

## **HOSPITALITY MANAGEMENT**

### **Objectives:**

1. To provide an educational foundation for a range of administrative and management careers in the hospitality industry.
2. To develop in the student, the ability to think logically, communicate clearly develop an eye for detail, cost consciousness and optimum utilization of time energy and materials
3. To equip the student with a thorough understanding of the administrative production skills required. Maintenance of discipline, neat & pleasant appearance, and high level of personal and job hygiene.
4. To provide skills to manage in a computerized environment and a rapidly changing IT Environment and its effect in the hospitality environment. Also to provide work ethics and adequate work habits essential for working in a team.
5. To develop in the students skills and personal qualities of general importance and applicability in all aspects of working life.
6. To acquire skill for future management roles of various types of hospitality units and being aware & conscious of social responsibilities that an organization owes to its employees & clients.

## ENGLISH LANGUAGE PAPER – I

CLASS XI AND XII      Marks – 50 (1½ hours)

Objective : To provide experience of the structure and vocabulary of English to enable students to

1. Study other subjects in the curriculum
2. Develop communication skills for vocational purposes.

There will be two papers as follows:

### Paper 1 (1½ hours)

Question One **Either**

(a) Candidate will be required to write a report in about three hundred words based on information provided.

**OR**

(b) Candidates will be required to write a passage of about three hundred words in the form of a description of events, or of a process, directions or instructions.  
[Both types – (a) and (b) – will be set]

Question Two

Candidates will be required to write a letter from a choice of two subjects. Suggestions will be given. The layout of the letter with address, introduction, conclusion, etc., will form part of the assessment.

Question Three

An unseen passage of prose of about three hundred words will be given. Questions based on the passage will be of the objective type and will include multiple-choice answers, which may be verbal or diagrammatic. All questions will have to be answered. Questions will test the candidate's understanding of ideas expressed in the passage as well as the meaning of words and the function of structures.

Question Four

An unseen passage of about two hundred and fifty words will be given. A question or questions will be asked to test the candidate's ability to extract information from a passage. Candidates will be directed to provide the required information in the form of enumerated notes, not in connected prose.

## ENGLISH – PAPER II

1½ Hr

50 Marks

**OBJECTIVE:** To provide experience of a variety of English Prose, Poetry, Play, Addressing issues of human interest and concern.

Candidates are requested to answer five questions from the selected pieces.. The question will be set to test the candidate's ability to recall and respond to the information contained therein.

Question 1 will be compulsory, which will be set from the stories selected from Twelve Contemporary Short Stories. Another five questions will be set, one from each of the parts. i.e. from Twelve Contemporary Short Stories, Poems, Essays, Excerpts of plays and from Great Modern Lives. Candidates are to answer any four out of the five questions. Total five questions to be answered.

### Q1. Compulsory + Any four.

#### I. Twelve Contemporary Short Stories. (OUP)

- |    |                 |   |                               |
|----|-----------------|---|-------------------------------|
| 1. | Ruskin Bond     | : | The Eyes Have it.             |
| 2. | Roald Dahl      | : | Parson's Pleasure             |
| 3. | Jug Suraiya     | : | Badger                        |
| 4. | R.K. Narayan    | : | Martyr's Corner               |
| 5. | Bernard Malamud | : | The First Seven Years.        |
| 6. | Allen Sealy     | : | How Raj Kapoor Saved my Life. |

#### II. Poems

- |    |                        |   |                      |
|----|------------------------|---|----------------------|
| 1. | Wystan Hugh Auden      | : | The Unknown Citizen  |
| 2. | David Herbert Lawrence | : | The Best Of School   |
| 3. | Robert Frost           | : | The Road Not Taken   |
| 4. | Edgar A Guest          | : | It Couldn't Be Done. |
- (The Art of Dynamic Thinking – Melvin Powers. Better Yourself Books)

#### III. Essays

- |    |                  |   |                 |
|----|------------------|---|-----------------|
| 1. | J.B. Priestley   | : | Too many people |
| 2. | E.R. Braithwaite | : | Job Hunting     |

IV. Excerpts from plays (Shakespeare)

1. Merchant of Venice

Prince of Arragon's Speech : "..... Who chooseth me shall get as much  
as he deserves"

2. Julius Caesar:

Mark Anthony's Speech : "Friends, Romans, Countrymen....."

V. 100 Great Modern Lives – Ed. John Canning (Rupa & Co.)

1. Douglas Collier : Jamshedji Tata

2. Andrew Ewart : Henry Ford.

**GENERAL FOUNDATION AND INDUSTRIAL  
SOCIOLOGY ENTREPRENEURSHIP**

**Class XI (1<sup>st</sup>. Year) Theory 3hrs. 50 Marks Total 40 Hrs.**

**Paper I – Sociology**

1.	Constitution of India	2 Hrs.
2.	Industrialization through Five years plans.	2 Hrs.
3.	Industrial safety, First Aid and Hygiene & Safety Management.	2 Hrs.
4.	Population Education	3 Hrs.
5.	Unemployment and Automation	3 Hrs.
6.	Qualities of an Ideal Supervisor	1 Hrs
7.	Environmental Education	2 Hrs
8.	Rural Development	2 Hrs

**Paper II – Environmental Education & Rural Development. 3 Hrs. 50 marks**

1.	i. Environmental Resources, Human Resources and Natural Resources	2 Hrs.
	ii. Population its impact.	1 Hr.
	iii. Impact of industrialization on environment.	1 Hr.
	iv. Effect of modern agriculture on environment.	2 Hrs.
	v, Occupational Hazards.	2 Hrs.
2.	Rural Development	5 Hrs
3.	Globalization	6 Hrs.
4.	Concerns Today	8 Hrs.

**2<sup>nd</sup>. Year (XII)                      Paper I                      50 marks                      3 Hrs.**

**Paper I.**

1.
  - i. Trade Union Act – 1926
  - ii. Factories Act – 1948
  - iii. Minimum Wages Act – 1946
  - iv. Workmen’s Compensation Act – 1923.
  - v. Employees State Insurance Act – 1948.
  - vi. Payment of wages Act – 1936.
  - vii. Maternity Benefit Act – 1961.
  - viii. Contract Labour Act – 1971.
  - ix. Industrial Disputes Act – 1947.
  - x. Employees Provident Fund Act – 1952.                      13 Hrs.
  
2.
  - i. Entrepreneurship.                      2 Hrs.
  - ii. All about small business including Indian Contract Act – 1872.  
The Sale of Goods Act – 1930.                      5 Hrs.
  
3. Estimating and Costing                      6 Hrs.
4. Project Planning and Project Report Making.                      4 Hrs.
5. Building people                      5 Hrs.
6. Science & Technology                      7 Hrs.

**Paper II                      50 Marks                      3 Hrs.**

Entrepreneurship Project Plan

**GENERAL FOUNDATION AND  
INDUSTRIAL SOCIOLOGY ENTERPRENEURSHIP**

**Class XI**

**Theory 3 Hrs.**

**Marks – 50**

**Sociology – Paper – I**

**I. CONSTITUTION OF INDIA.**

**Features Of The Constitution & Preamble.**

1. Fundamental rights
2. Fundamental duties
3. Directive principles of state policy
4. Differences between fundamental Rights and Directive principles – citizen's role in nation building
5. Role of taxes direct, indirect.

**II. INDUSTRIALISATION THROUGH FIVE YEAR PLANS**

1. VIII five year plan
2. IX five year plan (A critical appraisal)
3. Discuss – critically the industrial achievement during the plan period 1<sup>st</sup>.to 7<sup>th</sup> Five year plan.
4. Importance of public sector.

**III. INDUSTRIAL SAFETY, FIRST AID AND HYGIENE**

1. Efficient Worker Safe Worker.
  - i. Causes of work Injuries.
    - a. Bad house keeping
    - b. Hand tools
    - c. Portable electric tools
    - d. Working around machines
    - e. Safety equipments
    - f. Lifting weight
    - g. Padders
    - h. Fire
  - ii. Types of injuries and appropriate first aid
    - a. Severe bleeding
    - b. Cessation of breathing
    - c. Shock
    - d. Poisoning

- e. Drowning
- f. Fractures
- g. Burns
- h. Fainting
- ii. Safety Management.

#### **IV. POPULATION EDUCATION.**

1. Family Planning, small family norms, gender equality, female infanticide, Abortion laws / Euthanasia.
2. Worker and his family –Love and Sex– Qualities of an ideal husband – Qualities of an ideal wife. Setting up a home.

#### **V. UNEMPLOYMENT AND AUTOMATION**

1. Definition of unemployment
2. Types of unemployment
  - i. Casual, seasonal, cyclical.
  - ii. Technological, frictional.

