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Dept. of Hotel Management

Ist year B.Sc(HM&CS)

Basic Front Office and Accommodation Management
[U2R1HMCE3]

[April 2022]

Basic Front Office and Accommodation Management

U2RIHMCC3

Unit - I FRONT OFFICE

Introduction

Role of the front office

Organization Structure of front office (Large and Small hotel)

Job description of various front office staff

Information

Unit - II RESERVATION

Introduction

Reservation Terminology

Types of Rooms

Sources of Reservation

Types of Reservation

Group Reservation

Revision and Cancellation

Date: 11-05-22

Hour: 1st

Topic:-

Lost and Found

Lesson Content:-

- An item left behind by guest either in the rooms or bars & Restaurants in public areas.

Classification of Lost and Found:-

1) Valuable items → Gold Jewelry, Money, Credit cards, Cameras
- 6 months period

2) Non-Valuable items → Clothes, Shoes, bags, etc.,
- 3 months period

3) Perishable items → food and beverage including liquor
- disposed on the same day

Storage → All items received to be recorded in Lost and Found register

Claiming → If a guest claims an article he/she must sign a receipt with his identification of Passport.

Jan 12/05/22



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BEVERAGE SERVICE

(U2R1HMAC3)

April - 2022

Beverage Service

UNIT - I Introduction to Beverage

Definition
Classification
Significance

Wines

Definition
Classification
Grape varieties
Production of table wine
Service and storage
Wines of France

Sparkling Wines

Method of producing -
- Sparkling wine
Champagne - production and its significance
Service and storage

Fortified Wines

Sherry

Port

Maderia

Marsala

UNIT - II SPIRITS

Definition

Distillation - Pot still & Patent Still

Different Spirit :- a) Brandy b) Whisky c) Gin d) Vodka e) Rum

Date: 12/5/22

Hour: 2nd

Topic: Cellar Maintenance, Different Measures

Lesson Content

Cellar - definition

Duties

Cellar location

Temperature control

Best Measures etc

Date: 13/5/22

Hours: 3rd

Topic
Legal points

Lesson Content:-

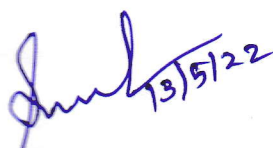
Off licenses

Young persons

Price list

Alcoholic strength

Health & Safety.


13/5/22

Dr. S. KARTHIKEYAN

OF ARTS



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छैलम टिन्दी

दैनिक पाठ योजना नोट

April - 2022

Hotel Hindi - II

&

Hotel Hindi - IV

Lesson Plan Note.

पाठ्यक्रम

दोसम टिन्ही-II

इकाई - I

- (A) दोसम में
- (B) जलपान गृह में
- (C) पंसारी की कुकान में

इकाई - II

व्याकरण - Grammar.

- (A) सर्वनाम
- (B) विशेषण और उसके भेद
- (C) क्रिया विशेषण

इकाई - III

अनुवाद - translation.

- (A) अंग्रेजी में अनुवाद कीजिए
- (B) टिन्ही में अनुवाद कीजिए

इकाई - IV

शब्द भण्डार

- (A) तिलोम शब्द
- (B) प्रश्नार्थक शब्द

इकाई - V

- (A) गृहस्ती की सामग्रियाँ
- (B) अन्न तथा भोजन के पदार्थ
- (C) मसाले और औषधियाँ

तारीख: 05/04/2022

घंटा: I

विषय: मसाले और औषधियाँ

भारतीय संस्कृति में शरीर क्षेत्र में मसालों का प्रयोग बहुत अधिक किया जाता है। मसालों को बिना कुछ नहीं चलता।

वैसे ही आज के इस क्लास के जरिए तरह-तरह की मसालों के बारे में चर्चा करने जा रहे हैं व उनकी औषधियों के बारे में बताने जा रहे हैं।


तारीख: 06/04/2022

घंटा: I

विषय: मसाले और औषधियाँ

भारतीय संस्कृति में मसाला न केवल स्वाद प्रयोग किया जाता बल्कि यह एक औषधी के रूप में भी प्रयोग किया जाता है।

इसलिए आज के इस क्लास के अन्दर मसालों की औषधी गुण के बारे में भी छात्रों को समझाने जा रहे हैं।

 06/04/22


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Lesson Plan

Destination Planning and Development
[USRIHMSBE2]

III. B. Sc [HM & CS] - Vth Semester

[Nov - 2021]

Destination Planning and Development

USRI, HMSBE&

Unit - I

1.1 Introduction to Destination Planning and Development

1.2 Characteristics of Tourism destination

1.3 Destination Management System

1.4 Destination Planning Guidelines and Selection Process

1.5 Value of Tourism

Unit - II

2.1 Levels of Tourism Planning and Development

2.2 Assessment of Tourism Potential

2.3 Planning for Sustainable Tourism Development

2.4 Economic, Socio-Cultural, and Environmental Considerations

2.5 Planning for Demand Supply Match

Date: 30-11-21

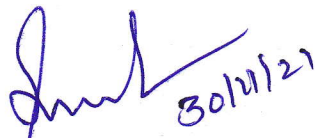
Hours: 3rd

Topic:-

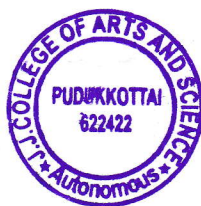
National Planning for Tourism and Vision

