

Syllabus of Certificate Course In Hotel Operation (CCHO)



Graphic Era University

School of Hotel Management and Hospitality

Syllabus

Of

Certificate Course In Hotel Operation

(CCHO)

Duration: One year

Certificate Course In Hotel Operation (CCHO)

Rationale:

In the present scenario of Globalization of industry and business, hotels and Restaurants are being established rapidly due to the increased travelling by professionals and general public. The demand for manpower has risen exponentially for the entry or junior level job positions in hotels, restaurant, catering and hospitality operations. This has created an urgent need for skilled workers in large numbers. Hence, students who have completed their 12th standard have a golden opportunity to undergo one year training in hotel operations so that they stand a very good chance of employment with appropriate salary.

Students who go in for regular courses of Arts, Science and Commerce are finding it difficult to get a job in the relevant fields after completing 10+2 level or even a degree. The programme is aimed under Corporate Social responsibility of Graphic Era University to provide access to quality and affordable education to the youth, particularly who cannot pursue their higher studies, a chance for employment will bring about prosperity to the region.

Students are eligible to seek admission in this programme after passing 10+2 examination and once selected, they can shape up their career in various fields like – Five Star Hotels, Multi-cuisine Restaurants, Resorts, Tourism, Cruise Lines and Airlines etc.

Eligibility criteria, design and norms of CCHO programme

1. **Eligibility for programme:** Candidate must have passed Class XIIth any stream and minimum age of 18 years at the time of the admission. Maximum age limit is 26 years.
2. **Duration:**-12 months programme comprising of two semesters; first semester is dedicated to theory and practical training followed by industrial exposure in second semester.
3. **Medium:** The medium of instruction for the programme will be English, but for evaluation, theory exam paper may be attempted in English or Hindi.
4. **Award of Certificate:** Upon successful completion of the training and passing in final examination of the programme the certificate course in hotel operation will be awarded by the University
5. **Ordinances:** The ordinances for certificate programmes as prescribed by Graphic Era(Deemed To Be University) , Dehradun shall be applicable to this programme.

COURSE COMPONENT OF ACADEMIC PROGRAMME

CCHO

Minimum Duration : 2 Semesters (1 Years)

Total Number of Credits : 50 Credits

	Course Components	Credits
1.	Compulsory Courses	
I.	Foundation Course(FC)	18
II.	Core Course(CC)	12
2.	Elective Courses	
I.	Departmental Electives (DE)	-
II.	Interdepartmental Electives (IE)	-
3.	Discipline-Centric Ability Enhancement Course	
I.	Seminar(SM)	4
II.	Project(PJ)	4
III	Comprehensive Viva – Voce (CM)	4
IV	Communication & Career Skills	2
4.	General Courses	
I.	Human Values and Professional Ethics(VE)	-
II.	Disaster Management	-
III.	General Proficiency(GP)	4
IV.	Healthy living & Fitness	2
5.	Audit Courses (AC)	-

Requirement of Awards of Degree: - Total Credits – 50; CGPA \geq 4.5 and any other condition as per regulation and ordinances.

Abbreviations

Foundation Course (FC), Core Course (CC), Elective Departmental (DE), Elective Inter Departmental (IE), Seminar (SM), Career Skill (SK), Comprehension (CM), Project (PJ), Dissertation (DS), Continuous work Assessment (CA), Mid Semester Exam (MSE), End Semester Exam (ESE)

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Certificate Course In Hotel Operation (CCHO)**CURRICULAR STRUCTURE AND EVALUATION SCHEME****SEMESTER: I**

COURSE MODULE				TEACHING PERIODS			WEIGHTAGE : EVALUATION			
COURSE			CREDITS	L	T	P	C WA	MSE	ESE	TOTAL
CODE	TITLE	COMPONENT								
CCHO - 101	FUNDAMENTALS OF FOOD PRODUCTION	FC	4	4	-	-	25	25	50	100
CCHO - 102	FUNDAMENTALS OF FOOD AND BEVERAGE SERVICE	FC	4	4	-	-	25	25	50	100
CCHO - 103	FUNDAMENTALS OF ROOM DIVISION OPERATION	FC	4	4	-	-	25	25	50	100
CCHO - 104	COMMUNICATION & CAREER SKILLS	SK	2	2		-	25	25	50	100
CCHO - 105	HEALTHY LIVING & FITNESS	HF	2	2			25	25	50	100
CCHOP - 106	FOOD PRODUCTION FUNDAMENTAL PRACTICAL	FC	2	-	-	4	25	25	50	100
CCHOP - 107	FOOD AND BEVERAGE SERVICE FUNDAMENTAL PRACTICAL	FC	2		-	4	25	25	50	100
CCHOP - 108	ROOM DIVISION FUNDAMENTAL PRACTICAL	FC	2	-		4	25	25	50	100
CCHOS - 109	SEMINAR	SM	2	-		-	-	-	-	100
CCHOG - 110	GENERAL PROFICIENCY	GP	2	-		-	-	-	-	100
	TOTAL		26	16		12	200	200	400	1000

