

# CURRICULUM

## ONE & HALF YEAR TRADE DIPLOMA PROGRAMMES IN

FOOD PRODUCTION  
BAKERY & CONFECTIONARY  
FOOD & BEVERAGE OPERATION  
FRONT OFFICE OPERATION  
ACCOMMODATION OPERATION



REVISED BY :

**BOARD OF TECHNICAL EDUCATION  
DELHI**

**EFFECTIVE FROM : 2007-08**



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# FOOD PRODUCTION

## TEACHING AND EXAMINATION SCHEME

Eligibility	:	Class 10 <sup>th</sup> of 10 + 2 or equivalent with English as compulsory subject.
Title	:	Trade Diploma
Duration	:	One Year + six months in Industry
Teaching Hours per week	:	40
No. of weeks of effective teaching	:	40
Industrial Training	:	24 weeks after the annual examinations.

S.No.	Subject	Distribution of Time			Distribution of Marks				MTS	
		Hours per Week			Board's Exam					
		Th.	Pr.	Total	Th.	Hrs.	Pr.	Hrs.	Th.	Pr.
1.	Cookery	3.	16	19	100	3	100	6	50	50
2.	Larder	2	8.	10	100	2	100	6	50	50
3.	Hygiene and Nutrition	2	-	2	100	3	-	-	50	-
4.	Commodities and Costing	3	-	3	100	3	-	-	50	-
5.	Computer Awareness/skill	-	01	01.	-	-	-	-	-	-
	Total	10	25	35	400	-	200	-	200	10

**Grand Total**

70% and above	-	1 <sup>st</sup> Division with Distinction
60% and above and less than 70%	-	1 <sup>st</sup> Division
50% and above and less than 60%	-	II <sup>nd</sup> Division
40% and above and less than 50%	-	Pass

### BTE Examinations:

Th.	:	Marks of BTE Examination for theory marks
Pr.	:	Marks for external Practical
MTS	:	Mid term Sessionals



## FOOD PRODUCTION

### (1) THEORY: COOKERY

- Unit-1 : 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.
- Unit-2 : Methods of cooking with special application of meat, fish, vegetables, cheese, pulses and egg.... Conventional and non-conventional methods of cooking, solar cooking, microwave cooking, fast food operation. Variety of fish, meat and vegetables, Accompaniments, garnishes and rechauffe.
- Unit-3 : Balancing of recipes, standardisation of recipes, standard yield, maintaining recipe files. Menu planning, portion control, brief study of how portions are worked out. Invalid cookery. Purchasing specifications, quality control, Indenting and costing.
- Unit-4 : Definition, classification and description and use of the following :  
Basic stocks, Aspics & Jellies.  
Roux blanc, Roux blond and Roux brun.  
Recipes and quantities required to produce 10 liters of stocks, white & brown.  
Recipes required for producing one litre of the following.  
Béchamel sauce, tomato sauce, velouté 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 of consommé, popular consommés with the garnishes and recipe and preparation of one litre each type of soup.
- Unit-5 : Eggs - Structure, selection of quality, various ways of cooking eggs with example in each method and prevention of blue ring formation.
- Unit-6 : Vegetables - Classification of vegetables, different cuts of vegetables, effect of heat on different vegetables in acid/alkaline medium and reaction with metal. Method of cooking different vegetables with emphasis on cooking asparagus, brussels sprouts.
- Unit-7 : Theory of Bread making, Bread rolls, Bread sticks, Indian Breads.



- Unit-8 : Definition and classification of Pastry. Recipes of short crust pastry, puff pastry, flaky pastry, choux pastry, Danish pastry and their derivatives. Recipes and method of preparation of plain ice cream.
- Unit-9 : Kitchen stewarding and upkeep of equipment.
- Unit-10 : Staff organisation of Kitchen, inter and intra department co-ordination.
- Unit-11 : Duties & Responsibilities of kitchen Staff.
- Unit-12 : Kitchen stewarding-briefly explain about the department, its functions organization and duties and responsibilities of stewarding department.

## **PRACTICALS: COOKERY**

Familiarisation of heavy and light like equipment and tools and their uses. Define and explain the different types and where ever required the sizes be explained.

### **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
Meat dishes	08 varieties
Chicken dishes	08 varieties
Shorba	02 varieties
Tandoor dishes	Tandoori chicken, tandoori fish, seek kabab, boti kabab, reshmi kabab and other types and varieties of kabab.
Snacks	10 varieties
Sweets	08 varieties
Special dishes for festivals	5 festival menus (Note: emphasis on a regional cuisines)

**Continental:** Stock – white stock, brown stock, fish stock.

Sauce – Béchamel sauce, velouté sauce, tomato, espagnole, Hollandaise and Mayonnaise with 5 derivatives of each. Demi glass, Mint sauce, horse radish, bread sauce and apple sauce.

Compound Butters – 3 varieties.

