

CERTIFICATE
OF
VOCATIONAL EDUCATION
EXAMINATION (YEAR 12)



SYLLABUS FOR
HOSPITALITY MANAGEMENT

Correspondence should be addressed to:-

THE CHIEF EXECUTIVE & SECRETARY
COUNCIL FOR THE INDIAN SCHOOL CERTIFICATE EXAMINATIONS
P-35, 36 Sector VI
Pushp Vihar
Saket
New Delhi – 110017

The certificate course in **HOSPITALITY MANAGEMENT** is equivalent to Class XII, providing students with knowledge of the basic concepts of the hospitality industry.

A successful candidate has two options available to him/her:

1. To become a small-scale entrepreneur and set up tea/coffee shops, restaurants, bakery or catering services. Execute event management programmes.
2. To find suitable employment in the hospitality sector.

A successful candidate, if interested, has a third option of taking up Diploma courses in Hospitality Administration which may be of 2 – 3 years duration.

Eligibility Criteria:

The eligibility criteria for taking admission in CVE 12 Examination are as follows:

1. Age: 16 to 24 years
2. Must have passed Class X Examination from a recognised board

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HOSPITALITY MANAGEMENT

CLASS XI – SUBJECT STRUCTURE AND MARKING SCHEME

S. No.	SUBJECT	THEORY / PRACTICAL	MARKS
1	English (Compulsory)	Theory	100
2	General Foundation, Industrial Sociology & Entrepreneurship (Compulsory)	Theory	100
3	Hospitality Management	Theory	40
		Practical	60
4	Front Office Management	Theory	40
		Practical	60
5	House Keeping Service & Maintenance	Theory	40
		Practical	60
6	Food & Beverage Services	Theory	40
		Practical	60

HOSPITALITY MANAGEMENT

CLASS XII – SUBJECT STRUCTURE AND MARKING SCHEME

S. No.	SUBJECT	THEORY / PRACTICAL	MARKS
1	English (Compulsory)	Theory	100
2	General Foundation, Industrial Sociology & Entrepreneurship (Compulsory)	Theory	100
3	Hospitality Management	Theory	40
		Practical	60
4	Front Office Management	Theory	40
		Practical	60
5	House Keeping Service & Maintenance	Theory	40
		Practical	60
6	Food & Beverage Services	Theory	40
		Practical	60

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. This includes maintenance of discipline, neat and pleasant appearance and high level of personal and job hygiene.
4. To provide skills to manage in a rapidly changing computerized environment and its effect in the hospitality industry. Also, to inculcate 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 and conscious of social responsibilities that an organization owes to its employees and clients.

English
Class XI

Examination Duration: 3 Hours

S. NO.	Name of the Topic	No. of Hours
	GRAMMAR	
1	Sentences	6
2	Subject & Predicate	6
3	Parts of Speech	20
4	Phrases & Clauses	9
5	Simple, Compound & Complex Sentences	10
6	Tenses	12
7	Formal Letter Writing	12
	LITERATURE	
1	The Eyes Have It	6
2	Job Hunting	6
3	Benjamin Franklin	6
4	The Martyr's Corner	6
5	Life History of Abdul Kalam	6
TOTAL NUMBER OF HOURS		105

General Foundation, Industrial Sociology and Entrepreneurship

Class XI

Examination Duration: 3 Hours

S. NO.	Name of the Topic	No of Hours
1	Personality Development	13
2	Human & Industrial Relationship	15
3	Developing Coping Mechanisms	15
4	Motivation	10
5	Professional Ethics	12
6	Developing Fitness for a Job	15
TOTAL NUMBER OF HOURS		80

1. Personality Development:

- 1.1 Self-esteem
- 1.2 Self-concept
- 1.3 Self-acceptance

2. Human and Industrial Relations:

- 2.1 Human relations and performance in organisation
- 2.2 Understand self and others for effective behaviour
- 2.3 Behaviour modification techniques
- 2.4 Industrial relations and disputes
- 2.5 Relations with subordinates, peers & superiors
- 2.6 Characteristics of group behaviour and trade unions

