

**CERTIFICATE COURSE IN
HOSPITALITY AND FOOD SERVICE
OPERATIONS
(1 year duration)**



**STATE BOARD OF TECHNICAL EDUCATION
AND TRAINING
TELANGANA:HYDERABAD**

HOSPITALITY AND FOOD SERVICE OPERATIONS

SUB CODE	NAME OF THE SUECT	HOURS/WEEK		TOTAL PERIODS	SCHEME OF EXAMINATION			
		Theory	Practicals		Duration Hours	Sessional Marks	End Exam Marks	Total Marks
HF-101	Hospitality and Food Service Operations	03	--	50	03	--	100	100
HF-102	Hospitality and Food Service Operations - Practical		06	75	03	40	60	100
HF-103	PROJECT					40	60	100
HF-104	INDUSTRIAL TRAINING (15 days)		-	-		-	-	
	TOTAL	03	06	125		40	160	200

HOSPITALITY AND FOOD SERVICE OPERATIONS

Subject Title : **HOSPITALITY AND FOOD SERVICE OPERATIONS**
Subject Code : HF – 101
Periods / Week : 05
Periods / Year : 175
Maximum marks : 100

TIME SCHEDULE

Sl. No.	Major Topics	No. of Periods	Weightage of marks	No. of Short Questions	No. of Essay Questions
1.	Understanding Tourism and Hospitality Services	28	20	1	1
2.	Forms of Food Service Operations & Role of Food service Operations Tourism and Hospitality	27	26	2	2
3	Evolution of Food Production as an Art and Science & Food Production Organization.	30	20	1	1
4.	Role of Food production in Tourism and Hospitality & Basic Food Production Terminology	30	20	2	1
5.	Personal Hygiene and Health standards	30	24	1	2
6.	Secure work environment and Handling and Maintaining Clean Chef's knives and tools	30	26	1	1
		175	136	08	08

Objectives

1.0 Know about Tourism and Hospitality Services

- 1.1 Define Tourism
- 1.2 State the importance of Tourism
- 1.3 Explain the meaning of the term Hospitality in various contexts
- 1.4 Define Hotel
- 1.5 Write about the evolution of Hotels
- 1.6 Mention the core areas of Hotel Operations
- 1.7 Write briefly about
 - 1.7.1 Front Office Operations
 - 1.7.2 Food and Beverage Service Operations
 - 1.7.3 Food Production Operations
 - 1.7.4 Accommodation Services Operations (House Keeping)
- 1.8 Mention the support departments and sections of Hotel and Catering operations
- 1.9 Write briefly about the functions of
 - 1.9.1 Maintenance Department
 - 1.9.2 Purchases and Stores
 - 1.9.3 Accounting and audit
 - 1.9.4 Human resources
 - 1.9.5 Security

2.0 Forms of Food Service Operations & Role of Food service Operations Tourism and Hospitality

- 2.1 Mention the basic forms of Food Service Operations
- 2.2 Write briefly about the following forms of Food Service Operations
 - 2.2.1 Commercial
 - 2.2.2 Residential

