### Name of Syllabus
C. C. IN Hotel Management & Catering Technology (HMCT) (401208)

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
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<tbody>
<tr>
<td>2</td>
<td>Max. Nos of Student</td>
<td>25 Students</td>
</tr>
<tr>
<td>3</td>
<td>Duration</td>
<td>1 year</td>
</tr>
<tr>
<td>4</td>
<td>Type</td>
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<tr>
<td>5</td>
<td>Nos Of Days / Week</td>
<td>6 Days</td>
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<tr>
<td>6</td>
<td>Nos Of Hours / Days</td>
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| 7 | Space Required | 1) Practical Lab = 700 sqfeet  
     2) Class Room = 300 sqfeet  
     TOTAL = 1000 sqfeet |
| 8 | Entry Qualification | H.S.C. Pass |

#### Objective Of Syllabus/ introduction
To introduce students with the process of communication so that they can identify conditions favorable to effective communication and to teach them basic and applied language skills useful for the study of technical subjects as well as communication, with a particular emphasis on writing and oral presentation skills, which are top ranking capabilities needed for professional careers as middle level manager.

#### Employment Opportunity
Can get job in concern Establishment / Self Employment

#### Teacher’s Qualification
Bachelor Degree in HMCT of Statutory University OR  
Three years diploma in HMCT of Maharashtra State Board of Technical Education with one year Teaching/Industry/ Professional Experience.

### Training System Per Week

<table>
<thead>
<tr>
<th></th>
<th>Theory</th>
<th>Practical</th>
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<tbody>
<tr>
<td>18hrs</td>
<td>24hrs</td>
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### Exam. System

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Paper Code</th>
<th>Name of Subject</th>
<th>TH/ PR</th>
<th>Hours</th>
<th>Max. Marks</th>
<th>Mini. Marks</th>
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<tbody>
<tr>
<td>1</td>
<td>40120811</td>
<td>Communication Skill</td>
<td>TH-I</td>
<td>3 hrs.</td>
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<tr>
<td>2</td>
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<td>Food Production &amp; Catering Science</td>
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<td>Food &amp; Beverage Services</td>
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<td>Food &amp; Beverage Services</td>
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</table>
Theory- I & Practical - I  COMMUNICATION SKILL

Detailed contents:

Theory- I Contents

UNIT-1 : BASIC CONCEPTS AND PRINCIPLES OF COMMUNICATION

Chapter 1: The Communication Event
1.1 The Communication Events: definition
1.2 The elements of communication: the sender, receiver, message, channel, feedback and context.

Chapter 2: The concept of Communication Process
2.1 The Communication Process: definition
2.2 Stages in the process: defining the contest, knowing the audience, designing the message, encoding selecting proper channels, transmitting, receiving, decoding and giving feedback.

Chapter 3: Principal of Effective Communication.
3.1 Effective communication: definite
3.2 Communication Barriers and how to overcome them at each stage of communication process.
3.3 Developing effective messages: thinking about purpose, knowing the audience, structuring the message selecting proper channels, minimizing barriers and facilitating feedback.

UNIT-II LANGUAGE GRAMMER

Chapter: 4 Principal of Language Grammar and Usage
4.1 The sentence elements: words, phrases and clauses.
4.2 Phrase structure and clause structure; transformation of sentence.
4.3 Constructing correct and effective sentences
4.4 Punctuation
4.5 Mechanics of writing.

UNIT III: WRITTEN COMMUNICATION

Chapter 5: Preparation for Writing
Understanding the writing assignments: topic, purpose, audience, scope and constraints.
Analyzing the context
Determining the scope of topic
Audience Analysis for entry behavior
Collecting information for the assignment.

Chapter 6: Designing Message Outline
6.1 Organizing ideas: elements determining the general and specific purpose, organizing principles of the text.
6.2 Outlining: key and topic sentence outlines, writing target statement;

Chapter 7: Writing and Reviewing
7.1 Principles of presentation of text: progressive differentiation, integrative reconciliation, sequential organization and consolidation.
7.2 Procedures for writing text with specific purposes; Writing topic sentences, Writing Introductions, definitions, describing objects, events and procedures; classifying, comparison and contrast cause and effect, concluding; explaining
concept, principles and procedures.

7.3 Reviewing for relevance structure, unity, coherence, clarity, consistency, length and accuracy.

**Chapter 10: Communicating Oral Messages.**

10.1 Designing oral messages: preparation, practice and presentation with written and graphic material.

10.2 International Phonetic Script

**UNIT IV: NON-VERBAL AND GRAPHIC COMMUNICATION**

**Chapter 8: Non-verbal Codes**

8.1 Nonverbal codes: body language chronemics and artifacts.

8.2 Body language: Kinesics (eye contact, gestures, postures, body movement and facial expressions) Proxemics (using space), Vocalics (accepts of speech like, tone, emphasis, volume, pauses etc.) and physical Appearance; Chronemics (manipulating time); Artifacts (environment and objects)

8.3 Using non-verbal codes in oral communication.

**Chapter 9: Using Visuals**

9.1 Interpreting visuals and illustrating with visuals like tables, charts and graphs.

**UNIT V : USING THE COMMUNICATION SKILLS (Marks 22, Period 14)**

**Chapter 11: TOPICS IN THE CLASSROOM CONTEXT**

11.1 Writing answers by defining, describing, explaining and illustrating.

**Chapter 12: TOPICS FOR OUT OF CLASSROOM CONTEXT**

12.1 Letter, memorandum and short reports: types, parts and formats; developing messages.

**COMMUNICATION SKILL & IT (FRENCH)**

**Detailed contents**

**Chapter 1 French Vocabulary and Grammar**

**Theory**

1.1 Works and verbs often used in the hotel.

1.2 Conjugation of French verbs and transaction into the various tenses (Past, Present & Future)

1.3 Transforming sentences into negative / singular & plural form.

1.4 Formation of sentences into French.

**Chapter 2 Conversational French**

1.1 Basic Verbs often used in the hotel.

1.2 Modes of introduction with friends and guests.

1.3 Knowledge of time, seasons, months, days, number and currency.

1.4 Conversation with regards to interaction with guest in various areas such as Front office, Restaurant, Housekeeping, Kitchen etc.

**Chapter 3 French Kitchen, Restaurant, Front office Bar terminology**

**Theory**

3.1 Knowledge of the kitchen brigade.

3.2 Kitchen equipments.

3.3 Ingredients, means/Vegetable/fruit/fish/herbs/spices.

3.4 Culinary terms in French.

3.5 French Cheeses.

3.6 Knowledge of the restaurant brigade.

3.7 Equipments used in the restaurant.

3.8 French classical menu up to 13 courses.
Menu translation from French to English and vice-versa.
Knowledge of principal ingredients used in classical French dishes.
How to read and translate a recipe from French to English?
French Terminology required in handling guest check in and checking out.
How to read and write passport details in French?

- Implementation strategies

The focus will be on developing practical skills, which the student can use in various areas when he comes contact with foreign guest.

Practical - I Communication Skill

UNIT-I: BASIC CONCEPTS AND PRINCIPLES OF COMMUNICATION

Chapter 1: The Communication Event
1.1 The Communication Events: definition
1.2 The elements of communication: the sender, receiver, message, channel, feedback and context.

Chapter 2: The concept of Communication Process
2.3 The Communication Process: definition
2.4 Stages in the process: defining the contest, knowing the audience, designing the message, encoding selecting proper channels, transmitting, receiving, decoding and giving feedback.

Chapter 3: Principal of Effective Communication.
3.4 Effective communication: definite
3.5 Communication Barriers and how to overcome them at each stage of communication process.
3.6 Developing effective messages: thinking about purpose, knowing the audience, structuring the message selecting proper channels, minimizing barriers and facilitating feedback.

UNIT-II LANGUAGE GRAMMER

Chapter: 4 Principal of Language Grammar and Usage
4.6 The sentence elements: words, phrases and clauses.
4.7 Phrase structure and clause structure; transformation of sentence.
4.8 Constructing correct and effective sentences
4.9 Punctuation
4.10 Mechanics of writing.

