

*Placed at the meeting of
Academic Council
held on 26.03.2018*

APPENDIX - N

MADURAI KAMARAJ UNIVERSITY

(University with Potential for Excellence)

B.Sc. HOSPITALITY AND AIRLINE CATERING MANAGEMENT

CHOICE BASED CREDIT SYSTEM SEMESTER

REVISED SYLLABUS

(For the students to be admitted from the academic year 2018 -2019 onwards)

1. INTRODUCTION OF THE PROGRAMME:

The programme is to learn about the basic skills and competencies involved in working within the hospitality and airline industry. Also to understand how the industry operates in its different forms by studying the course.

Introduction to Hospitality and Airline Catering Management: The course first introduces you to the main characteristics of the hospitality industry such as products and services, communication with customers and with staff, relationship building such as developing repeat customers, cultural diversity and labour. The students will also gain an understanding of the relationship between the hospitality industry and the tourism sector, as well as an overview of the different career prospects and opportunities available in the hospitality and airline industry. Next, the students will learn about the accommodation sector and the different types of accommodation, from city centre hotels to villas and chalets, as well as the different types of specialized hotels. You will then learn about hotel rating systems, the criteria involved, and the organizations that develop and apply the systems to hotels. Finally, you will learn about the airline and aviation services which refer to airlines and related products and services that hotel guests and airline passengers will utilize. You will learn about the various types of hotel rooms, their grading systems as well as the different types of bed associated with each room type. You will also learn about the different types of hotel guest and how to interpret and evaluate the different types of requests that are made by guests. This course will be of great interest to professionals working in the hospitality industry who would like to learn more about the main characteristics of the hospitality industry. The course will also be of great interest to people who wish to gain employment or a career in the hospitality and airline sectors, and to owners of hospitality focused businesses.

2. ELIGIBILITY FOR ADMISSION:

A candidate for admission to and B.Sc (Hospitality And Airline Catering Management) shall be required to have passed the Higher Secondary Examination or 10 + 2 or an Examination accepted as equivalent there to by the Madurai Kamaraj University **AGE**

LIMIT: The maximum age limit to admit a candidate in B.Sc., Hospitality and Airline Catering Management is 25 years and for SC/ST students 3 years of relaxation can be given.

3. OBJECTIVES OF THE PROGRAMME

The main objectives of the programme are to:

- Provide the student with an introduction to the world of hospitality and airline particularly to business as it applies to the said industry. More specifically, the course will provide an opportunity for you.
- Become acquainted with the social, economic and environmental context within which the hospitality and airline industry operates.
- Understand the structure, nature and operating characteristics of the different sectors of the hospitality industry: food service, lodging and tourism, airline, airport and other welfare sectors also.
- Obtain an appreciation of the various functions of management, airline, airport operations and their interrelationships with other key concerns of managers such as accounts, marketing, finance and human resource management and to identify the role of managers in the airline and hospitality industry. Also to highlight their principal responsibilities.
- Provide an opportunity for further developing those skills which are important to learning, e.g. library skills, study skills, and so forth
- Be able to judge whether the hospitality and aviation profession suits your abilities, tastes, and career interests.

4. OUTCOME OF THE PROGRAMME

Learning Outcomes: After completion of the course students will be expected to be able to: Explain the relation of lodging and in-flight food service operations to the travel and tourism, airline and hospitality industry. Describe the role of the tourism, airline industry and its economic impact on the local, national and international levels. Cite opportunities for education, training and career development in the airline and hospitality industry. Demonstrate knowledge of the history of the aviation, airlines, lodging and food service industry. Analyze, evaluate and discuss several aspects, development and trends which have affected the airline, lodging and in-flight food service operations in recent years and which will continue to have an impact on the industry in the future. Endorse the general classifications of airline, hotels and describe the most distinctive features of each. Describe the seven common divisions or functional areas of the airline and hotel organization (Airports, IATA operations International Civil Aviation Regulation, Passenger handling, Ticketing, In-Flight services, Safety and Security of Airlines & Rooms, Food and Beverage, Engineering and Maintenance, Marketing and Sales, Accounting, Human Resources, and Security) and explain the responsibilities and activities of each.

5. CORE SUBJECT PAPER:

All the core papers are mentioned inside the course structure.

6. SUBJECT ELECTIVE PAPER:

The subject elective papers are mentioned inside the course structure.

7. NON – MAJOR ELECTIVE PAPER:

Non Major Elective paper as prescribed by the Department of Hospitality and Airline Catering Management

8. UNITIZATION:

Each Subject is segregated into five units with each unit consisting of equal distribution of major concepts.

9. PATTERN OF SEMESTER EXAM:

Examination will be conducted at the end of each semester. Each Semester has two patterns of examination namely Internal (25 marks) and external (75marks).

10. SCHEME FOR INTERNAL ASSESSMENT:

The Internal assessment will be as follows:

Test	=	15Marks (Average of the best two tests)
Assignment	=	5 marks
Seminar / Group Discussion	=	5 marks
Total	=	25 marks

11. EXTERNAL EXAM:

External Examination will be conducted as semester exams as per University norms with common question paper for all affiliated colleges.

12. QUESTION PAPER PATTERN:

The existing pattern of Question paper will be as follows:

Time: 3 hrs

Max. Marks: 75

Section A: (10 X1 = 10 marks)

Question No. 1 to 10 (Multiple Choice)

- 1) Two Questions from each unit.
- 2) Four Choices in each question
- 3) No “None of These’ Choice should be given.

Section B: (5 x 7 = 35 marks)

Answer all the questions choosing either (a) or (b)

Answers not exceeding two pages

(One question from each unit)	11 (a) or 11 (b)
	12 (a) or 12 (b)
	13 (a) or 13 (b)
	14 (a) or 14 (b)
	15 (a) or 15 (b)

Section C: (3x10=30 marks)

Answer not exceeding four pages

Answer any three out of five (one question from each unit)

Question 16 – 20

13. SCHEME FOR EVALUATION:

External Evaluation is done at the University level by Central Evaluation Procedure.

14. PASSING MINIMUM:

Passing Minimum for the UG Course is 40 marks in Internal and External Separately.

15. MODEL QUESTIONS:

MADURAI KAMARAJ UNIVERSITY THEORY EXAMINATIONS

MODEL QUESTION PAPER

FOOD PRODUCTION AND PATISSERIE - I

Time: three hours

maximum: 75marks

SECTION A- (10 x 1=10)

Answer ALL questions.

1. Marzipan is made from _____

a) Cashew paste b) Almond paste

c) Coconut paste c) Pista paste

2. Yeast derived from _____

a) Molasses b) Grapes

c) Orange d) Corn

3. Which is the Bread disease?

a) Salmonella b) Fungus

c) F1 N1 d) Rope

4. 1° C = _____

a) 46° F b) 32° F

c) 36° F d) 38° F

13. a) Explain the different types of sponge
Or
b) Write any two names of cookies with recipe
14. a) Define the role of sugar in bakery products
Or
b) Define the role of eggs
15. a) Explain the frozen desserts with example
Or
b) Define the different types of icings

SECTION-C

(3 x 10=30)

Answer Any Three Questions

16. What are Raising agents? Explain their functions.
17. Explain the different types of pastry.
18. Explain the production process of muffins and croissants.
19. Draw the diagram of egg and explain its role
20. Elucidate the different types of ovens and their functions.

16. TEACHING METHODOLOGY:

To enhance the quality of students through creative and effective teaching the following teaching methodologies by classroom teaching methods, Practical training, Power Point Presentation classes, Guest lectures, Demonstrations and Internship for 01 month and study tour programmes.

17. TEXT BOOKS:

The text books are mentioned below each individual paper.

18. REFERENCE BOOKS:

The reference books are mentioned below each individual paper.

19. RETOTALLING AND REVALUATION PROVISION:

Revaluation and re totalling shall be pursued by submission of respective application forms duly filled and authorised by the head of the Institution as per University norms. The applications must reach the University within the stipulated time frame as set by University.

20. TRANSITORY PROVISION:

The revision of syllabus shall be done once in three years for better enhancement and updating.

21. SUBJECT AND PAPER RELATED WEBSITE:

The websites are mentioned below the reference books column for every subject.

SEMESTER- 1

Sub Code	Subjects	Exam Duration	No. of Hours	No. of Credits	Internal	External	Total
	Part I						
1	Hotel French-I (or) Hotel Tamil - I	3	6	3	25	75	100
	Part-II						
2	Hotel Communicative English – I	3	6	3	25	75	100
	Part-III Core Subjects						
3	Food Production -1	3	2	2	25	75	100
4	Food & Beverage Service – 1	3	2	2	25	75	100
	Part – III Allied						
5	Front Office Operation – I	3	2	2	25	75	100
6	Airline Catering operations	3	2	2	25	75	100
	Part – IV Skill Based Subject						
	Hygiene, Sanitation and food safety	3	2	2	25	75	100
7	Food & Beverage Service – Practical I		3				-
8	Food Production practical – I		3				-
9	Non Major Elective	-					
10	Basic Hospitality service	3	2	2	25	75	100
	TOTAL		30	18			

SEMESTER- II

Sub Code	Subjects	Exam Duration	No. of Hours	No. of Credit	Internal	External	Total
	Part I						
1	Hotel French-II (or) Hotel Tamil - II	3	6	3	25	75	100
	Part-II						
2	HOTEL COMMUNICATIVE ENGLISH – II	3	6	3	25	75	100
	Part-III Core Subjects						
3	Principles of Tourism & Airline Management	3	2	3	25	75	100
4	Accommodation Operations –I	3	2	3	25	75	100
	Part III – Allied						
5	Hospitality Accounts	3	2	2	25	75	100
	Part – IV Skill Based Subjects						
6	Accommodation Operation Practical- I	3	2	2	40	60	100
7	Food Production practical – I	5	4	2	40	60	100
	Food & Beverage Service – Practical I	3	2	2	40	60	100
8	Front Office Operations Practical – I	3	2	2	40	60	100
	Part – IV Non Major Elective						
10	Introduction to Airline, Travel and Tourism Industries	3	2	2	25	75	100
	Total		30	24			

SECOND YEAR

SEMESTER-III

<i>Sub Code</i>	<i>Subjects</i>	<i>Exam Duration</i>	<i>No. of Hours</i>	<i>No. of Credits</i>	<i>Internal</i>	<i>External</i>	<i>Total</i>
	Part-III Core Subjects						
1	Aviation Management	3	5	4	25	75	100
2	Airline Catering Management	3	5	4	25	75	100
	Part III – Allied – I						
3	Management Information System	3	6	6	25	75	100
4	Hospitality Marketing	3	4	3	25	75	100
	Part III – Allied – II						
5	Air Traffic Control	3	2	2	25	75	100
6	Logistics and Air Cargo Management	3	4	3	25	75	100
	Part IV- Skill Based Subject						
7	Principles of Management	3	4	4	25	75	100
	Total		30	26			

SEMESTER-IV

Sub Code	Subjects	Exam Duration	No. of Hours	No. of Credits	Internal	External	Total
	Part-III Core Subjects						
1	Food Production – II	3	4	4	25	75	100
2	Airline and Airport Management	3	4	4	25	75	100
3	Customer Relation Management	3	4	4	25	75	100
4	Air Transport safety and Security	3	4	4	25	75	100
	Part III Allied Subjects						
5	Hospitality and Aviation Law	3	4	4	25	75	100
	Skill Based Subject						
6	Management Information System – Practical	3	4	2	40	60	100
7	Food Production Practical – II	5	4	2	40	60	100
8	Research Methodology	3	2	2	25	75	100
	Part – IV						
	Extension Activities	-	-	1	25	75	100
	Total		30	27	200	600	800

THIRD YEAR

SEMESTER-V

Sub Code	Subjects	Exam Duration	No. of Hours	No. of Credits	Internal	External	Total
	Part-III Core Subjects						
1	Air Transport Fundamentals	3	5	4	25	75	100
2	Food and Beverage Service – II	3	5	4	25	75	100
3	Airport Planning & Administration	3	6	4	25	75	100
	Part III Allied Subjects						
4	ICAO Management	3	4	4	25	75	100
	Part IV Skill Based Subject						
5	Managing Global Business	3	4	3	25	75	100
6	Food and Beverage Service Practical – II		4				
	Part IV Mandatory Subject						
7	Environmental Studies	3	2	2	25	75	100
	Total		30	21			

SEMESTER- VI

Sub Code	Subjects	Exam Hrs	No. of Hours	No. of Credits	Internal	External	Total
	Part-III Core Subjects						
1	Food Production – III	3	4	4	25	75	100
2	Front Office Operation – II	3	4	4	25	75	100
	Part III Allied Subjects						
3	Airline Marketing and Strategic Airline Alliances	3	4	4	25	75	100
4	Personality Development	3	2	2	25	75	100
	Part IV Skill Based Subject						
5	Food Production Practical – III	5	4	2	40	60	100
6	Front Office Operation Practical – II	4	2	2	40	60	100
7	Food and Beverage Service Practical – II	4	4	2	40	60	100
8	Human Resource Management in Airline Industry	3	4	2	25	75	100
	Part IV Mandatory Subject						
9	Value Education	3	2	2	25	75	100
	Total		30	24			

Total Credits - 140

SEMESTER I

PART I HOTEL FRENCH - I

Prescribed Text Book: N.C. Mirakamal,
R. Venguattaramane
L'Hôtellerie et le tourisme
Samhitha Publications (2015), Chennai.
Lessons 1-5

SCHEME OF EXAMINATION

Question paper pattern for Hotel French

Paper I: Hotel French I

75 marks

Section A (10 marks)

- I) Question Nos. 1-10:
Multiple choice questions from civilization part of the prescribed text book

Section B (5x7=35 marks)

- II) Questions Nos 11-15:
Grammar exercises from the prescribed text book
Choice A or B to be given in each exercise (11 a or b, ...)7 sentences to be given in each exercise

Section C (3x10=30 marks)

- III) Answer any three of the following questions:
Question No. 16: One seen text for comprehension from civilization–5 questions to be asked
Question No. 17: One seen text for translation
Question Nos. 18: One dialogue to be written based on the prescribed text book
Question Nos. 19: 10 sentences for translation from French to English
Question Nos. 20: 10 sentences for translation from English to French

(OR)

PART – I: HOTEL TAMIL - I

மரபுக்கவிதையும் புதுக்கவிதையும் கதை இலக்கியம்

கூறு 1:பாரதியார், பாரதிதாசன், பட்டுக்கோட்டை, கண்ணதாசன் கவிதைகள்

கூறு 2:ந.பிச்சமுர்த்தி, இன்குலாப், மீரா, வைரமுத்து கவிதைகள்

கூறு 3: சிறுகதைகள் - 5

1. ந.பிச்சமுர்த்தி - பாம்பின் கோபம்
2. புதுமைப்பித்தன் - கடவுளும் கந்தசாமிப்பிள்ளையும்
3. கு.அழகிரிசாமி - வரப்பிரசாதம்
4. அசோகமித்திரன் - ஒரு கிராமத்து அத்தியாயம்
5. அகிலன் - ஊர்வலம்

கூறு 4:இலக்கணம்

எழுத்து : முதலெழுத்து, சார்பெழுத்து

சொல் : நான்கு வகை சொற்கள்

- 1.பெயர்ச்சொல் 2. வினைச்சொல்
- 3.இடைச்சொல் 4. உரிச்சொல்

கூறு 5: ஒரெழுத்து ஒருமொழி

ஒருமை, பன்மை

ழ,ள,ல வேறுபாடு

ந,ண,ன வேறுபாடு

அகர வரிசைபடுத்துக.

