest.
 - b) Explain how to deal with guest complaints.
18. explain the importance of a) communication b) Uniforms and its selection
19. discuss the effective techniques used in telephone communication and preventing guest problem/complaints.

GROUP-2 Answer any TWO questions

2 x 10= 20

20. Draw the organization chart of a medium sized hotel. Explain the duties and responsibilities of front office personnel.
21. Explain various plans offered by the hotels in detail.
22. Denote the following :
 - a. AH&HR d.CP g. OOO
 - b. EP e.K h. D
 - c. BB f. SU

CIE - MODEL QUESTION PAPER
DIPLOMA IN HOTEL MANAGEMENT CATERING TECHNOLOGY
Sub Name: FRONT OFFICE ORGANISATION
Sub Code: 18HMCT-103C
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 hotel.
- 2.) State about hospitality industry.
- 3.) Mention two functions of front office dept.
- 4.) Classify hotels on the basis of size.
- 5.) State about resort hotels.

Part – B

2 X 5 = 10 Marks

Answer any Two Questions. Each Question carries 5 marks

- 1.) Enlist the different levels of services and explain about any two.
- 2.) Discuss about two major chain of hotels in india
- 3.) Explain about target market.

Part – C

2 X 10 = 20 Marks

Answer any Two Questions. Each Question carries 10 marks

- 6.) Explain the star classification of automobile association
- 7.) Classify hotels and explain the rosette awards given to restaurants and hotels.
- 8.) Discuss about the evaluations and growth of the hotel industry in the world

CIE - MODEL QUESTION PAPER
DIPLOMA IN HOTEL MANAGEMENT CATERING TECHNOLOGY
Sub Name: FRONT OFFICE ORGANISATION
Sub Code: 18HMCT-103C
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.) List out two basic functions of the front desk in any hotel.
- 2.) State the duties of concierge.
- 3.) Define Tariff.
- 4.) State the role of support centre
- 5.) Denote the term ‘skipper’

Part – B

2 X 5 = 10 Marks

Answer any Two Questions. Each Question carries 5 marks

- 1.) Explain the different plans offered by the hotels
- 2.) Discuss the duties and responsibilities of front office personnel
- 3.) Draw the organization chart of a large hotel

Part – C

2 X 10 = 20 Marks

Answer any Two Questions. Each Question carries 10 marks

- 6.) Enlist the departments of a hotel and discuss in detail about the function of front office.
- 7.) Explain basic position and functions of uniformed staff.
- 8.) Write short notes on :
 - a. Brochure
 - b. Room Rate
 - c. Rack rate
 - d. Late arrival
 - e. Check-in

COURSE OUT COME		CL	Linked PO	Teaching Hrs
CO1	Illustration/Evolution of Hospitality Industry	R/U/A	1,2,6,7,10	05
CO2	Classify Hotels	R/U/A	1,2,6,7,8,9,10	15
CO3	Explain levels of skills, Attitude And Behavior in the Front Office Organisation	R/U/A	1,2,6,7,8,9,10	10
CO4	Use of terminology in rooms division	R/U/A	1,2,8,9,10	10
CO5	Evolving Etiquettes and grooming	R/U/A	1,2,5,6,7,8,9,10	10
CO6	Importance of Professional appearance and Discipline	R/U/A	1,2,5,6,7,8,9,10	10

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

Course Title: FOUNDATION COURSE IN ACCOMMODATION OPERATION	Course Code : 18HMCT-104C
Semester : I	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

Unit No	Unit Name	Periods	Questions to be set for SEE			Marks Weigh tag	Weightage (%)
			R	U	A		
1	Role of Housekeeping in hotels & Allied Services	5	02	01		8	40%
2	Organisation of House-Keeping	15	02	02		12	60%
3	Cleaning Agent-I	10	02	01	01	10	50%
4	Cleaning Agent-II	10	02	01	01	10	50%
5	Cleaning Equipment –Non Mechanical	10	02	01	01	10	50%
6	Cleaning Equipment – Mechanical	10	02	01	01	10	50%
	Total	60	12	07	04	60	

Pre requisites

Student should have an Eye for Detail

Course Outcomes

CO1	Outline the role of Housekeeping in Hotels
CO2	Explain the responsibility and Categories of Housekeeping staff
CO3	Selection and usage of Cleaning Agents
CO4	Categorizing of hazardous and non hazardous chemical agents and their usage
CO5	Classify and explain selection of Non-Mechanical Cleaning equipments
CO6	Classify and explain selection of Mechanical Cleaning equipments

Course Content

1.Role of Housekeeping in hotels & Allied Services

Duration: 05

Pds

The role of house keeping in hospitality operation. Guest satisfaction and repeat business. layout of the house-keeping department. Classification of Hotels types of Rooms -personality traits of Executive house-keeper

2. Organisation of House-Keeping

Duration: 15

Pds

Organization chart of the House-keeping Department – Hierarchy in small, medium, large and chain hotels – identifying house-keeping responsibilities – management personnel – duties and responsibilities of house-keeping.

