Year 1 Semester 1 - THEORY

HA1:- FUNDAMENTALS OF FOOD PRODUCTION and PATISSERIE 1

- Introduction to cookery
- Culinary history
- Hierarchy in organisation
- Kitchen organisation and layout
- Equipment and fuel
- Aims and objectives in cooking
- Methods of cooking
- Basic principles of food production _ stocks , soups and sauces
- Basic menu planning
- Sandwich

HA2:- FUNDAMENTALS OF FOOD AND BEVERAGE SERVICE 1

- Introduction to the food and beverage service
- Food and beverage service areas in hotels , restaurants and their sub – divisions
- Food and beverage equipment's
- Food and beverage service personnel
- Menus and covers
- Types of meals

HA3:- FUNDAMENTALS OF GUEST SERVICE OPERATIONS

- Hospitality industry
- Classification of hotels
- Types of guest supplementary accommodation
- Organizational structure
- Front office strategies and goals
- Classifying functional areas of hotels
- Work shifts in hotels
- Historical background of hotel industry
- Heritage hotels
- Guest cycle
- Front office equipment

- Basis of charging room rates
- Tariff card
- Inter departmental relationship in hotel
- Special guest procedure

HA4:- FUNDAMENTALS OF HOUSEKEEPING 1

- Introduction to housekeeping
- Layout and organisational structure
- Staffing in housekeeping department
- Planning work of the house keeping department
- Hotel guest rooms
- Cleaning agents
- Cleaning equipment's
- Care and cleaning of different services

HA5:- BUSINESS COMMUNICATION 1

- What is communication
- Nonverbal communication
- Language skills and hospitality English
- Presentation skills
- Etiquette
- Introduction to academic writing

HA6:- PRINCIPLES AND PRACTICES OF MANAGEMENT

- Introduction to management
- Evaluation of management thought
- Planning
- Organising
- Motivation
- Leadership
- Teams and team building
- Staffing

PRACTICAL

HA7:- FOOD PRODUCTION AND PATISSERIE PRACTICAL 1

- Knife skills
- Frying
- Mother sauces and derivatives
- Emulsification
- Boiling
- Blanching
- Direct and indirect steaming
- Cuts of chicken
- Gravies
- Cuts of fish
- Concepts of plating
- Roux / béchamel sauce stocks
- Veloute absorption method , double boiling method
- Broth
- Kadhai gravy
- Shallow frying
- Purée soups
- Hors d'oeuvres
- Brown sauce and derivatives
- Introduction to eggs with accompaniments
- Basics of bakery
- Dough making
- Lamination layering
- Breakfast evaluation

HA8:- FOOD AND BEVERAGE SERVICE PRACTICAL 1

- Food and beverage service equipment
- Restaurants misc. en place and misc. on scene
- Table layout – table d'hôte menu
- Table d'hôte menu to single guest
- Table d'hôte menu to multiple guest
- A la carte menu single and multiple guest

HA9:- FRONT OFFICE PRACTICAL 1

- Introduction to practical sessions of front office
- Front office products and services
- Telephone handling and telephone etiquette
- Use of standard phrases
- Usage and application of property management system–OPERA
- Hospitality abbreviations , airline codes, countries , capitals and currencies

HA10:- HOUSEKEEPING PRACTICAL 1

- Hotel visit (5 star hotels)
- Room layouts
- Cleaning agents
- Cleaning equipment's
- Cleaning different surfaces
- Chamber made trolley
- Bed making – day bed and night bed

HA11:- COMPUTER APPLICATION & HOSPITALITY TECHNOLOGY 1

- Introduction to computers
- Microsoft word
- Microsoft excel
- Microsoft power point
- Introduction to social media
- Website optimization for media
- Introduction to content marketing tools and techniques
- Google plus optimization
- Facebook optimization
- YouTube management and optimizations
- Blogging and social media promotion
- Google analytics and third party tools

SEMESTER 2
THEORY

HA12:- FOOD PRODUCTION and PATTISERIE 2

- Basic principles of food production – egg cookery
- Basic principles of food production - fish cookery
- Basic principles of food production - meat cookery
- Basic principles of food production - vegetables
- Fruits
- Salad and salad dressing
- Commodities- rice , cereals and pulses
- Fats and oils
- Sugar
- Raising agents
- Cocoa/chocolates
- Milk
- Butter
- Cream
- Cheese
- Herbs and spices
- Pastry

