



MANONMANIAM SUNDARANAR UNIVERSITY
DIRECTORATE OF DISTANCE AND CONTINUING EDUCATION
TIRUNELVELI – 627012, TAMIL NADU.

SYLLABUS AND SCHEME OF EXAMINATION

(For the Candidates Admitted From the Calendar Year June 2010 – Dec 2010)

Diploma in Tourism,
Hotel Management and Catering Science
Course Code: HTG04
Distance Education Programme
Annual Pattern

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Diploma in Tourism, Hotel Management and Catering Science Regulations

| | | |
|---|---|--|
| Course Code | HTG04 | |
| Name of the Course | Diploma in Tourism, Hotel Management and Catering Science | |
| Duration of the Course | One Year (Non-semester) | |
| Eligibility for Admission to the Course | 12th Standard Pass or any other examination accepted as equivalent thereto by the Manonmaniam Sundaranar University, Tirunelveli. | |
| Course of Study | The course of study for Diploma in Tourism, Hotel Management and Catering Science shall consist of only the Core Subjects. | |
| Medium of Instruction | The medium of instruction and examination for all the papers shall be in ENGLISH ONLY. | |
| Conduct of Theory and Practical Classes | Theory and practical classes shall be conducted at the Distance Education Study Centres as per the guidelines of the DDCE, Manonmaniam Sundaranar University. | |
| Instructional Hours for both Theory and Practical Papers | Instructional Hours for both Theory and Practical Papers shall be decided by the Distance Education Study Centres in consultation with the DDCE, Manonmaniam Sundaranar University. | |
| Industrial Training | As prescribed by the DDCE, Manonmaniam Sundaranar University, Tirunelveli at Companies / Industries / Business Establishments associated with the Distance Education Study Centres. | |
| Examinations | Examination for all the subjects will be conducted at the end of each year. Date of commencement of examinations shall be 15 th May for Academic Year Batch and 15 th December for Calendar Year Batch. | |
| Duration of Examination | Theory | 3 hours / paper |
| | Practical | 3 hours / paper |
| | Industrial Training and Viva Voce | As stipulated by the Manonmaniam Sundaranar University |
| Passing Minimum | <p>a) A candidate shall be declared to have passed in a paper, if he / she obtains not less than 35% of marks in that paper. He / she shall be declared to have passed the whole examination, if he / she passed all the papers.</p> <p>b) A candidate failing to secure the minimum marks prescribed shall be required to re-appear for the examination in that paper and obtain not less than the minimum marks required for passing the paper.</p> | |

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| <p>Classification of Successful Candidates</p> | <p>a) A candidate who passes all the examinations in the first attempt within a period of one year securing 75% of total marks or above the aggregate marks shall be declared to have passed the diploma examination in FIRST CLASS with DISTINCTION.</p> <p>b) Successful candidates passing the examinations securing not less than 60% of total marks shall be declared to have passed that Part in FIRST CLASS.</p> <p>c) Successful candidates passing the examinations securing not less than 50% of the total marks but below 60% shall be declared to have passed in SECOND CLASS.</p> <p>d) All other successful candidates shall be declared to have passed the examinations in THIRD CLASS.</p> |
| <p>Conferment of the Diploma</p> | <p>No candidate shall be eligible for conferment of the diploma unless the candidate has undergone the prescribed course of study for a stipulated period of time and has passed the examinations as have been prescribed.</p> |

Diploma in Tourism, Hotel Management and Catering Science Syllabus

| Year I | | | | |
|---------|------------|--|-------|-----|
| Sl. No. | Paper Code | Paper Name | Marks | |
| | | | Min | Max |
| 1 | HDT11 | Food Production | 35 | 100 |
| 2 | HDT12 | Food and Beverage Service | 35 | 100 |
| 3 | HDT13 | Accommodation Operation | 35 | 100 |
| 4 | HDT14 | Fundamentals of Tourism | 35 | 100 |
| 5 | HDT15 | Practical – I Food Production, Food & Beverage Service and Accommodation Operation | 35 | 100 |
| 6 | HDT16 | Industrial Training and Viva Voce | 35 | 100 |
| Total | | | | 600 |

