



WSET
APPROVED
PROGRAMME PROVIDER

HOSPITALITY MANAGEMENT

Lesson Plan for Hospitality professionals

<u>F & B Service</u>	<u>Food Production</u>	<u>HK</u>	<u>Front Office</u>
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SUBJECT 1

Food Production

Course Prepare for Diploma/ Advanced Diploma and Degree In Food Production

Semester 1st - Exam 101

UNIT 1

- Culinary History
- Origin of Modern Cookery Kitchen Organisation.
- Equipment Knowledge and development
- Hygiene in Kitchen
- Personal Hygiene

Unit 2

Safety and Security in Kitchen, Cutting Injuries or amputation, Burns and scalds, fire risk. Restaurant- Tripping or falling while carrying hot food. Kegs and gas stores- Incorrect handling and storage of gas cylinders is dangerous, unsafe stacking of kegs and cases is dangerous.

UNIT 3

- Various fuels,
- advantages & disadvantages Energy conservations
- Method of cooking

UNIT 4

- Classification of raw materials
- 1. Salt 2. Liquid 3. Sweetening 4. Salts & oils 5. Thickening agents 6. Eggs 7. Herbs 8. Spices 9. Condiments

Semester 2nd - Exam 201

UNIT 1

- Cuts of Vegetables
- Classification of vegetables and fruits
- Salad & salad dressings
- Marinations & Marinades

UNIT 2

- Classification of meat, poultry, game, fish and seafood
- Cuts of fish, chicken, lamb, pork, beef and veal and their selections

UNIT 3

- Egg Cookery, diagram & users
- Pulses & Cereals, diagram of wheat
- Milk & Milk products

UNIT 4

- Garnishes & accompaniments
- Culinary terms

- Indian garnishes & Pastes
- Indian Thickening agents
- Indian Spices and herbs

Semester 3rd - Exam 301

UNIT 1

- Classical Indian National Cookery & Modern Development
- Study of Main Regions -
- Main dishes used in breakfast cookery
- Main meals and snacks

UNIT 2

- Specific Equipment used in Quantity food
- Indenting
- Factors involved in indenting
- Difficulties involved in indenting

UNIT 3

- Principles of Menu Planning
- Study of Menus for various types of quality food outlets (Industrial, Institutional & Fest food Services) using continental and Indian Dishes in Pallet with Nutrition
- Coloring Agents- Definition, Classification, Uses, Health Hazards, Analysis, Rules and Regulations

UNIT 4

- Kitchen Organizing: Work planning in the kitchen,
- Kitchen supervision – supervisory functions; Technical, administrative, functional & Social Functions;
- Elements of supervision; forecasting, planning, organizing, commanding, co-coordinating, controlling
- Responsibilities of the supervisor; Delegating, motivating, welfare, understanding, communicating.

UNIT 5

- Layout of a larder
- Cold food preparations – sandwiches, conventional, pinwheel, open, book maker's, hot sandwiches, club sandwiches, canapé
- Cold Starters – Vegetable fruit, fish, meat, poultry hors d'oeuvres, Cold sauces, Dressings, Compound butters, Aspic, Choudfroid
- Carving- vegetables, ice carvings
- Charcuteries- Terrines, pate, Galantines, cured meat.

UNIT 6

- Butchery Cuts
- Order of dissection of,
- uses and quality check of: Lamb, Beef, Pork, Chicken, Ham, Gammon,
- Preparing and cooking of Lamb, Chicken, Pork, Beef, Storing of Lamb
- Storing of Lamb, Chicken, Beef, Pork – Long Term & Short Term
- Yield – Calculation, yield control
- Butchery control sheet.

UNIT 7

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| <ul style="list-style-type: none">• Bakery Layout out & Equipments of a 5 star kitchen Bakery• Yeast dough Products• Different method: Rich dough, Straight Dough, Modified Straight Dough, Sponge Methods, Rolled in yeast dough products• different kind yeast products – Crisp crusted Bread; Hard roll, vienna Bread, Italian Bread, French Bread, Soft Crusted Bread; White Pan Bread, White Bread, soft roll, English Muffins; Sour Dough; Sourdough White Bread, Pumpernickel; Sweet & Rich Dough; Baba, Savoring Dough, Kugelop, Brioche; Rolled in Dough :danish Pastry, Croissants• Faults in Bread Making – Poor Volume, Too Much Volume, Poor Shape, Burst Crust, Too Dense, | <ul style="list-style-type: none">• Rectification and Prevention,• Cakes – Different Methods: Creaming Method, Flour Batter Method, Sponge Method, Chiffon Method,• Icing – Fondant, Butter Cream,• Foam – Type, Flat type or Water icing. Royal, Fudge,• Frozen Desserts – Ice Creams, Sorbets, Parfaits, Bombes, Frozen Mousse• Decorative work and display pieces – Chocolate work – Cut outs, curls, Shavings; Marzipan – Sheets, Cutouts, Models; Pastillage, Nougat: Spun Sugar; Pulled Sugar; Cast Sugar. |
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Streaked Crumbs , Crumbly, Too Dark Crust, Too Pale Crust, Too Thick Crust, Blisters on Crust, Flat taste, Poor Flavour	
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SUBJECT 2