பாரதியார் கவிதைகள்

நிமிர்ந்த நன்னடை

நேர்கொண்ட பார்வையும்

நிலத்தில் யார்க்கும்

அஞ்சாத நெறிகளும்

திமிர்ந்த ஞானச்

செருக்கும் இருப்பதால்

செம்மை மாதர் திறம்புவதில்லையாம் அமிழ்ந்து பேரிருளாமறி

யாமையில்

அவல மெய்திக்

கலையின்றி வாழ்வதை

உமிழ்ந்து தள்ளுதல்

பெண்ணற மாகுமாம்

உதய கன்ன உரைப்பது கேட்டீரோ!

பாரதிதாசன்
புதிய உலகம் - தளைஅறு!

கடவுள் கடவுள் என்றெதற்கும்
கதறுகின்ற மனிதர்கள்!
கடவுள் என்ற நாமதேயம்
கழறிடாத நாளிலும்
உடமையாவும் பொதுமையாக
உலகுநன்று வாழ்ந்ததாம்
‘கடையர்’ ‘செல்வர்’ என்ற தொல்லை
கடவுள்பேர் இழைத்ததே!
உடைசு மந்த கழுதைகொண்
டுழைத்ததோர் நிலைமையும்
உடைமைமுற்றும் படையை நிலைமையும்
அடையும் மன்னர் நிலைமையும்
கடவுளாணையாயின் அந்த
உடைவெளுக்கும் தோழரைக்
கடவுள்தான் முன்னேற்றுமோ? தன்
கழுதைதான் முன்னேற்றுமோ?
ஊரிலேனும் நாட்டிலேனும்
உலகிலேனும் எண்ணினால்
நீர்நிறைந்த கடலையொக்கும்
நேர் உழைப்ப வர்தொகை!
நீர்மிதந்த ஓடமொக்கும்
நிறைமுதல்கொள் வோர்தொகை
நேரிற்கூறை மோதுமாயின்
தோணிஓட்டம் மேவுமோ?
தொழிலறிந்த ஏழை மக்கள்
தொழில் புரிந்து செல்வர்பால்
அழிவிலாமு தல்கொடுக்க
அம்முதற் பணத்தினால்
பழிமிகுந்த அரசமைத்துப்
படைகள் தம்மை ஏவியே
தொழில் புரிந்த ஏழை மக்கள்
சோற்றிலேமண் போடுவார்!

நடவுசெய்த தோழர்கூலி
நாலணாவை ஏற்பதும்
உடலுழைப்பி லாதசெல்வர்
உலகைஆண் டுலாவலும்
கடவுளாணை என்றுரைத்த
கயவர் கூட்டமீதிலே
கடவுள் என்ற கட்டறுத்துத்
தொழிலுளாரை ஏவுவோம

பட்டுக்கோட்டை கல்யாணசுந்தரம்

செய்யும் தொழிலே தெய்வம்
“செய்யும் தொழிலே தெய்வம் - அந்தத்
திறமைதான் நமது செல்வம்
கையும் காலுந்தான் உதவி - கொண்ட
கடமைதான் நமக்குப் பதவி (செய்யும்)

பயிரை வளர்த்தால் பலனாகும் - அது
உயிரைக் காக்கும் உணவாகும்
வெயிலே நமக்குத் துணையாகும் - இந்த
வேர்வைகள் எல்லாம் விதையாகும்
தினம் வேலையுண்டு குலமானமுண்டு
வருங்காலமுண்டு அதை நம்பிடுவோம் (செய்யும்)

சாமிக்குத் தெரியும், பூமிக்குத் தெரியும்
ஏழைகள் நிலைமை - அந்தச்
சாமி மறந்தாலும் பூமி தந்திடும்
தகுந்த பலனை - இதைப்
பாடிப்பாடி விளையாடி ஆடிப்பல
கோடிக் கோடி முறை கும்பிடுவோம் (செய்யும்)

காயும் ஒரு நாள் கனியாகும் - நம்
கனவும் ஒரு நாள் நனவாகும்
காயும் கனியும் விலையாகும் - நம்

கனவும் நினைவும் நிலையாகும் - உடல்
வாடினாலும் பசி மீறினாலும் வழி
மாறிடாமலே வாழ்ந்திடுவோம் (செய்யும்)

கவிஞர் கண்ணதாசன் அனுபவமே கடவுள்

பிறப்பின் வருவது யாதெனக் கேட்டேன்
பிறந்து பாரென இறைவன் பணித்தான்!
படிப்பெனச் சொல்வது யாதெனக் கேட்டேன்
படித்தும் பாரென இறைவன் பணித்தான்!
அறிவெனச் சொல்வது யாதெனக் கேட்டேன்
அறிந்து பாரென இறைவன் பணித்தான்!
அன்பெனப் படுவது என்னெனக் கேட்டேன்
அளித்துப் பாரென இறைவன் பணித்தான்!
பாசம் என்பது யாதெனக் கேட்டேன்
பகிர்ந்து பாரென இறைவன் பணித்தான்!
மனையாள் சுகமெனில் யாதெனக் கேட்டேன்
மணந்து பாரென இறைவன் பணித்தான்!
பிள்ளை என்பது யாதெனக் கேட்டேன்
பெற்றுப் பாரென இறைவன் பணித்தான்!
முதுமை என்பது யாதெனக் கேட்டேன்
முதிர்ந்து பாரென இறைவன் பணித்தான்
வறுமை என்பது என்னெனக் கேட்டேன்
வாடிப்பாரென இறைவன் பணித்தான்!
இறப்பின் பின்னது ஏதெனக் கேட்டேன்
இறந்து பாரென இறைவன் பணித்தான்!
'அனுபவித்தேதான் அறிவது
வாழ்க்கையெனில்
ஆண்டவனே நீ ஏன் எனக் கேட்டேன்!
ஆண்டவன் சற்றே அருகு நெருங்கி
அனுபவம் என்பதே நான்தான் என்றான்!

கொம்பும் கிணறும் ந.பிச்சமுர்த்தி

அணில் கொம்பிலே ஆமை கிணற்றிலே!

கொம்பிபேறி வான்போகும் வேலையும்

கீழ்நோக்கி நீரில்முழ்கி வசித்தலும்

ஒவ்வாத தொழிலல்ல பெண்ணே!

தென்னை மரமேறித் தேங்காய் பிடுங்குவோன்

கிணற்றில் முழுகிப் பாத்திரம் எடுக்கிறான்.

நாங்களே கலைஞர்!

ஆமைபோல் உணர்ச்சியின்

கிணற்றில் அமிழ்வோம்

முதுகோடு கொண்டு விதியை எதிர்ப்போம்

கீழுலகேழும் தயங்காது இறங்கி

ஜீவன்கள் லீலையில் கூசாது கலப்போம்

அணிலைப்போல் கொம்பேறி

ஒளிக்கனி கடிப்போம்

காலையின் மேலேறி

செம்மலர் உதிர்ப்போம்

மேலுலகேழும் படகோட்டிச் செல்வோம்

வான்பொருள் தேடித் தெருக்களில் தருவோம்

கொம்பையும் கிணற்றையும் பிணைப்போம்

விசம்பிலும் வீட்டிலும் களிப்போம்.

வெயில் - இன்குலாப்

மண்ணின் குழந்தைகளாய் - இங்கு
 வாழும் உயிர்களுக்கு
 விண்ணின் ஒளிச் சூரியனிலிருந்து
 வீழும் வெயில் பாலே
 சூட்டுத் தூரிகையால் - வானச்
 சூரியன் பூமியின்மேல்
 தீட்டும் வெயில்படமே - நிழல்
 தின்னும் பொன்மருந்தே!
 நீரலை தாலாட்டும் - மலர்களின்
 நெஞ்சுக் கனாவழித்து
 ஈரம் உலர்த்துகிறாய் - நீயோர்
 ஈர வேட்டைக்காரன்!
 முதிரவைப்பாய் அரும்பை - அனல்
 முத்தம் கொடுப்பதனால்
 உதிரவைத்தல் முறையே - அந்த
 ஊமை மலர்க்குலத்தை?
 கரண்டிக் கொழுப்பவர்கள் - உன்
 சூட்டில் பொசுங்கவில்லை
 சுரண்டப் படுவர்தாம் - உன்
 சூட்டில் பொசுங்குகிறார்
 ஆகையினால் வெயிலே - ஏழை
 ஆவிபிரிந்த உடல்
 வேகையில் மட்டும் சுடு - அவரை
 வீணில் பொசுக்காதே!

அவசரக்காரன் - கவிஞர் மீரா

முன்று வருடம் முன்னால்.....

அருப்புக்கோட்டை

அழகர்சாமி

காசநோயின்

காரணமாக

இருமி இருமி

எலும்பாய் மாறி

ஆஸ்டின்பட்டி

அரசினர்

மருத்துவமனைக்கு

மனுப்போட்டானாம்

வந்து தங்கி

வைத்தியம் பார்க்க

போன செவ்வாயோ

புதனோ

அவனுக்கு

அனுமதி வழங்கி

அஞ்சல் போனதாம்!

அதற்கு என்ன அவசரம்?

போனமார்கழியிலோ

தையிலோ

பொல்லாக்

காலன் போட்ட

கடிதம் கண்டதும்

போய்ச்சேர்ந்தானாம்

புத்தியில்லாமல்!

அழகர்சாமி அவசரக்காரன்!

நட்பு - வைரமுத்து

“நட்பு என்பது

சூரியன் போல்

எல்லா நாளும்

பூரணமாய் இருக்கும்

நட்பு என்பது

கடல் அலைபோல்
என்றும்
ஓயாமல் அலைந்து வரும்
நட்பு என்பது
அக்னி போல்
எல்லா மாசுகளையும்
அழித்துவிடும்
நட்பு என்பது
தண்ணீர் போல்
எதில் ஊற்றினாலும்
ஓரே மட்டமாய் இருக்கும்
நட்பு என்பது
நிலம் போல்
எல்லாவற்றையும் பொறுமையாய்
தாங்கிக் கொள்ளும்
நட்பு என்பது
காற்றைப் போல்
எல்லா இடத்திலும்
நிறைந்து இருக்கு

Note: Part I: Students have a choice to select Hotel Tamil or Hotel French in First and Second Semesters.

PART II - HOTEL COMMUNICATIVE ENGLISH – I

Objectives:

- **To impart knowledge about the basic grammar**
- **To get practiced to write the sentences without grammatical mistakes.**

UNIT I – Grammer I

Parts of speech – An introduction (Subject, Verb, Adjectives, Adverb, Pronoun, Preposition, Conjunction, Interjection.

Articles, Tenses, Voices(Active and Passive voices)

UNIT II – Grammer II

Common errors in English

1. Using conditional clauses
2. Articles
3. Subject and verb agreement
4. Usage of adverbs

UNIT III – Composition I

Precise writing – Note making – developing the hints – usage of punctuations.

UNIT IV – Composition II

Paragraph writing, Essay writing, story construction, defining the proverbs.

UNIT V- Conversation Practice

At Front desk – At rooms – while travelling – at restaurant

Reference books:

1. English grammar and composition – Mc Milan.
2. English conversation practice by Grand Taylor
3. Communication skills 1 and 2 – Mainspring publishers
4. Lets speak English fluently and accurately – Dr. C. Rajappan – NCBH publications

CORE SUBJECTS: FOOD PRODUCTION – 1

LEARNING OBJECTIVES:

- Understand the importance of the kitchen department and the role it plays, know about various personnel in the kitchen and their duties and responsibilities.
- Understand the Various commodities used in the culinary.

UNIT – 1:

Introduction / aims and objectives / origin of cooking – hierarchy & kitchen staff – kitchen layout – fuel & different equipment (identification, selection and storage)

UNIT – 2:

Aims & objectives of cooking – effects of cooking on different nutrients – characteristics of raw materials – (salt, sugar, liquid, fats & oils & egg) various cuts of vegetables, fish, meat & meat products

UNIT – 3:

Mise-en-place, preparation of ingredients – mixing of ingredients and texture of food – various methods of cooking food – stocks – soups – sauces – salads – accompaniments various garnishes.

UNIT – 4:

Types of kitchen – centralized production of food, satellite kitchen (reasons and consideration) – selection of factors of equipments for quality food production – functional organization of bulk kitchen based on the menu and working methods

UNIT – 5:

Detailed study of Indian cuisine – with respect to geographical and historical influences – introduction of regional cuisine (north, south, east and west) heritage and characteristics and specialties of each region geographical and historical influence of Indian cuisine

Text Book and Reference Books:

- ✓ Modern Cookery for teaching and the trade – Vol I and Vol II – Thangam E Philip – Orient Longman Publishers, Kolkatta
- ✓ Theory of Cookery – Krishna Arora, Frank Brothers & Co, New Delhi
- ✓ Theory of Catering – Kinton and Ceserani, Elbs Publications, New Delhi

CORE SUBJECTS : FOOD AND BEVERAGE SERVICE – 1

Objectives: To impart the basic food and beverage service to the students.

To be able to explain about the catering industry, organization, equipments and beverages

UNIT- 1

THE HOTEL & CATERING INDUSTRY

Introduction to the Hotel Industry and Growth of the hotel - Industry in India - Role of catering establishment in the travel/tourism industry - Types of F&B operations - Classification of Commercial, Residential/Non-residential - Welfare Catering - Industrial/Institutional/Transport such as air, Road, rail, sea, etc. Structure of the catering industry - a brief description of each

UNIT-02

DEPARTMENTAL ORGANISATIONS & STAFFING

Organization of F&B department of hotel - Principal staff of various types of F&B operations - French terms related to F&B staff - Duties & responsibilities of F&B staff - Attributes of a waiter - Inter-departmental relationships - (Within F&B and other department)

UNIT-03

FOOD SERVICE AREAS (F & B OUTLETS)

Specialty Restaurants - Coffee Shop – Cafeteria - Fast Food (Quick Service Restaurants) - Grill Room - Banquets - Bar - Vending Machines - Discotheque

ANCILLIARY DEPARTMENTS

Pantry - Food pick-up area – Store - Linen room - Kitchen stewarding

UNIT-4

F & B SERVICE EQUIPMENT

Familiarization & Selection factors of: Cutlery - Crockery- Glassware – Flatware - Hollowware

- All other equipments used in F&B Service - French terms related to the above

UNIT-05

NON-ALCOHOLIC BEVERAGES

Classification (Nourishing, Stimulating and Refreshing beverages)

Tea - Origin & Manufacture - Types & Brands – Coffee - Origin & Manufacture - Types & Brands - Juices and Soft Drinks - Cocoa & Malted Beverages - Origin & Manufacture

Text Book and Reference Books:

1. F&B Service manual – Sudhir Andrews – Tata McGrawhill Publishers, New Delhi
2. F&B Service – Lillicrap & John Cousins – Elbs Publication, New Delhi
3. F&B Service – Vijay Dhawan – Frank Bros & Co, New Delhi

ALLIED SUBJECT: FRONT OFFICE OPERATION – 1

OBJECTIVES:

- To educate on the procedures and practices adopted for the co-ordination between guests and hotel service.
- To impart knowledge of hospitality industry, classification and organization of front office department.