##### Automation and Computerization

1. Tools that substitute hand.
2. Machine that substitute muscles.
3. Computers that substitute brains.

#### **VI. QUALITIES OF AN IDEAL SUPERVISOR**

- 6.1 Be a part of the management
- 6.2 Be a leader of the workmen under you.
- 6.3 Be a policeman when needed
- 6.4 Knowledge of technical job.
- 6.5 Quality control and waste control.
- 6.6 Planning and scheduling.
- 6.7 Method of improvement.
- 6.8 Cost control.
- 6.9 Training your men.
- 6.10 Safety and first aid.
- 6.11 Working conditions of your men.
- 6.12 Problems in supervising women.
- 6.13 Wage payment.
- 6.14 Job evaluation



- 6.15 Merit rating
- 6.16 Labour laws.
- 6.17 Economics
- 6.18 Use of psychological tools.
- 6.19 Common sense
- 6.20 Cool and collective.

## **VII. ENVIRONMENTAL EDUCATION**

1. Environmental resources (energy, air, water, soil, minerals, plants, animals), carrying capacity, effects of exploitation.
2. Population explosion and incompatibility between resources and number, demands on environment to meet 'basic human needs' and 'aspiration of more ambitious goals, its effect on environment'.
3. Impact of industrialization on environment:
  - 3.1 Irreversible changes in landscape.
  - 3.2 Encroachment / degradation of environment and its effects.
4. Effects of modern agriculture on environment:
  - 4.1 Use of high-yielding varieties and deprivation of genetic resources.
  - 4.2 Canal irrigation and water logging.
  - 4.3 Use of fertilizers and pesticides and its effects on environment.
  - 4.4 The dangers in manufacturing, storing, transporting, disposing of insecticides.
5. Land use, soil degradation, population pressure and depletion of forests, grassland and cropland.
6. Environment pollution of air, water and soil and its effects on the living world.
7. Hazardous industrial and agricultural products:
  - 7.1 Safety and health risks connected with their use,
  - 7.2 Impact on environment when used.
8. Misuse of medical technology: the drug menace.
9. Properties of materials (bio-degradable & non-degradable)
10. Typical environmental problems
  - 10.1 Deforestation
  - 10.2 Desertification
  - 10.3 Landslides
  - 10.4 Silting and drying of water resources.
  - 10.5 Pollution of lakes and waterways.
  - 10.6 Toxic substances
11. Occupational hazards

- 11.1 Organizational risks.
  - 11.2 Equipment related risks.
  - 11.3 Process related risks.
  - 11.4 Product related risks.
12. Environmental action
- 12.1 Environmental protection and conservation of resources.
  - 12.2 Pollution control, environmental pollution laws and regulations.
  - 12.3 Waste disposal.
  - 12.4 Desirable nutrition and sanitation practices.
  - 12.5 Recuperation, recycling and substitution.
  - 12.6 Community action for ecological restoration, social and agro forestry.
  - 12.7 Economic use for resources (material, energy, money, time)
  - 12.8 Living in harmony with nature, the environmental ethics.
13. Occupational safety
- 13.1 Fire safety
  - 13.2 Safe handling of equipment and materials.
  - 13.3 Safety precautions in lab/workshop/work site.
  - 13.4 First aid.
  - 13.5 Safety management.

## **VIII. RURAL DEVELOPMENT.**

1. Land use profile in India
2. Causes of economic backwardness: the 'poverty trap'
3. Measures to increase agriculture productivity by improving the inputs.
4. Afforestation – social and farm forestry (environmental, social and economic enhancement).
5. Rural waste re-cycling-biogas plant, compost making.
6. Provision of basic health services for the community – provision of medical care, improvement of environmental sanitation, control of communicable diseases, mother and child health care, school health services. Development of desirable health, nutrition and environmental sanitation practices in the community.
7. Activation of agencies responsible for rural development. (Integrated Rural Development Programme. Small Farmers Development Agency, etc.)
8. Innovations and Development of Rural Industries.

**ENVIRONMENTAL EDUCATION  
AND RURAL DEVELOPMENT**

**Class XI                                      Theory                                      3 Hrs.                                      Marks – 50**

Sociology – Paper – II

1. 1. Environmental Resources (energy, air, water, soil, minerals, plants & animals)
2. Population – Human resources and Natural resource. Exploitation and Exploration of natural resources. Conservation of natural resources waste products management. Respect for laws regulating Community living. Respect for others freedom. Concern for public property.
3. Impact of industrialization on environment.
  - i. Irreversible change in landscape.
  - ii. Encroachment / degradation of environment and its effects.
4. Effect of modern agriculture on environment.
  - i. Effect of high-yielding varieties and deprivation of genetic resources.
  - ii. Canal irrigation and water logging.
  - iii. Use of fertilizers and pesticides and effect.
  - iv. The dangers in manufacturing, storing, transporting, disposing of insecticides.
5. Land use, soil degradation, population pressure and depletion of forest grasslands and cropland. Environment pollution of air, water and soil and its effect on the living world.
6. Measure of medical technology the drug abuse.
7. Biodegradable and non-degradable materials.
8. Typical environmental problems. Deforestation, Desertification, Land slides, silting and drying of water resources, pollution of lakes and resources, toxic substances.
9. Occupational Hazards
  - i. Organizational risks
  - ii. Equipment related risks.
  - iii. Process related risks.
  - iv. Product related risks.

## II. Rural development (with reference to the 20-point programme, 1986)

1. Land use profile in India.
2. Causes of economic backwardness, the poverty trap.
3. Measures to increase agriculture productivity by improving the inputs.
4. Afforestation–social and farm forestry.(environmental,social and economic enhancement)
5. Rural waste recycling – bio gas plant, compost making.
6. Provision for basic health service for the community – medical care, environmental sanitation, communicable diseases, mother and child health care, school health service. Development of desirable health, nutrition and environmental sanitation practices in the community.
7. Activisation of agencies responsible for rural development. (Integrated rural development programme IRDP, small farmers development agency, marginal farmer's development agency.
8. Innovation and development of rural industry.

## III Globalization.

1. Globalization as a worldwide aspiration linking human values.
2. Modernism and Internationalism.
3. Global broadcasting and journalism, role of news agencies, effects of the global reach of broadcasting, risk to cultural values due to bombardment of foreign base media.
4. Concerns today.
  - i. Nuclear disarmament - CTBT
  - ii . Human rights, Gia hypothesis, Malthusian theory, Darwinism & Francis Galton and the Eugenists.
  - iii. Consumer and the competitive market.
  - iv. Dehumanization due to technological advances.
  - v. Advertising and its impact.
  - vi. Impact of society moving towards quick fix solutions leading to corrupt practices.
  - vii. Underemployment and unemployment.
  - viii. The ethical and the moral impact of the Internet.
  - ix. Reaching out : Types of communication networks and their utilities –email, facsimile, video conferencing, understanding of the internet as a global knowledge base and communication network.

**GENERAL FOUNDATION & INDUSTRIAL SOCIOLOGY  
ENTREPRENEURSHIP**

**Class XII**

**Paper – I**

- Part – A      Compulsory objective type of questions covering the entire syllabus of class XI and class XII carrying 20 marks.
- Part – B      Will have 8 questions covering labour legislation and entrepreneurship, Building people & Science Technology of which candidates will have to answer 6 questions carrying 5 marks each = 30 marks.
- Paper – II     Will be of 3 hrs consisting of a complete project plan, preparations of a feasibility certificate and registration – 50 marks.

**Paper I**

**3 Hrs.**

**Marks - 50.**

1.    The Trade Union Act - 1926
  1.    Trade union
  2.    Registration
  3.    Various rules and regulations.
  4.    Cancellation of Registration.
  5.    Rights and duties of Trade union.
  
