

**INDIRA TECHNICAL INSTITUTE
NASHIK**

**DIPLOMA IN HOTEL MANAGEMENT & CATERING
SERVICES
[DHMCS - I]**

SCHEME OF EXAMINATION

Theory : Two Papers Duration : 3 Hours each Marks : 100 each = 200

Practical : Two Practical Duration : 1 ½ Hours each Marks : 100 each = 200

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Exam Fee Rs. 500/-

Total Marks = 400

Front Office

1. The Hotel Industry - Introduction
2. Types of Hotels
3. Front Office – Introduction, layout & personnel found in the FO dept.

4. Qualities of Front Office Staff
5. Reservations
Taking a reservation on phone
Processing reservation revisions / cancellation
6. Reception & its Functions
7. Information Department & its functions
8. Hotel Credit
9. Guest Folio
10. Guest Departure
11. Safety locker management
12. Lobby
13. Job Description of Bell Boy
14. Job Description of Bell Captain
15. Guest Arrival / Departure Procedure
16. Left luggage Procedure
17. Scanty Baggage Procedure
18. Wake – Call Procedure
19. Rules of the house
20. Paging
21. Terms

Housekeeping

I Introduction

II Organising the Housekeeping Department.

- 2.1 Layout of house keeping Department.
- 2.2 Organisation of housekeeping department

- 2.3 Job description of housekeeping personnel.
- 2.4 Departments that housekeeping co-ordinates with.
- 2.5 Manning – Recruitment & Selection.
- 2.6 Qualities of housekeeping Staff.

III Housekeeping control desk

- 3.1 Role of the control desk
- 3.2 Types of Registers & files maintained

IV Cleaning agents

- 4.1 Classification
- 4.2 Selection
- 4.3 Uses & care

V Cleaning Equipments

- 5.1 Selection
- 5.2 Classification
- 5.3 Uses & care

VI Rooms & Floors – Practices & Procedures

- 6.1 Layout of Rooms
- 6.2 Types of cleaning – daily, spring, special, evening services, second services etc.
- 6.3 Knowledge of rooms.
- 6.4 Rules on a guest floor
- 6.5 The maids chart
- 6.6 Cleaning a room.
- 6.7 Preparing a room report
- 6.8 Reportable matter in report
- 6.9 Missing & damaged articles
- 6.10 Guest room inspection

VII Linen & Uniform Room

- 7.1 Linen Rooms
- 7.2 Activities of linen room & uniform room
- 7.3 Purpose of a uniform
- 7.4 Storage condition
- 7.5 Types of linen used
- 7.6 Inventory control
- 7.7 Par stock
- 7.8 Stock taking
- 7.9 Exchange of linen & uniform

VIII Keys & Key control in the housekeeping department

IX Lost & Found

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|---------------------|-----------------------|
| 1. Room Cleaning | 2. Bed making |
| 3. Toilet cleaning | 4. Glass Polishing |
| 5. Metals Polishing | 6. Flower arrangement |

CATERING MANAGEMENT

Functions of Management

- 1. Planning**
Definition, Characteristics of Planning / Steps in Planning, Objectives of Planning / Advantages of Planning, Importance Of Planning.
- 2. Decision making**
Steps in decision-making, Role of decision – Making in Management.
- 3. Organising & Staffing**
Features of Organising, Definition & Meaning of Organizing, Objectives, Staffing, Methods of Staffing, Importance of Proper, Staffing.
- 4. Motivation**
Meaning & definition of motivation, Aims of motivation, Role of manager, Control, Imports of control.
- 5. Communication.**
Role communication in management, Forms of communications, Verbal / horizontal etc., Types of communication, Importance.
- 6. Budgeting & Forecasting.**
Meaning, Scope & Definition, Types of budgets.
- 7. Co-ordinating, Importance.**
Steps in Co-ordinating, Importance.



DIPLOMA IN HOTEL MANAGEMENT & CATERING SERVICES

[DHMCS – II]

Food & Beverage Service

Introduction to the Hotel Industry:

1. The Growth of the catering industry in India.
2. Career opportunities in Hotels catering industry.

3. Different types of catering establishments.

Attributes of a Waiter:

1. Personal hygiene & appearance
2. Attitudes
3. Job satisfaction
4. Selling & salesmanship

Restaurant Organization:

1. Various food service areas
2. Linen room
3. Kitchen stewarding

Department Organization:

1. Various departments of a hotel & their personnel (in brief).
2. Co-ordination between the F&B dept. & other departments.
3. The restaurants bridge – duties & responsibilities.

Restaurants Equipments:

1. Crockery – Various types & uses.
2. Cutlery – Various types & uses.
3. Glassware – Various types & uses.
4. Linen – Various types & uses.

Restaurant Services:

1. Misc – en – place.
2. Layout table
3. Forms & methods of service.
4. Receiving the guest.
5. Service at the table.
6. Social Skills.

Variety of Menu:

1. Table d'hote menu & a'la carte menu.
2. Classical French menu terms.
3. Indian Foods & Accompaniments.
4. Planning a simple menu – Indian & menu.
5. Breakfast types & menu.

Non – Alcoholic Beverage:

1. Teas

2. Coffees
3. Milks & Milk based drinks
4. Soft drinks

Simple Control Systems:

1. Necessity for restaurant control
2. Function of control system
3. Taking the Guest order

Alcoholic Beverages:

1. Classification of alcoholic & non – alcoholic beverages.
2. Wines - Types, Brand names of wines
3. Spirits – Whisky, Gin, Brandy, Rum, Vodka etc.
4. Liqueurs – Classification, various liqueurs & their contents.
5. Aperitifs – Classification
6. Beer – Manufacture in brief, types & brand names.
7. Cocktails – various types.

Practical:

1. Identification of restaurant equipment, crockery & cutlery.
2. The cover.
3. Types of service.

4. Menu compilation.
5. Service of Breakfast, lunch, high tea, dinner.
6. General Service.
7. Beverage Service – alcoholic & non – alcoholic.
8. Serviette folds.

Food Production

1. Aims & objects of cooking food
2. The kitchen Brigade – Responsibilities & functions of each category of staff working in the kitchen.
3. Preparation of ingredients
4. Methods of mixing food.
5. Methods of Heat Transfer.
6. Methods of cooking food. – Advantages & Disadvantages.
7. Stocks & glazes – Different types of stock & procedures in preparing them.
8. Sauces – definition, classification, parts, recipes of mother sauces & derives.
9. Meat & Poultry – different types, composition, changes taking place on cooking, cuts of meat, types of steaks, signs of good quality meat.
10. Fish – classification, selection, cuts of fish.
11. Vegetables, & Fruits – classification, importance, colour pigments found in vegetables, effect of heat, Importance in our diet.
12. Soups – Classification with examples.
13. Culinary terms – Indian & Western.
14. Hindi equivalent.
15. Salads – parts, types & salad dressings.
16. Egg cookery.
17. Processing of bread.

18. Pastries – different types.
19. Various methods of cake making.
20. Sandwiches – types & parts.
21. Different types of Icings.

PRACTICALS

Standardized recipe – 30 menus covering Indian, Chinese, Arabic & Continental cuisine.