SEMESTER: II

COURSE MODULE				TEACHING PERIODS			WEIGHTAGE:EVALUATION			
COURSE			Credits	L	T	P	C WA	MSE	ESE	Total
Code	Title	Component								
CCHOP - 201	FOOD PRODUCTION OPERATION- INDUSTRY EXPOSURE –PRACTICAL	CC	4	-	-	12	25	25	50	100
CCHOP - 202	FOOD AND BEVERAGE SERVICE OPERATION- INDUSTRY EXPOSURE –PRACTICAL	CC	4	-	-	12	25	25	50	100
CCHOP - 203	ROOM DIVISION OPERATION INDUSTRY EXPOSURE – PRACTICAL	CC	4	-	-	12	25	25	50	100
CCHOP - 204	LOG BOOK & TRAINING PROJECT REPORT- INDUSTRY EXPOSURE	PJ	4	-	-	4	25	25	50	100
CCHOP - 205	COMPREHENSIVE VIVA VOCE –INDUSTRY EXPOSURE	CM	4	-	-	4	25	25	50	100
CCHOS - 206	SEMINAR	SM	2	-	-	-	-	-	-	100
CCHOG - 207	GENERAL PROFICIENCY	GP	2	-	-	-	-	-	-	100
	TOTAL		24	-	-	44	125	125	250	700

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Graphic Era University
School of Hotel Management and Hospitality

First Semester Syllabus
of
Certificate Course In Hotel Operation
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PROGRAMME	CERTIFICATE COURSE IN HOTEL OPERATION		
SEMESTER	1 ST		
COURSE CODE	CCHO - 101		
COURSE TITLE	FUNDAMENTALS OF FOOD PRODUCTION		
CONTACT HOURS	L: 4 T: 0 P: 0		
OBJECTIVE	<p>The Student will get knowledge about:</p> <ul style="list-style-type: none"> Professional Kitchen attributes and basics of Indian French and Chinese cuisines along with knowledge of Kitchen Equipments , Cooking methods and ingredients used in cooking. Basics of foundation cookery through knowledge of stock, sauces , soups,salads ,Eggs, poultry and meat Introduction to basics of bakery 		
LEARNING OUTCOME	<p>At the end of course the student would know about:-</p> <ul style="list-style-type: none"> The professional requirements of kitchen personnel -Personal hygiene, importance of uniform, kitchen layouts and basics of Indian, Chinese and French cuisine. Have insight of kitchen organization, duties and responsibilities of kitchen staff, workflow, and kitchen equipments; Various cooking methods and about basic kitchen commodities. Basic cookery including Stocks , sauces soups and salads Basic of egg and meat cookery Basics of bakery equipment, ingredients, temperature and precautions 		
COURSE DETAILS	Module no	Topic	Hours
	1.	Professional Kitchen & Cooking Introduction - Definition & Importance Personal & Kitchen Hygiene Uniform, Protective clothing Kitchen Layouts, Hierarchy of Kitchen, Classical Kitchen Brigade. Glossary of kitchen terms Introduction to Indian, Chinese and French Cuisine Introduction to basic Indian cuisine gravies.	06
	2.	Kitchen Equipments Kitchen Equipments, Classification and Description Usage, Upkeep and Storage, Kitchen Tools, Knives, Their Usage, Care & Maintenance	06
	3.	Cooking Methods and Ingredients Used in Cooking Cooking methods - Baking, Broiling, Grilling, Frying, Steaming, Stewing, Poaching, Poeling, Roasting, Sautéing, Braising	08

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		<p>Herbs & Spices Cereals and Pulses Fruits and Vegetables Salt, Sweeteners, Fat(smoking point and rancidity) Milk and Milk Products: - Introduction, Types, Purchasing, Storing Considerations and their key uses in kitchen</p>	
	4.	<p>Stocks, Sauces, Soups and Salads Stocks Introduction, Classification, Usage, Preparation Sauces Introduction, Classification, Usage, Thickening Agents, Preparation of Mother Sauces, Understanding their derivatives, propriety sauces, making of good sauce, emerging trends Soups Introduction, Classification, Preparation, and Salient Features, Care and precautions, trends in soup presentation. Salads, types and varieties of salads</p>	08
	5.	<p>Eggs, Poultry and Meat Eggs – Introduction, Usage in Kitchen, Structure of Egg, Classification, Grading of Eggs, Types, Selection, Storage Poultry and Game: Introduction, Classification, Selection Criteria, Cuts of Poultry, Meat: Characteristics, selection and grading, Categories, Cuts of Meat, Storage and handling.</p>	06
	6.	<p>Introduction to Bakery Bakery Equipments and ingredients Bakery terms and temperature Bakery ingredients and functions (flour, milk, sugar, salt and yeast Raising agents, flavoring agents and leavening agents Precautions</p>	06
		Total hours	40
SUGGESTED READING	<ul style="list-style-type: none"> • Theory of cookery -- Krishna Arora (S Chand & Sons) • Professional Chef -- Arvind Saraswat • Cooking Essentials for the New Professional Chef • Food Production Operations: Parvinder S Bali, Oxford University Press • Larder Chef By M J Leto & W K H Bode Publisher: Butterworth-Heinemann • Modern Cookery (Vol- I) By Philip E. Thangam, Publisher: Orient Longman • Practical Cookery By Kinton & Cessarani • Practical Professional Cookery By Kauffman & Cracknell • Professional Cooking by Wayne Gislen, Publisher Le Cordon Bleu • Fundamental of Indian Cookery – Prof. Dr. Vinay Rana 		

