SHIVAJI UNIVERSITY KOLHAPUR

CENTER FOR COMMUNITY DEVLOPMENT

CERTIFICATE COURSE IN HOTEL MANAGEMENT (16 Credit)

1	**Name of Syllabus**	Certificate course in Hotel management
2	**Duration**	1 year
3	**Expected number of students**	30
4	**Course fees per student**	12000/- + 250 evaluation charges
5	**Medium of instruction**	English and Marathi
6	**Eligibility**	10^{th} pass or equivalent
7	**Required infrastructure**	Well-equipped laboratory with kitchen equipment, House keeping lab, food & beverage lab, computer lab capacity of minimum 25 student
8.	**Subject**	1. Communication skill 2. Food & beverages 3. Food production 4. House keeping & front office
9	**Evaluation**	Theory 4 Papers = 400 marks Practical 2 Papers(4 subject) = 200 marks Internal 1 (4 subject) = 100 marks Grand Total = 700 marks
10	**Objective**	To introduce students with hotel industry and give them knowledge of various hotel operations which are needed for professional careers as middle level managers.
11	**Skill to be provided**	Develop communication skills Serving skills in food & cocktail ,mock tail Develop serving skills in different cuisine Develop bed making and house keeping skills
12	**Employment opportunities**	Wage Employment 1. Room Attendant 2. Laundry Room Attendant/Linen Room Attendant 3. Uniform room Attendant 4. Valet Runner 5. Seamstress/Tailor 6. Lab Assistant/Lab Attendant 7. Assistant/floor Supervision/ Supervisor/ Floor public areas supervisor 8. Assistant Laundry Supervisor/Linen Room 9. House Keeper Self-Employment Running of florist shop. Conducting classes, Contact services. Maintenance of Guest House/Guest Rooms etc. Maintenance of Institution of House Keeping.

Common Expense - Dress code, Practical Material, Visits and etc. will be charge Separately with consent of student

Title Of Paper	Credit	Theory	practical	Internal	Total
Communication Skill	**4**	**100**	**50**	**25**	**175**
Food & Beverages	**4**	**100**	**50**	**25**	**175**
Food Production	**4**	**100**	**50**	**25**	**175**
House Keeping & Front Office	**4**	**100**	**50**	**25**	**175**
Grand Total	**16**	**400**	**200**	**100**	**700**
Working Hours		**240**	**240**	**60**	**540**

1) **Theory Exam – Totally objective**
2) **Practical Exam- Actual Demo. Identification, Oral**
3) **Internal Exam- Attendances, Class performance, Project, field visits,**

(2)

Subject Name: - English (Communication Skill)

Course Code :	Communication skill	Credit : 4	Marks : 100
	Total hours of teaching with practical 120	External 50	Internal 25
Course Outcomes :	Learning communication skills leads to improved interpersonal relationships, enhanced job performance, and greater success in various life areas. It fosters better understanding, problem-solving, and conflict resolution abilities, while also boosting confidence and overall well-being.		
Unit No.	Description		No. Of Periods
1) Communication and its types	1.1 Definition 1.2 Types advantages / limitations 1.3 Formal communications 1.4 Informal communications 1.5 Verbal communications 1.6 Non-verbal communications 1.7 Vertical communications 1.8 Horizontal communications		Th-10 Pr-20
2) Channels of Communication Barriers in Communications Effective Communications	2.1 Introductions 2.2 Formal Channels a) Vertical b) Horizontal c) Consensus 2.3 Communication cycle and event. 2.4 Introduction 2.5 Physical barriers 2.6 Language barriers 2.7 Socio-psychological barriers 2.8 Cross Cultural barriers 2.9 Components of effective communication 2.10 Overcoming the communication barriers 2.11 Developing effective messages		Th-10 Pr-20
3) Written Communications	3.1 Preparation of resume 3.2 Formal letters 3.3 Job applications 3.4 Complain letters 3.4 Enquiry letters 3.5 Letters of appreciation and acknowledgement 3.6 Informal letters 3.7 Goodwill letters 3.8 Friendly letters 3.9 Report writing 3.10 Leaflet writing		Th-10 Pr-20
4) Soft Skills E- Communications	4.1 Self introduction and ice-breaking 4.2 Interview techniques 4.3 Group discussion 4.4 Presentation skills 4.5 elocution 4.6 Social networking sites 4.7 Technical Communications a) Introduction b) Importance of technical communication c) Type of technical communication i) Telephonic Communication ii) E-Communication		Th-10 Pr-20

