



# **St. PETER'S UNIVERSITY**

**St. Peter's Institute of Higher Education and Research**

**(Declared Under Section 3 of the UGC Act, 1956)**

**AVADI, CHENNAI – 600 054**

**TAMIL NADU**

## **M.Sc. (HOTEL MANAGEMENT AND CATERING TECHNOLOGY)**

**Code No. – 429**

**(Effective From 2009 – 2010)**

**(Distance Education)**

### **Regulations and Syllabi**

**(I to IV Semester)**

**St. PETER'S INSTITUTE OF DISTANCE EDUCATION**

**Recognized by Distance Education Council and**

**Joint Committee of UGC – AICTE - DEC, New Delhi**

**(Ref. F. No. DEC/SPU/CHN/TN/Recog/09/14 dated 02.04.2009 and**

**Ref.F.No.DEC/Recog/2009/3169 dated 09.09.2009)**

**St. PETER'S UNIVERSITY**  
**St. PETER'S INSTITUTE OF DISTANCE EDUCATION**  
Chennai – 600 054.

**Code No. – 429**

**M.Sc. (HOTEL MANAGEMENT AND CATERING TECHNOLOGY)**  
(Distance Education)

**Regulations and Syllabi**  
(Effective from 2009 – 2010)

- 1. Eligibility:** A Candidate who has passed any Bachelor Degree examination of this University or an examination of some other University accepted as equivalent thereto, are eligible for Admission to Two Year M.Sc. Programme in Hotel Management and Catering Technology.
- 2. Duration:** Two Years.
- 3. Medium:** English is the medium of instruction and examination.
- 4. Methodology:** The methodology of distance education includes the supply of self-instructional study materials in print format and in CD, face-to-face instruction for theory and practicals for a limited period during week ends and on holidays, provision of virtual class in phased manner, dissemination of information over e-mail, Student - Support Service at various Centres of the University, Continuous Assessment and End Assessment conducted by the University at various parts of India.
- 5. Weightage for Continuous and End Assessment:** There is no weightage for Continuous Assessment unless the ratio is specifically mentioned in the scheme of Examinations. The End Assessment (EA) has 100% weightage.
- 6. Credit System:** Credit system be followed with 36 credits for each Year and each credit is equivalent to 25 hours of effective study provided in the Time Table of the formal system.

## 7. Scheme of Examinations

### First Semester

Code No.	Course Title	Credit	Marks	
			EA	Total
<b>Theory</b>				
109PHCT01	Food and Beverage Controls	3	100	100
109PHCT02	Tourism Management	2	100	100
109PHCT03	Business Communication	2	100	100
109PHCT04	Facility Management	2	100	100
109PHCT05	Advanced Food Production Management	3	100	100
109PHCP01	Practical – I: Advanced Food Production Record	3	90 10	100
109PHCP02	Practical – II: Advanced Food and Beverage Service Record	3	90 10	100
<b>Total</b>		<b>18</b>	<b>700</b>	<b>700</b>

### Second Semester

Code No.	Course Title	Credit	Marks	
			EA	Total
<b>Theory</b>				
209PHCT01	Eco Tourism	4	100	100
209PHCT02	Human Resource Management & Legal Systems	4	100	100
209PHCT03	Advanced Accommodation Management	4	100	100
209PHCT04	Hospitality Management	3	100	100
209PHCP01	Extra Disciplinary Accommodation Operations Record	3	90 10	100
<b>Total</b>		<b>18</b>	<b>500</b>	<b>500</b>

### Third Semester

Code No.	Course Title	Credit	Marks	
			EA	Total
<b>Theory</b>				
309PHCT01	Hotel Financial Management	4	100	100
309PHCT02	Tourism Marketing and Travel Operations	3	100	100
309PHCT03	Management Information System	3	100	100
309PHCT04	Advanced Front Office Management	4	100	100
309PHCT05	Kitchen Operation and Cost Control	4	100	100
<b>Total</b>		<b>18</b>	<b>500</b>	<b>500</b>