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PROGRAMME	CERTIFICATE COURSE IN HOTEL OPERATION		
SEMESTER	1ST		
COURSE CODE	CCHO - 102		
COURSE TITLE	FUNDAMENTALS OF FOOD AND BEVERAGE SERVICE		
CONTACT HOURS	L: 4 T: 0 P: 0		
OBJECTIVE	<p>This course gives an over view of Food & beverage industry in India & abroad with reference to its history and importance in current economy It also introduces students to various catering institutions and the equipment's and tools frequently used. On the other hand students will be introduced to French classical & other operational menu and there implementation in food and beverage industry keeping in mind various styles of service & techniques in trend. The course will also give basic knowledge alcoholic and non-alcoholic beverages their introduction, history, importance and service methods</p>		
LEARNING OUTCOME	<p>A student who successfully fulfils the course will</p> <ul style="list-style-type: none"> • Understand the classification of food & Beverage industry and various business model used to run the operations, will know the basic requirement of being a good professional and the organizational structure of food and beverage department in a star hotel. • Be able to identify various tools and equipment's used in food and beverage department there use and care. • Be able to make various kind of menu taking the French classical menu as a guideline and will be able to suggest accompaniments and condiments with different food articles. • Be able to make the restaurant ready for operations and will be expert in handling the guest and taking his food and beverage order. • Be able to prepare menu according to specifications. Will be able to classify beverages with their origin and style of service • Able to understand the common vocabulary used in hospitality industry with reference to classic French terms related to culinary and beverages. 		
COURSE DETAILS	Module no	Topic	Hours
	1.	Introduction to food & beverage service industry : <ul style="list-style-type: none"> • Classification and various sectors of Catering Industry. • Outlets of food & service dept. 	04
	2.	Organization, attributes & etiquettes of food & beverage service: <ul style="list-style-type: none"> • Food & beverage service hierarchy. • Duties and responsibilities of food service personnels. • Basic etiquettes, attitude & attributes of a food & 	06

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		<ul style="list-style-type: none"> beverage personnel. Co-operation & co-ordination with other departments. 	
	3.	Service Tools, Equipments & Furnishings : <ul style="list-style-type: none"> Classification & Identification of various tools & equipments. Usage and care & maintenance of equipments. Types, sizes and usage of furniture. Linen, Napkins, Chinaware, Silverware, Glassware & Disposables Special equipment, tools and furnishings - Electronic Pourers, Tray Jacks, Electronic chillers, Coffee plungers, Bar Guns, Induction Warmers, Mats, Runners, Props. Service area, Pantry & Still room. 	10
	4.	Table laying, order taking & billing methods and service methods : <ul style="list-style-type: none"> Table reservation & registration. Rules for waiting at the table. Order taking & billing methods. K.O.T & B.O.T. Classification of service. 	08
	5.	Menu & its features and Non Alcoholic Beverages : <ul style="list-style-type: none"> Types of Menu. Menu planning, garnishes, accompaniments. 11 & 17 course French classical menu. Classification & examples of non alcoholic and alcoholic beverages. 	08
	6.	Terminology related to food & beverage service	04
		Total hours	40
SUGGESTED READING		<ul style="list-style-type: none"> Food & Beverage Service Training Manual-Sudhir Andrews, Tata McGraw Hill Food & Beverage Service –Lillicrap & Cousins, ELBS Modern Restaurant Service –John Fuller, Hutchinson Food & Beverage Service Management-Brian Varghese Introduction F& B Service-Brown, Heppner & Deegan 	

PROGRAMME	CERTIFICATE COURSE IN HOTEL OPERATION
SEMESTER	1ST
COURSE CODE	CCHO - 103
COURSE TITLE	FUNDAMENTALS OF ROOM DIVISION OPERATION
CONTACT HOURS	L: 4 T: 0 P: 0
OBJECTIVE	This course help students understand the fundamental concepts of room

