Scheme of Teaching and Examination for
III rd Semester DIPLOMA in HOTEL MANAGEMENT & CATERING TECHNOLOGY

THEORY

Sl. No.	SUBJECTS	SUBJECT CODE	TEACHING SCHEME		EXAMINATION - SCHEME					
			Periods per Week	Periods in one Session (Year)	Hours of Exam.	Terminal Exam. (A) Marks	Final Exam. (B) Marks	Total Marks (A+B)	Pass Marks Final Exam.	Pass Marks in the Subject
1.	Communication Skill in English	36301	04	60	03	20	80	100	26	36
2.	Computer Prog. Through "c"	36302	04	60	03	20	80	100	26	36
3.	Food Production Operation	36303	04	60	03	20	80	100	26	36
4.	Food & Beverage Operation	36304	04	60	03	20	80	100	26	36
5.	Front Office Operation	36305	04	60	03	20	80	100	26	36
6.	Accommodation Operation	36306	04	60	03	20	80	100	26	36
7.	Hotel Accountancy	36307	04	60	03	20	80	100	26	36
	Total:-		**28**					**700**		

PRACTICAL

Sl. No.	SUBJECTS	SUBJECT CODE	TEACHING SCHEME		EXAMINATION – SCHEME					
			Periods Per Week	Periods in one Session (Year)	Hours of Exam.	Marks Internal Exam. (A)	Marks External Exam. (B)	Total Marks (A+B)	Pass Marks Final Exam.	Pass Marks in the Subject
8.	Computer Prog. Through "c"	36308	03	45	03	10	40	50	16	21
9.	Food Production Operation	36309	04	60	03	20	80	100	32	42
10.	Food & Beverage Operation	36310	03	45	03	10	40	50	16	21
11.	Front Office Operation	36311	02	30	03	10	40	50	16	21
12.	Accommodation Operation	36312	02	30	03	10	40	50	16	21
	Total:-		**14**					**300**		

Total Periods per Week	42	Total Marks	1000

COMMUNICATION SKILL IN ENGLISH

Subject code 36301		No. of Periods in one Session 60

THEORY

No. of Periods per week		
L	T	P/S
04	**0**	**0**

Full Marks	: 100
Final Marks	: 80
Terminal Marks	: 20

Rationale:

The rationally behind imparting communication skill in English is to enable the students to write and communicate effectively. The basics if writing conversation, reports making etc will be taught under this subject.

Objectives: It aims at making aware of how a communicative situation influences the choice of sentence in structure and vocabulary

BLOCK: 01- LETTER   15

UNIT 1   Some concepts in communication
UNIT 2   Formal letters-1
UNIT 3   Formal letters-2
UNIT 4   Informal letters-1
UNIT 5   Informal letters-2

BLOCK: 02 – CONVERSATION   20

UNIT-6   Formal conversation
                Face-to-Face-1
UNIT-7   Formal conversation
                Face-to-Face-2
UNIT-8   Informal conversation
                Face-to-Face-1
UNIT-9   Informal conversation
                Face-to-Face-2
                Discussion
UNIT-10   Telephonic conversation

BLOCK: 03 – OTHER FORMS OF OFFICIAL COMMUNICATION   10

UNIT-11   Memoranda
UNIT-12   Reports-1
UNIT-13   Reports-2
UNIT-14   Minutes of Meetings

BLOCK: 04 – INTERVIEWS AND PUBLIC SPEAKING   10

UNIT-15   Interviews
UNIT-16   Debates
UNIT-17   Discussion
UNIT-18   Speeches
UNIT-19   Seminar Talks

BLOCK: 05 - MASS MEDIA : TELEVISION   05

UNIT-20   Interviews

UNIT-21   Media, Contexts and Words

SCHEME OF EXAMINATION FOR FINAL EXAMINATION   F.M.   :80

          Objective (selection type)   25%
          Short   answers   25%
          Long   answers   50%

          Books recommended:- 1. Business Communication – P D Chaturvedi
                              2. Communication Skills – Peter Simon