### Fourth Semester

Code No.	Course Title	Credit	Marks	
			EA	Total
<b>Theory</b>				
409PHCT01	Research Methodology	4	100	100
409PHCT02	Food and Beverage Department Organization	4	100	100
409PHCT03	Conceptual Skills of Accommodation Operation	4	100	100
409PHCT04	Rooms Division Yield Management	3	100	100
409PHCP01	Project and Viva Voce	3	100	100
<b>Total</b>		<b>18</b>	<b>500</b>	<b>500</b>

**8. Passing Requirements:** The minimum pass mark (raw score) be 50% in End Assessment.

**9. Grading System:** Grading System on a 10 Point Scale be followed with 1 mark = 0.1 and the conversion of the Grade point as given below.

$$\begin{aligned} \text{Overall Grade Point Average (OGPA)} &= \frac{\text{Sum of Weighted Grade Points}}{\text{Total Credits}} \\ &= \frac{\sum (EA)C}{\sum C} \end{aligned}$$

**10. The Overall Grade:** The Overall Grade and Classification of all successful candidates be arrived at from the Overall Grade Point Average as stipulated in the following conversion Table.

Grade	Over all Grade Point Average(OGPA)	Over all weighted Average marks	Classification
0	9.0 to 10.0	90 to 100	First Class
A	8.0 to 8.9	80 to 89	First Class
B	7.0 to 7.9	70 to 79	First Class
C	6.0 to 6.9	60 to 69	First Class
D	5.0 to 5.9	50 to 59	Second Class
F	0.0 to 4.9	0 to 49	<b>Reappearance</b>

The Grade Sheets of successful candidates provide particulars such as (1) Overall weighted Average Marks and (2) Overall Grade.

**11. Pattern of the Question Paper:** The question paper for the End Assessment will be set for three hours and for a maximum of 100 marks with following divisions and details.

**Part A:** 10 questions (with equal distribution to all the units in the syllabus). Each question carries 2 marks.

**Part B:** 5 questions with either or type (with equal distribution to all the units in the syllabus). Each question carries 16 marks.

The total marks scored by the candidates will be Reduced to the maximum prescribed in the Regulations.

## 12. Syllabus

# 109PHCT01: FOOD AND BEVERAGE CONTROLS

## Unit-I:

Gaining a Perspective on Selection and procurement: The concept of selection and procurement – Distribution systems – Force affecting the distribution system – An overview of purchasing functions – The organization and the administration – Buyers relationship with purchasing other company personnel.

## Unit-II:

Principle of Selection and Procurement – The Purchase specification – The Optimal amount – The Optimal suppliers – The Optimal payment policy – Typical ordering procedures – Typical receiving procedures – Typical storage procedures – Security in the purchasing system.

## Unit-III:

Selecting and procurement of the items: Fresh produce – Convenience foods – Processed produce and other grocery items – Dairy product / egg / meat / poultry / fish etc., - Alcoholic and Non-alcoholic beverages – Non food expense items – Furniture, fixtures and equipments

## Unit-IV:

Food & Beverage control & Profitability – cost concepts – Yield management – Profit concepts – Productivity in Food & Beverage operations – the methodology of Food & Beverage control – Food & Beverage cost calculations – Maintaining Stock.

## Unit-V:

Pricing concepts – Cost & Market orientation – Range of Price Discretion – Sales Volume – Price and Profit

## References:

1. Hotel Management & Catering : D. Antony Ashok Kumar
2. Food & Beverage Management & Cost Control : D. Antony Ashok Kumar
3. Purchasing & Selection & Procurement For the Hospitality Industry : Willies Smith
4. Profitable Food & Beverage Management : Richard Kotas & Chandana Jayawardena

# **109PHCT02: TOURISM MANAGEMENT INTRODUCTION**

## **Unit-I:**

Concept of management in tourism industry – Role of managers in tourism industry – Tourism as behaviour

## **Unit-II:**

Importance of Tourism Planning – Nature, Scope, Process, Steps and Types and limitations of planning

## **Unit-III:**

Social and Cultural Dimensions – Societies culture and Tourism – Social & cultural behaviour – Interaction and Impacts

## **Unit-IV:**

Economic Dimension – Types and components of Tourism – Socio-economic importance of Tourism – Tools of tourism economics