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	division operations the course also elaborates about the organization structure of both front office and housekeeping department, staffing, procedures and equipments used in operations .		
LEARNING OUTCOME	<p>A student who successfully completes the course will :</p> <ul style="list-style-type: none"> • Learn about evolution of hotel • front office and housekeeping department layout, organization and staffing. • Importance of both the department in hotel. • Procedures , practices and equipments used in Room division departments 		
COURSE DETAILS	Module no	Topic	Hours
		<p>Hospitality industry</p> <ul style="list-style-type: none"> • Historical background of hospitality industry in India • Categorization of hotel based on location, size, length of guest stay etc., • Various Types of Guests • Major types of Meal Plans 	06
		<p>Introduction to Front Office Department</p> <ul style="list-style-type: none"> • Organizational Chart of Front Office of large, medium and small hotels • Layout of Front Office • Qualities / Attributes of front office staff • Duties of Front Office Staff: Reservation assistant , Reception, Information Assistant, Front Office Cashier, Bell Captain, Bell Boy, Concierge, Telephone Operator, Guest Relation Executive, Front Office Manager, Lobby Manager, Night Auditor 	08
		<p>Introduction to Housekeeping</p> <ul style="list-style-type: none"> • Meaning and definition· Importance of Housekeeping • Organizational framework of the Department (Large/Medium/Small Hotel) • Duties and Responsibilities of Housekeeping Staff • Qualities of good Housekeeping Staff • Major types of Rooms 	08
		<p>Housekeeping Procedures</p> <ul style="list-style-type: none"> • Briefing, Debriefing, Gate pass • Indenting from stores· Inventory of Housekeeping Items • House keeping control desk, Importance, Role, Co-ordination, check list, Types of keys key control, • Handling Lost and Found • Forms, Formats and registers used in the Control 	08

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		Desk	
		Cleaning Equipment <ul style="list-style-type: none"> • Types of Equipment • Operating Principles of Equipment • Characteristics of Good equipment (Mechanical/Manual) • Storage, Upkeep, Maintenance of equipment 	06
		Guest cycle –stages of Guest contact <ul style="list-style-type: none"> • Pre arrival • Arrival • Occupancy • Departure 	04
		Total hours	40
SUGGESTED READING	<ul style="list-style-type: none"> • Andrews, Sudhir: 1985, Hotel Front Office, Tata MC Graw Hill, New Delhi. • Front Office Procedures – Peter Abbott & Sue Lewr • Effective Front Office Operations – Michael L.Kasavana • Hotel Housekeeping, Sudhir Andrews, Tata McGraw Hill • The Professional Housekeeper, Tucker Schneider, VNR • Professional Management of Housekeeping Operations, Martin Jones, Wiley • House Keeping Management for Hotels, Rosemary Hurst, Heinemann • Hotel, Hostel & Hospital House Keeping, Joan C. Branson & Margaret Lennox, ELBS 		

PROGRAMME	CERTIFICATE COURSE IN HOTEL OPERATION
SEMESTER	1ST
COURSE CODE	CCHO - 104
COURSE TITLE	COMMUNICATION & CAREER SKILLS
CONTACT HOURS	L: 2 T: 0 P: 0
OBJECTIVE	This course gives idea about Communication and English including written and oral English skills with their errors and correction.
LEARNING OUTCOME	<p>A student who successfully completes the course will</p> <ul style="list-style-type: none"> • Understand the language and communication. • Process and barriers of communication. • Communication in hospitality business. • Errors and their correction in English • Written English skills including formal informal letters. • Oral skills :pronunciation, accent and telephonic conversation and listening skills

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COURSE DETAILS	Module no	Topic	Hours
	1.	Language and communication <ul style="list-style-type: none"> • Need, purpose, nature • Process of communication and various factors of communication • Barriers to effective communication and overcoming these barriers • Non-verbal communication-signs, symbols and body language • Language as a sign system, eye-contact, facial expressions and posture. • Communication in Hospitality organization and its effects on performance 	6
	2.	Remedial English <ul style="list-style-type: none"> • Common errors and their correction in English , • Expressing the same idea/thought unit in different ways 	4
	3.	Skills of written English <ul style="list-style-type: none"> • Note making and developing notes into drafts – rewriting of drafts • Correspondence: letters to Class teacher, Principal, Industry, • Writing bio-data, applications, complaint • Precise writing 	8
	4.	Oral skills (listening and speaking) for effective communication <ul style="list-style-type: none"> • Restaurant and Hotel English, polite and effective enquiries and responses • Addressing a group, essential qualities of a good speaker and listener • Pronunciations, stress, accent, common phonetic difficulties, use of telephone. • Listening- Need for listening, listening for content, critical listening, empathetic listening, attentive listening, improper listening 	12
		Total hours	30
SUGGESTED READING	<ul style="list-style-type: none"> • Bhaskar, W.W.S., and Prabhu,N.S.. “English through reading”, MacMillan, 1978 • D’Souza Eunice and Shahani, G., “Communication Skills in English”, Noble • Kitty o. Locker and Stephen Kyo keczmarck(2007). Business communication: building critical skills, 3/e,tmh.New Delhi • Randolph h. Hudson & benard j.selzler,(2006) . Business communication: Concept and application in Electronic Age, 5/e, Jaico Reprint, Jaico, New Delhi 		