**Soups :**

Purées	2 varieties
Cream	3 varieties
Velouté	2 varieties
Broths	2 varieties
Bisques	1 varieties
Consommés	5 varieties
Cold Soups	2 varieties
Potages	2 varieties

**Fish :**

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

**Chicken and other Meats:**

Stew	2 varieties
Casseroles	2 varieties
Roast	2 varieties
Braised	2 varieties
Grilled/Baked	2 varieties
Chicken (Sautes)	5 varieties
Entrées	3 varieties
Pork	2 varieties
Steaks	3 varieties

**Vegetables:** Preparation and cooking of vegetables – 10 varieties.

Potatoes – 10 varieties

**Farinaceous dishes:** Pastas each type – 2 varieties (e.g. Spaghetti and Macaroni, etc.)

**Egg:** Breakfast egg preparation - 5 varieties

**Sweets:**

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



**Chinese: From each reason.**

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

**(2) THEORY: LARDER**

- Unit-1 : Larder – Organisation & layout.  
Larder control – Maintenance & upkeep of larder equipment and supplies.
- Unit-2 : Hors d' oeuvre and salads – classification
- Unit-3: Fish – Classification, scaling, cleaning, preparation, basic cuts and its uses and storage.
- Unit-4 : Butchery – Cuts of beef, lamb, mutton and pork, its uses and weights.
- Unit-5 : Poultry and Game:  
Poultry – Classification, preparation, dressing and cuts with its uses.  
Game – Fured game and feathered game, preparation cuts with its uses.
- Unit-6 : Assembling of cold buffets, sandwiches and canapés. Proper storage of leftovers.
- Unit-7 : Different types of forcement and their uses. Decorative work including sculptures, ice carvings, vegetables and fruit carvings.
- Unit-8 : Cleaning and care of Larder equipment.

## **PRACTICALS: LARDER**

Preparation of various simple and compound Hors d'oeuvres:

Simple Salads	5 varieties
Compound Salads :	
Fruit based	4 varieties
Fish based	4 varieties
Meat based	4 varieties
Vegetables based	4 varieties
Preparation of salad dressings	3 varieties

### **Butchery:**

- (a) Lamb and mutton – Demonstration of joining mutton carcasses.  
Deboning of mutton leg and shoulder.  
Curry cuts and boti kabab.
- (b) Pork – Demonstration and preparation of pork chops, deboning of pork leg.
- (c) Fish – cuts of fish and its use in cold buffets.
- (d) Poultry – Dressing, trussing and deboning.

## **(3) THEORY: COMMODITIES AND FOOD COSTING**

- Unit-1 : Cereals – Wheat, rice, maize.  
Breakfast Cereals – Uses and storage of Cornflakes, puffed rice, pressed rice.
- Unit-2 : Pulses – Types and uses of pulses.
- Unit-3 : Fresh fruits and vegetables, classification of fruit and vegetables and its use.
- Unit-4 : Dairy products – Milk and its composition and storage, classification, and making of cheese use of cheese, butter & cream.
- Unit-5 : Prevailing food standards in India, food adulteration as a public health hazard, simple tests in the detection of common food adulterants, Essential Commodities Act-ISI Agmark.



- Unit-6 : Herbs, spices and condiments – classification and uses of different types of herbs and condiments.
- Unit-7 : Brief introduction of Tea, Coffee, Cocoa and its production classification procurement storage and use. Food flavours, essences and colours with brand names.
- Unit-8 : Methods of food preservation – long term and short term methods. Convenience food – sugar preserves and confectionery gums.
- Unit-9 : Importance of costing and cost dynamic – variable and semi-variable and fixed cost.
- Unit-10 : Elements of cost – material, labour and overhead.
- Unit-11 : Cost control procedure through Purchasing, Receiving, Storing issuing and preparation, portion control.

#### **(4) SUBJECT: HYGIENE & NUTRITION**

##### **HYGIENE**

- Unit-1 : Personal hygiene, care of skin, hand and feet. Food handlers hygiene, protective clothing.
- Unit-2 : Dishwashing methods – manual and machine dish washing – merits and demerits.
- Unit-3 : Garbage disposal – different methods – advantage and disadvantage.
- Unit-4 : Food poisoning – Causative factors and the precautions to be taken by food handlers.
- Unit-5 : Food Storage – Techniques of correct storage, storage temperature of different commodities to prevent bacterial manifestation or contamination.
- Unit-6 : Pest Control – Rodents and insect control techniques, special stress on control of flies, rats and cockroaches.
- Unit-7 : Municipal health laws.
- Unit-8 : Golden rules of first aid and treatment for cuts, wounds, burns.
- Unit-9 : Introduction to HACCP-how was this founded, principles of HACCP.



## NUTRITION

- Unit-1 : Definition of nutrition, definition of calorie, daily calorie requirement for different age groups, factors. Food groups and their role in balance diet.
- Unit-2 : Carbohydrates and proteins – Classification source, functions  
Recommendatory Daily Allowance (RDA), excess and deficiency.
- Unit-3 : Fats – classification according to sources, difference between animal fat and vegetable fat, functions, Recommendatory Daily Allowance (RDA), excess and deficiency.
- Unit-4 : Minerals – Importance of Minerals with special emphasis on calcium and iron (function & sources).
- Unit-5 : Vitamins in diet – Fat soluble – A, D, E & K water soluble, B-complex, Thiamin, Niacin, Riboflavin and Vitamin C, sources, function  
Recommendatory Daily Allowance, excess and deficiency.
- Unit-6 : Health Food & Menus for diabetic, heart, blood pressure patients, specific requirements for sports men, women.

## (5) SUBJECT: BASIC COMPUTER SKILLS

(to be taught in practical classes)

- Unit-1 : Computer fundamentals  
History  
Information concepts and processing  
Elements of a computer processing system  
Hardware, features and uses  
Input/Output devices  
Software concepts – MS OFFICE [MS WORD, MS EXCEL, MS POWER POINT, PHOTO SHOP, INTERNET etc].