UNIT III: WRITTEN COMMUNICATION

Chapter 5: Preparation for Writing
Understanding the writing assignments: topic, purpose, audience, scope and constraints.
Analyzing the context
Determining the scope of topic
Audience Analysis for entry behavior
Collecting information for the assignment.

Chapter 6: Designing Message Outline
6.3 Organizing ideas: elements determining the general and specific purpose, organizing principles of the text.
6.4 Outlining: key and topic sentence outlines, writing target statement;
Chapter 7: Writing and Reviewing

7.4 Principles of presentation of text: progressive differentiation, integrative reconciliation, sequential organization and consolidation.

7.5 Procedures for writing text with specific purposes; Writing topic sentences, Writing Introductions, definitions, describing objects, events and procedures; classifying, comparison and contrast cause and effect, concluding; explaining concept, principles and procedures.

7.6 Reviewing for relevance structure, unity, coherence, clarity, consistency, length and accuracy.

Chapter 10: Communicating Oral Messages.

10.3 Designing oral messages: preparation, practice and presentation with written and graphic material.

10.4 International Phonetic Script

UNIT IV: NON-VERBAL AND GRAPHIC COMMUNICATION

Chapter 8: Non-verbal Codes

8.4 Nonverbal codes: body language chronemics and artifacts.

8.5 Body language: Kinesics (eye contact, gestures, postures, body movement and facial expressions) Proxemics (using space), Vocalics (accepts of speech like, tone, emphasis, volume, pauses etc.) and physical Appearance; Chronemics (manipulating time); Artifacts (environment and objects)

8.6 Using non-verbal codes in oral communication.

Chapter 9: Using Visuals

9.1 Interpreting visuals and illustrating with visuals like tables, charts and graphs.

UNIT V: USING THE COMMUNICATION SKILLS

Chapter 11: TOPICS IN THE CLASSROOM CONTEXT

11.1 Writing answers by defining, describing, explaining and illustrating.

Chapter 12: TOPICS FOR OUT OF CLASSROOM CONTEXT

12.1 Letter, memorandum and short reports: types, parts and formats; developing messages.

COMMUNICATION SKILL & IT (FRENCH)

Detailed contents

Chapter 1 French Vocabulary and Grammar

Theory

1.5 Works and verbs often used in the hotel.

1.6 Conjugation of French verbs and transaction into the various tenses (Past, Present & Future)

1.7 Transforming sentences into negative / singular & plural form.

1.8 Formation of sentences into French.

Chapter 2 Conversational French

1.5 Basic Verbs often used in the hotel.

1.6 Modes of introduction with friends and guests.

1.7 Knowledge of time, seasons, months, days, number and currency.

1.8 Conversation with regards to interaction with guest in various areas such as Front office, Restaurant, Housekeeping, Kitchen etc.
Chapter 3 French Kitchen, Restaurant, Front office Bar terminology
Theory
3.14 Knowledge of the kitchen brigade.
3.15 Kitchen equipments.
3.16 Ingredients, means/vegetable/fruit/fish/ herbs /spices.
3.17 Culinary terms in French.
3.18 French Cheeses.
3.19 Knowledge of the restaurant brigade.
3.20 Equipments used in the restaurant.
3.21 French classical menu up to 13 courses.
3.22 Menu translation from French to English and vice-versa.
3.23 Knowledge of principal ingredients used in classical French dishes.
3.24 How to read and translate a recipe from French to English?
3.25 French Terminology required in handling guest check in and checking out.
3.26 How to read and write passport details in French?

- Implementation strategies
The focus will be on developing practical skills, which the student can use in various areas when he comes contact with foreign guest.

1. Identifying Communication Events.
2. Analyzing Communication Events.
3. Identifying Units of Grammar
4. Constructing Effective Sentences.
5. Using a Directory
6. Drawing information Structure of Texts
7. Summarizing Techniques 5.0 Designing the message
8. Writing Topic Sentences
9. Writing Paragraphs
10. Writing Function paragraphs.
12. Format Written Communication
13. Communicating Orally.
Chapter 1 Introduction To Cookery

Theory
1.1 History of Cookery
1.2 Origins of Modern Cookery
1.3 Levels of Skill
1.4 Attitude & Behavior in the Kitchen
1.5 Kitchen uniforms
1.6 Safety Procedure for Handling Equipments

Chapter 2 Kitchen Staffing

Theory
2.1 Classical Brigade
2.2 Kitchen Staffing in Various Category Hotels
2.3 Duties & Responsibilities of Executive Chef and Various Chefs
2.4 Inter-departmental Co-ordination.

Chapter 3 Kitchen Hand Tools

Theory
3.1 Tools & utensils used in the Kitchen.
3.2 Different Types of Fuel used in Kitchen

Practice :-
i) Use of Kitchen Equipment, Tools Utensils & Cleaning

Chapter 4 Aims & Objectives of Cooking Food

Theory
4.1 Aims and objective of Cooking Food.
4.2 Classification of Raw Materials according to their Functions.
4.3 Various Textures

Practice
i) Various of vegetables, Pulses, condiments. Spices used in functions.

Chapter 5 Methods of Cooking Foods

Theory
5.1 Preparation of ingredients
5.2 Methods of Mixing Foods Methods of Cooking Food-Roasting, Banking, Smoking, Grilling, Broiling, Microwave, Frying, Poaching & Peeling.

Practice
i) Methods of Cooking Food will be during the Practical Sessions through the Year.

Chapter 6 Culinary Terms

Theory
6.1 Explanation of following culinary Terms with Examples.

<p>| | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Bharat</td>
<td>24</td>
<td>Caramel</td>
</tr>
<tr>
<td>2</td>
<td>Augratin</td>
<td>25</td>
<td>Caramelise</td>
</tr>
<tr>
<td>3</td>
<td>Bain Marie</td>
<td>26</td>
<td>Choux</td>
</tr>
<tr>
<td>4</td>
<td>Bake</td>
<td>27</td>
<td>Cisel</td>
</tr>
<tr>
<td>5</td>
<td>Barbeque</td>
<td>28</td>
<td>Compote</td>
</tr>
<tr>
<td>6</td>
<td>Baste</td>
<td>29</td>
<td>Condiments</td>
</tr>
<tr>
<td>7</td>
<td>Batter</td>
<td>30</td>
<td>Condiments</td>
</tr>
<tr>
<td>8</td>
<td>Bearnaise</td>
<td>31</td>
<td>Baghar</td>
</tr>
<tr>
<td>9</td>
<td>Beat</td>
<td>32</td>
<td>Consomme</td>
</tr>
<tr>
<td>10</td>
<td>Bechamel</td>
<td>33</td>
<td>Court</td>
</tr>
<tr>
<td>11</td>
<td>Beurre Noir</td>
<td>34</td>
<td>Corissant</td>
</tr>
</tbody>
</table>
Chapter 7  Vegetables & Fruits

Theory
7.1 Introduction & Classification
7.2 Cuts of Vegetables
7.3 Classification and Uses of Fruits in Cookery

Practice
i) Identification, Classification, Cuts of Vegetables & Fruits, Methods of Cooking Vegetables as per the colour.

Chapter 8  Egg Cooking

Theory
8.1 Introduction, Structure & Selection
8.2 Methods of Cooking and Uses of Egg in Cookery.

Practice
i) Preparation of Varieties of Egg Dishes- Boiled (Soft/Hard), Fried (Sunny Side

Chapter 9  Fish Mongery

Theory
9.1 Introduction of Fish Mongery, Classification of Fish with examples.
9.2 Selection of Fish, Shellfish, Cuts of Fish.
9.3 Cooking of Fish.
9.4 Local names of Finfish / 10 Local names of Shellfish.

Practice
i) Identification & Classification of Fish Cuts such as Fillets, Darne, Trancon, paupietta, Goujons and Preparation of Simple Dishes e.g. Orly, Colbert, Meuniere & Grilled.

Chapter 10  Meat & Poultry

Theory
10.1 Introduction to Meat Cookery
10.2 Cuts of Lamb / Mutton, Selection & Uses of its Cuts.
10.3 Cuts of Poultry, Selection & Uses of Cuts.