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	<ul style="list-style-type: none"> Booher , Dianna(2001).E- writing : 21st Century tool for effective communication. New york: Poket Books, Division of Simon & Schuster, Inc.
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PROGRAMME	CERTIFICATE COURSE IN HOTEL OPERATION		
SEMESTER	1ST		
COURSE CODE	CCHO - 105		
COURSE TITLE	HEALTHY LIVING & FITNESS		
CONTACT HOURS	L: 2 T: 0 P: 0		
OBJECTIVE	This course will present students with the basic principles of healthy living. It will cover with subject matter concerning: drugs, alcohol, tobacco; diet, nutrition; infectious diseases, personal fitness and several other topics related to maintaining a healthy life style.		
LEARNING OUTCOME	<p>Upon completion of this course :</p> <ul style="list-style-type: none"> Students will be able to develop understanding of human body and importance of health diet and life style related diseases. Students will be able to identify the key components of personal fitness and describe the benefits of regular physical activity and a healthy diet. 		
COURSE DETAILS	Module no	Topic	Hours
	1.	Human body Awareness of important body organs, their location and broad function	4
	2.	Diet and Health <ul style="list-style-type: none"> Importance of breakfast fruits ,whole grain knowledge about constituent of diet (Protein, fats, carbohydrates, vitamin and mineral) importance of fiber 	4
	3.	Lifestyle diseases <ul style="list-style-type: none"> Harmful effect of junk/processed foods Dangers of obesity Disease ensuing because of lifestyle e.g diabetes heart diseases etc 	4
	4.	Exercise Benefits of yoga and exercise	2
	5.	Addictions <ul style="list-style-type: none"> Chewing Drinking Smoking 	4

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		6.	Importance of mental health <ul style="list-style-type: none"> • Stress management • Anxiety and depression • Awareness of commonly encountered diseases ailments. 	2
		7.	First Aid <ul style="list-style-type: none"> • First aid in commonly encountered emergency 	4
			Total hours	24
	SUGGESTED READING	<ul style="list-style-type: none"> • Corbin.Charles Beetal. C.A., (2004) Concepts of Fitness and Welfare Boston McGraw Hill. • Puri. K.Chandra.S.S. (2005). Health and Physical Education. New Delhi: Surjeet Publications • Principles of Physical Education: Com. Philadelphia: W.B.Sounders • B.C.Rai Health Education and Hygiene Published by Prakashan Kendra, Lucknow • Norman Bezzant Help! First Aid for everyday emergencies. Jaico Publishing House Bombay, Delhi • Les Snowdan., Maggie Humphrey's Fitness walking, Maggie Humprey Orient Paper Books 2002 New Delhi. 		

PROGRAMME	CERTIFICATE COURSE IN HOTEL OPERATION		
SEMESTER	1ST		
COURSE CODE	CCHOP - 106		
COURSE TITLE	FOOD PRODUCTION FUNDAMENTAL PRACTICAL		
CONTACT HOURS	L: 0 T: 0 P: 4		
OBJECTIVE	The course aims at developing basic culinary skills required in elementary cooking in professional kitchen. the menus prepared are aimed at developing skill with simple preparation of egg, fish, chicken and meat dishes		
LEARNING OUTCOME	Upon successful completion of course , learner will have developed practical culinary skills in : <ul style="list-style-type: none"> • Cutting techniques of vegetables • simple preparation of egg, fish, chicken and meat dishes 		
COURSE DETAILS	Module no	Topic	Hours
		Cookery 10 to 12 menus designed on following aspects: <ul style="list-style-type: none"> • Understanding various methods of cooking • Peeling & Cutting of Vegetables • Cuts of meat, chicken and fish various dish preparations • Egg cookery Bakery Products	

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		<ul style="list-style-type: none"> • Bread and types of bread • Basic cake mixtures – fruit cake, plum cake, pineapple upside down, Genoese, sponge cake, fatless sponge cake and egg less sponge cake, • Basic pastes 	
		Total hours	
SUGGESTED READING	NIL		

PROGRAMME	CERTIFICATE COURSE IN HOTEL OPERATION		
SEMESTER	1ST		
COURSE CODE	CCHOP - 107		
COURSE TITLE	FOOD AND BEVERAGE SERVICE FUNDAMENTAL PRACTICAL		
CONTACT HOURS	L: 0 T: 0 P: 4		
OBJECTIVE	<p>This course gives an over view of Food & beverage industry in India & abroad with reference to its history and importance in current economy It also introduces students to various catering institutions and the equipment's and tools frequently used. On the other hand students will be introduced to French classical & other operational menu and there implementation in food and beverage industry keeping in mind various styles of service & techniques in trend. The second hlf of the course will take the students towards beverages alcoholic and non-alcoholic there introduction, history , importance and service methods</p>		
LEARNING OUTCOME	<p>A student who successfully completes the course will :</p> <ul style="list-style-type: none"> • Understand the classification of food & Beverage industry and various business model used to run the operations, will know the basic requirement of being a good professional and the organizational structure of food and beverage department in a star hotel. • Be able to identify various tools and equipment's used in food and beverage department there use and care. • Be able to make various kind of menu taking the French classical menu as a guideline and will be able to suggest accompaniments and condiments with different food articles. • Be able to make the restaurant ready for operations and will be expert in handling the guest and taking his food and beverage order. • Be able to prepare menu according to specifications. Will be able to classify beverages with their origin and style of service • Able to understand the common vocabulary used in hospitality industry with reference to classic French terms related to culinary and beverages 		
COURSE DETAILS	Module no	Topic	Hours