## FOOD & BEVERAGE OPERATION

### TEACHING AND EXAMINATION SCHEME

Eligibility	: Class 10 <sup>th</sup> of 10 + 2 or equivalent with English as compulsory subject.
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		Hours per Week			BTE's Exam					
		Th.	Pr.	Total	Th.	Hrs.	Pr.	Hrs.	Th.	Pr.
1.	F & B Service I	6	10	16	100	3	100	4	50	50
2.	F & B Service II	6	8	14	100	3	100	4	50	50
3.	Business Communication	2	-	2	100	3	-	-	50	-
4.	Hygiene & Sanitation	2	-	2	100	3	-	-	50	-
5.	Computer Awareness	-	01	01	-	-	-	-	-	-
	Total	16	19	35	400	-	200	-	200	100

**Grand Total: 900**

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### ABBREVIATIONS: FOR BTE EXAMINATION

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## (1) THEORY: FOOD & BEVERAGE SERVICE – I

Unit-1 : Brief knowledge of

- a) Development of catering industry, job prospects and careers in the catering industry.
- b) Different types of catering establishments.
- c) Relationship of the waiter with – i) Customer, ii) Kitchen and iii) Management.
- d) Organisation Chart of F&B Department of a Star hotels and individual outlets (English, American and French). Duties & Responsibilities of F & B Service Staff.

Unit-2 : Brief description and correct uses of:

(Outline briefly about the material used for making)

- a) Different types of cutlery, crockery, silverware, flatware, halloware and glassware used in a standard catering establishment.
- b) Different types of equipment – Baine Marie, plate warmer, hot plates, microwave oven, ice cream machine, coffee machine, ice cube machine side boards, dish washing machine, glass washing machine.
- c) Special equipment -- Nut cracker, grape scissors, service equipment for Oyster, caviar, lobsters, snails, cheese. Cigar cutters, wine bottle openers, guéridon equipment. Different types of service trolies used in the restaurant.
- d) Different types of restaurant linen, sizes exchange and requisition systems.

Unit-3 : Preparation of the restaurant – Mis-en-place & mis-en-scene, rules for laying of table and waiting. Useful tips for Food/Beverage service. Restaurant vocabulary – English and French.

Unit-4 : Various forms of a meal courses :

Hors d' oeuvres, Potage, Poisson, Entrée, Rélève (main) Sorbet, Rôti, Légumes, Entrémet, Savoury, Desserts and Café.

Unit-5 : Table Sauce – different types. Accompaniments/garnishes.

Unit-6 : Meals and Menu planning – Different types of Menus – (a) Table d'hôte, (b) A'la carte, (c) State Banquets, (d) Buffet cold/hot spreads, for various types of function.



- Unit-7 : Different forms of service – Russian, French, English, American and Indian.
- Unit-8 : Breakfast - English, American, Continental and Indian Breakfast (laying & service).
- Unit-9 : Staff organisation of F & B Deptt. and inter & intra departmental coordination.
- Unit-10: Silver polishing methods – (a) Polivit method, (b) Plate powder, (c) Burnishing method.
- Unit-11 : Kitchen stewarding. Board specifications of light and heavy duty equipment, Restaurant, Pantry and Still room equipment. Significance of pantry & still room in F&B operation, function of pantry and sections of pantry.
- Unit-12 : Modern trends in the Hotel and Catering industry :
- Ecotels/Resorts
  - Fast Food outlets
  - Airlines/Railways/Cruise
  - Theme Restaurants/Theme Parties
  - Industrial Catering
  - Hospital Catering

### **PRACTICALS: FOOD & BEVERAGE SERVICE – I**

- Hygienic handling of cutlery, crockery, glassware and trays.
- Laying and relaying of table cloth during before meals.
- Correct use of waiter's cloth, runners, Napkins and Napkin foldings.
- Mise-en-scene and Mise-en-place for various types of meals and menus.
- Correct handling and practice of service spoons and service forks, silver service.
- Serving and clearing of a meal (course by course).
- Table d'hôte menus, laying for cover and service lunch and dinner, preparation & service of tea, black coffee, cona coffe, espresso coffee.
- Receiving and seating the guests, presenting menu cards and taking the order from guests and writing of KOT(manual & computerize).
- Passing the order to the Kitchen & pickup.
- Making and presentation of a bill.
- Organising parties and functions – Buffets & Banquets.
- Indian and Chinese food Service procedures.
- Daily briefing and de-briefing. Point system of tips distribution.



Service of breakfast-English, Continental, American and Indian. (for Restaurant and Room Service)

## **(2) THEORY: FOOD & BEVERAGE SERVICE – II**

Simple methods of restaurant sales, controls – K.O.T. flow and billing. Computerized order taking and billing.

Significance of pantry & still room in F & B operation, Functions of pantry and sections of pantry.

Ice creams / Sundaes / Shakes – Different types and their service.

Knowledge - Buffet, Layout, Display & Service

Banquets, inquiry forms, sitting space, seating arrangements, service formalities, toast procedures.

Room Service - Centralized and decentralized – Room service of breakfast, snacks, lunch's, dinner, Beverages – alcoholic or non-alcoholic, Room Service flow chart.

Wine - Definition, making and classification of wines, wine quality and labeling. Wine trade terms – main wine producing countries, wine brand names. Service of red, white and sparkling wines, fortified wines, Aperitif.

