फूड प्रोडक्शन में डिप्लोमा
Diploma in Food Production

फ्रंट ऑफिस ऑपरेशन में डिप्लोमा
Diploma in Front Office Operations

बेकरी एंड कन्फेक्शनरी में डिप्लोमा
Diploma in Bakery and Confectionery

फूड एंड बेवरेज सर्विस में डिप्लोमा
Diploma in Food & Beverage Service

डेढ़ वर्षीय डिप्लोमा पाठ्यक्रम हेतु सूचना विवरणिका
Information Brochure for One & half year Diploma Programme

IHM LUCKNOW

होटल प्रबंधन, खान-पान प्रौद्योगिकी एवं अनुप्रयुक्त पोषाहार संस्थान, लखनऊ
(पर्यटन मंत्रालय, भारत सरकार की एक स्वायत्त निकाय)
Institute of Hotel Management Catering Technology and Applied Nutrition, Lucknow
(An Autonomous Body under Ministry of Tourism, Government of India)
सेक्टर-जी, अलीगंज, लखनऊ-226024 (उ०प्र०)
Sector-G, Aliganj, Lucknow-226024 (U.P.)
0522-4077414,415; ihmlucknow@gmail.com; www.ihmlucknow.com

½ year Diploma: Food Production/
: Bakery & Confectionery/
: Food & Beverage Service/
: Front Office Operations

सूचना विवरणिका
Information Brochure

विज्ञान, वाणिज्य, कला एवं अन्य मान्यता प्राप्त विषयों के साथ
10+2 अथवा समतुल्य परीक्षार्थियों हेतु।

**Open to Candidates from Science, Commerce, Arts
and Other Recognized Streams of 10+2 in equivalent examination.**

प्रदाता :

होटल प्रबन्धन, खान–पान प्रौद्योगिकी एवं अनुप्रयुक्त पोषाहार संस्थान, लखनऊ

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''पर्यटन मंत्रालय, भारत सरकार के अधीन स्वायत्वशायी निकाय''
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Offered By :

Institute of Hotel Management
Catering Technology and Applied Nutrition, Lucknow

**Sector-G, Aliganj, Lucknow, U.P. - 226024
(An Autonomous Body Under Ministry of Tourism, Govt. of India)**

Phone No. - 0522-4077414, 415
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सम्बद्ध :
राष्ट्रीय होटल प्रबंध एवं कैटरिंग तकनालॉजी परिषद्
ए–34, सेक्टर–62, नोएडा – 201309

Affiliated to :
National Council for Hotel Management and Catering Technology
A-34, Sector-62, Noida - 201309

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विषय - सूची

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CONTENT

1. Institute of Hotel Management Catering and Nutrition

IHM, Lucknow is an institute of high repute and excellence under the aegis of Ministry of Tourism, Govt. of India & Uttar Pradesh. The institute imparts quality training and education in the field of Hospitality and Tourism Industry.

Established in year 1969 as a Food Craft Institute and upgraded to an Institute of Hotel Management in year 1980 to conduct the 3 years Diploma course, as 5th oldest govt. run IHM of the country. We ranked 6th all across the country according to the Magazine "India Today" & "ASSOCHAM INDIA" in 2016.

This institute offers students the opportunity to develop professional and academic excellence with a view to enjoy a rewarding career as a Hotel or Restaurant Manager, Food & Beverage Manager, Front Office Manager, Executive Chef or as an Executive House-Keeper etc. Whatever be the career choice students expect that the Hospitality training they receive at IHM, Lucknow will allow them to begin work in their profession as soon as they pass out.

AFFILIATION

Institute of Hotel Management is affiliated with **NATIONAL COUNCIL FOR HOTEL MANAGEMENT AND CATERING TECHNOLOGY, NOIDA, U.P., INDIA;** which is an apex body under the MINISTRY OF TOURISM, GOVERMENT OF INDIA.

The National Council for Hotel Management was set up in 1982 with a Board of Governors, comprising Government and trade representatives, to look after its affairs. The Council has been assigned the role of assigning and advertising the Government in the coordinated development of training programs in Hotel Management and related fields. Its main concern is directed towards growth and development of the institutes of Hotel Management & Catering technology all over the country and to affiliate existing institutes of similar nature.

The National council conducts courses at Post Graduation, Graduation, Diploma, Post-Diploma & Certificate levels to develop tomorrow's top professionals in the Hospitality related enterprises. The National Council also prescribes common syllabi for all its courses; conducts research studies in the field of Hotel and Restaurant Management and awards Post Graduation, Graduation, Diploma, Post-Diploma & Certificates to successful candidates.

SALIENT FEATURES

IHM,Lucknow is spread in 5 acres land at the prime location of the city. Institute has 1,10000 sq.fts of training space making it one of the largest Institutes of Hotel Management across the country.

ALUMNI -   Alumni of the institute are spread across the world and are well communicated with each other through regular interaction.

AIM -   To take the steps towards fulfilling the human resource requirement of Hospitality industry and do all possible efforts to raise the standard of services being offered to the guest in hospitality industry up to their delight.

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OBJECTIVES - To impart quality training and education in the field of Hospitality and Tourism Industry and offer students the opportunity to develop professional and academic excellence with a view to enjoy a rewarding career in Hotels, Restaurants and allied profession. We assist the students in developing their personality with due emphasis to discipline, dedication, attitude and commitment along with imparting knowledge and skill.

FACULTY - The faculty of IHM, Lucknow have national and international exposure and fully commited to impart knowledge and skill keeping pace with latest trend of hospitality Industry.

2.   1 ½ Year Diploma in Food Production/Bakery & Confectionery/Food & Beverage Service./Front Office Opertaion.

Overview of the Syllabus :
1. FOOD PRODUCTION-
Food Production and requirement, culinary history and recipes, hot and cold food, confectionery and bakery, equipment and tools, menu planning and mise en place, cost control, larder work establishing and evaluation standard recipe cards, Indian, Chinese and advanced Continental Cookery.

2. BAKERY AND CONFECTIONERY -
Art & Science of Making Yeast Product, Cake, Pastry, Puffe, Chocolate, Cheese etc.

3. FOOD & BEVERAGE SERVICE -
Preparation and techniques of services, restaurant and special event service, consumer interests and styles, restaurant equipment, types of beverages and bars, planning and merchandising, conventions, table plans, protocol Gueridon services, restaurant layout and etiquette, formal and informal gathering, seating arrangements.

4. . **Front Office Operation**

Front Office Operations are the heart of any hospitality business, serving as the first

Last point of contact for guests. This department is crucial for shaping the guest experience and ensuring smooth operations.

3. Career Opportunities for Diploma
Kitchen /Food & Beverage Service Trainees in Hotels

➤   Hospital and Institutional Catering Trainees
➤   Cabin Crew in National & International Airlines
➤   Trainees in Tourism Development Corporations and Resort properties
➤   Kitchen/ Food and Beverage Service trainee positions in Hotels
➤   Indian Navy/Indian Army/Armed forces Canteen Hospitality services;
➤   Guest/Customer Relation Executive in Hotel and other Service Sectors;
➤   Resort Management

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- ➢ Self- employed through entrepreneurship.
- ➢ Multinational companies for their hospitality services.
- ➢ Retail, Entertainment, Life style, and social catering.

4. Eligibility for admission

4.1 **Qualifying Examination**

A pass in 10+2 system of Senior Secondary examination or its equivalent. Those appearing in 10+2 or equivalent examination can also appear in Diploma courses. Provisional admission will stand cancelled if proof of having passed the qualifying examination (10+2 or its equivalent) is not submitted at the time of admission. The offer of admission is subject to verification of original certificates / documents at the time of admission.

Note: Diploma in Front Office operation appearing in 10+2 (With English Subject) or equivalent Examination.

5. Reservations of seats

Reservation for SC/ST/OBC/EWS Categories as per the rules of the Government of India.

6. Availability of seats

Diploma in Food Production	-90 Seats
Diploma in Bakery and Confectionery	-60 Seats
Diploma in Food & Beverage Service	-70 Seats
Diploma in Front office operation	-30 Seats

7. Guidelines for filling up the application forms

The candidates are advised to go through the Admission Brochure carefully and acquaint themselves with all requirements in respect to filling up of the Application form. It will be the sole responsibility of the candidate to make sure that he/she is eligible and fulfills all the conditions prescribed for admission.

8. Admission Process

8.1 Allotments of Seats

Allotment of seats be done on the basis of the merit obtained on the basis of class 12th marks.

8.2 Documents Required

When a candidate is granted admission he/she must produce the following documents in original for verification, failing which he/she will not be granted admission.

1. A School College Leaving Certificate/ Migration (The original copy will be submitted at the time of admission).

2. Mark-sheet of 10th and 12th class.

3. Proof of Date of Birth.

4. Reserve Category Certificate. (As per Cent. Govt. Norms)

5. IHM, Lucknow fee receipt.

6. APAAR id/ ABC id.

7. Photo Copy of Adhaar Card.

8. Medical Certificate (As prescribed Format)

8.3 Merit, Scholarship and financial assistance.

As per the Uttar Pradesh Government policy Scheduled Caste/ Scheduled Tribe and other categories Candidates can avail financial from the respective State Government Welfare Department for which Institute will issue bonafide certificate indicating fee received from the student.

DIPLOMA IN FOOD PRODUCTION

Eligibility: Senior Secondary (10+2) or equivalent with English as a subject.

Duration: One Year + six months in industry

Teaching hours per week: 35 Hours

Effective teaching: 34 weeks

Industrial training: 24 weeks after the annual examinations.

TEACHING AND EXAMINATION SCHEME

No.	Subject code	Subject	Hours per week	Term Marks*
THEORY				
1	DFP-01	Cookery	3	100
2	DFP-02	Larder	2	50
3	DCS-01	Hygiene & Sanitation	2	50
4	DFP-03	Nutrition	1	50
5	DFP-04	Commodities	2	50
6	DCS-02	Food Costing	2	50
TOTAL			12	350
PRACTICAL				
7	DFP-11	Cookery	16	100
8	DFP-12	Larder	4	100
9	DCS-11	Computer Awareness	1	-
10	DCS-12	Library	2	-
TOTAL			23	200
GRAND TOTAL			**35**	**550**

* Term marks will comprise 30% Mid Term Exam & 70% End Term Exam Marks.

RULES AT A GLANCE

NO.	TOPIC	REQUIREMENT
1.	Minimum attendance required to become eligible for exam	75% in aggregate
2.	Minimum pass marks for each theory subject	40%
3.	Minimum pass marks for each practical subject	50%
4.	Maximum duration to pass/clear all subjects/ papers	03 academic years

COOKERY THEORY (DFP-01)

TIME ALLOTTED: 03 HOURS PER WEEK   **MAXIMUM MARKS: 100**

ACTIVITY	MAXIMUM MARKS
Marks for attendance	**5**
Mid-term exam marks	**25**
Total (Incourse Assessment Marks)	**30**
End term exam marks	**70**
Total	**100**

<u>Knowledge based objectives for Cookery Theory:-</u>

After the completion of Cookery Theory subject, the Students will be able to:

1. Explain the Organizational Structure of Food Production Department.
2. Design the layout of Kitchen.
3. Classify raw materials and their uses.
4. Describe the methods of mixing food.
5. Draw the structure of egg.
6. Explain the balancing of recipes.
7. Define and classify sauces and soups.
8. Breads and bread making
9. Different types of pastries
10. Kitchen equipment and its upkeep and interdepartmental coordination

UNIT	CONTENT	HOURS ALLOTTED	WEIGHTAGE FOR EXAM
1	Origin of hotel industry Importance of kitchen in Hotel & Catering establishments Aims and objectives of Cooking Classification of raw materials, preparation of ingredients. Methods of mixing foods, effect of heat on various foods, weighing and measure, texture of food, Culinary terms.	08	10%
2	Methods of cooking with special Application to meat, fish, vegetables, cheese, pulses and egg. Conventional and non-conventional methods of cooking, solar cooking, microwave cooking, fast food operation.	07	10%

3	**Eggs** – Structure, selection of quality, various ways of cooking eggs with example in each method and prevention of blue ring formation. Varieties of fish, meat and vegetables. Accompaniments, garnishes and rechauffe.	10	10%
4	Balancing of recipes, standardization of recipes, standard yield, maintaining recipe files. Menu planning, portion control, brief study of how portions are worked out. Invalid cookery. Purchase Specifications, quality control, Indenting and Costing	10	10%
5	Description and use of the following: Basic stocks, Aspics & Jellies. Roux blanc, Roux blonde and Roux brun, Recipes and quantities required to produce 10 litres of stock, white & brown. Recipes required to produce one litre of the following: Béchamel sauce, tomato sauce, Veloute sauce, espagnole sauce, Hollandaise and mayonnaise sauce with the necessary precautions to be observed while preparing these, with minimum five derivatives of each. Soup – Definition, classification of soups with example in each group, recipe for one litre consommé, 10 popular consommés with their garnishes.	10	10%
MID TERM EXAM			
6	Vegetables – Effect of heat on different vegetables in acid/alkaline medium and reaction with metals. Method of cooking different vegetables with emphasis on cooking asparagus, artichokes, brussel sprouts.	12	15%
7	Theory of Bread making, Bread rolls, Bread sticks, Indian Breads.	8	5%
8	Pastry – Recipes of short crust pastry, puff pastry, flaky pastry choux paste, Danish pastry and their derivatives. Recipes and method of	15	20%

	preparation of plain ice cream.		
9	Kitchen stewarding and upkeep of equipment.	05	05%
10	Staff organization of Kitchen, coordination with the Departments.	05	05%
	Total	90	100%

LARDER THEORY (DFP-02)

TIME ALLOTTED: 02 HOURS PER WEEK   **MAXIMUM MARKS: 50**

ACTIVITY	MAXIMUM MARKS
Marks for attendance	2 ½
Mid-term exam marks	12 ½
Total (Incourse Assessment Marks)	15
End term exam marks	35
Total	50

Knowledge based objectives for Larder Theory:- After the completion of the Larder Theory, the Students will be able to:

1. Design the layout of Larder Department.
2. Explain the Organizational Structure.
3. Identify and draw the tools and equipment used in Larder Department.
4. Classify and define cuts and uses of Fish, Poultry, Lamb, Beef and Pork
5. Explain the procedures of maintaining Larder Equipment.

