

**STATE COUNCIL OF TECHNICAL EDUCATION AND VOCATIONAL TRAINING, ODISHA
TEACHING AND EVALUATION SCHEME FOR DIPLOMA IN NON-ENGINEERING COURSES**

DISCIPLINE: HOTEL MANAGEMENT & CATERING TECHNOLOGY				SEMESTER:3RD				INDUSTRIAL TRAINING (22 WEEKS)				
SL NO	SUBJECT CODE	SUBJECT	PERIODS			EVALUATION SCHEME						
			L	T	P	INTERNAL EXAM			END SEM EXAM	TERM WORK	PRACTICAL EXAM	TOTAL MARKS
						TA	CT	Total				
PRACTICAL/TERM WORK												
1	HCT 301	FOOD PRODUCTION									175	
2	HCT 302	FOOD & BEVERAGE SERVICE									175	
3	HCT 303	FRONT OFFICE OPERATION									175	
4	HCT 304	ACCOMMODATION OPERATION									175	
5	HCA 301	ATTENDANCE									50	
GRAND TOTAL											750	

THE STUDENTS SHALL UNDERGO INDUSTRIAL TRAINING IN DIFFERENT HOTELS AND THEIR PERFORMANCE WILL BE EVALUATED BY FACULTY MEMBERS ON THE BASIS OF VIVA & THE LOG BOOK MAINTAINED BY THEM DURING TRAINING.

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TEACHING AND EVALUATION SCHEME FOR DIPLOMA IN NON-ENGINEERING COURSES**

DISCIPLINE: HOTEL MANAGEMENT & CATERING TECHNOLOGY						SEMESTER:4TH						
SL NO	SUBJECT CODE	SUBJECT	PERIODS			EVALUATION SCHEME						
			L	T	P	INTERNAL EXAM			END SEM EXAM	TERM WORK	PRACTICAL EXAM	TOTAL MARKS
						TA	CT	Total				
THEORY												
1.	HCT 401	FOOD PRODUCTION & BAKERY-III	2	-	-	5	10	15	35			50
2.	HCT 402	FOOD & BEVERAGE SERVICE-III	2	-	-	5	10	15	35			50
3.	HCT 403	FRONT OFFICE OPERATION –II	2	-	-	5	10	15	35			50
4.	HCT 404	HOTEL ACCOUNTS-I	5	-	-	10	20	30	70			100
5.	HCT 405	HOTEL LAW	5		-	10	20	30	70			100
6	HCT 406	PRINCIPLE OF MANAGEMENT	5			10	20	30	70			100
7	HCT 407	FACILITY PLANNING	2			5	10	15	35			50
PRACTICAL/TERM WORK												
8	HCP 401	FOOD PRODUCTION & BAKERY-III			8					50	50	100
9	HCP 402	FOOD & BEVERAGE SERVICE-III			4					50	50	100
10	HCP 403	FRONT OFFICE OPERATION –I			4					25	25	50
GRAND TOTAL			23		16	50	100	150	350	125	125	750

Total Contact hours per week: 39

Abbreviations: L-Lecture, T-Tutorial, P-Practical, TA- Teacher's Assessment, CT- Class test

Minimum Pass Mark in each Theory Subject is 35% and in Practical subject is 50%

FOOD PRODUCTION & BAKERY - III

Name of the Course: Diploma in HOTEL MANAGEMENT & CATERING TECHNOLOGY			
Course code:	HCT 401	Semester	4 th
Total Period:	30	Examination	1.5 hrs
Theory periods:	2 P/W	Class Test:	10
Tutorial:		Teacher's Assessment:	05
Maximum marks:	50	End Semester Examination:	35

01. **QUANTITY FOOD PRODUCTION EQUIPMENT** :

- a) Equipment required for mass/volume feeding
- b) Heat and cold generating equipment
- c) Care and maintenance of this equipment
- d) Modern development in equipment manufacture.