Food & Beverage Service

Course Prepare for Diploma/ Advanced Diploma and Degree In F & B Service

Semester 1st - Exam 102

UNIT 1

• Classification of Food and Beverage Operations • Commercial-hotels , motels ,restaurant , private hospitals • resorts, pubs, sank, bars ,discotheques	• Career opportunities • Different F & B service outlets Staff • Hierarchy of the various F&B service, • Duties and responsibilities.	• Attributes of food and beverage service • personnel Basic • principles of psychology to understand guests behavior and immediate
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• fast food restaurants • parlors ,airlines, rail, sea catering, mobile catering		requirements
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UNIT 2

• Classification and enumeration of service equipment with brand names • Safety and security in F&B service
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UNIT 3

• Items of specialist equipments
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UNIT 4

• Food and Beverage Service areas • Restaurant pantry or still room-layout and equipment & use Silver room or plate room-layout & equipment & use • Hot section-layout & equipment & use
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Semester 2nd Exam - 202

UNIT 1

• Origin of the menu and menu planning Objectives • Basic types of menu, table d' hote, a la carte, • Buffet-Buffets-introduction-space requirements-factors affecting a successful buffet no. of pax • planning and organizing-sequence of food • type of buffet-display, kind of meal, type of buffet-sitting, standing, finger buffet, Danish buffet, cold buffet	• equipment required, gastronomical rules of planning a cold buffet, buffet checklist, supervision • Menu compiling-considerations and constraints, • menu sequence and planning menu • french classical menu-compiling with accompaniments and garnishes • Table d' hote menu, A'la carte menu
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UNIT 2

• Types of meals - Indian, English, American, continental • healthy breakfast, brunch, lunch brunch, high tea, dinner, supper • late night menu • Mise-en-scene and Mise-en-place • Laying covers for different meals and menus (laying, relaying table cloths and serviette folds)	• Rules and procedure for service of a meal • Latest concepts of service • Methods of service- French, American, English, Russian Basics of room service.
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UNIT 3

• Restaurant pantry or still room-layout and equipment & use • Silver room or plate room-layout & equipment & use • Hot section-layout & equipment & use
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UNIT 4

• Introduction to beverages – definition, classification of beverages. • introduction to wines definition of wines • classification of wines-table, fortified and sparkling • process of manufacture on red wine and white wine. • Wine maker's calendar vinification, harvesting, destalking, crushing, pressing, fermentation racking, fining, aging, and bottle line.	• Wine growing regions • countries- France, Italy, Germany, Spain, America, Portugal, Australia • examples of wines from each country • alcoholic percentage
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Coffee

Semester 3rd & 4th Exam - 401

UNIT 1

• Spirits- definition of alcohol, whisky.	• Liquors' –types with flavors,
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• brandy, rum, gin-distillation process • Whisky-history, types. How whisky made • brandy-how the wood came-what is cognac-grapes used for producing cognac with examples-armagnac-with examples. • Rum-manufacture, slow and quick fermentation, history of rum with examples. • Gin-ingredients used in the manufacturing of well known brands. • Vodka well known brands and area of production • other spirits.	• definition. • aperitif • Cocktails-history-definition of cocktail, names of cocktails with different spirit base. • Beer-ingredients used in the manufacture of beer-brewing process, fermentation top and bottom fermentation, • classification, types of beer with examples and alcoholic percentage.
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UNIT 2

• Restaurant-physical layout-introduction • objectives of a good layout-planning a restaurant-decision prior to planning-location, space allocation ,staffing requirements ,furniture, land linen, cutlery and crockery requirements	• space dining area, type of seating, table arrangements • restaurant costing-performance measure: sales mix elements of cost, cover, sales per square meter.
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UNIT 3