3. Developing Coping Mechanism:

- 3.1 Coping with loneliness
- 3.2 Coping with depression
- 3.3 Coping with fear
- 3.4 Coping with shyness
- 3.5 Coping with anger
- 3.6 Coping with failure
- 3.7 Coping with criticism
- 3.8 Coping with conflicts

- 3.9** Coping with change
- 3.10** Coping with study
- 3.11** Substance abuse
- 3.12** Mass media

4. Motivation:

- 4.1** Factors determining motivation
- 4.2** Characteristics of motivation
- 4.3** Methods of improving motivation

5. Professional Ethics:

- 5.1** Concept of ethics
- 5.2** Concept of professionalism
- 5.3** Need for professional ethics

6. Developing fitness for a job:

- 6.1** Leadership
- 6.2** Team work
- 6.3** Career guidance
- 6.4** Work environment

HOSPITALITY MANAGEMENT

Class XI

Theory

Examination Duration: 3 Hours

1.1.1 An Introduction

1.1.2 Hospitality Industry – services offered:

Accommodation, Food & Beverages, Entertainment, Recreation, Leisure, Functions & Banquets, Business centre services, 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 to learn, 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, School Canteens, Prisons, relief / Emergency Catering, Food Courts in Amusement Parks Food Parks

1.1.6 Key Departments & Services:

Front Office

Housekeeping

Food & Beverages

Sales & Marketing

Human Resources

Gaming

Kitchen

Front Office Accounting

Finance: Maintenance of Accounts, Tracking Transactions, Internal Control

Foreign Exchange Encashment Certificate Settlement of Accounts

Account Aging FO Records Unpaid Account Balances

HOSPITALITY MANAGEMENT

Class XI

Practical

Examination Duration: 3 Hours

1.2.1

- a) Receiving guests and escorting guests from Reception to the Guest Room
- b) Operating Property Management System (PMS)
- c) Foreigner's Check In with 'C' Form

1.2.2

- i) Knowledge of various types of Housekeeping equipment
- ii) Training usage of different types of chemicals in room – housekeeping
- iii) Making beds and servicing of rooms and bathrooms – with amenities

FRONT OFFICE MANAGEMENT

Class XI

Theory

Examination Duration: 3 Hours

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 and corporates

4.1.3 Types of reservation systems:

Manual-conventional reservations, charts, forecast board, density charts, computerised 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

4.1.5 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 guest histories for name & 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 registration, opening guest accounts noting the procedures for payment Explaining the procedures & practices to guest – room keys, guest mail, faxes, messages, safe deposit, newspapers, and 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 arrangements of cars both AC and Non AC and types of cars for guests – according to their grades and needs with examples, Product launches, corporate parties, seminars, VVIP guests, Government officials, 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 and handling over booking

4.2.4 Providing information:

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

4.2.5 Providing guest services: Wake up calls, emails, messages, paging, mobiles, taxis, tourist buses, information about 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, extension of stay, early departure, pre-check in facility, distribution of the relevant reports to other departments, good inter departmental communication, example housekeeping, room service, telephones, concierge, bell desk

Guest departure procedures:

4.2.7 Finalising 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, explaining accounts to guests

4.3.1 Collecting Payments:

Accepting cash & cheques, verifying traveller's cheques, credit cards and vouchers, company charges, group check outs and foreign currency contra / FOC, recording payments and issues 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 mechanical keys from departing guest, in room electronic safety deposit lockers ,follow up

4.3.4 Front Office:

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

4.3.5 Forward reservations and fare welling guests:

Offer of forward reservation, confirming these reservations, recording details, deposits pre-payments

4.4 Basic Cashiering services

4.4.0 Compiling guest accounts:

Open accounts, differentiate between individuals and groups and split accounts: Process these accounts, transferring new accounts to guest ledger, Process departmental vouchers, calculate and add surcharge, deduct deposits and pre-payments from guest accounts, preparing 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 and correct errors promptly