02. **MENU PLANNING** :

- a) Basic Principles of menu planning-recapitulations
- b) Points to consider in menu planning for various volume feeding outlets such as Industrial, Institutional, Mobile Catering Units.
- c) Planning menus for :
 - School / College students
 - Industrial workers
 - Hospitals
 - Outdoor parties
 - Theme dinners
 - Transport facilities cruise lines, airlines, railway.
- d) Nutritional factors for the above.

INDENTING :

- Principles of indenting for volume feeding
- Portion sizes of various items for different types of volume feeding
- Modifying recipes for indenting for large scale catering
- Practical difficulties while indenting for volume feeding.

03. **VOLUME FEEDING** :

- a) Institutional and Industrial Catering
 - Types of Institutional & Industrial Catering
 - Problems associated with this type of catering
 - Scope for development and growth.

B. Hospital Catering :

- Highlights of Hospital Catering for patients, staff, visitors
- Diet menus and nutritional requirements

C. Off Premises Catering :

- Reasons for growth and development
- Menu Planning and Theme Parties
- Concept of a Central Production Unit
- Problems associated with off-premises catering.

D. Quantity Purchase & Storage :

- Introduction to purchasing
- Purchasing system
- Purchase specifications
- Purchasing techniques
- Storage

04. **REGIONAL INDIAN CUISINE** :

- a) Introduction to Regional Indian Cuisine
- b) Heritage of Indian Cuisine
- c) Factors that affect eating habits in different parts of the country
- d) Cuisine and its highlights of different states/regions/communities to be discussed under:

- Geographic Location
- Historical background
- Seasonal availability
- Special equipment
- Staple Diets
- Specially cuisine for festivals and special occasions.

STATES :

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

COMMUNITIES :

Parsee Chettinad , Hyderabad, Lucknow, Avadhi, Malbari/Syrian Christian and Bohri

DISCUSSIONS :

Indian Breads, Indian Sweets, Indian Snacks.

FOOD & BEVERAGE SERVICE-III

Name of the Course: Diploma in HOTEL MANAGEMENT & CATERING TECHNOLOGY			
Course code:	HCT 402	Semester	4 th
Total Period:	30	Examination	1.5 hrs
Theory periods:	2 P/W	Class Test:	10
Tutorial:		Teacher's Assessment:	05
Maximum marks:	50	End Semester Examination:	35

01. **ALCOHOLIC BEVERAGE** :

- a) Introduction and definition
- b) Production of Alcohol
 - Fermentation process
 - Distillation process
- c) Classification with examples.

02. **DISPENSE BAR** :

- a) Introduction and definition
- b) Bar layout-physical layout of bar
- c) Bar Stock- alcohol & non alcoholic Beverages
- d) Bar equipment

03. **WINES** :

- a) Definition & History
- b) Classification with examples
 - Table/Still/Natural
 - Sparkling
 - Fortified
- c). Production of each Classification.
- d). Old world Wines (Principal wine regions, wine laws, grape varieties, production and brand names)
 - France
 - Germany
 - Italy
 - Spain
 - Portugal
- e). New World Wines (Principal wine regions, wine laws, grape varieties, production and brand names)
 - USA
 - Australia

- India
 - South Africa
 - Chile
 - Algeria
 - New Zealand
- f). Food & Wine Harmony
- g). Storage of wines
- h). Wine Terminology (English & French)

04. **BEER :**

- a) Introduction & Definition
- b) Types of Beer
- c) Production of Beer
- d) Storage

05. **SPIRITS :**

- a) Introduction & Definition
- b) Production of Spirit
- Pot-still method
 - Parent still method
- c) Production of :
- Whisky
 - Rum
 - Gin
 - Brandy
 - Vodka
 - Tequila
- d) Different Proof Spirits :
- American Proof
 - British Proof(Sikes scale)
 - Gay Lussac(OIML Scale)

06. **APERITIFS :**

- a) Introduction and Definition
- b) Type of Aperitifs
- Vermouth Definition (Types & Brand names)
 - Bitters Definition (Types & Brand names)

07. **LIQUEURS :**

- a) Definition & History
- b) Production of Liqueurs.
- c) Broad Categories of Liqueurs Herb, Citrus, Fruit/Egg. Bean & Karmel)
- d) Popular Liqueurs (Name, colour, predominant flavour and country of origin)