Practice
i) Demonstration of Cuts of Lamb/Mutton, Cuts of Chicken, Preparation of Single Dishes e.g. Chicken, Roast Chicken.

Chapter 11  Stocks

Theory
12.4 Definition of Stock, Classification Preparation of Stock, Recipes of 1 liter of various Stocks. (Fond Blanc, Estouffade, Fumet de poison, Vegetable Stock).
12.5 Storage, Uses, Care and the seven Rules of Stock Making.

Practice
i) Demo of White Stock, Brown Stock, Fish Stock
Chapter 12   Soups

Theory
12.1  Classification of Soups with example

<table>
<thead>
<tr>
<th>Cream Soups</th>
<th>Puree Soups</th>
<th>Veloute</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cream de tomato</td>
<td>Puree de carottes</td>
<td>Volute auz con combers</td>
</tr>
<tr>
<td>Cream de celery</td>
<td>Puree de lentilles</td>
<td>Veloute dame balabche</td>
</tr>
<tr>
<td>Cream de champignon</td>
<td>Puree de tomato</td>
<td>Veloute marie louis</td>
</tr>
<tr>
<td>Cream de concombre</td>
<td>Puree de pois frais</td>
<td>Veloute d' artois</td>
</tr>
<tr>
<td>Cream d'epinard</td>
<td>Puree dubarry</td>
<td>Veloute marie Stuart.</td>
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<table>
<thead>
<tr>
<th>Chowder</th>
<th>Consomme</th>
<th>National Soups</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cabbage Chowder</td>
<td>Consomme Juleinne</td>
<td>Mulligatawny</td>
</tr>
<tr>
<td>Prawn Chowder</td>
<td>Consomme</td>
<td>Gazpacho Soup</td>
</tr>
<tr>
<td>Chicken Chowder</td>
<td>Celesting</td>
<td>Potage Minestrone Soup</td>
</tr>
<tr>
<td>Crab Chowder</td>
<td>Consomme Royale</td>
<td>Cocktail-a-Leekie Soup</td>
</tr>
<tr>
<td>Oyster chowder</td>
<td>Consomme Brunoise</td>
<td>Vichyssoise Soup</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Consomme Florentine</td>
</tr>
</tbody>
</table>

12.2  Consomme (Recipe of 1 Liter), Gamishes & Accompaniments of Soups- Alexandra/ Profitroie/ Madreling/ Clairmont/ Marcelon.

Practice
i)  Preparation of Basic Soups, Consomme, Cream, Puree, Broths Voloute, National Soups (Mulligatawny, Onion Soup etc.)

Chapter 13  Sauces

13.1  Classification of Sauces / Composition

13.2  Recipes of Mother Sauces (1 Liter)

13.3  Derivatives (Any 5)

<table>
<thead>
<tr>
<th>Bechamel Sauce</th>
<th>Veloute Sauce</th>
<th>Espagnole Sauce</th>
<th>Tomato Sauce</th>
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<tbody>
<tr>
<td>1 Momy</td>
<td>1 Allemande</td>
<td>1 Demi-glaze</td>
<td>1 Barbecue</td>
</tr>
<tr>
<td>2 Cream</td>
<td>2 Supreme</td>
<td>2 Maderia</td>
<td>2 Italians</td>
</tr>
<tr>
<td>3 Parsley</td>
<td>3 Mushroom</td>
<td>3 Nancy</td>
<td>3 Porugaise</td>
</tr>
<tr>
<td>4 Mustard</td>
<td>4 Hongroise</td>
<td>4 Chasseur</td>
<td>4 Provencal</td>
</tr>
<tr>
<td>5 Onion</td>
<td>5 Ivory</td>
<td>5 Robert</td>
<td>5 Bretonne</td>
</tr>
<tr>
<td>6 Soudinal</td>
<td>6 Aurore</td>
<td>6 Bordelaise</td>
<td>6 Milanaise</td>
</tr>
<tr>
<td>7 Cardinal</td>
<td>7 Caper</td>
<td>7 Devil</td>
<td>7 Chaudfroids</td>
</tr>
</tbody>
</table>

Practice
i)  Demonstration of Mother Sauces & 2-3 Derivations of each.

Chapter 14  Bread

Theory
14.1  Practical of Bread Making
14.2  Simple Yeast Breads.
14.3  Role of each Ingredient in Bread Making
Baking Temperature & its Importance.

Practice
i)  Bread Making, Demo & Simple & Enriched Bread, Bread Loaf (White/Brown), Bread Rolls (Various Shapes, French Bread, Brioche)

Chapter 15  Cookies

Theory
15.1  Types of Cookies.
15.2  Methods of Preparation of Cookies.

Practice
i)  Demonstration & Practice of simple Cookies, Like Nankhatal, Golden Goodies & Melting Moments etc.
Chapter 16  Price, Cereals, Pulses & Sprouts
16.1  Introduction, Classification, Identification & Varieties of Rice.
16.2  Sprouts: Definition, Methods of Making Sprouts and its Uses.
Practice
i) Preparation of Rice-Boiled, Absorption/Draining Methods, Pulao

Chapter 17  Flour
Theory
17.1  Types of Wheat, Types of Flour and its Uses.
Practice
i) Preparation of Indian Breads-Chapaties, Phulkas and Parathas.

Chapter 18  Shortenings (Facts & Oils)
Theory
18.1  Role of shortening, Varieties, Advantages and Disadvantages of using Different Shortenings
18.2  Fats & Oils: Types & Varieties, Saturated Fat, Unsaturated Fat, Advantages and Disadvantages of Fats & Oils.
Practice

Chapter 19  Raising Agents
Theory
19.1  Classification Role of Raising Agents, Actions & Reaction.
Practice
i) Demonstration of sponge Cake, Genoese, Fatless Sponge, Swiss Rolls.

Chapter 20  Sugar
Theory
20.1  Importance of Sugar, Types of Sugar, Effect of Heat on Sugar of Different Temperature
Practice
i) Preparation of Indian Sweets & continental Hot & cold Puddings.

Chapter 21  Spices, Herbs & Condiments
Theory
21.1  Role of Spices / Herbs in Indian / Continental Cookery.
21.2  Local Names of Spices.
Practice
i) Use knowledge of this topic for Preparing Various Types of Dishes. Using Spices, Herb and Condiments.

Chapter 22  Milk and Milk Products
22.1  Introduction, Processing of Milk, Pasteurization, Homogenization, Milk in Various Forms e.g. Toned Powder, Condensed Evaporated etc.
22.2  Cream- Introduction, Processing & Types.
22.3  Butter- Introduction, Processing & Types.
22.4  Cheese- Introduction, Classification, with examples, Processing, Types, Cooking with Cheese & Uses.
Practice
i) Preparation of Indian Desserts Like Kheer, Halwas, Continental Desserts like Mousse caramel custard, Sauces, Soups, Savory Dishes.

• Implementation Strategies
Practical classes should incorporate simple menus both Indian & Continental as follows. Each Institute may formulate its own combination, Minimum 25 menus may be practiced (15 Indian & 10
Continental). Under Bakery 16 Practical may be conducted which may include 4 varieties of bakery products such as bread, cookies, cakes, pastries, About 10 practical may be utilized for demonstration purposes.