UNIT	CONTENT	HOURS ALLOTTED	WEIGHTAGE FOR EXAM
1	Larder organization and layout. Larder control- maintenance and care of larder equipment	06	10%
2	Hors d' oeuvre and salads- classification	06	10%
3	Fish – classification, cleaning, basic cuts and uses and storage	06	10%
4	Poultry and game- classification preparation and cuts with uses	12	20%
MID TERM EXAM			
5	Butchery – cuts of beef, lamb, mutton and pork-uses and weights	12	20%
6	Types of force meat and uses	06	10%
7	Assembling cold buffet, sandwiches and canapés, decorative work with ice, vegetable, butter/fat and fruit	06	10%
8	Cleaning and care of larder equipment and tools	06	10%
	Total	60	100%

HYGIENE AND SANITATION (DCS-01)

TIME ALLOTTED: 02 HOURS PER WEEK   **MAXIMUM MARKS: 50**

ACTIVITY	MAXIMUM MARKS
Marks for attendance	2 ½
Mid-term exam marks	12 ½
Total (Incourse Assessment Marks)	15
End term exam marks	35
Total	50

LEARNING OBJECTIVES: After completion of the subject a student will be able to:

1. Understand Food Microbiology, Food Contamination and Spoilage;
2. Follow sanitary procedure during food handling;
3. Understand the importance of personal hygiene
4. Analyse critical control points; and
5. Practice laws governing the food safety and standards

No	CONTENT	TIME ALLOTTED	WEIGHTAGE FOR EXAM

1	FOOD MICROBIOLOGY
	• Introduction
	• Microorganism groups important in food microbiology
	  - Viruses
	  - Bacteria
	  - Fungi (Yeast & Molds)
	  - Algae
	  - Parasites
	• Factors affecting the growth of microbes
	• Beneficial role of Microorganisms
		10	15%

2	FOOD CONTAMINATION AND SPOILAGE • Classification Of Food • Contamination And Cross Contamination • Spoilages Of Various Food With The Storing Method	05	10%
3	SANITARY PROCEDURE FOLLOWED DURING FOOD HANDLING • Receiving, • Storage, • Preparation, • Cooking, • Holding, and	10	20%

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	• Service Of The Food		
**MID TERM EXAM**		
4	SAFE FOOD HANDLER • Personal Hygiene discussing all the standard. • Hand Washing Procedure • First Aid definition, types of cuts, wounds, lacerations with reasons and precautions.	10	15%
5	HAZARD ANALYSIS CRITICAL CONTROL POINT • Introduction to HACCP • History • Principles of HACCP	10	15%
6	FOOD SAFETY STANDARDS AUTHORITY OF INDIA (FSSAI) • Introduction to FSSAI • Role of FSSAI • FSSAI compliance	05	15%
7	GARBAGE DISPOSAL • Different Methods • Advantages and disadvantages • Municipal Laws and Swachh Abhiyan	10	10%
	Total	60	100%

NUTRITION (DFP-03)

TIME ALLOTTED: 01 HOURS PER WEEK   **MAXIMUM MARKS: 50**

ACTIVITY	MAXIMUM MARKS
Marks for attendance	**2 ½**
Mid-term exam marks	**12 ½**
Total (Incourse Assessment Marks)	**15**
End term exam marks	**35**
Total	**50**

Learning objectives: After completion of the Nutrition subject a student will be able to:
1. Develop basic awareness of important nutrients;
2. Knowledge of nutritional requirements for human beings;
3. Plan nutritionally balance menu; and
4. Planning of menus for special needs.

UNIT	CONTENT	HOURS ALLOTTED	WEIGHTAGE FOR EXAM

1.	BASIC ASPECTS
	• Definition of Food and Nutrition
	• Importance of Food
	  - Physiological,
	  - Psychological and
	  - Social
	• Functions of food (in maintaining good health)
		03	10%

2.	CLASSIFICATION OF NUTRIENTS
	• Macro Nutrients
	  - Carbohydrates
	    o Simple
	      ▪ Monosaccharides
	      ▪ Disaccharides
	    o Complex
	      ▪ Polysaccharides
	  - Fats
	    o Saturated
	    o Unsaturated
	      ▪ Monounsaturated
	      ▪ Polyunsaturated
	  - Proteins
	    o Based on structure
	      ▪ Fibrous
	      ▪ Globular
	      ▪ Intermediate
	    o Based on composition
		04	10%

	▪ Simple
	▪ Conjugated
	 - Water
	• Micro Nutrients
	 - Vitamins
	    ○ Water soluble
	    ○ Fat soluble
	 - Minerals
	    ○ Macro elements
	    ○ Trace or Micro elements		

3	MACRO NUTRIENTS • Carbohydrates - Functions of Carbohydrates - Sources - Recommended Daily Allowances (RDA) - Effects of Deficiency and excess intake of Carbohydrates • Fats - Functions of Fats - Sources - Recommended Daily Allowances (RDA) - Effects of Deficiency and excess intake of Fats • Proteins - Functions of Proteins - Sources - Recommended Daily Allowances (RDA) - Effects of Deficiency and excess intake of Proteins • Water - Functions - Source - Recommended Daily Allowance (RDA)	04	15%
4	MICRO NUTRIENT • Vitamins Functions, sources, Recommended Daily Allowances (RDA) and Effects of Deficiency / Excess intake of; - Vitamins of B-Complex Group - Vitamin C - Vitamin A - Vitamin D - Vitamin E - Vitamin K • Minerals	04	15%

	Functions, Sources, Recommended Daily Allowances (RDA) and Effects of Deficiency / excess intake of; - Calcium - Iron - Iodine - Sodium - Phosphorous		
MID TERM EXAM			
5	CONSERVING NUTRIENTS • During Storing • During Food Preparation (Pre-cooking e.g. Washing, Peeling, Cutting, Chopping, Slicing, Pounding, Grinding, Soaking, Sprouting, Fermentation, Mixing) • During Cooking	04	10%
6	BALANCED DIET • Definition and its importance • Factors Affecting Balanced Diet (Age, Gender and Physiological state)	03	10%
7	MENU PLANNING • Nutritionally balanced meals as per three food group system • Factors affecting meal planning • Calculation of Nutritive value of dishes and meals • Critical evaluation of a given meal	04	15%
8	MENU PLANNING – FOR SPECIAL NEEDS • Obesity • Diabetes • Hypertension • Cardiac	04	15%
	Total	30	100%

COMMODITIES THEORY (DFP-04)

TIME ALLOTTED: 02 HOURS PER WEEK   **MAXIMUM MARKS: 50**

ACTIVITY	MAXIMUM MARKS
Marks for attendance	2 ½
Mid-term exam marks	12 ½
Total (Incourse Assessment Marks)	15
End term exam marks	35
Total	50

Learning Objectives for Commodities:- After the completion of the Commodities subject, the students will be able to:

1. Classify Cereals and Describe their uses and storage.
2. Classify Pulses and Describe their uses and storage.
3. Define and Classify Fruits and Vegetables.
4. Classify dairy products and describe the composition and storage of milk, cheese, butter and cream.
5. Find and Test the food adulterants.
6. Fruits and vegetables classification and uses
7. Identification and uses of spices and herbs
8. Define and classify tea, coffee, coco and food colours and flavours.
9. Preservation of food

UNIT	CONTENT	HOURS ALLOTTED	WEIGHTAGE FOR EXAM
1	Cereals- wheat rice maize Breakfast cereals like cornflakes, rice flakes, Choco flakes and pressed rice uses and storage	06	10%
2	Pulses –its types and uses	04	10%
3	Fruits and vegetables- classification and uses	10	15%
4	Dairy products- milk –its uses composition and storage, classification and uses of cheese, butter, cream	10	15%
MID TERM EXAM			
5	Prevailing food standards in INDIA, food adulterations as public health hazard, and common adulterants, simple tests in	06	10%

	detection of common food adulterants, ISI, AGMARK and FSSAI		
6	Herbs spices and condiments- classification and uses of different types	04	10%
7	Fruits and vegetables; classification and uses	05	10%
8	Tea, coffee, coco and their sources, storage and uses. Food flavours, essences and food colours with brand names.	10	10%
9	Food Preservation – long term and short term methods. Convenience food, sugar preserves and confectionery gums	05	10%
	Total	60	100%

FOOD COSTING (DCS-02)

TIME ALLOTTED: 02 HOURS PER WEEK   **MAXIMUM MARKS: 50**

ACTIVITY	MAXIMUM MARKS
Marks for attendance	2 ½
Mid-term exam marks	12 ½
Total (Incourse Assessment Marks)	15
End term exam marks	35
Total	50

Leaning Objectives : At the end of the term / course the Students will be able to:

1. Know different pricing methods and explain the different types of Menu.
2. Explain the importance of food costing and costing techniques.
3. Develop standard recipes and adjust the quantities using adjustment factor.
4. Define and explain Material Costing.
5. Explain in controlling food cost, labour cost, overhead cost etc.
6. Define yield and its types.
7. Calculate standard food cost and explain the techniques in portion cost and dinner cost.

UNIT	CONTENT	HOURS ALLOTTED	WEIGHTAGE FOR EXAM
1	**Pricing** • Menu pricing styles • Types of menu • Different methods in pricing	08	15%
2	**Costing** • Importance of food costing • Methods of costing • Costing techniques	07	10%
3	**Standard recipes** • Use of standardized recipes • Developing standardized recipes • Adjustment factor	07	10%
4	**Material costing** • Through purchasing • receiving • issuing • production • sales and accounting	08	15%

MID TERM EXAM			
5	**Control of** - food cost - labour cost - overhead cost - miscellaneous cost	10	15%
6	**Yield** - butchers yield - cooking yield - portion control	10	15%
7	**Costs** - determining standard food cost - calculating portion cost - calculating dinner cost	10	20%
	Total	60	100%

COOKERY PRACTICAL (DFP-11)

TIME ALLOTTED: 16 HOURS PER WEEK **MAXIMUM MARKS: 100**

ACTIVITY	MAXIMUM MARKS
Marks for attendance	5
Mid-term exam marks	25
Total (Incourse Assessment Marks)	30
End term exam marks	70
Total	100

Skill based learning objectives for Cookery Practical:- After the completion of the practical course, the student will be able to:

1. Prepare and Present Indian dishes like Rice Varieties, Dal Varieties, Indian bread, Vegetables and Non-Vegetarian.
2. Prepare and Present Indian Sweets and Snacks.
3. Prepare and Present Tandoor dishes.
4. Prepare and Present festival menus.
5. Prepare and Present Sauces, Soups and Pastas
6. Prepare and Present Continental dishes of Fish, Poultry and other meat with accompaniments.
7. Prepare and Present Chinese Soups, Noodles and Rice Varieties etc.

IMPORTANT:

1. Two students to work on one station in Basic Training Kitchen.
2. Practical in Quantity Food Kitchen shall be a team activity for bulk cooking.
3. Each menu to be practiced in Basic Training Kitchen by preparing four portions of each dish at each station.
4. Same menu to be practiced in Quantity Food Kitchen through team exercise on minimum twenty portions.

Familiarisation of tools / equipment and their use. (One week/ 16 Hours)

A set of 60 menus shall be drawn, by the institute covering all the items listed below, ensuring that all cooking methods have been employed. It may also be ensured that each menu is prepared once in the basic training kitchen and once in the quantity food kitchen.

(Hours available: 31 weeks x 4 days/week x 4 hours/day= 496 Hours)

INDIAN

Rice	08 varieties
Indian Bread	10 varieties
Dal	10 varieties
Vegetables	15 varieties
Chutney	05 varieties
Raita	05 varieties
Egg dishes	03 varieties
Fish dishes	05 varieties (including two local cuisine dishes)
Meat dishes	08 varieties (including two local cuisine dishes)
Chicken dishes	08 varieties (including two local cuisine dishes)
Shorba	02 varieties
Tandoor dishes	Tandoori chicken, tandoori fish, seek kabab, boti kabab.
Snacks	10 varieties (including two local cuisine dishes)
Sweets	08 varieties (including two local cuisine dishes)
Special dishes for festivals – 5 festival menus (emphasis on regional cuisine-)	

Continental:

Stock – white stock, brown stock, fish stock.

Sauce – Béchamel sauce, Veloute sauce, tomato, espagnole, hollandaise and mayonnaise with 5 derivatives of each. Demi-glace, Mint sauce, horse radish, bread sauce and apple sauce.

Compound Butters –   3 varieties.

Soups:

Purees	2 varieties
Cream	3 varieties
Veloute	2 varieties
Broths	2 varieties
Bisques	1 varieties
Consommés	5 varieties
Cold Soups	2 varieties
International soups	2 varieties

Fish:

Baked	2 varieties
Grilled	2 varieties
Shallow fried	2 varieties
Deep fried	4 varieties
Poached	2 varieties

Chicken and other Meats:

Stew	2 varieties
Casseroles	2 varieties
Roast	2 varieties
Braised	2 varieties
Grilled/Baked	2 varieties
Chicken (Sautés)	5 varieties

Vegetables:

Preparation and cooking of vegetables –   10 varieties.

Potatoes –   10 varieties.

Farinaceous dishes:

Spaghetti and macaroni dishes –   6 varieties.

Egg:

Breakfast egg preparation –   5 varieties

Sweets:

Mousse	3 varieties
Soufflés	3 varieties
Baked	3 varieties
Steamed (Pudding)	3 varieties

Chinese:

Soups	2 varieties
Noodles & Rice	4 varieties
Chicken	2 varieties
Pork	2 varieties
Meat	2 varieties
Prawns	2 varieties
Fish	1 dish
Vegetables	3 varieties

<p style="text-align:center">Marking scheme for Examination
Cookery Practical (DFP-11)</p>

Maximum Marks   100   Pass Marks   50

Part 'A' (25 Marks)

			MARKS
1.	Uniform & Grooming	:	05
2.	Indenting	:	05
3.	Scullery, equipment cleaning & Hygiene	:	05
4.	Journal	:	10
	Total	:	25

Part 'B' (75 Marks)

1. Each student will prepare five dishes in a meal. Dishes shall be from the prescribed syllabus.
2. Each dish shall carry 15 marks
3. Parameters of assessment of each dish.