UNIT-1

INTRODUCTION TO HOSPITALITY INDUSTRY

Introduction To The Hospitality Industry: The Hospitality Industry- Origin and Growth, Evolution and Growth of the Hotel Industry in the World, Ancient Era, Grand Tour, Modern Era, Evolution and Growth of the Hotel Industry in India.

UNIT-2

CLASSIFICATION OF HOTEL

The Need for Classification, Classification of Hotel and Other Types of Lodging; Standard Classification, Heritage Hotels, Classification on the Basis of Size, Location, Clientele, Duration of Guest stay, Service, Ownership; Alternative accommodation, Hotel Tariff Plans, Types of Guest Rooms.

UNIT-3

HOTEL ORGANIZATION

Hotel Organization: The Need for Organization, Vision, Mission — Mission Statement, Objective, Goals and Strategy. Hotel Organization — Organization charts. Major Departments of a Hotel – Coordination of Front Office with other departments - Front Office, Housekeeping, Food and Beverage Service, Kitchen, Engineering and Maintenance, Accounts, Human Resource, Security, Sales and Marketing & Purchase.

UNIT-4

FRONT OFFICE ORGANIZATION

Front Office Organization: Function Area, Section and Layout of Front Office, Reservation, Reception, Information Desk, Cash and Bills, Travel Desk, Communication Section, Uniformed Services. Organization of Front Office staff, Duties and Responsibilities of Front Office Personnel, Front Office Manager, Reservation Assistant, Receptionist, Information Assistant, Cashier, Telephone Operator, Bell boy, Door Attendant.

UNIT-5

Front Office Communication

Front Office Communication: the Communication Process, The Seven Cs of Communication, The Importance of Communication. Types of Communication, Oral Communication, Written Communication, Non Verbal Communication, Flow of Communication, Downward Communication, Upward Communication, Lateral or Horizontal Communication, Diagonal or Cross Wise Communication, Barriers, Psychological Barriers, Personal Barriers. Interdepartmental Communication, Housekeeping, Food and Beverage Department, Sales and Marketing Department, Engineering and Maintenance, Security, Finance Controller, Human Resource, Banquets,

TEXT BOOK AND REFERENCE BOOKS:

- Sudhir Andrews. Hotel Front Office Training Manual: New Delhi. Tata Mcgraw Hill Publishing Company Ltd., 32nd Reprint. 2004.
- Sue Baker, Pam Bradley and Jeremy Huyton Principles of Hotel Front Office Operations: London. Cassell Publishers. 2nd Edition 2004.
- Ahmed Ismail. Front Office Operations and Management: Delmar. Thomson Publisher. 1st Reprint. 2002.

ALLIED SUBJECT : AIRLINE CATERING OPERATIONS

OBJECTIVES:

To impart the knowledge on the flight catering and its operations

UNIT 1:

Introduction – the flight catering industry – four stake holders of flight service – passengers, role of caterers, role of airlines, role of suppliers – airline caterer – contracts, pricing of flight meals – north American Vs European and asian school of thought – alliance and partnership – airline alliance – future development

UNIT 2:

Introduction – the global market of air travel – current airline market – market segmentation – business travel – leisure travel – special reason travel – executive jets and special flights – customer expectation – the customer service encounter – service priorities for travel – frequent flier programmes

UNIT 3:

Introduction – passengers appetite and behavior – food acceptance – understanding the sensory model – appetite – effects of specific foods on mood and behavior – alcohol, caffeine – the cabin environments on taste and smell – effects of altitude – dehydration

UNIT 4:

Introduction – menu planning and food product strategies – the menu planning process – special meals – crew meals – menu cycles – service and product specifications – packaging and labeling – food and beverage strategies

UNIT 5:

Flight catering supply – chain and inventory management – introduction – role of food and drink manufacturers – adapting existing or developing new products – supplier responsibilities and provision – purchasing of flight consumables and non – consumables – supplier relationships - purchasing specifications – inventory management – just – in – time procurement – receipt of goods inwards – storage areas – safe and secure storage – outsourcing – case study

Text Book and Reference Books:

- ✓ Flight Catering – Peter dues
- ✓ Catering Guidelines for flight attendant – Marsell N Amineddine M Foods Ltd
Catering Egypt, paula Kraft tastefully yours Inc Catering USA Jean Dible GA food safety professionals food safety instructors USA

SKILL BASED SUBJECT: HYGIENE, SANITATION AND FOOD SAFETY

Objectives: To make the students learn about the hygiene and safety procedures followed in the food industry.

UNIT 1: BASIC ASPECTS

Definition of Health, Nutrition and Nutrients - Basic introduction to food safety , Hygiene , Hazard risks - Importance of food (Physiological, Psychological, Social function of food) in maintain good health

UNIT 2: SANITATION AND HEALTH

Micro Organisms -General characteristics of micro organism based on their occurrence and structure Common food borne microorganism. Bacteria- Identification with Characteristic Illustration, Fungi -Identification with Characteristic illustration, Viruses- Identification with Characteristic illustration, Parasites -Identification with Characteristic illustration,

Food Contamination and spoilage -Terms and Causes of spoilage, Sources of contamination, Criteria for judging whether food is fit for consumption ,Spoilage of different product (Milk & milk products, Cereal & cereal products, meat, egg, fruit and vegetables),Signs of spoilage and fresh dry preserved fruits

Food Borne Diseases-Introduction, diseases and their classification, mode of transmission of disease, food borne illness, bacterial food poisoning – staphylococcus food infection, botulism, bacillus cereus food poisoning. Viral infection, paracitic infection, control of food bore illness...**Beneficial Role of Microorganism.** Fermentation and role of lactic acid bacteria, fermentation in foods (dairy food, vegetables, bakery products and alcoholic beverages)

UNIT 3: HYGIENE IN THE KITCHEN

Personal Hygiene – Introduction - necessity for personal hygiene - Health of staff - personal appearance - sanitary practices - protective clothing - importance of rest - exercise and recreation - Cleaning of kitchen floors – walls - equipment and cleaning agents used - pot washing

STORAGE OF RAW AND COOKED FOOD

Food storage conditions for dry foods, canned foods and perishables. Correct usages of refrigerators, walk in coolers, and reach in refrigerators. Thawing of frozen food, rules for handling frozen poultry. Equipment and temperatures used for handling frozen poultry, equipment and the temperatures used for holding of cooked foods, importance of stock rotation FIFO

UNIT 4: DISWASHING AND GARBAGE DISPOSAL

Manual dishwashing, Mechanical dish washing, classification of garbage, storage of garbage, disposal of garbage, waste disposal units fitted to sinks.

Management and sanitation – Introduction , sanitation training and education , who should be trained , what a training programme should include steps in planning and implementing a training programme Employment practice, Hazard analysis of critical control point (HACCP)

Safety at the work place -Introduction, why accidents should be prevented, how accidents take place, types of accidents, precautions to prevent accidents.

UNIT 5: HYGIENE IN BUILDING, PEST CONTROL AND FIRST AID

Definition and importance of basic rule, role of first aider, the first aid kit, types of dressing and their uses, What to do in case of bleeding, burns, scalds , Electric shock, fractures, food poisoning.

REFERENCE BOOKS:

Managing Food Hygiene By Nicholas Johns, Publishers: Macmillan.

The Food Hygiene Handbook By Richard A S Prenger, Publishers: High Field Publications.

Social & Preventive Medicine By Yash Pal Bedi, Publishers: Atma & Sons

Parks Textbook of Preventive & Social Medicine 13th Edition By J.E.Park, Publishers: M/S Banarsidas Bhonot.

Catering Management An Integrated Approach 2nd Edition By Mohini Sethi, Surjeet Malhan, Publishers: Wiley Eastern Ltd.

SKILL BASED SUBJECT FOOD & BEVERAGE SERVICE PRACTICAL - I

Objectives: To impart the knowledge of basic food and beverage service procedures

01 Food Service areas – Induction & Profile of the areas

02 Ancillary F&B Service areas – Induction & Profile of the areas

03 Familiarization of F&B Service equipment

04 Care & Maintenance of F&B Service equipment

05 Cleaning / polishing of EPNS items by:

- Plate Powder method

- Polivit method

- Silver Dip method

- Burnishing Machine

06 Basic Technical Skills

Task-01: Holding Service Spoon & Fork

Task-02: Carrying a Tray / Salver

Task-03: Laying a Table Cloth

Task-04: Changing a Table Cloth during service

Task-05: Placing meal plates & Clearing soiled plates

Task-06: Stocking Sideboard

Task-07: Service of Water

Task-08: Using Service Plate & Crumbing Down

Task-09: Napkin Folds

Task-10: Changing dirty ashtray

Task-11: Cleaning & polishing glassware

07 Tea – Preparation & Service

08 Coffee - Preparation & Service

09 Juices & Soft Drinks - Preparation & Service

- Mocktails
- Juices, Soft drinks, Mineral water, Tonic water

10 Cocoa & Malted Beverages – Preparation & Service

Text Book and Reference Books:

1. Food & Beverage Service Training Manual – Sudhir Andrews, Tata McGraw Hill Publishers, New Delhi
2. Food & Beverage Service – Lillicrap & John Cousins, Elbs Publication, New Delhi
3. Food & Beverage Service – Vijay Dhawan, Frank Bros & Company, New Delhi

SKILL BASED SUBJECT FOOD PRODUCTION PRACTICAL - 1

OBJECTIVES:

To be able to provide the practical skills in food production department. Identification of ingredients, kitchen equipment, groceries, fats, oils & convenience food, vegetables as per classification (root, stem, leafy, flower, fungi, herbs) fish & shellfish

1. Cuts of vegetables – cuts of fish – cuts of poultry – demonstration & identification of carcass of lamb, leg, shoulder, neck, best end, breast, scrag end, saddle.
2. Preparation of stocks: white, brown, fish, emergency, vegetable stock, preservation of stock.
3. Preparation of sauces: mother sauces & their derivatives (2 each) béchamel, veloute, espagnole, tomato, hollandaise, mayonnaise butters and compound butters
4. Individual students practical: by compiling menus (3-4 dishes of the following courses with appropriate accompaniments)

5. Soup: cream – spinach, tomato, dubarry, puree – carrot, lentil, consommé – 3 varieties of garnishes, broth – scotch broth, mixed vegetable. Veloute – chicken princess. National soups – Mulugutwany Soup cabbage chowder, minestrone, French onion
6. Preparation of egg dishes: boiled, fried, poached, scrambled and omelets (plain & stuffed) en - cocotte.
7. Fish: mornay, Florentine, orly, meuniere, Colbert, grilled, Portuguese.
8. Cooking of poultry: roasting, grill, sauté, fry, stew
9. Cooking of mutton: roasting, braising, stewing, boiling, grilling
10. Cooking of beef: grilling, boiling, roasting and braising
11. Potato, vegetable, salads & carving
12. Cold sweets: butter scotch sponge, honey comb mould, chocolate mousse, lemon sponge, trifle, coffee mousse, blancmange, lemon soufflé.
13. Hot sweets: caramel custard, Christmas pudding, bread & butter pudding, albert pudding.

Text Book and Reference Books:

- ✓ Modern Cookery for teaching and the trade – Vol I and Vol II – Thangam E Philip – Orient Longman Publishers, Kolkatta
- ✓ Theory of Cookery – Krishna Arora, Frank Brothers & Co, New Delhi
- ✓ Theory of Catering – Kinton and Ceserani, Elbs Publications, New Delhi

NON MAJOR ELECTIVE: BASIC HOSPITALITY SERVICE

Objectives: To familiarise and to understand the structure of Catering Industry for non-catering students.

UNIT I

Evolution of Catering Industry – Various types of Catering Establishments – Classification of Hotels – Various Functional Departments of a Hotel.

UNIT II

Aims and Objectives of Cooking – Methods of Cooking – Selection of Raw materials – Types of Fuels and Equipments – Organisation Structure – Preservation and Storage methods.

UNIT III

Importance of Front Office – Organisation Structure – Types of Rooms – Reservation methods – Different Types of Tariff and Plans – Importance of House Keeping – Functions and Structure of House Keeping – Cleaning Agents and Equipments – Room Cleaning Procedure.

UNIT IV

Functions of Food and Beverage Service Department – Organisation Structure
– Restaurant Equipments – Types of Menu, Meals, Services.

UNIT V

Career Opportunities in Catering Industry – Grooming and Etiquettes of Hotel Personnel – Star Classification.

REFERENCE BOOKS:

Sudhir Andrews. Hotel Front Office Training Manual: New Delhi. Tata McGraw Hill Publishing Company Ltd., 32nd Reprint. 2004.

Sue Baker, Pam Bradley And Jeremy Huyton Principles Of Hotel Front Office Operations: London. Cassell Publishers. 2nd Edition 2004.

Hotel, Hostel & Hospital Housekeeping – Joan c. Branson & Margaret Lennox. Housekeeping Supervision Volume 1 &2 – Jane Fellows.

SECOND SEMESTER

PART I: HOTEL FRENCH - II

Prescribed Text Book: N.C. Mirakamal,
R. Venguattaramane
L'Hôtellerie et le tourisme
Samhitha Publications (2015), Chennai.
Lessons 6-10

(OR)

PART I: HOTEL TAMIL - II

சங்க இலக்கியமும் நீதி இலக்கியமும்
உரைநடையும்

கூறு :1

நற்றிணை 3 பாடல்கள்

குறுந்தொகை 3 பாடல்கள்

கலித்தொகை 3 பாடல்கள்

ஐங்குறுநூறு 3 பாடல்கள்

புறநானூறு 3 பாடல்கள்

கூறு : 2 திருக்குறள், ஆத்திசூடி, கொன்றைவேந்தன்

கூறு : 3 உரைநடை 5 கட்டுரை

கூறு : 4 இலக்கணம்

அகப்பொருள், அணி 5 அணி

1.உவமை அணி

2.உருவக அணி

3.தற்குறிப்பேற்றணி

4.சிலேடை அணி

5.இல்பொருள் உவமை அணி

கூறு : 5 படைப்பாற்றல் (பயிற்றுவித்தல்)

1. கவிதை எழுதுதல்

2. கட்டுரை எழுதுதல்

3. கடிதம் எழுதுதல்

நற்றிணை

நெய்தல்

துறை : பகற்குறி வந்த தலைமகனைத் தோழி வரைவுகடாயது
விளையாடு ஆயமொடு வெண்மணல் அழுத்தி
மறந்தனம் துறந்த காழ்முறை அகைய
நெய்பெய் தீம்பால் பெய்துஇனிது வளர்த்தது
நும்மினும் சிறந்தது நுவ்வை ஆகும் என்று
அன்னை கூறினள் புன்னையது சிறப்பே
அம்ம நாணுதும் நும்மொடு நகையே
விருந்தின் பாணர் விளர் இசை கடுப்ப
வலம்புரி வான்கோடு நரலும் இலங்கநீர்த்
துறைகெழு கொண்க! நீ நல்கின்
இறைபடு நீழல் பிறவுமார் உளவே.