2.    Factories Act – 1948.
  1.    Definitions of adult, adolescent, young person, manufacturing process worker, factory, occupier.
  - 2..    Scope :- applicable to
    - i.    Establishment with 10 or more workers – work with the aid of power.  
20 or more workers without the aid of power.
    - ii.    Establishment not in accordance with the above two cases but notified by the Government.
    - iii.    Main provisions
      - a.    Health, safety, welfare
      - b.    Hours of work
      - c.    Employment of young persons and women
      - d.    Annual leave with wages
      - e.    Occupational diseases
      - f.    Administration

- g. Enforcement
  - h. Penalties for offences.
- iii. Minimum Wages Act, 1948.
- 1. Living wage, Fair wage, Minimum wage & subsistence wage.
  - 2. Scope
  - 3. Salient features
    - i. Minimum time rate of wages
    - ii. Minimum piece rate
    - iii. A guarantee time rate
    - iv. Overtime rate.
  - 4. Provisions
    - i. Payment in cash
    - ii. Cost of living
    - iii. Maintaining records
    - iv. Violation and enforcements.
- IV. Workmen's compensation Act – 1923
- 1. Objectives – imposition of compensation.
  - 2. Scope – Certain category of railway men
  - 3. To all wage earners earning up to Rs.1000/- per month in certain notified establishments.
  - 4. For death, permanent total disablement, permanent partial disablement, Temporary disablement.
- V. Employees State Insurance Act 1948.
- 1. Objectives - Benefits to employees in case of sickness, maternity, disablement, dependents, employment injury.
  - 2. Scope – Applies to all non-seasonal factories, shops, hotels, restaurants. Not applicable to men of armed forces and those drawing above Rs.5,000/- per month.
  - 3. Finance
    - Employees contribution – 2½ %
    - Employer's contribution – 5 %

Those drawing less than Rs.6/- per day are exempt from contribution.
- VI. Payment of Wages Act – 1936.
- 1. Objectives – To ensure wages for employees drawing less than Rs.1600/- per month.

2. Provisions :

- i. State Government to enforce.
- ii. Fixation of wages periods
- iii. Deductions :
  - a. Fines
  - b. Absence from duty
  - c. Damages, Loss
  - d. House / Accommodation
  - e. Advances or over payment
  - f. Income Tax societies.
  - g. Co-operative
  - h. Insurance premium
  - i. Levy on mines.

VII. Maternity Benefit Act - 1961

- 1. Objective – To regulate employment of women in certain establishment for certain period before and after child birth.
- 2. Scope – Applies to factories, mines, circus, industries, plantations and Government establishment.
- 3. Provisions – Eligibility conditions, period for benefit paid, rate of benefit.

VIII. Contract Labour Act – 1970.

- 1. Object – To regulate the employment of contract labour.
- 2. Scope – Applies to establishment in which twenty or more workers are employed or were employed on any day of the preceding 12 months as contract labour to every contractor who employs or who employed on any day of the preceding twelve months, twenty or more workers.
- 3. Terms – Contractor, Establishment
- 4. Main provisions.
  - i. Setting up of advisory Boards
  - ii. Registration of establishments
  - iii. Welfare and health of contract labour.
  - iv. Penalties and Procedures.

IX. Industrial Disputes Act – 1947.

- 1. Definition of industrial disputes.
- 2. Machinery set up by the Act.
- 3. Labour court, Board of enquiry, Industrial tribunal, Conciliation
- 4. Adjudication

X Employees Provident Fund Act – 1952.

1. Object & Scope – Applied to all factories and establishments and notified industries employing 20 or more people.
2. Rate of contribution
3. Protection from attachment
4. Membership
5. Family pension scheme
6. Benefit of the scheme.

(The latest amendments to the Act must be taken into consideration)

XI. Entrepreneurship

XII. All about small business.

1. Small Business
2. Need for small business
3. Economic Contribution
4. Possible types of business
5. Employer and labour relation
6. Buyer and seller relation
7. Incentives in certain areas
8. Assistance from District Industries Center.
9. Assistance from small scale industries.
10. Service industries.

Managerial Qualities of an Entrepreneur

1. Should be confident
2. Should be dynamic
3. Should be creative
4. Should be able to take initiative
5. Should be flexible
6. Should be result oriented
7. Should be energetic and hard working
8. Should be far sighted
9. Should accept challenges
10. Should be able to communicate effectively.
11. Should be aware of ancillary development.

XIII. Estimating and costing.



XIV. Project planning & project report making.  
Indian Contract Act – 1872.

1. Definition of contract, offer, acceptance, performance of contract.
2. Indemnity and Guarantee.
3. Different kinds of agents.

The Sale Of Goods Act – 1930

1. Definition of Buyer, Seller, Delivery Goods.
2. Price
3. Formation of the contract sale.
4. Difference between sale & hire purchase.

xv. Building People.

1. Privatization v/s Nationalization
2. The need for governments to govern and leave economic activities to the people, Role of NGOs.
3. Generation of financial resources to meet governmental expenses.
4. Impact of privatization on economic development with specific reference to Insurance, Telecommunications, Railways and Electricity.

16. Science & Technology.

1. Animal and human aggression
  - i. Human and non-human signals of aggression.
  - ii. Weapons devised by man for offence and defence.
  - iii. Nuclear weapons, control on weapons manufacture, sale of foreign power.
  - iv. Technology – does it make war more or less likely?
2. Science and Technology as change agents
  - i. Affect of scientific developments on our lives – at work and at home.
  - ii. Business on net – e- commerce, its feasibility and implications.
3. Cosmology and space research
  - i. Current theories about the origins of the universe.
  - ii. Probability of existence of Extra Terrestrial Intelligence.
4. Emergence of new technologies their appreciation
  - i. Non-Digital and Digital technology.
  - ii. Communication technology.
  - iii. Information technology.

## ENTREPRENEURSHIP PROJECT PLAN

**Paper – II      Class -XII      50 Marks      3 Hrs.**

### CURRICULUM IN ENTREPRENEURSHIP DEVELOPMENT

Entrepreneurship curriculum is divided into five major modules:

1. Entrepreneurial career orientation.
2. Entrepreneurial spirit (values and attitudes) and behavioural competencies.
3. Entrepreneurial motivation.
4. Enterprise launching competency.
5. Enterprise management competencies.

#### 1. ENTREPRENEURIAL CAREER ORIENTATION

Today, most prevalent and commonly pursued career after education is that of a wage earner. The great potential of self-employment and the incentives thereof are not well known. This information, orientation and necessity related to future career option will orient students to entrepreneurial career.

#### 2. ENTREPRENEURIAL SPIRIT AND BEHAVIOURAL COMPETENCIES.

Entrepreneurial spirit consists of values and attitude. Since value provides the direction and attitude decides the tendency to act in a given situation, certain competencies are needed to actually take action governed by values and attitudes. These competencies will help students in entrepreneurial career.

#### 3. ENTREPRENEURIAL MOTIVATION

Force, drive and energy are needed to pursue the path of entrepreneurial career. Since forces are provided by creating an urge in the individual for efficiency that reflects through competition with other or with one's standards of performance, the total process is termed as entrepreneurial motivation.

#### 4. ENTERPRISE LAUNCHING COMPETENCY

This includes competencies related to sensing opportunities; project/product; project formulation availing incentives; resource mobilization and finally launching the enterprise.

#### 5. ENTERPRISE MANAGEMENT COMPETENCIES

The enterprise may be small or big but it demands management abilities in its own/manager. The various management functions such as production, marketing, finance, etc., are crucial functions for entrepreneurs. This module will help students in developing enterprise management competencies.

## HOSPITALITY MANAGEMENT

<b>Class XI</b>	<b>Theory</b>	<b>40 marks</b>	<b>3 hours</b>
1.1.1	An Introduction		
1.1.2	Hospitality Industry- services offered:  Accommodation, Food & Beverages, Entertainment, Recreation, Relaxation, Functions & Banquets, Commercial, Security, gaming - seminars conferences exhibitions & Sales meets .		
1.1.3	Factors influencing operation of establishments :  Internal and external, controllable and uncontrollable. Market needs and expectations, Economics , climate ,Seasonal conditions , industry regulations.		
1.1.4	Personal attributes required:  Dedication, Honesty, Intelligence, Presence of Mind, Knowing Different Languages, Punctuality, Perfect Positive Attitude, Appearance, Communication Skills, Initiative, Personal touch, taking adequate responsibility, Good Body Language, Hard work, Desire, Ambition & Talent.		
1.1.5	Commercial & Non Commercial Establishments  Commercial –Hotels, Motels, Taverns, Pubs, Resorts, Clubs, Cafeterias, Bistros, Air Sea & Rail Transport, Restaurants, Non-Commercial Hospitals And Nursing Homes, Schools Canteens, Prisons, Relief/Emergency Catering, Food Courts Amusement Parks , Food Parks, etc.,		
1.1.6	Key Departments & Services: Front Office, Bell Desk Housekeeping Food & Beverages, Sales & Marketing, Human Resources Gaming Kitchen, Front Office Accounting, Finance : Maintenance Of Accounts, Tracking Transaction, Internal Control. Foreign Exchange Encashment Certificate Settlement Of Accounts Account Aging F.O. Records Unpaid Account Balances.		
1.1.7	Hospitality Sector & Industrial Relations:		
1.1.8	Acts & Regulations applicable to hospitality Industry:		
1.1.9	Workers compensation, Liquor license, Food & Drugs regulations, health & Hygiene, building, regulations, sale of goods, insurance.		