Spirits - Whisky, Rum, Brandy, Gin, Vodka- definition, making and classification and their famous brands (Domestic and International)

Liqueurs - Definition, making and classification. Different types with their predominant flavourings and famous 20 brands.

Cocktails - Classification, rules of making cocktail and recipe of 50 cocktails.

Beer - Manufacture, service, storage types and brands of beer.

Mocktails - Assorted Mocktails, Fruit Punch etc.  
Bar lay out, operation and licensing

Dispensing of spirits.

Storage of alcoholic beverages and cellar management.

Tabacco-cigars, cigarettes and its brand and strength.



## **PRACTICALS: FOOD & BEVERAGE SERVICE – II**

Service and accompaniments of special dishes – smoked salmon, caviar, asparagus, grape fruit, artichoke, melon, cheese, fresh fruits.

Service of hot beverages – Tea, Coffee & Coco.

Pantry and Still room operation.

Layout and service of small tea parties and buffets.

Laying and service of banquets.

Wine service – Taking the order, presenting the bottle, opening of cork and service of red, rose, white and sparkling wines.

Service of spirits – whiskey, rum, gin, brandy and vodka.

Service of Cocktails/Mocktails and liqueurs.

Service of beer.

Preparation and service of certain gueridon dishes – Crepe suzette, Banana au Rum, peach flambé, pepper steak, steak drane.

Service of cigars and cigarettes.

Different types of salad dressings.

## **(3) SUBJECT: BUSINESS COMMUNICATION**

Unit-1 : Introduction – Definition, objectives, principles of effective communication and the importance of good communication.

Unit-2 : Types of communication – formal, informal, verbal, written, horizontal, vertical..

Unit-3 : Essentials of good business letter and types of letters – Officials, D.O.

Unit-4 : Letter writing – circular, Memo, Notice, U.O. Note, applications Bio-data (C.V.) covering letter, Invitations, Greetings, Apologies.

Unit-5 : Use of telephone, fax, taking telephonic orders, telephone etiquettes.

Unit-6 : Communication with guest and Body language.



#### **(4) SUBJECT: HYGIENE & SANITATION**

- Unit-1 : Role of Hygiene in Food Service and Dish washing areas, care of premises and equipment.
- Unit-2 : Personal hygiene, care of skin, hand and feet. Food handlers hygiene, protective clothing.
- Unit-3 : Dishwashing methods, manual and machine dish washing – merits and demerits.
- Unit-4 : Garbage disposal – different methods – advantage and disadvantages.
- Unit-5 : Food Poisoning – Causative factors and the precautions to be taken by food handlers.
- Unit-6 : Food Storage – Techniques of correct storage, storage temperature of different commodities to prevent bacterial manifestation or contamination.
- Unit-7 : Pest Control – Rodents and insect control techniques, special stress on control of flies, rats and cockroaches.
- Unit-8 : Municipal health laws.
- Unit-9 : Golden rules of first aid and treatment for cuts, wounds, burns.

#### **(5) SUBJECT: COMPUTER AWARENESS/SKILLS** **(to be taught in practical classes)**

- Unit-1 : Computer fundamentals  
Information concepts and processing  
Elements of a computer processing system  
Hardware, features and uses  
Input/Output devices  
Software concepts– MS OFFICE [MS WORD, MS EXCEL, MS POWER POINT, PHOTO SHOP, INTERNET etc].
- Unit-2 : Application of computers with reference to hotel operations, processing of table orders and computerized billing.



## BAKERY & CONFECTIONARY

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1.	Bakery	4	12	16	100	3	100	6	50	50
2.	Confectionery-	4	12	16	100	3	100	6	50	50
3.	Hygiene and Sanitation	1	-	1	100	2	-	-	50	-
4.	Commodities and Costing	1	-	1	100	2	-	-	50	-
5.	Computer Awareness	-	01	1	-	-	-	-	-	-
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### ABBREVIATIONS:

Th.	:	Marks for BTE Examination for theory marks
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## **(1) THEORY: BAKERY**

1. Introduction & scope of Bakery & Confectionery, Bakery terms. Organisation chart of Bakery department.
2. Duties & Responsibilities of Bakery & Confectionery Staff.
3. Structure of wheat grain.
4. Milling of wheat and role of bran and germ.
5. **Flours:**  
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.
6. Raw material required for bread making :
  - Role of flour, water, yeast, salt.
  - Sugar, milk and fats.
7. Methods of bread making
  - Straight dough methods
  - Delayed salt method
  - No time dough method
  - Sponge and dough method
8. Characteristics of good bread
  - External characteristics – volume, symmetry of shape
  - Internal characteristics – colour, texture, aroma, clarity and elasticity.
9. Bread faults and their remedies.
10. **Yeast:** An elementary knowledge of Baker's yeast, the part it plays in the fermentation of dough and conditions influencing its working. Effect of over and under fermentation and under proofing of dough and other fermented goods.
11. **Bread diseases:** Rope and mold-causes and prevention.
12. **Bread improvers:** improving physical quality.
13. **Oven & Baking:** Knowledge and working of various types of oven. Baking temperatures for bread, confectionery goods.
14. **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.



### 15. Quality control:

- of raw material
- of finished products

### **PRACTICALS: BAKERY**

Bread rolls; Bread sticks & soft rolls; Buns; Hot Cross Buns; Fruit Buns; Danish; Pastry; Croissants; Brioche; Fermented dough nuts; Chelsea buns; Russian stolen Basic bun dough, Savarin dough, Bread/Brown Bread, Vienna bread; Fancy bread; French bread; whole meal bread; Masala bread; Milk bread; Raisins bread; Current loaf; Fruit bread; Pizza base, Melba Toast.