FRONT OFFICE OPERATION-III

Name of the Course: Diploma in HOTEL MANAGEMENT & CATERING TECHNOLOGY			
Course code:	HCT 403	Semester	4 th
Total Period:	30	Examination	1.5 hrs
Theory periods:	2 P/W	Class Test:	10
Tutorial:		Teacher's Assessment:	05
Maximum marks:	50	End Semester Examination:	35

01. **COMPUTER APPLICATION IN FRONT OFFICE OPERATION** :

- a) Role of information Technology in the hospitality industry.
- b) Factors for need of a PMs in hotel.
- c) Introduction to IDs, Fidelio & Amadeus

02. **FRONT OFFICE(ACCOUNTING)** :

- a) Accounting Fundamentals
- b) Guest and non guest accounts
- c) Accounting system :
 - Non automated- Guest weekly bill
 - Visitors tabular ledger
 - Semi Automated
 - Fully automated

03. **CHECKOUT PROEDURES** :

Guest Accounts Settlement :

- Cash and Credit
- Indian Currency and foreign currency
- Transfer to guest accounts
- Express checkout.

04. **CONTROL OF CASH AND CREDIT** :

05. **NIGHT AUDITING** :

- a) Function
- b) Audit procedures (Non automated, semi-automated & fully automated)

06. **FRONT OFFICE GUEST SAFETY & SECURITY** :

- a) Importance of security system
- b) Safe deposit
- c) Key control
- d) Emergency situations (Accident, illness, theft, fire, bomb)

HOTEL ACCOUNTS-II

Name of the Course: Diploma in HOTEL MANAGEMENT & CATERING TECHNOLOGY			
Course code:	HCT 401	Semester	4 th
Total Period:	75	Examination	3 hrs
Theory periods:	5 P/W	Class Test:	20
Tutorial:		Teacher's Assessment:	10
Maximum marks:	100	End Semester Examination:	70

01. **UNIFORM SYSTEM OF ACCOUNTS FOR HOTELS :**

- a) Introduction to Uniform system of accounts
- b) Contents of the Income Statement
- c) Practical Problems
- d) Contents of the Balance Sheet
- e) Practical problems
- f) Department Income Statements and Expense Statements(Schedule 1 to 16)
- g) Practical Problems.

02. **INTERNAL CONTROL :**

- a) Definition and objective of Internal Control
- b) Characteristics of Internal Control
- c) Implementation and Review of Internal Control

03. **INTERNAL AUDIT & STATUTORY AUDIT :**

- a) An introduction to Internal and Statutory Audit
- b) Distinction between Internal Audit and Statutory Audit.
- c) Implementation and Review of Internal Audit.

04. **DEPARTMENTAL ACCOUNTING :**

- a) An introduction to departmental accounting
- b) Allocation and apportionment of expenses
- c) Advantage of allocation
- d) Draw-back of allocation
- e) Basis of allocation
- f) Practical problems.

HOTEL LAW

Name of the Course: Diploma in HOTEL MANAGEMENT & CATERING TECHNOLOGY			
Course code:	HCT 401	Semester	4 th
Total Period:	75	Examination	3 hrs
Theory periods:	5 P/W	Class Test:	20
Tutorial:		Teacher's Assessment:	10
Maximum marks:	100	End Semester Examination:	70

01. **LAW AND SOCIETY :**

- 1.1 Meaning and Definitions of Law
- 1.2 Evolution of Law
- 1.3 Need to know Law
- 1.4 Sources of Law
- 1.5 Classification of Law

02. **HOTEL RESTAURANT LICENCES :**

- 2.1 License, Permit
- 2.2 Procedure for obtaining, Renewing Licences
- 2.3 Suspension and Termination of Licences
- 2.4 List of Licences required to open and operate Hotels and Restaurants.

03. **INDIAN CONTRACT ACT 1872 :**

- 3.1 Definitions, Nature and Kinds of Contracts
- 3.2 Essentials of Contract
- 3.3 Offer Acceptance and Consideration.