குறிஞ்சி

நின்ற சொல்லர் நீடுதோ றினியர்
என்றும் என்றோள் பிரிபுறி யலரே
தாமரைத் தண்தா தூதி மீமிசைச்
சாந்தின் தொடுத்த தீந்தேன் போலப்
புரைய மன்ற புரையோர் கேண்மை
நீரின்றமையா உலகம் போலத்
தம்மின் றமையா நந்நயந் தருளி
நறுநுதல் பசத்தல் அஞ்சிச்
சிறுமை உறுபவோ செய்புறி யலரே!

பாலை

துறை : மகள் நிலை உரைத்தல்
பிரசம் கலந்த வெண்கவைத் தீம்பால்

விரிகதிர் பொற்கலத்து ஒருகை ஏந்திப்
 புடைப்பின் சுற்றும் பூந்தலைச் சிறுகோல்
 'உண்' என்று ஓக்குபு பிழைப்பத் தெண்ணீர்
 முத்தரிப் பொற்சிலம்பு ஒலிப்பத் தத்துற்று
 அரிநரைக் கூந்தற் செம்முது செவிலியர்
 பரிமெலிந்து ஒழியப் பந்தர் ஓடி
 ஏவல் மறுக்கும் சிறுவிளையாட்டி
 அறிவும் ஒழுக்கமும் யாண்டுணர்ந்த தனள்கொல்?
 கொண்ட கொழுநன் குடிவறன் உற்றெனக்
 கொடுத்த தந்தை கொழுஞ்சோறு உள்ளாள்
 ஒழுகுநீர் நுணங்கறல் போலப்
 பொழுது மறுத்து உண்ணும் சிறுமது கையளே

குறுந்தொகை

திணை : குறிஞ்சி

“யாயும் ஞாயும் யாராகியரோ
 எந்தையும் நுந்தையும் எம்முறை கேளிர்
 யானும் நீயும் எவ்வழி அறிதும்
 செம்புலப் பெயனீர் போல
 அன்புடை நெஞ்சம் தாங்கலந்தனவே...

(குறுந் - 40)

செம்புலப் பெயனீராள்

“நிலத்தினும் பெரிதே வானினும் உயர்ந்தன்று
 நீரினும் ஆரள வின்றே சாரல்
 கருங்கோற் குறிஞ்சிப் பூக்கொண்டு
 பெருந்தேன் இழைக்கும் நாடனொடு நட்பே”

(குறுந் - 3)

“ஞாயிறு பட்ட அகல்வாய் வானத்து
 ஆளிய தாமே கொடுஞ்சிறைப் பறவை
 இறையுற ஓங்கிய நெறி அயல்மரா அத்த
 பிள்ளை உள்வாய்ச் சொரிய
 இரைகொண்டமையின் விரையுமாற் செலவே

(குறுந் - 9)

கலித்தொகை முல்லைக்கலி

கலித்தொகை 111 தலைவிகூற்று. இஃது தலைவி ஆயத்திடைத் தலைவனைக் கண்டவாறு அவனைக் கூறியனவும் கூறித் தோழியைத் தலைவனை வரைவுகடாவியாய்க்கு அறத்தொடு நிற்க வேண்டுமென்றது.

தீம்பால் கறந்த கலம் மாற்றிக் கன்றெல்லாம்
தாம்பின் பிணித்து மனைநீஇ யாய்தந்த
பூங்கரை நீலம் புடைதாழ்பெய்அசைஇ பாங்கரும்
முல்லையும் தாய பாட்டங்கால் தோழி – நம்
புல்லினத்து ஆயர் மகளிரோடு எல்லாம்
ஒருங்கு விளையாட அவ்வழி வந்த
குருந்தம்பூங் கண்ணிப் பொதுவன் மற்று என்னை
முற்றிழை ஏள் மடநல்லாய் நீஆடும்
சிறுநில புனைகோ சிறிது என்றான் எல்லா நீ
பெற்றேம்பால் என்று பிறர்செய்த இல்லிருப்பாய்
தாதுசூழ் கூந்தல் தகைபெறத் தைஇய
கோதை புனைகோ, நினக்கு என்றான் எல்லா நீ
ஏதிலார் தந்த பூக்கொள்வாய் நனிமிகம்
பேதையை மன்றபெரிது என்றேன் மாதராய்
ஐய பிதிர்ந்த கணங்கு அணிமென் முலைமேல்
தொய்யில் எழுதுகோ மற்று என்றான் யாம்பிறர்
செய்புறம் நோக்கி இருந்துமோ நீ பெரிது
மையலைமாதோ விடுக என்றேன் தையலாய்
சொல்லிய வாறெல்லாம் மாறுமாறு யான்பெயர்ப்ப
அல்லாந்தான் போலப் பெயர்ந்தான் அவனை நீ
ஆயர் மகளிர் இயல்பு உரைத்து எந்தையும்
யாயும் அறிய உரைத்தீயின் யான் உற்ற
நோயுங் களைகுவைமன்.

ஐங்குறுநூறு முல்லை (பேயனார்)

செவிலி கூற்றுப்பத்து(41)

மறி இடைப்படுத்த மான் பிணைபோல,
புதல்வன் நடுவணன் ஆக, நன்றும்
இனிதுமன்ற அவர் கிடக்கை முனிவு இன்றி
நீல்நிற வியலகம் கவைஇய
ஈனும், உம்பெரும், பெறலருங்குரைத்தே.

புதல்வற் கவைஇய தாய்புறம் முயங்கி
நசையினன் வதிந்த கிடக்கை, பாணர்
நரம்பு உளர்முரற்கை போல,
இனிதால் அம்ம! பண்புமார் உடைத்தே

புணர்ந்த காதலியின் புதல்வன் தலையும்
அமர்ந்த உள்ளம் பெரிது ஆகின்றே
அகன் பெருஞ் சிறப்பின் தந்தை பெயரன்
முறுவலின் இந்நகை பயிற்றி,
சிறு தேர் உருட்டும் தளர்நடை கண்டே.

ஓண் சுடர்ப் பாண்டிற் செஞ்சுடர் போல,
மனைக்கு விளக்கு ஆயினள்மன்ற கணைப் பெயல்
பூப் பல அணிந்த வைப்பின்
புறவு அணி நாடன் புதல்வன் தாயே.

மாதர் உண்கண் மகன் விளையாட
காதலித் தழீஇ இனிது இருந்தனனே
தாது ஆர்பிரசம் ஊதும்,
போது ஆர்புறவின் நாடுகிழவோனே.

நயந்த காதலித் தழீஇ, பாணர்
நயம்படு முரற்கையின் யாத்த பயன் தெரிந்து,
இன்புறு புணர்ச்சி நுகரும்
மென் புல வைப்பின் நாடுகிழவோனே

பாணர் முல்லை, பாட சுடர் இழை
வாள் நுதல் அரிவை முல்லை, மலைய,
இனிது இருந்தனனே, நெடுந்தகை
துனிதீர் கொள்கைத் தன் புதல்வனொடு பொலிந்தே

புதல்வற் கவைஇயினன் தந்தை மென் மொழிப்
புதல்வன் தாயோ இருவரும் கவைஇயினள்
இனிதுமன்ற அவர்கிடக்கை
நனிஇரும் பரப்பின் இவ்உலகுடன் உறுமே

மாலை முன்றில் குறுங்காற் காட்டில்
மனையோள் துணைவி ஆக, புதல்வன்
மார்பின் ஊரும் மகிழ்நகை இன்பப்
பொழுதிற்கு ஓத்தன்று மன்னே
மென் பிணித்து அம்ம – பாணனது யாமே!

புறநானூறு

திணை : பொதுவியல்
குழவி இறப்பினும், ஊன்தடி பிறப்பினும்
ஆள்அன்று என்று வாளின் தப்பார்
தொடர்ப்புடு ஞமலியின் இடர்ப்படுத்து இரீஇய
கேளல் கேளிர் வேளாண் சிறுபதம்
மதுகை இன்றி வயிற்றுத் தீத் தணியத்
தாம் இரந்து உண்ணும் அளவை
ஈனம ரோ, இவ் உலகத் தானே?

- சேரமான் கணைக்காலிரும் பொறை

திணை : பாடாண் துறை : பரிசில்
ஈன இரத்தல் இழிந்தன்று அதன்எதிர்
ஈயேன் என்றல் அதனினும் இழிந்தன்று
கொள்ளேன் என்றல் அதனினும் உயர்ந்தன்று
தெண்ணீர்ப் பரப்பின் இமிழ்திரைப் பெருங்கடல்

உண்ணார் ஆகுப, நீர் வேட் டோரே
 ஆவும் மாவும் சென்று உணக் கலங்கிச்
 சேறோடு பட்ட சிறுமைத்து ஆயினும்
 உண்ணீர் மருங்கின் அதர்பல ஆகும்
 புள்ளும் பொழுதும் பழித்தல் அல்லதை
 உள்ளிச் சென்றோர் பழியலர் அதனாற்
 புலவேன் - வாழியர், ஓரி, விசும்பின்
 கருவி வானம் போல
 வரையாது சுரக்கும் வள்ளியோய்! நின்னே.

திருக்குறள் **விருந்தோம்பல்**

இருந்தோம்பி இல்வாழ்வதெல்லாம் விருந்தோம்பி
 வேளாண்மை செய்தல் பொருட்டு
 விருந்து புறத்தாத் தான் உண்டல்
 மருந்து எனினும் வேண்டற்பாற் றன்று.
 வருவிருந்து வைகலும் ஓம்புவான் வாழ்க்கை
 பருவந்து பாழ்படுதல் இன்று.
 அகன் அமர்ந்து செய்யாள் உறையும் முகன்அமர்ந்து
 நல்விருந்து ஓம்புவான் இல்.
 வித்தும் இடல்வேண்டும் கொல்லோ விருந்தோம்பி
 மிச்சில் மிசைவான் புலம்.
 செல்விருந்து ஓம்பி வருவிருந்து பார்த்திருப்பான்
 நல்விருந்து வானத் தவர்க்கு.
 இனைத்துணைத்து என்பதொன்று இல்லை விருந்தின்
 துணைத்துணை வேள்விப்பயன்.
 பரிந்துஓம்பிப் பற்றற்றேம் என்பர் விருந்தோம்பி
 வேள்வி தலைப்படா தார்.
 உடைமையுள் இன்மை விருந்தோம்பல் ஓம்பா

மடமை மடவார்கண் உண்டு.

மோப்பக் குழையும் அனிச்சம் முகத்திரிந்து

நோக்கக் குழையும் விருந்து.

Note: Part I: Students have a choice to select Hotel Tamil or Hotel French for Part I in First and Second Semesters.

PART II: HOTEL COMMUNICATIVE ENGLISH – II

OBJECTIVES:

- To impart knowledge in communication in English, preparation of resume and report writing.

UNIT I - COMMUNICATION

Barriers of communication – overcoming the barriers, listening barriers, guidelines for effective listening.

UNIT II – EFFECTIVE SPEAKING

English for restaurant & hotels, polite and effective enquires and responses, addressing a group – Essential qualities of a good speaker. Delivering the speech, pronunciation, importance of speech in hotels

UNIT III –USING THE TELEPHONE

The nature of telephone activity in the hotel Industry – the need for developing the telephone skills

UNIT IV – JOB SEARCH

Planning the search for career employment/ preparing resume / applying for the job. Interview guidelines and performances.

UNIT V – REPORT WRITING

Definition – types of reports, writing the report/ specific report, writing tasks relevant to hotels such as (a) Important proposals (Rearrangements, expansions, refreshing etc., (b) Disputes brawls mishaps complaints.

Reference books:

1. Rajendrapal&Korlahalli J.S- Essentials of business – English. Correspondance – Sultan chand&sons
2. Rc publications – Ramesh M.S and Pattanshetty – Effective business – English – Correspondance

3. Monipally and Bahl – Basic Business Correspondence

CORE SUBJECTS: PRINCIPLES OF TOURISM AND AIRLINE MANAGEMENT

Objectives:

To know the principles and practice of tourism and airline industry

UNIT 1:

Travel and Tourism – Principles – Scope and Operations – Perception of Travel worldwide – Perception of Tourism worldwide – India as a tourist destination – Indian states, capitals, public holidays, Banks – Important festivals and tourist attractions – State Tourist organizations – important travel agents & tour operator

UNIT 2:

World Tourism – Important countries / capitals / currencies / exchanges – World Tourism Attractions – Indian Tourism – Types – Transportation Commercial Aviation – Air Taxi Operations – Private Operation – Airport Handling – functions of IATA – ICAO – Aims and objectives – IATA geography and Global Indicators Travel Agent Management – Travel Partners

UNIT 3:

Hotels and star ratings – resorts – boarding and lodging houses – rating systems and Classifications – Hotel Products, facilities, services, room types – bedding types – meal plans – cancellations – currency fluctuations and commission policies – IATA Approved Travel Agency Appointment and Control – Bank guarantee – IATA billing and settlement plan – credit period – customer service – training and development of travel agent – GDS

UNIT 4:

Introduction – growth of air transport – Airport organization – and associations – classification of airports airfield components – Air Traffic Zones and approach areas – context of airport system planning – Development of airport planning process – ultimate consumers – Airline decision – other Airport operations

UNIT 5:

Air Transportation Industry – Land Transportation Industry – Sea Transportation Industry – Multi Modal Transportation – Marketing and marketing mix – Application of Marketing – principles to Airline Management – Airline Business and its customers – market segmentation

Reference:

1. Aviation Maintenance Management – Harry A Kinnison – McGraw Hill Publications

2. Aviation Safety Management: A Management Handbook Richard H Wood – Jeppeson Sanderson Inc
3. Principles of Airport Economics – P S Senguttuvan

CORE SUBJECTS: ACCOMMODATION OPERATIONS - I

Objectives:

- To provide the basic knowledge of accommodation operations, cleaning and budgeting
- To impart the knowledge of cleaning equipments and cleaning agents

UNIT – 1:

Role of housekeeping (in the hotel and in guest satisfaction and repeat business)

Organizational structure of housekeeping department in small, medium & large hotels)

UNIT – 2:

Areas of cleaning – special cleaning - Controlling cost and budget – inventories and record keeping – dealing with guest lost and found

UNIT – 3:

Duties and responsibilities of housekeeping staff: executive housekeeper – deputy housekeeper – floor housekeeper – (morning, late, night duty, routine duty explaining, records maintained) - Desk control supervisor (duties explaining, records maintained) – public area supervisor – room attendants – store keeper – houseman – a brief explanation of duties of linen and laundry staff)

UNIT – 4:

Cleaning equipments and agents: general consideration for selection of equipments, agents – classification and types of equipments with care and maintenance, methods of use and mechanism for each type – classification of cleaning agents with its use, care and storage – distribution and control of cleaning agents

UNIT – 5:

Definition and importance & classification of stains – general rules & identification of stains – different types of stain removal agents with examples – definition of pests, area of infestation, prevention & control of pest

Text Book and Reference Books:

- ✓ Hotel, Hostel & Hospital Housekeeping – Joan C. Branson & Margaret Lennox

- ✓ Housekeeping supervision volume 1 & 2 – Jane Fellows
- ✓ The Professional House keeper – Georgina tucker & Madeleri Schneider
- ✓ Professional Management of Housekeeping Operations – Robert J. Marti
- ✓ Hotel Housekeeping Training Manual – Sudhir Andrews (Tata McGrawHill Publications)
- ✓ Accommodation and cleaning services – David M. Allen

ALLIED : HOSPITALITY ACCOUNTS:

Objectives:

To make the students learn about the accounting concepts of hospitality industry.