3.Cleaning Agent-I

Duration: 10

Pds

Cleaning agents – importance – nature and structure – water – types of water – water softeners. Detergent – selection – types.

4. Cleaning Agent-II

Duration: 10

Pds

Hazardous and Non Hazardous chemical agents- Abrasives – types – re-agents – organic solvents – disinfectants and bleaches – polishes – types – storage of cleaning agents.

5.Cleaning Equipment –Non Mechanical Pds

Duration: 10

Cleaning equipments – general criteria for selection of cleaning equipment – manual equipment

6.Cleaning Equipment –Mechanical

Duration: 10 Pds

Mechanical equipment – use and care of equipment – cleaning agents – general criteria for selection of cleaning agents. Classification – polishes – floor seals – use, care and storage – distribution and control – use of eco-friendly products in house-keeping. Composition care and cleaning of different surfaces – metals – glass – leather, rexins – plastics – wood – wall-finishes, floor-finishes.

Recommended Books

1. Hotel House keeping Training Manual by Sudhir Andrews.
2. Hotel, Hostel and Hospital House keeping 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

Suggested Learning Outcomes

CO1: Outline the role of Housekeeping in Hotels

1. State the types of hotels and services offered.
2. Mention the types of rooms available in a five star hotel.
3. Explain the role of housekeeping in guest satisfaction and repeat business.
4. State the personality traits of house keeping management personnel.
5. Draw the lay out of house keeping department.

CO2: Explain the responsibility and Categories of Housekeeping staff

1. Draw the organization chart of house keeping department.
2. State hierarchy in small, medium, large and chain hotels
3. Explain the duties and responsibilities of house keeping staff

CO3: Selection and usage of Cleaning Agents - I

1. Explain the nature and structure of cleaning agents
2. Discuss the types of water used for cleaning.
3. Explain the water softening process used in Hospitality Industry.
4. List out the types of detergents.
5. State the selection of ideal detergent.

CO4: Categorizing of hazardous and non hazardous chemical agents and their usage

1. Discuss the hazardous and non hazardous chemical agents and their storage in
2. Housekeeping Department.
3. Enlist the types of Abrasives.
4. List out the types of reagents used in Housekeeping.
5. State the types of Organic Solvents used in Housekeeping.
- 5 List out the disinfectants and Bleaches used in Housekeeping Department.
6. Explain the selection of Cleaning Agents used in Housekeeping used in Housekeeping Department.

CO5: Classify and explain selection of Non Mechanical Cleaning equipments

Classifying cleaning equipments.

Explain the types of cleaning equipment used in House keeping .

Classifying the types of clothes used in House keeping.

Explain about the cleaning clothes used in House keeping

Explain about care and cleaning of clothes used in House keeping.

CO6: Classify and explain selection of Mechanical Cleaning equipments

State the types of containers used in House keeping

List out different types of mechanical equipments.

Explain about the vacuum cleaners.

State about the types of broom and brushes.

State the guidelines for selection of cleaning equipments.

E-Learning Links:

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Suggested Students Activities:

Listing Hazardous & Non Hazardous chemical agents

SEE - MODEL QUESTION PAPER
DIPLOMA IN HOTEL MANAGEMENT CATERING TECHNOLOGY
Sub Name: FOUNDATION COURSE IN ACCOMMODATION OPERATION
Sub Code: 18HMCT-104C

Time : 3 Hours

Max Marks = 80

Part – A

10 X 2 = 20 Marks

Answer all the Questions. Each Question carries two marks

- 1.)
- 2.)
- 3.)
- 4.)
- 5.)
- 6.)
- 7.)
- 8.)
- 9.)
- 10.)

Part – B

GROUP-1

Answer any TWO questions

2 x 5= 10

- 11.)
- 12.)
- 13.)

GROUP-2

Answer any TWO questions

2 x 5=10

- 14.)
- 15.)
- 16.)

Part – C

GROUP-1

Answer any TWO questions

2 x 10= 20

- 17.)
- 18.)
- 19.)

GROUP-2 Answer any TWO questions

2 x 10= 20

20.)

21.)

22.)