### **(2) THEORY: CONFECTIONERY**

1. Cake making ingredients – Flour, Sugar, Shortening and egg.
2. Moistening agents.
3. Fats and oil.
4. Leavening agents.
5. Cake making methods butter process, flour butter process, Genoise method and blending and rubbing method.
6. Correct temperature for baking different varieties of cakes.
7. Pastry making, principles and various derivatives.
8. Characteristics of cakes : External; Internal
9. Balancing of cake formula.
10. Cake faults and their remedies.
11. Types of icing.
12. Preparation of cookies and biscuits. Factors affecting the quality of biscuits/cookies.
13. Storage of confectionery product.
14. Various types of ice creams and bombs.

### **PRACTICALS: CONFECTIONERY**

Cakes by different methods (e.g., sponge cake; Madiera cake; Genoise; fatless sponge; rock cake; fruit cake).

**Biscuits & Cookies:** Plain biscuits, piping biscuit; cherry knobs; langue-de-chats; (cats tongue) salted biscuits; nut biscuits; coconut biscuit; melting moment, macaroons; tricolour; chocolate biscuits; marble biscuits; nan-khatai; short bread biscuits. Ginger biscuits; cheese biscuits, cream fingers.



✓ Flaky/Puff pastry-khara biscuits, veg patties; chicken patties; mutton patties; cheese straws; patty cases; thousand layer cake; jalousie; apple flane; cream horns.

Choux pastry: Chocolate eclair; profitroll suchard; cream buns.

Short crust pastry: Lemon curd tart; jam tart.

Icing: Fondant, American frosting, Butter cream icing, Royal icing, gum paste marzipan, marshmallow, lemon meringue, fudge, almond paste, glace icing.

Toffees: Milk toffee, chocolate, stick jaws, liqueur and liqueur chocolate.

✓ Ice Cream: Vanilla, Strawberry, Chocolate, Pineapple, Mango.

✓ Pastry: Pineapple pastry, chocolate pastry.

Cakes & Gateaux: Queen cakes, fruit cake, birthday cake, easter eggs, chocolate dippings, wedding cakes, cheese cakes, black forest, Gateaux, Gateau religious, apple strudel, Baking Powder Dough nuts, fruit Gateaux, baba-au-rhum, Savarin chantilly, Savarin, meringue, chantily, Swiss rolls, Madeline cake and Egg less Cakes.

Pudding: Bavarois, ginger pudding; cold lemon soufflé; chocolate mousse, chariottes royale; chariotte russe; chariotte ariequine; bavarois urbane; soufflé praline; fruit trifle.

### INDIAN SWEETS:

Chenna	-	Rasgulla, Chamcham, Pakiza, Chenna Toast, Rasmalai.
Khoya	-	Gulab Jamun, Barfi.
Sugar	-	Mysore Pak, Ghewar. ✓
Flour/Besan	-	Patisa, Shakarpare, Halwa, Laddo, Peda ✓
Milk	-	Kheer, Rabri
Nuts	-	Barfi, Chikki

### (3) SUBJECT: HYGIENE & SANITATION

Unit-1 : Role of Hygiene in Bakery.

✓ Unit-2 : Personal hygiene, care of skin, hand and feet. Food handlers hygiene, protective clothing.

Unit-3 : Dishwashing methods – manual and machine dish washing – merits and demerits.

✓ Unit-4 : Garbage disposal – different methods – advantages and disadvantages.

Unit-5 : Food Poisoning – Causative factors and the precautions to be taken by food handlers.



Unit-6 : Food Storage – Techniques of correct storage, storage temperature of different commodities to prevent bacterial manifestation or contamination.

Unit-7 : Pest Control – Rodents and insect control techniques, special stress on control of flies, rats and cockroaches, care of the premises and equipment.

Unit-8 : Municipal health laws.

Unit-9 : Golden rules of first aid and treatment for cuts, wounds, burns.

Unit-10 : Introduction to HACCP-how was this founded, principles of HACCP.

#### **(4) SUBJECT: COMMODITIES COSTING & ACCOUNTS**

##### **Section-I (Accounts and Costing):**

- Book Keeping, double entry, journal, simple cash book and types of accounts.
- Purchase book, Purchase return book, Stores requisition.
- Sales book, Sales return book, Cash voucher/Credit voucher book.
- Percentage and discounts.
- Preparation of invoices and debit/credit memos.
- Introduction to ingredient costs, labour costs, overheads, gross profit, net profit, calculation of cost price, sales price and catalogue price.

##### **Section-II (Commodities):**

- Sugar
- Cocoa, chocolate
- Milk
- Butter
- Cream
- Cheese
- Food colours
- Flavors & essences
- Dry fruits and nuts used in confectionery
- Fresh and preserved fruits products.
- Food laws – Agmark.



(5) SUBJECT: BASIC COMPUTER SKILLS

(to be taught in practical classes)

Unit-1 : Computer fundamentals

## History

Information concepts and processing

### Elements of a computer processing system

### Hardware, features and uses

### Input/Output devices

Software concepts – MS OFFICE [MS WORD, MS EXCEL, MS POWER POINT, PHOTO SHOP, INTERNET etc].