Subject Name: F & B Service

Course Code :	F & B Service	Credit : 4	Marks : 100
	Total hours of teaching with practical 120	External 50	Internal 25
Course Outcomes :	Learning about food and beverage (F&B) equips individuals with skills applicable to hospitality, catering, and restaurant operations. It fosters customer service, beverage knowledge, and an understanding of food preparation, hygiene, and industry standards.		
Unit No.	Description		No. Of Periods
1) Theory	1.1 Introduction to Food and Beverage Service Industry 1.2 Growth and development of the catering industry 1.3 Classification of various sectors: Rail, Ship, Air, Event, Industrial catering 1.4 Various Career opportunities 1.5 F & B Service Brigade 1.6 Organization of F & B Service department 1.7 Duties and Responsibilities of various levels 1.8 Coordination with other departments 1.9 Attributes and staff etiquettes		Th-10 Pr-20
2) Type of equipment's, sizes, care and cleaning and uses	2.1 Restaurant Operations: 2.2 Chinaware, Hollowware, Glassware and other electric equipment's 2.3 Sideboard and setting according to the type of restaurant. 2.4 Mise-en place and Mise-en - scene 2.5 Back of the House set up like still room, hotplate, pantry, linen room and silver room 2.6 Menu planning- definition, origin and types of menu 2.7Principles of menu planning 2.8 French Classical Menu Sequence 2.9 Different types of services 2.10 Russian Service 2.11 French service 2.12 English service 2.13 Silver service 2.14 Gueridon service Introduction		Th-10 Pr-20
3) Beverages	3.1 Classification of beverages 3.2 Non-alcoholic beverages and its sub classification 3..3 detail study of non-alcoholic beverages 3.4 classification 3.5 Wines: Classification and their service, major wine producing countries and popular brands 3.6 Beer: types, storage and service 3.7 Spirits: classification, content and service. Popular brand names.		Th-10 Pr-20

4) Sandwiches and cheese **Breakfast service**	4.1 types of Sandwiches, rules for making sandwiches 4.2 types of cheese, country of origin and their correct service with accompaniments 4.3 Different types of breakfast 4.4 Breakfast menus 4.5 room service breakfast 4.6 Buffet breakfast	Th-10 Pr-20

Practical's	1. Introduction to various types of restaurant equipment's, Furniture and their correct use. 2. Sideboard setting according to type of restaurant. Essential items to be kept in the sideboard. 3. Cleaning and polishing of various restaurant equipment's. 4. Laying and relaying of tablecloths. 5. Laying of different types of covers. 6. Napkin folding. 7. Welcoming the guest. 8. Seating the guest. 9. Water service. 10. Presentation of menus. 11. Laying of breakfast covers. 12. Different types of covers for different services. 13. Planning of Indian and continental menus. 14. Setting for ala carte service and tabled' hot service. 15. Correct glassware for correct drink.