<table>
<thead>
<tr>
<th>Rice</th>
<th>10 Varieties</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dal</td>
<td>06 Varieties</td>
</tr>
<tr>
<td>Vegetables</td>
<td>12 Varieties</td>
</tr>
<tr>
<td>Panner Dishes</td>
<td>02 nos</td>
</tr>
<tr>
<td>Curs</td>
<td>Preparation 5 raitas &amp; 2 kadis</td>
</tr>
<tr>
<td>Egg</td>
<td>03 Varieties including omelets curry</td>
</tr>
<tr>
<td>Fish</td>
<td>05 Varieties including fried fish</td>
</tr>
<tr>
<td>Meat and Poultry</td>
<td>12 Varieties min 2 chicken dishes</td>
</tr>
<tr>
<td>Snacks</td>
<td>10 varieties</td>
</tr>
<tr>
<td>Indian Sweets</td>
<td>Gauja, Chiroti, Sakarpura, Sheera, Lapse, Gulab Jamun, semiya Payasam, Carrot, Halwa, jalebis, Halwa, Dudhi Halwa and coconut Burfi.</td>
</tr>
</tbody>
</table>

| Soup Cream | Vegetable, Spinach, Tomatoes, Consomme with Garnishes like Royal, Cormen, Celestine, Madreline & Clement. Scotch broth, minestrone. |
| Broth      | Puree Lentill, Postage Bressani |
| Puree      | Cabbage Chowder, National Soup, Bisque, Shrimp & Crab. |
| Chowder    | Fish Orly, Colbert, meunisere, Poached, Baked, Grilled & Mornay. |
| Fish       | Stews, Ragout, Croquettes, Goulash, Cutlets, Hot Pot Hambergers & Scotch eggs. |
| Entrees    | Biles, Baked, Creamed, Parsley, Scalloped, Duchesse, Lyonnaise, roast, Chips and Savory. |
| Salads     | 06 Varieties with at least 3 types of salad Dressing. |
| Cold Sweets | Christmas Pudding. |
| Hot Sweets |

Practical - II 1.2 FOOD PRODUCTION & CATERING SCIENCE

Chapter 1 Introduction To Cookery

Theory

1.7 History of Cookery
1.8 Origins of Modern Cookery
1.9 Levels of Skill
1.10 Attitude & Behavior in the Kitchen
1.11 Kitchen uniforms
1.12 Safety Procedure for Handling Equipments

Chapter 2 Kitchen Staffing

Theory

2.5 Classical Brigade
2.6 Kitchen Staffing in Various Category Hotels
2.7 Duties & Responsibilities of Executive Chef and Various Chefs
2.8 Inter-departmental Co-ordination.
Chapter 3  Kitchen Hand Tools

Theory
3.3 Tools & utensils used in the Kitchen.
3.4 Different Types of Fuel used in Kitchen

Practice :-
i) Use of Kitchen Equipment, Tools Utensils & Cleaning

Chapter 4  Aims & Objectives of Cooking Food

Theory
4.4 Aims and objective of Cooking Food.
4.5 Classification of Raw Materials according to their Functions.
4.6 Various Textures.

Practice
i) Various of vegetables, Pulses, condiments. Spices used in functions.

Chapter 5  Methods of Cooking Foods

Theory
5.3 Preparation of ingredients
5.4 Methods of Mixing Foods Methods of Cooking Food-Roasting, Banking, Smoking, Grilling,
  Broiling, Microwave, Frying, Poaching & Peeling.

Practice
i) Methods of Cooking Food will be during the Practical Sessions through the Year.

Chapter 6  Culinary Terms

Theory
6.1 Explanation of following culinary Terms with Examples.

<table>
<thead>
<tr>
<th>Term</th>
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<tbody>
<tr>
<td>Bharat</td>
<td>Caramel</td>
<td>Gateaux</td>
<td>Poach</td>
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<tr>
<td>Augratin</td>
<td>Caramelise</td>
<td>Gonoese</td>
<td>Potage</td>
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<td>Bain Marie</td>
<td>Choux</td>
<td>Glaze</td>
<td>Pot Pourri</td>
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<td>Bake</td>
<td>Cisel</td>
<td>Hollandaise</td>
<td>Ragout</td>
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<td>Barbeque</td>
<td>Compote</td>
<td>Hor's doewvre</td>
<td>Rechauffe</td>
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<tr>
<td>Baste</td>
<td>Condiments</td>
<td>Infusion</td>
<td>Roe</td>
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<tr>
<td>Batter</td>
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<td>Bearnaise</td>
<td>Baghar</td>
<td>Larding</td>
<td>Royal</td>
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<td>Beat</td>
<td>Consomme</td>
<td>Macedione</td>
<td>Royale</td>
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<td>Bechamel</td>
<td>Court</td>
<td>Maitre-d-hotel Butter</td>
<td>Sabayon</td>
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<tr>
<td>Beurre Noir</td>
<td>Corissant</td>
<td>Marinate</td>
<td>Saffron</td>
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<tr>
<td>Beurre Mainie</td>
<td>Croutes</td>
<td>Matignon</td>
<td>Saute</td>
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<tr>
<td>Bisque</td>
<td>Croutons</td>
<td>Mire-Poix</td>
<td>Sear</td>
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<td>Blanch</td>
<td>Custard</td>
<td>Mis-en- place</td>
<td>Seasoned</td>
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<tr>
<td>Blanch</td>
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<td>Flour</td>
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<td>Blend</td>
<td>Dame</td>
<td>Mousse</td>
<td>Souffle</td>
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<td>Boilion</td>
<td>Dough</td>
<td>Mousseline</td>
<td>Stew</td>
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<td>Bortsch</td>
<td>Mince</td>
<td>Panada</td>
<td>Stock</td>
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<tr>
<td>Bouquet Gamy</td>
<td>Estouffade</td>
<td>Panner</td>
<td>Supreme</td>
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<tr>
<td>Brioche</td>
<td>Espagnole</td>
<td>Parboil</td>
<td>Kofta</td>
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<tr>
<td>Broil</td>
<td>Force Meat</td>
<td>Pare</td>
<td>Trancon</td>
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<tr>
<td>Brunoise</td>
<td>Fume</td>
<td>Pimento</td>
<td>Zest</td>
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<td>Brush</td>
<td>Gamish</td>
<td>Khoya</td>
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<td>Canapes</td>
<td>Gamiture</td>
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</tbody>
</table>
Chapter 7  Vegetables & Fruits
Theory
7.4  Introduction & Classification
7.5  Cuts of Vegetables
7.6  Classification and Uses of Fruits in Cookery
Practice
i)  Identification, Classification, Cuts of Vegetables & Fruits, Methods of Cooking Vegetables as per the colour.

Chapter 8  Egg Cooking
Theory
8.3  Introduction, Struction & Selection
8.4  Methods of Cooking and Uses of Egg in Cookery.
Practice
i)  Preparation of Varieties of Egg Dishes- Boiled (Soft/Hard), Fried (Sunny Side

Chapter 9  Fish Mongery
Theory
9.5  Introduction of Fish Mongery, Classification of Fish with examples.
9.6  Selection of Fish, Shellfish, Cuts of Fish.
9.7  Cooking of Fish.
9.8  Local names of Finfish / 10 Local names of Shellfish.
Practice
i)  Identification & Classification of Fish Cuts such as Fillets, Darne, Trancon, paupietta, Goujons and Preparation of Simple Dishes e.g. Orly, Colbert, Meuniere & Grilled.

Chapter 10  Meat & Poultry
Theory
10.4  Introduction to Meat Cookery
10.5  Cuts of Lamb / Mutton, Selection & Uses of its Cuts.
10.6  Cuts of Poultry, Selection & Uses of Cuts.
Practice
i)  Demonstration of Cuts of Lamb/Mutton, Cuts of Chicken, Preparation of Single Dishes e.g. Chicken, Roast Chicken.

Chapter 11  Stocks
Theory
12.6  Definition of Stock, Classification Preparation of Stock, Recipes of 1 liter of various Stocks. (Fond Blanc, Estouffade, Furnt de poison, Vegetable Stock).
12.7  Storage, Uses, Care and the seven Rules of Stock Making.
Practice
i)  Demo of White Stock, Brown Stock, Fish Stock

Chapter 12  Soups
Theory
12.2  Classification of Soups with example

Cream Soups  Puree Soups  Veloute
Cream de tomato  Puree de carottes  Voloute aus con combers
Cream de celery  puree de lentilles  Veloute dame balabche
Cream de champignon  Puree de tomato  Veloute marie louis
Cream de concombre  Puree de pois frais  Veloute d' artois
Cream d'epinard  Puree dubarry  Veloute marie Stuart.
Chowder  | Consomme  | National Soups
---|---|---
Cabbage Chowder | Consomme Juleinne | Mulligatawny
Prawn Chowder | Consomme | Gazpacho Soup
Chicken Chowder | Celesting | Potage Minestrone Soup
Crab Chowder | Consomme Royale | Cock-a-Leekie Soup
Oyster chowder | Consomme Bruneoise | Vichysoisse Soup

12.2 Consomme (Recipe of 1 Liter), Gamishes & Accompaniments of Soups - Alexandra/ Profitroie/ Madreling/ Clairmont/ Marcelon.