4.4.2 Payments in cash, traveller's cheques, credit cards and foreign currency transactions:

Process cheques, verify traveller's cheques, credit cards Follow the 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 authorisation credit approval, company charge transactions

4.4.3 Clerical administration:

Use & operation of business machines, processing of business & guest correspondence, despatch of filing systems, email 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 MANAGEMENT

Class – XI

Practical

Examination Duration: 3 Hours

Field training and project work could form a major part of the practical report (to be evaluated internally)

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

Familiarisation with recording data of customers on various forms, filing of guest details, families with occupancy reports, tour and group booking, promotional schemes preparation, sight-seeing proposals, handling travel desks, 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 acclimatisation 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 and use of furniture, flowers, lighting types, knowledge of flower arrangement – types, shapes & styles- both dry & fresh types of flowers, handling with care & maintenance Indoor plants – their types, care & maintenance, treatment of doors, windows, curtains & upholstery, sheets and 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, preparation of menus, project work for product launches, reception of guests for banquet parties / functions, awards & ceremonies

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

Total Quality Management – concepts & applications, moment 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 and key control.

PROJECT WORK & TRAINING

A list of suggested topics for project work is given below: -

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 utilisation of time, effort, money for the customer and customer satisfaction beyond comparison
2. Project work on full hospitality to be offered to visitor expected to come to the hospitality centre with a team of professionals for a product launch or seminar. For Example- To arrange for their stay, travel arrangement, changes in itinerary, sight-seeing seminar with various sitting patterns for 5 days, 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 professionals to hold seminars & lectures for students to motivate them to understand the working of various sectors.

HOUSE KEEPING SERVICE & MAINTENANCE

Class XI

Theory

Examination Duration: 3 Hours

- 5.0.0 Brief history of housekeeping, classification of various institutions, inter departmental coordination, organizational charts of housekeeping department, their duties, responsibilities, methods, frequency and schedules, usage of equipment, functions, storage & care, work cards, functions, formation & plan of work
- 5.1.0 Physical features & importance of linen room; Layout and plan of a linen room; Bed, bath & table linen – types & sizes
- 5.2.0 Beds & pillows, bedding requirements, shapes, sizes and types of mattresses, bed spreads mattress protectors
- 5.3.0 Linen inventory procedure – various forms to be discussed 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 – characteristics, distribution, care & maintenance & control

Laundry

- 5.3.1 Layout, importance, usefulness & plan of a laundry
- 5.3.2 Different types of laundering methods used for cotton, wool, silk, rayon and synthetics
- 5.3.3 Laundry detergents bleaches, blues & stiffening agents
- 5.3.4 Stain removal on all kinds of clothing, bed spreads, and table linens
- 5.3.5 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
- 5.3.6 Brief history of the lodging history
- 5.3.7 Classification of the various institutions their organisation structures and the role of the house keeping within them
- 5.3.8 Inter & intra departmental co-ordinations and also with various other institutions & suppliers
- 5.3.9 Organisation charts of the house keeping department
- 5.4.0 Duties, responsibilities and attributes of housekeeping staff