CIE - MODEL QUESTION PAPER
DIPLOMA IN HOTEL MANAGEMENT CATERING TECHNOLOGY
Sub Name: FOUNDATION COURSE IN ACCOMMODATION OPERATION Sub Code:
18HMCT-104C
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.) Enlist types of rooms in a Star Hotel
- 2.) List out any four responsibilities of House Keeping department
- 3.) What is customer satisfaction
- 4.) What is Personality trait
- 5.) Write two lines about the role of House Keeping department in a Hotel

Part – B

2 X 5 = 10 Marks

Answer any Two Questions. Each Question carries 5 marks

- 1.) Briefly discuss about the importance of House keeping department of a Five star Hotel
- 2.) Draw the Organization chart of a large Hotel
- 3.) Draw the Layout of House Keeping department of a medium Hotel

Part – C

2 X 10 = 20 Marks

Answer any Two Questions. Each Question carries 10 marks

- 6.) Explain the Personality traits required for house keeping staff
- 7.) Explain two hierarchy levels of staff and their functions in House keeping department
- 8.) Explain the role of executive house keeper of a five star Hotel.

COURSE OUT COME		CL	Linked PO	Teaching Hrs
CO1	Outline the role of Housekeeping in Hotels	R/U/A	1,2,7,8,9	05
CO2	Explain the responsibility and Categories of Housekeeping staff	R/U/A	1,2,5,6,7,8,9,10	15
CO3	Selection and usage of Cleaning Agents	R/U/A	1,2,3,4,5,6,7,8,9,10	10
CO4	Categorizing of hazardous and non hazardous chemical agents and their usage	R/U/A	1,2,3,4,5,6,7,8,9,10	10
CO5	Classify and explain selection of Non-Mechanical Cleaning equipments	R/U/A	1,2,3,4,5,6,7,8,9,10	10
CO6	Classify and explain selection of Mechanical Cleaning equipments	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: HYGINE AND HACCP	Course Code : 18HMCT-105C
Semester : I	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

Unit No	Unit Name	Periods	Questions to be set for SEE			Marks Weigh tag	Weightage (%)
			R	U	A		
1	Introduction to Hygiene	5	02	01		8	40%
2	Food Contamination and storage	15	02	02		12	60%
3	Food Borne Diseases	10	02	01	01	10	50%
4	Sanitary Procedures in Catering Industry	10	02	01	01	10	50%
5	Daily Cleaning Procedures in Commercial Kitchen	10	02	01	01	10	50%
6	HACCP & its Principles	10	02	01	01	10	50%
	Total	60	12	07	04	60	

Pre requisites

Student should have the basic civic sense and common practices of cleanliness

Course Outcomes

COURSE OUTCOME	
CO1	Importance of Hygiene in Hotel Industry
CO2	Prevention of Food Contamination and Importance of storage
CO3	Categorize Food Borne Diseases
CO4	Implementation of Sanitary Procedures in Catering Industry
CO5	Recommended daily cleaning Procedures in commercial Kitchens
CO6	Principles of HACCP

Course Content

1. Introduction to Hygiene

Duration: 05 Pds

Define Hygiene-Importance of Hygiene – Personal Hygiene – Kitchen Hygiene- Equipment Hygiene- Protective clothing – use of deodorants and Cosmetics in kitchen: Rest, Exercise and Recreation

2. Food Contamination and storage

Duration: 15 Pds

Define contamination-Types of Contamination – Classification of Foods for storage – Spoilage of Food and its signs.

3. Food Borne Diseases

Duration: 10 Pds

Define Food Borne illness – Food Infections – Food Poisoning- Bacterial infections – Types of Food Inspections

4. Sanitary Procedures in Catering Industry.

Duration: 10 Pds

Sanitary Procedures for purchasing foods -categories of commodities – Storage areas Temperature Zones- Thawing, Blanching, maceration, Blast, Freezing, Pasturization

5. Daily Cleaning Procedures in Commercial Kitchen.

Duration: 10 Pds

Sanitary requirements of equipment guidelines for cleaning equipments – Soiling of Food Cleaning Agents Sanitizing Agents – Three sink method- dish washing machines

6. HACCP & its Principle

Duration: 10

Pds

State HACCP its Importance –Principles HACCP, CCP and CP HACCP programme which uses, critical implement

Recommended Books

Suggested Learning Outcomes

CO1: Importance of Hygiene in Hotel Industry

1. Define Hygiene.
2. Explain the importance of Hygiene in Hotel Industry.
3. Define Personal Hygiene.
4. Explain why personal hygiene is important for a Food Handler.
5. Discuss Kitchen Hygiene.
6. Discuss equipment hygiene.
7. Explain about Protective Clothing.
8. Explain the role of Deodorants and cosmetics for Kitchen/Hotel Staff.
9. Discuss importance of Rest, Exercise and Recreation.