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		<ul style="list-style-type: none"> • Restaurant Etiquettes • Restaurant Hygiene practices • Practice of Mise- En –Scene activities • Practice of Mise- En –Place activities • Identification of Tools, Equipments, Cutlery, Crockery, Glass & Chinaware, Flatware, Hollowware, Table Appointments, Linen etc. • Care and Maintenance of various Tools, Equipments, Flatware’s, Hollowware’s etc • Side board Organization • Rules for Laying a Basic Cover • Handling the Service Gear • Carrying Plates, Glasses & other Equipments • Understanding Non Alcoholic Beverages, Types & Service Techniques • Guest Interactions while on Food Service – Do’s & Don’ts • Non Alcoholic Beverage Presentation and Services • Breakfast Services: Types, Breakfast Layouts, Menu Knowledge, Table Services, Clearance & Acknowledging guests. • Basic Indian ,Chinese ,Continental Menu table layout • Basic napkin folds 	
		Total hours	
SUGGESTED READING	NIL		

PROGRAMME	CERTIFICATE COURSE IN HOTEL OPERATION
SEMESTER	1ST
COURSE CODE	CCHOP - 108
COURSE TITLE	ROOM DIVISION FUNDAMENTAL PRACTICAL
CONTACT HOURS	L: 0 T: 0 P: 4
OBJECTIVE	This course help students understand front office and accommodation operations basic skills, equipments and procedures required
LEARNING OUTCOME	<p>After completion of this course , student will gain skills in :</p> <ul style="list-style-type: none"> • Handling of various guest procedures at front office • Handling of various guest procedures at housekeeping department at hotel. • Operations and handling of various front office and housekeeping department equipments. • Control desk operations.

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COURSE DETAILS	Module no	Topic	Hours
		<ul style="list-style-type: none"> • Introduction to Front office equipment and Furniture • Welcoming of Guest • Luggage Handling • Role plays • Understanding Guest Room Layout • Identification of Equipment –Manual & Mechanical • Operation & Maintenance of Equipments • Setting up Maid’s Cart Trolley • Handling Desk Control 	
		Total hours	
SUGGESTED READING	NIL		

SEMINAR, CCHOS - 109

Objective of seminar

To inculcate, self-learning and communication skills amongst students. Students are expected to prepare and conduct presentation on allotted topic from core or ancillary subjects which will help to develop competencies in information retrieval, identify reliable sources, organize the information and communicate it effectively to peers using available information technology tools

GENERAL PROFICIENCY, CCHOH - 110

Objective of General Proficiency

General Proficiency is aimed at developing student’s ability to handle all the tasks associated with the overall development; the marks will be awarded through interview and other Personality Development activities.

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Second Semester Syllabus
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PROGRAMME	CERTIFICATE COURSE IN HOTEL OPERATION		
SEMESTER	2 nd		
COURSE CODE	CCHOP - 201		
COURSE TITLE	FOOD PRODUCTION OPERATION- INDUSTRY EXPOSURE –PRACTICAL		
CONTACT HOURS	L: 0 T: 0 P:12		
OBJECTIVE	Objective of doing the Industrial Training is to learn various section and types of food production areas.		
LEARNING OUTCOME	Through the Industrial training students shall be able to learn various sections of kitchen. Types of kitchen available in star hotel. Different types of cuisine offered in kitchen. And also the students shall learn the art of cooking food.		
COURSE DETAILS	Module no	Topic	Hours
	1.	<p>WHAT TO OBSERVE- Food Production</p> <ul style="list-style-type: none"> • Area & Layout of the Kitchen • Study of Standard Recipes • Indenting, Receiving & Storing • Preparing of batters, marinations and seasonings • All cuts of meat and butchery items (Mutton, poultry, beef, fish etc.) • Daily procedure of handover from shift to shift • Recipes and methods of preparation of all sauces • Quantities of preparation, weekly preparations and time scheduling • Stock preparation and cooking time involved • Cutting of all garnishes • Temperatures and proper usage of all equipment • Plate presentations for all room service and a la cart orders • Cleaning and proper upkeep of hot range • Cleanliness and proper upkeep of the kitchen area and all equipment • Yield of fresh juice from sweet lime / oranges • Storage of different mise-en-place – (Raw, Semi-Processed) • Bulk preparations • Finishing of buffet dishes • Recipes of at least 10 fast moving dishes • Mise-en-place for: A la Carte Kitchen & Banquet Kitchen 	12
		Total hours	12
SUGGESTED READING	NIL		