- 5.5.0 Cleaning – methods, frequency, schedules – planning, report making, inspection & supervision – forms for the procedure to be done in computerised environment
- 5.5.1 Cleaning agents – types, functions, effects, storage, selection, purchase both retail & institutional
- 5.5.2 Cleaning equipment- mechanical, hand used for carpets, floors, upholstery, the use of chamber maid’s trolley – its stocking, functions, maintenance & care & precautions
- 5.5.3 Storage & care of equipment & supplies
- 5.5.4 Plan of work for cleaning
- 5.5.5 Metals – basic knowledge, types, care & cleaning of brass, copper, silver, bronze, EPNS, glass, chromium, white metals, plastics
- 5.5.6 Wooden surfaces & furniture – basic knowledge, types, care & cleaning
- 5.5.7 Floors – basic knowledge, types, care & cleaning
- 5.5.8 Glass surface, plastic, leather, wall & wall finishes, care & cleaning
- 5.6.0 Removal of stains of common occurrences from various surfaces
- 5.6.1 Step by step cleaning procedure of room’s checklist & maintenance
- 5.6.2 Inventory procedure for all items
- 5.6.3 Different types of keys & their control – its importance & handling, accountability& responsibility
- 5.6.4 Handling of lost & found articles – procedure & record keeping
- 5.6.5 Standard guest supplies, special guest supplies, ordering, purchasing & inventory maintenance
- 5.6.6 Central housekeeping desk control
- 5.6.7 Personal hygiene, care of skin, hands, feet, nail, teeth, importance of experience, rest, sleep, good grooming and correct posture
- 5.6.8 Harmful effect of dust, dirt, bacteria, effects of wrong ventilation & lighting, refusals & disposal methods, use of disinfectants, deodorants & antiseptics
- 5.6.9 Cleaning & maintenance of public area, lobbies, elevators, restaurants, food service areas as kitchen, storage rooms, factors affecting cleaning cost
- 5.7.0 Upholstering – types, care & maintenance, carpets – types, care & maintenance
- 5.8 Prevention of accidents – firefighting equipment, 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 roster’s, accomplishments, records, check lists, occupancy reports, security maintenance

HOUSE KEEPING SERVICE & MAINTENANCE

Class XI

Practical

Examination Duration: 3 hours

6.0.0 Simple mending, darning, repairing & polishing

6.1 Laundering (washing, stiffening & finishing) of various fabrics as covered in theory

6.2 Stain removal – tea, coffee, blood, curry, dirt, stains, and ink

6.3 Dry Cleaning

6.4 Cleaning, care & polishing of various metals

6.5 Cleaning, care & polishing of various kinds of floor surfaces, difference between cleaning and sanitation

6.6 Cleaning, care and removal of stains from different surfaces

6.7 Bed making, room cleaning- step by step ; Having practical knowledge of firefighting equipment
Prevention of lice, bugs and other pests

6.8 Flower arrangement for different areas; Practical on types of dry flower arrangements, natural flower arrangements for various occasions; Flower arrangement in various styles – Indian, Japanese & European Arrangements to cover up open spaces, for wedding, Launch meets, visit of dignitaries and with use of natural artefacts & fruits

6.9 Identification of different types of lighting

Practical would be project based which are to be supplemented with a collection of various proforma, reports, charts and frequent visits to various hospitality sectors for first-hand information and observations to complement the practical project work.

6.10 Cleaning of kitchens and Storage rooms:

Removal of stains of common occurrences from various surfaces Cleaning of kitchen tables, equipment in the kitchen like meat slicers, grinders and other sophisticated equipment
Minor repairs Use of microwave ovens, toasters, grillers Proper knowledge of washing of kitchen utensils/ladles, washing of dishes & crockery in the dishwasher, polishing of glass & other kitchen equipment

6.11 Cleaning of Bathrooms:

Bathroom cleaning, use of deodorants, disinfectants & 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.

FOOD & BEVERAGE SERVICES

CLASS XI

Theory

Examination Duration: 3 hours

1. Food & Beverage Outlets
2. Food service Outlets:
Restaurants, Cafeteria, Fast Food, hotels, Pubs, home delivery and others
3. Beverage Services:
Public Bars, Cocktail bars,
4. Variations in F & B Establishments, factors:
Size, location range of outlets target markets meals offered subsidies, entertainments
5. Variations of services offered: -
Food services: Plate service Silver, Gueridon service
6. Beverage services:
Bar service, tray service, cocktail service, wine service function service, Gueridon service, buffet self-service, Fast Food service
7. Factors influencing the operation of F& B service
Economic, Climate, Trends, Location, size
8. Roles of Staff:
Liquor service staff: bar attendant, drink, wine, waiter, supervisor, outlet manager
9. Food & Beverage Staff:
Waiter, assistant manager, restaurant manager
10. Duties of staff:
Knowledge of duties for bar attendants, Food & beverage, service stewards' duties, staff personal qualities
11. Laundry:
Washing, mending, removal of stains of various types of materials used, dry cleaning, simple mending and ironing