04. **SALE OF GOODS ACT 1913 :**

- 4.1 Sale and Agreement to Sell
- 4.2 Formation of a Contract of sale.
- 4.3 Conditions and Warranties implied conditions and Warranties
- 4.4 Duties and Rights of Parties

05. **CONSUMER PROTECTION ACT 1986 :**

- 5.1 Consumer Protection Councils, Consumer Disputes Redressal Agencies
- 5.2 Appeal and Jurisdiction of State and National Commission.

06. **CONTRACT OF BAILMENT & PLEDGE :**

- 6.1 Meaning and Nature of Bailment
- 6.2 Duties of Bailer and Bailee
- 6.3 Common Carriers and Innkeepers as Bailers.

- 07. **FACTORIES ACT 1948 :**
 - 7.1 Definitions-Factory, Manufacturing Process, Adult, Adolescent , Child, Young Persons, Calendar Year, Week.
 - 7.2 Provisions regarding Health, safety and welfare.

- 08. **PAYMENT OF WAGES ACT 1936 :**
 - 8.1 Definitions- Industrial Establishments Wages.
 - 8.2 Deductions allowed under the Act.

- 9. **SHOPS & ESTABLISHMENT ACT AS APPLICABLE TO HOTELS & CATERING ESTABLISHMENTS:**
 - 9.1 Definitions, Apprentice, child, closed commercial establishment.

 - 9.2 Provisions for opening and closing hours

 - 9.3 Employment of Women Children and Young Persons.

 - 9.4 Spread over weekly off and leave

 - 9.5 Health, safety and Hygiene provisions.

- 10. **Law Relating to Hotel Guest Relationship, Hotel & Lodging Duties Control**
 - 10.1 Definitions-Fair, Rate hotel and lodging houses, Manager of a Hotel, Owner of a Lodging House, Paying Guest, premises, Tenant and permanent.

 - 10.2 Appointment of Controller, Fixation of fair rates.
 - 10.3 Refusal of Accommodation.
 - 10.4 Eviction of a guest from hotel room.
 - 10.5 Duties, Rights and Responsibilities of Innkeeper towards guests.
 - 10.6 Innkeepers Lien.

- 11. **Food Legislation the prevention of Food Adulteration Act 1954**
 - 11.1 Definitions-Adulterant, Adulterated Food, Republic Analyst, Centered Food Laboratory
 - 11.2 The Central Committee for Food Standards.
 - 11.3 Food Inspectors and their powers and duties.
 - 11.4. Procedures to be followed by Food Inspectors.
 - 11.5 Report of Public Analyst.
 - 11.6 Notification of Food Poisoning.

- 12. **Labour Laws Overviews Workmen's Compensation Act 1948**
 - 12.1 Nature and Scope of the Act.
 - 12.2 Partial Disablement.
 - 12.3 Top of Disablement

- 12.4 Employer's Liability for Disablement arising out of and in the course of the employment.
- 13. **Industrial Dispute Act 1947** :
 - 13.1 Definitions-Appropriate Government, Industry, Industrial Dispute, Layoff, Lockout, National Tribunal, Retrenchment, Settlement.
 - 13.2 Authorities Under the Act.
 - 13.3 Procedure, Powers and Duties of authorities.
- 14. **Trade Union Act 1926**
 - 14.1 Scope
 - 14.2 Eligibility
 - 14.3 Fund
 - 14.4 Registers
 - 14.5 Rights on the part of the employer & employee.
- 15. **Residential Commodities Act 1955** :
 - 15.1 Main Provisions of the Act.
- 16. **Contract of Insurance** :
 - 16.1 Nature of Contract of Insurance
 - 16.2 Principles of contract of Insurance
 - 16.3 Reinsurance, Double Insurance, Subrogation and contribution.
- 17. **Industrial Employment Standing under Act 1946** :
 - 17.1 Model Standing Order
 - 17.2 Show cause Notice
 - 17.3 Charge Sheet
 - 17.4 Domestic Enquiry
 - 17.5 Discharge and Dismissal of employee.
- 18. **Negotiable Instrument Act 1881** :
 - 18.1 Credit Instruments Cheques Bill of Exchange, Promissory Notes, I.O.U.s, Travellers Cheques, Credit Cards