| Paper Code:HDT11 Food Production | | |
|---|--------------------------------------|---|
| Unit No. | Topic | Contents |
| 1 | Introduction to Professional Cookery | Aims & Objectives of Cooking |
| | | Kitchen Layout and Organisation, Hierarchy and Staffing |
| | | Equipment, Fuel and Tools used in Cookery |
| | | Ingredients: Shortenings, Raising Agents, Sugar, Milk products, Rice and Cereal, Vegetables and Fruits |
| 2 | Preparation and Methods of Cooking | Preparation of Ingredients – Washing, peeling, scrapping, cutting of vegetables, method of mixing foods, methods of cooking foods. |
| | | Methods & Principles of Cooking Food – Roasting, Grilling, Frying, Baking, Broiling, Poaching, Boiling, Steaming, Stewing and Braising. |
| | | Fish- Classification, selection procedures, cuts, and cooking of fish. |
| | | Butchery- Selection cuts, size, and uses of lamb, mutton, veal, beef, and porks. |
| | | Chicken- Classification, Selection procedures, cuts, and uses. Steak, Bacon, ham, gammon- Meaning. |
| 3 | Basics of Cooking | Stock: Definition, Classification and types, Rules for stocks, Recipe of different stocks |
| | | Soups: Definitions, Classification of soups; Examples. |
| | | Sauces: Definition, Use and importance of sauces. Mother sauces- Recipes, Derivative sauces. |
| 4 | Indian Cuisine | Introduction to Indian Foods, Spices used in Indian Foods, Masalas - Blending of Masalas, Different Masalas used in Indian Cookery. |
| | | Indian Curries and Gravies, Indian Rice Preparations |
| | | Indian Salads and Soups, Indian Snacks and Chats |
| | | Indian Sweet Preparations, Indian Festival Dishes |
| | | Indian Breads |
| | | Preparing Tandoor, Types, Marinade preparation, Types of Tandoori dishes, Tandoori breads, Tandoori accompaniments. |
| 5 | Continental Cuisine | Continental Cuisine |
| | | Chinese Cuisine |
| | | American and Fusion Cuisine |
| | | Other International Cuisine |

REFERENCE BOOKS:

| Sl. No. | Title of the Book | Author | Publisher |
|---------|---|--------------------|------------------|
| 1 | Modern Cookery for Teaching and the Trade | Philip E. Thangam | Orient Longman |
| 2 | The Science of Cooking | Peter Barham | Springer |
| 3 | The Complete Guide to the Art of Modern Cookery | Auguste Escoffier | Heinemann. |
| 4 | Theory of Cookery | Arora K | K.N. Gupta & Co. |
| 5 | Culinary Arts Institute Encyclopedic Cookbook | Ruth Berolzheimer | Perigee |
| 6 | Food Preparation and Cooking | Tony Groves, et al | Nelson Thornes |

