

## SYLLBUS FOR THE POST OF ASSISTANT PROFESSOR HOSPITALITY & CATERING TECHNOLOGY

### **Unit 1: Food and beverage management**

- a. Menu merchandising - planning , costing, Engineering , Merchandising and pricing
- b. Emerging Trends , fast food concerns , human resource work force issues, diversity and dietary concerns
- c. HACCP
- d. Various thefts, preventions at bar counter -Shoppers service
- e. Importance and tools of portion control
- f. Equipments, glassware and machines used at bar counter.
- g. Different Types of Catering establishment and their operations
- h. Various Types of Restaurant Services
- i. Types of Breakfasts
- j. French and culinary terms
- k. French Classical Menu, Managing Food and Drink Operations 1 Supplies and Services in F&B 2. Food Production and Service Delivery Systems 3. Organizing People, Products and Processes 4. Customer Demands and Operational Capabilities 5. Control Actions For Food and Drink Operations
- l. Dimensions of crockery and different equipment's in restaurants.

### **Unit 2: Housekeeping Management**

- a. Role and Responsibilities of Housekeeping Department.
- b. Linen and uniform management
- c. Safety and security standards in hotels, Role of technology in managing safety, security and energy conservation
- d. Waste management, pollution control and rain water harvesting
- e. Various layouts – Room layout, Laundry layout, uniform room layout, Facilities for Physically Challenged room 1. Introduction 2. Guidelines for planning facilities 3 Indian Government rules for the physically challenged guest.
- f. Pest control management
- g. Introduction and objectives of interior design
- h. Flower Arrangements
- i. Linen & types, upkeep, par stock levels and linen calculation
- j. Composition care and cleaning of different services
- k. Stain Removal
- l. Light and Heavy Equipments used in Hotel Housekeeping and Laundry.
- m. Importance of chemicals and classification of chemicals used in laundry,
- n. Dimensions and capacity of laundry machinery in star graded laundry.

### Unit 3: Front Office Management

- a. Revenue / Yield management – Definition and concept of Revenue management, tools of Revenue management , measuring yield (various calculation used to calculate yield),road map of revenue management, techniques used during high and low demand periods, Revenue management computer software.
- b. Hospitality Entrepreneurship – resort , event, recreation, entertainment, wellness and spa management.Investment Considerations 1.Market Feasibility 2. Resort Financing 3. Forms of Ownership 4. Sale of Vacation & Timeshare ownership
- c. Types of rooms and classification of hotels.
- d. Laws and standards related to hospitality business – shops and establishment act , the employment exchange act 1959, Cyber laws , licenses and permits , FSSAI, Foreign exchange regulations, Hotel Licenses & Regulations 1. Project Stage, Requirements & Concessions 2. Operations Stage 3. General Hotel Operating Licenses 4. Food & Beverage Operations 5. Personnel Department 6. Accounts Department 7. Sales Tax Registration 8. Service Tax Registration 9. Luxury Tax Registration 10. Value Added Tax (VAT) 11. Central Value Added Tax (CVAT) 12. Expenditure Tax 13. Permanent Account Number (PAN)
- e. Handling unusual events and emergency situations , theft , death, bombs and fire
- f. Tariff structure - basis of charging and methods of fixing room rent
- g. Budget and Budgetary control.

### Unit 4:Food production Management

- a. Material handling – introduction and objectives of material handling, principles of material handling , selection and evaluation of material handling system
- b. Work study- Advantages of work study , method and motion study , work measurement and time study
- c. Quality control- introduction to quality control , need for controlling quality , types and tools for quality control
- d. Indenting and its importance
- e. Maintenance management – objectives of maintenance , types of maintenance , best maintenance practices and computer aided maintenance
- f. Waste Management – types and purpose of waste management
- g. Inventory control management
- h. Forecasting – need and importance of forecasting , qualitative and quantitative methods of forecasting
- i. Food cost control procedures
- j. Standard purchase specification and standard recipe
- k. Classification of soups
- l. Salad and salad dressings
- m. Mother sauces and Derivatives
- n. Types of Stocks and their use
- o. Egg Cookery

- p. Garnishes and Accompaniments
- q. Light and Heavy Equipments used in QFK

### **Unit 5: Management Functions and Organizational Behavior**

- a. Definition of management, Objectives of management
- b. Tasks and responsibilities of professional manager
- c. Management systems , Process and Managerial skills
- d. Decision making models, techniques and process
- e. Analyzing interpersonal relations , leadership styles and group dynamics
- f. Organization structure and design
- g. Managerial communications
- h. Management of Organizational conflicts

### **Unit 6: Information technology for hospitality sectors**

- a. Introduction to Information technology in Hospitality sector
- b. Management information Systems in Hospitality ( MIS)
- c. Global distribution system / CRS (Galileo. Sabre, worldspan, Apollo)
- d. Customer relation management ( CRM)
- e. Advance decisional techniques with reference to PERT AND CPM

### **Unit 7: Property Developments and Planning**

- f. Introduction and developing business profile
- g. Project selection and feasibility report
- h. Types of business
- i. Specific clearances – land conversion , building approval and trade licenses , specific clearances from civic bodies, fire safety and pollution control board
- j. Facilities designs and analysis (SLP, Flow of guest/ staff movement , layout design)
- k. Star classification criteria, incentives available to stake holders
- l. Planning for special abled guest

### **Unit 8: Managing entrepreneurship**

- a. Entrepreneurship skills, entrepreneurial competencies , institutional interface
- b. Establishing small scale enterprises – market assessment for SSE , choice of technology and selection of site
- c. Financing the new / small enterprises
- d. Marketing management issues in SSE
- e. Strategies for Stabilization and growth
- f. Different theories of entrepreneurship
- g. Social entrepreneurship is hospitality sector.

### **Unit 9: Human Resource Management**

- a. Context and concept of HRM, Organization and function of HR, Structure and strategy
- b. Recruitment and selection- HRIS
- c. Manpower planning – HRM issues and practices in the context of outsourcing as a strategy
- d. Human resource development – Training and development methods, Design and evaluation and T& D programmes , career development. Performance appraisal and its use.
- e. Building relationships

### **Unit 10: Marketing Management**

- a. Introduction to marketing and marketing management , marketing concepts, marketing mix, consumer marketing and buying behavior , market Segmentation, TALC
- b. Product decisions – concept of a product , product mix and brand decision , product development and product life cycle, Butlers Model
- c. Price decisions and price strategies
- d. Channel distribution
- e. Promotion decisions.