2.2.3 Non-Residential

2.2.4 Welfare Catering

2.3 Explain the features of the following forms of Catering

2.3.1 Industrial

2.3.2 Institutional

2.3.3 Transport- Airline, Railways, Roadways, Sea (Marine)

2.4 Mention the various Food Service outlets in a hotel

2.5 Write briefly about

2.5.1 Specialty Restaurants

2.5.2 Coffee shop

2.5.3 Cafeteria

2.5.4 Fast food (Quick Service Restaurant)

2.5.5 Grill Room

2.5.6 Banquets / Function Catering

2.5.7 Bar/Permit room

2.5.8 Vending machines

2.5.9 Night clubs

2.5.10 Discotheques

2.5.11 Cafeteria

2.6 List the ancillary sections of Food Service operations

2.7 Write briefly about

2.7.1 Pantry/Service Area

2.7.2 Hot plate

2.7.3 Kitchen Stewarding

2.7.4 Still room

2.8 Explain the relationship between Food and Beverage department and

2.8.1 House keeping

2.8.2 Linen room

2.8.3 Maintenance department

2.8.4 Purchases and Stores

2.8.5 Front Office

2.8.6 Food Production department (Kitchen)

2.9 Know about the role of Food Service operations in Tourism and Hospitality trade

2.9.1 Mention the basic components of Tourism

2.9.2 Explain the importance of Accommodation sector in the promotion of Tourism

2.9.3 Describe the key role of Food Service Operations in Tourism Industry

2.9.4 Write in detail about the contribution of Food Service Operations in Hospitality Operations

2.9.5 Draw the organization Chart of Food and Beverage Department of

2.9.5.1 Five Star hotel

2.9.5.2 Mid-sized/Three star hotel

2.9.5.3 Stand-alone Restaurant

3.0 Evolution of Food Production as an Art and Science & Food Production Organization. 3.1

Describe the historical progression leading to cookery of the modern times

3.2 Write about the levels of Skills and experiences required in Food production

3.3 Write about attitude and behavior in the kitchen

3.3 Mention the importance of Uniforms and protective clothing in Food Production

3.4 State the need for following safety procedures in Food Production

3.5 Classify Food Production equipment

3.6 Mention the safety measures and habits in relation to handling equipment

3.7 List the basic types of service of Food and Beverages

3.8 Describe briefly each type of each of the basic types of service

3.9 List the factors contributing to development of a Cuisine style

3.10 Write briefly about Culinary Science

3.11 state the need for balancing Culinary art and Culinary Science

3.12 Know about Food production organization

3.12.1 List the career opportunities in various sectors of the Hospitality Industry for Food Production personnel.

3.12.2. Draw the organization structure of a full-fledged Food Production Department of

3.12.2.1. Large hotel serving International cuisine

3.12.2.2. Midsized hotel serving domestic tourists

3.12.2.3. Small hotel

3.12.2.4. Industrial Catering Unit

3.12.2.5. Guest House

3.12.3. List the duties and responsibilities of

3.12.3.1. The Executive Chef.

3.12.3.2. The Sous-chef

3.12.3.3. Each section head (Chef de partie)

3.12.3.4. Commis or Assistant Cook

3.12.4. Explain the latest trends in Food Production Organization – Combining sections, sharing tasks.

4.0 Know about the role of Food Production Operations in Tourism and Hospitality trade & Basic Food Production Terminology