PRINCIPLE OF MANAGEMENT

Name of the Course: Diploma in HOTEL MANAGEMENT & CATERING TECHNOLOGY			
Course code:	HCT 406	Semester	4 th
Total Period:	75	Examination	1.5 hrs
Theory periods:	5 P/W	Class Test:	20
Tutorial:		Teacher's Assessment:	10
Maximum marks:	100	End Semester Examination:	70

1. INTRODUCTION :

- Illustrative Case Study: A typical in the life of a Manager at Hotel Universe.
- Orientation to management though process.
- Evolution-Development-School of Management.

2. ROLE OF MANAGER :

- Professional Manager and his tasks.
- Management skills-Roles-Levels
- Management Ethics & Organization Culture Management process.

3. PLANNING :

- Illustrative case study
- Planning and Management process
- Mission-Objective-goals
- Urgent and important paradigms
- Planning process in detail
- Types and levels of plans
- Why plans fail
- Problems solving and Decision making
- Time Management

4. ORGANIZING :-

- Organizing and Organization structure
- Organization chart
- Principles of organization
- Scalar of principle
- Departmentation
- Unity and command
- Span of control
- Centralization and Decentralization
- Authority and Responsibility
- Delegation

5. **LEADING & MOTIVATION** :

- Creating a committed work force
- Basic concepts and Definition
- Theories of Motivation
- Hierarchy of needs
- Theory-I and Y Mr.Gregor
- Hygiene theory(Hertzberg)

6. **LEADERSHIP** :

- Definition, Theories, Style (Likert)
- Managerial Grid
- Situational lead, current trends
- Team Building

7. **CONTROLLING** :

- Basic concepts-Definitions-Process and Techniques

8. **COMMUNICATIONS** :

- Importance – Message Components
- Communication and Information
- Conflict and its Resolution
- Communication and Empathy
- Communication process
- Aids and Barriers to Communication
- Verbal and non verbal communication
- Listening.

FACILITY PLANNING

Name of the Course: Diploma in HOTEL MANAGEMENT & CATERING TECHNOLOGY			
Course code:	HCT 407	Semester	4 th
Total Period:	30	Examination	1.5 hrs
Theory periods:	2 P/W	Class Test:	10
Tutorial:		Teacher's Assessment:	05
Maximum marks:	50	End Semester Examination:	35

1. **HOTEL DESIGN** :

A. Design Consideration

- 1.1 Attractive Appearance
- 1.2 Efficient plan
- 1.3 Good Location
- 1.4 Suitable material
- 1.5 Good workmanship
- 1.6 Sound financing
- 1.7 Competent Management.

B. Evaluation of accomodational needs thumb rules.

C. Ensuing that the hotel must combine the integrated function of housing feeding, entertainment, rentals, services, maintenance and light manufacturers.

2. **FACILITIES PLANNING** :

- 2.1 The systematic lay at planning pattern (SLP); Planning consideration.
- 2.2 Flow Process & Flow diagram.
- 2.3 Procedure for determining space, ways of determining space requirements space relationship.
- 2.4 Architectural consideration
- 2.5 Difference between carpet areas and plinth areas.
- 2.6 Approximate cost of construction estimation
- 2.7 Approximate opening areas in budget type/5 star type hotel, Approximate other operating areas per guest room.
- 2.8 Approx. water/electrical load requirement-estimation.

3. **STAR CLASSIFICATION OF HOTEL** :

- 3.1 Criteria for star classification of hotel

4. **KITCHEN** :

- 4.1 Equipment requirement for commercial kitchen
- 4.2 Specification of different equipments

- 4.3 Layout of commercial kitchen
- 4.4 Planning of various supporting services.

5. **PROJECT MANAGEMENT :**

- 5.1 Network Analysis
- 5.2 Basic rules and procedure for network analysis.
- 5.3 C.P.M.
- 5.4 P.E.R.T
- 5.5 Comparison of CPM & PERT
- 5.6 Network crashing determining crash cost, no all cost.
- 5.7 Classroom exercises.