## **Unit-V:**

Management Challenges – Leadership and Team management – Decision making – Manpower management – Organization structure – Motivating factors – Financial management

## **References:**

- |                                     |                     |
|-------------------------------------|---------------------|
| 1. Tourism and Hospitality Industry | : Fridgen           |
| 2. Hotels for Tourism Development   | : Dr. Jagmohan Negi |
| 3. Tourism Management               | : Akshay Kumar      |
| 4. Tourism Planning                 | : Gunclare A.       |
| 5. Tourism Management               | : P.N. Seth         |

## **109PHCT03: BUSINESS COMMUNICATION**

### **Unit-I:**

Meaning of Communication – Objectives – Process – Media – Barriers

### **Unit-II:**

Effective Business Letter – Need and Function of the Business Letter – Language and layout of business letter – Enquiries and replies – Orders and execution – Credit and Status enquiries – Claims and adjustments – Collection letters – Sales Letters – Circulars

### **Unit-III:**

Making correspondence – Insurance correspondence – Agencies correspondence - Application for appointment – Correspondence of a company secretary – Letter of allotment – letter of regret

### **Unit-IV:**

Meaning of report – Principles governing the preparation of report – Qualities of good report – Functions of a report – Business report – Types of reports – Reports by individuals – Reports by committees or sub committees – Directors reports – Minutes Vs Report-Drafting of resolutions and minutes of company meetings – Drafting of company meeting notices – Letters to the editor of newspapers

### **Unit-V:**

Management of information system – Introduction – Need, definition, Objectives – Component – Differing information for different management levels, areas – Stages of MIS – Design guidelines for effective design, current trends.

### **Reference Books:**

1. Business Communication : Homai. Pradhan, Dr. Bhende
2. Business Communication Today : Courtland L. Bovee, John V. Thill
3. Business Communication : Raymind V. Lasilekar



# 109PHCT04: FACILITY MANAGEMENT

## Unit-I:

Introduction – General Procedure of location – Factors affecting location – Location analysis, cost analysis – Space determination – Work place design – Layout techniques – Types of layout – Cost Comparisons

## Unit-II:

Facilities Planning – The Systematic layout – Planning pattern planning consideration – Flow process and flow diagram – Procedure for determining space relationship – Architectural consideration – Difference between carpet area and plinth area – Approximate cost of construction estimation – Approximate operation areas in budget types / 5 star type hotel – Approximate other operating areas per guest room – Approximate water / electrical load requirement – estimation

## Unit-III:

Facility Design: Lodging, Planning and Design – Site Design, Hotel Design – Guest rooms suites – The Lobby – Food beverage Outlets – Function Areas – Administrative offices – food Production Areas – Other Back of the House Areas.

## Unit-IV:

Design of Function Areas – Receiving Area – Storage Areas – The Kitchen – Dining room – Office Space

## Unit – V:

Renovation: Reasons to renovate – The life cycle of a Hotel – Types of Renovation – The Renovation Process – Other Renewal Issues

## Reference:

1. Production Management : S.K. Hajra Choudhry
2. Hospitality Facility Management : David M Stipanuk & Harold Roffman N
3. Systematic Layout Planning : Richard Muther Cahners
4. Food Service Planning: Layout & Equipment : Lendal H Kotschevar, Margaut E Terrell
5. Management Operations and Research : N. Sathyanarayana

# **109PHCT05: ADVANCED FOOD PRODUCTION MANAGEMENT**

## **Unit-I: KITCHEN ORGANIZATION**

Hierarchy in Kitchen – functions in Kitchen, Technical, Administrative and Social – flow of work in Kitchen, Kitchen Supervision; Motivating, Organizing, Planning, Co-ordinating, Understanding, Communication, Welfare and Control – Quality in Food Production – case study.

## **Unit-II: LARDER**

Layout of a Larder, Larder control, Equipments, Responsibilities of larder Chef, Cold cuts: Galantines, Making of Galantines, Types of Galantines, Ballontines – Pates and Terrines – Types of Pate, Pate de foie gras, Preparation of pate & Terrines – Force Meat Types – Preparation and uses – Mousses and Mousselines – Types of mousse, preparation difference between mousse and mousseline.