FOOD & BEVERAGE SERVICE

Class XI

Practical

Examination Duration: 3 hours

Food services: Plate service, Silver service

Beverage Staff –

- Waiter
- Assistant Manager
- Restaurant Manager
- Outlet Manager

Sketch of Staff, Weekly Rota Planning,

Laying Boards at the reception to show the banquets with names of functions & the names of the hosts /companies /corporate

Drawing layout for wedding receptions launches corporate parties for buffet service

Laundry: Washing, mending, removal of stains of various types of materials used, dry cleaning, simple mending and ironing

HOSPITALITY MANAGEMENT

SYLLABUS FOR CLASS XII

English
Class XII

Examination Duration: 3 hours

S. No.	Name of the Topic	No. of Hours
	GRAMMAR	
1	Direct & Indirect Speech	18
2	Phrases & Idioms	8
3	Letter Writing (Informal)	11
4	Report Writing, Essay Writing & Precis Writing	15
5	Comprehension & Story Writing	13
	LITERATURE	
1	Wright Brothers	8
2	Jamshedji Tata	8
3	Solar Energy	8
4	Thomas Edison	8
5	Henry Ford	8
TOTAL NUMBER OF HOURS		105

General Foundation, Industrial Sociology and Entrepreneurship
Class XII

Examination Duration: 3 hours

S. No.	Name of the Topic	No. of Hours
1	The Constitution of India	5
2	An Ideal Supervisor	5
3	Industrial Safety, First Aid and Hygiene	10
4	Entrepreneurship	10
5	Labour Laws	16
6	Environmental Science	10
7	Estimation & Costing	12
8	Project Plan	12
TOTAL NUMBER OF HOURS		80

1. The Constitution of India:

- 1.1. Salient Features
- 1.2. Preamble to the Constitution
- 1.3. Fundamental Duties
- 1.4. Directive Principles of State Policy
- 1.5. Difference between Fundamental Rights and Directive Principles

2. An Ideal Supervisor:

- 2.1 Qualities of an ideal supervisor

3. Industrial Safety, First Aid And Hygiene:

- 3.1. Concept of Safety
- 3.2. Safety Consciousness
- 3.3. Necessity of safety
- 3.4. Safety Measures

4. Entrepreneurship:

- 4.1. Introduction
- 4.2. Definition of Entrepreneurship
- 4.3. Definition of Entrepreneur
- 4.4. Need for Self-Employment
- 4.5. Advantages of Entrepreneurship
- 4.6. Functions of Entrepreneur
- 4.7. Qualities of a good Entrepreneur

5. Labour Laws:

- 5.1.** Factories Act 1948
- 5.2.** Apprentices Act
- 5.3.** Employees State Insurance (ESI) Act
- 5.4.** Payment of Wage Act 1936
- 5.5.** Minimum Wages Act & Rules
- 5.6.** Employees Provident Fund Act (EPF)
- 5.7.** Workmen's Compensation Act

6. Environmental Science:

- 6.1** Effect of pollution on Human Health
- 6.2** Impact of technology on Environment
- 6.3** Impact of pollution on Environment
- 6.4** Waste Management

7. Estimation & Costing:

- 7.1** Introduction to Estimation and Costing
- 7.2** Importance and Aims of Estimation & Costing
- 7.3** Functions of Estimating Department
- 7.4** Qualities of an Estimator
- 7.5** Estimating Procedures and Errors in Estimation
- 7.6** Constituents of Estimation
- 7.7** Advantages of Standard Costing
- 7.8** Differences between Estimation and Costing
- 7.9** Procedures of Costing & Costing methods
- 7.10** Cost Control and Advantages of Efficient Costing
- 7.11** Elements of Cost
- 7.12** Components of Cost and the process of calculating material cost & labour cost
- 7.13** Block diagram of Components of Cost
- 7.14** Methods of calculating indirect expenses and depreciation cost
- 7.15** Repairs and Maintenance Costing
- 7.16** Basic numerical on Estimation and Costing