COMPUTER PROGRAMMING THROUGH 'C'

Subject code **36302**	No. of Periods in one Session **60**

THEORY

No. of Periods per week		
L	T	P/S
04	**0**	**0**

Full Marks	:100
Final Marks	:80
Terminal Marks	: 20

Rationale:

Computers play a vital role in present day life, more so in the professional life of technician engineers. In order to enable the students use the computers effectively in problem solving. This course offers the modern programming language 'C' along with exposition to various engineering applications of computers

Objective:

The objectives of this course are to make the students able to:

❖ Develop efficient algorithms for solving a problem.
❖ Use the various constructs of a programming language viz. conditional, iteration and recursion.
❖ Implement the algorithms in 'C' language.

S. No.	Topic	Period
01.	Introduction to Programming	12
02	Introduction to 'C' Language	15
03	Condition and Loops	13
04	Arrays	10
05	Introduction to Algorithm	05

CONTENTS:

TOPIC: 01 – INTRODUCTION TO PROGRAMMING: (12)

The Basic Model of Computation. Algorithms. Flow-charts, Programming Languages, Compilation. Linking and Loading. Testing and Debugging, Documentation. Programming Style-Names. Documentation & Format, Refinement & Modularity.

TOPIC: 02– INTRODUCTION TO 'C' LANGUAGE: (15)

03.01	Character set, Variable and identifiers. Built-in Data Types. Variable Definition, Declaration, C Key Words-Rules & Guidelines for Naming Variables.
03.02	Arithmetic operators and Expressions. Constants and Literals. Precedence & Order of Evaluation.
03.03	Simple assignment statement. Basic input/output statement.
03.04	Simple 'C' programs

TOPIC: 03– CONDITIONAL STATEMENTS AND LOOPS: (13)

04.01	Decision making within a program
04.02	Conditions, Relational Operators, Logical Operators
04.03	If statement, If-else statement
04.04	Loop statements
04.05	Break, Continue, Switch, Goto and Labels.

TOPIC: 04– ARRAYS: (10)

What is an Array? Declaring an Array. Initializing an Array. One dimensional arrays: Array manipulation: Searching. Insertion, Deletion of an element from an array: Finding the largest/smallest element in array; Two dimensional arrays. Addition/Multiplication of two matrices. Transpose of a square matrix: Null terminated strings as array of characters. Representation sparse matrices.

TOPIC: 05- INTRODUCTION TO ALGORITHM:-   (05)
Introduction of Algorithm and flow chart, Different symbol of flow chart-description & symbol of flow chart, advantage of flow chart & algorithm
, Example of Algorithm & flow chart with C program.

Books Recommended:

1. Programming with C. Second Edition. Tata   - Byron Gottfried
   McGraw Hill, 2000

2. How to solve by Computer, Seventh Edition, 2001   - R.G. Dromey
   Prentice Hall of India

3. Programming with ANSI-C First Edition 1996   - E. Balaguruswami
   Tata McGraw Hill.

4. Programming with ANSI & Turbo C First Edition   - A. Kamthane

2002. Pearson Education.

5. Programming with C, First Edition 1997, Tata   - Venugopal and Prasad
   McGraw Hill

6. The C Programming Language, Second Edition   - B. W. Kernighan & D.M.
   2001 Prentice Hall of India   Ritchie

7. Programming in C. Vikash Publishing House   - R. Subburaj
   Pvt. Ltd., Jungpura, New Delhi.

8. Programming with C Language. Tata McGraw Hill   - C. Balaguruswami
   New Delhi.

9. Elements of C. Khanna Publishers, Delhi   - M. H Lewin

10. Programming in C   - Stephen G Kochan

11. Programming in C. Khanna Publishers Delhi   - B.P. Mahapatra

12. Let us C. BPB Publication, New Delhi   - Yashwant Kanetkar

13. Programming in C. Galgotia Publications   - Kris A. Jamsa
    Pvt. Ltd. Dariyaganj, New Delhi

14. The Art of C. Programming, Narosa Publishing   – Jones Robin & Stewart
    House, New Delhi.

15. Problem Solving and Programming Prentice   - A. C. Kenneth
    Hall International.

16. C made easy. McGraw Hill Book Company 1987   - H. Schildi

17. Software Engineering, McGraw Hill 1992   - R.S. Pressman

18. Pointers in C. BPB publication. New Delhi   - Yashwant Kanetkar

SCHEME OF EXAMINATION FOR FIN AL EXAMINATION   **F.M.:80**

    Objective (selection type) 25%
    Short   answers   25%
    Long   answer   50%

FOOD PRODUCTION OPERATION

Subject code **36303**		No. of Periods in one Session **60**

THEORY

No. of Periods per week		
L	T	P/S
04	0	0

Full Marks   :   100
Final Marks   :   80
Terminal Marks :   20

Rationale:

    (1) Bakery & Pastry
    (2) Indent writing
    (3) Plan of work
    (4) Preparation

Objective:

    (1) Bakery & Pastry
    (2) Indent writing
    (3) Plan of work
    (4) Preparation

CONTENT:

TOPIC:01   BAKERY & PASTRY   **[20]**

01.01   Short crust
01.02   Laminated
01.03   Choux
01.04   Hot water/Rough puff
01.05   Recipes and methods of preparation
01.06   Differences
01.07   Uses of each pastry
01.06   Differences
01.07   Uses of each pastry
01.08   Care to be taken while preparing pastry
01.09   Role of each ingredient
01.10   Temperature of baking pastry

01.02   Simple Breads
01.02.01   Principles of bread making
01.02.02   Simple yeast breads
01.02.03   Role of each ingredient in break making
01.02.04   Baking temperature and its importance

01.03   ·y Creams
01.03.01   Basic pastry creams
01.03.02   Uses in confectionery
01.03.03   Preparation and care in production

01.04   Culinary Terms
01.04.01   List of culinary (common and basic) terms
01.04.02   Explanation with examples

TOPIC: 02-QUANTITY FOOD PRODUCTION   **[10]**

02.01   EQUIPMENT

02.01.01   Equipment required for mass/volume feeding
02.01.02   Heat and cold generating equipment
02.01.03   Care and maintenance of this equipment
02.01.04   Modern developments in equipment manufacture

02.03   INDENTING

02.03.01   ❖ Principles of Indenting for volume feeding
02.03.02   ❖ Portion sizes of various items for different types of volume
                  feeding

| 02.03.03 | ❖ Modifying recipes for indenting for large scale catering |
| 02.03.04 | ❖ Practical difficulties while indenting for volume feeding |

02.04   PLANNING

02.04.01   Principles of planning for quantity food production with regard to
❖ Space allocation
❖ Equipment selection
❖ Staffing

03   VOLUME FEEDING   [10]

03.01   Institutional and Industrial Catering
03.01.01   ❖ Types of Institutional & Industrial Catering
03.01.02   ❖ Problems associated with this type of catering
03.01.03   ❖ Scope for development and growth

03.02   Hospital Catering
03.02.01   ❖ Highlights of Hospital Catering for patients, staff, visitors
03.02.02   ❖ Diet menus and nutritional requirements

03.03   Off Premises Catering
03.03.01   ❖ Menu Planning and Theme Parties

03.04   Mobile Catering
03.04.01   ❖ Characteristics of Rail, Airline (Flight Kitchens and Sea Catering)

04   REGIONAL INDIAN CUISINE   (20)

04.01   Introduction to Regional Indian Cuisine
04.02   Heritage of Indian Cuisine
04.03   Factors that affect eating habits in different parts of the country
04.04   Cuisine and its highlights of different states/regions/communities to be discussed under:
04.04.01   ❖ Geographic location
04.04.02   ❖ Historical background
04.04.03   ❖ Seasonal availability
04.04.04   ❖ Special equipment
04.04.05   ❖ Staple diets
04.04.06   ❖ Specialty cuisine for festivals and special occasions