Practice
i) Preparation of Basic Soups, Consomme, Cream, Puree, Broths Voloute, National Soups (Mulligatawny, Onion Soup etc.)

Chapter 13 Sauces
13.4 Classification of Sauces / Composition
13.5 Recipes of Mother Sauces (1 Liter)
13.6 Derivatives (Any 5)

Bechamel Sauce | Veloute Sauce | Espagnole Sauce | Tomato Sauce
---|---|---|---
1 | Momy | Allemande | Demi-glace | Barbecue
2 | Cream | Supreme | Maderia | Italians
3 | Parsley | Mushroom | Nancy | Portugaise
4 | Mustard | Hongroise | Chasseur | Provençal
5 | Onion | Ivory | Robert | Bretonne
6 | Soudinal | Aurore | Bordelaise | Milanaise
7 | Cardinal | Caper | Devil | Chaudfroids

Practice
i) Demonstration of Mother Sauces & 2-3 Derivations of each.

Chapter 14 Bread
Theory
14.1 Practical of Bread Making
14.2 Simple Yeast Breads.
14.3 Role of each Ingredient in Bread Making
Baking Temperature & its Importance.

Practice
ii) Bread Making, Demo & Simple & Enriched Bread, Bread Loaf (White/Brown), Bread Rolls (Various Shapes, French Bread, Brioche)

Chapter 15 Cookies
Theory
15.3 Types of Cookies.
15.4 Methods of Preparation of Cookies.

Practice
i) Demonstration & Practice of simple Cookies, Like Nankhatal, Golden Goodies & Melting Moments etc.

Chapter 16 Price, Cereals, Pulses & Sprouts
16.3 Introduction, Classification, Identification & Varieties of Rice.
16.4 Sprouts: Definition, Methods of Making Sprouts and its Uses.

Practice
ii) Preparation of Rice-Boiled, Absorption/Draining Methods, Pulao
Chapter 17   Flour
Theory
17.2 Types of Wheat, Types of Flour and its Uses.
Practice
i) Preparation of Indian Breads-Chapaties, Phulkas and Parathas.

Chapter 18 Shortenings (Facts & Oils)
Theory
18.3 Role of shortening, Varieties, Advantages and Disadvantages of using Different Shortenings
18.4 Fats & Oils: Types & Varieties, Saturated Fat, Unsaturated Fat, Advantages and Disadvantages of Fats & Oils.
Practice

Chapter 19 Raising Agents
Theory
19.2 Classification Role of Raising Agents, Actions & Reaction.
Practice
ii) Demonstration of sponge Cake, Genoese, Fatless Sponge, Swiss Rolls.

Chapter 20 Sugar
Theory
20.2 Importance of Sugar, Types of Sugar, Effect of Heat on Sugar of Different Temperature
Practice
i) Preparation of Indian Sweets & continental Hot & cold Puddings.

Chapter 21 Spices, Herbs & Condiments
Theory
21.3 Role of Spices / Herbs in Indian / Continental Cookery.
21.4 Local Names of Spices.
Practice
ii) Use knowledge of this topic for Preparing Various Types of Dishes. Using Spices, Herb and Condiments.

Chapter 22 Milk and Milk Products
22.5 Introduction, Processing of Milk, Pasteurization, Homogenization, Milk in Various Forms e.g. Toned Powder, Condensed Evaporated etc.
22.6 Cream- Introduction, Processing & Types.
22.7 Butter- Introduction, Processing & Types.
22.8 Cheese- Introduction, Classification, with examples, Processing, Types, Cooking with Cheese & Uses.
Practice
ii) Preparation of Indian Desserts Like Kheer, Halwas, Continental Desserts like Mousse caramel custard, Sauces, Soups, Savory Dishes.

• Implementation Strategies
Practical classes should incorporate simple menus both Indian & Continental as follows. Each Institute may formulate its own combination, Minimum 25 menus may be practiced (15 Indian & 10 Continental). Under Bakery 16 Practical may be conducted which may include 4 varieties of bakery products such as bread, cookies, cakes, pastries, About 10 practical may be utilized for demonstration purposes.

<table>
<thead>
<tr>
<th>Indian</th>
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<tbody>
<tr>
<td>Rice</td>
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<tr>
<td>Dal</td>
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<tr>
<td>Vegetables</td>
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<tr>
<td>Panner Dishes</td>
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<tr>
<td>Curs</td>
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<tr>
<td>Egg</td>
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</tbody>
</table>
### Soup Cream
- Vegetable, Spinach, Tomatoes, Consomme with Garnishes like Royal, Cormen, Celestine, Madreline & Clement.
- Scotch broth, minestrone.

### Broth
- Puree Lentill, Postage Bressani

### Puree
- Puree Lentill, Postage Bressani

### Chowder
- Cabbage Chowder, National Soup, Bisque, Shrimp & Crab.

### Fish
- Fish Orly, Colbert, meunisere, Poached, Baked, Grilled & Mornay.

### Entrees
- Stews, Ragout, Croquettes, Goulash, Cutlets, Hot Pot Hambergers & Scotch eggs.

### Potatoes
- Biles, Baked, Creamed, Parsley, Scalloped, Duchesse, Lyonnaise, roast, Chips and Savory.

### Vegetables
- Boiled Veg.- Cabbages, Cauliflower, Beans and peas Galzed Veg.- Corrots, RADish & Tumips.
- Fried Veg.- Aubergines.
- Stewed Veg.- Course, RADish & Tumips.
- Baised Veg.- Onions, Leeks & Cabbage.

### Salads
- 06 Varieties with at least 3 types of salad Dressing.

### Cold Sweets

### Hot Sweets
- Christmas Pudding.

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### B) CATERING SCIENCE  (918)

#### Detailed Content

**Chapter 1 Introduction to Catering Science**

**Theory**

1.1 Importance of Catering Science in the Hospitality Industry.

**Chapter 2 Food & Micro-Organism**

**Theory**

2.1 Classification of Microbes.
2.2 Factors for growth (Bacteria, Yeast and Mould)

**Chapter 3 Harmful Effect of micro-organism**

**Theory**

3.1 Food Poisoning (Staphylococcus, Salmonella, Clostridium porringers and Clostridium botulinum)
3.2 Food Infection, Food Contamination, Sources, Vehicles and routes of bacterial contamination, Physical contamination, Prevention of food infection.

**Chapter 4 Beneficial Effects of Micro-Organism**

**Theory**

4.1 Dairy Products.
4.2 Vegetable Preparation.
4.3 Bakery products.
4.4 Alcoholic Beverage.
4.5 Vinegar.

**Practice**

i) Related to cookery
Chapter 5  Introduction to Hygiene
Theory
5.1 General rules relating to food and food hygiene.
5.2 The identification of steps critical to food safety. (HACCP)
5.3 Food hygiene relation to microbes.

Chapter 6  Personal Hygiene for Food Handlers
Theory
6.1 Control measures in catering industry through hygiene standard.
6.2 Personal hygiene.
6.3 General rules relating to health & safety for food handlers.

Chapter 7  Hygiene in Food Production & Service Area.
Theory
7.1 Flooring, ventilation, drains, kitchen traps.
7.2 Dish washing 1-2-3 sink dishwashing method.
7.3 Basic garbage disposal in kitchen, waste disposal.
7.4 Pest control-Rodents, Cockroaches, ants-Control measures.

Chapter 8  Food Preservation & Storage
Theory
8.1 Chemical
8.2 Irradiation.
8.3 Low temperature-Refrigeration & Freezing.
8.4 High temperature-Pasteurization, canning dehydration & smoking.
8.5 Storage of commodities as per the type-dry storage, cold storage, temperature control, correct use of refrigeration freezer for storing food stocks, rotation & cooling.