CO2: Prevention of Food Contamination and Importance of storage

Differentiate the term Food Contamination and Food Spoilage.
Enlist the types of Contaminants.
Explain classification of Foods needed for storage.
Explain the conditions leading to Food Spoilage.
Enlist the spoilage signs in different foods.
Define Food Borne illness.
Differentiate the terms Food Infections and Food Poisoning.
Enlist the natural toxins present in Foods.
What is Bacterial Food Infections?
Explain the different types of Bacterial Food Infections.

CO3: Categorize Food Borne Diseases

Define Food Borne illness.
Differentiate the terms Food Infections and Food Poisoning.
Enlist the natural toxins present in Foods.
What is Bacterial Food Infections?
Explain the different types of Bacterial Food Infections.

CO4: Implementation of Sanitary Procedures in Catering Industry

1. Explain sanitary procedures to be followed in purchasing Foods.
2. Enlist important points to be observed for various categories of commodities.

3. Explain the general guidelines for Food Storage.
4. Enlist the main storage areas to hold Food Supplies.
5. Explain about main storage areas of Food.
6. State danger zone temperature?
7. Explain the importance of sanitary procedures followed during Preparations, Cooking and Holding of Food.
8. Enlist the common faults in Food Preparation.
9. Discuss the basic rules to be observed during food service.
10. Explain the Protective display of Food.
11. Explain the terms Thawing, Blanching, Maceration, Blast Freezing, Pasteurization.

CO5: Recommended daily cleaning Procedures in commercial Kitchens

1. Explain the Sanitary requirements for equipments.
2. Enlist the types of equipments found in kitchen.
3. Explain general guidelines for cleaning equipments.
4. Differentiate the terms Cleaning and Sanitation.
5. Enlist the types of Food Soil.
6. Enlist the types of cleaning agents and Sanitizing agents.
7. Explain the methods of cleaning.
8. Enlist the steps in three sink methods.
9. Enlist the types of dish washing machines.
10. Enlist general rules for hygiene storage and handling of equipments.
11. Explain the importance of sanitation training and education.

CO6: HACCP and its Principles

1. What is HACCP?
2. Explain the importance of HACCP to Hotel Industry.
3. Explain seven principles of HACCP.
4. What is CCP and CP
5. Enlist the types of Hazards found in Food Handling.
6. State few examples for CCPS.
7. Frame Flow Diagram indicating CCPS for chicken purchased from reliable suppliers according to specifications.
8. Explain monitoring process of HACCP Programme
9. Enlist the uses of HACCP in catering.
10. What is Critical Limit?

E-Learning Links:

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Suggested Students Activities:

Disposal of Trash, Types of Incinerators, List the procedures for Surface areas using Non Toxic Disinfectant

SEE - MODEL QUESTION PAPER
DIPLOMA IN HOTEL MANAGEMENT CATERING TECHNOLOGY
Sub Name: **HYGIENE AND HACCP**
Sub Code: **18HMCT-105C**

Time : 3 Hours

Max Marks = 80

Part – A

10 X 2 = 20 Marks

Answer all the Questions. Each Question carries two marks

1. What is HACCP
2. What is critical control point
3. Enlist cleaning methods used for kitchen equipment
4. What is three sink method
5. Differentiate the term cleaning and sanitation
6. Enlist two types of sanitizers
7. Enlist the three types hazards
8. List out three types of chemical hazards
9. What is the difference between recording and monitoring
10. Write two control measures to control contamination

Part – B

GROUP-1 Answer any TWO questions

2 x 5= 10

- 11.) Explain briefly about guidelines followed for selection of kitchen equipment
- 12.) Discuss mechanical cleaning methods used for kitchen equipment
- 13.) Write step wise process of sink method

GROUP-2 Answer any TWO questions

2 x 5=10

- 14.) write the hazard identification process
- 15.) Briefly explain the recording process in HACCP
- 16.) Discuss daily cleaning procedures used by commercial kitchen

Part – C

GROUP-1 Answer any TWO questions

2 x 10= 20

17. Explain the role and importance of hygiene in Hotel Industry
- 18.) Explain why personal hygiene is important for a food handles
- 19.) Explain the causes for different types of food house diseases

GROUP-2 Answer any TWO questions

2 x 10= 20

- 20.) Explain different cleaning schedules used for kitchen equipment
- 21.) Explain the seven Principles of HACCP
- 22.) Describe the importance of Food Safety

CIE - MODEL QUESTION PAPER
DIPLOMA IN HOTEL MANAGEMENT CATERING TECHNOLOGY
Sub Name: HYGIENE AND HACCP
Sub Code: 18HMCT-104C
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 Hygiene.
2. What is sanitation.
3. What is contamination.
4. What is dangerzone.
5. Enlist food storage areas.

Part – B

2 X 5 = 10 Marks

Answer any Two Questions. Each Question carries 5 marks

1. Briefly discuss about importance of personnel hygiene to a food handler.
2. Write shortly about bacterial contamination food.
3. Discuss about dry storage area.