• Introduction –types of bar-dispense, cocktail, floating bar, bar parts-front, back, Under, bar equipments, furniture • staffing, linen location • bar stock and bar inventory	• bar control, bar control system, stock taking, goods received book, off sale book, cellar stock ledger, bin cards overage and shortage, cellar control.
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UNIT 4

• Banquets-history of banquets-type-formal, informal • organization of banquet Departments • duties and responsibilities of banquet staff • seating arrangements	• menu planning • facilities available for banquet function-booking procedures, • mise-en-place, types of services-toasting and sequence of events.
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UNIT 5

- Service of special items: service, cover
- accompaniments of grape, fruit, tomato juice, oyster, snail, potted shrimps, ham mousse, smoked eel, smoked salmon, caviar, melon, gull's egg, asparagus, corn-on-the -cob, globe artichoke, parte de foie gras , avocado, minestrone, bouillabaisse, consommé, pasta, cheese.

UNIT 6

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| <ul style="list-style-type: none">• Gueridon service• mise-en-place for Gueridon• special equipment• Gueridon service• taking order, method of serving dish at the table• Gueridon layup-carving at the table tools, method-carving trolley | <ul style="list-style-type: none">• Mise-en-place• presentation safety factors.• Gueridon service of smoked eel, smoked salmon, caviar, sole grille, poached sole, double filet steak, steak tartare, steak Diane, roast chicken, flambéed chicken breast, pear flambé, banana flambé, crepe suzette. |
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SUBJECT 3

Front Office

Course Prepare for Diploma/ Advanced Diploma and Degree In Front Office

Semester 1st - Exam 103

UNIT 1

- Introduction to Hospitality & Hotel Industry
- Historical background of hospitality industry
- American Inns & English Inns
- International and Domestic hotel chains Introduction and growth of hotel industry in India
- Safety and security of overall hotel and role of Front office

UNIT 2

- Classification and Types of hotels and eco tourism
- Levels of service
- Ownership and affiliation

UNIT 3

- Types of room – single, double, twin, suites, penthouse, cabana, studio, duplex, Cottage, interconnecting, adjacent, efficiency
- Basics of Computer

UNIT 4

- Importance of front office
- Layout of front office
- Hierarchy of Front Office staff for medium and large size hotels
- Duties and responsibilities of front office staff
- Attributes of front office staff
- Role of travel desk

Semester 2nd - Exam 203

UNIT 1

- Tariff structure, Tariff fixation

- Types of rates- standard rate, corporate rate, commercial rate, airline rate, Children rate, crib rate, group rate, discounted rate, extra bed rate, family rate.

UNIT 2

- Equipments used in front office – manual, semi automated, fully automated
- Sections in front office, Lobby and Front Office
- Cooperation of front office with other departments

UNIT 3

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| <ul style="list-style-type: none"> • UNIT 3 Reservations- Importance of reservations • Sources of reservation – corporate clients, tour operators, property direct, F.I.T's, • Travel agents. • Modes of reservation • Types of reservation – guaranteed and non-guaranteed reservation • Group reservation, Central reservations system • Reservation confirmation amendment & cancellation | <ul style="list-style-type: none"> • Forecasting, Overbooking • Registration- Registration Process, Online- Offline Registration, Systems of Registration • Receiving the guest, Salesmanship, Pre-registration, Registration of guest (F.I.T's Groups crew, VIP's VVIP), Rooming a guest, Register and Files maintained, Group Arrival, Guest • History Card • Express Check In, • C Form |
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UNIT 4

- Information Service- Mail, Messages, Local Information
- Room Key Control
- Bell and Service- Bell Captain, Luggage Handling, Area Layout and Staff, Paging, Files
- Maintained, Door and Car Parking Service

Semester 3rd, 4th & 5th - Exam 501

UNIT 1

- Telephone Operating, Telephone Procedures, Telephone Manners, Telephones / Information
- Telephone systems- (PBX, PABX, EPABX), Facsimile, Guest Baggage Handling – Left Luggage Room, Scanty Baggage

UNIT 2

- Dealing with Guests / Safety and Security
- Handling of Guest Complaints-Personalization, Situation Handling
- Fire-Bomb Threats, Room Break-ins, Check Out- Check-Out Procedure, Express Check Out
- Late Check Out, Self Check out, late charges, Method of settlement

UNIT 3

- Check out, Departure Procedure, Express Checkout
- Methods of settling accounts
- Cashier Report
- Operating Modes – Manual, Semi automated, Fully Automated
- Types of Accounts
- Safety Deposit