Chapter 9  Food Adulteration
Theory
9.1 Food standard in India
9.2 Common food adulterants.
9.3 Simple tests to detect food adulterants, Milk, sugar, turmeric, chilli Powder, tea, Coffee, semolina flour, ghee, butter, Margarine and oil.

Chapter 10  Food Additive
Theory
10.1 Natural and synthetic colour.
10.2 Thickening, Stabilizing & emulsifying agents.
10.3 Flour improvers.

Chapter 11  Introduction to Nutrients
Theory
11.1 Define food, Nutrients, nutrition.
11.2 Function food.
11.3 Basic food groups & Planning of a balanced diet, factors affecting daily requirements of calories.

Chapter 12  Protein
Theory
12.1 Composition, classification, sources, functions, daily requirements, excess and deficiency.

Chapter 13  Carbohydrates
Theory
13.1 Composition, classification, sources, functions, daily requirements, excess and deficiency.

Chapter 14  Fats
Theory
14.1 Composition, classification, sources, functions, daily requirements, excess and deficiency.
Chapter 15  Vitamins
Theory
15.1 Composition, classification, sources, functions, daily requirements, excess and deficiency.

Chapter 16  Minerals
Theory
16.1 Composition, classification, sources, excess and deficiency.

Chapter 17  Water
Theory
17.1 Importance of Water & dietary sources of water.

Chapter 18  Colloidal Chemistry
Theory
18.1 Colloidal system-types of colloidal in food, factors that affect the properties of colloids in food preparation.
18.2 Emulsion-Types of emulsion, emulsifying agents and their use in preparation of emulsions.

• Implementation Strategies
Average visit to various in hotels, fight kitchens, clubs, canteens, hospitals to observe the Hygiene standards maintained.
Theory - III & Practical - III  1.3 FOOD & BEVERAGE SERVICES

- Detailed content

Chapter 1  Introduction to the Hotel & Catering Industry
1.1 Introduction to the hotel industry and growth of the hotel industry in India.
1.2 Types of outlets and types of meals (Coffee Shop, Snack bar, Counter service, Vending machines, Specialty restaurants, operations, Room service).
1.3 Contribution of the Food and Beverage Department in these outlets (Including revenue production).
1.4 Classification of Food and Beverage Operation a) Commercial: Residential / Non-residential b) Welfare: Industrial /Institutional/Transport (Air, Road, Rail, Sea).

Chapter 2  Departmental Organization & Staffing

Theory
2.1 Hierarch in different outlets.
2.2 Duties & Responsibilities of staff in different outlets.
2.3 Staff etiquette & attributes of a good waiter
2.4 Inter-department relationship (Within F & B and with other departments).

Practice
i) Profile, Dress codes And Attributes of Water.

Chapter 3  Essential Equipments in Food and Beverage Service

Theory
3.1 Fumitory (Light & Decor)
3.2 Glassware
3.3 Tableware-Chinaware, Cutlery, Hollow ware
3.4 Other equipments

Practice
i) Introduction to Equipments & Infrastructure: Glassware, Crockery, Cutlery Ancillary Installation.

Chapter 4  Auxiliary Areas of the Food and Beverage Department & their Importance.

Theory
4.1 pantry / Stillroom
4.2 Food pickup areas
4.3 Stores
4.4 Linen room
4.5 Kitchen Stewarding
4.6 Silver room

Chapter 5  The Menu

Theory
5.1 Origin of Menus
5.2 Types of Menu - A la Carte and Table d' Hotel
5.3 Principles of menu planning
5.4 Menu compilation - 5,6,7 course (Including Indian Menus)
5.5 French 13 course menu
5.6 General Accompaniments

Practice
i) Menu Planning (Planning & Completion of 5,6,7 course menus)

Chapter 6  Restaurant Set up prior to Service and Types of Service

Theory
6.1 Mise-en-place
6.2 Mise-en-scene
6.3 Silver Service
6.4 American Service
6.5 English Service
6.6 French Service
6.7 Russian Service
6.8 Grill Room Service
6.9 Buffet Service
6.10 Guerdon Service (Introduction)

Practice
i) Table Set-ups
   a) Laying and relaying of table covers
   b) Laying an A La Carte Cover
   c) Laying a Table d' Hotel Cover
   d) Etiquette toward guests
   e) Greeting and seating a guest and presenting Menus
   f) Water Service
   g) Service of Non-alcoholic Beverages
   h) Course wise service of Food
   i) French classical service
   j) Pre plated service
   k) Buffet setups
   l) Course wise clearance of dishes from the table.
   m) Different methods of Clearance
   n) Crumbing of the table
   o) Clearance of Soiled / dirty ashtrays

Chapter 7 Breakfast Service
Theory
7.1 Introduction and definition
7.2 Types – English, Continental, American, Indian, Buffet
7.3 Brunch - Compilation of each menu.

Practice
i) Breakfast Service
   a) Service of Continental Breakfast
   b) Service of English Breakfast
   c) Breakfast tray set-ups

Chapter 8 Tea Service
Theory
8.1 Types of tea service
   a) Full Afternoon Tea
   b) High Tea
8.2 Sandwiches
   a) Types of Sandwiches
   b) Service of Sandwiches
8.3 Compilation of tea menus (English / Indian)

Practice
i) Procedures for Tea Service
   a) Service of full Afternoon Tea
   b) Service of High Tea

Chapter 9 Cheese & Savories
9.1 Types - Hard, Semi hard, Soft, Fresh
9.2 Country of origin and mild processed from
9.3 Services & Accompaniments
9.4 Savories - Types and Service
Chapter 10  Ice - Creams
Theory
10.1 Types of Ice creams
10.2 Categories of Ice creams.

Chapter 11  Non-alcoholic Beverages
Theory
11.1 Stimulating - Tea, Coffee, Cocoa
11.2 Nourishing - Health drinks
11.3 Refreshing - Juices, Squashes, Crushes, Syrups
11.4 Mineral water & carbonated drinks
11.5 Classification Chart - Alcoholic & Non alcoholic drinks

Chapter 12  Cigars & Cigarettes
Theory
12.1 Introduction to Cigars and Cigarettes
12.2 Brands & codes
12.3 Service Procedures

Chapter 13  Systems of Order Taking
13.1 Kitchen Order Ticket
13.2 Bar Order Ticket

Practice
i) Taking guest order
ii) Handing guest complaints and Grievances.

Chapter 14  Methods of Billing & Payment
Theory
14.1 Cash
14.2 Credit
14.3 A/c
14.4 NCR / ECR

Practice
i) Billing procedures

- Implements Strategies
The Students may be trained to acquire skills to handle basic daily restaurant service operation by giving more opportunities for hands- on experience in using various equipments and ingredients during practical classes. Students may also be trained to serve lunch in the training restaurant.

B) ACCOUNOMODATION SERVICES

- Detailed Contents.

Chapter 1  Introduction to Hotel House Keeping
Theory
1.1 Importance and role of House Keeping department in hotel.
1.2 Areas for House Keeping.

Chapter 2  Organization of House Keeping Departments
Theory
2.1 Staffing of House Keeping Department in Small, Medium and Large Hotels.
2.2 Personality tryst of housekeeping staff.
2.3 Duties and Responsibilities of House Staff: Executives House Keeper, floor supervisor, Public Area Supervisor, Desk Supervisor, room Attendant.
2.4 Rules of the Floor.
2.5 Work routine.
2.6 Co-ordination with other departments: Front Office, Maintenance, Food & Beverage & Other departments.
Chapter 3 Cleaning Agents

Theory
3.1 Classification of Cleaning Agents.
3.2 Selection of Cleaning Agents.
3.3 Use, Care and Storage of Cleaning Agents.
3.4 Distribution and Control of Cleaning Agents.

Practical Part
i) Use of Cleaning Agents for various surfaces.

Chapter 4 Cleaning Equipments

4.1 Types of Cleaning Equipments.
4.2 Manual Equipment for cleaning.
4.3 Use & Care of Cleaning Equipments.

Practical
i) Cleaning and sweeping by using various Brooms, Brushes, Vacuum Cleaner etc.

Chapter 5 Routine Cleaning of Housekeeping Dept.

Theory
5.1 Hygiene and safe cleaning.
5.2 General Principal of Cleaning.