Part – C

2 X 10 = 20 Marks

Answer any Two Questions. Each Question carries 10 marks

6. Explaintheimportance hygiene for a hotel industry.
7. Discuss the classification of food based on storage temperature.
8. Explain different types contaminants forced in foods.

CIE - MODEL QUESTION PAPER
DIPLOMA IN HOTEL MANAGEMENT CATERING TECHNOLOGY
Sub Name: HYGINE AND HACCP
Sub Code: 18HMCT-104
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 food borne disease.
2. Differentiate between food infection and food poisoning
3. Why the sanitary procedure is required to handle food
4. What misnipsce
5. What is cross contamination

Part – B

2 X 5 = 10 Marks

Answer any Two Questions. Each Question carries 5 marks

1. Briefly discuss the precaution to be followed prevent ion of food infection
2. Write short mote about sanitary procedures during store of food
3. Write bout sanitary procedure for petcafe of perishable food

Part – C

2 X 10 = 20 Marks

Answer any Two Questions. Each Question carries 10 marks

6. Explain any two bacterial food poisoning disease
7. Discuss the importance of sanitary procedures in catering cycle
8. Describe the precaution to be followed in preparation

COURSE OUT COME		CL	Linked PO	Teaching Hrs
CO1	Importance of Hygiene in Hotel Industry	R/U/A	1,2,3,4,5,6,7,8,9,10	05
CO2	Prevention of Food Contamination and Importance of storage	R/U/A	1,2,3,4,5,6,7,8,9,10	15
CO3	Categorize Food Borne Diseases	R/U/A	1,2,3,4,5,6,7,8,9,10	10
CO4	Implementation of Sanitary Procedures In Catering Industry	R/U/A	1,2,3,4,5,6,7,8,9,10	10
CO5	Recommended daily cleaning Procedures in commercial Kitchens	R/U/A	1,2,3,4,5,6,7,8,9,10	10
CO6	Principles of HACCP	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 & CULINARY FRENCH LAB PRACTICE	Course Code : 18HMCT-106P
Semester : I	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

Course Content and Blue Print of Marks for SEE

Exp. No	Experiment Name	Periods	Questions to be set for SEE			Marks Weigh tage	Weigh tage (%)
			Handlin g	Mani pulati on	Precis ion		
1	Kitchen Equipment	05	02	-	03		
2	Cuts of vegetables and Fruits	10	03	03	04		
3	Snacks	20	05	05	10		
4	Breakfast Items	15	05	05	05		
5	Indian Menus	40	20	10	10		
6	Bakery-Cookies	30	10	10	10		
	Total	120	45	33	42		

COURSE OUT COME		CL	Linked PO	Teaching Hrs
CO1	Familiarize with lab equipment	R/U/A	1,2,6,	05
CO2	Identify basic cuts of vegetables	R/U/A	1,2,6,7,	10
CO3	Prepare Popular Indian Snacks	R/U/A	1,2,7,8,9,10	20
CO4	Prepare Popular Breakfast	R/U/A	1,2	15
CO5	Prepare basic Indian Cuisine	R/U/A	1,2	40
CO6	Prepare cookies	R/U/A	1,2	30

Pre requisites

This course requires the basic skills of Handling Kitchen Equipment and Ingredients