## **Unit-III: STANDARDISATION PROCESS**

Standardisation: The method of Standardization – Standard Yield, Yield testing, Standard Purchase Specification and its objectives, Standard Recipe – Compilation of Standard Recipe

## **Unit-IV: INTERNATIONAL CUISINES**

Historical Background, Staple food with regional influences, specialties, common types of Cooking, Recipes, Characteristics, preparation, Cooking techniques, special cooking equipments in relation to: (a) French Cuisine (b) Italian (c) German (d) Mexican (e) Japanese

## **Unit-V: BAKERY**

Breads, International Breads – Cakes, International recipes – Types of Pastries, Icings and Toppings – Varieties, Uses – Frozen Desserts – Types and Classification of Frozen Desserts – Ice cream types – Components and their contribution, Methodology of preparation – Different stages

## **Reference:**

- |                                   |                        |
|-----------------------------------|------------------------|
| 1. Practical Cookery              | : Kinton & Cessarani   |
| 2. Theory of Catering             | : Kinton & Cessarani   |
| 3. Practical Professional Cookery | : Kauffman & Cracknell |

## **109PHCP01: ADVANCED FOOD PRODUCTION**

### **MENU-I: AMERICAN CUISINE**

Tomato Juice Cocktail – Okra Soup – Fried Chicken – Boston Baked Beans – Carrot Pudding

### **MENU-II: GERMAN CUISINE**

Cauliflower Salad – Cream of Potato Soup – Fish Balls in Spinach – Stunen Kuechen – Orange Cake

### **MENU-III: FRENCH CUISINE**

Oeuf Diable – Consomme ambassadrice – Sole Bonne femme – Supreme de volaille ala kiev – Pommes de terre anna – Bavarois aux fruits

### **MENU-IV: ITALIAN CUISINE**

Spaghetti with meat balls – Chicken Rissoto – Potato Croquettes – Amerit

### **MENU-V: GREEK CUISINE**

Greek Salad – Cacik – Acgolmenono – Meat Balls in tomato Sauce – Circassian Chicken – Polpettes – Hummus bitahina – Fresh figs with wine and honey

### **MENU-VI: CHINESE CUISINE**

Chicken Wonton Soup – Spring rolls with sweet chilli – Fish with cashew ginger marinade – Oriental Fried rice – Deep fried banana

### **MENU-VII: SPANISH CUISINE**

Escudella Catalina – Tortillas – Pelota – Spanish Rice Omelette – Paella De Valencia – Churros

### **MENU-VIII: COLDCUTS**

Galantine – Pate – Terrine – Ballontione

### **MENU-IX:**

Sandwiches And Canapes

### **MENU-X: CENTER PIECES IN BANQUETS**

Vegetable and Fruit Carvings – Ice Carving – Margarine Sculpture – Fancy Bread Display

## **109PHCP02: ADVANCED FOOD AND BEVERAGE SERVICE**

Menu Engineering

Art of Cocktail Mixing

International Specialty food service

Yield Management of food and beverages

Case Study

## **SEMESTER - II**

### **209PHCT01: ECO TOURISM**

#### **Unit-I:**

Introduction to Eco Tourism – Principles of Eco Tourism – Types of Eco Tourism – Global growth and magnitude of Eco Tourism

#### **Unit-II:**

Eco Tourism Venues – Public protected areas – Modified spaces – Indigenous territories

#### **Unit-III:**

Impact of Eco Tourism – Economic Impacts – Environmental Impacts – Exploring socio-cultural impacts on local communities – Developing indicators for designations sustainability – Rural development

#### **Unit-VI:**

Planning, Management and Institutions – Management tools and techniques – Policy and planning – Eco tourism – related organizations – Eco tourism in the inter-sectoral context – The place of Eco tourism in public policy and planning

#### **Unit-V:**

The Business of Eco Tourism – Accommodations – Tour Operations – Tour guides and interpretations – The business of Eco tourism – Club organization and operations – Background on clubs – Types of clubs – Club Ownership – Club organization – Club operation