HA13:- FOOD AND BEVERAGE SERVICE 2

- Room service
- Food and beverage service methods
- Control methods
- Tea
- Coffee
- Coco
- Tobacco history
- Beer
- Non-alcoholic beverage

HA14:- FRONT OFFICE 2

- Importance of reservation
- Sources and types of reservation
- Amendment and cancellation
- Group reservation
- Reservation reports
- Front office procedures
- Free arrival procedures of FIT, VIP and GROUPS
- On arrival procedures of FIT, VIP and groups
- Post arrivals procedures of FIT, VIP and groups
- Handling scanty baggage
- Departure procedures
- Upselling techniques

HA15:- COMMUNICATION AND STUDY SKILLS

- Vocabulary enhancement
- Grammar
- Letter and resume writing
- Interview preparation
- Group discussion
- Learning styles
- Study skills
- Paraphrasing
- Formal communication
- Report formats
- Essay formats
- Referencing

HA 16:- MARKETING

- Basic concepts and evaluation of service marketing
- Micro and macro environments
- Service marketing
- Market segmentation
- Consumer behaviour
- Digital marketing

HA17:- ACCOUNTS AND COSTING

- Accounts of finance definition , identification and differentiation
- Final accounts of trading organisation
- Classification of department hotel accounts method
- Cost accounting
- Stock valuation

PRACTICAL

HA18:- FOOD PRODUCTION AND PATISSERIE PRACTICAL 2

- French hors d'oeuvres dessert
- Italian salad, béchamel sauce, traditional chicken preparation
- International soup and traditional stew
- Salad with vinaigrette dressing and grilled fish preparation
- Italian starter , main course and dessert
- Five star breakfast execution
- Pasta and pasta sauces

HA19:- FOOD AND BEVERAGE SERVICE PRACTICAL 2

- Table layout and service
- Specialised types of tables service
- Tea and coffee service
- Room service
- Service of soft drinks / beer
- 5 star breakfast service

HA20:- FRONT OFFICE PRACTICAL 2
- Reservations
- Upselling techniques and suggestive selling
- Reservation handling
- Individual – reservation handling groups
- Pre-registration procedures for fit , VIP / walk in / VIP/ group

- Registration – on arrival and post arrivals procedure
- Rooming and room change procedures

HA21:- HOUSEKEEPING PRACTICAL 2

- Standard supplies
- Periodic cleaning and special cleaning
- Public area cleaning
- Guest room inspection
- Housekeeping records
- Handling telephone calls

Year 2

SEMESTER 3

HA22:- SUPERVISED WORK EXPERIENCE (20-22 WEEKS) –Training Manager's Evaluation
- Report, Signed Log Sheets, Viva Voce

YEAR 2 SEMESTER 4
THEORY

HA23:- FOOD PRODUCTION AND PATISSERIE OPERATIONS 3

- ✓ History and fundamentals of Indian cuisines
- ✓ Masalas and basic gravies
- ✓ Indian breads
- ✓ Quantity food production
- ✓ Food costing and menu planning
- ✓ Rechauffe cooking
- ✓ Indian cuisines
- ✓ Jammu and Kashmir
- ✓ Rajasthani
- ✓ Gujarati
- ✓ Maharashtrian
- ✓ Goan
- ✓ Bengali
- ✓ Tamil nadu
- ✓ Keralian

- ✓ Andhra Pradesh
- ✓ Hyderabadi
- ✓ Awadhi
- ✓ Indian snacks and street food
- Bakery and confectionary
- Types of pastes
- Cakes and basic mixtures
- Breads and dough
- Icings
- Ingredients pairing techniques

HA24:- FOOD AND BEVERAGE SERVICE OPERATIONS 3

- Alcoholic beverages
- Basics of spirits
- Proof spirits
- Whiskey
- Scotch whiskey
- American whiskey
- Irish whisky
- Canadian whiskey
- Rum
- Gin
- Vodka
- Brandy
- Cognac
- Armagnac
- Tequila
- Other spirits
- Aperitifs
- Liqueurs
- Wine basics
- Old world wines
- New world wines
- Champagne
- Sherry
- Port
- Madeira
- Marsala

- Food and wine harmony
- Mocktails / speciality coffee
- Bar
- Cocktails

HA25:- FRONT OFFICE OPERATIONS 3

- Accommodation operation statistic
- Definition of forecasting
- Occupancy ratios and revenue analysis
- Front office accounting
- Checkout and settlement procedures
- Credit control
- Night audit
- Case studies