			Marks
b)	Temperature	:	03
c)	Texture/ consistency	:	03
d)	Aroma/ flavour	:	03
e)	Taste	:	03
f)	Presentation	:	03
	Total	:	15

NOTE:

1. Journal is not allowed during indenting or practical. It must be handed over to the examiner before commencement of examination.
    2. Assessment will be done by both internal and external Examiner.
    3. Each student will prepare 04 portions of each dish/item.
4. Extra ingredients may be made available in case of failure but of limited types and quality (groceries and dairy products only). Only one extra attempt may be permitted.
5. Uniform and grooming must be checked by the examiners before commencement of examination.
6. Students are not allowed to take help from books, notes, journal or any other person.
7. The Examiners will ensure that examinee adheres to Good Hygiene and Food safety practices during the examination.

LARDER PRACTICAL (DFP-12)

TIME ALLOTTED: 04 HOURS PER WEEK   **MAXIMUM MARKS: 100**

ACTIVITY	MAXIMUM MARKS
Marks for attendance	5
Mid-term exam marks	25
Total (Incourse Assessment Marks)	30
End term exam marks	70
Total	100

Skill Based objectives for Larder Practical:- After the completion of Larder Practical the Students will be able to:

1. Prepare and Present Simple and Compound Salads.
2. Prepare and Present Hors d'oeuvre and Sandwiches.
3. Prepare and Present Cold Soups.
4. Assemble cold buffet and decorative works like Ice & Butter Sculpture, Vegetable and Fruit Carving etc.
5. Prepare and Present cold cuts like Galantine, Ballottine, Mousse etc.

1. Preparation of various simple and compound hors d'oeuvres
2. Sandwiches   -   5 varieties
3. Simple salads   -   5 varieties
4. Cold Soups   -   3 varieties
5. Compound Salads:
   Fruit based   -   2 varieties
   Fish based   -   2 varieties
   Meat based   -   2 varieties
   Vegetable based   -   2 varieties
   Preparation of salad dressings –   3 varieties
6. Butchery:
   i)   Lamb and Mutton – Demonstration of jointing mutton carcasses. Deboning of mutton leg and shoulder. Curry cuts and boti kababs.
   ii)   Pork – Demonstration and preparation of pork chops, deboning of pork leg.
   iii) Fish – cuts of fish and its use in cold buffets.
   iv)   Poultry – Dressing, trussing and deboning.
7. Decorative Work:
   i)   Demonstration of Ice & Butter Sculpture
   ii)   Hand on Training on Vegetable & Fruit Carving
8. Demonstration and Preparation of Galantine, Ballottine, Mousse etc.

Marking scheme for Examination

Larder Practical (DFP-12)

Maximum Marks   **100**   **Pass Marks**   **50**

Part 'A' 25 Marks

			MARKS
1.	Uniform & Grooming	:	05
2.	Indenting	:	10
3.	Journal	:	10
	Total	:	25

Part 'B' 75 marks

1. Five dishes to be prepared as under;
   i)   02 Hors d'oeuvres
   ii) 02 Compound salad
   iii) 01 Sandwich
2. Each dish shall carry 12 marks
3. Parameters of assessment of each dish.

			Marks
a)	Appearance	:	04
b)	Taste	:	04
c)	Standard Recipe	:	04
	Total	:	12

4. Adherence to Hygiene & Food Safety (overall) : 15

NOTE:

1. Journal is not allowed during indenting or practical. It must be handed over to the examiner before commencement of examination.
2. Assessment will be done by both internal and external Examiner.
3. Each student will prepare 02 (Two) portions of each dish/item.
4. Extra ingredients may be made available in case of failure but of limited types and quantity. Only one extra attempt may be permitted.
5. Uniform and grooming must be checked by the examiners before commencement of examination.
6. Students are not allowed to take help from books, notes, journal or any other person.
7. The Examiners will ensure that examinee adheres to Good Hygiene and Food safety practices during the examination.

COMPUTER AWARENESS (DCS-11)

TIME ALLOTTED: 01 HOURS PER WEEK **MAXIMUM MARKS: Nil**

Learning Objectives:- After the completion of Computer Awareness subject, the Students will be able to: 1. Understand computer and its hardware & software. 2. To produce word document with proper formatting 3. To work on an excel sheet with basic functions. 4. Brows on net and communicate through e-mail 5. Prepare small power point presentations.	

UNIT	CONTENT	HOURS ALLOTTED

1	**KNOWING COMPUTER**
	
	 • What is computer?
	  ➢ Basic Applications of Computer
	 • Components of Computer System
	  ➢ Central Processing Unit
	  ➢ Keyboard, mouse and VDU
	  ➢ Other Input devices
	  ➢ Other Output devices
	  ➢ Computer Memory
	 • Concept of Hardware and Software
	  ➢ Hardware
	  ➢ Software
	   ❖ Application Software
	   ❖ Systems software
	 • Concept of computing, data and information
	 • Applications of IECT
	  ➢ e-governance
	  ➢ Entertainment
	 • Bringing computer to life
	  ➢ Connecting keyboard, mouse, monitor and printer to CPU
	  ➢ Checking power supply
		4

2	**OPERATING COMPUTER USING GUI BASED OPERATING SYSTEM**
	
	 • Basics of Operating System
	  ➢ Operating system
	  ➢ Basics of popular operating system (LINUX, WINDOWS)
	 • The User Interface
	  ➢ Task Bar
		4

	➤ Icons
	➤ Menu
	➤ Running an Application
	• Operating System Simple Setting
	  ➤ Changing System Date And Time
	  ➤ Changing Display Properties
	  ➤ To Add Or Remove A Windows Component
	  ➤ Changing Mouse Properties
	  ➤ Adding and removing Printers
	• File and Directory Management
	  ➤ Creating and renaming of files and directories	

3	**UNDERSTANDING WORD PROCESSING**
	
	• Word Processing Basics
	  ➤ Opening Word Processing
	  ➤ Menu Bar
	  ➤ Using The Help
	  ➤ Using The Icons Below Menu Bar
	• Opening and closing Documents
	  ➤ Opening Documents
	  ➤ Save and Save as
	  ➤ Page Setup
	  ➤ Print Preview
	  ➤ Printing of Documents
	• Text Creation and manipulation
	  ➤ Document Creation
	  ➤ Editing Text
	  ➤ Text Selection
	  ➤ Cut, Copy and Paste
	  ➤ Spell check
	  ➤ Thesaurus
	• Formatting the Text
	  ➤ Font and Size selection
	  ➤ Alignment of Text
	  ➤ Paragraph Indenting
	  ➤ Bullets and Numbering
	  ➤ Changing case
	• Table Manipulation
	  ➤ Draw Table
	  ➤ Changing cell width and height
	  ➤ Alignment of Text in cell
	  ➤ Delete / Insertion of row and column
	  ➤ Border and shading
		5

4	**USING SPREAD SHEET**
	
	• Elements of Electronic Spread Sheet
	  ➤ Opening of Spread Sheet
	  ➤ Addressing of Cells
		5

	➢ Printing of Spread Sheet
	➢ Saving Workbooks
	• Manipulation of Cells
	  ➢ Entering Text, Numbers and Dates
	  ➢ Creating Text, Number and Date Series
	  ➢ Editing Worksheet Data
	  ➢ Inserting and Deleting Rows, Column
	  ➢ Changing Cell Height and Width
	• Formulas and Function
	  ➢ Using Formulas
	  ➢ Function	

5	**INTRODUCTION TO INTERNET, WWW AND WEB BROWSERS**
	
	• Basic of Computer Networks
	  ➢ Local Area Network (LAN)
	  ➢ Wide Area Network (WAN**)**
	• Internet
	  ➢ Concept of Internet
	  ➢ Applications of Internet
	  ➢ Connecting to the Internet
	  ➢ Troubleshooting
	• World Wide Web (WWW)
	• Web Browsing Softwares
	  ➢ Popular Web Browsing Softwares
	• Search Engines
	  ➢ Popular Search Engines / Search for content
	  ➢ Accessing Web Browser
	  ➢ Using Favourites Folder
	  ➢ Downloading Web Pages
	  ➢ Printing Web Pages
	• Understanding URL
	• Surfing the web
	• Using e-governance website
		4

6	**COMMUNICATIONS AND COLLABORATION**
	
	• Basics of E-mail
	  ➢ What is an Electronic Mail
	• Using E-mails
	  ➢ Opening Email account
	  ➢ Mailbox: Inbox and Outbox
	  ➢ Creating and Sending a new E-mail
	  ➢ Replying to an E-mail message
	  ➢ Forwarding an E-mail message
	  ➢ Sorting and Searching emails
	• Document collaboration
	• Instant Messaging and Collaboration
		3

	➤ Using Instant messaging ➤ Instant messaging providers ➤ Netiquettes	

7	**MAKING SMALL PRESENTATIONS**
	
	• Basics
	  ➤ Using PowerPoint
	  ➤ Opening A PowerPoint Presentation
	  ➤ Saving A Presentation
	• Creation of Presentation
	  ➤ Creating a Presentation Using a Template
	  ➤ Creating a Blank Presentation
	  ➤ Entering and Editing Text
	  ➤ Inserting And Deleting Slides in a Presentation
	• Preparation of Slides
	  ➤ Inserting Word Table or An Excel Worksheet
	  ➤ Adding Clip Art Pictures
	  ➤ Inserting Other Objects
	  ➤ Resizing and Scaling an Object
	• Presentation of Slides
	  ➤ Viewing A Presentation
	  ➤ Choosing a Set Up for Presentation
	  ➤ Printing Slides And Hand-outs
	• Slide Show
	  ➤ Running a Slide Show
	  ➤ Transition and Slide Timings
	  ➤ Automating a Slide Show
		5

	Total	30

DIPLOMA IN BAKERY AND CONFECTIONERY

Eligibility: Senior Secondary (10+2) or equivalent with English as a subject.

Duration: One Year + six months in industry

Teaching hours per week: 35 Hours

Effective teaching: 34 weeks

Industrial training: 24 weeks after the annual examinations.

TEACHING AND EXAMINATION SCHEME

No.	Subject code	Subject	Hours per week	Term Marks*
THEORY				
1	DBC-01	Bakery	3	100
2	DBC-02	Confectionery	3	100
3	DBC-03	Commodities	2	50
4	DCS-01	Hygiene & Sanitation	2	50
5	DCS-02	Food Costing	2	50
TOTAL			12	350
PRACTICAL				
7	DBC-11	Bakery	12	100
8	DBC-12	Confectionary	08	100
9	DCS-11	Computer Awareness	01	-
10	DCS-12	Library	02	-
TOTAL			23	200
GRAND TOTAL			**35**	**550**

* Term marks will comprise 30% Mid Term Exam & 70% End Term Exam Marks.

RULES AT A GLANCE

NO.	TOPIC	REQUIREMENT
1.	Attendance required to become eligible for exam	75% in aggregate
2.	Minimum pass marks for each theory subject	40%
3.	Minimum pass marks for each practical subject	50%
4.	Maximum duration to pass/clear all subjects/ papers	03 academic years

BAKERY THEORY (DBC - 01)

TIME ALLOTTED: 3 HOURS PER WEEK   **MAXIMUM MARKS: 100**

ACTIVITY	MAXIMUM MARKS
Marks for attendance	**5**
Mid-term exam marks	**25**
Total (Incourse Assessment Marks)	**30**
End term exam marks	**70**
Total	**100**

Learning Objectives : At the end of the term / course the Students will be able to:

1. Draw the organization chart and kitchen hierarchy of bakery department
2. Explain the different ingredients used in bakery
3. Explain the different working temperatures for bakery products
4. Define the bread faults and remedies of bakery products
5. Draw and explain the layout of a bakery
6. Write recipes of different breads, pastries and gateaux

UNIT	CONTENT	HOURS ALLOTTED	WEIGHTAGE FOR EXAM
1	• Introduction • Scope of Bakery & Confectionery, • Bakery terms. • Organisation chart of Bakery.	10	15%
2	**Wheat and Flour** • Different types of flours available, • Constituents of flours, • pH Value of flour, • Water absorption power of flour, • Gluten, diastatic capacity of flour, • Grade of flour. • Temperature/ Weight conversions 1 unit; °F/ °C /gms / lb serving size	15	15%
3	**Raw material required for bread making:** - Role of flour, water, yeast, salt - Sugar, milk and fats	10	10%
4	**Yeast** • An elementary knowledge of Baker's yeast, the part it plays in the		

	fermentation of dough and conditions influencing it's working. • Effect of over and under fermentation and under proofing of dough and other fermented goods.	05	05%
5	**Bread improvers-improving physical quality**	05	05%
	MID TERM EXAM		
6	**Oven & Baking:** • Knowledge and working of various types of oven. • Baking temperatures for bread, confectionery goods.	05	05%
7	**Methods of bread making :** • Straight dough method • Delayed salt method • No time dough method • Sponge and dough method	10	10%
8	**Characteristics of good bread** • External characteristics • Volume, symmetry of shape • Internal characteristics - colour, texture, aroma, clarity and elasticity	10	10%
9	Bread faults and their remedies	05	10%
10	**Bakery layout – The required approvals for setting up of a Bakery – Government procedure and Bye-laws.** • Selection of site • Selection of equipment. • Layout design • Electricity.	10	10%
11	**Quality control** • of raw material • of finished products	05	05%
Total		**90**	**100%**

CONFECTIONERY (DBC-02)

TIME ALLOTTED: 3 HOURS PER WEEK   **MAXIMUM MARKS: 100**

ACTIVITY	MAXIMUM MARKS
Marks for attendance	5
Mid-term exam marks	25
Total (Incourse Assessment Marks)	30
End term exam marks	70
Total	100

Learning Objectives : At the end of the term / course the Students will be able to:

1. Explain the different ingredients used in confectionery
2. Differentiate different cake mixing methods
3. Define and explain different pastries and derivatives
4. Operation of different types of oven
5. Define the internal and external characteristics of cakes
6. Describe the different cake faults and remedies
7. List down the steps in preparing cookies and biscuits
8. Explain the procedure in preparing Ice Creams
9. Demonstrate working knowledge of Chocolate and Sugar confectionery

UNIT	CONTENT	HOURS ALLOTTED	WEIGHTAGE FOR EXAM
1	**Ingredient used in Cake Making Types & Varieties** • Flour • Sugar • Shortening – Fats and oil • Egg • Moistening agent • Leavening Agents	10	15%
2	**Cake Making Methods** • Sugar butter process, • Flour butter process, • Genoise method • Blending and rubbing method.	10	10%
3	**Basic Pastries** Pastry making, principles & derivatives	10	10%
4	**Characteristic of Cakes** Balancing cake formula External characteristics Internal Characteristics	15	15%