#### **Reference:**

1. The Encyclopedia of Eco Tourism : David B. Weaver
2. Hospitality today : M. Angelo & Andrew N. Vladimier

## **209PHCT02: HUMAN RESOURCE MANAGEMENT AND LEGAL SYSTEMS**

### **Unit-I: NATURE AND SCOPE OF HUMAN RESOURCE MANAGEMENT**

Meaning – Objectives – Functions – Importance

### **Unit-II: SELECTION AND RECRUITMENT**

Factors influencing recruitment – Factors affecting selection – techniques of Selection – Placement policy – Job analysis – Job description – Job Evaluation

### **Unit-III: TRAINING AND DEVELOPMENT**

Meaning – Need and Importance – Types – Training programmes – Evaluation

### **Unit-VI: PERFORMANCE APPRAISAL**

Objectives – Factors influencing performance appraisal – Techniques – Modern techniques of performance appraisal – Quality of work life – Transfer and Promotion – Discipline and compensation

### **Unit-V: LEGAL SYSTEM IN BUSINESS LAW**

Law relating to types of Business Organization, Sole proprietorship, Partnership, Private and public, joint stock companies salient features act, 1956 (like memorandum of Association, Articles of Association Membership, share capital, Directors remuneration, Winding of Prevention of Mismanagement etc.,) – Indian Contract Act, 1872 – Sale of goods. Conditions and warranties transaction of property – Introduction of Sales Tax and central Excise Laws – Introduction to laws regarding regulation of Industries – Industrial Licensing, Industries (Development a Regulation) Act, R.T.P. Act 1969 – Negotiable Instrument Act

### **Reference:**

1. Personnel Management : E.E. Flippo
2. Personnel: The Management of Human Resources : Stephen P. Robbins
3. Personnel Management : Memoria. C.B.
4. Legal System in Business : P. Saravanavel
5. Business Law : S.S. Gulshan & G.K. Kapoor
6. Business Law : S.P. Iyengar & B.K. Goyal

## **209PHCT03: ADVANCED ACCOMMODATION MANAGEMENT**

### **Unit-I: PLANNING AND ORGANISING**

Staffing – Work Study – Measurement of work – Job analysis –  
Motivating staff – Recruitment & orientation

### **Unit-II: INTERIOR DECORATION**

Guest Room Designing – Factors affecting designing – Principles and  
elements of designing – Layout planning – Role of colours, lighting system,  
wall and floor finishes in interior decoration

### **Unit-III: RENOVATION PROCESS**

Redecoration – Renovation process – Refurnishing – Types and  
selection of furniture

### **Unit-VI: LAUNDRY MANAGEMENT**

Types – Layout of OPL – Flow process – Wash cycle and dry cleaning –  
Guest Laundry-procedure – Stain removal

### **Unit-V:**

Definition of budget – Types – Purchase and selection criteria –  
Controlling Systems – Inventory and stock taking – Registers and records  
maintained – Concept of safeguarding assets

### **Reference:**

1. House Craft : Valeria Paul
2. Commercial Housekeeping & Maintenance : Stanley Thornes
3. Hotel, Hostel and Hospital Housekeeping : John C. Bronson and Margaret Lennox
4. Hotel and Catering studies : Ursula Jones
5. Housekeeping and Front Office : Jones
6. Managing Housekeeping Custodial Operation : Edwin B. Feldman
7. Professional Management of House Keeping Operations (II Edn) : Robert J. Martin & Thomas J.A. Jones
8. Housekeeping Management : Margaret M. Leappa & Aleta Nitschke

## **209PHCT04: HOSPITALITY MANAGEMENT**

### **Unit-I: HOSPITALITY INDUSTRY**

Definition of hotel – Evolution of hotel industry – Hotel chains – Classification of hotels – Managers' role in Hotel Industry – Knowledge of various departments

### **Unit-II: RESTAURANT BUSINESS**

Organization – Chain-Independent / Franchise

### **Unit-III: FOOD SERVICE DEMAND**

The Changing Age Composition of our population – Other Demographic Factors – Supply Labour – Work force Diversity – Competitions with other industries