4.1 Describe the role of Food Production in Tourism

4.2 Write in detail about the importance of Food Production as a key function of hospitality.

4.2.1 Food Production as a Revenue Generation Activity

4.2.2 Image Building operation

4.2.3 Employment Generating Activity

4.3 Describe the operational linkages between Food Production and Food Service operations.

4.4 List the popular cuisine styles of the world

4.5 Mention the distinct regional cooking styles of the Indian Sub-continent

4.6. Know about Food Production terminology

4.6.1 Write the terminology related to Kitchen environment

4.6.1.1 Sections of the kitchen

4.6.1.2 Equipment and installations

4.6.1.3 Facilities and services

4.6.1.4 People and organization

4.6.1.5 Procedures and functions

4.6.1.6 Communication and records

4.6.1.7 Control

4.6.1.8 Menu

4.6.2 Write the terminology related to

4.6.2.1 Commodities

4.6.2.2 Purchases

4.6.2.3 Receiving

4.6.2.4 Storing

4.6.2.5 Issuing

4.6.2.6 Preparation

4.6.2.7 Ordering

4.6.2.8 Cooking

4.6.2.9 Holding

4.6.2.10 Pick up for Service

5. Know about Personal Hygiene and Habits

5.1 Explain the need for personal hygiene.

5.2 List the aspects of personal hygiene – Health, appearance, Habits, Clothing, and Uniform.

5.3 Explain briefly about

5.3.1 Health

5.3.2 Appearance

5.3.3 Habits

5.3.4 Uniform

5.4 Write about the care of

5.4.1 hair

5.4.2 hands

5.4.3 feet

5.4.4 skin

5.4.5 Fingernails

5.4.6 Nose

5.4.7 Mouth

5.4.8 Ears

5.5 Write about the hygiene policy in Food Service Establishments regarding

5.5.1 Use of jewellery/Rings/watches

5.5.2 Use of Cosmetics

5.5.7 Smoking

6 Secure work environment

6.1 Explain the use of Hazard warning signs

6.2 Write in detail about Fire safety

6.3 Illustrate the method of Incident / Accident reporting

6.4 Describe the importance of Security in Hospitality Premises

6.5 Explain the general method of dealing with Security

6.6 Know about Handling and Maintaining Chef's knives

6.6.1 Mention the points to be considered before selecting knives for use in kitchen

6.6.2 List the most commonly used knives

6.6.3. Write the features

6.6.3.1. Chopping

6.6.3.2. Paring knife

6.6.3.3. Filleting knife

6.6.3.4. Boning knife

6.6.3.5. Palette knife

6.6.3.6. Turning knife

6.6.3.7. Serrated edge knife

6.6.3.8. Carving knife and Fork

6.6.3.9. Butcher's saws

6.6.3.10 Meat cleavers

6.6.3.11 Secateurs

6.6.3.12 Kitchen Scissors

6.6.3.13 Write briefly about Steels used for sharpening knives

6.6.3.14 Write briefly about Holding a Knife

6.6.3.15 List the aspects of Safety with knives

6.6.3.16 Write about Food safety and Knives

HOSPITALITY AND FOOD SERVICE OPERATIONS

Practical Sessions: 360 hours

S. No	Major Topics	No. of Practical Hours	Practical Credits
1	Visits and Reports on Tourism and Hospitality units	20	5
2	Observation and Report on types of Food production Units	30	10
3	Identify and use kitchen equipment and Exhibit skills in the use of Knives and Chef's tools	50	15
4	Identify and Store Food Commodities and Prepare and use dry Commodities (groceries) in cooking	60	20
5	Prepare and Cook Vegetables & Potatoes	100	40
6	Make Basic preparations in Indian Cookery & Western Cookery	100	40
Total		360	130

HOSPITALITY AND FOOD SERVICE OPERATIONS

Subject Title	:	HOSPITALITY AND FOOD SERVICE OPERATIONS - Practical
Subject Code	:	HF-102
Periods / Week	:	8-10
Periods / Year	:	360
Maximum marks	:	100

Content for Practical sessions

1.0 Visit and Report on Tourism and Hospitality units

1.1 Tourist Homes, transit houses, guest houses, hotels, resorts, restaurants, pubs, clubs etc.

2.0 Observe and Report on types of Food production Units

2.1 Fast food kitchens

2.2 Street food outlets

2.3 Cafeteria kitchens

2.4 Industrial catering kitchens

2.5 Kitchens in Star-rated hotels

3.0 Identify and use kitchen equipment and Exhibit skills in the use of Knives and Chef's tools

3.1 Major equipment: Refrigerators, Ovens, Cooking ranges, Salamanders, Bain-Marie, Work tables, Sinks, Racks

3.2 Mechanical Equipment: Food Processors, Dish washing machines etc.

3.3 Minor equipment: Cutting boards, vessels, bowls, storage equipment

3.4 Kitchen tools and Hand tools,

3.5 Weighing Equipment: Manual, Electronic

3.6 Measuring Equipment

3.7 Using a chef's knife

3.8 Using a cleaver

3.9 Using a paring knife

3.10 Using a Peeler

3.11 Using a deboning knife

4. Identify and Store Food Commodities and Prepare and use dry Commodities (groceries) in cooking

- 4.1 Herbs, spices, condiments
- 4.2 Fruits, Nuts,
- 4.3 Food Additives, preservatives etc.
- 4.4 Vegetables
- 4.5 Egg
- 4.6 Fish
- 4.7 Meats and Poultry
- 4.8 Milk and Milk products
- 4.9 Fats and Oils
- 4.10 Sugar
- 4.11 Cereals and Cereal products
- 4.12 Pulses
- 4.13 Sugar
- 4.14 Fats and Oils
- 4.15 Convenience foods

5.0 Prepare and Cook Vegetables & Potatoes

- 5.1 Classical Cuts of Vegetables
- 5.2 Various methods of cooking vegetables preserving nutrients and colour
- 5.3 Washing and cleaning potatoes
- 5.4 Cuts of potatoes
- 5.5. Simple cooking styles of potatoes