Lesson Content:-

- * Introduction
- * Tourism Growth in 5 Years Plan
(Ninth plan, Tenth Plan)
- * Development of Infrastructure and Destination
Management
- * National Tourism Policy
- * Scheme for Product / Infrastructure and Destination
Development
- * Policy for Tourism Promotion
- * National Level Tourism Planning in India
- * Tourism 2020 Vision
- * Vision for India as a Tourist destination


30/11/21

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Advanced Front Office Management

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Lesson Plan

Advanced Front Office and Accommodation Management

III. B.Sc [HM & CS] - Vth Semester

[Nov - 2021]

Advanced Front Office and Accommodation Management

U5R1HMCC11

Unit - I Front Office Cashier and Lobby

Duties

Guest folio

Terminologies

Handling Credit cards

Accepting foreign currency

Safety Locker Management

Basic Principles of accounting

Departure Procedure

Lobby Desk

Lobby Manager

Concierge Services

Bell captain and Bell boy

Guest arrival / departure Procedure

Left Luggage, Scanty baggage Procedure

Formats in use.

Date: 25-09-21

Page: 2nd

Topic:-

Interior design, Principles of design

Lesson Content:-

7 Elements

- 1) Space
- 2) Line
- 3) Forms
- 4) Light
- 5) Colour
- 6) Texture
- 7) Patterns

Principles of design:-

- 1) Repetition
- 2) Rhythm
- 3) Movement
- 4) Balance
- 5) Proportion/Scale
- 6) White Space
- 7) Contrast
- 8) Emphasis
- 9) Hierarchy



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NOV-2021

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BASIC CULINARY ARTS

(2021 - 2024)

UNIT - 1 Introduction to Cookery

- 1.1 Culinary History (French and International Cuisine, Indian Cuisine - Regional cuisine of India).
- 1.2 kitchen organization structure and layout.
- 1.3 Aims and objective of cooking food.
- 1.4 Culinary terms.
- 1.5 Classification of raw material - Functions - Preparation of ingredients.

UNIT - 2 COMMODITIES

- 2.1 Cereals - varieties - Processing - storage and uses in cooking.
- 2.2 Pulses - varieties - storage and uses in cooking.
- 2.3 Food additives - uses and applications.
- 2.4 Milk and milk products - Composition and importance - processing Products - Skimmed milk - Concentrated milk - Cream, Butter, Cheese and Ghee.
- 2.5 Selection and identification of vegetables, fish, Meat (Beef, Pork, Lamb, Ham, Poultry and Game)

Date: 30/12/21

Hour: - 4th

Topic: Portion Control

Lesson Content

Standard portion size

* Standardized Recipes.

* Right Measurement

* Trained Staff

Necessity for Control

* Control food cost

* Reduce wastage

* Maintains consistency.

[Signature]
30/12/21

[Signature]

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द्वैत हिन्दी

पाठ योजना नोट

Nov-2021

Hotel Hindi - I

&

Hotel Hindi - III

Lesson Plan Note.

पाठ्यक्रम
होटल हिन्दी - I

इकाई - I

- (A) * स्वपरिचय - Self Introduction
- (B) * दो मित्रों के बीच संवाद - Conversation between two friends
- (C) * सब्जी की दुकान में - In the vegetable shop.

इकाई - II (A) लिंग परिवर्तन - Change of Gender.

(B) वचन बदलना - Changing the Numbers

(C) आज्ञार्थक क्रिया - Imperative mood.

इकाई - III

(A) अनुवाद - Translation
अंग्रेजी में अनुवाद कीजिए।

(B) हिन्दी में अनुवाद कीजिए।

इकाई - IV शब्दावली

(A) सब्जियों के नाम - Name of the vegetable.

(B) फलों के नाम - Name of the fruits.

(C) फूलों के नाम - Name of the flowers.

इकाई - V

होटल का इतिहास
History of the Hotel.

* ताज महल पैलेस एवं टावर

* ताज महल पैलेस का एक दृश्य

ध्या: I

तारीख: 21/12/2021

ध्या: III

विषय: ताजमहल पैलेस का एक दृश्य

ताजमहल पैलेस एक दृश्य जिसके अन्दर हम ताजमहल पैलेस की सौन्दर्यता के बारे में खूब चर्चा करेंगे।

किन रात ताजमहल पैलेस की दृश्य कैसी होती है। इत्यादी के बारे में खूब तरीके से चर्चा होने जा रहा है।

ध्या: II

तारीख: 22/12/2021

विषय: ताजमहल पैलेस का एक दृश्य

पर्याप्त चर्चा ताजमहल पैलेस को लेकर होने के बाद, हम आज के इस आखिरी क्लास में पूर्ण जानकारी मिलवायेगी छात्रों को व पूरी पाठ को फिर से एक बार दूहरायेंगे।

जिससे छात्र पूरी जानकारी प्राप्त कर सकते हैं।

[Signature]
21/12/21

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