### **Unit-IV: THE HOTEL BUSINESS**

The Economics of the Hotel business – Dimensions of the Hotel investment Decision – Brand Competition – Changes in Franchise Relationship

### **Unit-V: THE PRINCIPLES OF HOSPITALITY MANAGEMENT**

Planning in Organizations – Departmentalization – Selection and Employment – Characteristic of control system – Element of leading and Directing – The Environment

### **References:**

1. Managing Hospitality : Robert H. Woods
2. Introduction to Management in the Hospitality Industry



## **209PHCP01: ACCOMMODATION OPERATIONS**

1. Laundry Operation
2. Stains and Stain Removal methods
3. Cost Estimation
4. Housekeeping plans into action
5. Training and evaluating supervisors and managers
6. Guest room designing (Model Presentation)

**SEMESTER – III**  
**309PHCT01: HOTEL FINANCIAL MANAGEMENT**

**Unit-I: FINANCIAL MANAGEMENT**

Financial functions – Nature and Scope – Its relationship with other functions – Finance organization

**Unit-II: FINANCIAL FORECASTING**

Interpretation and analysis of financial statements – Actual performance and model statements – Preparation and uses

**Unit-III: FINANCIAL PLANNING AND CONTROL**

Break even analysis operation leverage – Profit cost analysis

**Unit-IV: LIQUIDITY MANAGEMENT**

Current liabilities management – Size and source – money market, Banks – regulation of working capital finance Dehejia committee – Marathe committee

**Unit-V: LONG TERM CAPITAL MANAGEMENT**

Cost of capital basic concepts rational and assumptions cost of retained earnings – Capital structure decision of the firm-composition and source of long term funds – Financial leverage – factors determining fund requirements – Budgetary control – Performance – Zerobase budgeting – Financial information system

**Reference:**

- |   |                      |
|---|----------------------|
| 1. Fundamentals of Financial Management     | : James C. Van Horne |
| 2. Financial management and Policy          | : James C. Van Horne |
| 3. Financial Management – Theory & Practice | : Prasanna Chandra   |
| 4. Fundamentals of Financial Management     | : Prasanna Chandra   |

## **309PHCT02: TOURISM MARKETING AND TRAVEL OPERATORS**

### **Unit-I:**

Introduction – Defining tourism and marketing concepts – Tourism as a product – Tourism planning – Tourism Development

### **Unit-II: MARKETING TOOLS AND PLANNING**

The Product mix – Interactive marketing – International marketing – Private and public tourism marketing – Business perspectives and planning for marketing

### **Unit-III: RESEARCH AND MANAGEMENT**

Research and tourism – Types of research – The research process – research consultants

### **Unit-IV: TOURISM POLICY**

Policy defined – US Tourism Policy – tourism policy around the world – International tourism organization

### **Unit-V: TRAVEL AND TRANSPORT OPERATIONS**

Introduction – Travel decision – Scheduled airline development – Technical aspects of airline services – Airline costs – Air Fares – revenues and load factors – Business travel – Responding to delayed – Travelers – Management strategies to gain passenger loyalty

### **Reference:**

- |                                   |                     |
|-----------------------------------|---------------------|
| 1. Tourism & Hospitality industry | : Fridgen           |
| 2. Hotels for Tourism Development | : Dr. Jagmohan Negi |
| 3. Marketing Research             | : G.C. Beri         |
| 4. Travel Management              | : Bishwar R. Ghosh  |

# **309PHCT03: MANAGEMENT INFORMATION SYSTEM**

## **Unit-I: INTRODUCTION**

System Concept – system classification – elements of systems: Input, Output, process, Information system for managers – Role of MIS

## **Unit-II: SYSTEM ANALYSIS AND DESIGN**

The work of system analyst – The assignment brief and mutual investigation – feasibility study system design – Data collection and preparation – Detailed system Design – Implementation – Evaluation and maintenance of MIS – Pitfalls in mis-development

## **Unit-III: FUNCTIONAL MANAGEMENT INFORMATION SYSTEM**

Production information system – marketing information system – Accounting Financial Information system – Personal information system – Interrelationship of functional management information systems