UNIT 4

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| <ul style="list-style-type: none">• Front Office Accounting• Accounting Cycle• Operating Modes• Types of accounts (resident account, city account and management account) | <ul style="list-style-type: none">• Credit Monitoring• Tracking Transactions (Account Correction, Transfer, Allowance, Charge Purchase)• Front Office Cash Sheet – Cash Bank |
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UNIT 5

- Night Audit- Night Auditing Process, Functions of Night Audit, The role of Night Auditor,
- Establishing end of day Account integrity, Audit
- Posting Formula
- Daily and Supplemental Transcripts
- Operating Modes

UNIT 6

- Compilation of Statistical Data
- Occupancy statistics – Geographical distribution of clientele
- Yield Management – Objectives – How to measure yield using formulas

SUBJECT 4

Accommodation Operations

Course Prepare for Diploma/ Advanced Diploma and Degree In Front Office

Semester 1st - Exam 104

UNIT 1

- Introduction to Hospitality

UNIT 2

- Role of Housekeeping in Hospitality

UNIT 3

- Rooms
- Types of rooms
- Knowledge of rooms
- Types of Services offered- Morning service, Evening or Turndown service, Second service, Freshen up-service, Baby sitting, Valet Service, Supplies on request, Minibar Service

UNIT 4

- Floor Pantry
- Layout of Floor Pantry
- Functions
- Maid's cart

UNIT 5

- Guest floor operations

UNIT 6

- Safety and Security- Fire prevention and control, Accident prevention, Security measures
- Health, First Aid,

- Emergency procedures
- special consideration in rooms and public areas for physically handicapped guests

Semester 2nd - (Hotel Housekeeping) Exam 204

UNIT 1

- Lost & Found Procedure
- Keys-Types & Key Control
- Files &Registers maintained in HK dept

UNIT 2

- Cleaning agents-Basic classification of cleaning Agents, Ph Scale Hardness of water-hard, soft, temporary & permanent hardness of water
- Cleaning equipments-Basic classification of cleaning equipments, Types of manual & mechanical equipments, Types of vacuum cleaners, Use care & storage of cleaning equipments
- Cleaning and Maintaining public areas-Entrance, Guest Corridors, Lobbies, Public Restrooms, Front Desk, Banquet Halls, Elevators, Dining Rooms, Staircases, Leisure Areas

UNIT 3

- Cleaning procedures
- Types of cleaning- Routine cleaning, weekly cleaning, Periodic Cleaning, Spring Cleaning Special Cleaning, Time & Check.
- Guest Room Cleaning- Bathroom, Guest Room Amenities,
- Guidelines to Select Guest Room Furnitures
- Procedure for checking a Room, Room Checklist, Managing a Checklist.
- Floors & floor coverings- basic classification, Wall & wall coverings, Carpets types & construction & selection points
- Pest control- Definition of Pest control, Common Pests in hospitality industry, Prevention & Control of Pests, Responsibility of housekeeping in Pest Control

UNIT 4

- Safety and Security
- Work environment safety, job safety analysis, Hazards in Housekeeping, safety Awareness and Accident Prevention, Key And Their Control, Scanty Baggage
- Guest and Employee thefts, Sickness and Death, Lost and Found Articles.

Hospitality Management

Viva - Voce examination

Semester 6th Exam - 601 Industrial Specific Project Work

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| <ul style="list-style-type: none"> • Culinary History. • Kitchen Organisation, Safety and Security in Kitchen. • Classification of meat, poultry, game, fish and seafood. • Milk & Milk products. • Classical Indian National Cookery & Modern Development. • Specific Equipment, Principles of Menu Planning • Layout of a larder kitchen, Bakery and bakery products. • Classification of Food and Beverage Operations • Staff hierarchy of the various F&B services ,Safety and security in F&B service. | <ul style="list-style-type: none"> • Food and Beverage Service areas, Origin of the menu and menu planning objectives. • Introduction to beverages, Non Alcoholic beverages, and alcoholic beverages (beverages, Wine, beer, spirits.etc.) • Banquets. • Types of hotels ,Types of room ,Tariff structure, Equipment used in front office . • Reservations, Telephone systems, Operating Modes. • Types of Accounts, Front Office Accounting, Night Audit, Contract services. • Laundry- Layout of Laundry, ,Linen and Linen room, ,Lightning's and lightening system, |
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Students will prepare a project report on the basis of work done in the industry in the relevant specific area they are working, which will be evaluated by Viva-Voce examination in the end semester.