## HOSPITALITY MANAGEMENT

**Practicals      Class XI              3hours              60 Marks**

Knowledge of Common cleaning agents and correct cleaning techniques:-  
For hard Floor coverings; porous and non-porous, damp dusting, polishing techniques, metal, leather, walls Ceilings, surfaces, plastics, glass, upholstery types , soft furnishings and carpets, cleaning of different rooms, airing of rooms

Difference between soil and stain:  
Common stains: oil red wine, grass chewing gum, coffee and tea, ink lipstick, candle wax, stain removal agents and techniques .

Use & care of cleaning equipments :  
Mops , brooms and brushes cloths , swabs, buckets vacuums, carpet shampoo machines.

### **Servicing Bedrooms**

Ordering, receiving and returning trolley supplies, stocking the trolley, using the trolley dealing with customer requests, safety and security procedures, heavily soiled linen and rubbish, cleaning and maintenance programmes. Work sequence for room servicing: confirm room status, ventilate rooms, check for lost property, bed making, cleaning and replenishing supplies.

### **Servicing Bathrooms**

Cleaning of bathroom fittings and fixtures:

Bath tub, shower, basin, toilets, floors, using the suitable cleaning agents, sanitising and deodorising bathrooms, eradicating pests & use of pesticides, removal of moulds and stains, damage repairs. Making for special provision for Very Important dignitaries. Arrange for special supplies for physically challenged guests/special guests Linen and bathroom supplies.

## HOSPITALITY MANAGEMENT

**CLASS XII-**

**(Theory)**

**3 Hours**

**40 Marks**

- 2.1.0 Guest
- 2.1.1 Personal Presentation, professional attitudes and behaviour, uniforms and personal Hygiene.
- 2.1.2 Professional attitude:  
To customers in greeting and assisting the customers and also to fellow employees and to employers.
- 2.1.3 Handling difficult customer situations:  
Listening skills, Product knowledge, problem solving & expertise in dealing with awkward situations and customer behaviour.
- General Cleaning Procedures: -**
- 2.1.4 Safe handling and storage of chemicals:  
Common cleaning agents and correct cleaning techniques for hard Floor coverings; porous and non-porous floor coverings: porous Floor Coverings, damp dusting, polishing techniques, metal, leather, walls, Ceilings, surfaces, plastics, glass, upholstery, soft furnishings & carpets.
- 2.1.5 Difference between soil and stain:  
Common stains:  
Oil red wine, grass, chewing gum, coffee and tea, ink lipstick, candle wax, stain removal agents and techniques .
- 2.1.6 Use & care of cleaning equipments :  
Mops, brooms and brushes, cloths,swabs,buckets,vacuums, carpet shampoo machines
- Servicing Bedrooms:**
- 2.1.7 Terminology : types of customer rooms, standard ,single, double, suite, villa, unit.
- 2.1.8 Room supplies: beverages give away items.
- 2.1.9 Laundry items toiletries, stationery advertising materials linen electrical equipments.
- 2.2.0 Room reporting : room status ,report room maintenance, report , check -out , stay over closed.

2.2.1 Standard procedures for servicing bedrooms:

Ordering, receiving and returning trolley supplies, stocking the trolley using the trolley dealing with customer requests, safety and security procedures, heavily soiled linen and rubbish, cleaning and maintenance programmes. Work sequence for room servicing: confirm room status, ventilate rooms, check for lost property, bed making cleaning replenishing supplies.

2.2.2 Servicing bathrooms: -

2.2.3 Cleaning bathroom fittings and fixtures:

Bath tub, shower, basin, toilets, floors, using the suitable cleaning agents, sanitising and deodorising bathrooms, eradicating pests & Use of pesticides & pest control- Prevention control & eradication rats, bed bugs, cockroaches, crickets, flies mosquitoes, clothes moth, silver fish, white ants, dry rot, wet rot, pigeons, lizards etc.

Safety & security prevention of accidents, fires- prevention control & equipments removal of moulds and stains, damage repairs.

2.2.4 Special supplies for physically challenged guests/special guests/sports personalities and film personalities, Critics, Press ,V.V.I.P guests from the Ministry & Foreign Delegates & personalities.

2.2.5 Linen and bathroom supplies.

## OCCUPATIONAL SAFETY & SECURITY

**Class XII**

**Marks 40**

**3hours**

### 3.1.9 Occupational Safety & Security:-

Unsafe & dangerous working conditions and preventive steps:

To ensure health and safety of employees, staff training for safety & security in emergency situations ,regular training of staff for newer methods & techniques in periodical intervals, Ergonomics – use of Back , safety of carrying weights & their proper stacking avoiding accidents. suitable machinery for work, safe operating procedures.

### 3.2.0 Work Place Accidents and Preventive Measures:-

Burns, falls, strain and sprain, machine injuries, chemical injuries, protection correct storage, machine maintenance lighting conditions ,correct lifting and handling techniques.

### 3.2.1 Security & Emergency Problems in Hospitality Establishments:

Controlling Fire break out due to short circuit or any other emergency fire beak out, proper knowledge of fire prevention, Fire control its theory & drill practice for an outbreak of fire, theft, unusual events lost & found property, procedures, key control, suspicious and unusual characters, security of guests' property, and security of establishments' property.

### 3.2.2 Standard Emergency Procedures:

Medical attention, procedures evacuation, bomb threats, fires, dust removal of disposable wastes, chemical spills and toxic fumes. First aid for work place accidents. Knowledge of principles of first aid contents of first aid kit methods for wounds fracture cuts sprains & burns, asphyxia and safety in fire fighting in case of fire breakout. Medical insurance schemes to ensure proper safety & prevention & cure of victims in case of accidents.

## INTERPERSONAL SKILLS

**CLASS XII**                      **Theory Paper**                      **Marks 40**                      **3hours**

3.2.3 Key interpersonal skills required:

Communication ,Social Interaction, Team work ,Courtesy

3.2.4 Strategies for developing interpersonal skills :

Self Evaluation and personal development, Formal study, training course work place practice supervision Knowledge of Modes of Communication, definition of communication need for principles of , types –Upward downward parallel, accuracy ,brief building lasting impression both first & last ,customer recognition handling special situations guest queries ,job satisfaction .Importance of current knowledge entertainment & facilities available for guests.

3.2.5 Personal Presentation:

Personal hygiene, grooming, poise, and deportment speech, etiquette, body language, Uniform Care.

3.2.6 Communication skills: -

Speaking, knowing various Indian & European languages, presentable manner & expressions, phonetics, listening writing, Analysing and Interpreting. Usage of telephone, non-verbal communication inter- department relationship guest service, logs book handling of telephones.

3.2.7 Self concept: Motivation, Confidence attitude behaviour influence of personal behaviour.

3.2.8 Effective teamwork:

Tolerance, honesty, commitment and dedication cooperation trust & support for others in the team, recognition of team goals and efforts. Empathy and understanding of cultural issues.

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**OCCUPATIONAL SAFETY SECURITY  
&  
INTERPERSONAL SKILLS**

**Practical & Project Work                      Class XII                      3 Hours                      60 Marks**

1. To plan to create the right kind of ambience in the hospitality centre.
2. Building of proper Team work with inter related departments
3. Proper trainees to be developed in order to efficiently handle various situations
4. Mock handling of communication sessions, group discussions on various problems in day to day life to collect information on the above & enact such situations.
5. Identification of problems, and prevention of the same for better teamwork
6. Practice to converse in different languages – be eloquent clear yet brief & to the point.
7. Handling telephone calls taking messages writing D.O. letters memos & personal letters.
8. Receiving mails & replying ,Report- Feed back receiving , Report writing- Reporting antherity.
9. Registering new guests – corporate /International
10. Perfect diction, poise delivery, knowledge, information, and promptness.
11. Motivation, greeting, hospitable, handling various types of guests with care & poise
12. Administering first Aid: Simple dressings bandages and their uses, roller bandages, Triangular bandage, artificial respiration.
13. To use first aid in case of burns, shocks.
14. Fixing of fuse wires plugs, checking & fixing of bulbs switch connections
15. Use of fire fighting equipments .