| Paper Code: HDT12 Food and Beverage Service | | |
|--|---|---|
| Unit No. | Topic | Contents |
| 1 | Introduction to the Hotel and Catering Industry | Role of catering establishments in travel and tourism industry. |
| | | Departmental Organization. Duties & responsibilities of all Categories of Food and Beverage staff. Attributes of the Waiter |
| | | Crockery & Glassware, Tableware - Cutlery & Flatware, Hollowware - Silver & Stainless Steel Linen, Furnishings & Fittings. Cleaning & Upkeep of silver, Methods of Silver cleaning. |
| | | Ancillary Departments: Pantry, still room, plate room, hotplate, wash kitchen stewarding a brief description. |
| 2 | F & B Service | Forms and methods of services: English; French & Russian, Service of a Table |
| | | Mis en place, Arranging side-board, Receiving the Guests & Social Skills |
| | | Type of Room Service, List of Equipments, Trolley & Tray Setup, House Rules of Room Service Waiter, Room Service Menu |
| 3 | Meals and Menu Planning | Types of meal: Breakfast Lunch / Dinner / Supper / Brunch / High tea / Afternoon Tea / Elevenses. |
| | | Introduction to types of Menu, Menu Planning considerations and constraints, Menu Terms |
| | | Menu Designing. |
| | | Classical French Menu. |
| | | Cover laying for foods |
| 4 | Non-Alcoholic Beverages | Definition, Classification, Significance of Beverages |
| | | Classification (Nourishing, Stimulating and Refreshing beverages) |
| | | Tea - Origin & Manufacture, Types & Brands |
| | | Coffee - Origin & Manufacture, Types & Brands |
| | | Juices and Soft Drinks |
| | | Cocoa & Malted Beverages - Origin & Manufacture |
| 5 | Alcoholic Beverages | Wines - Definition, Classification, Production of table wine, Service and storage, |
| | | Sparkling Wines, Champagne, Fortified Wines |
| | | Spirits - Definition, Distillation, Different spirits, Brandy, Whisky, Gin, Vodka, Rum |
| | | Beer – Definition, Types of beer |
| | | Cocktails – Definition, Methods of mixing cocktails, World famous cocktails |
| | | Food and Wine Harmony - Food and matching drink |

REFERENCE BOOKS:

| Sl. No. | Title of the Book | Author | Publisher |
|---------|---|--|---|
| 1 | Food and Beverage Service | Dennis R. Lillicrap, John A Cousins | Elbs |
| 2 | Food and Beverage Service | Vijay Dhawan | Frank Bros. & Co. |
| 3 | Serving Food and Drink: Table & Function: Student Guide | Ann Bulleid | Nelson Thornes |
| 4 | The Waiter & Waitress and Waitstaff Training Handbook: A Complete Guide | Lora Arduser | Atlantic Publishing Company. |
| 5 | Modern Restaurant Service | John Fuller | Hutchinson |
| 6 | The Waiter Handbook | Grahm Brown | Global Books & Subscription Services New Delhi |
| 7 | The World of Wines | Churchill, Creighton (1980) | Collier Books. |
| 8 | Winemaking Basics | Ough, Cornelius S (1992) | Haworth Press Inc. |
| 9 | Beer and Wine Making Illustrated Dictionary | Zaneilli, Leo (1978) | A. S. Barnes & Company |

| Paper Code: HDT13 Accommodation Operations | | |
|---|---------------------------------|--|
| Unit No. | Topic | Contents |
| 1 | Housekeeping Fundamentals | Meaning and definition, Importance of Housekeeping, Responsibility of the Housekeeping department |
| | | Organizational framework of the Department. Role of Key Personnel in Housekeeping |
| | | Housekeeping Procedures |
| 2 | Care and Cleaning | Characteristics of a good cleaning agent Types of cleaning agent, cleaning products |
| | | Types of Equipment |
| | | Metal, Glass, Leather, Rexene, Ceramic, Wood Wall and floor covering, Stain Removal. |
| | | Beds & Mattresses: Single, Double, Queen, King Mattress Protector and Mattresses |
| 3 | Front Office Organisation | Front Office Organisation Chart, Front Office Functional Areas, Duties & Responsibilities of F.O. Personnel, Front Office layout and equipment |
| | | Front Office Operations: The Guest Cycle, Front Office System, Front Office Forms and Formats, The Front Desk, Telecommunication and its importance, Property Management System. |
| 4 | Guest Handling and Reservations | Introduction to guest cycle - Pre arrival, Arrival, Stay, Departure and after departure |
| | | Reservation - Importance of reservation, Modes, Channels and sources. Cancellation, Amendments and overbooking |
| | | Tariff Structure, Different types of tariffs. |
| | | Arrivals - Preparing for guest arrivals at Reservation and Front Office, Receiving of guests, Pre-registration, Registration, Relevant records for FITs, Groups, Air crews & VIPs |
| | | Guest Accounting: Job description of front office cashier, Records & ledgers maintained by cashier, Ways of settling bills. |
| 5 | Safeguarding Assets | Concerns & concepts of safety and Security in Housekeeping. Controlling Thefts: Employee, Guest and External Person. Security in Guest room. Safety: Accidents, Fires (causes, procedure and reporting) First Aid: Concepts of emergency procedures. |
| | | Keys: Types of keys handled by House Keeping. Computerized key cards. Key control in the department. |
| | | |

