

**BHARATHIAR UNIVERSITY, COIMBATORE 641 046.**

**SCHOOL OF DISTANCE EDUCATION**

**DIPLOMA IN CATERING TECHNOLOGY**

**DURATION: 1 YEAR**

**(for the candidates with 12<sup>th</sup> Std (HSC) qualification,  
admitted from the academic year 2009-2010)**

**SCHEME OF EXAMINATION**

	SUBJECT AND PAPER	EXAMINATIONS	
		DURATION	MARKS
	<b><u>Theory</u></b>		
<b>Paper I</b>	Communication Skills	3	75
<b>Paper II</b>	Food Production and Patisserie	3	75
<b>Paper III</b>	Food and beverage service	3	75
<b>Paper IV</b>	Accommodation Operation	3	75
<b>Paper V</b>	Front Office Operations	3	75
	<b><u>Practical</u></b>		
<b>Practical I</b>	Food Production and Patisserie	3	75
<b>Practical II</b>	Food and Beverage service	3	75
<b>Practical III</b>	Accommodation Operation	3	75

**BHARATHIAR UNIVERSITY**  
**DIPLOMA IN CATERING TECHNOLOGY**

**PAPER I COMMUNICATION SKILLS**

**Objectives of the course**

- To sensitize students to their communicative behavior
- To enable them to reflect and improve on their communicative behavior/performance
- To build capacities for self criticism and facilitate growth
- To lead students to effective performances in communication

**Introduction to the course (warm up activities)**

**Unit 1 Listening Skills**

- Types of Listening ( theory /definition )
- Tips for Effective Listening
- Academic Listening- ( lecturing )
- Listening to Talks and Presentations
- Listening to Announcements- (railway/ bus stations/ airport / stadium announcement etc.)
- Listening to Radio and Television

**Unit 2 Telephone Skills**

- Basics of Telephone communication
- How to handle calls- telephone manners
- Leaving a message
- Making requests
- Greeting and Leave Taking over phone(etiquette)
- Asking for and giving information
- Giving Instructions
- Listening for Tone/Mood and Attitude at the other end
- Handling the situations especially trouble shooting
- Teleconference handling
- Handling Tele interviews for Call Centres

**Unit 3 Writing Skills**

- Standard Business letter
- Report writing
- Email drafting and Etiquettes
- Preparing Agenda and writing minutes for meetings
- Making notes on Business conversations
- Effective use of SMS
- Case writing and Documentation

#### **Unit 4 Career Skills**

- Applying for job
- Cover letters
- Resume and Effective Profiling
- Interviews
- Group discussions

#### **Unit 5 Soft Skills**

- Empathy(Understanding of someone else point's of view)
- Intrapersonal skills
- Interpersonal skills
- Problem solving
- Reflective thinking
- Critical thinking
- Negotiation skills

### **PAPER II : FOOD PRODUCTION AND PATISSERIE**

#### **Unit-I**

Introduction to cookery-Aims and objectives of cooking food, methods of cooking food, Foundation ingredients, Preparation of Ingredients.

#### **Unit-II**

Food preparation techniques-Characteristics of raw materials, flavourings, seasonings, masalas, spices & herbs used in food preparation.

#### **Unit-III**

Preparation of stock and soups, Sauce- mother sauce with recipes.

#### **Unit-IV**

Indian cookery-Introduction, various ingredients used, utensils used, methods of cooking.  
Tamilnadu – characteristics, ingredients and equipments used, recipe of popular dish.  
Punjab-characteristics, ingredients and equipments used, recipe of popular dish.  
Bengal- characteristics, ingredients and equipments used, recipe of popular dish.  
Goa- characteristics, ingredients and equipments used, recipe of popular dish.  
Kerala- characteristics, ingredients and equipments used, recipe of popular dish.  
Andhra- characteristics, ingredients and equipments used, recipe of popular dish.

### **Unit-V**

Cuisines of the world -

Chinese cuisine: characteristics, ingredients and equipments used. Dishes with recipes & preparations.

Srilankan cuisine: characteristics, ingredients and equipments used. Dishes with recipes & preparations.

Indian cuisine- characteristics, ingredients and equipments used, Dishes with recipes & preparations.