HA26:- HOUSEKEEPING 2

- Linen room operation
- Laundry operations
- Pest control
- Stain removal
- Flower arrangements
- Fibres and fabrics

HA27:- BUSINESS COMMUNICATION 2

- Introduction to reading exercises
- Introduction to listing exercises
- Introduction to writing exercises
- Fluency and coherence
- Lexical resource pronunciation
- Grammatical range and accuracy
- Group discussion
- Extempore
- CV writing

HA28:- HOSPITALITY SALES AND MARKETING

- Services marketing and goods marketing
- Service marketing mix
- Product management
- Pricing in the hospitality industry
- Marketing communication
- Relationship marketing
- Consumer behaviour
- Market segmentation
- Digital marketing

PRACTICAL

HA29:- FOOD PRODUCTION AND PATISSERIE PRACTICAL 3

- Basics gravies and dishes
- Basic masala and paste
- Awadhi cuisine
- Tandoor
- Bengali cuisines
- Kashmiri cuisines
- Rajasthani cuisines
- Goan cuisines
- Kabab platter
- Punjabi cuisines
- Tamil nadu cuisines
- Hyderabadi cuisines
- Maharastrian cuisines
- French cuisines
- Chinese cuisines
- Thai cuisine
- Italian cuisine

- ✓ Bakery and confectionary
- ✓ Baguette
- ✓ Brown bread
- ✓ Puff paste
- ✓ Tea cakes

- ✓ Foccacia
- ✓ Choux paste
- ✓ Sponge petit four

HA30:- FOOD AND BEVERAGE SERVICE PRACTICAL 3

- Gueridon service
- Crepe preparation
- Flambé service
- Service of speciality coffee
- Whiskey nosing
- Menu planning , table laying and silver service
- Cocktail / mocktails/ mixed drinks
- Wine tasting

HA31:- FRONT OFFICE PRACTICAL 3

- Check in sessions
- OPERA
- OPERA operations, applications and situations
- Preparation guest folio
- Auditing of bill statements
- Guest complaint handling
- Preparation and filling up forms

HA32-: HOUSEKEEPING PRACTICAL 3

- Laundry equipment – survey and studies
- Inventory calculations
- Washing and ironing
- Linen management
- Towel art
- Stain remover
- Flower arrangements
- Case studies

HA33:- REALIA real time activities

- Food and dining
- Entrepreneurial activity

HA34:- HOSPITALITY TECHNOLOGY 2

- Hospitality technology overview
- Application of analytics and in hospitality technology
- Searching and marketing
- Display and social media marketing

YEAR 3 SEMESTER 5

THEORY

HA35:- FOOD PRODUCTION AND PATISSERIE MANAGEMENT

- Food production management
- Garnishes and accompaniment
- Salads and dressings
- Stocks , soups and sauces
- Grade-manger
- Menu planning
- Food costing
- Basics of international cookery
- Basics of Indian cookery
- Fundamentals of bread making
- Basic pastries

HA36:- FOOD and BEVERAGE SERVICE MANAGEMENT

- Banquette operations
- Classification revision
- ✓ Beer
- ✓ Cheese
- ✓ Cigar
- ✓ Tea
- ✓ Coffee
- Food and Beverage Service liaison with other departments

- New world wines
- Old world wines
- Spirits and liquors
- Menu planning
- Menu engineering matrix

HA37:- FRONT OFFICE MANAGEMENT

- Planning and evaluation operation
- Application of management in front office
- Revenue management
- Concepts and applications
- Marketing and sales in front office

HA38:- HOUSEKEEPING MANAGEMENT

- Housekeeping in public areas :- hospitals , malls, residential institutions
- Budget processes and planning
- Principles of purchase system
- Contracts and outsourcing
- Soft furnishing
- Soft flooring
- Safety and security
- Fire safety

PRACTICAL/PROJECT

HA39:- FOOD PRODUCTION AND PATISSERIE PRACTICAL 4

- French cuisine
- Steak preparation
- Knife skills
- Italian cuisine
- Sandwiches
- Thai cuisines
- Indian cuisines
- French cuisines
- Salads and dressings

HA40:- FOOD AND BEVERAGE SERVICE PRACTICAL 4

- Cocktails
- Tea
- Sandwiches
- Pasta
- Gueridon sweet dishes
- Fine dining planning and execution
- Menu merchandising

HA41:- FRONT OFFICE PRACTICAL 4

- Identifying and handling complaints
- Corporate sales and presentations
- Practical work on OPERA