Course Contents

I . Kitchen Equipment Identification – Small, Medium and Large Kitchen Equipment

II. Cuts of vegetables & Fruits - Using Tools and prepare Vegetable and Fruit Cuts

III. Snacks – Popular Chats, Idly, Dosa, Wada, , Sweet Meats, Sandwich, Finger Chips

IV. Breakfast Items- South & North Indian breakfast items

V. Indian Menus – Working Lunch, three course Menu

VI. Bakery-Cookies - Short crust Items, Batter Items

Suggested Learning Outcomes

CO1. Familiarize with lab equipment

Identify small equipment

- Egg Beaters, Chopping Boards
- Assorted Knives, Spoons

Identify medium equipment

- Electrical Egg Beaters
- Mixies

Identify Large equipment

- Dough mixer
- Gas Ranges
- Wet Grinders

Identify equipment

Ss Bowls, Utensils, Stock Pots

Pans

CO2. Identify basic cuts of vegetables

Selection of Vegetables and Fruits

Use Tools for Keeping the Vegetables and Fruits fresh

1. Vegetable & Fruit carving
2. Fruit juice
3. Melon Cocktail
4. Tomato juice Cocktails
5. Corn on the cob

CO.3 Prepare Popular Indian Snacks

Assorted Bajjias

Chudwa

Wada

Finger chips

Chats

Cutlets

Samosas

Sandwiches

CO4. Prepare Popular Breakfast

Idli / Wada / Assorted Dosa

Pesarattu

Assorted Upma

Poha

Pongal

CO5. Prepare basic Indian Cuisine

MENU-1

Boiled Rice

Sambar

Potato Fry

Semiya Kheer

MENU – 2

Fried Rice

Vegetable Khurma

Onion Raita

Fruit Custard with Jelly

MENU – 3

Aloo Gobi Ki Thahari

Tomato Chutney
Doodi Ka Halwa

MENU - 4

Parathas
Kheema Curry
Mixed Vegetable Curry
Caramel Custard

MENU – 5

Mint Parathas
Dahi Khurma
Phirnee

MENU – 6

Poories
Mutton Vindaloo
Cabbage Foogath
Banana Chocolate Sunday

MENU- 7

Khichdi
Pea nut Chutney
Pachi Pulusu
Malpuras

MENU- 8

Tomato Bhath
Dosakai & Coconut Pachadi
Papad
Kesari

CO6. Prepare cookies

1. Melting moments
2. Nankhatai
3. Coconut cookies
4. Coconut macaroons
5. Butter buttons
6. Tricolour biscuits
7. Fruit biscuits
8. Swiss tarts – Lemon curd tarts
9. Jam tarts

10. Osmania biscuits
11. Vanilla buns
12. Muffins

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

Course Title: FOOD & BEVERAGE SERVICE LAB	Course Code : 18HMCT-107P
Semester : I	Course / Elective : Core
Teaching Scheme (L:T:P) : Theory 50 Minutes (03)	Credits : 1.5 Credits
Type of course : Laboratory course	Total Contact Hours : 60
CIE : 60 Marks	SEE : 40 Marks

Course Content and Blue Print of Marks for SEE

Exp. No	Experiment Name	Periods	Questions to be set for SEE			Marks Weightage	Weightage (%)
			Handling	Manipulation	Precision		
1	Grooming and Welcoming	05	05	-	-		
2	Electrical and Live Fire equipment safety Familiarization of Restaurant equipment	05	02	-	03		
3	Cleaning and Polishing of Glassware, Chinaware and Silverware	10	03	03	04		
4	Different varieties Serviette Folding	5	02	-	03		
5	Handling and Placement of Glasses and Water service	10	03	03	04		
6	Service of juices soft drinks, Tea and Coffee	10	03	03	04		
	Total	45	18	09	18		

COURSE OUT COME		CL	Linked PO	Teaching H
CO1	Welcome the Guest	R/U/A	1,2,7,8,9,10	
CO2	Handle Electrical Equipment, follow safety procedures	R/U/A	1,2,4,6,7,10	
CO3	Present Clean Glassware, Chinaware and Silverware	R/U/A	1,2	
CO4	Demonstrate Napkin foldings	R/U/A	1,2	
CO5	Place water glasses and serve water	R/U/A	1,2,7	
CO6	Serve Non-Alcoholic and Stimulating Beverages	R/U/A	1,2,7	

Pre requisites

This course requires the basic skills Usage of crockery and Handling Electrical Equipment

Course Contents

I . Grooming and Welcoming – Welcoming the Guest.

II. Electrical and Live Fire equipment safety Familiarization of Restaurant equipment -
Handling of A/Cs, Music

System, Flambé, Service Counters, Bain Marie

III. Cleaning and Polishing of Glassware, Chinaware and Silverware – Various polishing methods – Silver D

IV. Different varieties Serviette Folding – Breakfast, Lunch ,High Tea, Dinner napkin foldings

V. Handling and Placement of Glasses and Water service – Service of water, Cleaning of Glass ware – Hi-ball

VI. Service of juices soft drinks, Tea and Coffee – Service Procedures for Non alcoholic and Stimulating Drinks

Suggested Learning Outcomes

CO1. Welcome the Guest

Presentation and Hygiene.

CO2. Handle Electrical Equipment, follow safety procedures

Electrical and Live Fire equipment safety.

Familiarization of Restaurant Equipment.

CO3. Present Clean Glassware, Chinaware and Silver Ware

Preparation and Maintenance of Equipments: Cleaning and Polishing of Glassware, China ware and Silver ware.

CO4. Demonstrate Napkin folding

Serviette folding.

CO5. Place water glasses and serve water

Handling and Placement of glasses and Water Service.

CO6. Serve Non-Alcoholic and Stimulating Beverages

Non-alcoholic Beverage service procedures.

Service procedure for Juice and Soft drink Tea. Coffee.