	Cake Faults and remedies		
MID TERM EXAM			
5	**Chocolate** Identify different forms in which coco and chocolate are available Explain the process of chocolate tempering Chocolate designs, garnishes and presentations	10	15 %
6	**Sugar** Identify and describe the different stages of cooking sugar Caramelized Sugar preparations Sugar for desserts and presentations	10	15 %
7	Types of **icing**	05	05%
8	Preparation of **cookies and biscuits**. Factors affecting the quality of biscuits / cookies.	08	05%
9	Various types **ice creams** and bombs.	07	05%
10	**Storage** of confectionery product	05	05%
Total		**90**	**100%**

COMMODITIES (DBC-03)

TIME ALLOTTED: 02 HOURS PER WEEK   **MAXIMUM MARKS: 50**

ACTIVITY	MAXIMUM MARKS
Marks for attendance	2 ½
Mid-term exam marks	12 ½
Total (Incourse Assessment Marks)	15
End term exam marks	35
Total	50

Learning Objectives : At the end of the term / course the Students will be able to:

1. Explain the composition of wheat and wheat products
2. Describe the different types of sugar and its substitutes.
3. List the different types and quality of eggs and dairy products
4. Define yeast and explain its role in bakery and confectionery
5. Explain the types of shortenings and its role in bakery and confectionery.
6. Elaborate the role of gelling agents, stabilizers and preservatives in bakery and confectionery.
7. Define the food laws and follow H.A.C.C.P Principles

UNIT	CONTENT	HOURS ALLOTTED	WEIGHTAGE FOR EXAM
1	**Wheat** • composition, production, grade and quality • wheat products, • other flours, meals and starches	10	15 %
2	**Sugar** • sugar substitutes • syrups, jams and marmalades • Cocoa production • Cocoa by-products	05	10%
3	**Eggs and dairy products** • types • importance in bakery and confectionery • grading, quality and selection	10	15%
4	**Leavening agents** • Yeast and its varieties	05	10%

	• Role in raising bakery products • Chemical leavening agents		
MID TERM EXAM			
5	**Shortenings** • Role of shortening • Types • Usage in bakery and confectionery	06	10%
6	**Gelling agents and stabilizers** • Their role in bakery and confectionery • Food additives and preservatives • Edible garnishes • Canned food	12	20%
7	• Introduction to food laws • Storage and preservation of bakery and confectionery products • Organic and genetically modified foods	12	20%
Total		60	100%

HYGIENE AND SANITATION (DCS-01)

TIME ALLOTTED: 02 HOURS PER WEEK   **MAXIMUM MARKS: 50**

ACTIVITY	MAXIMUM MARKS
Marks for attendance	2 ½
Mid-term exam marks	12 ½
Total (Incourse Assessment Marks)	15
End term exam marks	35
Total	50

LEARNING OBJECTIVES: After completion of the subject a student will be able to:

1. Understand Food Microbiology, Food Contamination and Spoilage;
2. Follow sanitary procedure during food handling;
3. Understand the importance of personal hygiene
4. Analyze critical control points; and
5. Practice laws governing the food safety and standards

No	CONTENT	TIME ALLOTTED	WEIGHTAGE FOR EXAM

1	FOOD MICROBIOLOGY
	• Introduction
	• Microorganism groups important in food microbiology
	  - Viruses
	  - Bacteria
	  - Fungi (Yeast & Molds)
	  - Algae
	  - Parasites
	• Factors affecting the growth of microbes
	• Beneficial role of Microorganisms
		10	15%

2	FOOD CONTAMINATION AND SPOILAGE • Classification Of Food • Contamination And Cross Contamination • Spoilages Of Various Food With The Storing Method	05	10%
3	SANITARY PROCEDURE FOLLOWED DURING FOOD HANDLING • Receiving, • Storage, • Preparation, • Cooking,	10	20%

	• Holding, and		
	• Service Of The Food		
MID TERM EXAM			
4	SAFE FOOD HANDLER • Personal Hygiene discussing all the standard. • Hand Washing Procedure • First Aid definition, types of cuts, wounds, lacerations with reasons and precautions.	10	15%
5	HAZARD ANALYSIS CRITICAL CONTROL POINT • Introduction to HACCP • History • Principles of HACCP	10	15%
6	FOOD SAFETY STANDARDS AUTHORITY OF INDIA (FSSAI) • Introduction to FSSAI • Role of FSSAI • FSSAI Compliance	05	15%
7	GARBAGE DISPOSAL • Different Methods • Advantages & Disadvantages • Municipal Laws and Swachh Abhiyan	10	10%
Total		60	100%

FOOD COSTING (DCS-02)

TIME ALLOTTED: 02 HOURS PER WEEK   **MAXIMUM MARKS: 50**

ACTIVITY	MAXIMUM MARKS
Marks for attendance	2 ½
Mid-term exam marks	12 ½
Total (Incourse Assessment Marks)	15
End term exam marks	35
Total	50

Leaning Objectives : At the end of the term / course the Students will be able to:

1. Know different pricing methods and explain the different types of Menu.
2. Explain the importance of food costing and costing techniques.
3. Develop standard recipes and adjust the quantities using adjustment factor.
4. Define and explain Material Costing.
5. Explain in controlling food cost, labour cost, overhead cost etc.
6. Define yield and its types.
7. Calculate standard food cost and explain the techniques in portion cost and dinner cost.

UNIT	CONTENT	HOURS ALLOTTED	WEIGHTAGE FOR EXAM
1	**Pricing** • Menu pricing styles • Types of menu • Different methods in pricing	08	15 %
2	**Costing** • Importance of food costing • Methods of costing • Costing techniques	07	10%
3	**Standard recipes** • Use of standardized recipes • Developing standardized recipes • Adjustment factor	07	10%
4	**Material costing** • Through purchasing • receiving • issuing • production • sales and accounting	08	15%

**MID TERM EXAM**
5	**Control of** • food cost • labour cost • overhead cost • miscellaneous cost	10	15%
6	**Yield** • butchers yield • cooking yield • portion control	10	15%
7	**Costs** • determining standard food cost • calculating portion cost • calculating dinner cost	10	20%
Total		**60**	**100%**

BAKERY PRACTICAL (DBC - 11)

TIME ALLOTTED: 12 HOURS PER WEEK   **MAXIMUM MARKS: 100**

ACTIVITY	MAXIMUM MARKS
Marks for attendance	**5**
Mid-term exam marks	**25**
Total (Incourse Assessment Marks)	**30**
End term exam marks	**70**
Total	**100**

Learning Objectives : At the end of the term / course the students will be able to:

1. Identify and differentiate the small and large equipment in bakery
2. Identify and check for quality of different types of ingredients used in bakery
3. Prepare and Present yeast fermented products
4. Prepare and Present flavoured breads
5. Prepare and Present Breakfast breads
6. Prepare and Present laminated breads
7. Prepare International breads
8. Prepare toppings and stuffing for pizza and burgers

UNIT	CONTENT	HOURS ALLOTTED
1	**Introduction to ingredients / Equipment** • Identification and uses of equipment – large, small and utilities • Ingredients – Types of flour, Sugar, Nuts and Dry fruits, Shortenings, leavening etc.	36
2	**Quality Checking & Basic Mixing Methods** • Flour : W.A.P Test, Gluten Content • Yeast : Flying fermentation	36
3	**Mixing Methods** • Basic steps involved in mixing ingredients – Kneading, stirring, whipping, creaming etc.	36
4	**Simple yeast fermented products** • Bread Sticks, Bread Rolls, hand and Soft Rolls, sour dough etc.	36
5	**Flavoured Breads** • Basic Buns, Fruit Buns, Hot Cross Buns,	

	Tomato Rolls and Garlic Rolls	36
6	Rich Yeast Fermented Breads Brioche, Fermented Doughnuts, Baba au Rhum, Savarin	36
7	**Bread Loafs:** Milk Bread, Bread Loaf, Currant Loaf, Whole Meal Bread, Masala Bread, Raisin Bread	36
8	International Bread French Bread, Chelsea Buns	36
9	Laminated Yeast Breads Danish pastry croissants	36
10	Burger Buns, Pizza Base	36
Total		**360**

MARKING SCHEME FOR PRACTICAL EXAMINATION
BAKERY PRACTICAL (DBC - 11)

Maximum Marks   100   Pass Marks   50

Part 'A' 25 Marks

			MARKS
1.	Uniform & Grooming	:	05
2.	Journal	:	10
3.	Viva	:	10
	Total	**:**	**25**

Part 'B' 75 Marks

1. Each student to prepare three different breads from the syllabus
2. Each item shall carry 20 marks
3. Parameters of assessment of each item.
   - a) Appearance & colour : 03
   - b) Volume & symmetry of shape : 03
   - c) Texture : 03
   - d) Aroma : 03
   - e) Elasticity : 03
   - f) Correct recipe& equipment : 05
   - Total : 20

4. Adherence to Hygiene & Food Safety : 15

NOTE:

1. Journal is not allowed during indenting or practical. It must be handed over to the examiner before commencement of examination.
2. Assessment will be done by both internal and external Examiner.
3. Extra ingredients may be made available in case of failure but of limited types and quantity. Only one extra attempt may be permitted.
4. Uniform and grooming must be checked by the examiners before commencement of examination.
5. Students are not allowed to take help from books, notes, journal or person.
6. The Examiners will ensure that examinee adheres to Good Hygiene and Food safety practices during the examination.

CONFECTIONERY PRACTICAL (DBC – 12)

TIME ALLOTTED: 8 HOURS PER WEEK   **MAXIMUM MARKS: 100**

ACTIVITY	MAXIMUM MARKS
Marks for attendance	5
Mid-term exam marks	25
Total (Incourse Assessment Marks)	30
End term exam marks	70
Total	100

Learning Objectives : At the end of the term / course the Students will be able to:

1. Identify and check for quality of different types of ingredients used in confectionery
2. Identify and differentiate the small and large equipment used in confectionery
3. Prepare and Present basic sponges
4. Prepare and Present different cookies and biscuits
5. Prepare and Present basic pastries and its derivatives
6. Prepare basic icings and toppings
7. Prepare and Present international cakes and puddings
8. Prepare and Store Ice Creams, Toffees and Indian Sweets
9. Ability to work with chocolate and sugar to create design, plates and show pieces

UNIT	CONTENT	HOURS ALLOTTED
1	**Basic Cake Making** Plain Sponge Madeira Cake, Rock Cake, Fruit Cake Fatless Sponge Swiss Rolls Genoise Sponge	22
2	**Biscuits & Cookies:** Plain biscuits; piping biscuits; cherry knobs; langue –de – chats; (cats tongue) salted biscuits; nut biscuits; coconut biscuits; melting moment; macaroons; tricolour; chocolate biscuits; marble biscuits; nan-khatai; short bread biscuits. Ginger biscuits; cheese biscuits; cream fingers.	22
3	**Basic Pastry & derivatives:** **(i)** Short Crust Pastry Jam tart, Lemon curd tart Apple Pie, Banana Flan, Fruit Tartlets.	22

	(ii) Choux Pastry Chocolate Éclairs, Profit role Cream puff **(iii)** Puff Pastry & flaky pastry Khara Biscuits, veg patties, chicken patties Mutton patties, Cheese Straws, patty case Bouchee, vol-au-vents, Mille Feuillet, Jalousie, Creams Horns Apple Strudel Filo or phyllo pastries such as baklava		
4	**Icings and Toppings** Fondant; American frosting; butter cream icing; royal icing; gum paste; marzipan; marshmallow; lemon meringue; fudge; almond paste; glace icing	22	
5	**Pastry & Special Cakes** Queen cakes, Easter Egg Chocolate dippings Cheese cake, Baba-cum Rhum Savarin Chantilly, meringues chantilly. Madeline cake Pineapple pastry, chocolate pastry	22	
6	**Icing Cakes** Birthday cake Wedding cakes	22	
7	**Gateaux** Black forest Gateaux, gateaux religious	16	
8	**Puddings and Desserts** Hot dessert : Caramel Custard, soufflé chaud Bread and Butter pudding, Crème brûlée Cold Desserts: Bavarois; ginger pudding; cold lemon soufflé; chocolate mousse; charlotte royale; charlotte russe; charlotte harlequin; bavarois urbane; soufflé praline; fruit trifle.	22	
9	**Ice Cream** Vanilla, strawberry, chocolate, pineapple, mango, Sorbets, Bombe, Sundaes, Parfaits	22	
10	**Toffees:**		

	Milk Toffee, Chocolates Stick Jaws, liquor chocolates **Indian Confectionery:** Chenna - Rasgulla, Chamcham, Pakiza, Chenna Toast, Rasmalai Khoya - Gulab Jamun, Barfi Sugar - Mysore Pak, Ghewar Flour / Besan - Patisa, Shakarpare, Halwa, Laddoo, Peda. Milk - Kheer, Rabri Nuts - Barfi, Chekki	22
11	**Chocolate Work** Fundamentals of the science of chocolate. Established industry standards in - Tempering, moulding, modelling, enrobing, filling, show pieces, stencils, chocolate couverture. Chocolate candies, ganache fillings, hand-dipped candies, molded bonbons, Danish pastry and truffles, use of an enrobing machine. Clean and store chocolate candy moulds and other equipment used in chocolate candy making **Sugar Work** Chemical properties and changes in sugars at various stages of the cooking and cooling processes. Pulled, blown, Spun, Poured, caramelized sugar. Casting of sugar. Pastillage and Saltillage fondant, gum paste and royal icing Produce sugar confectioneries such as fruit paste, guimauve (marshmallow), praline, caramels, nougats, lollipops, marzipans and gummies. Prepare sugar sticks, nest, bow,ribbon, flower, leaf, bubble sugar and decorations Appropriate package and display of candies. **Plate** styling techniques, buffet displays, calories in bakery and confectionery What is Michelin Star, restaurants and chefs	28
Total		**242**

MARKING SCHEME FOR PRACTICAL EXAMINATION
CONFECTIONERY PRACTICAL (DBC – 12)

Maximum Marks　　　　**100**　　　　　　　　**Pass Marks**　　　**50**
Part 'A' 25 Marks

		MARKS
1. Uniform & Grooming	:	05
2. Journal	:	10
3. Viva	:	10
Total	**:**	**25**

Part 'B' 75 Marks

1. Each student to prepare three different items as under
   i)　　One small cake with icing
   ii)　　One pastry item
   iii)　　One hot/cold dessert
2. Each item shall carry 20 marks
3. Parameters of assessment of each item

a) Appearance & Colour	:	03
b) Texture	:	03
c) Aroma & Flavour	:	03
d) Consistency	:	03
e) Taste	:	03
f) Correct recipe & Equipment	:	05
TOTAL	:	20

4. Adherence to Hygiene & Food Safety　　　:　　15

NOTE:

1. Journal is not allowed during indenting or practical. It must be handed over to the examiner before commencement of examination.
2. Assessment will be done by both internal and external Examiner.
3. Extra ingredients may be made available in case of failure but of limited types and quantity. Only one extra attempt may be permitted.
4. Uniform and grooming must be checked by the examiners before commencement of examination.
5. Students are not allowed to take help from books, notes, journal or person.
6. The Examiners will ensure that examinee adheres to Good Hygiene and Food safety practices during the examination.