UNIT – 1:

Introduction to accounting – meaning and definition – types and classification – principles of accounting – systems of accounting – Generally Accepted Accounting Principles GAAP - Double entry system – meaning / advantage – concept – journal – ledger

UNIT – 2:

Primary Books – Journal – meaning and definition – format of journal – rules of debit and credit – opening entry – Cash book - petty cash book - triple column cash book

UNIT – 3:

Subsidiary books, trial balance, rectification of errors, depreciation – meaning, and methods (straight line and written down value method)

UNIT – 4:

Final accounts (trading, profit & loss account and balance sheet) with adjustments (closing stock, depreciation, outstanding expenses and incomes, prepaid expenses and incomes, provision for bad debts and doubtful debts) – Bank reconciliation statement – meaning – difference in passbook and cash book balances - preparation of bank reconciliation statements

UNIT – 5:

Definition of cost – costing, cost accounting, scope and advantages of costing techniques – cost concept pertaining to hotel industry – elements of costing – meaning – fixed cost and variable cost material, labor, overheads, cost sheet format.

Text Book and Reference Books:

- ✓ General accounts for Hotel Management – B. Sraman, United Publishers
- ✓ Basic Accountancy – A. Gupta – Sultan chand & Co Publishers, New Delhi

SKILL BASED SUBJECT: ACCOMMODATION OPERATIONS PRACTICAL-1)

Objectives: To make the students learn about the cleaning procedures, equipments and bed making

Identification of cleaning tools and cleaning agents – basic cleaning – dusting – sweeping – mopping – scrubbing – polishing – vacuuming – spot cleaning – daily cleaning – weekly cleaning – periodic cleaning – cleaning of various surfaces – guestroom cleaning

Bed making – morning attention, evening attention – room cleaning – bathroom cleaning – room inspection – Preparing checklist and job orders – public areas – lobby, corridors, restaurants, stair case etc

Public area cleaning:

A. Wood - Polished, Painted, Laminated

B. Silver/ EPNS: Plate powder method, Polivit method, Proprietary solution (Silvo)

C. Brass: Traditional/ domestic 1 Method, Proprietary solution 1 (brasso)

D. Glass: Glass cleanser, Economical method(newspaper)

E. Floor - Cleaning and polishing of different types: Wooden, Marble, Terrazzo/ mosaic etc.

F. Wall - care and maintenance of different types and parts, Skirting, Dado, Different types of paints (distemper Emulsion, oil paint etc)

Polishing of different surfaces – metals – brass – silver – marble – granite – terrazzo

Text Book and Reference Books:

- ✓ Hotel, Hostel & Hospital Housekeeping – Joan C. Branson & Margaret Lennox
- ✓ Housekeeping supervision volume 1 & 2 – Jane Fellows
- ✓ The Professional House keeper – Georgina tucker & Madeleri Schneider
- ✓ Professional Management of Housekeeping Operations – Robert J. Marti
- ✓ Hotel Housekeeping Training Manual – Sudhir Andrews (Tata McGrawHill Publications)
- ✓ Accommodation and cleaning services – David M. Allen

SKILL BASED SUBJECTS : FOOD PRODUCTION PRACTICAL – I

(REFER 1st SEMESTER **FOOD PRODUCTION PRACTICAL – I SYLLABUS**)

SKILL BASED SUBJECT FOOD & BEVERAGE SERVICE PRACTICAL - I

(REFER 1st SEMESTER **FOOD & BEVERAGE SERVICE PRACTICAL - I SYLLABUS**)

SKILL BASED SUBJECT: FRONT OFFICE OPERATIONS PRACTICAL – 1

Objective:

To impart the knowledge of the practical skills and to practice the role play of each areas in front office.

1 Appraisal of front office equipment and furniture

2 Rack, Front desk counter & bell desk

3 Filling up of various perform

4 Welcoming of guest

5 Telephone handling

6 Role play

Reservation

Arrivals

Luggage handling

Message and mail handling

Paging

REFERENCE BOOKS

1. Hotel Front Office Management – James.A. Bardi

2. Front Office Management – S.K. Bhatnagar

NON MAJOR ELECTIVE INTRODUCTION TO AIRLINE, TRAVEL & TOURISM INDUSTRY

UNIT -I

Commercial Aviation-Air Taxi Operations - Private Operation- Airport Handling - Functions of IATA-ICAO - Aims and Objectives. - IATA Geography and Global indicators

UNIT –II

Airlines Terminal Management- Airline Operational Management - Domestic- International Departure Formalities, - Security Check- In. Hand Baggage Screening - Personal Frisking- Boarding the Plane, Ground Announcements - Handling of Delayed Flight-Disruptive Flights - Ramp Handling & Ramp Safety- Procedure

UNIT –III

Travel Documents- Passport – Visa- Tim- Currency Regulations-IATA Rate of Exchange - Banker's Buying Rate- Banker's selling rate-Currency Conversion - Departure Control System-ATC

UNIT –IV

Travel Agent Management- Travel Partners - IATA Approved Travel Agency Appointment

and Control - Bank guarantee.-IATA Billing and Settlement Plan - Credit Period - Customer Service-Service Provider - Training and Development of Travel agent-GDS.

UNIT –V

Tourism Management- Domestic and International Tourism. - Discover India-Government Regulations on Tourism Management. - Exploring new Destinations-Foreign Currency Earner.

REFERENCE BOOK:

1. IATA Manual on Diploma in Travel & Tourism Management
2. ICAO Manuals

SECOND YEAR:

SEMESTER – III

CORE SUBJECT: AVIATION MANAGEMENT

OBJECTIVE: To provide a broader view about the principles and policies of aviation industry.

UNIT 1:

Introduction to Aviation Management – Aviation – Aviation Sector in India - Civil Aviation – Airport – Air Traffic Control – Flight Data Recorder – Airline – Case Study

UNIT 2:

International Civil Aviation Organization – Aeropol Aviation Services Corporation - Aviation Management Consulting Group - AOPA – International Association of Airport Executives – Federal Aviation Interactive Reporting Systems - Case Study

UNIT 3:

Aircraft Regulations and Guidance – Convention on International Civil Aviation – Inter Agency Committee for Aviation Policy – Active Level of Services Reviews – Aircraft Engineers International Affiliation – AVSEC Rules and Regulations – Overview of Indian Air Travel – Case Study

UNIT 4:

Air Safety – FAA Aviation Safety Draft Documents – Aircraft Management Interagency Committee for Aviation Policy Safety Standards – Aircraft Management Safety Standards Guidelines for Federal Flight Programmes – National Transportation Safety Board – Airline Water Supplies – JFIM – Overview of Contemporary Global Industry – Airline Industry Profitability – Present State of the Air Transport Industry – Aviation Industry – Global Aviation Industry – Indian Aviation

UNIT 5:

International Air Transport Association (IATA) – Fact Sheet – Financial Services – IATA at the Air Transport Industry - IATA Industrial Priorities – IATA Partners – IATA Corporate and Corporate Governance Structure – IATA Human Capital – IATA Committee’s – Cargo, Mandate, Environment, Financial, Legal, Operations, Industry Affairs – Rules and Regulations of the Industry Committee

Text Books: Ratandeep Singh, “Aviation Management”, Kanishka Publishers, 2008

CORE SUBJECT: AIRLINE CATERING MANAGEMENT

Objectives: To provide the broader view of flight catering and its operations

UNIT 1:

Introduction – principles of flight menu production unit design – batch production – continuous production – cell production – scale and scope of production facilities – process flow – production kitchens – holding systems and facilities – cook – chill – cook – freeze – sous vide – tray assembly – conveyor belt – work stations – trolley and container loading – final assembly of flight

UNIT 2:

Flight catering operations and organizations: introduction – organization of production unit – production planning and scheduling – meal production and packing – cold kitchen, hot kitchen, bakery, special meals, crew meals – dish packing – tray and trolley assembly – flight assembly – staffing

UNIT 3:

HACCP – nature of hazards – the nature of micro organism and their control – key pathogens – food safety and handling practices in flight catering – measures to control or remove micro organisms – potential causes of food poisoning – training – microbiological testing of foods – hazard analysis and critical control points.

UNIT 4:

Introduction – types of uplift – long haul – transportation vehicles and staffing – transportation control and staffing – loading and unloading of vehicles – correct location of load – operational issues. Introduction – off loading and recycling – unloading procedures –

washing ware and equipment –refurbishment – sources of waste – the quantity of flight waste – waste handling systems – waste disposal – recycling waste.

UNIT 5:

Continental airlines catering equipment control system – equipment – operational procedures – future trends in gallery design – conclusion – on-Board service – introduction – cabin design and services – staffing levels and training – flight services policy – flight service procedures – first class meal service – business class meal service – economy class meal service – flight service customer feedback – information flow from the flying passenger

Text Book and Reference Books:

1. Flight catering – Peter Dues; Catering guidelines for flight attendants – Morsel N Amineddine M Foods Ltd
2. Customer Service in Airline Industry – I.M Amitabha Ghose, IFCAI University Press

ALLIED – : MANAGEMENT INFORMATION SYSTEM

UNIT 1:

Computer concepts – introduction to computers – definition and advantages, disadvantages – classification of computers – defining hardware – components of computer – block diagram of computer – primary storage concept – secondary storage devices – input/output – devices, software concepts – operating systems OS- MS DOS – windows – 2000/XP, unix – application software – COBOL, Basic, Fortran, C – Language classification (higher, lower, assembly)

UNIT 2:

Management information system – an overview (duration – 4 hours) – introduction to MIS – meaning and role of MIS – objective of MIS – elements of MIS – characteristics of MIS – application of MIS

UNIT 3:

Introduction to MS office 2000 – characteristics – its applications – introduction to MS Word – creating, editing, formatting, saving documents – type of document formats – mail merge features

UNIT 4:

Spreadsheet – introduction to MS Excel – Definition, characteristics, mathematical functions in Excel, creating and working with graphs and charts – internet usage in business – Email

UNIT 5:

Introduction to MS Power point – creating, formatting, editing, viewing slideshow – creating a presentation using MS Power point

Text Book and Reference Books:

- ✓ MS Office – Complete Reference – Bpp Publications, New Delhi
- ✓ Computer Awareness and applications – TD Malhotra, Kalyani Publishers, New Delhi
- ✓ Principles of Information Technology – Dr. A. Mustafa, Nagaa Publications, Madurai

ALLIED – : HOSPITALITY MARKETING

Objectives: To make the students learn about the marketing methods, techniques and plans involved in the hospitality sector.

UNIT – 1:

Introduction to hospitality sales and marketing – sales and marketing cycle – structure of industry – marketing definition – identifying customer needs, selling and promotion, hospitality products – relationship marketing – guest preferences – services marketing concepts – hospitality marketing mix – the 8 P's of marketing – evolution of markets – global and Indian tourist market – market segmentation – concept – relevance to hospitality industry – market segment groups – types of service – defining and delivering customer value and satisfaction value chain – delivery network and marketing environment, e business and setting up websites

UNIT 2:

Marketing plan – the marketing team – selecting the target markets, positioning the property / outlet, developing and implementing marketing action plans, monitoring and evaluating the market plan. Buyer behavior – market segmentation and targeting, positioning and differentiation strategies, product life cycle strategies, new product development, product mix and product line decisions – branding and packaging price setting – objectives, factors and methods – price adapting policies, initiating ad responding to price changes.

UNIT 3:

Sales techniques for hotel industry – the marketing and sales division – components of a sale – types of sales in different departments of a hotel – telemarketing – internal merchandising – in-house sales promotion, special services in in-house sales – sales forecasting – long term and short term – restaurant and lounge sales positioning – merchandising food and beverage

– promotion of restaurants and lounge facilities, building repeat business – banquet and conference sales

UNIT 4:

Advertising, public relations and publicity – effective hotel advertising – brochures, sales material designing – advantages of advertising – indoor and outdoor – competitive marketing – identifying and analyzing competitors designing relationship marketing – customer database, attracting and retaining customers, global target market selection, standardization Vs adaptation, product, pricing, distribution and promotional policy

UNIT 5:

Channel decisions – nature and types of marketing channels – channel design – channel management decisions - selection, training, motivation and evaluation of channel members channel dynamics – VMS, HMS, MMS. Market logistics decisions retailing, wholesaling and physical distribution – marketing information systems – introduction to MIS – meaning and role – MIS objectives, application of MIS – accounting and finance management – marketing management – role of computers in MIS – database support system – E Business – setting up websites

Text Book and Reference Books:

1. Marketing Management – Philip Kotler – Pearson Publications
2. Hospitality Marketing Management – Robert D. Reid, David C.Bojanic, Wiley Publishing House 5th Edition.

ALLIED – II AIR TRAFFIC CONTROL

UNIT 1:

Basic Concept – Objectives of ATS – Parts of ATS Service – Scope and Provision of ATC's – VFR & IFR Operations - Classification of ATS Air Space – Various kinds of separation of Meteorological Support – providing ATS – Division of responsibility of control

UNIT 2:

Air Traffic Services – Area Control Services – Assignment of Raising levels minimum flights altitude – ATS Routes & Significant points – RNAV and RNP – Vertical, Lateral and Longitudinal separations' based on time / distance – ATC Clearance – flight plans – position report.

UNIT 3:

Flight Information Alerting Services – coordination, emergency procedures and rule of the air – basic radar terminology, identification procedures using primary / secondary radar – performance checks – use of radar in area and approach control service – flight information

and advisory service – alerting service – coordination and emergency procedure – rules of the air

UNIT 4:

Aerodrome data, physical characteristics and obstacles restriction aerodrome data: basic terminology – aerodrome reference code – aerodrome reference point – aerodrome reference temperature instrument runway – physical characteristics – length of primary / secondary runway – width of the runways – minimum distance between parallel runways etc – obstacles

UNIT 5:

Visual aid for navigation – visual aids for denoting obstacles emergency and other services visual aids for navigation – wind direction indicator – landing direction indicator – location and characteristics of signal area – marking general requirements – various markings – lights, general requirements – aerodrome beacon, identification beacon – sample approaching lighting system – and various lighting systems – VASI & PAPI – visual aids for denoting obstacles – object to marked and lighter – emergency and other services

Reference:

1. Air Traffic Control: Airport planning systems – design and management by Richard De Neufille / Amedeo Odoni

ALLIED – II LOGISTICS AND AIR CARGO MANAGEMENT

Objectives: To provide the in-depth details of airline logistics, transport and warehousing.