## **FRONT OFFICE MANAGEMENT**

***Class XI***

***3 Hours***

***Full Marks 40***

### **FUNCTIONS OF THE FRONT OFFICE**

Reservations:

- 4.1.1 Handling reservations requests:  
Explaining tariffs, promotional packages and facilities ,clarifying details and confirming understanding of the details.
- 4.1.2 Types of reservations:  
New amended, confirmed cancelled, individual, group tour, travel agents conferences, Product launches, corporate.
- 4.1.3 Types of reservation systems:  
Manual-conventional reservations charts forecast board ,density charts computerized systems.
- 4.1.4 Determining correct room rates:  
Recording special requests , wait listing and over booking policies and procedures, cancellations and alterations to reservations checking guest histories, processing no shows.
- 4.1.6 Recording reservations:  
  
Reservation forms/charts ,information to other departments on special requests and arrangements .Guest black list filing and retrieving of information. Use of emails,, faxes ,telephones computers and other aids to facilitate the work.
- 4.1.6 Occupancy report:  
Room availability, occupancy percentage , bed occupancy, presenting Statistics on standard formats occupancy forecasts.
- 4.1.7 Tour & Group Booking:-  
Policy on types of groups, special packages and promotion arrangements.
- 4.1.8 Deposits & prepayments: receiving & recording these receipts.
- 4.1.9 Reception
- 4.2.0 Pre arrival preparation:  
Check guests histories for names & details, allocation of rooms in advance, compile arrival lists, prepare guest folios, dealing with guest correspondence. Importance of Bell desk & Concierge. Telephone facilities & business Centres for executives.
- 4.2.1 Registering guests:  
  
Warm courteous welcome, confirm reservation details with guests, registration of guests with and without reservation, opening guest accounts noting the procedures for payment. Explaining the procedures & practices to guest-Room keys, guest mail, faxes, messages, safe deposit, newspapers, magazines.

#### 4.2.2 Travel Desk :

Arrangement of airport pick ups according to category of guests, touring plans for sightseeing, visits to other places in India, planning and arrangement of cars both AC and Non AC and types of cars for guests – according to their grades, needs e.g Product launches, corporate parties, seminars, VVIP guests, Government officials, Starnites, Press meets, Advertising club meets, Rotary. , Lions meets. Travel planning according to needs budgets and requirements.

#### 4.2.3 Roaming guest :

Advising room allocation, room and establishment facilities, directing, escorting guests to the room handling luggage procedures when the rooms are not ready handling over booking.

#### 4.2.4 Providing information:

On facilities and local services: local attractions and places of interest, selling in-house & other services about the stay.

#### 4.2.5 Providing guest services: Wake up calls, emails, messages, paging , mobiles, taxis, tourist buses, information about the services and local places of interest, safe deposit services & facilities complying with urgent requests and priority situations.

#### 4.2.6 Preparation of records & reports.

Amended departure date/time, billing requirements credit limits baggage requirements transport requirements room charges no shows extensions of stay early departure, pre check in facility, distribution of the relevant reports to other department good interdepartmental communication concerned e.g. housekeeping room service telephones concierge bell desk etc.,

### **Guest departure procedures:**

#### 4.2.7 Finalizing Guest Accounts :

Checking Guest departure list , information from other departments ,checking the accounts before presentation ,departure report for express group check outs.

#### 4.2.8 Presenting guest accounts:

Presenting accounts, check with guest on extra charges, explain account to guests.

#### 4.3.1 Collecting Payments:

Accepting cash & cheques verifying travellers cheques credit cards and vouchers company charges group check outs and foreign currency contra/FOC, recording payments and issue of receipts.

#### 4.3.2 Dealing with guest complaints:

Find out the reason for dissatisfaction dealing with complaints reporting unresolved complaints report all complaints.

#### 4.3.3 Maintaining security :

Recovering the keys from departing guest, storing of keys, key audit, lost or missing keys, recovering lost keys, safety deposit records, return deposits to guests, retrieving safety deposit keys.

4.3.4 Luggage and transport coordination:

4.3.5 Front Office

Offer to arrange transport, note special requirements, follow through special requirements, arrange transport, confirm the arrangements with the guests, and organize luggage service for individual guest & groups.

4.3.6 Forward reservations and fare-willing guests:

Offer of forward reservation, confirm these reservations, record details, deposits prepayments

4.4 Basic Cashiering services:

4.4.0 Compiling guest accounts:

Open accounts, differentiate between individuals group & Split accounts; Process these accounts, transferring new accounts to guest ledger Process departmental vouchers, calculate and add surcharges deduct, deposits and prepayments from guest accounts, prepare the final accounts.

4.4.1 Presenting guest accounts:

Check with the guests, explain accounts to guests, confirm the accuracy of the account, deal with complaints and dissatisfaction, correct errors promptly.

4.4.2 Payments in cash, travelers cheques credit cards and foreign currency transactions:-

Process cheques, verify travelers cheques credit cards follow the hotel procedures for these, foreign currency conversion ratios, inward remittance receipts. Payments through vouchers company charges: Following house procedures for various types of vouchers payment discrepancies, company authorization credit approval, company charge transactions.

4.4.3 Clerical administration :

Use & operation of business machines, processing of business & guest correspondence, despatch of filing systems e mail facilities secretarial services, photocopying services.

4.4.4. Telephone services:

Operation of telecommunication services suited to hospitality industry, handling phone calls providing guest services, emergency procedures.

## FRONT OFFICE

**Practicals                      Class – XI                      Full Marks 60 –                      6 Hours**

**Field training & project work could form a major part of the practical report(evaluated internally)**

Handling types of reservations, request to acquaint oneself with reservation systems both computerized environment & manual entry systems, customer relationship,

Familiarization with recording data of customers on various forms, filing of guest details, familiarize with occupancy reports, Tour & group booking, promotional schemes preparation sight seeing proposals handling travel desk being conversant with foreign currency conversion, handling cash, managing shifts, perfect understanding with various interrelated departments, purchase of useful items for guests use in store, proper indenting and maintenance facilities from food water and hygienic environment. Proper acclimatization of work procedures in hospitality industry. Planning of visits to various hospitality sector units for proper demonstration of working of different interrelated departments.

Role of Interior decoration using principles of design, knowledge of Colour its influence on human personality ,objectives & functions of interior decoration ,Proper placement & use of Furniture ,flowers lighting types knowledge of flower arrangement,-types, shapes & styles both dry and fresh types of flowers ,handling with care & maintenance. Indoor Plants their types care & maintenance Treatment of doors windows curtains & upholstery sheets draperies .

Familiarisation with guest arrival lists, from airport pickup from arrival flight to making placards for identity of guest, check in till preparation of final bills, preparing guest folios, explaining of guest hospitality offered by the hotels, procedures, facilities offered, providing of information, explanation of guest concerns and complaints, handling difficult customers, collection of cash payments handling corporate accounts handling, preparation of menus project work for product launches reception of guests for banquets parties/functions award ceremonies.

Case studies on different problems will help in understanding concepts particularly on Hotel Organisation, Front Office Operation, Reservation, Accounting Night Auditing, Yield management, Human resources etc.,

Total Quality management concepts applications, moments of truth in hotel service management, management programmes & principles. Role of front office, Aid to improve selling & marketability, complaints handling follow up , handling guests that cannot be accommodated, general knowledge of foreign language. Maintenance of Guest cycles, reservation record keeping Key & key control etc.

### **PROJECT WORK & TRAINING:**

Project work mentioned could be like some of the following: -

1. On effective & proper handling of customer from pre -arrival till departure, clearance of bills and full details of facilities being offered, with intricate details of various procedures to foster effective utilization of time, effort, money for the customer and customer satisfaction beyond comparison.
2. Project work on full details of hospitality to be offered to visitor expected to come to the hospitality centre with a team of professionals for a product launch, or seminar .e.g. To arrange for their stay, travel arrangement change in itinerary, sight seeing, seminar with various sitting patterns for 5 day workshop with menus different for each meal times and different meals for different days for a team of 100 people with family.
3. Visits to hospitality sectors and learning about problems collection of reports for project work regarding problems faced in this sector and discussing ways to solve problems faced in a group session or by arranging seminars workshops with distinguished personalities from the hospitality industry.
4. Inviting top professional to hold seminars & lectures for students to motivate them to understand the working of various sectors.