REFERENCE :

1. Systematic Layout Planning- Richard Muther Cahners book division of sahnrs publishing company, Inc. 89 Franki Street, Boston U.S.A.
2. Food Service Plannings, Layout & Equipments Lendal Kotschever, margaut E Terrell
3. Management Operations & Research N. Satyanarayana Lalith Raman- Himalayas Publishing House.

FOOD PRODUCTION –III (Practical)

Name of the Course: Diploma in HOTEL MANAGEMENT & CATERING TECHNOLOGY			
Course code:	HCP 401	Semester	1 st
Total Period:	120	Examination	4 hrs
Lab. periods:	8 P/W	Term Work	50
Maximum marks:	100	End Semester Examination:	50

To formulate 40 sets of menus from the following dishes and to include more dishes from the respective regions.

- 1) Praind Cooking with Indian Master J. India Sing Kalra and Pradip das Gupta.
- 2) A taste of India by Madhu Jaffery
- 3) Flavour of India by Madhu Jaffery.
- 4) Cooking with Masters by Prasad
- 5) Professional Chef by Arvind Sarswat
- 6) Roti and Naans of India by Babbar

FOOD & BEVERAGE SERVICE-III (PRACTICAL)

Name of the Course: Diploma in HOTEL MANAGEMENT & CATERING TECHNOLOGY			
Course code:	HCP 402	Semester	1 st
Total Period:	60	Examination	4 hrs
Lab. periods:	4 P/W	Term Work	50
Maximum marks:	100	End Semester Examination:	50

01 Dispense Bar – Organizing Mise-en-place

- Task-01. Wine service equipment
- Task-02. Beer service equipment
- Task-03. Cocktail bar equipment
- Task-04. Liqueur / Wine Trolley
- Task-05. Bar Stock-alcoholic and non-alcoholic beverages
- Task-06. Bar accompaniments & garnishes
- Task-07. Bar accessories & disposables.

02. Service of Wines

- Task-01. Service of Red Wine
- Task-02. Service of White/Rose Wine
- Task-03. Service of Sparkling Wines
- Task-04. Service of fortified Wines
- Task-05. Service of Aromatized Wines
- Task-06. Service of Cider, Perry & Sake

03. Service of Aperitifs :

- Task-01. Service of Bitters
- Task-02. Service of Vermouth's

04. Service of Beer

- Task-01. Service of Bottled & canned Beers.
- Task-02. Service of Draught Beers.

05. Service of Spirits :

- Task-01. Service styles- neat/ion-the-rocks with appropriate mixers
- Task-02. Service of Whisky
- Task-03. Service of Vodka
- Task-04. Service of Rum
- Task-05. Service of Gin
- Task-06. Service of Brandy
- Task-07. Service of Tequila

06. **Service of Liqueurs :**

Task-01. Service styles-neat/on-the-rocks with cream/en frappe

Task-02. Service from Bar,.

Task-03. Service from Liqueur Trolley

07. **Wine & Drinks List :**

Task-01. Wine Bar

Task-02. Beer Bar

Task-03. Cocktail Bar

08. **Matching Wines with Food :**

Task-01. Menu/Planning with accompanying Wines

- Continental Cuisine
- Indian Regional Cuisine

Task-02. Table lying & Service of menu with accompanying Wines.

- Continental Cuisine
- Indian Regional Cuisine

FRONT OFFICE OPERATION-III (PRACTICAL)

Name of the Course: Diploma in HOTEL MANAGEMENT & CATERING TECHNOLOGY			
Course code:	HCP 403	Semester	1 st
Total Period:	60	Examination	4 hrs
Lab. periods:	4 P/W	Term Work	25
Maximum marks:	50	End Semester Examination:	25

A) Hands on practice of Computer Application related to Front Office procedure such as :

- Reservation
- Registration
- Guest History
- Telephone
- House Keeping
- Daily transaction

B) Front Office accounting procedure :

- Manual Accounting
- Machine Accounting
- Payable, Account receivable, Guest history, yield management.

C) Role Play

D) Situation handling.