Practice
i) Routine cleaning by use of detergents & cleaning equipments.

Chapter 6 Periodical Cleaning And Special cleaning Programs.

Theory
6.1 Weekly Cleaning, Spring-cleaning.
6.2 Special Cleaning tasks.
6.3 Schedule and record keeping of cleaning.

Chapter 7 Daily Cleaning of Guest Room

Theory
7.1.1 Rule of the guest room.
7.1.2 Checkout.
7.1.3 DC of Occupied room.
7.1.4 DC of Vacant room.
7.1.5 Procedure for Cleaning of Check out Room.
7.1.6 Evening Service.
7.1.7 Second Service.
7.1.8 Bed Making.
7.1.9 Front / back areas.
7.1.10 Work Routine.

Practice
i) Bed Making, Cleaning of guest-room.

Chapter 8 Cleaning & Polishing of Common Surfaces.

Theory
8.1 Glass.
8.2 Wood and Allied surfaces.
8.3 Metals - Copper, Brass, Silver, Aluminum and Steel.
8.4 Leather, Rexene, Plastic and Ceramics.

Practical
i) Cleaning & Polishing of Metals and Non-metals.
Chapter 9 Maids Service room.
Theory
9.1 Location.
9.2 Layout and essential features.
9.3 Organizing a maid's trolley.
9.4 Records: Checklist, Occupancy List, floor, Register List.

Practical
i) Organizing and use of Maid's Trolley for room cleaning.

Chapter 10 Guest Room Supplies
Theory
10.1 Standard Supplies.
10.2 Regular Supplies.
10.3 V.I.P and V.V.I.P.
10.4 Standard Contents.

Chapter 11 Lost & Found
Theory
11.1 Procedures for Lost and Found of Guest Articles.
11.2 Procedures for Lost Hotel Articles / Items.
11.3 Records.

Implementation Strategies.
Each Institute shall arrange at least 3 visits to hotels to observe Cleanliness, Types of Room & Public Areas including toilets. Which may include small, medium & Large Hotels. Each Student shall maintain a work card file for the Practicals.
The file shall include the following Assignment.
1) List of Cleaning Agents with their brand names & Prices.
2) List of Guest supplies in different Category of Hotels.
3) List of Equipments use in House Keeping Department of a Hotel with Brand name and its manufacturer along with specification.
4) Any other assignments given by the subject teacher.
5)

1.4 (b) ACCOMODATION SERVICES

Detailed Contents
Chapter 1 Introduction to Hospitality industry
Theory
1.1 Evolution of the hospitality industry-Western and Indian evolution.
1.2 Classification of Hotels.
1.3 Departmental classification of hotel.
1.4 Function of the major departments.
1.5 Organization chart of the hotel-large, medium & small.
1.6 Organization chart of Front Office department of various category hotels, large, medium and small.

Chapter 2 Organization of Front Office Department
Theory
2.1 Section & general layout of front office department and equipments used.
2.2 General duties and responsibilities of the front office staff.
2.3 Personality traits of the front office staff.

Practice
i) Grooming
ii) Do & Don'ts at the Front Office Desk.

Chapter 3 Hotel Brochures & Tariffs.
Theory
3.1 Different types of room rates (Rack, F.I.T., Crew, Group).
3.2 Discount offered and packages.
3.3 Basis of charging tariffs.
3.4 Taxes levied (sales tax, expenditure tax, luxury tax. and service charge).
3.5 Food Plans.
3.6 Use of brochures & tariff cards.

**Practice**
- i) Collection and study of Hotel Brochures & to study them.

**Chapter 4 Bell Desk**

**Theory**
- 4.1 Importance and basic functions of the Bell Desk.
- 4.2 Paging system.
- 4.3 Handing luggage in house & left luggage procedure.
- 4.4 Concierge concept, Valet, Butler.

**Chapter 5 Telephone Department**

**Theory**
- 5.1 Importance and basic functions.
- 5.2 Types of Calls.
- 5.3 Telephone manners.

**Practice**
- i) Telephone manners (Do's and Don'ts).

**Chapter 6 Key Control**

**Theory**
- 6.1 Types, Care control & storage of keys.
- 6.2 Missing key procedure.

**Practice**
- i) Handling & Dealing with Room Keys.

**Chapter 7 Room Status Report**

**Theory**
- 7.1 Black List.
- 7.2 Rules of the house (guidelines to guest)
- 7.3 Time-share concept - advantages / disadvantages.
- 7.4 Inter departmental co-ordination, Housekeeping, Room service, Laundry, Mini bar.

**Chapter 8 Guest Cycle-pre Arrival, Occupancy**

**Theory**

**Practice**
- i) Dealing with Reservation.

**Theory**
- 8.2 Arrival, Stage-Registration and reception.
  - Receiving of a guest. Handling registration, Arrival procedure of various categories of guests
  - Notification of the guest arrival Criteria for taking advance.

**Practice**
- i) Preparing for Guest Arrival, Registration of Guest and allotment of Room.

**Theory**
- 8.3 Departure Stage- Departure notifications, Task performed at the bell desk and front office cashier.
  - Express check out procedure, late checkouts & charges.

**Chapter 9 Front Office Glossary**

9.1 Abbreviations and terminology related to Front Office.
- **Implementation Strategies.**
Each Institute will arrange for industrial visit to two hotels to observe the Front Office Department. The following assignments may be given to students to collect information /date on.

1: Place of interest in Maharashtra, Gujarat & Goa,
i) Wild Life Sanctuaries and National Parks.
ii) Beaches.
iii) Historical and Archaeological monuments.
v) Temples and Pilgrimage centers.
v) Important cities.

2: Handling Emergencies and Situations.
i) Theft in the guest room.
ii) Drunken Guest in the lobby.
iii) Fire in the room.
iv) A bomb threat on the phone.
v) Complaint of dirty bed linen.
vi) No towels in bathroom.
vii) Complaints of the room not being cleaned.
viii) No delivery of newspaper to guests in the room.
ix) A guest kept waiting at Front office desk.
x) Guest has lost his room-key.

3: Tourism Information.
i) Countries, Capitals & Currencies.
ii) Airport & airline information.
iii) Local city knowledge.
iv) Travel agencies.
v) Hotels of international and domestic origin.
vi) Indian States and Capitals.
vii) Music & Dance.
viii) Hotel brochures & pamphlets.

4: Dealing with emergencies and situations.
During the term the students will carry out the above ASSIGNMENTS from knowledge point of view. These will not appear in the theory paper but will appear as viva voce for practical examination.

**LIST OF EQUIPMENTS**
**ANNEXUTRE - A**
**Food Production (Kitchen) Laboratory General Equipment**
List (Heavy, Medium and Light Equipment)

**Heavy Duty and Medium**
Microwave oven - 1, ratt Pan-shallow tilting fry pan-2, Griddle/grill-2, Cold counter (with Sandwich unit)-1, Torulsen (Reach in Coller)-1. Walk in Cooler-1, Deep freezers -1, Salamanders -2, Slicing machine (gravity slicer) -3, Dish Washing machine-1, Precision scale-3, Pasta machine- small table model-1, Dough mixer-with attachments-1, Food Mixer- with attachments-1, Rice boiler-1, Stockpots-3, Masala grinder-3, deep fat fryer-2, Convection oven-1, Meat band saw (for regions only)-1, Food waste disposal unit-1, Fish kettles-2, Tandoor with rods-1, Electric Potato peeler (10-15 kg.)-2, Buffalo chopper/mince -1, 4 burner gas range with oven and work table and stainless steel sink with draining borad-60.