UNIT 1:

Concept of Logistics introduction – components, advantage, & growth – logistics in global organization – Marketing and logistics channel - environmental and marketing issue – inventory management – purpose, type, objective and cost – model of inventory management – MRP, DRP & JIT

UNIT 2:

Transport system model and warehousing – deregulation and government rule – transport security – product packaging and pricing – role of warehouse – alternative warehousing trend in material handling –inbound logistics and purchasing

UNIT 3:

Global environment & strategy – global supply chain – international documentation – strategy formulation & implementation quality concept & TQM – improving logistics performance

UNIT 4:

Air cargo concepts introduction – operations and industry regulations – service function, organization and liability – SLI, types of cargo – Handling of perishable, valuable cargo and special cargo, air cargo tariff rates & charges – valuation charges and disbursement airway bill, function, purpose and validation

UNIT 5:

Handling facilities airport cargo activity & Cargo zone aircraft handling with cargo – cargo terminals and facilities – emerging trend in cargo & Cargo carriers

Reference:

1. Lambert, strategic Logistics Management, Academic Int Publisher, 2004
2. Alan Rushton & John Oxley, Handbook of Logistic and Distribution, Kogan Page

SKILL BASED SUBJECT : PRINCIPLES OF MANAGEMENT:

OBJECTIVES:

To make the organization more effective and efficient the students need to know the principles and practices of the management involved.

UNIT 1:

Introduction to Management ,Evolution of Management thought, Definition, Nature, Purpose, Functions ,Scope and importance with relevance to Airlines ,Organization and the environmental factors, Managing global strategies for airline industry – Management by Objectives, Strategies, Types Of Strategies ,Policies – Decision Making Process under different conditions with reference to Hospitality & Aviation Industry

UNIT 2:

Functions of a Manager – Duties and Responsibilities of General Manager in a five star deluxe hotel – Job Description and Job Specification of General Manager, Departmental Head and Supervisors with reference to Hotel Industry. Managing People, Communication – Hurdles to effective communication – Managing cultural diversity.

UNIT 3:

Nature and Purpose of Planning, Planning Process, Types of Planning – definition – types – nature and steps in planning – organizing – functions, departments, authority, and span of control with reference to hospitality industry. Centralization and Decentralization ,Delegation Of authority.

UNIT 4:

Staffing –Introduction, definition, System approach to Staffing, Selection process, recruitment, training, induction, career planning, leading, definition, qualities of a good leader with reference to hospitality industry.

UNIT 5:

Controlling: Definition, Types, Process of Controlling, Budgetary and Non Budgetary Control techniques, Managing Productivity, Cost Control, Purchase Control, Maintenance Control, Quality Control, budget and types of budget with reference to hospitality industry.

Text Book and Reference Books:

1. Management Principles – G Gupta
2. Basics of Management – Urarshala Jones

SEMESTER – IV

CORE SUBJECT - FOOD PRODUCTION – II

Objectives:

- Understand about larder, Compound butter, jelly, Chinese and Italian cuisines and their importance.

UNIT 1:

Larder – importance and functions of larder in main kitchen – relationship of larder with other sections of main kitchen – duties and responsibilities of larder chef – equipment used in larder –layout of larder room – forcemeat – meaning – uses, types, recipes; panada – meaning, uses, recipes. Pickles – vinegar and salt –sweet, sour pickles – sweet – raw pickles

UNIT 2:

Compound butters – meaning, uses, types, recipes, examples, cold preparations – galantine, ballotine, terrine, pate, quenelles, mousse, mousseline, soufflé, seasonings – spices, herbs, condiments, and sauces, canapés and sandwiches – meaning and its types

UNIT 3:

Aspic jelly – uses, preparations, chafroid – uses, preparation, cold buffet – decoration aids and designs, decorating techniques and method, assembling a cold buffet, Scandinavian cold buffet, kitchen records and formats – kitchen consumption register – spoilage register – goods received voucher – request for credit memo, meat tags, formats used in hotel kitchen

UNIT 4:

Chinese cuisine – introduction, characteristics, preparation and cooking techniques, utensils and ingredients used regional styles of Chinese cooking – dishes with recipes and preparations

Thai cuisine – introduction, characteristics – ingredients used – examples of Thai recipes, Mexican cuisine – introduction, characteristics, main ingredients used, and examples of Mexican recipes

UNIT 5:

Italian cuisine – introduction, characteristics, main ingredients used, and equipments used, examples, pasta – types and examples; pizza – basic pizza dough; Middle Eastern cuisine – introduction, characteristics, examples

Indonesian cuisine - introduction, characteristics, main ingredients used, equipments used, examples; Sri Lankan cuisine - introduction, characteristics, main ingredients used, equipments used, examples

Text Book and Reference Books:

1. International cuisine and advance food production - Parvinder S. Bali
2. Food Production Operations - Parvinder S. Bali

CORE SUBJECT : AIRLINE AND AIRPORT MANAGEMENT

Objectives:

- To know the functional and managerial activities of the airport.
- To provide the students to understand the evolution of Airline Industry, growth, terminal planning in detail

UNIT 1:

Evolution of management – History of aviation – Organization, Global, Social and Ethical Environment – History of Indian Airline Industry – Major Players in Airline Industry – SWOT Analysis in Airline industry – Market Potential on Indian Airline Industry – Current Challenges in Airline Industry – Competition in Airline Industry

UNIT 2:

Airport Management – Airport planning – Terminal Planning, Design and Operations – Airport Operations – Airport functions – Organization structure –of Airline Sectors – Airport Authorities – Global and Indian Scenario of Airport Management

UNIT 3:

Air Transport Services – International Trends – Emerging Indian scenario – Private participation: International developments – private participation in Indian Airports – Environmental Regulations – Regulatory issues – Meteorological services in aviation – airport fees, rates and charges

UNIT 4:

Institutional framework – Role of DGCA – slot allocation methodology followed by ATC and DGCA – safety regulation – economic regulation – management of bilateral – aviation security – importance of air transportation safety and security – Airport – Airways – Terrorism – Hijacking – security measures – Airport security programmed as steps taken to contend with Hijacking – Transportation security administration – international aviation safety assessment program

UNIT 5:

Controlling – traffic control – airspace navigational aids – controlling process – coordination – response to emergencies ad airport securities – 6 case studies in airline industry.

Text Book and Reference Books:

1. Doganis R The Airport Business Routledge, London
2. Alexander T Wells Seth young, Principles of Airport Management, McGrawHill 2003

CORE SUBJECT: CUSTOMER RELATION MANAGEMENT

Objectives: To make the students learn about the customer relationship, satisfaction and problem solving methods.

UNIT 1:

Definition of customer – distinction between consumer and customer – internal and external customer – service provider – reason of some service providers better than others – satisfied / dissatisfied customer – the consequences of satisfied / dissatisfied customers

UNIT 2:

Customer satisfaction – customer delight – customer loyalty – definition of quality – evolution of quality – quality in service – service gap – SERVQUAL scale – measuring service quality in hotels

UNIT 3:

Key areas of customer care – the product or the service itself – sales and promotion of the service – after sales support to the customer – organizational culture and its impact on service quality and customer care – developing customer trust and loyalty

UNIT 4:

Customer complaints – customer complaining behavior – complaint handling procedure – role of manager in resolving customer complaints – customer feedback; importance, tools for customer feedback tools, converting customer care philosophy into action – complaint management – customer care in airlines – customer care in hotels

UNIT 5:

Definition of interpersonal skill – listening skill – skill of persuasion – transactional analysis – conversational skill – use of fun in communication – conversation tone – telephone handling skills – personal grooming and etiquette

Text Book and Reference Books:

- ✓ Award winning customer service – Rane Evenson
- ✓ Customer Loyalty guaranteed – chip R Bell & John R Patterson
- ✓ Service Marketing – Christopher Lovelock, Tata McGrawHill

CORE SUBJECT: AIR TRANSPORT SAFETY AND SECURITY

OBJECTIVE

- To enable the Students to learn about the importance of Safety and Security in Air Transportation and methodologies used in protecting passengers, crew, baggage , cargo, mail, ground personnel, aircraft and property of Airports.

UNIT 1:

Importance of Air transport safety and security – airport – airways – protecting public transportation – screening – personnel and baggage – metal detectors – X Ray inspections – passive and active millimeters – trace – detection techniques – the way on drug and explosives

UNIT 2:

Terrorism- introduction – causes of terrorism – rival claim of palestenic – Palestine Liberation Organization – nuclear terrorism – aircraft as missiles – 9/11 terrorist act and its consequences – biological & chemical warfare – steps to combat terrorism

UNIT 3:

Hijacking – security measures – airport security programmed as a steps taken contend with Hijacking – cockpit doors – sky marshal programme – Public law about Hijacking – Air Transportation Security Act of 2001 – Crimes against Humanity – The Tokyo convention summit

UNIT 4:

Legislations and regulations – ICAO/ECAC – Transportation security administration – International Aviation – safety assessment program – Legislation after 9 sep 2001

UNIT 5:

Technological Improvements on Aviation Safety and Security – Technological improvements on Aviation safety and Security – Introduction – Microwave Holographic Imaging – Body or Fire Security Scanner – New generation of video security systems – Biosimmer – Biometric systems

Text Book and Reference Books:

1. Aviation and Airport Security – Kathleen M Sweet – Pearson Education Inc.
2. Aviation in crisis: Ashgate Publications Ltd – Ruwantissa I R Abeyratne
3. Aviation Safety Programs – Richard H Wood – Jeppesen Sandersan Inc.

ALLIED SUBJECT: HOSPITALITY AND AVIATION LAW:

OBJECTIVES:

To provide the details of law of hospitality and aviation industry, will make the students to become an entrepreneur in future.

UNIT 1:

Definition of a contract, kind of contracts – legal rules as to offer – acceptance – consideration and capacity to contract and free consent - Void agreements – discharge of contract – remedies for breach of contract – Sales of goods act 1930- formation of a contract of sales, conditions and warranties – implied conditions and warranties

UNIT 2:

Hotels / Restaurants license registration – license under the provision of the relevant state excise act and rule – permission for the fixation of and sanction of room rent and charges for

services under the provisions of the relevant state government rent control – Law pertaining to food service – standard weight and measures act 1956 – prevention of food adulteration act 1954.

UNIT 3:

Introduction to Aircraft Rules 1937 – Basic Definitions and Interpretation – General Conditions of Flying – General Safety Conditions – Registration and Marking of Aircraft – Personnel of Aircraft - Indian Aircraft Rules 1920 – Aircraft Arriving or Departing – Aircraft Rules 1954 for Public Health – Aircraft Rules 1994 for Demolition of Obstructions caused by Buildings and Trees – Aircraft Rules 2003 for Carriage of Dangerous Goods

UNIT 4:

Air Corporations Act 1953 – Constitution and Functions – Finance, Accounts and Audits – Acquisition of Undertakings of Existing Air Companies - Air Corporations Act and Ordinance 1994 for Transfer of Undertakings and Repeal

UNIT 5:

International Airports Authority Act 1971 – Basics – Property and Contracts – Functions – Finance, Accounts and Audits – Miscellaneous – National Airports Authority Act 1985 – Basics – Property and Contracts – Functions – Finance, Accounts and Audits – Miscellaneous - Airports Authority Act 1994

Text Book and Reference Books:

- 1.Elements of Mercantile Law - N.D. Kapoor
- 2.Mercantile Law – M.C. Kuchal
- 3.Industrial Law – V.K.Desai
4. “Aircraft Manual – Volume 1 and Volume 2”, Sterling Book House.

SKILL BASED SUBJECT : MANAGEMENT INFORMATION SYSTEM PRACTICAL

Introduction to MS office 2000 – characteristics – its applications – introduction to MS Word – creating, editing, formatting, saving documents – type of document formats – mail merge features

Spreadsheet – introduction to MS Excel – Definition, characteristics, mathematical functions in Excel, creating and working with graphs and charts – internet usage in business – Email

Introduction to MS Power point – creating, formatting, editing, viewing slideshow – creating a presentation using MS Power point

Introduction to Amadeus

Text Book and Reference Books:

- ✓ MS Office – Complete Reference – Bpp Publications, New Delhi
- ✓ Computer Awareness and applications – TD Malhotra, Kalyani Publishers, New Delhi
- ✓ Principles of Information Technology – Dr. A. Mustafa, Nagaa Publications, Madurai

SKILL BASED SUBJECT : FOOD PRODUCTION PRACTICAL - II

OBJECTIVES:

- Understand about Salads, dressings and garnishes
- Understand about continental and international cuisines of the world.

Demonstration:

1. Salads and dressings
2. Sandwiches
3. Compound butters
4. Garnishes
5. Marinades and brine
6. Aspic jelly and cold sauces
7. Carving

Continental cuisine (5 course menu)

1. Consommé / Cream soup
2. Pasta / Fish
3. Chicken / Meat / Beef
4. Potato
5. Pudding / Souffle / Mousse

International cuisine (5 course from the following countries)

1. China
2. Thailand
3. Mexico
4. Italy
5. Middle east
6. Indonesia
7. Sri Lanka

SKILL BASED SUBJECT : RESEARCH METHODOLOGY

UNIT – 1:

Introduction : Meaning and objectives for research, types of research, research approaches, significance of research, research methods vs methodology, research process, criteria of good research, problems faced by researchers, techniques involved in defining a problem

UNIT – 2:

Research design: Meaning and need for research designs, features and important concepts relating to research design, different types of research designs, correlation research design, qualitative research design ,good research design, importance of experimental designs.

UNIT – 3:

Sample design: census and sample survey, implication of sample design, Sampling and Sample steps in sampling design, criteria for selecting a sample procedure, characteristics of a good sample design, different types of sample design, measurement and scaling, Issues in Attitude Measurement, Levels of Measurement Scales , Types Of scaling techniques, Selection Of an Appropriate Scaling Technique

UNIT – 4:

Methods of data collection: Direct Observation ,Experiments, Surveys, collection of primary data, collection through questionnaire, Questionnaire Design, Sampling, Sampling Plans, Simple Random Sampling, Stratified Random Sampling ,Cluster Sampling, Sample Size, Sampling and Non-Sampling Errors, Errors in Data Acquisition, Non response Error ,Selection Bias, collection of secondary data, difference in questionnaire and schedule, different methods to collect secondary data

UNIT – 5:

Data analysis interpretation and presentation techniques: hypothesis testing, basic concepts concerning hypothesis testing, procedure and flow diagram for hypothesis testing, test of significance, Chi- Square analysis, report presentation techniques

Text Book and Reference Books:

- ✓ Research Methodology: O R Krishnaswamy & M. Ranganathan
- ✓ Research Methodology: P.Saravanavel

EXTENSION ACTIVITIES

***Refer Madurai Kamaraj University Syllabus**

SEMESTER – V

CORE SUBJECTS - AIR TRANSPORT FUNDAMENTALS

OBJECTIVE:

To provide a fundamental concepts and the management of air transport.