## ACCOMODATION OPERATION (HOUSE KEEPING)

### TEACHING AND EXAMINATION SCHEME

Eligibility	:	Class 10 <sup>th</sup> of 10 + 2 or equivalent with English Subject.
Title	:	Trade Diploma
Duration (Training)	:	One Year + six months in Industrial release
Teaching Hours per week	:	40
No. of weeks of effective teaching	:	40
Industrial Training	:	24 weeks

S.No.	Subject	Distribution of Time			Distribution of Marks				MTS	
		Hours per Week			Board's Exam					
		Th.	Pr.	Total	Th.	Total	Pr.	Total	Th.	Pr.
1.	House Keeping Oper.	6	10	16	1(3 Hrs.)	100	6	100	50	50
2.	Interior Decoration	5	-	5	1(3 Hrs.)	100	-	-	50	-
3.	Hygiene and Hotel Maint.	5	4	9	1(3 Hrs.)	100	2	100	50	50
4.	Communication	3	-	3	3 Hrs.	100	-	-	50	-
5.	Computer Awareness	-	2	2	-	-	-	-	-	-
	Total	19	16	35	-	400	-	200	200	100

Grand Total: 900

Total Hours per Week: 35 Hrs.

70% and above	-	I <sup>st</sup> Division with Distinction
60% and above but less than 70%	-	I <sup>st</sup> Division
50% and above but less than 60%	-	II <sup>nd</sup> Division
40% and above but less than 50%	-	Pass

### ABBREVIATIONS:

Th.	:	Marks for BTE Examination for theory marks
Pr.	:	Marks for external Practical
MTS	:	Mid term Sessional



## **(1) THEORY: HOUSEKEEPING**

- Unit-1 : Importance of housekeeping in the hospitality industry, types of lodging establishments, organizational chart - duties and responsibilities of housekeeping employees. Necessity of the personnel factor in dealing with the guest on a day to day basis.
- Unit-2 : Cleaning equipment - Selection of equipment, brooms and brushes, protective equipment, cloths used in cleaning, box sweeper, electric equipment, vacuum cleaner, floor scrubbing and polishing machine, floor shampooing machine, containers, trolley, chamber maid's box etc. Use and care of equipment and material required by the House Keeping Department.
- Unit-3 : Solvents, grease absorbents, disinfectants, antiseptics, soaps, deodorants, detergents, polishes & storage.
- Unit-4 : Cleaning methods Care, cleaning and polishing of various surfaces, hard floorings, thermoplastic floorings, wooden, surfaces, painted, varnished, laminated compositions, walls and wall coverings, furniture of various types e.g., brass, copper, aluminium, stainless steel, chromium.
- Unit-5 : Cleaning of guest rooms and bath - daily, weekly and spring cleaning, night service, check list of standard guest and bathroom supplies, room occupancy list, house keepings report, handling room transfers, lost and found, cleaning of public areas like restaurant, Food service areas and employees areas.
- Unit-6 : Laundry work - use of laundry agents, laundry equipment, stain removal agents, handling guest laundry.
- Unit-7 : Linen Room - its importance in hotels, selection and buying of linen, inspecting, receiving used linen. Linen stock for any establishment.
- Unit-8 : Different types and importance of keys - section key, master key, floor key and grand master key. Key of executive offices and public areas and computerized key.

## **PRACTICALS: HOUSE KEEPING**

Cleaning and polishing of various surfaces, hard flooring, semi-hard floorings, wooden flooring.

Wall treatments - tiles, wall paper, fabric, glass surfaces, mirrors, metal cleaning - silver, brass, copper.

Bed making and turn down service.

Daily cleaning and preparation of guest room, VIP rooms, cleaning of bathrooms.



Periodical clearing in guest room, public areas, spring cleaning in guest rooms and public areas.

Flower arrangements – dining tables, reception counters, buffet tables. Field visit to hotels to familiarize students with operations of various departments in hotel.

Stain removal, washing, drying, ironing, folding, storing of various types of fabrics and garments. Use of laundry equipments and dealing with different types of pests, House Keeping reports and formats.

## **(2) THEORY: INTERIOR DECORATION**

- Unit-1 : Objectives of interior decoration – Principles of designs, their application in hotel industry.
- Unit-2 : Colours – colour harmonies, association of colours and their application in the various areas of the hotel industry.
- Unit-3 : Flower arrangements – Western and Eastern styles. Guidelines on preserving freshness of flowers and arrangements for different occasions.
- Unit-4 : Furniture & its arrangements, selection of furniture, types of furniture.
- Unit-5 : Soft furnishing – Curtains, cushions, bedspread.
- Unit-6 : Floor Finishes – floor coverings.
- Unit-7 : Selection of furnishing fabrics.
- Unit-8 : Glossary of art forms – as rangoli, flower carpet, design, dry flower arrangements, wall hangings of different types.

## **HYGIENE & HOTEL MAINTENANCE**

### **(3) THEORY: A) HYGIENE**

- Unit-1 : Definition of Hygiene, positive good health, personal hygiene in detail. Care of skin, hair, hands, feet, teeth, prevention of body odour. Choice and care of clothing including shoes. Importance of health and personality, cleanliness, good grooming.
- Unit-2 : Garbage disposal – different method advantages and disadvantages.
- Unit-3 : Types of bacteria, favourable conditions for their growth, definition of first aid, golden rules of first aid, care of cuts, wounds and bandages.
- Unit-4 : Food poisoning – causative factors and response of House Keeping staff to such eventualities.