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

Course Title: FRONT OFFICE ORGANISATION LAB	Course Code : 18HMCT-108P
Semester : I	Course / Elective : Core
Teaching Scheme (L:T:P) : Theory 50 Minutes (03)	Credits : 1.5 Credits
Type of course : Laboratory course	Total Contact Hours : 45 Hrs/60 pds
CIE : 60 Marks	SEE : 40 Marks

Course Content and Blue Print of Marks for SEE

Unit No	Unit Name	Periods	Questions to be set for SEE			Marks Weightage	Weightage (%)
			Handling	Manipulation	Precision		
1	Familiarization of Equipments	05	05	-	-		
2	Brochure and Tariff-Construction of Cards	10	05	05	-		
3	Posture and Poise	10	05	05	-		
4	Grooming	05	05	-	-		
5	Welcoming the Guests	10	03	03	04		
6	Telephone conversation	05	-	-	05		
	Total	45	23	13	9		

COURSE OUT COME		CL	Linked PO	Teaching Hrs
CO1	Identify Front office equipment	R/U/A	1,2,9	05
CO2	Prepare and present Brochure & Tariff	R/U/A	1,2,9	10
CO3	Have Poise & Disposition	R/U/A	1,2,7,8,9,10	10
CO4	Well Groomed	R/U/A	1,2,7,8,9,10	05
CO5	Receive the Guest	R/U/A	1,2,7,8,9,10	10
CO6	Develop Telephone Conversation	R/U/A	1,2,4,7,8,9,10	05

Pre requisites

This course requires the basic Etiquettes and sense of Dressing also acquired communication skills.

Course Contents

- I . Familiarization of Equipments** – Front office and Back office Equipment
- II. Brochure and Tariff-Construction of Cards** - Study of detailed Content of Brochure and Tariff
- III. Posture and Poise** –Body Language Disposition
- IV. Grooming** – Appearance
- V. Welcoming the Guests** – Greetings – Pleasantries – Assistance to the Guest
- VI. Telephone conversation** – Enquires -Auditory

Suggested Learning Outcomes

CO1. Identify Front office equipment

Desk Equipment-Reception Cashier - Registration

CO2. Prepare and present Brochure & Tariff

Present Tariff to the Guest use Brochure for Up-Selling

Suggest Room rents as per the profile of the Guest

CO3. Have Poise & Disposition

Stance Body Language Disposition Exercise Rest Diet

CO4. Well Groomed

Appearance Selection and wearing the correct Hair Style – Make-up-Accessories – Foot wear for Hospitality services

CO5. Receive the Guest

Receiving the Guest with greetings of the day Assisting in enquiring Guest Stay assist and coordinate with uniform the staff- Baggage Handling

CO6. Develop Telephone Conversation

Enquires -Modulations Speech-Auditory-Patience use of communication devices

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

Course Title: FOUNDATION COURSE IN ACCOMMODATION OPERATIONS LAB	Course Code : 18HMCT-109P
Semester : I	Course / Elective : Core
Teaching Scheme (L:T:P) : Theory 50 Minutes (04)	Credits : 1.5 Credits
Type of course : Laboratory course	Total Contact Hours : 45 Hrs/60 pds
CIE : 60 Marks	SEE : 40 Marks

Course Content and Blue Print of Marks for SEE

Unit No	Unit Name	Periods	Questions to be set for SEE			Marks Weigh tag	Weightage (%)
			Handling	Manipulation	Precision		
1	Cleaning Agents	05	05	-	-		
2	Detergents and Disinfectants	15	05	10	-		
3	Organic Solvents Abrasives	15	05	05	05		
4	Cleaning Equipments	10	3	3	04		
	Total	45	18	18	09		

Pre requisites

This course requires usage of Cleaning Agents & Acids and Cleaning Equipments.

Course Contents

I . Cleaning Agents - Identification, Selection and Storage

II. Detergents and Disinfectants - Identification of various Detergents and Disinfectants to wash Linen and other fabrics

III. Organic Solvents – Identification of various Organic Solvents

IV. Cleaning Equipments – Types of Cleaning Equipments- Familiarization of Manual & Mechanical Cleaning

COURSE OUT COME		CL	Linked PO	Teaching Hrs
CO1	Select and Store Cleaning Agents	R/U/A	1,2,7	05
CO2	Identify Detergents and Disinfectants	R/U/A	1,2,7	15
CO3	Identify various Organic Solvents	R/U/A	1,2,7	15
CO4	Identify Cleaning Equipments	R/U/A	1,2,7	10

Suggested Learning Outcomes

CO1. Select and Store Cleaning Agents

Water, Soft water and Hard water

Storage of Hazardous and Non Hazardous chemical agents

CO2. Identify Detergents and Disinfectants

Types of Detergents and Disinfectants

CO3. Identify various Organic Solvents

Use of organic solvents and polishes

CO4. Use Manual & Mechanical Cleaning Equipments

Use of dust pans brooms box sweepers automated sweepers

Use of Vacuum cleaner, Burnishing machines

COMPUTER FUNDAMENTALS LAB PRACTICE

Course Title : COMPUTER FUNDAMENTALS LAB PRACTICE	Course Code : 18HMCT-110P
Semester : I	Course Group : Core
Teaching Scheme in Hrs (L:T:P) : 7.5:0:37.5	Credits : 3
Type of course : Tutorial + Practicals	Total Contact Hours : 45 Pds
CIE : 60 Marks	SEE : 40 Marks

Prerequisites

Knowledge of English comprehension , Basic Computer operation and IO devices.