8. Project Plan:

- 8.1** Introduction
- 8.2** Definitions of Working Capital, Fixed Capital, Budget
- 8.3** Market Survey
- 8.4** Project Planning
- 8.5** Project Capacity
- 8.6** Selection of Site and Plant Layout
- 8.7** Product design and development

- 8.8** Factors considered while designing a product
- 8.9** Product drawings and designs specification
- 8.10** Product Development
- 8.11** Material Requirement
- 8.12** Operation Planning
- 8.13** Equipment Requirement
- 8.14** Material Handling
- 8.15** Break-Even Point
- 8.16** Preparation of Project

HOSPITALITY MANAGEMENT

Class XII

Theory

Examination Duration: 3 hours

2.1.0 Different types of guests

2.1.1 Professional attitudes and behaviour, uniforms and personal hygiene

2.1.2 Handling difficult customer situations:

Listening skills, Product knowledge, problem solving & expertise in dealing with awkward situations and customer behaviour

General Cleaning Procedures: -

2.1.3 Safe handling and storage of chemicals:

Common cleaning agents and correct cleaning techniques for hard floor coverings; porous and non-porous floor coverings; damp dusting, polishing techniques, metal, leather, walls, ceilings, surfaces, plastics, glass, upholstery, soft furnishings & carpets

2.1.4 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

Servicing Bedrooms:

2.1.5 Terminology: types of customer rooms – standard, single, double, suite, villa, unit

2.1.6 Room reporting: room status, report room maintenance, report check-out, stay over closed

2.1.7 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, cleaning and

maintenance programmes Work sequence for room servicing: confirm room status, check for lost property, bed making, cleaning and replenishing supplies

2.1.8 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 & eradicating rats, bed bugs, cockroaches, crickets, flies, mosquitoes, clothes moth, silver fish, white ants, dry rot, wet rot, pigeons, lizards.

Safety & security prevention of accidents, fires – prevention control and equipment, removal of moulds and stains, damage repairs

2.1.9 Special supplies for physically challenged guests / special guests/sports personalities and film personalities, critics, Press, VVIP guests from the Ministry & Foreign Delegates & personalities

HOSPITALITY MANAGEMENT

Class XII

Practical

Examination Duration: 3 hours

- To improve verbal communication, including listening skills group discussion, current topic based extempore speech
- Handling various types of guest by situation handling, mock calls, having proper poise and decorum without losing temper
- Checking with customers while explaining authenticity of guest account Processing Traveller's cheque, national and international Credit cards, preparing settlement record
- Processing cash payments and handling foreign currency and preparing relevant records
- Usage of various chemicals, international chemicals and local chemicals
- Removing stains with procedure
- Practising bed making
- Preparing work sequence "Job Card"
- Practice wash basin, bath tub, shower area cleaning procedure
- Procedure for VVIP handling, amenities placement
- Various housekeeping related amenities, usage and placements

FRONT OFFICE MANAGEMENT

Class XII

Theory

Examination Duration: 3 hours

- Common account bookkeeping practices
- Importance of communication in Front Office
- Front Office – Various forms used to process guest charges and payments including ledgers
- Guest complaint handling
- Guest check out produces, Foreign exchange handling, collecting payments, feedback
- Using Property management system, reservations, guest history, updates
- Night Audit procedures
- Revenue Management, Various formulas for yield management

FRONT OFFICE MANAGEMENT

Class XII

Practical

Examination Duration: 3 hours

1. Accounting procedures and proper handling of computerised environment to ensure smooth functioning of the organisation
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 customers, helping & 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 – feedbacks 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 and dignity, walking, dress code, ethics
7. At least **two** detailed project works – 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 yields or better customer service.
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 individual & group and split accounts; process these accounts, transferring new accounts to guest ledger, process departmental vouchers, calculate and add surcharges, deduct deposits and pre-payments 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, and correct errors promptly Payments in cash, travellers' cheque, credit cards and foreign currency transactions