6.0 Make Basic preparations in Indian Cookery & Western Cookery

6.1 Spice mixtures,

6.2 Thickening agents/pastes

6.3 Gravies

6.4 Mire-poix, Matignon, Bouquet garni, Stocks, Roux, Beurre manie

6.5 Pesto, Salad dressings

REFERENCES

1. Theory of Catering by R. Kinton & V. Ceserani published by Hodder & Stoughton / ELBS.
2. Food Preparation Trainee Text published by South Asia Tourism Secretariat, Colombo.
3. Practical Cookery 12th edition 2012, for Level 2 NVQ and apprenticeships by John Campbell, David Foskett, Neil Rippington, Patricia Paskins, published by Hodder education.
4. Modern cookery for Teaching and the Trade (Vol – I & II) by Thangam. E. Philip, Published by Orient Long Man.
5. Theory of Cookery by Krishna Arora, Frank brothers, New Delhi.
6. Larousse Gastronomique published by Paul Hamlyn, London.
7. Herings Dictionary of Classical and Modern Cookery published by Virtue & Company, London.
8. The Cookery Year Book published by The Reader's Digest Association Ltd., London
9. Food Hygiene and Sanitation by S. Roday, Tata McGraw Hill

PROJECT-HF-103

Projects should be submitted as per the synopsis given :

SYNOPSIS:

1. Project in PPT/ Print material
2. Minimum 20 slides
3. 1 movie programme
4. Flash in Final
5. JPEG images with high resolution has to be submitted along with PPT.
6. Bounded / Spiral binding Project should be submitted

INDUSTRIAL TRAINING

Subject Title : Industrial Training
Subject Code : HF-104
Duration : 15 days (6 hrs. per day) - 90 hrs. Credits: 45

OBJECTIVES

On Completion of the Industrial Training in a Hotel / Catering establishment and / or in a unit of an allied industry the student will be able to

1.1 Know the identity, organizational structure and relationship of the unit with tourism

- 1.2 State the ownership and the group or chain to which the unit belongs.
- 1.3 State the nature of association or relationship of the unit with tourism industry.
- 1.4 Draw the organization of the unit (formal/informal)
- 1.5 Name the sections of the unit.
- 1.6 State the activities of the unit

2 Understand the basic layout / facilities / design of the Food Production department and ancillary sections.

- 2.1 Draw the layout of the Food Production department including the supporting / ancillary sections.
- 2.2 Draw the specimen layout of the section where training is imparted – Pantry / still room, garde manger / larder, Chinese kitchen, Indian, Tandoori, South Indian, Western (Continental), Banquets kitchen.
- 2.3 Draw the layout of Dish washing area, equipment store, (Kitchen stewarding) in Food Production Operations.
- 2.4 Identify the location of cold rooms, deep freezers, walk-in coolers.
- 2.5 Explain the fire prevention / fighting system employed by the unit.

3 Understand the nature of raw materials and the method of receiving, storage and issue

- 3.1 State the basic groups into which the hotel / unit divides the commodities.
- 3.2 Draw the layout of the stores indicating the areas / sections allotted for each category of raw materials.
- 3.3 Explain the method of receiving, storing and issuing highly perishable commodities.
- 3.4 Write the method of indenting / requisition followed by the department.

4 Understand the preliminary tasks to be completed before commencement of service

4.1 Write / explain the method of signing in / recording reporting for duty, collection / exchange of uniforms.

4.2 State the basic steps to be followed to commence work upon reaching the work spot

- look for any communication on Notice Board, attend briefing, read log book.
- inspect the work area for safety, hygiene and sanitation.
- ensure that equipment are in working condition.
- check for previous day's / shift's stored food / prepared food ready for cooking.
- find out of the availability / non-availability of raw materials / dishes, modifications to menus, special dishes for the day.
- explain the method of receiving or picking up raw materials from stores / larder / butchery.

5 Understand the preparation of commodities

5.1 Recall and report the tasks related to Food Preparation before commencement of service.

5.2 Write down the basic preparations made specifically in each section of kitchen / larder.

- Stocks, sauces, gravies, mixtures, thickening agents, garnishes.
- Main ingredients – Vegetables, eggs, meat / poultry, fruits.
- Spices, herbs, condiments, additives.