REFERENCE BOOKS:

| Sl. No. | Title of the Book | Author | Publisher |
|---------|---|--|---------------------------------------|
| 1 | Hotel Housekeeping Training Manual | Andrews Sudhir (1985) | Tata Mc Graw-Hill Publishing Co. Ltd. |
| 2 | Hotel Housekeeping Principles and Practice | Joan C. & Lennox; Margaret Branson (1969) | Edward Arnold London. |
| 3 | Housekeeping Management for Hotels and Residential Establishments | Rosemary Hurst (1971) | William Heinemann. |
| 4 | The Professional Housekeeping | W. Winter; Doris Hatfield; H. Hatfield (1989) | Hyperion Books. |
| 5 | The Professional Housekeeper | Schneider Madelin; Tucker Georgina and Scoviak Mary (1999) | John Wiley & Sons Inc, New York. |
| 6 | Professional Management of House-keeping Operations | Martin Robert J (1998) | John Wiley & Sons New York. |
| 7 | Front Office Management | S.K. Bhatnagar (2002) | Frank Bros. & Co. (Publishers) Ltd. |
| 8 | Hotel and Lodging Management: An Introduction | Alan T. Stutts; James Wortman (2005) | Wiley. |
| 9 | Introduction to the Hospitality Industry | Tom Powers; Clayton W. Barrows (2002) | Wiley. |
| 10 | Hotel Front Office Management | James A. Bardi (2002) | Wiley. |
| 11 | Front Office Operations and Management | Ahmed Ismail (2002) | Thomson Delmar Learning. |

| Paper Code: HDT14 Fundamentals of Travel and Tourism | | |
|--|---------------------------------------|---|
| Unit No. | Topic | Contents |
| 1 | Conceptual Framework of Tourism | Travelers, excursionist, tourists/visitors. Tourism and tourist - domestic and international. |
| | | Tourism product and its characteristics. |
| 2 | Types and Forms of Tourism | Inter–regional and intra–regional tourism, inbound and outbound tourism, domestic, international tourism. |
| | | Forms of Tourism |
| 3 | Tourist Transportation | Air transportation |
| | | Surface Transport |
| | | Rail Transport |
| | | Water Transport |
| 4 | Tourism resource potential of India | Geography and tourism. Architectural heritage. Ancient, medieval and modern architecture. Important monuments. |
| | | Travel circuits: some popular and important tourism circuits in India and International circuits. |
| 5 | International Organisations & Tourism | Origin, location and functions of WTO, IATA, PATA, ASTA, UFTAA, and ICAO. |
| | | Travel Agency and Tour Operator, Travel related documents, Passport, Visa, currency regulations, custom, health regulations, baggage regulations etc. |

REFERENCE BOOKS:

| Sl. No. | Title of the Book | Author | Publisher |
|---------|---|---------------------------------------|--|
| 1 | Tourism: Past. Present and Future | Burkart, A.J. & Medlik, S. | Heinemann, Professional Publishing, London, 1986 Reprint |
| 2 | The Tourism System: An Introductory Text | Mill, Robert and Christie & Morrison, | Prentice-Hall International, London, 1992. |
| 3 | The Business of Tourism | Alastair M. Holloway, J. Christopher | Pitman Publishing, London, 1989 |
| 4 | Basics of Tourism: Theory, Operation and Practice | Kamra, Krishan, K & Chand, Mohinder: | Kanishka Publishers, New Delhi, 2002. |
| 5 | Tourism Development: Principles and Practices | Bhatia, A.K. | Sterling, New Delhi, 1995. |
| 6 | Travel and Tourism Management | Foster, Douglas | Macmillan, 1985. |
| 7 | Growth of Modern Tourism Monograph | IITTM | IITTM, New Delhi, 1989. |
| 8 | Tourism as an Industry | IITTM | IITTM, New Delhi, 1989. |
| 9 | Tourism Management | Wahab, S.E. | Tourism International Press, London, 1986. |
| 10 | Profiles of Indian Tourism | Dixit, M. | Royal Book House, Lucknow |
| 11 | Travel and Tourism | Negi, Jagmohan | Anmol Publication |