UNIT 1:

Introduction to Transportation – Modes – Modal Competition – The Economic Importance – Transportation and Economic Development – Transport as a Factor of Production – International Transportation – Importance of International Transportation – Logistics Management – Concepts and Types of Aviation – History of Civil Aviation Industry – Aviation Technology Transformation (1930 – 2003) – Scope of Aviation

UNIT 2:

Aircraft Manufacturers – Introduction - Airbus Industry, Civilian Products, Competition with Boeing – New Generation Aircraft – About the Airbus A-380 – The Boeing Company – Airline Market Projection (2000- 2020 & 2004-2024) – Economy and Aviation - Air Transport and the Economy – Benefits of Air Transports

UNIT 3:

Aviation Management Structure – Introduction – Operational Management – Era of Open Skies Policies – Overview of Airline Industry – International and Domestic Air Traffic – Financial Performance of Airlines – New Economic Model for Airline Business – Outlook Muted for Legacy Carriers – Infrastructure Management – Airport Planning Management

UNIT 4:

Aircraft Characteristics – Airport Capacity Management – Terminal Management – Apron Management – Size of Airport Infrastructure – Airports and their Economics in National Economic Growth and Development – Indian Scenario – Global Emerging Trends of Airport Infrastructure Industry – Global Study on Airport Performance – Modern Aviation Infrastructure Business Trend – Airspace Management – Airports and Airspace Congestion Issues – Regulatory Management

UNIT 5:

International Civil Aviation Organization (ICAO) - Introduction – Objectives – Strategic Planning – Annexes – International Air Transport Association (IATA) – Aims – Two Tier Systems – Growth and Development – World Trade Organization – World Tourism Organization – Federal Aviation Administration (FAA) – Civil Aviation Authority (CAA) – Director General of Civil Aviation (DGCA) – Functions

Reference:

P.S. Senguttuvan, “Fundamentals of Air Transport Management”, Excel Books, First Edition 2006

CORE SUBJECT - FOOD AND BEVERAGE SERVICE – II

OBJECTIVES:

- To be familiar with Meals & Menu Planning, Preparation for Service, Types of food service,
- To be familiar with Sale control system, Tobacco.

UNIT-01 MEALS & MENU PLANNING:

Origin of Menu - Objectives of Menu Planning - Types of Menu - Courses of French Classical –Menu - Sequence - Examples from each course - Cover of each course - Accompaniments

French Names of dishes - Types of Meals - Early Morning Tea - Breakfast (English, American Continental, Indian)- Brunch – Lunch - Afternoon/High Tea - Dinner - Supper

UNIT-02 PREPARATION FOR SERVICE

Organizing Mise-en-scene - Organizing Mise en place

UNIT-03 TYPES OF FOOD SERVICE

Silver service - Pre-plated service - Cafeteria service - Room service - Buffet service - Gueridon service - Lounge service

UNIT-04 SALE CONTROL SYSTEM

KOT/Bill Control System (Manual) - Triplicate Checking System - Duplicate Checking System - Single Order Sheet - Quick Service Menu & Customer Bill - Making bill - Cash handling equipment - Record keeping (Restaurant Cashier)

UNIT-05 TOBACCO

History - Processing for cigarettes, pipe tobacco & cigars - Cigarettes – Types and Brand names

Pipe Tobacco – Types and Brand names - Cigars – shapes, sizes, colors and Brand names

Care and Storage of cigarettes & cigars

TEXT BOOKS:

1. Dennis. R. Lillicrap and John. A. Cousins. Food & Beverage service: Great Britain. ELBS publishers. 6th edition. 2002.
2. John Fuller. Modern restaurant service, a manual for students and practitioners: Cheltenham. Standly Thrones publishers. 1st edition. 1992.

REFERENCE BOOKS:

3. Bobby George. Food & Beverage service: Noida Jaico publishing house. 1st edition. 2005.
4. United Kingdom bartenders guild. The international guide to drinks: London. Vermillion and publishers. 1st edition. 1994.
5. George Ellis. Bar attendants handbook: New Delhi. Global books and subscription service. 2nd edition. 2002
6. Jeffery Clarke: table and bar. Great Britain. Hodder and stoughte publishers. 1st edition. 1987.

CORE SUBJECT - AIRPORT PLANNING AND ADMINISTRATION

OBJECTIVE:

To provide an extensive outlook on Airport Operations, Planning, and Market, Competition, Capacity Optimization, Slots and international trade services

UNIT 1:

Economics in Aviation Studies – Infrastructure Economics – Economics of Aviation Infrastructure in India – Aviation Industry and its Significance – Consumer Behavior – Airport Operational Economics

UNIT 2:

Economics of Airport Optimization – Airport Operational Capacity – Airport Terminal Capacity – Economics of Congestions & Delays – Airport Slot Mechanism – ICAO Air Transport Policy – Airport Slot Trading – Slot Auctions – Monitory – Airport Market and Competition.

UNIT 3:

Airport Planning system – Aims & Scope – Airport Financial Economics – Goals of Airport Finance – Principles of Airport & Air Navigational Charges – Airport Revenue – Charges – Non Aeronautical Revenue – Global Airport Market Overview.

UNIT 4:

Airport Pricing Strategy – Objectives – Principles Airport Costs – Structure & Control of Airport Charges - Airport Cost Structure – ICAO Policies on Airport & Air Navigational Services – Prices Determination – Aero / Non Aero Business – ICAO’s Policies on Charges for Air Navigator Services.

UNIT 5:

Regulation & Completion in Civil Aviation Industry – Globalization & Aviation – Strategic Airline Alliance – Regulation & Deregulation – Airline Compensation – Regulating Airport Industry - Airline Privatization – Objectives – Global trend in Airport Privatization.

Reference:

P.S. Senguttuvan, “Principles of Airport Economics”, Excel Books, First Edition 2007

ALLIED SUBJECTS - ICAO MANAGEMENT

OBJECTIVE:

To learn safety management Fundamentals

To understand HAZARDS and safety risk

UNIT1:

ICAO MANAGEMENT

INTRODUCTION

ICAO Safety Management SARPS - The evolution of safety - Stages of evolution - State Safety Program (SSP) - Acceptable Level of Safety (AoS) - Safety Management Systems for Aviation Service Providers - Prescriptive and performance based requirements - Safety Information Protection - Reason’s model

UNIT 2:

SAFETY MANAGEMENT FUNDAMENTALS

The management dilemma - The practical drift - Strategies for safety management - The basic building blocks of an SMS - Responsibilities for managing safety - Safety data collection and analyzing - Summary of Safety Management

UNIT 3:

HAZARDS

Definition “hazards” - Aviation Hazards and Occupational Safety, Health and Environment (OSHE) hazards - Examples of hazards - Classification of hazards - Hazard identification - Hazard identification methodologies - Hazard analysis - Examples of hazards identification - Documentation of hazards

UNIT 4:

SAFETY RISKS

Definition “Safety risks” - Examples of Safety risks - Safety risk management - Safety risk probability - Safety risk severity - Safety risk tolerability - Strategies for safety risk control/mitigation - The safety risk mitigation process - Safety Risk Mitigation Worksheet - Organization Safety Culture (OSC)/Organization Risk Profile (ORP) Assessment Checklist

UNIT 5:

SAFETY MANAGEMENT SYSTEMS (OVERVIEW)

Features characterize an SMS - Differences between QMS and SMS - Synergies / Integration of Management Systems - Framework for Safety Management Systems (SMS)

SKILL BASED SUBJECT - MANAGING GLOBAL BUSINESS

OBJECTIVE:

To provide a thorough review and analysis of multinational business management

UNIT 1:

Foundations of Multinational Management – The Nature of Multinational Company – The Globalizing Economy – The Next Generation of Multinational Managers – Definition of Culture – Levels of Culture – National Culture – Business Culture – Occupational and Organizational Culture – Cultural Differences and Basic Values – Caveats and Cautions – Social Institutions and Influence on Society – Economic Systems – Industrialization – Religion – Education

UNIT 2:

The Nature of Organizational Design – Organizational Structures to Implement Multinational Strategies – Overview of Multinational Strategy and Structure - Control and Coordination Systems – Linking the Value Chain – Choosing a Partner and Alliance Type – Negotiating the Agreement – Building the Organization – Commitment and Trust – Assessing the Performance – The Internet Economy – Fundamentals of E-Commerce Strategy – Globalizing through the Internet

UNIT 3:

Definition of International HRM – Multinational Managers – The Expatriate Manager – International Assignments for Women – Multinationals and Electronic HRM – Multinational Strategy and HRM – Recruitment – Selection – Training and Development - Performance Appraisal – Compensation – A Comparative View of Labor Relations

UNIT 4:

The Basics of Cross-Cultural Communication – International Negotiation – Work Values and the Meaning of Work – Work Motivation – Theories of Work Motivation – Global Leadership – Three Classic Models – Contingency for Leadership Behaviors – Contemporary Leadership Perspectives – Global Woman Leaders

UNIT 5:

International Business Ethics and Social Responsibility – Ethical Responsibility – National Differences in Business Ethics and Social Responsibility – Toward Traditional Ethics – The Ethical Dilemma in Multinational Management

Reference:

John B. Cullen, K. Praveen Parboteeah, “International Management”, Cengage Learning 2005

SKILL BASED SUBJECT : FOOD AND BEVERAGE SERVICE PRACTICAL – II

01 Table lay-up & service

- Task-01: A La Carte Cover
- Task-02: Table d’ Hote Cover
- Task-03: English Breakfast Cover
- Task-04: American Breakfast Cover
- Task-05: Continental Breakfast Cover
- Task-06: Indian Breakfast Cover
- Task-07: Afternoon Tea Cover
- Task-08: High Tea Cover

TRAY/TROLLEY SET-UP & SERVICE

- Task-01: Room Service Tray Setup
- Task-02: Room Service Trolley Setup

02 PREPARATION FOR SERVICE (RESTAURANT)

A. Organizing Mise-en-scene B. Organizing Mise-en-Place C. Opening, Operating & Closing duties

03 PROCEDURE FOR SERVICE OF A MEAL

- Task-01: Taking Guest Reservations
- Task-02: Receiving & Seating of Guests
- Task-03: Order taking & Recording
- Task-04: Order processing (passing orders to the kitchen)
- Task-05: Sequence of service
- Task-06: Presentation & Encashing the Bill
- Task-07: Presenting & collecting Guest comment cards
- Task-08: Seeing off the Guests

04 Social Skills

- Task-01: Handling Guest Complaints

Task-02: Telephone manners

Task-03: Dining & Service etiquettes

05 Special Food Service - (Cover, Accompaniments & Service)

Task-01: Classical Hors d' oeuvre

- Oysters
- Caviar
- Smoked Salmon
- Pate de Foie Gras
- Snails
- Melon
- Grapefruit
- Asparagus

Task-02: Cheese

Task-03: Dessert (Fresh Fruit & Nuts)

Service of Tobacco

- Cigarettes & Cigars

06 Restaurant French: To be taught by a professional French language teacher.

- Restaurant Vocabulary (English & French)
- French Classical Menu Planning
- French for Receiving, Greeting & Seating Guests

PART 4 MANDATORY SUBJECT: ENVIRONMENTAL STUDIES

(SYLLABUS AS PER MADURAI KAMARAJ UNIVERSITY)

SEMESTER – VI

CORE SUBJECT: FOOD PRODUCTION -III

UNIT I: CHARCUTIERIE

SAUSAGE: Introduction to charcutierie – Sausage - definition, composition, types and varieties

-Casings-types and varieties-Fillings- types and varieties-Additives and Preservatives.

FORCEMEATS Definition-Types of forcemeats-Preparations of forcemeats- Uses of forcemeats.

BRINES,CURES AND MARINADES :Types of Brines-Preparations of Brines-Methods of curing-Types of Marinades-Uses of Marinades-Difference between Brines, cures and Marinades

HAM, BACON AND GAMMON

Cuts of Ham, bacon and Gammon-Differences between ham, bacon and gammon-Processing of Ham and Bacon-Green Bacon-Uses of Different cuts.

GALANTINES

Definition-Types of galantine-Composition-Preparation of Galantine-Ballotine-Definition-Composition and Preparations-Difference between galantine and ballotine

PATES :Definition-Types of pates-Pate de foie gras-Making of pate-Commercial pate and pate maison-Truffle-sources,cultivation and uses-Types of truffles.

MOUSSE AND MOUSSELINE :Types of mousse-Preparation of mousse-Preparation of mousseline-Difference between mousse and mousseline.

CHAUD FROID :Definition-Making of chaud froid-Precautions-Application-Types of chaud froid-Uses of chaud froid

ASPIC AND GELEE :Definition of Aspic and Gelee-Difference between two-Making Aspic and Gelee-Uses of Aspic and Gelee

QUENELLES, PARFAITS AND ROULADES :Definition-Preparation

NON EDIBLE DISPLAYS :Ice carvings-Tallow sculpture-Fruit and vegetable displays-Salt dough-Pastillage-Jelly logo-Thermocoal work

EDIBLE DISPLAYS :Vegetable-Fruit

UNIT II: INTERNATIONAL CUISINE

Geographic location-Historical background-Staple food with regional influences-Specialities-

Recipes-Equipment in relation to:Great Britain-France-Italy-Spain and Portugal-Scandinavia

Germany-Middle East-Oriental-Mexican-Arabic

CHINESE :Introduction to Chinese foods-Historical background-Regional cooking styles-Methods of cooking-Equipments-Utensils-Specialities.

UNIT – III: APPETIZERS AND GARNISHES

Definition- Difference between Appetizers and Hors d'oeuvres -Using of Hors oeuvres as a Proper-Meal Reception and full Reception –International appetizers: Russian- Zakuska-Italian-antispato-spanish(tapas)-English (Tea sandwiches)-Swedish(smorgasbord)-Indonesian(rijsttafel)-Japanes-sushi- Greek(Mezes) - Classification-Examples-Historic importance of culinary garnishes-Explanations of different garnishes –Common Hot Horsdeoures : Calamari,Jalepeno pepper stuffed with cheese and breadcrumbed ,fried, Miniature enchilada, fried cheese sticks,broiled stuffed mushroom cap etc, cocktail franks, Chicken liver wrapped in bacon-Devils on Horseback, angels on Horseback difference-Presentation and Layout

UNIT – IV: SANDWICHES

Definition-History-Parts of sandwiches- Four balances of and wiches (temperature, texture, flavor, appearance)- Types of Sandwichesand definitionsa and examples of each-Types of filling-Types of bread-Spreads and garnishes

Hot sandwiches: closed and Open-Examples:Hot dog,Hamburger,Steak sandwich,Grilled closed sandwich-Open grilled/broiled sandwich examples: tuna melt, Hot brown turkey sandwich.

Cold Sandwich:Closed and Open: Submarine,Ham and cheese on rye-Canapes and variations.