05   STATES

Andhra Pradesh, Bengal, Goa, Gujarat, Karnataka, Kashmir,
Kerala, Madhya Pradesh, Maharashtra, North Eastern States,
Punjab, Rajasthan, TamilNadu and Uttar Pradesh / Uttaranchal

06   COMMUNITIES

Parsee, Chettinad, Hyderabadi, Lucknowi, Avadhi,
Malbari/Syrian Christian and Bohri

REFERENCE BOOKS:

1. Quantity Food Production
2. Taste of India
3. Flavours of India
4. Heritage of India
5. Prashad
6. Cooking Delights of the Maharajhas

SCHEME OF EXAMINATION FOR FINAL EXAMINATION   F.M.: 80

Objective (selection type)   25%
Short   answers   -   25%
Long   answers   -   50%

FOOD & BEVERAGE OPERATION

Subject code **36304**		No. of Periods in one Session **60**

THEORY

No. of Periods per week		
L	T	P/S
04	**0**	**0**

Full Marks   :   100
Final Marks   :   80
Terminal Marks :   20

Rationale:

    (1) Alcoholic Beverage
    (2) Wines
    (3) Beer
    (4) Sprites

Objective:

    (1) Introduction
    (2) Service
    (3) Lay Out
    (4) Equipment

]

1. Introduction & definition
2. Types of beer
3. Production of beer
4. Storage.

04	**SPIRITS**	
04.01	Introduction & Definition	
04.02	Production of Spirit	
04.02.01	Pot-still method	
04.02.02	Patent still method	
04.03	Production of	
04.03.01	Whisky	
04.03.02	Rum	
04.03.03	Gin	
04.03.04	Brandy	
04.03.05	Vodka	
04.03.06	Tequilla	
04.04	Different Proof Spirits	

05	**APERITIFS**	**05**
05.01	Introduction and Definition	
05.01.01	Different types of Aperitifs	

06	**LIQUEURS**	
06.01	Definition & History	**05**
06.02	Names of Liqueurs and country of origin & predominant flavor	
06.03	Service	

Book Recommended:

1. Food & Beverage Service by Lilly crap.
2. Food & Beverage service Training manual by Sudhir Andrews
3. Food & Beverage by Lipinsky.

SCHEME OF EXAMINATION FOR FINAL EXAMINATION   F.M.: 80

Objective	(selection type)	25%
Short	answers	25%
Long	answer	50%

FRONT OFFICE OPERATION

Subject code 36305		No. of Periods in one Session 60

THEORY

No. of Periods per week		
L	T	P/S
04	0	0

Full Marks	:	100
Final Marks	:	80
Terminal marks	:	20

Rationale:

1. Cash Handling
2. Night auditing
3. Payment through Cheque, Credit card, Debit card handling

Objectives:

1. Cash Handling
2. Night auditing
3. Payment through Cheque, Credit card, Debit card handling

CONTENTS:-

SCHEME OF EXAMINATION FOR FINAL EXAMINATION   **F.M.: 80**

Objective (selection type) 25%
Short   answers   25%
Long   answer   50%

Reference Books: Front office Management:- S K Bhatnagar
Hotel organization & front office management:- A P Rastogi
Front office Mnagement-Sudhir Andrews

ACCOMMODATION OPERATIONS

Subject Code **36306**		No. of Periods in one Session **60**

THEORY

No. of Periods per week				Full Marks : 100
L	T	P/S		Final Marks : 80
04	0	0		Terminal Marks: 20

Rationale:
1. Bed Making
2. Cleaning
3. Flower Arrangement
4. Polishing
5. Interior Decoration
6. Colour Combination

Objectives:

1. Bed Making
2. Cleaning
3. Flower Arrangement
4. Polishing
5. Interior Decoration
6. Colour Combination

SL.NO		Periods
01	**LINEN ROOM**	**16**

01.01   Activities of the Linen Room
01.02   Layout and equipment in the Linen Room
01.03   Selection criteria for various Linen Items & fabrics suitable for this purpose
           Purchase of Linen
01.04   Calculation of Linen requirements
01.05   Linen control-procedures and records
01.06   Recycling of discarded linen
01.07   Linen Hire