COMPUTER AWARENESS (DCS-11)

TIME ALLOTTED: 01 HOURS PER WEEK   **MAXIMUM MARKS: Nil**

Learning Objectives:- After the completion of Computer Awareness subject, the Students will be able to: 1. Understand computer and its hardware & software. 2. To produce word document with proper formatting 3. To work on an excel sheet with basic functions. 4. Brows on net and communicate through e-mail 5. Prepare small power point presentations.	

UNIT	CONTENT	HOURS ALLOTTED

1	**KNOWING COMPUTER**
	• What is computer?
	  ➢ Basic Applications of Computer
	• Components of Computer System
	  ➢ Central Processing Unit
	  ➢ Keyboard, mouse and VDU
	  ➢ Other Input devices
	  ➢ Other Output devices
	  ➢ Computer Memory
	• Concept of Hardware and Software
	  ➢ Hardware
	  ➢ Software
	    ❖ Application Software
	    ❖ Systems software
	• Concept of computing, data and information
	• Applications of IECT
	  ➢ e-governance
	  ➢ Entertainment
	• Bringing computer to life
	  ➢ Connecting keyboard, mouse, monitor and printer to CPU
	  ➢ Checking power supply
		4

2	**OPERATING COMPUTER USING GUI BASED OPERATING SYSTEM**
	• Basics of Operating System
	  ➢ Operating system
	  ➢ Basics of popular operating system (LINUX, WINDOWS)
	• The User Interface
	  ➢ Task Bar
	  ➢ Icons
	  ➢ Menu
		4

	➢ Running an Application
	• Operating System Simple Setting
	   ➢ Changing System Date And Time
	   ➢ Changing Display Properties
	   ➢ To Add Or Remove A Windows
	      Component
	   ➢ Changing Mouse Properties
	   ➢ Adding and removing Printers
	• File and Directory Management
	   ➢ Creating and renaming of files and
	      directories	

3	**UNDERSTANDING WORD PROCESSING**
	• Word Processing Basics
	   ➢ Opening Word Processing
	   ➢ Menu Bar
	   ➢ Using The Help
	   ➢ Using The Icons Below Menu Bar
	• Opening and closing Documents
	   ➢ Opening Documents
	   ➢ Save and Save as
	   ➢ Page Setup
	   ➢ Print Preview
	   ➢ Printing of Documents
	• Text Creation and manipulation
	   ➢ Document Creation
	   ➢ Editing Text
	   ➢ Text Selection
	   ➢ Cut, Copy and Paste
	   ➢ Spell check
	   ➢ Thesaurus
	• Formatting the Text
	   ➢ Font and Size selection
	   ➢ Alignment of Text
	   ➢ Paragraph Indenting
	   ➢ Bullets and Numbering
	   ➢ Changing case
	• Table Manipulation
	   ➢ Draw Table
	   ➢ Changing cell width and height
	   ➢ Alignment of Text in cell
	   ➢ Delete / Insertion of row and column
	   ➢ Border and shading
		5

4	**USING SPREAD SHEET**
	• Elements of Electronic Spread Sheet
	   ➢ Opening of Spread Sheet
	   ➢ Addressing of Cells
	   ➢ Printing of Spread Sheet
	   ➢ Saving Workbooks
	• Manipulation of Cells
		5

	➢ Entering Text, Numbers and Dates ➢ Creating Text, Number and Date Series ➢ Editing Worksheet Data ➢ Inserting and Deleting Rows, Column ➢ Changing Cell Height and Width • Formulas and Function ➢ Using Formulas ➢ Function	
5	**INTRODUCTION TO INTERNET, WWW AND WEB BROWSERS** • Basic of Computer Networks ➢ Local Area Network (LAN) ➢ Wide Area Network (WAN**)** • Internet ➢ Concept of Internet ➢ Applications of Internet ➢ Connecting to the Internet ➢ Troubleshooting • World Wide Web (WWW) • Web Browsing Softwares ➢ Popular Web Browsing Softwares • Search Engines ➢ Popular Search Engines / Search for content ➢ Accessing Web Browser ➢ Using Favorites Folder ➢ Downloading Web Pages ➢ Printing Web Pages • Understanding URL • Surfing the web • Using e-governance website	4
6	**COMMUNICATIONS AND COLLABORATION** • Basics of E-mail ➢ What is an Electronic Mail • Using E-mails ➢ Opening Email account ➢ Mailbox: Inbox and Outbox ➢ Creating and Sending a new E-mail ➢ Replying to an E-mail message ➢ Forwarding an E-mail message ➢ Sorting and Searching emails • Document collaboration • Instant Messaging and Collaboration ➢ Using Instant messaging ➢ Instant messaging providers ➢ Netiquettes	3
7	**MAKING SMALL PRESENTATIONS** • Basics	5

	- Using PowerPoint - Opening A PowerPoint Presentation - Saving A Presentation - Creation of Presentation - Creating a Presentation Using a Template - Creating a Blank Presentation - Entering and Editing Text - Inserting And Deleting Slides in a Presentation - Preparation of Slides - Inserting Word Table or An Excel Worksheet - Adding Clip Art Pictures - Inserting Other Objects - Resizing and Scaling an Object - Presentation of Slides - Viewing A Presentation - Choosing a Set Up for Presentation - Printing Slides And Handouts - Slide Show - Running a Slide Show - Transition and Slide Timings - Automating a Slide Show	
TOTAL		30

DIPLOMA IN FOOD AND BEVERAGE SERVICE

Eligibility: Senior Secondary (10+2) or equivalent with English as a subject.

Duration: One Year + six months in industry

Teaching hours per week: 35 Hours

Effective teaching: 34 weeks

Industrial training: 24 weeks after the annual examinations.

TEACHING AND EXAMINATION SCHEME

No.	Subject code	Subject	Hours per week	Term Marks*
THEORY				
1	DFB-01	Food Service	5	100
2	DFB-02	Beverage Service	5	100
3	DFB-03	Food & Beverage Control	2	50
4	DCS-01	Hygiene & Sanitation	2	50
5	DCS-03	Business Communication	2	50
TOTAL			16	350
PRACTICAL				
5	DFB-11	Food Service	8	100
6	DFB-12	Beverage Service	8	100
7	DCS-11	Computer Awareness	1	-
8	DCS-12	Library	2	-
TOTAL			19	200
GRAND TOTAL			**35**	**550**

*Term Marks will comprise 30% Mid Term Marks & 70% End Term Exam Marks.

RULES AT A GLANCE

NO.	TOPIC	REQUIREMENT
1.	Attendance required to become eligible for exam	75% in aggregate
2.	Minimum pass marks for each theory subject	40%
3.	Minimum pass marks for each practical subject	50%
4.	Maximum duration to pass/clear all subjects/ papers	03 academic years

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FOOD SERVICE (DFB-01)

TIME ALLOTED: 05 HOURS PER WEEK   **MAXIMUM MARKS: 100**

ACTIVITY	MAXIMUM MARKS
Marks for attendance	**5**
Mid-term exam marks	**25**
Total (Incourse Assessment Marks)	**30**
End term exam marks	**70**
Total	**100**

Learning objectives: This course shall take the learner through the basic concepts of Food Service. At the end of this course the student shall be able to identify the basic styles of service. Differentiate catering establishments, appreciate table laying skills and methods used in the restaurant.
The course is planned for candidates to develop knowledge, inputs required at the entry and supervisory level of a star hotel.

UNIT	CONTENT	HOURS ALLOTTED	WEIGHTAGE FOR EXAM
1	**Hospitality Industry and the waiter** • History of catering • Catering establishments • What professional waiters do differently • Inter and intra departmental co-operation	10	05%
2	**Classification and use of F&B Equipment** • Types, care and uses of Tableware, Hollowware, Crockery, Glassware, Linen, Furniture and special Equipment used in the F&B service department	15	10%

3	**The F&B Service department**
	
	• Staff organisation
	• Duties and Responsibility of the waiter
	• The Butler
	   ➢ Role
	   ➢ Special skills
	   ➢ Duties
	• Significance of a pantry
	   ➢ Layout
	   ➢ Equipment
	   ➢ Functions
	   ➢ Silver polishing
	• Outlets in a F&B Department-Restaurant, Bar, Banquet, Poolside,
		15	10%

	Coffee shop, Pastry shop, Night club		
4	**Preparation for service** • Mise-en-place • Mise-en-scene • Rules of laying a table • Basics of tray set up	15	10%
5	**Menu and courses** • Types of menu • Basic courses of a French Classical Menu Hors de oeuvre, Potage, Poisson, Entrée, Relevee, Sorbet, Roti, Legumes, Entremet, Savoury, Dessert, Café • Service, examples, cover, accompaniments and sideboard requirements for dishes from the above courses	20	15%
MID TERM EXAM			
6	**Forms of service** • Silver • American • Russian • Trolley • Buffet • Cafeteria • Family • QSR • English • Room Service	20	15%
7	**Breakfast Service** • Cover, examples and menu and service of ➢ Continental BF ➢ American BF ➢ English BF ➢ Indian BF ➢ Buffet	15	10%
8	**Kitchen Stewarding** • Role • Hierarchy • Equipment	10	05%
9	**Function Catering**	15	10%

	• Banquets
	    ➢ Types
	    ➢ Seating
	    ➢ Menu
	• Out Door Catering
	• Events
			4

10	**Specialised F&B Catering** • Airline catering • Hospital catering • Cruise line catering • Railway Catering • Catering services in Armed forces • Welfare Catering	15	10%
TOTAL		150	100%

BEVERAGE SERVICE (DFB-02)

TIME ALLOTED: 05 HOURS PER WEEK   **MAXIMUM MARKS: 100**

ACTIVITY	MAXIMUM MARKS
Marks for attendance	**5**
Mid-term exam marks	**25**
Total (Incourse Assessment Marks)	**30**
End term exam marks	**70**
Total	**100**

At the end of this course a student shall be able to:
- Define and classify different alcoholic and non-alcoholic beverages.
- Differentiate different beverages on the menu.
- Match wines with Indian & International food items.
- Understand alcohol strength of drinks.
- Understand effect of alcohol on human body.
- Appreciate bar operations.

UNIT	CONTENT	HOURS ALLOTTED	WEIGHTAGE FOR EXAM
1	**Non-alcoholic beverages** • Classification: Stimulating, Energizing, Refreshing • Brands • Service	10	05%
2	**Wines** • Classification • Production • New world vs Old world wines • Grape varieties • Brand names • Service of Red, white, sparkling wines • Aperitif wines: Service and popular brands • Fortified wines: Service and popular brands	20	15%
3	**Spirits** • Whisky, Rum, Gin, Vodka, Brandy, Tequila ➤ Classification ➤ Brands ➤ Service	20	15%
4	**Liqueurs** • Classification	10	05%

	• Colour and flavour • Famous brands at least 10		
5	**Cocktails** • Classification • Rules of making cocktails • Recipe of 20 classical cocktails	15	10%
	MID TERM EXAM		
6	**Beer** • Classification • Service • Storage • Brands	15	10%
7	**Liquor** • Alcohol and the human body • Strength of drinks • Pouring measure	15	10%
8	**Bar** • Layout • Permitted hours • Opening and closing duties • Age and Alcohol • Bar Frauds • Types • Responsible Service and trends	15	10%
9	**Food and wine harmony** • Matching wines with international menu • Matching wines with Indian menus	15	10%
10	**Retail beverage outlets** • Coffee baristas • Chai Bars • Pubs • Juice bars • Operations in FOH, MOH, BOH	15	10%
TOTAL		150	100%

FOOD & BEVERAGE CONTROL (DFB-03)

TIME ALLOTED: 02 HOURS PER WEEK   **MAXIMUM MARKS: 50**

ACTIVITY	MAXIMUM MARKS
Marks for attendance	2½
Mid-term exam marks	12½
Total (Incourse Assessment Marks)	15
End term exam marks	35
Total	50

Learning objectives: To help students to understand the complexities of controlling the Cost, Food & Beverage products, labour and revenue in Food & Beverage operations and maximizing profit without sacrificing the quality or quantity of the food or beverage which goes to the guest.