Types of Bread:White, Brown, Pumpernickel,rye,Pitta,Focaccia,Rolls,French or hard crusted bread,Quick breads-Spread:Purpose,Quality-types:Mayonnaise,Butter or margarine,chesse spreads, Peanut butter, nut butters, cooked bean spreads,Mustard paste, Tartar sauce.-Storage and Handlingand Production of Quantity Sandwiches –Presentation and Layout

UNIT V: PRODUCTION MANAGEMENT

Kitchen Organization-Allocation of work-Job description-Duty Rosters-Production Planning-

Production Scheduling-Production Quality and Quantity Control-Forecasting-Budgeting-Yield management - Testing new equipment-Developing new recipes-Food Trials-Organoleptic and Sensory Evaluations

TEXT BOOK AND REFERENCE BOOKS:

1. International Cuisine and Food Production Management by chef Parvinder S.Bali
2. The Art and Science of Culinary Preparation-A culinary Manual by
3. Jerald W, Chesser, CEC,CCE,The Educational Institute of American culinary.
4. Professional Baking by Wayne Gisslen
5. The Larder Chef:Food Preparation and Presentation by
6. The Art of Garde Manger BY m.j.Leto,MHCIMA

CORE SUBJECT: FRONT OFFICE OPERATION - II

Objectives:

- To impart the knowledge of reservation, registration activities
- To provide the details of planning & evaluating the front office procedures

UNIT-1

RESERVATION

Importance of reservation – for hotel and guest, Modes and Sources of Reservation (FITs, Travel Agents, Airlines, GITs), Types of reservations (Tentative, confirmed, guaranteed etc.), Cancellation, Amendments, Overbooking, Reservation Form, Format & Different Storage System Followed in the Hotel Industry (non automatic, semi automatic fully automatic), and Forecasting Room Reservation

UNIT- 2

REGISTRATION

Registration Form Format & Procedure for registration, rooming a guest with reservation

Rooming a Walk-in Guest, C-Form usage and its importance

Important Terminologies Used in the Front Office Department – SB, Sleeper, Skipper, Cancellation, Amendment, Guaranteed reservation, Lost and Found, Errand Card.

UNIT - 3

FRONT OFFICE MARKETING AND SALES

The role of Front office in Marketing and Sales, Identify the Market, Purpose of Sales Planning, Different types of selling techniques-Up selling, Discounts, Establishing the Room rates (Rule of Thumb Approach, Hubbart Formula), Forecasting Room Availability

UNIT – 4:

PLANNING & EVALUATING FRONT OFFICE OPERATIONS

Setting Room Rates (Details/Calculations thereof) - Hubbart Formula, market condition approach & Thumb Rule - Types of discounted rates – corporate, rack etc. - Forecasting techniques - Forecasting Room availability – Budgeting - Types of budget & budget cycle - Calculations of various statistics: House count, room count, percentage of occupancy, percentage of double occupancy, percentage of foreign occupancy, percentage of domestic occupancy, average room realization, average length of stay, percentage of no shows, percentage of walk-ins, percentage of early arrivals and departure.

UNIT – 5:

F.O. Security Functions:

The role of F.O in key control - electronic card key handling the grand master key - lost keys, damaged keys, - Safe deposit boxes (lockers) keys and their control, safe deposit

registration card - dealing with lost and found - Emergency procedures, medical, robbery / theft, fire, death, Bomb threat.

REFERENCE BOOKS

Principles of Front Office Operations – Sue Baker
Front Office Management – S.K. Bhatnagar
Front Office Procedures – Michael. L. Kasavana
Hotel Front Office Management – James. A. Bardi

ALLIED SUBJECTS

AIRLINE MARKETING AND STRATEGIC AIRLINE ALLIANCES

OBJECTIVES:

To develop the knowledge of marketing strategies in airline industry.

UNIT 1:

Market for Air transport Service-Definition-Marketing Mix- stages in the application of Marketing - Principles of Airline Management – successful Airlines – definition of market for Air Transport Services – Industrial Buying Behavior. What is product- theory of product analysis and its application to the Airline Industry – fleet and schedules – related product features – customer service – Controlling product quality – introduction of Pricing and revenue management – building blocks in airline pricing policy – uniform and differential pricing – the structures of air freight pricing-Distribution Of Product And Brand Relationship Distribution channel strategies

UNIT 2:

The Travel Agency Distribution system – Global Distribution System (GDS) –Distribution Channels in the Air Freight market – Brands and Commodities – Branding –purpose of branding – features of a good brand – types of brand – brand equity - Branding in the Airline Industry – Brand Strategies

UNIT 3:

Promotion Marketing – Fundamentals of relationship marketing – components of a relationship marketing strategy – frequent flyer programmers –the anatomy of a sale – sales planning – kinds of sales promotion – marketing communication techniques – airline advertising – selling in the air freight market – glossary of aviation terms and marketing terms.

UNIT –IV

The regulatory framework of Air Transport- Economic characteristics of the Airline Industry-Benefits of scale, scope and density in Air Transport-Types of Alliances between Airlines-Current Airline Alliance group-Cases of failed Airline Alliances-A Historical 495 glimpse at alliancing, objectives-Reasons for Airlines building Alliances-Objectives of Alliances- Introduction- Marketing-driven objectives for alliances

UNIT - V

Introduction –Sources of financial benefits –Labour cost reduction –Cost reduction in sourcing – marking financial benefits come true- Airline views or financial benefits – Traffic increase- revenue enhancement- Cost reduction-Profit improvement. The structure of alliance groups- The airline alliance group as a hybrid organization - The problem of local rationales. Introduction- Success drivers in airline business- Premises and objectives

REFERENCE:

1. Airline Marketing and Management-Stephen Shaw – Ashgate Publishing Limited
2. Managing Strategic Airline Alliances-Birgit Kleymann & Hannu SeristoAshgate Publishing Limited
3. Cases in Strategic Management –S.B.Budhiraja & M.B.Athreya –Tata McGraw Hill.

ALLIED SUBJECT : PERSONALITY DEVELOPMENT

Objectives: To improve the personality skills of the students and their behavior

UNIT-1: Personality development understanding Individual Behavior

UNIT-2: Factors influencing individual behavior –models of man

UNIT-3: Importance of physical exercise, asanas, yoga and meditation in developing personality of an Individual.

UNIT-4: Meaning and definition of personality –determinants of –development of personality

UNIT-5: personality traits- definition nature and importance of perception – the perception process –factors influencing the perceptual set- barriers to perceptual accuracy –perceptual errors and distortion.

TEXT BOOK

1. Organizational Behavior- Shashi K. Gupta & Rosy joshi kalyani publishers
2. Organizational Behavior- L.M. Prasad –sultan chand & son's.
3. Personality Development – Dr.T.Bharathi & EG.Parameswaran
(Neelkamal Publications Pvt Ltd.,
Hyderabad, New Delhi)

SKILL BASED SUBJECT

FOOD PRODUCTION PRACTICAL - III

OBJECTIVES:

- To familiarize and handle various kitchen equipments, ingredients, cooking methods and basic continental foods.

COURSE CLASSICAL CHINESE MENU

APPETIZERS: Golden fried wontons, steamed dumplings, Egg rolls, crispy Prawans. Spring rolls.

SOUP: Egg Flower soup, Hot and sour soup, Seafood Hot and sour soup, Wonton soup, Sweet corn Veg and chicken soup,

FISH: Fish Sweet and Sour, Cod fillet with lemon Sauce,

Pan fried sole fish with garlic soy sauce,

Sautéed shrimp with Broccoli, shrimp with Szechuan Sauce. Shrimp in Garlic sauce, Kung Pao shrimp, Sautéed Squid with Black bean chilli sauce.

POULTRY: Peiking Duck, Crispy fried chicken, Barbecue roast duck, Stir fried chicken with chestnuts, Sweet and sour chicken, Teriyaki chicken, Sliced chicken with Broccoli, Curry sliced chicken,

VEGETABLE: Broccoli with Oyster Sauce, Crispy fried tofu , Garlic snow peas leaves, Tofu with dried scallops and bamboo shoots, Braised egg plant in spicy garlic Sauce

Vegetable foo Young, chicken Egg Foo Young, Shrimp foo young, Chicken chop suey,

FRIED RICE: Vegetable fried rice, Chicken Fried Rice, Shrimp fried rice, Beef Fried rice, S Szechuan Fried rice,

Chow mein: Vegetable pan fried noodles, Seafood pan fried noodles, Singapore style spicy fried rice noodle, chicken pan fried noodles,

HOT POT SPECIALITIES: Seafood hot pot, Beef stew and turnip hot pot.

DESSERT: Sticky rice Cakes, Black sesame rice balls, Water chestnut cake, Sweet Sesame fritters, Crispy peanut dumplings, Custard Tart, Fried Ice cream. Mango pudding,

THE Desserts found in china can be roughly divided in to several types.

Bing: baked wheat flour based confections –Moon cake , Sun cake,

Candies: called tang are usually made with cane suagr, malt sugar and honey.

Guo: rice based snacks that are typically steamed and may be made from glutinous or normal rice.

Ices: Shaved iced desserts with sweet condiments and syrup is common eaten as a dessert in Chinese culture.

Jellies: traditionally set with agar agar and flavoured with fruits.

FIVE POPULAR/REGULAR DISHES OF ITALY

Caprese salad with pesto sauce, Panzenella (Tuscan bread salad), Bruschetta, focaccia Bread, Pasta Carbonara, margherita pizza, Mushroom Risotto, Pasta con Pomodoro E Basilico, Tiramisu, Panna cotta with raspberry coulis.

FIVE POPULAR DISHES OF SPANISH Croquettes, Tortilla Espanola, Gazpacho, Pisto (Spanish Ratatouille), Cured Meats, Pulpo a la gallega (Octopus), Bean stews, Paella, Fried Milk,

FIVE POPULAR DISHES OF GERMAN:

Spatzle, traditional swabian egg noodles, Bratwurst (pork sausages), Currywurst, Bratkartoffeln (potatoes, onions and bacon), Sauerbraten, Maultaschen (Leberkase (Snack during the day)), Schnitzel (Sliced veal crumb fried), Rouladen, Gulasch,

FIVE POPULAR DISHES OF SCOTLAND: Haggis, Scottish shortbread, Scottish Porridge, Scotch, Scottish Bannock,

Five popular dish of Japan: Sukiyaki Hot Pot, Mizutaki chicken hot pot, Shirataki and fresh vegetable salad,

FIVE POPULAR DISHES OF ORIENTAL: Thai fish curry, Quick Noodles, Raw Papaya salad, Cantonese chicken soup, Chicken Manchurian, Prawan and sesame toast, Indonesian Nasi goreng.

FIVE POPULAR DISHES OF MEXICAN: Tacos, Pozole (traditional stew), Cemita with milanesa, Preparation of Huaroches, Chilaquiles, Cochinita bibil (slow roasted pork), Flautas with guacamole. Menudo

FIVE POPULAR DISHES OF U.K: Roast turkey, roast gravy, roast potatoes. shepherd's pie. Yorkshire Pudding.

FIVE POPULAR DISHES OF RUSSIA: Chilled soups, Light soups, Noodle soups, soups based on cabbage,

Fish soups, Grain-and vegetable – based soups.

FIVE POPULAR DISHES OF MALYSIAN: NASI DAGANAG (FISH CURRY), Hokkien char mee (fried noodles), Nasi kandar (Rice with assorted curries), Nasi lemak, Roti canai, sang Har mee (fresh water prawn noodles), rojak (spicy fruit and vegetable salad)

FIVE POPULAR DISHES OF THAI: Tom yum goong (spicy shrimp soup), som tum (spicy green papaya salad), Tom Kha Kai (chicken in coconut soup), Gaeng Daeng (Red curry), Pad that (Thai style fried noodles), Khao Pad (Fried rice), Pad Krapow moo saap (fried basil and pork), Gaeng keow wan kai (Green chicken curry)

CHINESE

MENU I: Prawn dumpling soup, fried wontons, sweet and sour fish Hakka noodles

MENU II: Hot and sour soup, beans sichwan, stir fried chicken and peppers, chinese fried rice

MENU III sweet corn soup, shao mai, tung fo mutton, yangchow fried rice

MENU IV wanton soup, spring rolls, stir fried beef and celery Chow mein

MENU V prawn in garlic sauce, fish szechwan, hot and sour cabbage Steamed noodles.

INTERNATIONAL

SPAIN gazpacho, pollo en papitoria paella, fritata de patata Pastel de mazaana

ITALY minestrone ravioli arabeata fettocine carbonara pollo alla cacciatoria medanane parmigiane

GERMANY linensensuppe , sauerbaaten , spatzale german potao salad

U.K. scotch broth roast beef glazed carrots and turnips roast potato Yorkshire pudding

GREECE soupe avogolemeno moussaka a la greque dolmas.tzaziki Baklava

Demonstration of Charcutiere galantines and ballotines , Pate, terrienes, mousse, mousselines, New plating techniques

TEXT BOOK AND REFERENCE BOOKS:

- Modern Cookery for teaching and trade – Vol I and II – Thangam E.Philip orient longman publishers, Kolkatta.
- Theory of cookery – Krishna Arora, Frank brothers & Company, New Delhi. Theory of catering – Kinton and Ceserani, Elbs publications, New Delhi

ALLIED I: FRONT OFFICE OPERATION PRACTICAL - II

1. Knowledge unit-1 - Dealing with Guest Enquiries
2. Knowledge unit-2 - Handling Mail & Message
3. Knowledge unit-3 - Using the Public Address System
4. Knowledge unit-4 - Arranging Safe Custody of Valuables
5. Knowledge unit-5 - Handling Complaints
6. Knowledge unit-6 - Giving Basic First Aid & Responding To Emergencies
7. Knowledge unit-7 - Checking Out Guests
8. Knowledge unit-8 - Arranging Departures & Seeing Guests Off
9. Knowledge unit-9 - Handling over Work at the End of a Work shift

SKILL BASED SUBJECT : FOOD AND BEVERAGE SERVICE PRACTICAL – II

(Refer Semester V FOOD AND BEVERAGE SERVICE PRACTICAL – II)

SKILL BASED SUBJECT :HUMAN RESOURCE MANAGEMENT IN AIRLINE INDUSTRY

Objectives: To impart the knowledge of human resource management in the airline industry

Unit – I

CREW RESOURCES MANAGEMENT: The role of crew resources management – The trouble with culture – Creating and implementing human factors_safety culture – human assessment – traditional flight crew and CRM training in general aviation – crew concepts in the air ambulance services.

Unit- II

THE AIRCRAFT CABIN: Safety issues in capital – cabin crew communication – service, teamwork and flight safety – flight attendants_job performances and job satisfaction.

Unit –

III FATIGUE AND STRESS: Fatigue management in aviation – Fatigue in air activity – Stress management – the physiological factor MBA. –Airline & Airport Mgt.-2010-11 – CPOP Page 30 of 30

Unit – IV

SELECTION AND TRAINING: Job requirements of Airline Pilots – Pilot selection process – Personality test for traffic controllers – training of pilots and crew members – the link between human factors and organizational learning.

Unit – V

AVIATION INFORMATION AND MANAGEMENT: Structure of aviation operational information, management of aviation operational information – User innovation in Aviation operational information – Future of Aviation operational information

References:

- 1.ThomasLSeamster,Aviation Information Management – From Documents Data, Ashgate
- 2.ThomasL Seamster & Barbara G Kanki, Aviation Information Management, Ashgatem
- 3.Eduardo Sales, Katherine A Wison ,Crew Resource Management, Ashgate.

4.Mary Edwards& Elwyn Edwards, The Aircraft Cabin –Managing Human Factors , Ashgate

MANDATORY SUBJECT

VALUE EDUCATION (CREDITS 2)

Refer Madurai Kamaraj University Syllabus