Course Outcome

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

Course Outcome		CL	Linked PO	Teaching Hours
CO1	Identify hardware and software components and work with DOS OS	R,U, A	1,2,3,4,8,9,10	5
CO2	Operate the computer system with Windows OS	R,U, A	1,2,3,4,8,9,10	15
CO3	Access the internet	R,U, A	1,2,3,4,8,9,10	5
CO4	Draft the documents using word processing software	R,U, A	1,2,3,4,8,9,10	20
		Total Sessions		45

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

Course Contents

COMPUTER BASICS

1. Identify the various components of a Computer system
2. Differentiate between hardware and software
3. State the configuration of a computer system
4. Practice on DOS Internal and External commands.
5. Create and use Batch Files.
6. Know the usage of Editors.

WINDOWS Operating System

7. Exercise on creation of text Files using Notepad, WordPad
8. Exercise on creation of .jpeg, .bmp files using MS Paint
9. Exercise how to use calculator
10. Exercise on creation of folders and organizing files in different folders
11. Exercise on use of Recycle Bin, My Computer and My Documents
12. Exercise on creation of shortcut to files and folders (in other folders) on Desktop
13. Exercise on arranging of icons – name wise, size, type, Modified
14. Exercise on searching, accessing and organizing files / folders
15. Change resolution, colour, appearance, screen server options of Display, date and time

INTERNET

16. Importance of web browser software
17. Structure of URL
18. Create an E-mail account
19. Send & Receive an E-mail
20. Browse the Internet using various search engines

WORD Processing Software

21. Open MS-word and Identify the components on the screen
22. Create a document using MS-word and save it.
23. Create a table using MS-Word and save it.
24. Apply formulas in table & sort the table
25. Convert text into table & table into text.
26. Insertion of new rows and columns in the existing table and changing background colour in Table
27. Merge and split cells in a Table
28. Change the font of a text
29. Exercise with Headers and Footers, paragraph tool bar
30. Insert objects into the document like pictures, shapes, charts, and word-art.
31. Printing a document , page setting, different views of a document
32. Import & export files to & from Word.
33. Create a letter and send to multiple users using mail merge tool of MS-word
34. Create a Simple Newsletter with minimum three columns. Insert a Clip Art in the Newsletter.
35. Create a Resume for a Job Application.
36. Create the Cover Page of a Project Report (use Word Art, insert Picture Image).
37. Prepare the class time table of your class.

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/>

Software Tool

Any open source tool or equivalent proprietary tools

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	Lab Sessions
CO1	Identify hardware and software components and work with DOS OS	1,2,3,4,5,6	1,2,3,4,8,9,10	R, U, A	5
CO2	Operate the computer system with Windows OS	7,8,9,10,11,12,13,14,15	1,2,3,4,8,9,10	R, U, A	15
CO3	Access the internet	16,17,18,19,20	1,2,3,4,8,9,10	R,U, A	5
CO4	Draft the documents using word processing software	21,22,23,24,25,26,27,28,29,30,31,32,33,34,35,36,37	1,2,3,4,8,9,10	U, A	20

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

Student Activity

1. Observe newspaper pattern of printing.
2. Submit a report of one page
3. Collection of data

Internal Assessment

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

Model Question Bank

1. Identify Physical components of a Computer System.
2. Demonstrate Internal and External DOS Commands and differentiate between them.
3. Create and Rename the file using DOS Commands.
4. Create a directory and copy a file inside the directory using DOS Commands.
5. Demonstrate the basic formatting features in Text Editors.
6. Create two file in a folder and place the shortcut of these files on the desktop.
7. Demonstrate how search engine may be used in browsing Internet.
8. Create an E-mail account
9. Create and Send an E-mail with a picture attachment.
10. Demonstrate how documents can be downloaded using Internet.
11. Using Word Processor Application create a Simple Newsletter with minimum of three columns. Insert a Clip art in the newsletter.
12. Using Word Processor Application create a Resume for a Job application.
13. Using Word Processor Application create the cover page of a Project Report (use Word Art, insert Picture Image).
14. Prepare the class time table for your class using Word Processor Application.