UNIT	CONTENT	HOURS ALLOTTED	WEIGHTAGE FOR EXAM
1	**Cost and Sales Concept** • Introduction • Cost Concepts • Sales Concepts • Cost to Sales Ratio: Cost Percent	06	10%
2	**Control Process** • Introduction • Control • The Control Process • Control Systems • Cost Benefit Ratio	06	10%
3	**Control Cycle** • Purchasing • Receiving • Storing • Issuing	09	15%
4	**Menu Engineering & Analysis** • Introduction • Menu Engineering • Menu Analysis	09	15%
	MID TERM EXAM		
5	**Controlling Food Sales** • Introduction • The goals of sales control	08	15%

	• Optimizing the number of customers • Maximising the profit • Controlling Revenue • Revenue Control using manual means • Revenue Control using computers			8
6	**Beverage Control** • Beverage Purchasing-Receiving-Storing – Issuing Control • Beverage Production Control • Inventory turnover • Beverage Sales Control • Guest Checks and Control	14	20%	
7	**Labour Control** • Labour Cost Considerations • Establishing Performance Standards • SOP • Standard Staffing Requirements • Preparing job descriptions • Training Staff • Monitoring Performance • Taking Corrective action to address discrepancies between standards and performance	08	15%	
TOTAL		60	100%	

HYGIENE AND SANITATION (DCS-01)

TIME ALLOTTED: 02 HOURS PER WEEK   **MAXIMUM MARKS: 50**

ACTIVITY	MAXIMUM MARKS
Marks for attendance	2½
Mid-term exam marks	12½
Total (Incourse Assessment Marks)	15
End term exam marks	35
Total	50

LEARNING OBJECTIVES: After completion of the subject a student will be able to:

1. Understand Food Microbiology, Food Contamination and Spoilage;
2. Follow sanitary procedure during food handling;
3. Understand the importance of personal hygiene
4. Analyse critical control points; and
5. Practice laws governing the food safety and standards

No	CONTENT	TIME ALLOTTED	WEIGHTAGE FOR EXAM

1	FOOD MICROBIOLOGY
	 • Introduction
	 • Microorganism groups important in food microbiology
	    - Viruses
	    - Bacteria
	    - Fungi (Yeast &Molds)
	    - Algae
	    - Parasites
	 • Factors affecting the growth of microbes
	 • Beneficial role of Microorganisms
		10	15%

2	FOOD CONTAMINATION AND SPOILAGE • Classification Of Food • Contamination And Cross Contamination • Spoilages Of Various Food With The Storing Method	05	10%
3	SANITARY PROCEDURE FOLLOWED DURING FOOD HANDLING • Receiving, • Storage, • Preparation, • Cooking, • Holding, and	10	20%

	• Service Of The Food		
MID TERM EXAM			
4	SAFE FOOD HANDLER • Personal Hygiene discussing all the standard. • Hand Washing Procedure • First Aid definition, types of cuts, wounds, lacerations with reasons and precautions.	10	15%
5	HAZARD ANALYSIS CRITICAL CONTROL POINT • Introduction to HACCP • History • Principles of HACCP	10	15%
6	FOOD SAFETY STANDARDS AUTHORITY OF INDIA (FSSAI) • Introduction to FSSAI • Role of FSSAI • FSSAI Compliance	05	15%
7	GARBAGE DISPOSAL • Different Methods • Advantages and disadvantages • Municipal Laws and Swachh Abhiyan	10	10%
	Total	60	100%

BUSINESS COMMUNICATION (DCS-03)

TIME ALLOTTED: 02 HOURS PER WEEK　　　　**MAXIMUM MARKS: 50**

ACTIVITY	MAXIMUM MARKS
Marks for attendance	2 ½
Mid-term exam marks	12 ½
Total (Incourse Assessment Marks)	15
End term exam marks	35
Total	50

LEARNING OBJECTIVES:

Knowledge

1. Understand the fundamental principles of effective business communication
2. Identify different forms of communication
3. Evaluate the difference between the types of communication
4. Understand the concept of body language and its correct use

Competencies

5. Apply effective communication in today's business world
6. Use correct form of communication depending on business situation and circumstances
7. Organise ideas and express in writing and speaking
8. Participate effectively in groups with emphasis on listening, critical and reflective thinking and responding
9. Avoid common body language mistakes

Mindset

10. Understand the importance of specifying audience and purpose, and to select appropriate communication choices

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No	CONTENT	TIME ALLOTTED	WEIGHTAGE FOR EXAM
1	**Introduction to Business Communication** • Definition • Objectives • Principles of effective communication • Importance of good communication	10	20%
2	**Types of communication** • Formal • Informal • Verbal	05	10%

	• Written • Horizontal • Vertical		
3	**Essentials of good business letter and types of letters – Official, D.O**	05	15%
4	**Letter writing** • Circular • Memo • Notice • U.O. Note • Applications • Bio-data (C.V.) • Covering letter • Invitations • Greetings • Apologies	10	20%
	MID TERM EXAM		
5	**Communication with guest and Body language** • Effective Speaking – Polite and effective enquiries & responses, Addressing a group • Listening and note taking skills • Body language- Importance & application	10	15%
6	**Speech Improvement** • Pronunciation, stress, accent • Importance of speech in hotels • Common phonetic difficulties • Connective drills exercises • Introduction to frequently used foreign sounds	10	10%
7	**Electronic modes of communication:** • Use of telephone • Taking telephonic orders • Telephone etiquette's • Fax • E-mail and protocol • Responsible social media	10	10%
	TOTAL	60	100%

FOOD SERVICE PRACTICAL (DFB-11)

TIME ALLOTED: 08 HOURS PER WEEK **MAXIMUM MARKS: 100**

ACTIVITY	MAXIMUM MARKS
Marks for attendance	**5**
Mid-term exam marks	**25**
Total (Incourse Assessment Marks)	**30**
End term exam marks	**70**
Total	**100**

Learning Objective: - This course is envisaged to develop skills related to professional food service in aspiring candidates. At the end of this course a student shall be able to.

1. Explain different types of F&B equipment
2. Handle and maintain equipment according to accepted standards
3. Deliver quality food service in the training restaurant.

UNIT	CONTENT	HOURS ALLOTTED
1	Familiarization with F&B Equipment	20
2	• Importance of sanitation and hygiene • Care, cleaning and polishing of F&B equipment • Mise-en-place and mise-en-scene for different meal periods • Pantry preparations and service	25
3	• Laying and relaying of table cloth • Napkin folding	25
4	• Handling of service spoon and service fork • Water service • Service using trays and salvers • Silver service • Clearance	25
5	• Laying and service of special Table d'hôte menu • Laying and service of breakfast set up on trays	25
	MID TERM EXAM	
6	• Service Sequence- Greeting, seating, order taking, serving and bill presenting • Briefing and de briefing	40
7	• Organizing buffets • Banquet seating plan practice	30

8	• Service of Indian food • QSR service	20
9	Silver polishing	15
10	Bussing and segregating waste at the dish wash	15
	Total	240

Marking scheme for Examination
Food Service Practical (DFB-11)

Maximum Marks   100   Pass Marks   50

Part 'A' 25 Marks

			MARKS
1.	Uniform & Grooming	:	05
2.	Journal	:	10
3.	Viva	:	10
	Total	**:**	**25**

Part 'B' (75 Marks)

			Marks
a)	Mise-en-place	:	20
b)	Service Efficiency	:	20
c)	Silver service skills	:	20
d)	Menu knowledge	:	15
	Total	**:**	**75**

NOTE:

1. The examination should test skills and knowledge of the students by assigning sets of tasks as listed in the practical syllabus under each category.

2. During table service each guest should pose one question to the candidate on the item being served. The invigilators can brief guests prior to service.

BEVERAGE SERVICE PRACTICAL (DFB-12)

TIME ALLOTED: 08 HOURS PER WEEK   **MAXIMUM MARKS: 100**

ACTIVITY	MAXIMUM MARKS
Marks for attendance	**5**
Mid-term exam marks	**25**
Total (Incourse Assessment Marks)	**30**
End term exam marks	**70**
Total	**100**

Learning Objectives: At the end of this course a candidate shall be able to;
1. Use different types of glassware to serve different alcoholic and Non - alcoholic beverages.
2. Prepare cocktails according to accepted standards.
3. Render different type of beverage service as per SOP.
4. Practice responsible service of liquor.
5. Do formal banquet arrangements

UNIT	CONTENT	HOURS ALLOTTED
1	• Service of Tea and coffee • Service of Non-alcoholic beverages • Serving from the coffee machine • Service of coffee variations	25
2	• Wine service – Service of Table wines, Sparkling wine, Aromatized wines and Fortified wines. • Food and wine harmony • Wine appreciation	30
3	• Service of hard liquors • Service of liqueurs	25
4	Preparation and service of classical cocktails	20
5	Service of different types of beer	20
MID TERM EXAM		
6	Raising of toast and setting up formal banquet arrangements	30
7	Setting up a bar	30
8	Preparation of garnishes and mixes for the bar	20
9	Storage of wines, beer and spirits	20
10	Responsible Service of Liquor • Preventing trouble • Complaints and Refusal of Service • Potential Problem Situations	20

	• Reacting to Trouble • Recording Incidents	
Total		**240**

MARKING SCHEME FOR EXAMINATION
BEVERAGE SERVICE PRACTICAL (DFB-12)

Maximum Marks   **100**   **Pass Marks**   **50**

Part 'A' 20 Marks

			MARKS
1.	Uniform & Grooming	:	05
2.	Journal	:	10
3.	Viva	:	10
	Total	**:**	**25**

Part 'B' 75 Marks

			Marks
a)	Mise-en-place	:	20
b)	Service of tea/coffee	:	20
c)	Service of wine/beer	:	15
d)	Service of hard liquor/cocktails	:	20
	Total	**:**	**75**

Note:-

1. The examination should test skills and knowledge of the students by assigning sets of tasks as listed in the practical syllabus under each category.

2. The student must ensure that sideboard contains everything necessary for service.

3. During table service each guest should pose one question to the candidate on the item being served. The invigilators can brief guests prior to service.

COMPUTER AWARENESS (DCS-11)

TIME ALLOTTED: 01 HOURS PER WEEK   **MAXIMUM MARKS: Nil**

Learning Objectives:- After the completion of Computer Awareness subject, the Students will be able to:

1. Understand computer and its hardware & software.
2. To produce word document with proper for matting
3. To work on an excel sheet with basic functions.
4. Brows on net and communicate through e-mail
5. Prepare small power point presentations.

UNIT	CONTENT	HOURS ALLOTTED

1	**KNOWING COMPUTER**
	• What is computer?
	  ➢ Basic Applications of Computer
	• Components of Computer System
	  ➢ Central Processing Unit
	  ➢ Keyboard, mouse and VDU
	  ➢ Other Input devices
	  ➢ Other Output devices
	  ➢ Computer Memory
	• Concept of Hardware and Software
	  ➢ Hardware
	  ➢ Software
	    ❖ Application Software
	    ❖ Systems software
	• Concept of computing, data and information
	• Applications of IECT
	  ➢ e-governance
	  ➢ Entertainment
	• Bringing computer to life
	  ➢ Connecting keyboard, mouse, monitor and printer to CPU
	  ➢ Checking power supply
		4

	OPERATING COMPUTER USING GUI BASED OPERATING SYSTEM
	• Basics of Operating System
	  ➢ Operating system
	  ➢ Basics of popular operating system (LINUX, WINDOWS)
	• The User Interface
	  ➢ Task Bar
	  ➢ Icons
	  ➢ Menu
	  ➢ Running an Application
	• Operating System Simple Setting
	  ➢ Changing System Date And Time
		4

➤ Changing Display Properties ➤ To Add Or Remove A Windows Component ➤ Changing Mouse Properties ➤ Adding and removing Printers • File and Directory Management ➤ Creating and renaming of files and directories	
UNDERSTANDING WORD PROCESSING • Word Processing Basics ➤ Opening Word Processing ➤ Menu Bar ➤ Using The Help ➤ Using The Icons Below Menu Bar • Opening and closing Documents ➤ Opening Documents ➤ Save and Save as ➤ Page Setup ➤ Print Preview ➤ Printing of Documents • Text Creation and manipulation ➤ Document Creation ➤ Editing Text ➤ Text Selection ➤ Cut, Copy and Paste ➤ Spell check ➤ Thesaurus • Formatting the Text ➤ Font and Size selection ➤ Alignment of Text ➤ Paragraph Indenting ➤ Bullets and Numbering ➤ Changing case • Table Manipulation ➤ Draw Table ➤ Changing cell width and height ➤ Alignment of Text in cell ➤ Delete / Insertion of row and column ➤ Border and shading	5
USING SPREAD SHEET • Elements of Electronic Spread Sheet ➤ Opening of Spread Sheet ➤ Addressing of Cells ➤ Printing of Spread Sheet ➤ Saving Workbooks • Manipulation of Cells ➤ Entering Text, Numbers and Dates ➤ Creating Text, Number and Date Series ➤ Editing Worksheet Data ➤ Inserting and Deleting Rows, Column ➤ Changing Cell Height and Width • Formulas and Function	5

	➢ Using Formulas ➢ Function	

	INTRODUCTION TO INTERNET, WWW AND WEB BROWSERS
	• Basic of Computer Networks
	   ➢ Local Area Network (LAN)
	   ➢ Wide Area Network (WAN**)**
	• Internet
	   ➢ Concept of Internet
	   ➢ Applications of Internet
	   ➢ Connecting to the Internet
	   ➢ Troubleshooting
	• World Wide Web (WWW)
	• Web Browsing Software
	   ➢ Popular Web Browsing software
	• Search Engines
	   ➢ Popular Search Engines / Search for content
	   ➢ Accessing Web Browser
	   ➢ Using Favourites Folder
	   ➢ Downloading Web Pages
	   ➢ Printing Web Pages
	• Understanding URL
	• Surfing the web
	• Using e-governance website
		4

	COMMUNICATIONS AND COLLABORATION
	• Basics of E-mail
	   ➢ What is an Electronic Mail
	• Using E-mails
	   ➢ Opening Email account
	   ➢ Mailbox: Inbox and Outbox
	   ➢ Creating and Sending a new E-mail
	   ➢ Replying to an E-mail message
	   ➢ Forwarding an E-mail message
	   ➢ Sorting and Searching emails
	• Document collaboration
	• Instant Messaging and Collaboration
	   ➢ Using Instant messaging
	   ➢ Instant messaging providers
	   ➢ Netiquettes
		3

	MAKING SMALL PRESENTATIONS
	• Basics
	   ➢ Using PowerPoint
	   ➢ Opening A PowerPoint Presentation
	   ➢ Saving A Presentation
	• Creation of Presentation
	   ➢ Creating a Presentation Using a Template
	   ➢ Creating a Blank Presentation
	   ➢ Entering and Editing Text
	   ➢ Inserting And Deleting Slides in a Presentation
		5

• Preparation of Slides ➢ Inserting Word Table or An Excel Worksheet ➢ Adding Clip Art Pictures ➢ Inserting Other Objects ➢ Resizing and Scaling an Object • Presentation of Slides ➢ Viewing A Presentation ➢ Choosing a Set Up for Presentation ➢ Printing Slides And Hand-outs • Slide Show ➢ Running a Slide Show ➢ Transition and Slide Timings ➢ Automating a Slide Show	
	30

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DIPLOMA IN FRONT OFFICE OPERATIONS

Eligibility: Senior Secondary (10+2) or equivalent with English as a subject.