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PROGRAMME	CERTIFICATE COURSE IN HOTEL OPERATION		
SEMESTER	2 nd		
COURSE CODE	CCHOP - 202		
COURSE TITLE	FOOD AND BEVERAGE SERVICE OPERATION- INDUSTRY EXPOSURE–PRACTICAL		
CONTACT HOURS	L: 0 T: 0 P:12		
OBJECTIVE	The basic ideology of doing the Industrial Training in food and beverage service area is to learn and observe various sections and types of food and beverage areas.		
LEARNING OUTCOME	Through this training the students shall be able to learn and see the different types of restaurant available in hotel. The type of services provided to the guests. And also the customer handling skills can be learned during the training period.		
COURSE DETAILS	Module no	Topic	Hours
		<p>WHAT TO OBSERVE -FOOD & BEVERAGE SERVICE</p> <p>Banquets</p> <ul style="list-style-type: none"> • What is banqueting – the need to have banquet facilities, scope purpose, menus and price • structures • Types of banquet layouts • Types of banquet equipment, furniture and fixtures • Types of menus and promotional material maintained • Types of functions and services • To study staffing i.e. number of service personnel required for various functions. • Safety practices built into departmental working • Cost control by reducing breakage, spoilage and pilferage • To study different promotional ideas carried out to maximize business • Types of chaffing dish used- their different makes sizes • Par stock maintained (glasses, cutlery, crockery etc) • Store room – stacking and functioning <p>Restaurants</p> <ul style="list-style-type: none"> • Taking orders, placing orders, service and clearing • Taking handover form the previous shift • Laying covers, preparation of mise-en-place and arrangement and setting up of station • Par stocks maintained at each side station 	12

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			<ul style="list-style-type: none"> • Functions performed while holding a station • Method and procedure of taking a guest order • Service of wines, champagnes and especially food items • Service equipment used and its maintenance • Coordination with housekeeping for soil linen exchange • Physical inventory monthly of crockery, cutlery, linen etc. • Equipment, furniture and fixtures used in the restaurant and their use and maintenance • Method of folding napkins • Note proprietary sauces, cutlery, crockery and the timely pickup <p>Bar</p> <ul style="list-style-type: none"> • Bar setup, Mise-en-place preparation, Storage facilities inside the bar, Decorative arrangement to liquor bottles • Types of glasses used in bar service and types of drinks served in each glass • Liaison with f & b controls for daily inventory • Spoilage and breakage procedures • Handling of empty bottles • Requisitioning procedures • Recipes of different cocktails and mixed drinks • Provisions of different types of garnish with different drinks • Dry days and handling of customers during the same • Handling of complimentary drinks • Bar cleaning and closing • Guest relations and managing of drunk guests • Inter bar transfer and service accessories maintained, and preparation of the same before the bar • opens • Types of garnishes and service accessories maintained, and preparation of the same before the • bar opens • To know the different brands of imported and local alcoholic and non-alcoholic beverages • Bar salesmanship • KOT/BOT control • Coordination with kitchen for warm snacks • Using of draught beer machine • Innovative drink made by the bar tender 	
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		<p>Room Service/In room Dining</p> <ul style="list-style-type: none"> • Identifying Room Service Equipment • Importance of Menu Knowledge for Order-taking (RSOT functions/procedures) • Food Pickup Procedure • Room service Layout Knowledge • Laying of trays for various orders • Pantry Elevator Operations • Clearance Procedure in Dishwashing area • Room service Inventories and store requisitions • Floor Plan of the guest floors • Serving Food and Beverages 	
		Total hours	12
SUGGESTED READING	NIL		

PROGRAMME	CERTIFICATE COURSE IN HOTEL OPERATION		
SEMESTER	2 nd		
COURSE CODE	CCHOP-203		
COURSE TITLE	ROOM DIVISION OPERATION INDUSTRY EXPOSURE –PRACTICAL		
CONTACT HOURS	L: 0 T: 0 P:12		
OBJECTIVE	The concept of doing the Industrial Training in room division is to learn and observe various types of rooms & sections in room division.		
LEARNING OUTCOME	The learning outcome of this course is that the students will be able to see different types of rooms and their facility. Room cleaning and maintenance of the hotel can be observed.		
COURSE DETAILS	Module no	Topic	Hours
		<p>WHAT TO OBSERVE-ACCOMMODATION OPERATIONS</p> <p>Rooms</p> <ul style="list-style-type: none"> • Number of rooms cleaned in a shift • Time taken in making bed • Thoroughly observe the cleaning equipments and detergents / any other cleaning supplies used • Observe all guest supplies kept in guestroom 	12

Syllabus of Certificate Course In Hotel Operation (CCHO)