## **Unit-IV: FUNDAMENTAL OF COMPUTER AND DATABASE SYSTEMS**

General characteristics of Computer information system: The important of computer – Type of computers – information systems CPU I/O devices, computer software – operating system programming language – Application software. Manual system computer system – Information as a resources – meaning of Data base components of database – DBMS – Data base technology – Operations data base – comparison of DBMS – Design principles of data base – Data base administration – Advantages and disadvantages of data base

## **Unit-V: COMPUTER POWER: SOURCE AND SELECTION**

Collection purchase – computer rental from the manufacture – Computer lease from a third party – Acquisition of a used computer – Computers – Service centres – third sharing – Companies Facilities management companies – The criteria for choice – Computer system selection Acquiring a small business computer – Source selection

## **Reference:**

1. Principles of Management information systems : G.M. Scott Mcgraw-Hill Ed
2. Management information system : Davis & Oison  
McGraw-Hill

## **309PHCT04: ADVANCED FRONT OFFICE MANAGEMENT**

### **Unit-I:**

Front office Operations – The guest cycle – Front office system – Front office forms – The front desk – Front office equipments – Front office computers application

### **Unit-II:**

Front office Responsibilities – Front office communication – Inter departmental communications – Guests service – Guest relations – Front office security functions

### **Unit-III:**

Front office Management – Management functions – establishing Room rates – Forecasting room availability – Budgeting for operations – Evaluation front office operation

### **Unit-IV:**

Yield Management – The concept of yield and management – Measuring yield – Elements of yield management – Using yield management

### **Unit-V:**

The Night Audit – Functions – Operation modes – Night audit process – Verifying night audit – automated system update

### **Reference:**

1. Front Office Procedure : Saton
2. Basic Hotel Front office Procedures : Peter Renner
3. Front office procedures : Peter Abbott
4. Principles of hotel front office : Sue Becker, Pam Bradley and Feremy  
Operations
5. Managing front office operations : Michael and Kasavana
6. Hotel and motel front desk personnel : Grace paige
7. Front Office procedures social skills : Petrabbol & Sue Lewry  
And management

# **309PHCT05: KITCHEN OPERATION AND COST CONTROL**

## **Unit-I: KITCHEN MANAGEMENT**

Kitchen management skills, Attitude, Behaviour in Kitchen, Personal Hygiene, Importance of Sanitation in kitchen, Safety procedures to be followed in Kitchen, Handling Modern Kitchen equipments, rechauffing

## **Unit-II: KITCHEN LAYOUT**

General planning layout of Kitchen in a star hotel – Types of Kitchen, Layout of Receiving area, Storage area, Service and wash up area

## **Unit-III: KITCHEN COMMODITIES**

Extensive study of Kitchen ingredients and its various characters of Vegetables, Fruits, Meat, Poultry, Game, fish, Rice, cereals, Cocoa, Chocolate

## **Unit-IV: COST CONTROLS**

Menu Compilation and Balancing of Recipes – Portion control, Standard portion Sizes – Receiving: Definition, Functions, Blind receiving – Indenting: Definition, Functions Principles of Indenting – Food cost control Importance, Relevance of Food Costing System – Purchasing: Definition, types, Importance Purchase Order – Cost Controls Procedures and methods – Inventory. Records

## **Reference:**

- |  |  |
|--|--|
| 1. Practical Cookery                         | : Ronald Kington Victor Ceserani       |
| 2. The Theory of Catering                    | : Kinton & Ceserani                    |
| 3. Practical Professional Catering           | : Kauffman and Crakcnell               |
| 4. Food & Beverage Management                | : Richard Kotas & Chandana Jayawardena |
| 5. Food & Beverage Management & Cost control | : D. Antony Ashok Kumar                |

# **409PHCT01: RESEARCH METHODOLOGY**

## **Unit-I: INTRODUCTION**

Meaning of research – Objectives of Research – Types of Research – Research Approaches – Importance of Knowing how research is done – Research process – Criteria of good research