Duration: One Year + six months in industry

Teaching hours per week: 35 Hours

Effective teaching: 34 weeks

Industrial training: 24 weeks after the annual examinations.

TEACHING AND EXAMINATION SCHEME

No.	Subject code	Subject	Hours per week	Term Marks*
THEORY				
1	DFO-01	Front Office Operations	6	100
2	DFO-02	Principles of Accounts	6	100
3	DFO-03	Hotel Accounts	4	100
4	DCS-03	Business Communication	2	50
5	DFO-04	Application of Computers	1	-
TOTAL			19	350
PRACTICAL				
6	DFO-11	Front Office Operations	8	100
7	DFO-12	Application of Computers	4	50
8	DFO-13	Office Organisation	2	50
9	DCS-12	Library	2	-
TOTAL			16	200
GRAND TOTAL			**35**	**550**

*Term Marks will comprise 30% Mid Term Marks & 70% End Term Exam Marks.

RULES AT A GLANCE

NO.	TOPIC	REQUIREMENT
1.	Attendance required to become eligible for exam	75% in aggregate
2.	Minimum pass marks for each theory subject	40%
3.	Minimum pass marks for each practical subject	50%
4.	Maximum duration to pass/clear all subjects/ papers	03 academic years

FRONT OFFICE OPERATIONS (DFO-01)

TIME ALLOTED: 06 HOURS PER WEEK   **MAXIMUM MARKS: 100**

ACTIVITY	MAXIMUM MARKS
Marks for attendance	**5**
Mid-term exam marks	**25**
Total (Incourse Assessment Marks)	**30**
End term exam marks	**70**
Total	**100**

Learning objectives: After completion of the course the students will be able to:	

Learning objectives: After completion of the course the students will be able to:

1. Describe the organization of the tourism and hospitality industry from the perspective of a hotel's Front Office Operations.
2. Explain the organization structure of a hotel, the delegation of authority to various levels and interdepartmental coordination and team work necessary for the smooth operation of a hotel.
3. Enumerate the different sections of Front Office and describe their respective duties.
4. Describe the various steps involved in the hotel guest cycle.
5. Explain the correct procedure of dealing with difficult situations and emergencies

UNIT	CONTENT	HOURS ALLOTTED	WEIGHTAGE FOR EXAM

1	**Introduction to Tourism, Travel and Hotel Industry**
	
	• Introduction to tourism, travel and hotel industry and their inter-relationship
	• Interdependency of tourism, travel and hospitality industry
	• Acronyms and terminology of hotel industry
	• Classification of hotel
	    ○ On the basis of star category, service, size, number of rooms, clientele,
	    ○ Supplementary accommodations.
		18	10%

2	**An Overview of Room Division** • Prologue with room division department and its sub-departments (front office, uniformed service and	18	10%

	housekeeping) and their sections. • Standard layout of front office department and its sections • Organization structure of hotel with special reference to front office department • Duties and responsibilities of front office employees • Personality traits of front office employees • Front office equipment (non-automated, semi-automated & fully automated) • Coordination of front office with other departments and sections		
3	**Functions of different sections of room division department** Front office • Reservation • Reception/front desk • Lobby desk • Guest relation desk • Telephone • Business centre • Mail and message section • Cashier desk • Night auditor Uniformed service • Bell desk • Concierge • Travel desk • Airport representative Housekeeping • Control desk • Horticulture • Linen and uniform room • Laundry Room status terminology	18	10%
4	**Hotel Rooms and Tariff structure** • Definition of room and its characteristics	18	10%

	• Room taxonomy (Standard, Promoted and Suite Configured Rooms) • Definition of room tariff and its fixation basis • Room rate taxonomy (Standard, Special/Discounted & Promoted Room Rates) • Group rates • Discount and allowances.		
5	**Guest Cycle** • Different Stages of Guest Cycle and involved activities • Guest cycle operation under- manual, semi-automated and fully automated system • Guest cycle activities under- VIP, Group, Airline crew member and transient guest • Equipment under different modes of guest cycle Documentation under different modes of guest cycle	18	10%
	MID TERM EXAM		

6	**Reservation**
	
	• Definition and importance of reservation
	• Modes and Sources of reservation
	• Tool and process of reservation
	• System of reservation
	   o Manual (Card and Hotel Diary)
	   o Semi-automated (Whitney , computerized)
	   o Fully automated (CRS and GDS)
	• Types of reservation (on different basis)
	   o Guaranteed vs. Non-guaranteed
	   o Transient vs. Group
	• Reservation amendment/modification and cancellation policy
	• Reservation Network/Channel (CRS)
	   o Affiliated reservation network
	   o Non-affiliated
		18	10%

	reservation/referral group • Reservation supply chain (online companies)- Expedia, Make My Trip, Travel Related Services • Reservation terminology and documentation		

7	**Registration**
	
	• Define registration and importance of registration
	• Concept of registration
	• Activities of registration stage
	• Process of registration under –
	  o Guest with reservation
	  o Walk-in guests
	  o Group guests
	  o Transient guest
	  o Airline crew member
	  o Incentive guest
	  o VIP and CIP
	  o SPATT
	
	• Modes of registration
	  o Front desk directed (Express Check Out and Computerized Check Out)
	  o Guest directed (Video check-out and Self-Check-out)
	
	• Registration terminology
	• Documentation
		18	10%

8	**Safety and Security**
	
	• Safety and security of guest (their valuables) and hotel staff
	• Key control
	  o Types of keys
	  o Key control measures
	  o Electronic keys
	  o Safe deposit vaults and in room electronic safes
		18	10%

9	**Guest Account Settlement**
	
	• Modes of account settlement
	  o Cash
	  o Credit (travellers check, travel
		18	10%

	agent voucher, foreign currency, charge cards, airline vouchers, third party billing)
	• Control measures for cash and credit based account settlement policy
	• Forex (licences, exchange rates and policy)
	   ○ Currency exchange during arriving in India
	   ○ Currency exchange during departing from India
	
	• Reservation section terminology
	• Documentation		

10	**Situation and Complaint Handling**
	
	• Situation handling
	   ○ Usual situation (skipper, scanty baggage, walking, walk-in, paging, room change, luggage handling during check-in and check-out, left luggage procedure, etc.)
	   ○ Unusual situations (death, fire, theft, bomb threat and terrorist attack)
	
	• Complaint handling
	   ○ Types of guest
	   ○ Types of guest complaints
	   ○ Complaint as a gift philosophy
	• The complaints handling procedure and redressal
		18	10%

Total		**180**	**100%**

PRINCIPLES OF ACCOUNTS (DFO-02)

TIME ALLOTED: 06 HOURS PER WEEK   **MAXIMUM MARKS: 100**

ACTIVITY	MAXIMUM MARKS
Marks for attendance	5
Mid-term exam marks	25
Total (Incourse Assessment Marks)	30
End term exam marks	70
Total	100

Learning objectives: After completion of this course students should be able to;

1. Explain meaning of accounts,
2. Record in prime and secondary books,
3. Prepare trial balance, final accounts,
4. Prepare bank reconciliations statement,
5. Calculate depreciation by different methods.

UNIT	CONTENT	HOURS ALLOTTED	WEIGHTAGE FOR EXAM
1	**Introduction to accounting** A. Meaning and definition B. Types and classification C. Principles of accounts D. System of accounting E. Generally accepted principle of accounting (GAAP)	18	10%
2	**Books of original entry (journal)** A. Meaning and definition B. Format of journal C. Rules of debit and credit D. Opening entry, simple and compound entries E. Practical Problems	18	10%
3	**Ledger** A. Meaning and uses B. Formats C. Posting D. Practical Problems	18	10%

4	**Subsidiary books**
	
	A. Need and uses
	B. Classification
	  I. Purchase book
	  II. Sales book
	  III. Purchase return book
	  IV. Sales return book
	  V. Debit note
	  VI. Credit note
	  VII. Practical Problems
		18	10%

5	**Cash book** A. Meaning B. Advantages C. Simple double and three column D. Handling cheque E. Practical problems	18	10%
MID TERM EXAM			
6	**Bank reconciliation statement** A. Meaning B. Reasons of difference in pass book and cash book balances C. Preparation of bank reconciliation statement D. Practical Problems	18	10%
7	**Trial balance** A. Meaning B. Methods C. Advantages D. Limitation E. Practical problems	18	10%

8	**Final accounts**
	
	A. Meaning
	B. Procedure for preparation of final accounts
	C. Difference between trading accounts profit & loss accounts and balance sheet.
	D. Adjustment
	  Closing stock
	  Practical problems
		18	10%

9	**Capital and revenue expenditure** A. Meaning B. Definition of capital and revenue expenditure	18	10%
10	**Depreciation** A. Meaning & causes B. Methods- fixed instalments 　　　Diminishing balance 　　　Practical problems	18	10%
Total		**180**	**100%**

HOTEL ACCOUNTS (DFO-03)

TIME ALLOTED: 04 HOURS PER WEEK **MAXIMUM MARKS: 100**

ACTIVITY	MAXIMUM MARKS
Marks for attendance	**5**
Mid-term exam marks	**25**
Total (Incourse Assessment Marks)	**30**
End term exam marks	**70**
Total	**100**

Learning objectives: After completion of this course students should be able to;

1. Describe uniform system of accounts & its importance in hotel industry
2. Solve examples on uniform system of accounts, income statement, departmental income statement
3. Handle computerised accounting system
4. Describe importance of yield management
5. Calculate room rates, ARR and RevPAR.

UNIT	CONTENT	HOURS ALLOTTED	WEIGHTAGE FOR EXAM
1	**Uniform System of Accounts For Hotels** A. Introduction to Uniform System Of Accounts B. Advantage & disadvantages	12	10%
2	**Income statement under uniform system of accounts** A. Revenue and non-revenue producing departments of the hotel B. Contents of the income statement C. Practical problems	12	10%
3	**Departmental income Statements Under Uniform System Of Hotel Accounts** A. Room departmental income schedule B. Food and beverage department income schedule C. Practical problems	12	10%
4	**Internal Control** A. Meaning & Objectives of internal	12	10%

	control B. Characteristics of internal control		
5	**Ledger &Computerised Accounting** A. Types of ledger used in hotel B. Point of sale C. Property management system D. Introduction to computerised accounting system	12	10%
	MID TERM EXAM		
6	**Night auditing** A. Need of night auditing B. Night auditors duties & responsibility C. Reports prepared by night auditor	12	10%
7	**Room rates** A. Fixing room rates B. Basis of charging room rates C. Calculation of single rate & double rate D. Calculation of average room rate (practical problems)	12	10%
8	**Yield management** A. Meaning & importance in selling rooms	12	10%
9	**Ratio analysis** A. Meaning of ratio B. Profitability ratio C. Turnover ratio	12	10%

10	**Departmental accounting**
	
	A. Introduction to departmental accounting
	B. Allocation & apportionment of
	   expenses
	C. Basis of allocation
	D. Method
	   I. Gross profit method
	   II. Net profit method
		12	10%

Total		**120**	**100%**

BUSINESS COMMUNICATION (DCS-02)

TIME ALLOTTED: 02 HOURS PER WEEK   **MAXIMUM MARKS: 50**

ACTIVITY	MAXIMUM MARKS
Marks for attendance	2 ½
Mid-term exam marks	12 ½
Total (Incourse Assessment Marks)	15
End term exam marks	35
Total	50

LEARNING OBJECTIVES:

Knowledge:
- Understand the fundamental principles of effective business communication
- Identify different forms of communication
- Evaluate the difference between the types of communication
- Understand the concept of body language and its correct use

Competencies:
- Apply effective communication in today's business world
- Use correct form of communication depending on business situation and circumstances
- Organise ideas and express in writing and speaking
- Participate effectively in groups with emphasis on listening, critical and reflective thinking and responding
- Avoid common body language mistakes

Mindset:
- Understand the importance of specifying audience and purpose, and to select appropriate communication choices

No	UNIT	TIME ALLOTTED	WEIGHTAGE FOR EXAM
1	**Introduction to Business Communication** • Definition • Objectives • Principles of effective communication • Importance of good communication	10	20%
2	**Types of communication** • Formal • Informal • Verbal	05	10%

	• Written • Horizontal • Vertical		
3	**Essentials of good business letter and types of letters – Official, D.O**	05	15%
4	**Letter writing** • Circular • Memo • Notice • U.O. Note • Applications • Bio-data (C.V.) • Covering letter • Invitations • Greetings • Apologies	10	20%
	MID TERM EXAM		
5	**Communication with guest and Body language** • Effective Speaking – Polite and effective enquiries & responses, Addressing a group • Listening and note taking skills • Body language- Importance & application	10	15%
6	**Speech Improvement** • Pronunciation, stress, accent • Importance of speech in hotels • Common phonetic difficulties • Connective drills exercises • Introduction to frequently used foreign sounds	10	10%
7	**Electronic modes of communication:** • Use of telephone • Taking telephonic orders • Telephone etiquette's • Fax • E-mail and protocol • Responsible social media	10	10%
Total		**60**	**100%**

APPLICATION OF COMPUTERS (DFO-04)

TIME ALLOTTED: 01 HOURS PER WEEK   **MAXIMUM MARKS: 00**

Learning objectives: After completion of this course students should be able to;

1. Explain characteristics of computers,
2. Identify the basic component of a computer
3. Explain the importance of various units of a computer
4. Differentiate between system software and application software
5. Explain the importance of operating software
6. Get acquainted with open source, and
7. Appreciate the need of computer security.

UNIT	CONTENT	HOURS ALLOTTED
1	Characteristics of computers • Speed • Accuracy • Diligence • Versality • Power of remembering	3
2	Computer and its components • Input unit • Storage unit • Central Processing Unit • Output unit	4
3	Computer software • System software • Application software	3
4	Computer language • Machine language • Assembly language • High level language • Complier & interpreter • Open source software	4
5	Operating system • Windows	4

	• Linux	
6	Windows (Latest) desk top elements • Start a programme • Quit a programme • Getting help • Searching files & folders • Changing system settings • Using my computer for browsing disk drives.	4
7	File management in windows • Using windows explorer • Opening drives & folders • View file details • Copying & moving files use windows explorer • Create a new folder • Rename a file or folder • Delete a file or folder	4
8	Computer security • Views and threats • Protecting computer system using antivirus. • Precautions to be taken against viruses.	4
Total		**30**

FRONT OFFICE OPERATIONS PRACTICAL (DFO-11)

TIME ALLOTED: 08 HOURS PER WEEK   **MAXIMUM MARKS: 100**

ACTIVITY	MAXIMUM MARKS
Marks for attendance	**5**
Mid-term exam marks	**25**
Total (Incourse Assessment Marks)	**30**
End term exam marks	**70**
Total	**100**

Learning objectives: After completion of this course the students will be able to comfortably carry out the following tasks;

1. Use various forms, formats and registers maintained in the front office department of a large hotel in paper form or on the PMS.
2. Communicate effectively with guests, colleagues and staff from other departments of the hotel verbally including on telephone, in writing and body language
3. Use the information available discreetly ensuring safety, security and privacy of guest, colleagues and organisation.