6 Know about the range of products services offered by the unit

6.1 State the types of Food and Beverage / catering related products and services offered by the hotel / establishment.

6.2 Mention the names and style Food and Beverage outlet / outlets.

6.3 State the basic types of menus used by the establishment.

6.4 Mention the menus used for special occasions / events.

7 Understand the Food Production Operations during service hours.

7.1 State the method of

- Receiving orders – Use of Kitchen Order Token (KOT).
- Responding to orders
- Follow-up of orders

8 Understand the end of shift tasks to be completed in a Food Production department

8.1 Collect and forward KOTs to the F&B control department.

8.2 Prepare and use a check list for closing-down procedures.

8.3 Safeguard and store usable food items.

8.4 Switch off and clean large / mechanical equipment after use.

8.5 Clean and arrange hand tools and small equipment.

8.6 Dispose of garbage.

8.7 Close ground level windows.

8.8 Close and lock food stores, refrigerators, offices etc.

8.9 Switch off / turn off all LPG appliances and electrical appliances.

8.10 Ensure ventilation / close as per house rules.

- 8.11 Lock doors.
- 8.12 Hand over keys, sign register.
- 8.13 Sign time-out.

GENERAL CONTENTS FOR INDUSTRIAL TRAINING

- i. **Organizational structure of the unit** – Ownership – Group or chain to which the unit belongs – Unit level organizational structure – Sections of the Food Production department – Activities of the Food Production department – Coordination or cooperation of other departments.
- ii. **Nature of raw materials and the method of receiving, storage and issue** – Basic groups into which the hotel / unit divides the commodities – Layout of the stores indicating the areas / sections allotted for each category of raw materials – Method of receiving, storing and issuing highly perishable commodities – Method of indenting / requisition followed by the department.
- iii. **Basic layout / facilities / design of the Food Production department and ancillary sections** - Layout of the Food Production department including the supporting / ancillary sections - Inspection / cleaning routine of each section of the kitchen - Specimen layout of the section where training is imparted – Pantry / still room, garde manager / larder, Chinese kitchen, Indian, Tandoori, South Indian, Western (Continental), Banquets kitchen - Role of Dish washing area, equipment store, (Kitchen stewarding) in Food Production Operations - Use of cold rooms, deep freezers, walk-in coolers - Fire prevention / fighting system employed by the unit.
- iv. **Preliminary tasks to be completed before commencement of service** - Method of signing in / recording reporting for duty collection / exchange of uniforms - Basic steps to be followed to commence work upon reaching the work spot - Look for any communication on Notice Board, attend briefing, read log book - Inspect the work area for safety, hygiene and sanitation - Ensure equipment are in working condition - Check for previous day's / shift's stored food / prepared food ready for cooking - Availability / non-availability of raw materials / dishes, modifications to menus, special dishes for the day - Method of receiving or picking up raw materials from stores / larder / butchery.

- v. **Preparation of commodities** - Tasks related to Food Preparation before commencement of service - Basic preparations made specifically in each section of kitchen / larder - Stocks, sauces, gravies, mixtures, thickening agents, garnishes - Main ingredients – Vegetables, eggs, meat / poultry, fruits - Spices, herbs, condiments, additives - Arrangements made for attractive presentation of food.
- vi. **Range of products services offered by the unit** - Types of Food and Beverage / catering related products and services offered by the hotel / establishment - Basic features of the Food and Beverage outlet / outlets - Basic types of menus used by the establishment - Menus used for special occasions / events.
- vii. **Food Production Operations during service hours** - Method of Receiving orders - Use of Kitchen Order Token (KOT), Responding to orders, Follow-up of orders - Describe in general - Actual cooking in response to an order for food, finishing the dish, Garnishing / presentation.
- viii. **End of shift tasks to be completed in a Food Production department** – Collecting and forwarding KOTs to the F&B control department - Preparation and use of a check list for closing-down procedures - Safeguarding and storing usable food items - Switching off and cleaning large / mechanical equipment after use - Cleaning and arranging hand tools and small equipment – Disposal of garbage - Closing ground level windows - Closing and locking food stores, refrigerators, offices etc. - Switching off / turning off all LPG appliances and electrical appliances - Ensuring ventilation / closing us per house rules - Locking doors - Handing over keys, signing register - Signing time-out.