Books to be refer :

1. food & beverage dservice – Dennis Lillicarp & John cousins
2. The professional Waiter – Peter Howard and Jeffery Puckeridge
3. Professional Food & Beverage Service – Brian Varghese
4. Food & Beverage Service Manual – Sudhir Andrews

Subject Name: Food Production

Course Code :	Food Production	Credit : 4	Marks : 100
	Total hours of teaching with practical 120	External 50	Internal 25
Course Outcomes :	Illustrate knowledge of kitchen equipment, raw materials and knife skills. 2. Employ personal hygiene, first aid and safety practices observed in hotel Industry.3. know different raising & thickening agent		
Unit No.	Description		No. Of Periods
1) introduction to Cookery 2) Classification of Raw Materials According to their Functions	1.1 Culinary History, Origin of Modern Cookery, Modern Developments in Equipment's & Technology. 1.2 Fuels used in cooking gas, Charcoal, wood, electricity, Precautions Advantages & Disadvantages. 1.3 Kitchen Staffing In Various Category Hotels, Duties & Responsibilities of Chefs, Inter Department Co-Ordination 1.4 Salt- Types & Uses 1.5 Fats & Oil - Uses, Storage, Rendering, Classification, Hydrogenation of Fat 1.6 Raising & Leavening Agents 1.7 Thickening & Binding Agents- Starch, Edible Gums, Egg, Coconut, Curd, Tamarind, Different Paste & Powders. 1.8 Sweetening Agents- Types, Uses, and Sugar Cooking Stage. 1.9 Liquid- Types & Uses. 1.10 Flavourings &. Seasonings - Types of Herbs & Spice, Importance, Differentiate Between Herbs, Spices & Condiments 1.11 Eggs- Structure, Uses, Food Value, Composition, Selection, Storage		Th-10 Pr-20
2) methods of cooking food and hygiene - Safety	2.1 Aims & Methods of Cooking Food, Definitions, Rules, Advantages & Disadvantages. 2.2 Techniques used in pre preparation, Combining &Mixing in Preparation of Food, Various Texture, Heat Transfer 2.3 Culinary Terms, List Of Culinary (A-J), Terms Personal Hygiene, Kitchen Hygiene, food hygiene 2.4 Kitchen equipment's & tools, classification of kitchen equipment's according to their six modes of operation, Care & up keep of kitchen equipment's, gas ranges, Mixers & Grinders, Refrigerator		Th-10 Pr-20

3) Commodities	3.1. Vegetables & Fruits- Classification, Selection, Composition, Storage, Standard Vegetables, Cuts of Potato 3.2. Classification of Fruits & Its Uses 3.3 Rice & Pulses- Various Varieties of Rice & Pulses, Different Rice Product, Uses 3.4 Fish & Shellfish- Classification with Example, Selection, Storage, Cuts of Fish, 3.5 Poultry & Game Classification, Selection, Various Cuts of Poultry, Trussing Classification, selection procedure and their different cuts. 3.6 Methods of cooking, vernacular name 3.7 Milk Introduction and Processing of milk, Pasteurization, Homogenization 3.8 Cream- Introduction, Processing and types 3.9 Butter- Introduction, Processing and Types 3.10 Cheese- Introduction, Processing Classification with examples, types and cooking with cheese and uses.	Th-10 Pr-20
4) Foundation of continental Cookery	4.1Stock- Definition, Classification, rules for making stock, standard recipes of one litre stock. 4.2 Soups- Classification Basic recipes, consommé and garnishes for various soups 4.3 Sauces- Classification, composition and basic recipes. Basic Principles of bakery and bakery terms 4.4 different methods of Bread making: Faults & Remedies 4.5 Cakes- Different types, faults and remedies 4.6 Cookies- Different types, faults and remedies Salads and salad dressings 4.7Classification and types of salads 4.8 Accompaniments and garnishes 4.9 Rechauffe cookery	Th-10 Pr-20

Practical's	1. Identification of various kitchen equipment's, their utility, precautions in handling and maintenance 2. Introduction to various raw materials -Perishables and non-perishables Basic cuts of vegetables, fish and meat. 3. Practice of 4 course Indian menu comprising of simple dishes with proper garnishes and accompaniments.(20 menus) 4. Preparation of various types of Indian snacks like pakoras, Poha, Uppuma, South Indian variety etc. (20 varieties 5. Preparation of basic mother sauces 6. Practice of 4 course continental menu comprising of soups, vegetables, fish and desserts. (10 menus) 7. Demonstration of bakery items like- bread, puff pastry, flaky pastry and cookies. (12 practical's)

