SEMESTER III

FOOD SERVICE MANAGEMENT

Course Code: HSDF3CT11
Teaching hours: 5hrs/week
Credit: 4

Objectives

☐ To develop a knowledge base in key areas of institutional food administration
☐ To gain knowledge about the principle of management
☐ To develop skill in organizing and establishing Food Service Institutions.
☐ To impart necessary expertise to function as a Food Service Manager.

Course Outline

Module 1: History and Development of Food Service System

History, Food service establishments, Types-commercial and non-commercial, their characteristics

Module 2: Planning a Food Service Unit

Planning, Investment, funds, Project report, registration

Module 3: Setting a Food Service Unit

Layout, Design (definition), Layout for different food service establishments, planning a layout. Evaluation of plans
Module 4: Food Service Management


Module 5: Directing and Administrative Leadership

Direction, leadership, delegation, decentralization, centralization, supervision, human relations in industry, authority and responsibility, motivation, communication.

Module 6: Staff Planning and Management

Manpower planning, selection, recruitment and training, wages, salaries, incentives, promotion, demotion, transfer, dismissal.

Module 7: Food Management-Records for Control

Maintenance of accounts — Daily, weekly, monthly accounts for food, labour equipment and furnishing, rent, water, fuel, light, licenses, cleaning supplies maintenance and miscellaneous. Budgetary control, non-budgetary control, cost control, cost control, fixed, variable cost, marginal and unit cost, Break-even analysis, production planning control.

Module 8: Evaluation

Objectives, techniques and problems.

Module 9: Personal Functions: - Work Productivity

Work study, Work simplification, Work design, and Job design.

Module 10: Managerial Problems

Managerial problems of food service unit. Methods to tackle problems.

References

QUANTITY FOOD PREPARATION AND FOOD SERVICE TECHNIQUES

Course Code: HSDF3CT12

Teaching hours: 5hrs/week

Credit: 4

Objectives:

☐ To understand the objectives of different types of food service institutions

☐ To gain knowledge in menu planning, preparation of recipes in large scale and serving and also in food costing.

Course Outline

Module 1: Food Service Theory
Scope of hospitality in Industry, Different types of food service institutions, and their objectives.

Module 2: Menu Planning- The Primary Control of Food Service
Menu pattern, Planning, presentation, prizing and evaluation.

Module 3: Purchasing
Procurement, product selection, specification, methods of purchasing and purchasing process.

Module 4: Storage
Receiving, storage and inventory control.

Module 5: Production Planning and Standardisation of Recipes
Standardisation and portion control production forecasting and production scheduling

Module 6: Quantity Food Production and Quality Control
Objectives of food production, Methods of production, product standards and production control - HACCP

Module 7: Distribution and Service of Food
Types of cuisine and food service, styles of Food service, service management and service equipment.

Module 8: Fuel
Equipment and fuel economy, Substitutes for meeting fuel shortage.
Module 9: Beverages

Alcoholic and Nonalcoholic beverages, preparation, service and control measures.

References


HOSPITALITY ADMINISTRATION

Course Code: HSDF3CT13

Teaching hours: 5hrs/week

Credit: 4

Objectives

- To develop skill in managing accommodation department and dealing with the procedures
- To know the organizational and procedural aspects of front office and housekeeping departments of hospitality institutions
- To identify the need and use of different tools and equipments belonging to the two departments
- To develop social skills and effective communication in dealing with guests, colleagues and management

Course Outline

Module 1: Introduction to hospitality and hotel industry and tourism

Classification of hotels and other hospitality Institutions, importance of tourism for hospitality industry, types of operations, Hostess training

Module 2: Organisation of departments

Departmental classifications, numbering of rooms and food plans, room types and rates, Tariff structure, rate policies

M.Sc. Programme in Home Science Mahatma Gandhi University
Module 3: Front Office and Guest reservation

Importance of the department, Layout and planning, Staffing pattern and duties, Basic Terminology used in the department, Qualities and etiquettes of front office staff

Module 4: Basic reservation system

VIP Procedures, Computerized reservation forecasting, Cancellation, penalty, Arrival and departure, C-Form, procedures of check- in and check-out, Key handling and control, Luggage handling, Book Keeping and Record Maintenance, Lobby management, Public relations, Co-ordination and communication of front office with other departments

Module 5: Records for control

Importance of reports, the front desk log, maintaining room status, maintaining account balance, monitoring availability, electronic front office, electronic point sale system, room status indicator, accounting equipment

Module 6: Housekeeping

Importance and need of Housekeeping Department, Organisation and duties, Hierarchy and Job descriptions, Layout, Inter-departmental coordination and communication, Interrelationship with Personnel Department: Importance and functions, Manpower planning, Recruitment, training and appraisals

