SECOND SEMESTER

PART I: HOTEL FRENCH - II (CREDITS 3)

Prescribed Text book:
Rajeswari Chandrasekar, Rekha Hangal, Chitra Krishnan, Le Ninan, Asha mokashi
A Votre Service, Tome I General Book Depot, New Delhi 1999 ( with Audio – Cassettes )
Lesson 7 - 12 ( including Informations culturelles)

PART II: ENGLISH - II (CREDITS 3)
(Prose, Short story, Grammar and Composition)

Syllabus as prescribed by Madurai Kamaraj University

CORE MAJOR: FOOD PRODUCTION AND PATISSERIE PRACTICAL (CREDIT- 4)
*REFER FIRST SEMESTER SYLLABUS

CORE MAJOR: FOOD AND BEVERAGE SERVICE PRACTICAL – I (CREDIT 4)
*REFER FIRST SEMESTER SYLLABUS
ALLIED I:
BASIC FRONT OFFICE OPERATION PRACTICAL (CREDIT 2)

1. Knowledge Unit-1 - Industry Knowledge
2. Knowledge Unit-2 - Personal Hygiene
3. Knowledge Unit-3 - Using the English Languages & Other Customer Related Foreign Language
4. Knowledge Unit-4 - Front Office System
5. Knowledge Unit-5 - Preparing for Work
6. Knowledge Unit-6 - Effective Communication
7. Knowledge Unit-7 - Caring for Customers

REFERENCE BOOKS:

ALLIED I:

BASIC ACCOMMODATION OPERATION PRACTICAL (CREDIT 2)

Objective: To impart skills in basic housekeeping operations

1. Lay-out of housekeeping department
2. Identification of cleaning equipment and cleaning agents
3. Thorough cleaning of various surfaces/ finishes
4. Polishing – metal and wood
5. Methods of stain removal
6. Guest room lay-out drawing
7. Cleaning a guest room- vacant room, occupied room, departure room
8. Bed making- day and evening service
9. Preparation of room report and room checklist
10. Flower arrangement

REFERENCE BOOKS:

SKILL BASED SUBJECT

HOTEL ACCOUNTS (CREDITS 2)

Objectives:
- To give the students an insight into the practical accounting systems adopted in hotels.
- To understand how to prepare final accounts of small business organization
- To learn the basic of banking transactions

UNIT-1

UNIT-2

UNIT-3
Preparation Of Final Accounts: Trading, Profit And Loss Accounts And Balance Sheet With Adjustment (Closing Stock, Depreciation, Outstanding Expenses And Income, Prepaid Expenses And Income, Interest On Capital On Drawings. Provision for Bad and Doubtful Debts)

UNIT-4
Hotel Cost Accounting – Definition Of Cost & Costing – Scope And Advantages Costing Preparation Of Cost Sheet – Inventory Control – Meaning – Perpetual Inventory And Periodic Inventory – ABC Analysis - Method Of Inventory Valuation –FIFO – LIFO And HIFO- Advantages Of Tally Package In Inventory Valuation-Budget & Budgetary Control – Advantages & Disadvantages – Types Of Budgets

UNIT-5

REFERENCE BOOKS:
SKILL BASED SUBJECT

HYGIENE & SANITATION (CREDIT 2)

Objectives: To impart importance of Hygiene and Sanitation in Food Industry.

UNIT I

UNIT II
Hygiene In The Kitchen - Hygienic Storage Of Raw And Cooked Foods – Food Storage Conditions For Dry Foods Canned Foods And Perishables, Correct Usage Of Refrigerators, Freezers- Thawing Of Frozen Food, Importance Of Stock Rotation FIFO

UNIT III
Food Contamination, Poisoning And Food Borne Diseases – Bacterial Contamination Physical Contamination, Chemical Contamination, (Sources, Routes & Vehicles Of Contamination); Food Poisoning – Definition: Common Food Poisoning Bacteria (Salmonella, Clostridium Perfringers Botulis) Staphylococcus Aureas – Their Sources, On- Set, Period, Mode Of Spread To High Risk Food, Control And Important Characterization. Prevention Of Food Poisoning (Protecting Food From Contamination, Preventing any Bacteria Within Food From Multiplying, Destroying Those Bacteria Present Within The Food). Food Borne Diseases (The Sources, Causes & Symptom) Amoebiasis Acute Diaporrea/Dysentry Typhoid Role Of Microbiological Laboratories In Hotels.

UNIT IV

UNIT – V
Food Safety – HACCP System – Meaning, Steps Of HACCP System, The Flow Of Food, Hazards And Critical Points (CCP); First Aid - Definitions, Importance & Basic Rules Role Of The First Aider. The First Aid - Kit Types
Of Dressings & Their Use. First Aid For Bleedings, Burns & Scalds, Electric Shocks, Fractures, Food Poisoning.

REFERENCE

- Managing Food Hygiene By Nicholas Johns, Publishers: Macmillan.
- Social & Preventive Medicine By Yash Pal Bedi, Publishers: Atma & Sons
NON MAJOR ELECTIVE

BASIC ROOMS DIVISION MANAGEMENT (CREDIT 2)

Objectives: To impart management skills in Basic Rooms Division Department.

UNIT-I
Introduction Of The Hotel Industry: Classification Of Hotels, Rates And Meal Plans, Types Of Hotel Guest, Organization Of The Front Office Department, Equipment Used, Lay Out Of Front Office Department Duties And Responsibilities Of Front Office Staff, Reservation And Registration, Room Assignments, Guest Folios, Methods Of Payments.

UNIT-II

UNIT-III
Front Office Procedures: Guest Service, Guest Complaints, Check Out Settlement, Night Auditing, Computer Applications, Yield Management And Forecasting.

UNIT-IV
Housekeeping Management: The Housekeeping Department, Housekeeping In Hotels- Importance, Coordination With Other Departments, Types Of Rooms, Classification Of Room Types, Room Supplies, Guest Amenities, Cleaning Agents And Equipments.

UNIT-V
House Keeping Procedures: Bed Making, Laundry Department, Machinery Used In Laundry, Key And Key Control, Pest Control, Public Areas, Supervision In Housekeeping, Safety And Security.

REFERENCE:

1. Front Office Management And Operations-Ismail, Ahmed
2. Hotel Front Office Management- Bardi, James A.
3. Hotel Front Office Operations And Management-R Tewari
4. Hotel Housekeeping Operations Management- G-Raghubalan