02	**UNIFORMS**	**08**

02.01   Advantages of providing uniforms to staff
02.02   Issuing and exchange of uniforms; type of uniforms
02.03   Selection and designing of uniforms
02.04   Layout of the Uniform room

03	**SEWING ROOM**	**02**

03.01   Activities and areas to be provided
03.02   Equipment provided

04	**LAUNDRY**	**20**

04.01   Commercial and On-site Laundry
04.02   Flow process of Industrial Laundering-OPL
04.03   Stages in the Wash Cycle
04.04   Laundry Equipment and Machines
04.05   Layout of the Laundry
04.06   Laundry Agents
04.07   Dry Cleaning
04.08   Guest Laundry/Valet service
04.09   Stain removal

05	**FLOWER ARRANGEMENT**	**10**

05.01   Flower arrangement in Hotels
05.02   Equipment and material required for flower arrangement
05.03   Conditioning of plant material
05.04   Styles of flower arrangements
05.05   Principles of design as applied to flower arrangement

06	**INDOOR PLANTS**	**04**

06.01   Selection and Care

SCHEME OF EXAMINATION FOR FINAL EXAMINATION   F.M.: 80
Objective (selection type)   25%
Short   answers   25%
Long   answer   50%

Reference books:-

1. **Hotel House keeping: operation & management- G Raghubalan**
2. **Hotel House keeping: Text book – Sudhir Andrews**
3. **Accommodation Operation Management- S K Kaushal & S N Gautam**
4. **Hotel House keeping: Training Manual- Sudhir Andrews**
5. **Organization of House keeping Management- Dr R K Singh**
6. **House Keeping Management –Dr D K Aggarwal**

HOTEL ACCOUNTANCY

Subject code
36307

No. of Periods in one Session
60

Theory

No. of Periods per week		
L	T	P/S
04	**0**	**0**

Full Marks   : 100
Final Marks   : 80
Terminal Marks   :   20

Rationale:

1. Departmental Accounting
2. Internal Audit
3. Statutory Audit
4. Contents of Balance Sheet

Objectives:

1. Departmental Accounting
2. Internal Audit
3. Statutory Audit
4. Contents of Balance Sheet

01	**UNIFORM SYSTEM OF ACCOUNTS FOR HOTELS:**	**20**
01.01	Introduction to Uniform system of accounts	
01.02	Contents of the Income Statement	
01.03	Practical Problems	
01.04	Contents of the Balance Sheet (under uniform system)	
01.05	Practical problems	
01.06	Departmental Income Statements and Expense statements (Schedules 1 to 16)	
01.07	Practical problems	

02	**INTERNAL CONTROL**	**10**
02.01	Definition and objectives of Internal Control	
02.02	Characteristics of Internal Control	
02.03	Implementation and Review of Internal Control	

03	**INTERNAL AUDIT AND STATUTORY AUDIT:**	**10**
03.01	An introduction to Internal and Statutory Audit	
03.02	Distinction between Internal Audit and Statutory Audit	
03.03	Implementation and Review of internal audit	

04	**DEPARTMENTAL ACCOUNTING:**	**20**
04.01	An introduction to departmental accounting	
04.02	Allocation and apportionment of expenses	
04.03	Advantages of allocation	
04.04	Draw-backs of allocation	
04.05	Basis of allocation	
04.06	Practical Problems	

SCHEME OF EXAMINATION FOR FINAL EXAMINATION   F.M.: 80

Objective (selection type) 25%
Short   answers   25%
Long   answer   50%

Books Recommended:
Elements of Hotel Accounting- G S RAWAT
Hotel Accounts- Rakesh Puri.