Unit-5 : Hygiene of the establishment – Design of department, washable floors & walls, good ventilation, smooth flow of work, prevention of over crowding elimination of dark corners, crevices of cracks cleaning of equipment and personal tools immediately after use and obligation of all food service employees.

Unit-6 : Pest control and eradication – with special reference to rats, cockroaches furniture beetle, clothes moth, etc. Dealing with emergency situations like fire, death, theft, accidents, safety security control.

### **(3) THEORY: B) HOTEL MAINTENANCE**

Unit-1 : Fire extinguishers – various types of extinguishers, their use and application.

Unit-2 : Laundry Equipments – Study of different types of laundry equipments eg. : washing machine, hydro-extractor, boiler calendaring machine and steam press.

Unit-3 : Water and Sanitation – Hard & soft water, use of water softners, construction and working of flushing cistern; water closets, urinals, water taps (bib & pillar), water traps & seal.

Unit-4 : Lighting – types and their use in different areas of the hotel.

### **PRACTICALS: HOTEL MAINTENANCE**

Replacing of electric bulb, cleaning of lamp fittings.

Replacement of different types of fuses.

Fault finding and replacement of fluorescent tubes.

Wiring of plug pin and plug socket.

Study of flush tanks including replacement of parts.

Study of water taps, reasons of water leakage, removal and washers.

### **(4) THEORY: BUSINESS COMMUNICATION**

Unit-1 : Introduction – Definition, objectives, principles of effective communication and the importance of good communication.

Unit-2 : Types of communication – formal, informal, verbal, written, horizontal, vertical.

Unit-3 : Essentials of good business letter and types of letters – Official, D.O.

Unit-4 : Letter Writing – Circular, Memo, Notice, U.O. Note, applications, Bio-data (C.V.), covering letter, invitation, Greetings, Apologies.



Unit-5 : Use of telephone, fax, taking telephonic orders, telephone etiquette's.

Unit-6 : Communication with guest and Body language.

### **(5) COMPUTER APPLICATIONS/SKILLS IN HOUSE KEEPING**

(to be taught in practical classes)

Unit-1 : Computer Fundamentals  
History  
Information concepts and processing  
Elements of a computer processing system  
Hardware, features and uses  
Input/Output devices  
Software concepts.

Unit-2 : application of computers in generating room status reports.

## FRONT OFFICE OPERATION

### TEACHING AND EXAMINATION SCHEME

Eligibility	:	Class 10 <sup>th</sup> of 10 + 2 or equivalent with English Subject.
Title	:	Trade Diploma
Duration (Training)	:	One Year + six months in Industrial release
Teaching Hours per week	:	40
No. of weeks of effective teaching	:	40
Industrial Training	:	24 weeks

24 WEEKS

S.No.	Subject	Distribution of Time			Distribution of Marks				MTS	
		Hours per Week			Board's Exam					
		Th.	Pr.	Total	Th.	Hrs.	Pr.	Hrs.	Th.	Pr.
1✓	Front Office Operation	5	10	15	100	3	100	3	50	50
2✓	Principles of Accounting & Hotel Accounts	4	-	4	100	3	-	-	50	-
3✓	Business Communication & Office Orgn.	3	2	5	100	3	-	-	50	-
4.	Application of Computer	2	6	8	100	3	100	2	50	50
	Total	14	18	32	400	11	200	4	200	100

Grand Total: 900

70% and above	-	1 <sup>st</sup> Division with Distinction
60% and above but less than 70%	-	1 <sup>st</sup> Division
50% and above but less than 60%	-	II <sup>nd</sup> Division
40% and above but less than 50%	-	Pass

#### ABBREVIATIONS:

Th.	:	Marks for BTE Examination for theory marks
Pr.	:	Marks for external Practical
MTS	:	Mid term Sessional



## (1) THEORY: FRONT OFFICE OPERATION

- Unit-1: Introduction to the hotel world and tourism industry. Classification of hotel and numbering of rooms. Front Office organisation, layout, planning, furniture and equipment, staffing pattern-according to sizes and types, rules of the house for Front Office staff, duties and attributes of different level of staff, basic terminology used in the Front Office of a hotel, coordination and communication between the Front Office and the other departments.
- Unit 2: Reservation-Basic definition, modes of room reservation and source of hotel bookings, system of room reservation, conventional density, different records, diaries, forms, etc. used for recording room reservation, filling system for reservations-whitney, introduction to computerized reservation system.
- Unit-3: Reception-Receiving, registration and rooming of the guest on arrival. Rooming of VIP and VVIP guests and group arrivals, contractual terms between hotel and guests, record registers, forms, etc. required in the reception office, functions and operation of the room rack and other equipment at the reception counter, dealing with walk-in guests with scanty baggage, procedure of crew arrival and lay over passengers, change of guest handling and control, use and function of the key rack, handling of messages and enquiries for the guest, calculating room occupancy reports, house keeping occupancy reports.
- Unit-4: Information about the hotel and city postal regulation, important modes of travel and allied information, (wild life in India, shopping, monuments, festivals of India), function of the ITDC, name and addresses of important travel agents and airlines offices, reading of train and air time schedules, currencies, names and equivalent values, passports, types of visas, preparation of itinerary.
- Unit-5: Cash billings-various systems of maintaining guest accounts, reports and cashier desk, departure procedure, credit and discounts in hotels, handling of credit cards, travelers cheques, travel agents coupons and airline vouchers, foreign exchange regulations in the hotels regarding payment of hotel bills by foreigners and NRIs, handling of guest valuables.
- Unit-6: Communications-knowledge of PBX, EPABX, handling the telephone, important telephone numbers, reading of directories, phonograms, method of operation of e-mail, fax, facsimile, mobile phones, public address system and accessing web sites.
- Unit-7: The lobby Manager's Desk – Functions of the Lobby Manager, forms and registers required, handling of any unusual event like theft, fire, accident, death, skippers, scanty luggage guests, etc Handling of