## **PAPER III : FOOD AND BEVERAGE SERVICE**

### **Unit-I**

Introduction to catering-Evolution of catering industry, food and beverage outlets, classification of catering operations

### **Unit-II**

Equipments used in restaurant-Glassware, cutlery, crockery.

Table laying-Points to be observed, Rules for waiting at the table

Menu planning-Importance, points to be observed.

Still room-Function, equipments used, cleaning of silver and food service equipments.

### **Unit-III**

Classification of beverages-Non-alcoholic and alcoholic, meaning of tea, coffee, aerated water, mineral water, nourishing drinks

Wines-Meaning, manufacturing, important wines of the world

### **Unit-IV**

Spirits-Preparation methods & calculation of spirit strength

Beer-Manufacturing process & types of beer

Cocktail-Types, meaning and methods of mixing

Tobacco and cigarettes-Quality of cigars, strength, storage, important tobacco producing countries.

### **Unit-V**

Types of service-Table service, room service, lounge service.

F&B hierarchy, duties and responsibilities of F&B staff

## **PAPER IV : ACCOMODATION OPERATIONS**

### **HOUSE KEEPING**

#### **Unit-I**

House keeping in hotels-Importance, functions, liaison with other departments

Types of rooms-Classification, room supplies

Cleaning agents and equipments-Classification, principles, selection and types of cleaning

**Unit-II**

Bed making-Types of service, Laundry-Type & machines used, key and key control, pest control.

**Unit-III**

House keeping department-Hierarchy, duties & responsibilities of house keeping staff  
Lower arrangement-Types and principles

**FRONT OFFICE**

**Unit-IV**

Introduction to hotels-Classification of hotels, rates and meal plans, type of hotel guest.  
Front office department-Organization, equipments used, layout, duties and responsibilities of front office staff.  
Reservation & registration-Types, functions, room assignments, checking methods of payment, types of guest folios.

**Unit-V**

Functions of front office-Accounting system, credit control, methods of account settlement and types of folios.

**PAPER-V FRONT OFFICE OPERATIONS**

**UNIT – I**

Introduction to the hotel industry.

Classification of hotels as per location, size, clientele, length of stay, heritage hotels, all suite hotels, time share, condominiums, casino hotels, convention hotels, conference hotels, star hotels.

The accommodation product - Type of guest room- as per number and size of beds, décor , room size and view, executive floor, presidential suites.

Rates – room rate, rack rate, corporate rate, commercial rate, airline rate, group rate, children rate, and package plan rate, back to back series rate, government rate, weekend rate, half- day charges.

Meal plans – EP, CP, AP, and MAP.

Types of hotel guests – pleasure travelers, DFIT, FFIT, GIT, Special interest tours, incentive tours, back to back series tours, business travelers, CVGR, convention and conference guests.

The front office department – Functions and components of front office department.  
Organization chart of a front office department (large, medium and small). Attributes of front office staff.

**UNIT – II**

Duties of front office personnel – Reservationists, Receptionist, Information Assistant, front office cashier, Bell captain, Bell boy, concierge, Telephone Operator, Guest relations executive, front office manager, lobby manager, Business center co-ordinator, Night auditor.

Equipments used in front office - information rack, alphabetical rack, mail and key rack, computers, billing machines, folio well, PBX, PABX, EPABX, Log book. Lay out of a front office counter – manual, semi – automated and computerized. Guest cycle.

### **UNIT – III**

Reservation – functions of a reservation system, types of reservation – Guaranteed, non – guaranteed, advanced and confirmed. Reservation enquiry, sources of reservation – corporate clients, group travelers, pleasure travelers, current guests, travel agents, airline, central reservation system, intersell agencies, property direct, group reservations.

The reservation process – The reservation request, accepting or denying a request. Accepting a reservation – the reservation form, importance of guest history, Reservation confirmation, confirmation number. Charting the reservation data ( reservation charts- density chart, Whitney reservation system). Modifying a reservation.

Reservation maintenance – Guaranteed reservation, non- guaranteed reservation, credit card guaranteed, advance deposit, other guaranteed reservations, over- booking, no- shows, group reservations- special details.