UNIT	CONTENT	HOURS ALLOTTED
1	**Introduction to front office equipment** • Non automated equipment • Fully automated equipment	15
2	Various types of forms, log books used in front office (Registration card, guest feedback form, reservation form, C- Form, etc...)	20
3	**Basic French** • Greetings • Days • Months • Seasons • Numbers	20
4	**General awareness** • Country, capital and currencies	15

	• General knowledge	

5	**Telephone handling:**
	
	• Telephonic etiquettes (do's and don'ts)
	• Role play on:
	  ▪ Telephonic reservation between reservation department and guest
	  ▪ Complaint handling through telephone
	  ▪ Telephonic queries by guest to front office department for rooms and information's, etc...
		20

6	**Complaint Handling:**
	
	• Types of guest in hotel and nature of complains faced in front office department.
	• Role play on handling a complaint between:
	  ▪ Fussy guest and front office staff
	  ▪ Skipper and front office staff
	  ▪ Scanty baggage guest and front office staff
	  ▪ Drunken and front office staff, etc...
		30

	MID TERM EXAM	

7	**Role play on:**
	
	• Pre arrival
	  ▪ reservation- done by guest through mail
	  ▪ reservation - done by walk-in guest
	  ▪ reservation – done by telephonic conversation by a guest
	• Arrival
	  ▪ Paging (electronic and manual paging) – in pickup areas (airport, bus stand, railway station), message or visitors for a guest in the hotel.
	  ▪ Luggage handling – bell boy's role in maintaining errand card, escorting of guest to the rooms.
	  ▪ Welcoming – welcoming by GRE to the guest check in the hotel.
	  ▪ Registration- done by guest who has reservation, guest who is a walk in, guest who requires the room for day purpose only.
	  ▪ Key handover – procedures followed during key handover to the guest, how to generate keys and assign rooms to the guest.
	• During stay
	  ▪ How to handle Message and mail for residential and non- residential guest in a
		30

		hotel • Departure ▪ Procedures followed during check out of a guest such as: comment cards, billing, etc... • After departure ▪ Role and importance of guest history card.	
8	**PMS PRACTICAL** • Introduction to keys used in front office PMS • Hands on practice on PMS **How to –** - Take guest reservation - Modify guest reservation - Cancel guest reservation - Amend guest details - Check in guest with reservation - Check in a walk in guest - Check in a group reservation - Check in multiple guest to save time - Allot guest room to guest with reservation - Allot guest room to a walk in guest - Change guest rooms due to complaints or request - Update guest registration - Set credit limit - Add messages for the guest - Change tariff - Print a single bill during check out - Split a bill during check out - Update if any advance deposit is made - Night auditing procedure	90	
Total		**240**	

MARKING SCHEME FOR PRACTICAL EXAMINATION
FRONT OFFICE OPERATIONS PRACTICAL (DFO - 11)

Maximum Marks   **100**   **Pass Marks**   **50**

Part 'A' 25 Marks

			MARKS
1.	Uniform & Grooming	:	05
2.	Journal	:	10
3.	Viva	:	10
	Total	**:**	**25**

Part 'B' 75 Marks

1.	PMS tasks (4 tasks from the syllabus) (4x10)	:	40
2.	Role Play & Situation Handling	:	20
3.	Speech, Courtesy & Manner	:	15
	Total	**:**	**75**

Note: Speech, Courtesy & Manners may be observed throughout the practical.

APPLICATION OF COMPUTERS PRACTICAL (DFO-12)

TIME ALLOTED: 04 HOURS PER WEEK   **MAXIMUM MARKS: 50**

ACTIVITY	MAXIMUM MARKS
Marks for attendance	2 ½
Mid-term exam marks	12 ½
Total (Incourse Assessment Marks)	15
End term exam marks	35
Total	50

Learning objectives: After completion of this course the students will be able to comfortably carry out the following tasks;

UNIT	CONTENT	HOURS ALLOTTED

01	**WINDOWS OPERATIONS**
	
	  A. Creating Folders
	  B. Creating Shortcuts
	  C. Copying Files/Folders
	  D. Renaming Files/Folders
	  E. Deleting Files
	  F. Exploring Windows
	  G. Quick Menus
		10

02	**MS WORD**
	
	CREATING A DOCUMENT
	
	  A. Entering Text
	  B. Saving the Document
	  C. Editing a Document already saved to Disk
	  D. Getting around the Document
	  E. Find and Replace Operations
	  F. Printing the Document
	
	FORMATTING A DOCUMENT
	
	  A. Justifying Paragraphs
	  B. Changing Paragraph Indents
	  C. Setting Tabs and Margins
	  D. Formatting Pages and Documents
	  E. Using Bullets and Numbering
	  F. Headers/Footers
	  G. Pagination
	
	SPECIAL EFFECTS
	
	  A. Print Special Effects e.g. Bold, Underline,
		50

Superscripts, Subscript
B. Changing Fonts
C. Changing Case

CUT, COPY AND PASTE OPERATION

A. Marking Blocks
B. Copying and Pasting a Block
C. Cutting and Pasting a Block
D. Deleting a Block
E. Formatting a Block
F. Using Find and Replace in a Block

USING MS-WORD TOOLS

A. Spelling and Grammar
B. Mail Merge
C. Printing Envelops and Labels

TABLES

A. Create
B. Delete
C. Format
GRAPHICS

A. Inserting Clip arts
B. Symbols (Border/Shading)
C. Word Art

PRINT OPTIONS

A. Previewing the Document
B. Printing a whole Document
C. Printing a Specific Page
D. Printing a selected set
E. Printing Several Documents
F. Printing More than one Copies

MID TERM EXAM		
03	**MS-EXCEL** A. How to use Excel B. Starting Excel C. Parts of the Excel Screen D. Parts of the Worksheet E. Navigating in a Worksheet F. Getting to know mouse pointer shapes CREATING A SPREADSHEET A. Starting a new worksheet		30

Superscripts, Subscript
B. Changing Fonts
C. Changing Case

CUT, COPY AND PASTE OPERATION

A. Marking Blocks
B. Copying and Pasting a Block
C. Cutting and Pasting a Block
D. Deleting a Block
E. Formatting a Block
F. Using Find and Replace in a Block

USING MS-WORD TOOLS

A. Spelling and Grammar
B. Mail Merge
C. Printing Envelops and Labels

TABLES

A. Create
B. Delete
C. Format
GRAPHICS

A. Inserting Clip arts
B. Symbols (Border/Shading)
C. Word Art

PRINT OPTIONS

A. Previewing the Document
B. Printing a whole Document
C. Printing a Specific Page
D. Printing a selected set
E. Printing Several Documents
F. Printing More than one Copies

MID TERM EXAM

03	**MS-EXCEL** A. How to use Excel B. Starting Excel C. Parts of the Excel Screen D. Parts of the Worksheet E. Navigating in a Worksheet F. Getting to know mouse pointer shapes CREATING A SPREADSHEET A. Starting a new worksheet	30

B. Entering the three different types of data in a worksheet
C. Creating simple formulas
D. Formatting data for decimal points
E. Editing data in a worksheet
F. Using AutoFill
G. Blocking data
H. Saving a worksheet
I. Exiting excel

MAKING THE WORKSHEET LOOK PRETTY

A. Selecting cells to format
B. Trimming tables with Auto Format
C. Formatting cells for:
   - Currency
   - Comma
   - Percent
   - Decimal
   - Date
D. Changing columns width and row height
E. Aligning text
   - Top to bottom
   - Text wrap
   - Re ordering Orientation
F. Using Borders

GOING THROUGH CHANGES

A. Opening workbook files for editing
B. Undoing the mistakes
C. Moving and copying with drag and drop
D. Copying formulas
E. Moving and Copying with Cut, Copy and Paste
F. Deleting cell entries
G. Deleting columns and rows from worksheet
H. Inserting columns and rows in a worksheet
I. Spell checking the worksheet

PRINTING THE WORKSHEET

A. Previewing pages before printing
B. Printing from the Standard toolbar
C. Printing a part of a worksheet
D. Changing the orientation of the printing
E. Printing the whole worksheet in a single pages
F. Adding a header and footer to a report
G. Inserting page breaks in a report
H. Printing the formulas in the worksheet

ADDITIONAL FEATURES OF A WORKSHEET

	A. Splitting worksheet window into two four panes B. Freezing columns and rows on-screen for worksheet title C. Attaching comments to cells D. Finding and replacing data in the worksheet E. Protecting a worksheet F. Function commands MAINTAINING MULTIPLE WORKSHEET A. Moving from sheet in a worksheet B. Adding more sheets to a workbook C. Deleting sheets from a workbook D. Naming sheet tabs other than sheet 1, sheet 2 and so on E. Copying or moving sheets from one worksheet to another CREATING GRAPHICS/CHARTS A. Using Chart wizard B. Changing the Chart with the Chart Toolbar C. Formatting the chart's axes D. Adding a text box to a chart E. Changing the orientation of a 3-D chart F. Using drawing tools to add graphics to chart and worksheet G. Printing a chart with printing the rest of the worksheet data EXCEL's DATABASE FACILITIES A. Setting up a database B. Sorting records in the database	

04	**MS-POWER POINT**
	
	A. Making a simple presentation
	B. Using Auto content Wizards and Templates
	C. Power Points five views
	D. Slides
	   - Creating Slides, re-arranging, modifying
	
	   - Inserting pictures, objects, audios, videos, hyperlinks
	
	   - Setting up a Slide Show
	
	E. Creating an Organizational Chart
		20

05	**Internet & E-mail**	10
Total		**120**

MARKING SCHEME FOR PRACTICAL EXAMINATION

APPLICATION OF COMPUTERS PRACTICAL (DFO - 12)

Maximum Marks   **50**   **Pass Marks**   **25**

			MARKS
1.	Typing & Printing (20 lines)	:	10
2.	Three tasks (3x10 marks)	:	30
	(MS Office, MS Excel, MS Power point and Internet & E-mail)		
3.	Viva	:	10
	Total	**:**	**50**

OFFICE ORGANISATION PRACTICAL (DFO-13)

TIME ALLOTED: 02 HOURS PER WEEK   **MAXIMUM MARKS: 50**

ACTIVITY	MAXIMUM MARKS
Marks for attendance	**2 ½**
Mid-term exam marks	**12 ½**
Total (Incourse Assessment Marks)	**15**
End term exam marks	**35**
Total	**50**

Learning objectives: After completion of this course the students will be able to comfortably carry out the following tasks;

1. Effectively operate and use various tools, equipment and machines used in the front office department.
2. Suggest the logical and agronomical layout of the office and the flow of documents and records.
3. File documents in the relevant file as per the laid down logic of the department.
4. Retrieve the records desired in the appropriate time allowed.
5. Learn to prioritize tasks in the order of urgency and importance.
6. Effectively weed out outdated documents records from the department using appropriate policy for doing so.

UNIT	CONTENT	HOURS ALLOTTED
1	**System of Record keeping** 1. Understanding record keeping system of the office. 2. Naming logic of files 3. File indexing	07

2	**Office Tasks**
	
	1. Communication
	   a. Sending and receiving mail
	   b. Filing the communication for records
	   c. Sending e-mails
		08

3	**Operating office equipment** 1. Computers 2. Printers 3. Photocopiers	08

	4. Dictaphone 5. Fax 6. Franking machine 7. Card Swiping machine 8. Cash counting machines 9. Paper shredder 10. Digital projectors	
4	**IN-Basket exercise** 1. Prioritizing work on basis of urgency and importance 2. Meeting the deadlines	07
	MID TERM EXAM	
5	**Looking for information on the web** 1. Browsing the net for information 2. Compiling information 3. Making reports	10
6	**Weeding out records** 1. Organizing the filing cabinets 2. Destroying old and useless records 3. Destroying obsolete files and freeing up filing space	10
7	**Organizing the records on the computer** 1. Deleting temp files on the computer 2. De fragmenting the hard disk 3. Running anti-virus and anti-spam ware 4. Protecting confidential information on the computer	10
Total		**60**

MARKING SCHEME FOR PRACTICAL EXAMINATION

OFFICE ORGANISATION PRACTICAL (DFO-13)

Maximum Marks   **50**   **Pass Marks**   **25**

		MARKS
1. Journal	:	05
2. Practical in basket	:	15
3. Record Retrieval	:	10
4. Organisation of Folders in Computer	:	10
5. Speed and Accuracy	:	05
6. Operating the Office equipment	:	05
Total	:	**50**

12. UNIFORM

The students will be required to present themselves with proper uniform in the practical & theory classes.

➤ Diploma in Food Production and
➤ Diploma in Bakery & Confectionery

Practical Uniform

MALE/FEMALE : Black trouser, white chef coat, scarf, chef cap, black socks, black shoes.

Theory Uniform :

MALE/FEMALE : Black trouser, white full sleeves shirt, institute prescribed tie, black socks & black shoes.

➤ Diploma in Food & Beverage Service

Practical Uniform

MALE/FEMALE : Black trouser, white shirt, Black vest coat, institute prescribed tie, black socks& black shoes.

Theory Uniform :

MALE/FEMALE : Black trouser, white full sleeves shirt, institute prescribed tie, black socks & black shoe.

Attendance :

Students must attend classes, all examination. The students must not refrain themselves from any institute activity without sanctioned leave. Regular and punctual attendance is required in all classes for which the student is enrolled.

Each student is required to put in a minimum of 75% attendance failing which he/she shall not be appear for final examination. 10 % relaxation may be given by the principal in case of medical sickness.

Cellphone

The students are strictly prohibited to use of Cell phones in class rooms, corridor etc. unless in the case of emergency.

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