## FRONT OFFICE MANAGEMENT

### Class 12                      Practicals & Project Work & Field Training

1. Accounting procedures and proper handling of computerised environment to ensure smooth functioning of the organization .
2. To give extempore speech, group discussions in order to improve oral communication skills also talk on various current issues.
3. Mock calls, handling of unusual situations, extension of courtesy, handling guest queries, handling telephone, providing of secretarial assistance, proper poise & decorum without ever losing temper, ever smiling.
4. Managing various types of customers:  
Managing unwanted customers handling misbehaving customer, helping old and senior citizens, physically challenged customers, helping customers in distress specially foreigners with language problems and also having lost their belongings credit cards cheques etc., are in need of help. Report back – feed backs to be collected.
5. Cash handling , foreign exchange conversion ratios, percentages simple arithmetical concepts having small tests ( internal examinations)
6. Reporting for call centres working with proper voice modulations required for proper handling of customers for 24 hours. Working in shifts with either sex and carrying proper poise grace & dignity, walking dress code ethics.
7. At least 2 detailed project work for one with individual presentation of effective ways of hospitality sector in any field. Another could be a team effort to show ways & means of improving yield or better customer service etc.,
8. Covering proper target audience during summer vacations, study groups, for Planning to rate plans to execution of plans,
9. Report making of complaints & suggestions Compiling of Guest accounts : Open accounts, differentiate between individuals group & Split accounts; Process these accounts, transferring new accounts to guest ledger Process departmental vouchers, calculate and add surcharges deduct, deposits and prepayments from guest accounts, prepare the final accounts. Presenting guest accounts.
10. Check with the guests, explain accounts to guests , confirm the accuracy of the

account, deal with complaints and dissatisfaction, correct errors promptly. Payments in cash ,travelers cheques credit cards and foreign currency transactions:-

Process cheques, verify travelers cheques credit cards follow the hotel procedures for these, foreign currency conversion ratios ,inward remittance receipts. Payments through vouchers company charges: Following house procedures for various types of vouchers payment discrepancies, company authorization credit approval, company charge transactions.

## **HOUSE KEEPING**

**Class XI**

**Full Marks 40**

**3 Hours**

- 5.0.0 Brief history of house keeping, classification of various institutions inter-departmental Coordination, organizational charts of housekeeping department their duties responsibilities, methods, frequency and schedules, usage of equipments, functions storage & care. Work cards, functions ,formation & plan of work.
- 5.1.0 Physical features & importance of linen room
- 5.2.0 Layout and plan of a linen room
- 5.3.0 Bed, bath & table linen – types & sizes
- 5.4.0 Beds & pillows bedding requirements shapes sizes & types of mattresses, bed spreads mattress protectors.
- 5.5.0 Linen inventory procedure, forms to be designed, and tracing of linen to be maintained in a register or in a computerised environment. Selection purchase distribution control of linen with relevant records. Staff uniform – characteristic distributions care & maintenance & control.

### **Laundry**

- 5.5.1 Layout, Importance usefulness & plan of a laundry
- 5.5.2 Different types of laundering methods used for cottons, wool, silk, rayon & synthetics
- 5.5.3 Laundry detergents bleaches blues & stiffening agents
- 5.5.4 Stain removal on all kinds of clothing bed spreads table lines etc.,
- 5.5.5 Handling of special guest Laundry – Process of receiving,, marking, laundry , washing or ,dry cleaning ,,with instructions & despatch & receipt of guests after receipt by them. Procedure to record, these in a computerised environment.
- 5.5.6 Brief History of the lodging history
- 5.5.7 Classification of the various institutions, their organisations structures and the role of the house keeping within them .
- 5.5.8 Inter & intra departmental co ordinations and also with various other institutions & Suppliers.
- 5.5.9 Organisation charts of the housekeeping department.
- 5.6.0 Duties responsibilities and attributes of housekeeping staff
- 5.7.0 Cleaning – Methods & frequency & schedules – planning report making inspection & supervision- forms for the procedure to be done in computerised environment
- 5.7.1 Cleaning agents – Types functions effects storage selection purchase both retail & Institutional
- 5.7.2 Cleaning equipments : mechanical , hand used for carpets floors upholstery the use of Chamber Maid's Trolley –its stocking functions maintenance & care & precautions
- 5.7.3 Storage & care of equipments & supplies



- 5.7.4 Work cards – plans functions formations
- 5.7.5 Plan of work for cleaning
- 5.7.6 Metals - basic knowledge, Types care & cleaning of brass copper silver bronze EPNS glass Chromium White metals Plastics etc.
- 5.7.7 Wooden surfaces & furniture - basic knowledge, types, care & cleaning
- 5.7.8 Floors- basic knowledge ,types, care & cleaning
- 6.7.9 Glass surface plastics leather walls & wall finishes care & cleaning
- 5.8.0 Removal of stains of common occurrence from various surfaces
- 5.8.1 Step by step cleaning procedure of room's checklist & maintenance.
- 5.8.2 Inventory procedure for all items
- 5.8.3 Different for different types of keys & their control- its importance & handling accountability & responsibility.
- 5.8.4 Handling of lost & found articles – procedure & record keeping.
- 5.8.5 Standard guest supplies, special guest supplies ordering purchasing & inventory Maintenance.
- 5.8.6 Central Housekeeping Desk Control
- 5.8.7 Personal Hygiene, care of skin, hands, feet, nails, teeth, importance of experience rest Sleep, good grooming and correct presentation.
- 5.8.8 Harmful effects of dust dirt bacteria effects of wrong ventilations & lighting, refusals & disposal methods, use of disinfectants deodorants & antiseptics
- 5.8.9 Cleaning & maintenance of Public areas lobbies, elevators ,restaurants, food service Areas as kitchen, storage rooms, factors affecting cleaning cost , plan & inventory
- 5.9.0 Upholstering – types care & maintenance carpets types care & maintenance. selection purchase & control of equipments with all performance level measured & recorded Prevention of accidents – fire-fighting equipments, prevention list & fire checklist with instructions in each room & corner. Cleaning of bathrooms & Cloakrooms, maintenance of records for engineering maintenance occupancy reports records of routine, duty rooster's accomplishments records, check lists occupancy reports, security maintenance

## HOUSE KEEPING

<b>Practicals</b>	<b>Class XI</b>	<b>3 hours</b>	<b>Full Marks 60 marks</b>
6.0.0	Simple mending darning mending & repair & polishing.		
6.0.1	Laundering ( washing stiffening & finishing ) of various Fabrics as covered in theory.		
6.0.2	Stain removal – tea, coffee, blood curry, dirt, stains ink etc.,		
6.0.3	Dry Cleaning		
6.0.4	Inventory design for both washing Laundering & receipts for guest laundry		
6.0.5	Cleaning, care & polishing of various metals.		
6.0.6	Cleaning, care & polishing of various kinds of floor surfaces. difference between cleaning & sanitation		
6.0.7	Cleaning care & removal of stains from different surfaces.		
6.0.8	Cleaning & polishing of glass plastic walls leather & other common surfaces.		
6.0.9	Bed making, Room cleaning step-by-step. Collection of samples for uniforms table lines fabrics for beds bath their prices. Also have practical knowledge of fire fighting equipments. Prevention of lice bugs & other pests.		
6.1.0	Flower arrangement for different areas. Practicals on types of dry flower arrangements, natural flowers arrangements for various occasions. Flower Arrangement in various styles Indian styles, Japanese styles & European Styles. Arrangements to cover up open spaces, for weddings Launches Meets, Visit of dignitaries, & also with use of natural artifacts & fruits.		
6.1.1	Identification of different types of lighting Practicals would be project based which are to be supplemented with a collection of various proforma, reports, charts and also frequent visits to various hospitality sectors for first hand information and observations to complement the practical project work.		
6.1.2.	Cleaning Of Kitchens & Storage Rooms : Removal of stains of common occurrence from various surfaces. Cleaning of kitchen tables, Equipments in the kitchen like meat slicers, grinders and other sophisticated equipments. Minor repairs .Use of ovens, Microwaves, Oven Toaster Grillers . Proper knowledge of washing of Kitchen utensils /ladles washing of dishes & crockery in the Dishwashers , polishing of glass & other kitchen equipments.		
6.1.3	Cleaning of Bathrooms :  Bathroom cleaning, use of deodorants disinfectants and antiseptics, stain removal from different surfaces. Neat & clean Bathrooms Regular changing of towels &		

napkins, Toilet soaps, Shower caps shampoos, Toiletries in case of special distinguished guests.

Project work based on field training can be evaluated internally.

### **SERVICE & MAINTENANCE**

***Class XII***

***Marks 40***

***3 Hours***

1. Need for internal maintenance workshop –preventive break down maintenance.
2. Electricity- Definitions of conductors non conductors ampere volt watt.
3. Safety precautions while use of electrical appliances and the periodic maintenance.
4. Harmful effects of dust, importance of use of antiseptics disposal methods in institutions.
5. Brief study of switches plugs sockets & fuses irons& geysers.
6. Plumbing- Technical terms used in plumber & repair & maintenance of all Bathroom Fittings.
7. Brief knowledge of applications of paints varnishes & polishes.
8. Knowledge of Air condition, Central Air condition maintenance.
9. Knowledge of Kitchen & storage maintenance.
10. Knowledge of hardware maintenance.
11. Knowledge of equipments.
12. Knowledge of Electrical Wiring & casing.
13. Knowledge of Telephone& Internet Connections &Maintenance.
14. Knowledge of polishing of equipments.
15. Knowledge of water treatment plants.
16. Knowledge of Plumbing & sewage lines their care & maintenance.
17. Knowledge of Kitchen Hygiene do's & don'ts.
18. Knowledge Of Cleaning & Sanitation For Bathrooms With Care & Maintenance.

