

## SEMESTER III

### FOOD SERVICE MANAGEMENT

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**Course Code: HSDF3CT11**

**Teaching hours: 5hrs/week**

**CORE**

**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**

Managing an organization, Process involved, Principles of management, Functions of management-planning, organizing, directing, co-ordinating, evaluating, and controlling. Total quality 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 ñ 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**

- Khan, M. A.(1987): Food Service Operations, AVI Publishing INC,Connecticut.)
- Malhan, S and Sethi, M. (1987):Catering management,An Integrated Approach,Wiley Eastern Ltd.New Delhi.
- Malhotra, R. K.(2002):Food Service and catering Managemebnt,Anmol Publication Pvt Ltd.
- Minor L J and Cichy R. F.(1984): Food Service System Management,AVI Publishing INC,Connecticut.
- Sullivan, C.F. (1990): Management of Medical Food Service, Van Nostrand Reinhold, Newyork.
- Taylor, E., and Taylor, J. (1990): Mastering Catering Theroy, Macmilan press Ltd.London.

## QUANTITY FOOD PREPARATION AND FOOD SERVICE TECHNIQUES

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**Course Code: HSDF3CT12**

**Teaching hours: 5hrs/week**

**CORE**

**Credit: 4**

**Objectives:**

- To understand the objectives of different types of food service institutions
- 2 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, pricing 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

- Khan, M.A. (1987): Food Service Operations, AVI Publishing Inc Westport, Connecticut.
  - Peckham, G.C.(1994): Foundation of Food Preparation. The Mac Milan Company, London .
  - Taylor, E. and Taylor J.(1990): Mastering Catering Theory. Mac Millan Press Ltd. London.
- West, B.B and Wood L.(1986): Food service Institutions, 6<sup>th</sup> edition, Mac Millian Publishing Co.

## HOSPITALITY ADMINISTRATION

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**Course Code: HSDF3CT13**

**Teaching hours: 5hrs/week**

**CORE**

**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

### **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 maid's 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:**

- Andrews S., (2000) Hotel Front Office Training Manual, Tata Mc Graw Hill Publications, New Delhi
- Andrews S., (2000) Hotel Housekeeping Training Manual, Tata Mc Graw Hill Publications, New Delhi
- Ball S. et al, (2003) Hospitality Operation-A System Approach, Thomson Learning, U. K.
- Branson J.C. and Lennox M., (1988) Hotel, Hostel and Hospital Housekeeping, Edward Arnold Publishers, London
- Express Health Care Management
- Ismail A., Front Office ñOperations and Management, Thomson and Delmar Publishers, Canada
- Krishna, B. And Churchland, S., (2004) Hotel Accommodation and Operations, Indo-Swiss Publishers, Mumbai
- Negi J., (1997) Professional Hotel Management, S, Chand Company, N. Delhi
- Raghubalan and Smritee Raghubalan, Hotel Housekeeping- Operations and Management, Oxford University Press, New Delhi

**SCIENTIFIC WRITING AND PROJECT FORMULATION**

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**Course Code: HSDF3CT14****Teaching hours: 5hrs/week****CORE****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**

- APA (1994). Publication Manual of American Psychological Association (4<sup>th</sup> Edition), Washington : APA.
- Cooper, H.M. (1990) Integrating research: A guide for literature reviews (2<sup>nd</sup> Edition). California : Sage.
- Dunn, F.V. & Others. (Ed.) (1994). Disseminating research: Changing practice. NY : Sage.
- Harman, E & Montagnes, I. (Eds.) (1997). The thesis and the book. New Delhi : Vistaar.
- Locke, L.F. and others (1987). Proposals that work : A guide for planning dissertations & Grant proposals (2<sup>nd</sup> Ed.). Beverly Hills : Sage.
- Mullins. C.J. (1977). A guide to writing and publishing in social and behavioural sciences. New York: John Wiley & Sons.

- Richardson, L. (1990) Writing strategies. Reaching diverse audience. California : Sage.
- Sternberg, R.J. (1991), The psychologist's companion: A guide to scientific writing for students & researchers. Cambridge: CUP.
- Thyer, B.A. (1994) Successful publishing in scholarly journals. California: Sage.
- Wolcott, H.F. (1990). Writing up qualitative research. Newbury Park : Sage

## **FOOD SERVICE MANAGEMENT -PRACTICAL AND FIELD EXPERIENCE**

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**Course Code: HSDF3CP15**

**Teaching hours: 5hrs/week**

**CORE**

**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.