- Unit-8: master keys, duplicate and original keys while receiving and rooming of VIP guests, handling guest complaints and problems. Paging procedures, conventional and use of technology, handling guest baggage during check-in and check-out time, use of the bell desk with the reception, miscellaneous.
- Unit-9: Caring for guests:- their needs, arranging tickets, organising sight seeing and transport, arranging safe custody of valuables and handling of emergencies, seeing off guests.
- Unit-10: Introduction of Micros Fidelio property management system

### **PRACTICALS: FRONT OFFICE OPERATION**

Practice of standing behind the reception counter, practice of handling telephone and PBX, PABX, EPABX, Facsimile, e-mail and internet access. Handling of guest complaints, mail handling, handling room keys, messages knowledge of postal rates, local and international. Practice of entries in different books, diaries and forms used at reception desk.

Handling of visitors property, preparation of guest bills and V.T.L. (visitor tabular ledger). Computer systems of accounting, knowledge of local sight seeing reading train, plane and bus time tables, telephone, accepting of credit cards and traveler cheques. Practice of preparing the itinerary, booking of trunk calls, writing of telegrams with the help of international telegraphic codes. General awareness about your country and culture. Currencies & conversion rates. Cash and TC's.

### **(2) A - PRINCIPLES OF ACCOUNTING**

- Unit-1: Terms used for accounting, definition of book-keeping and objects. Principles of double entry system of accountancy and its advantages.
- Unit-2: Book of original entry-Journal, rules and practice on journalizing transactions.
- Unit-3: Cash book – simple, 2 columns and 3 columns, handling cheques, endorsement, crossing and cheques and dishonoring. Bank reconciliation statement.
- Unit-4: Subsidiary books-records of credit purchases, credit sales purchases returned, sales returns, debit note, credit note, journal paper.
- Unit-5: Ledger:- Its posting, balancing and closing of accounts practice on posting entries.



- Unit-6: Preparation of final accounts-trial balance, trading and profit and loss account, balance sheets, adjustment of closing stocks.
- Unit-7: Depreciation-meaning, causes, fixed installments and diminishing balance method.
- Unit-8: Capital and revenue, calculations relating to percentage exchange, conversions, discounts, allowances.

## **(2) B - HOTEL ACCOUNTING**

- Unit-1: Introduction-Need for uniform Hotel Accountancy system.
- Unit-2: Revenue and non-revenue producing department of the hotel.
- Unit-3: Sales record and control of minor revenue producing departments.
- Unit-4: Fixing of room rates and basis of charging room rents and uniform system of accounting.
- Unit-5: Visitor tabular ledger and guest weekly bill. Types of ledgers used in hotels. NCR billing machines and its uses and introduction to computerised accounting system.
- Unit-6: Operating and accounting ratios.
- Unit-7: Night auditor's duties and responsibility and generation of night audit reports.

## **BUSINESS COMMUNICATION AND OFFICE ORGANISATION**

### **(3) THEORY: BUSINESS COMMUNICATION**

- Unit-1: Introduction-definition, objectives, principles of effective communication, and the importance of good communication.
- Unit-2: Type of communication-formal, informal, verbal, written, horizontal, vertical.
- Unit-3: Essentials of good business letter. Types of letters-Official, D.O.
- Unit-4: Office Memos, Circulars, Notices, U.O. Note, Applications, Bio-data (C.V.) covering letter, Invitations, Greetings, Regrets.
- Unit 5:- Telegrams, Phonograms, Trunk Calls, STD, ISD Registered, Insured and UPC letters.
- Unit-6: Use of modern office equipment and gadgets.



## **PRACTICAL: BUSINESS COMMUNICATION**

1. Holding Conversations:-
  - While receiving a guest and giving him information or clarifications, special attention to VIPs
  - While placing and receiving orders.
  - While Felicitation, Confirmation, Regrets and Apologies.
  - While checking, investigating and enquiry.
  - While with officials, guests & colleagues..
2. Organising group discussions and meetings.
3. Perfection in use of body language.

## **PRACTICALS: OFFICE ORGANISATION**

1. Testing, typing skills based in the syllabus.
2. Filling and indexing.
3. Handling of telephone, fax, Internet, photocopier, computer.

## **(4) COMPUTER APPLICATION IN FRONT OFFICE OPERATIONS**

(to be taught in practical classes)

Unit-1: Computer fundamentals:

History

Information concepts and processing

Elements of a computer processing system

Elements

Hardware, features and uses.

Input/output devices.

Software concepts.



- Unit-2: Introduction to Windows and use of MS-Office, with special concentration on MS-Word & MS-Excel.
- Unit-3: Application of computers with reference to Front Office Operations and billing, (Institute shall outsource the Micros Fidelio software for simulation exercises).
- Unit-4: Use of computers for accounting records and controls.