HA42:- PROFESSIONAL DEVELOPMENT PROGRAMME (PDP) 1
- Key factors to successful careers
- First impression
- Employee availability skills
- Self SWOT analysis
- SMART objectives
- Resume writings

- Case studies and situations
- Group discussion
- Extempore

HA43:- HOSPITALITY TECHNOLOGY 3

- Technology assisted discovery
- Technology assisted customer acquisition
- Technology assisted customer relationship management
- Customer engagement and leveraging social media
- Building hospitality brands through digital contents
- Technology assisted enhancement of customer experience

SEMESTER 6:
THEORY

HA44/SP1/SP2/SP3/SP4:- Specialisation in any one subject

FOOD PRODUCTION and CULINARY ARTS

- Garnishes and accompaniments
- Salads and dressings
- Farinaceous products
- International and cold soups
- Garde manger
- Charcuterie
- Menu planning
- Food costing and control
- International cookery and basics of cookery

FOOD AND BEVERAGE SERVICE OPERATIONS AND MANAGEMENT

- Critical appreciations of wines and spirits
- Food and accompaniment of international cuisines
- Critical appreciation of tea ,cheese , coffee and cigar
- Cocktails
- Menu pricing
- Budgeting

- Food cost
- Variance analysis
- Control cycle in food and beverage department applications
- Bar operations and inventory management

FRONT OFFICE OPERATIONS AND MANAGEMENT

- Planning rooms management
- Managing human resource in rooms management
- Budgeting for rooms management
- Risk and environmental management

HOUSEKEEPING OPERATIONS AND MANAGEMENT

- Planning and organising the housekeeping department
- Managing human resources in the HK department
- Renovation and new property opening
- Horticulture and flower arrangements
- Budgeting for the HK department
- Waste to wealth
- Green housekeeping and sustainable development
- Changing trends in housekeeping
- Hotel visits
- Theme decorations for hospitality events

HA45:- HOTEL LAW
- Industrial Dispute Act
- Factories Act
- Payments of Wages Act
- Contract Labour Act
- Catering Establishment Act
- Prevention of Food Adulteration Act

HA46: HUMAN RESOURCE MANAGEMENT for the HOSPITALITY INDUSTRY

- What is Human resource management?
- Organizing manpower
- Appraisals
- Employer- Employee Relations
- Human Resource Development

HA47/SP1/SP2/SP3/SP4:- SPECIALISATION PRACTICAL AS PER CHOICE (ANY ONE)

FOOD PRODUCTION

- Applications of White stock
- Applications of Brown stock
- Applications of vegetable stock
- Applications of fish stock
- Thick soup
- Unparsed soups
- Cold soups
- Mother sauces
- Cold sauces
- Lobster sauces
- French cuisine
- Italian cuisine
- British cuisine
- Thai cuisine
- Mediterranean cuisine
- Applications of Patisserie

FOOD AND BEVERAGE SERVICE WORKSHOPS

- Cocktails
- Menu pricing
- Food and wine pairing
- Hi -tea
- Martini manhattans
- Control cycles
- Bar operations
- Food and beverage techniques

FRONT OFFICE AND HOUSEKEEPING: PRESENTATION/PROJECTS AND FIELD VISITS.

- Hotel visits
- Laundry equipment, agents, machinery, outsourcing
- Flower arrangements, identification of flowers, foliage, fillers along with costs
- Furnishing and veneers – fabrics, curtains, floors, walls
- Yield Management (in Hospitality)
- Service Recovery
- Six Sigma (in Hospitality)
- Service Globalization & Growth (in Hospitality)
- "Guestology"
- "Moment-of-truth"
- Organizational/Service Culture (in Hospitality)
- Market Segmentation as Revenue Sources
- Time Management (in Hospitality)
- **Extempore Topics:**
- Bucket check
- CRS
- Cross-training
- Cut-off Date
- Delinquent Account
- Floor Limit
- Forecasting
- Franchising
- Horizon
- House Limit
- Hubbart Formula
- Hurdle Rate
- Market Condition Approach
- Overstay
- Residential Hotel
- Skipper
- Understay
- Upselling
- Wash Down
- Rule-of-thumb Approach
- Revenue Center
- Night Audit
- Quad

HA48 Live event

- Project preparation
- Presentation
- Feasibility
- Live planning
- Execution

HA49:- Project on Specialisation subject

Different projects will be given each year

HA50:- PROFFESSIONAL DEVELOPMENT PROGRAMME 2