## **Unit-II: RESEARCH DESIGN**

## **Unit-III: SAMPLING DESIGN**

## **Unit-IV: METHODS OF DATA COLLECTION AND PROCESSING**

## **Unit-V: ANALYSIS OF DATA AND REPORT WRITING**

### **Reference:**

1. Research Methodology : C.R. Kothari

## **409PHCT02: FOOD AND BEVERAGE DEPARTMENT ORGANIZATION**

### **Unit-I:**

Functions of Food and Beverage Department – Planning – Coordinating – Controlling – Duties and Responsibilities of F & B Personnel

### **Unit-II:**

Organizational Structure – Span of Control – Levels of Management – Delegation of Authority – Division of Work

### **Unit-III:**

Staffing – recruitment and Training – Duty Rota – Motivation – Performance Appraisals

### **Unit-IV:**

Food and Beverage Communication Skills – Internal and External communication – channels of Communications – Handling F & B complaints

### **Unit-V:**

Service concepts – Service Standards – Standard Specifications – Service Methods

### **Reference:**

1. Food & Beverage Management & Cost Control : D. Antony Ashok Kumar
2. Food & Beverage Service : Dennis R. Lillicrap & John A. Cousins
3. Modern Restaurant Service : John Fuller



## **409PHCT03: CONCEPTUAL SKILLS OF ACCOMMODATION OPERATIONS**

### **Unit-I: CONCEPTUAL PLANNING**

Conceptual planning – Organizing House Keeping department – Importance of forecasting – Coordinating – Controlling

### **Unit-II:**

Staffing and wage Scheduling – Selecting and Training – Job description and Job Specification – Work Scheduling-Rotational and tight – Contract Service – Criteria for Work-load (Equal distribution of work)

### **Unit-III:**

Budget Budgetary control – Importance of Budgetary Control – Capital of Operational Expenditure Budget – Variance analysis – Pre opening Budget – Inventory Control

### **Unit-IV:**

Material planning – supplies and Equipment – Selection Criteria – Guest Supplies – selection of Cleaning Equipment and Cleaning Agents – Storage and care

### **Unit-V:**

House Keeping and Environmental Control – Pest Control – Waste water treatment and disposal – Environmental service – Environmental Pollution

### **Reference:**

1. House Craft : Valeria Paul
2. Commercial House Keeping And Maintenance : Stanley Thornes
3. Hotel, Hostel and Hospital House Keeping : John C. Bronson and Margaret Lennox
4. Hotel and Catering Studies : Ursula Jones
5. Housekeeping and Front office : Jones
6. Managing housekeeping Custodial Operation : Edwin B. Feldman
7. Professional Management of House Keeping Operations (II Edn) : Robert J. Martin
8. Housekeeping Management : Marget M. Leappa and Aleta Nitschke

## **409PHCT04: ROOMS DIVISION YIELD MANAGEMENT**

### **Unit-I: FRONT OFFICE MANAGEMENT**

Planning and Organizing – Coordinating – Staffing – Controlling and Evaluating

### **Unit-II: ESTABLISHING ROOM RATES AND FORECASTING**

Market conditions – Rule of Thumb and Hubbart formula – Forecasting Room availability – Forecasting Data

### **Unit-III: YIELD MANAGEMENT**

Definition and concept – Meaning – Elements – Yield Management Strategies

### **Unit-IV: ROOMS DIVISION MANAGEMENT**

Forecasting rooms Revenue – Estimating Expenses – Revenue analysis – Rooms Division income statement – Rooms Division Budget Reports

### **Reference:**

1. Front Office Procedure : Seaton
2. Basic Hotel Front Office : Peter Renner  
Procedures (II den)
3. Front Office Procedures : Peter Abbott
4. Principles of hotel front office : Sue Becker, Pam Bradley and Feremy  
Hyton Operations
5. Managing Front office : Michael and Kasavana  
Operations
6. Hotel and Motel front desk : Grace Paige  
Personnel
7. Front Office Procedures – Social : Petrabbol and Sue Lewry  
Skills and management

## **409PHCP01: PROJECT AND VIVA VOCE**

Project topic should be selected based on hospitality industry (The topics may cover hotels, restaurant, Front office and Accommodation Operations, and resort management, Catering establishments like air, rail, industrial, Convenience foods and health foods)

The topic should be approved by the Head of the Department. The presentation of the project should strictly follow the Guidelines