## SERVICE & MAINTENANCE

**Class XII**

**Marks 60**

**3 Hours**

### PRACTICALS & PROJECT WORK

1. Demonstration Of Application Of Paints Varnishes Polishes On Different Surface.
2. Fixing Of Fuse Wire And Plugs Checking& Fixing Of Bulbs Tubes & Shades.
3. Fixing Of Switch Connections & Electrical Appliances, Computers Laptops & Other Necessary Equipments .
4. Plumbing- Repair & Maintenance Of All Bathroom Fittings.
5. Applications Of Paints Varnishes & Polishes On Various Surfaces.
6. Preventive Break Down Maintenance- Planning & Period Checking.
7. Vacuuming, Spotting, Shampooing Of Carpets & Upholstery Pest Control.
- 8 Measures, Cleaning Of Public Areas At Regular Intervals.
9. A C Maintenance Brief Knowledge Of Equipments & Care & Maintenance.
- 10 Knowledge Of Kitchen & Storage& Maintenance.
- 11 Brief Knowledge Of Hardware Care & Maintenance.
12. Brief Knowledge Of Electrical Wiring & Casing Care & Maintenance.
- 13 Brief Knowledge Of Telephone& Internet Connections Care &Maintenance .
- 14 Brief Knowledge Of Polishing Of Equipments Care & Maintenance.
15. Brief Knowledge Of Water Treatment Plants Care & Maintenance.
- 16 . Brief Knowledge Of Plumbing & Sewage Lines Their Care & Maintenance.
17. Brief Knowledge Of Cleaning & Sanitation For Bathrooms With Care & Maintenance.
- 18 Brief Knowledge of Kitchen Hygiene do's & don'ts.

**By Visits To The Various Departments & Having On The Hands & On The Job Training and making project reports**

## **FOOD & BEVERAGE SERVICE**

**CLASS XI**

**Marks 40**

**3 hours**

- 7.1.0 Food & Beverage Outlets.
- 7.1.1 Food service Outlets:  
Restaurants, Cafeteria, Bistro, Fast Food ,Exhibition, convention centres motels, hotels, coffee shops, tea rooms ,Food joints ,Pubs, home delivery and others.
- 7.1.2 Beverage Services:  
Tavern Bars, Public Bars, Lounge Bars, Garden Pools , Cocktail bars, room service mini bars, bottle liquor stores & others.
- 7.1.3 Variations in F & B Establishments, factors:  
Size , location range of outlets target markets meals offered subsidies entertainments.
- 7.1.4 Variations of services offered:-  
Food services : Plate service Silver service ,semi-silver service, Gueridon service, liquor store attendant.
- 7.1.5 Beverage services:  
Bar service ,tray service, cocktail service ,wine service function service, Trolley Gueridon service ,buffet self-service, Fast Food service, English Service, French Service, Russian service American service, Cafeteria Service.
- 7.1.6 Factors influencing the operation of F& B service.  
  
Economic, Climate , ethnic Groups ,Trends, Location, size, Franchisee style of establishment entertainment skilled staff accommodation offered.
- 7.1.7 Roles of Staff:  
Liquor service staff: bar attendant , drink, wine ,waiter, cocktail bar attendant bottle shop attendant, supervisor, outlet manager ,bar useful, cellar person.
- 7.1.8 Food & Beverage Staff:-  
Waiter Maitre d'host, assistant manager restaurant manager outlet manager.
- 7.1.9 Duties of staff : knowledge of duties for bar attendants ,Food & beverage, service stewards duties, staff personal qualities.

- 7.2.0 Demonstration and service of Gueridon service , service , presentation of menus, order taking, service of spirits ,wines, cocktails, mock tails, brandies appetizers.
- 7.2.1 Restaurant layout of table with proper cutlery, also layout including orchestra stage model ,sketch of staff weekly rota planning , drawing of tables banquet plans memorandum ,how to arrange & place cards in order with proper sitting arrangements for different types of functions.
- 7.2.2 Drawing layout for wedding receptions launches corporate parties for buffet service . Layout of smorgasbord service for different types of service.
- 7.3.2 Preparation of 5 different types of soups,  
Preparation of fish – 5 varieties  
Types meat varieties 7 types,  
Salads decoration – 5 classical types & decorative with vegetables,  
Vegetable preparations- 8 varieties along with garnishes.  
Rice varieties 6 types,  
Indian Roti types – 6 types  
Chinese preparations- 6 types like soups ,noodle, rice, meat, fish-  
Tandoori variety preparations – 6 types ,  
Cakes & pastries biscuits & cookies ,jams- 5 types,  
Lemonades squashes, jams,  
Microwave cooking & serving for 6 persons  
Sweets – 10 varieties,  
Varieties of breads – 5 types  
Spring rolls, puffs bread rolls etc.  
Evening snacks for cocktails & dinner parties
- 7.2.4 Laundry, washing, mending removal of stains of various types of materials used e.g. upholstery .bed linen, towels, dry cleaning simple mending & repair. Ironing of suits sarees shirts pants trousers, etc.,
- 7.2.5 Vacuuming spotting shampooing of carpets & upholstery.
- 7.2.6 Practical knowledge of use of fire fighting equipment.
- 7.2.7 Flower arrangement using principles of design along with different accessories like beads, ribbons, dry flowers etc for various occasions

## **FOOD & BEVERAGE SERVICE**

**Practicals                      Class XI                      Marks 60                      3hours**

Food services : Plate service Silver service ,semi-silver service, Gueridon service, liquor store attendant.

Beverage Services:

Bar Service

Tray Service,

Cocktail Service,

Wine Service

Function Service,

Trolley Gueridon Service,

Buffet Self-Service,

Fast Food Service,

English Service,

French Service,

Russian Service

American Service,

Cafeteria Service.

Roles of Staff: practical knowledge of duties & behaviour of the liquor service staff: bar attendant , drink, wine ,waiter, cocktail bar attendant bottle shop attendant, supervisor, outlet manager ,bar useful, cellar person. Roles & duties of the Food & Beverage Staff –

Waiter Maitre d 'Host

Assistant Manager

Restaurant Manager

Outlet Manager.

Duties of staff : duties for bar attendants Food & beverage, service stewards duties, staff personal qualities.

Demonstration and service of

Gueridon Service,

Presentation Of Menus,

Order Taking,

Service Of Spirits, Wines, Cocktails, Mock tails, Brandies, Appetizers.

Restaurant Layout Of Table With Proper Cutlery Napkins With Proper Layout As Required By The Guests.

Layout Including Orchestra Stage Model, effect of music in restaurants.

Sketch Of Staff, Weekly Rota Planning ,  
 Drawing of tables banquet plans memorandum.  
 Arrange & place cards in order with proper sitting arrangements for different types of functions.  
 Laying Boards at the reception to show the banquets with names of  
 Functions & the names of the hosts /companies /corporates  
 Drawing layout for wedding receptions launches corporate parties for buffet service .  
 Refrigeration & its uses for various food stuff both vegetarian & non vegetarian.  
 Refrigeration of regular fillings ,creams oil based curries & masalas.  
 Layout of smorgasbord service for different types of service.  
 Preparation of 5 different types of soups,  
 Preparation of fish – 5 varieties  
 Preparation of meat varieties 7 types,  
 Salads decoration – 5  
 Classical types & decorative with vegetables  
 Vegetable preparations- 8 varieties along with garnishes.  
 Rice varieties 6 types,  
 Indian Roti types ,  
 Chinese preparations- 6 types like soups ,noodle, rice, meat, fish-  
 Tandoori variety preparations – 6 types.  
 Cakes & pastries biscuits & cookies, jams- 5 types,  
 Lemonades squashes, jams, microwave cooking  
 Sweets – 10 varieties,  
 Varieties of breads – 5 –6 types, puffs bread rolls etc.  
 Spring rolls, puffs bread rolls etc.  
 Indian types of food preparation – 6 types  
 Continental types –5 types.  
 Specialties – 6 types from regions North, South, East, West India.  
 Evening snacks for cocktails & Lunch & Dinner parties, (birthdays & anniversaries) for about 25 guests  
 With Full course Indian meals for 6 persons  
 Laundry, washing, mending removal of stains of various types of materials used e.g. upholstery  
 bed linen, towels, dry cleaning simple mending & repair. Ironing of suits sarees shirts pants  
 trousers, etc.,  
 Vacuuming spotting shampooing of carpets & upholstery. Practical knowledge of use of fire  
 fighting equipment. Flower arrangement using principles of design along with different  
 accessories like beads ribbons dry & fresh flowers & Fresh vegetables ice & other ingredients  
 etc for various occasions.