			<p>bathroom. Understand the procedure for</p> <ul style="list-style-type: none"> • Procurement and replenishment of guest supplies. • Study the systematic approach in cleaning a room and bathroom and the various checks made of • all guest facilities e.g. telephone, channel music, A/C , T.V.etc • Study the Housekeeping cart and all items stocked in it. Note your ideas on its usefulness and • efficiency • Observe how woodwork, brass work are kept spotlessly clean and polished • Observe procedure for handling soiled linen & Procurement of fresh linen • Observe the procedure for Freshen up and Turn down service • Observe room layout, color themes and furnishings used in various categories and types • Carpet brushing and vacuum cleaning procedure • Windowpanes and glass cleaning procedure and frequency • Observe maintenance of cleaning procedure and frequency • Understand policy and procedure for day-to-day cleaning • Observe methods of stain removal • Understand the room attendant’s checklist and other formats used • Observe handling of guest laundry & other service (like shoe shine etc.) <p>The Control Desk</p> <ul style="list-style-type: none"> • Maintenance of Log Book • Understand the functions in different shifts • Observe the coordination with other departments • Observe the area & span of control • Observe the handing of work during peak hours • Observe the formats used by department and study various records maintained <p>Public Area</p> <ul style="list-style-type: none"> • Observe the duty and staff allocation, scheduling of work and daily briefing • What to look for while inspecting and checking Public Area • Importance of Banquets function prospectus • Observes tasks carried out by the carpet crew, window cleaners and polishers • Note Maintenance Order procedure 	
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		<ul style="list-style-type: none"> • Study the fire prevention and safety systems built into the department • Observe coordination with Lobby Manager, Security and other departments • Observe the pest control procedure and its frequency • Study the equipment and operating supplies used the procedure for its procurement • Observe Policy and procedures followed for various cleaning <p>WHAT TO OBSERVE-front office</p> <ul style="list-style-type: none"> • Greeting, meeting & escorting the guest • Location and role of status board, different types of status's maintained • Special rates and discounts applicable to groups, business houses, airlines, VIP's etc. • Identification of kind, mode and type of reservation • Filing systems and follow-up on reservations • Types of plans and packages on offer • Forms and formats used in the department • Procedure of taking a reservation • Group reservations, discounts and correspondence • Size, situations and general color schemes of rooms and suites • Discounts available to travel agents, tour operators, FHRAI members etc • Co-ordination of reception with lobby, front office cash, information, room service, housekeeping and telephones • Bell Desk / Concierge Functions: luggage handling during check-in & check-out, left luggage procedures, wake-up call procedure, scanty baggage procedure, handling of group • Baggage, maintenance of records, Errands made, briefings etc. • Layout of Room • Cleaning Equipment & Usage 	
		Total hours	12
SUGGESTED READING	NIL		

PROGRAMME	CERTIFICATE COURSE IN HOTEL OPERATION
SEMESTER	2nd

Syllabus of Certificate Course In Hotel Operation (CCHO)

COURSE CODE	CCHOP - 204		
COURSE TITLE	LOG BOOK & TRAINING PROJECT REPORT- INDUSTRY EXPOSURE		
CONTACT HOURS	L: 0 T: 0 P: 4		
OBJECTIVE	The concept of writing the Industrial training report is to make sure that students perform the given task on time and get it verified by their supervisor.		
LEARNING OUTCOME	Through the log book the students shall be able to identify and perform various tasks under the hotel supervisor.		
COURSE DETAILS	Module no	Topic	Hours
	1.	Log books are to be completed on daily basis during industrial training. All trainees must ensure that the log books and appraisals are signed by the departmental/sectional heads as soon as training in a particular department or section is completed. Trainees are also advised to make a report about the Hotel/ hospitality unit assigned for industrial training and reporting observation of infrastructure, staffing, Standard operating procedures of respective departments in hotel/hospitality unit and operational information of core departments on completion of training.	4
		Total hours	4
SUGGESTED READING	NIL		

PROGRAMME	CERTIFICATE COURSE IN HOTEL OPERATION		
SEMESTER	2nd		
COURSE CODE	CCHOP - 205		
COURSE TITLE	COMPREHENSIVE VIVA VOCE –INDUSTRY EXPOSURE		
CONTACT HOURS	L: 0 T: 0 P: 4		
OBJECTIVE	Through the viva voce a general tests of the students can be observed whether they have done their training or not.		
LEARNING OUTCOME	The learning outcome is that students are able to recognize and differentiate various areas of hotel. The grooming standards and requirements in staff can be learnt.		
COURSE DETAILS	Module no	Topic	Hours
		Total hours	4
SUGGESTED READING	NIL		

SEMINAR, CCHOS - 206

Objective of seminar

To inculcate, self-learning and communication skills ,the students are expected to prepare and conduct presentation on allotted topic from core or ancillary subjects which they have observed during industrial exposure .It will help to develop competencies in information retrieval, identify reliable sources, organize the information and communicate it effectively to peers using available information technology tools

GENERAL PROFICIENCY, CCHOG - 207

Objective of General Proficiency

General Proficiency is aimed at developing student's ability to handle all the tasks associated with the overall development; the marks will be awarded through interview and other Personality Development activities.