COMPUTER PROGRAMMING THROUGH 'C'

Subject code **36308**		No. of Periods In one Session 45

PRACTICAL

No. of Periods per week				Full Marks : 50
L	T	P/S		Ext.Marks : 40
03	**0**	**0**		Internal Marks : 10

Rationale:

Computers play a vital role in present day life, more so in the professional life of technician engineers. In order to enable the students use the computers effectively in problem solving. This course offers the modern programming language 'C' along with exposition to various engineering applications of computers

Objective:

The objectives of this course are to make the students able to:

❖ Develop efficient algorithms for solving a problem.
❖ Use the various constructs of a programming language viz. conditional, iteration and recursion.
❖ Implement the algorithms in 'C' language.

CONTENTS:

List of Practical

1. Programming exercise on executing a 'C' program   (09)
2. Programming exercise on editing 'C' program   (09)
3. Programming exercise on defining variables and assigning values to variable.(09)
4. Programming exercise on arithmetic and relational operations (09)
5. Programming exercise on arithmetic expressions and their evaluation (09)

Books Recommended:

1. How to solve it by Computer. Prentice Hall of   - R.G. Dromey
   India 1992.

2. The 'C' Programming Language   - B.W. Kernighan &
    Prentice Hall of India 1989.   D. M. Ritchie

3. The Spirit of 'C' Programming, Jaico   - Cooper, Mallish
   Publishing House, New Delhi 1987

4. Application Programming in 'C' Macmillain   - Richard Johnson-Baugh & Martin
   International editions, 1990.   Kalin

5. The Art of 'C' Programming, Narosa   - Jones, Robin & Stewart
   Publishing House, New Delhi.

SCHEME OF EXAMINATION FOR FINAL EXAMINATION   **F.M.:50**
          Internal   -   40%
          External   -   60%

FOOD PRODUCTION OPERATION

<table>
<tr><td>Subject code
36309</td><td>No. of Periods
in one Session
60</td></tr>
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Practical

No. of Periods per week		
L	T	P/S
04	**0**	**0**

Full Marks	:	100
Ext. Marks	:	80
Internal Marks	:	20

Rationale:

- (1) Menu Planning
- (2) Indent writing
- (3) Plan of work
- (4) Preparation
- (5) Presentation

Objective:

- (1) Menu Planning
- (2) Indent writing
- (3) Plan of work
- (4) Preparation
- (5) Presentation

To formulate 20 sets of menus from the following dishes and to include more dishes from the respective regions.

- ❖ Awadh
- ❖ Bengal
- ❖ Goa
- ❖ Gujarat
- ❖ Hyderabad
- ❖ Kashmiri
- ❖ Maharashtra
- ❖ Punjabi
- ❖ Rajasthan
- ❖ South India (Tamilnadu, Karnataka, Kerala)

SCHEME OF EXAMINATION FOR FINAL EXAMINATION   F.M.:100
Internal   -   40%
External   -   60%

REFERENCE BOOKS:

1. Quantity Food Production
2. Taste of India
3. Flavours of India
4. Heritage of India
5. Prashad
6. Cooking Delights of the Maharajhas

FOOD & BEVERAGE OPERATION

Subject code
36310

No. of Periods
In one Session
45

Practical

No. of Periods		
per week		
L	T	P/S
03	**0**	**0**

Full Marks	:	50
External Marks	:	40
Internal Marks	:	10

Rationale:

    (1) Alcoholic Beverage
    (2) Wines
    (3) Beer
    (4) Spirits

Objective:

    (1) Introduction
    (2) Service
    (3) Lay Out
    (4) Equipment

S. No.	Topic	Periods
01	**WINES**	**12**

01.01	Service of Wines
01.01.01	- Red wine
01.01.02	- White/Rose wine
01.01.03	- Sparkling wines
01.01.04	- Fortified wines
01.01.05	- Aromatized wines