## FOOD & BEVERAGE SERVICE

<i>Theory</i>	<i>Class XII</i>	<i>40 marks –</i>	<i>3hours</i>
8.0.0	<b>Preparing for service:</b>		
8.0.1	<u>Planning cleaning and selling out a restaurant:</u> Dining environment and customer expectations. Clean restaurant, table set up positioning, arranging stations pot plants and furnishings and promotional displays.		
8.0.2	<u>Aspects Of Work Planning:</u> Menus, A La Carte, Buffet, Function, Breakfast, Tea Coffee Folding napkins, Types of service Layout & service of various types, placing table cloths, layout for types of Tray Services. Preparing tableware for service: Types of Tableware, crockery cutlery, glassware, Linen Handling tableware. & Setting: - Mise-en-place, service of breakfast planning menus, table covers etc., Service of Beverages: - Hot, Cold, Aerated Juices Squashes, Mineral waters. Planning facility Layout, Basic Operating activities, Food & beverage Cost Control methods & techniques, Sales & marketing, Supervisory Skills Pest Control measures knowledge of basic operation activities, knowledge of statutory requirements.		
8.0.3	<u>Laying Tables in preparation for service:</u> Table covers for various purposes: Table d'hote, A La Carte, Buffet functions, breakfast tea and coffee, family restaurants specially restaurants.		
8.0.4	<u>Laying Table accompaniments:</u> Cruets, vases candles , candles lamps tent ,cards ,table numbers ,floral arrangements ashtrays.		
8.0.5	<u>Preparing waiter stations:</u> purpose ,storing items		
8.0.6	<u>Preparation of equipments and materials:</u> Butter portions salt & pepper coffee making equipments tea servicing equipments , toasters menus and wine slips.		
8.0.7	<u>Taking recording reservations :</u> By telephone in person, facsimile ,confirmation of reservation ,noting special request, by emails		
8.0.8	<u>Customer comforts:</u> Rest rooms, room temperature ,lighting levels.		
8.0.9	<u>Greeting &amp; seating customers:</u> Advising on basic cuisine, menus and service periods, common menu items promoting & selling products and services, common terms on restaurant menus.		
8.1.0	<u>Taking orders:</u> Taking orders order systems taking orders rough copy docket recording orders distributing orders liaise with kitchen cover adjustments.		
8.1.1	<u>Servicing and cleaning:</u> Carrying meals and drinks safely serving meals and drinks clearing meals and drinks attitude towards guests ,serving traditional items ,tea ,coffee soft drinks juice and water , Bread & Condiments		
8.1.2	<u>Presenting &amp; finalizing Accounts</u> Presenting accounts, receiving payments cash, credit cards, company accounts in house – guest accounts		
8.1.3	Saying good bye		

## **FOOD & BEVERAGE SERVICE**

**Practicals & Project Work                      Class XII                      60 marks –    3hours**

### **Preparing for service:**

Dining environment and customer expectations.  
Clean restaurant,  
Table set up positioning,  
Arranging stations  
Fixing of plants  
Proper use of Furnishings  
Proper promotional displays.  
Schedule of Aspects Of Work Planning:  
Preparation of Menus,  
A La Carte, Buffet, Function, Breakfast, Tea Coffee, Regional, Indian  
Folding napkins different for different occasions.  
Types of service Layout  
Service of various types, placing tablecloths,  
Layout for types of Tray Services  
Preparing tableware for service:  
Types of Tableware, crockery cutlery, glassware, Linen  
Handling tableware. & Setting: -  
Mise-en-place, service of breakfast planning menus, table covers etc.,  
Service of Beverages: -  
Hot, Cold, Aerated Juices Squashes, Mineral waters.  
Planning facility Layout,  
Basic Operating activities,  
Food & beverage Cost Control methods & techniques,  
Sales & marketing, & Supervisory Skills  
Pest Control measures knowledge of basic operation activities,  
Knowledge of statutory requirements.  
Laying Tables in preparation for service:  
Arranging food for food hubs

Table covers for various purposes:

Table d' hote, A La' Carte, Buffet functions, breakfast tea and coffee, family restaurants specially restaurants.

Laying Table accompaniments:

Cruets, vases candles, candles lamps tent, cards ,table numbers ,floral arrangements ashtrays, small flower bowls, water bowls with floating candles etc.,

Preparation of 5 different types of soups,

Preparation of fish – 5 varieties

Preparation of meat varieties 7 types, Salads decoration – 5

Classical types & decorative with vegetables

Vegetable preparations - 8 varieties along with garnishes.

Rice varieties 6 types,

Indian Roti types,

Chinese preparations- 6 types like soups, noodle, rice, meat, and fish-

Tandoori variety preparations – 6 types ,

Cakes & pastries biscuits & cookies ,jams- 5 types,

Lemonades squashes, jams, microwave cooking

Sweets for occasions – 15 varieties,

Varieties of breads – 6 types, puffs bread rolls etc.

Spring rolls, Mexican rolls

Cutlets, chops, fish fingers, Patties, Pakoras both Veg & non Veg

Puffs bread rolls etc.

Indian types of food preparation – 6 types

Continental types –5 types.

Specialties – 6 types from regions North South East West India.

Evening snacks for cocktails &

Lunch & Dinner parties, (birthdays & anniversaries) for about 25 guests

With Full course Indian meals for 6 persons

Preparing waiter stations: purpose, storing various items for preparation of food

Refrigeration for various kinds of meat, chicken, shrimps, lobster & vegetables

Preparation of equipments and materials:

Butter portions

Salt & pepper

Coffee making equipments

Tea servicing equipments,

Toasters menus and wine slips.

Storage of extra food prepared.

Taking recording reservations : Courteous behaviour poise & charm for guests & visitors.

Pleasant handling of guests on: -By telephone in person, facsimile confirmation of reservation ,noting special request, by emails, suggestions queries complaints.

Maintenance Customer comforts: like checking rest rooms, room temperature air condition requirement & lighting levels. Providing for customer delights.

Handling guests: Greeting & seating customers: Advising on basic cuisine, menus and service periods, common menu items promoting & knowledge of various products and services, common terms on restaurant menus.

Taking orders order systems taking orders rough copy docketing ,Recording orders distributing orders liaise with kitchen cover adjustments.

Servicing and cleaning:

Carrying meals and drinks safely

Serving meals and drinks

Clearing meals and drinks,

Proper behaviour & attitude towards guests,

Serving traditional items with traditional dress in case of marriage/launches/meets

Serving Beverages: tea, coffee soft drinks juice and water

Serving Hot Snacks Bread & Condiments

Serving beverages

Wash rooms & Bowl service

Use of napkins & tissues & serviettes

Presenting accounts,

Receiving payments cash

Use of credit cards

Company accounts in house dealing guest accounts

Special attention to ladies & children

Return of Paid bills & cash or credit cards

Courteous bidding of good-bye

## **REQUIREMENT FOR HOSPITALITY MANAGEMENT**

Class Rooms - 4 nos  
Kitchen/Food Science Lab - 2 nos  
Training room/Restaurant - 1 nos

### **Equipments List:-**

Cooking ranges

Microwaves

Exhaust fans,

Sinks

Refrigerator

Measuring jugs/spoons,

Soup Bowls Plates,

Rice Plates Strainers,

Moulds,

Rolling boards,

Sieves,

Garbage Bins,

Tongs,

Food covers

Griddle Plates,

Cooking utensils for microwave

Normal cooking utensils

Crockery & cutlery full sets

Wine glasses,

Table laying equipments

Laundry equipments

Brushes, Ladle

Mops, fringe mops,

Dusters, brushes, Flannel,

Scrubbers

Iron /boards

Brooms upholstery brush

Spray cans

Room fresheners

Carpet shampooing lotions

Polishes for furniture, chrome, silver & leather  
Disinfectants Deodorants & detergents  
Antiseptic –liquid & solid  
Common stain removing agents  
Squeeze  
Sponges, cotton,  
Blotting paper  
Chamber Maids trolley- with necessary supplies,  
Buckets mugs dustbins  
Instruments for picking up dust & dirt  
Floor cleansers  
Linen  
Bed sheets  
Curtains  
Face cloth  
Napkins  
Shower curtains,  
Towel racks rails  
Bath tubs  
Stool mirrors  
Vanitary unit on the wall  
Table cloth- diff sizes  
Vases shapes& sizes.  
First Aid kit, dressings bandages slings splints  
Mechanical equipments for cleaning like Euro clean  
Registers for handling guest payments  
Placards for notices/announcements  
Carpets  
Materials of starching & dry cleaning  
Indoor plants –dry, artificial & natural

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