Books to be refer:

1. Theory of cookery K.Arora
2. Modern Cookery for teaching and Trade Thangam Philip
3. Basic Bakery J..C. Dubey
4. Professional Cooking Wayne Gisslen

Subject Name: Housekeeping & Front office

Course Code :	Housekeeping & Front Office	Credit : 4	Marks :100
	Total hours of teaching with practical 120	External 50	Internal 25
Course Outcomes	Understand the concepts of both departments, their objectives, and responsibilities. They should also be able to demonstrate effective interdepartmental coordination and communication, and apply their knowledge to real-world hospitality scenarios. Furthermore, students should be able to understand the importance of hygiene, safety, and customer service in both housekeeping and front office operations.		
Unit No.	Description		No. Of Periods
1)	1.1 Evolution of hospitality industry- definition and origin and purpose of travel 1.2 Classification of hotels 1.3 Types of room 1.4 Introduction to Rooms division department- importance and working. 1.5 Organization of Housekeeping and front office department 1.6 Duties and Responsibilities of various levels 1.7 Coordination with other departments 1.8 Attributes and staff etiquettes		Th-10 Pr-20
2)	2.1 Layout of Housekeeping and Front office department 2.2 Functions of various departments of Housekeeping and Front office 2.3 Types 2.4 Food Plans 2.5 Room Rates 2.6 Tariffs, Discounts offered and Packages 2.7Taxes(Sales, Luxury, expenditure, Service) 2.8 Uses of Brochures and tariff cards 2.9 Types of keys used in Housekeeping 2.10 Electronic key card system 2.11Key Control - registers and forms 2.12Loss of keys		Th-10 Pr-20
3)	3.1 Importance 3.2 Role of Telephone Department 3.3 Rules for Telephone handling 3.4 Do's and don'ts of telephone Communication 3.5 Types of calls 3.6 New technology in telephone department 3.7 Location of Room 3.8 Layout of room 3.9 Organizing a maid's trolley 3.10 Using the trolley 3.11 Procedure 3.12 records and registers maintained for lost and found items.		Th-10 Pr-20

4)	4.1 Classification 4.2Mechanincal equipment's 4.3 Containers, brushes, mops and Brooms 4.4 Cleaning cloths and miscellaneous equipment's 4.5 Classification of cleaning agents and their types Forms, formats, records and registers 4.6 Key control- registers and forms 4.7 Log book 4.8 Staff Placement register 4.9 Maintenance register 4.10 Memo Book 4.11 Room status book 4.12 Departure register, stores indent book 4.13 Baby-sitting register 4.14 Room inspection checklist, records for special cleaning, carpet shampooing	Th-10 Pr-20

Practical's	1. Understanding facilities, guest amenities and supplies 2. Developing etiquettes and attributes of front office and housekeeping staff 3. Handling of various cleaning equipment's and understanding the use of various cleaning agents on different surfaces 4. Bed making-morning and evening 5. Safe key control practices- Issuing and control records 6. Quality service of the rooms to the guest Lost and found articles- procedure 8. Filling of records and registers in systematic and professional manner 9. Handling guest calls and queries 10. Maintenance of guest records and messages with proper handover

Projects:-

1. Visit to the hotel and survey for the types of rooms
2. Various facilities in different rooms
3. Records and reports maintained at the front desk and housekeeping
4. Layout of both the departments
5. Cleaning equipment's used- brand names with prices
6. Cleaning agents- brand names and prices

Books for reference:-

1. Front office procedure, social skills and management- Peter Abbott
2. Hotel Front Office training Manual- Sudhir Andrews
3. Hotel Reception- Paul B. White and Helen