| Paper Code: HBT15 Practical – I Food Production, Food & Beverage Service and Accommodation Operation | | |
|---|---------------------------|---|
| Expt. No. | Topic | Contents |
| 1 | Food Production | Identification of Various Types of Vegetables, Classification of Vegetables, Cuts of Vegetables, Blanching of Tomatoes & Capsicum |
| | | Methods of Cooking Vegetables |
| | | Demonstration and preparation of Stocks. |
| | | Demonstration and preparation of Sauces. |
| | | Identification of Fish. Demonstration of Cuts of Fish |
| | | Identification of Various Cuts of Poultry |
| | | Identification of Various Cuts of Meat |
| | | Demonstration and Preparation of Various types Soups |
| | | Demonstration and Preparation of Various Pasta Dish |
| | | Demonstration and Preparation of various Indian Masalas |
| 2 | Food and Beverage Service | Identification of various types of knives, forks, spoons etc., |
| | | Cleaning and Polishing / wiping of Cutlery, crockery & Glassware |
| | | Servicing and Arrangement |
| | | Laying a Tablecloth & Relaying a Tablecloth |
| | | Room Service demonstration and practice |
| | | Service of Beverages |
| 3 | Front Office Management | Telephone handling skills, social skills, Reservation procedure. |
| | | Identification of rooms through the use of conventional and destiny charts. |
| | | Check-in and check-out procedures. |
| | | Role play of the following staffs - Doorman, Bellboy, Receptionist, Information assistant, Cashier. |
| | | Dealing with guest mail and messages, hotel mail, staff mail. |
| 4 | House Keeping Operations | Different types of cleaning, Polishing of metal, wood etc to be practiced. Carpet cleaning, floor, spring-cleaning. |
| | | Bed making – evening service. |
| | | Laundry - washing, dry cleaning of different fabrics and clothes to be known. Linen inventory |
| | | Furniture and Fixtures of different types of wood, metal etc to be practiced, in cleaning and maintaining. |

| Paper Code: HDT16 Industrial Training and Viva Voce | | | | | |
|--|--------------|--|----------|----------|---------|
| Unit No. | Topic | Contents | | | |
| 1 | Objectives | Application of theoretical and practical knowledge gained through the curriculum in an industrial environment. | | | |
| 2 | Procedure | During the course of study, the student has to undergo Industrial Training for a period of three months in a hotel / resort of repute. | | | |
| | | During the training period, the student has to get exposed to all the departments of the hotel / resort. | | | |
| | | During the training period, the student has to maintain a Log Book periodically signed by the Training Manager. | | | |
| | | At the end of the training period, the student has to submit the Log Book for university verification. | | | |
| | | At the end of the training period, the Training Manager has to submit a Performance Appraisal Form (PAF), in a sealed cover, to the examiners through the Distance Education Study Centre. | | | |
| 3 | Evaluation | Examiners, one external, appointed by the university and another one internal, appointed by the Distance Education Study Centre shall evaluate the Log Book and award marks. | | | |
| | | Student has to appear before the examiners for viva voce. The viva voce will have extensive questions from the curriculum as well as from the Industrial Training. | | | |
| | | Distribution of Marks | Maximum | | Minimum |
| | | | External | Internal | |
| | | Log Book | 5 | 5 | 35 |
| | | Viva Voce | 20 | 20 | |
| | | Performance Appraisal by the Training Manager | 50 | | |
| Total | 100 | | 35 | | |