### **UNIT –IV**

Registration /check – in procedure – Main duties of the reception department. Basic check – in activities:

- (a) Preparation of guest arrival (room status availability, arrival and departure list, special request, VIP and frequent stay guests, guest history record).
- (b) Registration (registration form – its use, black list, pre – arrival registration.)
- (c) Room assignment and room rate (special requests, early check – in, walk – in, scanty baggage).
- (d) Checking methods of payments (direct, bill to company, processing a credit card, travel agents vouchers, transfer credit/debit, advance deposits).
- (e) Issuing the key and escorting the guest (role of bell desk, bell boy arrival errand card, and key card).
- (f) Completing the forms – arrival and departure register ‘C’ form, alphabetical guest register, guest folio, arrival intimation notice.
- (g) Housekeeper’s report- housekeeping discrepancy report, various terms – SB, DND, DL, DC Sleeper, SO, OOO, VR, CO.
- (h) Taking position formula plus and minus position.
- (i) Turning away a guest, handling overbooking at the reception counter.
- (j) Handling amendments like room charge.
- (k) Handling group/crew arrivals (pre-arrival procedures, arrival procedures, opening of master folio, rooming list).
- (l) Handling guest mail and messages.

### **UNIT- V**

Types of folios (guest, master, non- guest), allowances, paid – outs.

Check –out procedures- Role of bell desk, cashier, and late check – outs.

Methods of account settlements and procedure for accepting such settlements. Creating a good lasting impression. Updating front office records (room status/ room rack, arrival/ departure register, guest history cards, departure intimation notice).

Calculation of house count, room count, percentage of single occupancy, percentage of double occupancy.

Front office security functions- The role of front office in key control, electronic card key, handling the grand master key, lost keys, damaged keys, keys given against key cards.

Safe deposit locker (key and their control, safe deposit registration card). How to deal with lost and found. Emergency procedures – medical, robber/theft, fire, death.

## **PRACTICALS**

### **PRACTICAL I : FOOD PRODUCTION**

DEMONSTRATION OF:

1. Soups
2. Stocks
3. Sauces
4. Cuts of fish
5. Cuts of chicken
6. Indian rice preparation
7. Ten sets of continental menu consisting of appetizer, main course, vegetable preparation and sweet.
8. Ten sets of Indian regional menu consisting of Indian breads, rice, pulao, biryani, vegetable preparation, non-veg preparation, and sweet preparation.

### **PRACTICAL II : FOOD & BEVERAGE SERVICE**

1. Appraising and drawing of cutlery, crockery, glassware and miscellaneous equipments.
2. Serviette folds.
3. Laying and relaying of table cloths.
4. Cleaning and polishing / wiping of cutlery, crockery and glassware
5. Carrying a light tray
6. Carrying a heavy tray
7. Carrying glasses.
8. Handling cutlery and crockery
9. Manipulating service spoon and fork.
10. Service of water.
11. Arrangement of sideboard.
12. Table d'hote cover laying
13. Service of food
14. Service of tea and coffee
15. Service of beer
16. Service of alcoholic beverages

### **PRACTICAL III : ACCOMODATION OPERATION**

#### **A . HOUSE KEEPING:**

1. Identification of cleaning equipment – selection, use, mechanism, care and maintenance.
2. Identification of cleaning agents – classification.
3. Thorough cleaning of various surfaces/finishes.
4. Polishing (metal, leather, wood, plastic etc.)
5. Bed making – evening service.
6. Laundry – basic principles of laundry, stain removal.
7. Linen inventory
8. Room inspection.
9. Flower arrangement.

#### **B. FRONT OFFICE**

Telephone handling skills, social skills, Reservation procedure, identification of rooms through the use of conventional and destiny charts. Check-in and check-out procedures. Role play of the following staffs - Doorman, Bellboy, Receptionist, Information assistant, Cashier. Dealing with guest mail and messages, hotel mail, staff mail. Modes of bill settlement. Handling guest complaints and solving problems. Places of interest in and around Tamilnadu. General awareness about the places of interest in India.

General awareness of capitals, currencies and airlines of countries. Calculation of Statistical information: house count, room position, percentage of room occupancy, percentage of single occupancy, percentage of foreign occupancy, percentage of local occupancy, percentage of walk-ins. Percentage of early departures, percentage of late departures, percentage of early arrivals, percentage of no-show, average room rate, average room rate per person.