Module 7: Linen room and Laundry management

Classification and selection of linen, par stock determination, storage, distribution and control of linen and uniforms, condemnation and reuse, bed making and turning down, Layout and physical attributes of Linen room and storage and laundry, Staff and duties, wet and dry washing, finishing processes and stain removal

Module 6: Upkeep, Sanitation and hygiene

Cleaning Guest rooms and service areas, Rules, procedures and principles, Methods of Cleaning of various materials, types of room cleaning- daily, weekly, spring cleaning etc. Equipments, cleaning agents and maidís trolley, Sterilization, disinfection, Control of infestation, Integrated Waste Management (IWM), Room inspection checklist, repair and maintenance, Refrigeration and A/C, Public address system and music

Module 7: Aesthetic treatments of Interior environment

Interior decoration in Commercial / hospitality areas, window treatments, Selection and care of Furniture, furnishings, lighting and accessories, Floral decorations and table setting and layout, Indoor gardens and Landscaping

Module 8: Safety Education and First Aid

For shock, fainting, stroke, burns, fits, heart attack, etc. Safety measures, fire preventions and control, accident prevention, security measures
Related Experience:

1. Visit to front office and housekeeping departments of various institutions
2. Role play of guest handling / First Aid / Hostess duties / etiquettes
3. Practical Bed making / Table setting / Flower Arrangement / Curtain Styles
4. Internship in Housekeeping/ Front Office at any Institution/ Preparation of modules for training housekeeping attendants

Reference:

- Express Health Care Management
- Ismail A., Front Office operations and Management, Thomson and Delmar Publishers, Canada
- Raghubalan and Smritee Raghubalan, Hotel Housekeeping- Operations and Management, Oxford University Press, New Delhi

SCIENTIFIC WRITING AND PROJECT FORMULATION

Course Code: HSDF3CT14

Teaching hours: 5hrs/week

Credit: 4

Objectives:

- To be able to appreciate and understand importance of writing scientifically.
- To develop competence in writing and abstracting skills.

Course Outline

Module 1: Scientific writing as a means of communication

Different forms of scientific writing. Articles in journals, Research notes and reports, Review articles, Monographs. Dissertations, Bibliographies, Book chapters and articles.
Module 2: How to formulate outlines

The reasons for preparing outlines: as a guide for plan of writing, as skeleton for the manuscript, Kinds of outlines, Topic outlines, Conceptual outline, Sentence outlines, Combination of topic and sentence outlines

Module 3: Drafting titles, Sub titles, tables, illustrations

Tables as systematic means of presenting data in rows and columns and lucid way of indicating relationships and results. Formatting tables: Title, Body, Stab, Column, Column Head, Spanner Head, Box Head, Appendices: use and guidelines

Module 4: The writing process

Getting started, Use outlines as a starting device, Drafting, Reflecting, re-reading; Checking organization, Checking headings, Checking content, Checking clarity; Checking grammar, Brevity and precision in writing, Drafting and re-drafting based on critical evaluation

Module 5: Parts of dissertation/research report/article

Introduction, Review of literature, Methods, Results and discussion, Summary and abstract, References. Ask questions related to: content, continuity, clarity, validity, internal consistency and objectivity during writing each of the above parts.

Module 6: Writing for Grants

The question to be addressed, Rationale and importance of the question being addressed, Empirical and theoretical framework, Presenting pilot study/data or background information, Research proposal and time frame, Speciality of methodology, Organization of different phases of study, Expected outcome of study and its implications, Budgeting, Available infra-structure and resources, Executive summary

References


FOOD SERVICE MANAGEMENT -PRACTICAL AND FIELD EXPERIENCE

Course Code: HSDF3CP15

Teaching hours: 5hrs/week

Credit: 2

Objectives:

To enable students get practical experience in planning, organizing, controlling and evaluating the management of human, material and financial resources.

Course Outline

Module 1: Practicals

Food production

1. Selection of recipes suitable for various types of food services establishments ñ Multi cuisine, especially fast foods.
2. Standardisation of recipes.
3. Stepping up of standardized recipes for quantity products (more than 50 portions)

Module 2: Field Experience

Planning, purchasing, preparing and serving foods in the college cafeteria. Cost and profit analysis.

Module 3: Field Study on Any One of the Following Aspects

1. Planning and design of a food service establishment.
2. Equipment design and arrangement related to food service.
3. Costing, pricing and profit calculation of a food service unit.
4. Sanitation and hygienic practices followed in a unit.
5. Quantity control in various stages of food service.
6. Food purchasing, selection and storage practices in a food service unit.
Module 4: PROJECT

Design and conduct a study related to any of the topics in the course content of Food Service Management.