**Light Equipment**
Meat Thermometers-2, Meat forks-12, Filleting knives -10, Butchers knives -6, Boning knives -6, Butchers saw-2, Cleavers-2, Cutlet bat-2, Fish scissors-3, Chefs knives case (8 per case)-2, Carving knives-2, Mandolir-2, Birds nest moulds -2, Large Brass degchi-6, Iron kadai (different sizes)-3, Dosa tawa -2, Idli steamer-2, Chapatti puffer-2, Poori machine manua-1, Omeletta pan-non stick-30, Fry pan-30, Fish slicers-30, Frying Spoon-30, Round laddle-30, Grater-30, Roasting fork-30, Wooden spoon and spatula each-30, Saute pan- small and medium each-30, Measuring jug-30, Wire shicks-30,

**Kitchen Equipment Norms for Quantity food Kitchen**

**Per 100 Students**

Brass pan 12” with Lids-6, Brass Pan - 18” with lids-4, Brass Pan 24” with lids-7, Aluminium Pan with lids and handles - 4, Brass karai 18” - 2, Brass Karai 24” - 1, Flat spoons iron (Palta)-4, Round spoon 18” with wooden handle-12, Perforated spoons (iron)-6, Metal strainers - 2, Steel trays - 1, Doz., Aluminium Trays-6, Rice Servers-2, Working tables stainless steel – 10, Sauce pans with handles-6, Sinks stainless steel-6, Egg beaters-6, Graters stainless steel-4, Plastic containers-1, (Doz. (1 kg. each) Htinfinh donr-2, Ckeavers heavy stainless steel -4, Hot water electric 1.

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**Bakery**


**Kitchen Equipment Norms for a Bakery (Per Students)**

Work table with marble top -1, Enamel bowl small bowl small -1, Enamel bowl large -1, Brass thal -2, Steel degchi -1, Enamel mug -2, Rolling pin -1, Egg beater -1, Wooden spoon -1, Scrapper -1, Table spoon -1, Fork -1, Measuring spoon set -1, Sink -1, s/s degchi-1, Wire Whisk -1, Comb for decoration -1, Piping bags with set of nozzles -1, Strainer s/s -1, s/s sieve -1.

**Food and Beverage Service Laboratory Equipment Norms**

**Heavy Duty Equipment**

Chafing dishes - 12, Flamable making machine -1, Flamable rechaude -1, Flamable pan-oval -3, Flamable pan-round -3, Hot plate -1, Juice chiller -1, Juice extractor, -1, Ice-making machine -1, Ice-flaking machine -1, Plate dispenser electric -1, Waring blender -1, Drink mixer -1, Gueridon -1, Hors d'oeuvers / sweet -1, Room service / Carving -1, Cigar cutter -1, Corkcrown- twin lever-6, Cork screw-waiters friend-36, Hydrometer –1, Ice bucket 1, Ice tongs -3, Non-drip porable bottle stand -1, Optic measure popurer -6, Pushup measure popurer-4, Measure jiggers -2, Nut mug grater -2, Salvers -12" - 24, Salvers -15" -12, Wine cooler - Wine cradle -3, Wine rack -1, Bread and Butter plates - 144, Sweet plate 18 cms -144, Dinner plates 25 cms -144, Tea cups -144, Avocado shell -12, Asparagus plates -60, Egg dish round earned -12, Fish dishes -12, Oyster plates -12, Scallop shells -12, Salad plates -12, Butter knives -24, Cheese knives -3, Coffee spoon -72, Dessert fork -144, Dessert knife -144, Desert spoons -144, Dinner fork -144, Fish knife -72, Fish fork -72, Fruit knife -36, Fruit fork -36, Gateau slice -6, Grape fruit knife -3, Grape fruit spoon -36, Lobster crackers -3, Lobster pick -3, Mustard spoon 12. Pastry fork -36, Service spoon - 72, Service fork -72, Steak knives -12, Soup spoons -144, Sugar tongs -6, Butter dish with cover - 12, Candle sticks -12, Chill cups -12, Cups -36, Cruet set -oil and vinegar -3, Cruet set -pepper and salt -36, Coffee pots -36, Creamers -12, Entrees dishes -24, Escargot dish / tongs/ forks -6, Finger bowls -24, Hors d'oeuvers tray -3, Milk jugs -24, Menu stands -24, Mustard pots -24, Sauce boats -12, Silver flat -12, Sugar bowls -12, Tea strainer -24,

**Front Office Laboratory Equipment and Furniture Norms.**

**Equipment**
Room rack -1, Information rack -1, Date and time stamping machine -2, Message light system -1, Reservation rack -1, Space availability board -1, call bell -1, Trinning telephone -4, Registration card holder-3, Postal scale -1, Front Office posting machine -1, Guest folio tray -1, Cash box -1, Credit card imprinter-1, Calculating machine -2, Typewriter -2, Wall clock -1, Luggage Trolley -1

**Furniture**
Reception counter -1, Information counter -1, F.O. cashier counter -1, Bell desk -1, Lobby desk -1, Mail and key rack -1, Mail sorting rack -1, Mail forwarding file -1, Duplicate key rack -1, Notice Board -1, Bulletin board -1, Chalk board with stand -1, Guest history filing cabinet -1, History filing cabinet -1, Reservation office cabinet -1, Reservation office table / chair -1.

**Housekeeping Laboratory**

**Room**
Fan /A.C -1, Fitted carpet, single beds -2, Bed heads -2, Bed sheets -2, Telephone -1, Bed side lamp -2, Chest for drawers -1, Wardrobe -1, Desk -1, Desk lamp -1, Mirror -1, Full length mirror -1, Pictures / Luggage rack -1, Arm chairs -2, Coffee table -1, Studying lamp -1, Upright chair - as per requirement.

**Bathroom**
Shower curtains -as per requirements, Exhaust fan -as per requirement, Shelving -as per require ment, Toilet roll holders - as per requirement, Towel rails -as per requirement.

**Housekeeping**
Vacuum cleaner -1, Wet pickup machine -1, Scrubbing machine -1, Carpet -1, Maids trolley -1, Cleaners trolley -1, Box carpet sweeper -1.

**Laundry**
Sinks -4, Laundry tables-2, Laundry trolley -1, Washing machine / tumbler Drier (20 kg. -1 ) (5 kg-1), Steam press -1, ironing Board 2, Calendar -1, Dry clean machine (10/15 kg.) - 1.

**FOOD SCIENCE LABORATORY**

**Equipment and Furniture Requirement**
Refrigerator -1, Incubator -1, Hot air oven -1, Autoclave -1, Physical balances -1, One pan balance -1, Compound microscope -10, Gas ranges -2, Hot water bath -1, Water distillation operator -1, Steel almirah -1, Apparatus racks -4, Laboratory tables -10, Stools -20, Water taps fitted in laboratories tables -10, Wire basket -10, S/S degchis (medium size) -4, Buckets (packets) - 6, Brass spirit lamp -12, s/s mug -10 inoculating loops -20, Dropping reagent bottles (Brown glass) -4 dozens, Tongs -1 dozen, Test tube holders -1 dozen, Measuring spoon -2 sets, Spatula -10, Test tube stands -10 big and 1 dozen, Test tube stand - 10 big and 10 small, Pipette stands -10, Glass apparatus-beakers - 100ml, 250ml, 500ml -1 dozen each, Measuring cylinders -100cc - 1 dozen, 1000cc - 2dozen, Conical flaks 250cc - 1 dozen, 500cc - 6 no., Pipettes 1ml, 10ml, 20ml, each, Pestle and mortar -2, Burettes -2, Funnels small and medium - 6 each.

**STANDARDISED LIST**

**Audio - Visual and reproduction equipment**
**REFERENCE BOOKS**

1.1 **COMMUNICATION SKILLS AND INDUSTRIAL TRAINING (English) :-**

<table>
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<td>Communication Skill for Polytechnic Students</td>
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**COMMUNICATION SKILL AND INDUSTRIAL TRAINING (FRENCH)**

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<td>Frank Brothers and Co. Ltd. 4675-A, Ansari Road, 21, Daryagani, New Delhi - 100 002.</td>
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## 1.2 FOOD PRODUCTION PRINCIPLES (913)

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<td>1 Thangam E. Philip</td>
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## 1.3 FOOD & BEVERAGE SERVICE - (914)

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### 1.4 ACCOMMODATION SERVICES (b)

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<td>Fibers &amp; fabrics.</td>
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### 1.5 BASIC PRINCIPLE OF ACCOUNTING (917)

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### 1.6 CATERING SCIENCE

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### 1.7 Management and Human Resource Development :-

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