S. No.	Topic	Periods
02	**BEER**	**06**

02.01	Service of
02.01.01	- Bottled & Canned Beers
02.01.02	- Draught Beers
	-

S. No.	Topic	Periods
03	**SPIRITS**	**02**

03.01	Service of Spirits (Whisky, Vodka, Rum, Gin, Brandy & Tequila)

S. No.	Topic	Periods
04	**APERITIFS**	**02**

04.01	Service of aperitifs

S. No.	Topic	Periods
05	**LIQUEURS**	**08**

05.01	Service of Liqueurs

S. No.	Topic	Periods
06	**REGIONAL CUISINE – PRACTICAL**	**15**

06.01	A. Menu Writing of Regional dishes
06.02	B. Table Laying of Regional dishes
06.03	C. Service of Regional dishes

SCHEME OF EXAMINATION FOR FINAL EXAMINATION   F.M. : 50

Internal   -   40%
External   -   60%

Book Recommended:
1. Food & Beverage Services by Lilly crap
2. Food & Beverage services Training manual by Sudhir Andrews
3. Food & Beverage by Lipinsky

FRONT OFFICE OPERATION

Subject code
36311

No. of Periods
In one Session
30

Practical

No. of Periods		
per week		
L	T	P/S
02	**0**	**0**

Full Marks	:	50
Ext. Marks	:	40
Internal Marks	:	10

Rationale:

1. Cash Handling
2. Night auditing
3. Payment through Cheque, Credit card, Debit card handling

Objectives:

1. Cash Handling
2. Night auditing
3. Payment through Cheque, Credit card, Debit card handling

01	Hands on practices of computer application (Hotel Management System) related to Front Office procedures such as Reservation, Registration, Guest History, Telephones, Housekeeping, Daily transactions)	30
01.01	Front Office Accounting procedures.	
01.01.01	Manual accounting	
01.01.02	Machine accounting	
01.01.03	Payable, Accounts Receivable, Guest History, Yield Management	
01.02	Role Play	
01.03	Situation Handling	

SUGGESTIVE LIST OF TASKS FOR FRONT OFFICE OPERATION SYSTEM

Sl. No.	Topic
01	How to make a reservation
02	How to create and update guest profiles
03	How to update guest folio
04	How to print guest folio
05	How to make sharer reservation
06	How to feed remarks in guest history
07	How to add a sharer
08	How to make add on reservation
09	How to amend a reservation
10	How to cancel a reservation
11	How to make group reservation
12	How to make a room change on the system
13	How to log on cashier code
14	How to close a bank at the end of each shift
15	How to put a routing instruction
16	How to process charges in
17	How to process a guest check out
18	How to check out a folio
19	How to process deposit for arriving guest
20	How to process deposit for in house guest
21	How to check room rate variance report
22	How to process part settlements
23	How to tally allowance for the day at night
24	How to tally paid outs for the day at night
25	How to tally forex for the day at night

SCHEME OF EXAMINATION FOR FINAL EXAMINATION   F.M.: 50

Internal   -   40%

External   -   60%

Reference Books: Front office Management:- S K Bhatnagar

     Hotel organization & front office management:- A P Rastogi

     Front office Mnagement-Sudhir Andrews

ACCOMMODATION OPERATION

Subject code	
36312	

No. of Periods in one Session
30

Practical

No. of Periods per week		
L	T	P/S
02	**0**	**0**

Full Marks	:	50
Ext. Marks	:	40
Internal Marks	:	10

Rationale:

1. Bed making
2. Cleaning
3. Flower arrangement
4. Polishing
5. Interior decoration
6. Colour combination

Objectives:

1. Bed making
2. Cleaning
3. Flower arrangement
4. Polishing
5. Interior decoration
6. Colour combination

01	Layout of Linen and Uniform Room/Laundry	04
02	Laundry Machinery and Equipment	10
03	Stain Removal	04
04	Flower Arrangement	10
05	Selection and Designing of Uniforms	02

SCHEME OF EXAMINATION FOR FINAL EXAMINATION   F.M. 50

    Internal   -   40%
    External -   60%

Reference books:-
1. **Hotel House keeping: operation & management- G Raghubalan**
2. **Hotel House keeping: Text book – Sudhir Andrews**
3. **Accommodation Operation Management- S K Kaushal & S N Gautam**
4. **Hotel House keeping: Training Manual- Sudhir Andrews**
5. **Organization of House keeping Management- Dr R K Singh**
6. **House Keeping Management –Dr D K Aggarwal**