Process cheques, verify travellers' 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 voucher payment discrepancies, company authorization credit approval, and company charge transactions

HOUSE KEEPING SERVICE & MAINTENANCE

Class XII

Theory

Examination Duration: 3 hours

1. Need for internal maintenance workshop – preventive breakdown 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 plumbing, repair & maintenance of all bathroom fittings
7. Brief knowledge of applications of paints, varnishes and polishes
8. Knowledge of Air condition, Central Air condition maintenance
9. Knowledge of Kitchen and storage maintenance
10. Knowledge of Hardware maintenance
11. Knowledge of equipment
12. Knowledge of Electrical Wiring and casing
13. Knowledge of Telephone and Internet connections and Maintenance
14. Knowledge of polishing of equipment
15. Knowledge of water treatment plants
16. Knowledge of Plumbing and sewage lines their care and maintenance
17. Knowledge of Kitchen Hygiene do's and don'ts
18. Knowledge of Cleaning and Sanitation for Bathrooms with care and maintenance

HOUSE KEEPING SERVICE & MAINTENANCE

Class XII

Practical

Examination Duration: 3 hours

1. Demonstration of application of paints, varnishes, polishes on different surfaces
2. Fixing of Fuse Wire & plugs checking & fixing of bulbs, tubes & shades
3. Fixing of switch connections & electrical appliances, computers, laptops & other necessary equipment
4. Applications of Paints, Varnishes & polishes on different surfaces
5. Preventive break down maintenance – planning & period checking
6. Vacuuming, spotting, shampooing of carpets & upholstery pest control
7. Measures, cleaning of public areas at regular intervals
8. Knowledge of kitchen storage and maintenance
9. Brief knowledge of hardware care & maintenance
10. Brief knowledge of electrical wiring & casing care & maintenance
11. Brief knowledge of telephone & internet connections care and maintenance
12. Brief knowledge of polishing of equipment care & maintenance
13. Brief knowledge of water treatment plants care and maintenance
14. Brief knowledge of plumbing & sewage lines their care and maintenance
15. Brief knowledge of cleaning & sanitation for bathrooms with care and maintenance
16. Brief Knowledge of Kitchen Hygiene do s and don'ts

Practical to be conducted by visits to the various departments, on the job training and making projects

FOOD & BEVERAGE SERVICES

Class XII

Theory

Examination Duration: 3 hours

Preparing for service:

1. Planning cleaning and selling out a restaurant:
Dining environment and customer expectations. Clean restaurant, table set up positioning, arranging stations pot plants and furnishings and promotional displays
2. Aspects of Work Planning:
 - a. Menus
 - b. Service of Beverages: -
Hot, Cold, Aerated Juices, Squashes, Mineral waters
3. Preparing waiter stations: purpose, storing items
4. Taking recording reservations:
By telephone, in person, facsimile, confirmation of reservation, noting special request, by emails
5. Customer comforts:
Rest rooms, room temperature, lighting levels
6. Greeting & seating customers:
Advising on basic cuisine, menus and service periods, common menu items promoting & selling products and services, common terms on restaurant menus
7. Taking orders:
Taking order, order systems, taking order rough copy, docket recording, orders distribution, orders liaise with kitchen, cover adjustments

FOOD & BEVERAGE SERVICES

Class XII

Practical

Examination Duration: 3 hours

Preparing for service:

- Dining environment and customer expectations
- Clean restaurant
- Table set up positioning,
- Layout for types of Tray Services
- Preparing tableware for service:
- Types of Tableware, crockery cutlery, glassware, Linen
- Basic Operating activities
- 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
- 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 and 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
- Servicing and cleaning:
- Carrying meals and drinks
- Proper behaviour- attitude towards guests, courteous bidding of good-bye