

# **Hotel Management**

## **Grade-XII**

# **PART**



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### **I. Introduction**

The Hotel Management course has been specially designed to familiarize the students with hospitality industry with specific reference to hotels. The course will enable the students to pursue Hotel line as a career.

School offering this course must have minimum facilities for practical, demonstration related to kitchen, housekeeping, front office, and food and beverage service.

### **II. General Objective**

The general objectives of this course are:

- to impart basic knowledge and skills required for hotel and catering industry;
- to enable the students to operate and work on small-scale accommodation and catering establishments;
- to serve as a foundation course to pursue study of BHM , BTTM, BBS, etc.

### **II. Specific Objectives**

On completion of this course, the students will be able to:

- to operate small-scale accommodation and catering operations
- to perform entry level jobs in the core areas of small scale accommodation and catering establishment;
- to realize the importance of hospitality

### **IV. Course Contains**

**Chapter 1 : Front Office**

**30**

**1.1. Introduction to Reservation**

- Concept of reservation
- Purpose of reservation
- Process of reservation
- Sources and modes of reservation
- Factors Affecting Reservation
- Confirmation, no-show, walk-ins, overbooking and cancellation

**1.2 Hotel Tariff**

- Concept of tariff
- Types of hotel tariff
- Basis of charging room rate

**1.3 Modes of Payment**

- Cash, travellers cheque, credit cards, and vouchers

**1.4 Visitor Ledger and Billing**

- Meaning and purpose
- Posting procedure
- Preparing guest bill

**1.5. Front Office Correspondence**

- Setting letters - different parts
- Writing different situational letters  
(Inquiries, confirmation, regret and alternative offer, apologizes)

**1.6. Telephone Handling Etiquette**

### **1.7. Hotel Safety and Security**

- Safety and First aid measure
- Security through information /key handling
- Unusual movements/suspicious people

## **Chapter 2: Housekeeping Department**

30

### **2.1 Cleaning**

- Need and importance of Cleaning
- Equipment used in cleaning

### **2.2. Furniture**

- Cleaning equipment and materials
- Cleaning process

### **2.3. Metal Cleaning**

- Identification
- Cleaning equipment and materials
- Cleaning process

### **2.4. Glass/Window Cleaning**

- Equipment and materials
- Cleaning process

### **2.5. Floor**

- Types
- Cleaning equipment and materials
- Cleaning process

### **2.6. Carpet**

- Types
- Cleaning equipment and materials
- Cleaning process

### **2.7. Room**

- Room preparing
- Bed making

- Servicing departure room
- Servicing vacant room
- Servicing occupied room
- Evening service
- Bed, Room, and Bathroom cleaning process

**2.8. Spring cleaning**

**2.9. Stain removal**

**2.10. Flower arrangements**

**Chapter 3 : Food Production Department (Kitchen)**

**50**

**3.1. Identification of Kitchen equipment and tools**

**3.2. Cooking**

- Aim and objective of cooking
- Method of cooking
- Rules of cooking methods

**3.3. Salad and Dressing**

- Definition and types

**3.4 Stocks**

- Definition and types
- General method of preparation

**3.5. Soups**

- Definition/Classification
- Basic soups

**3.6. Sauces**

- Definition, importance
- Types of mother sauces

**3.7. Accompaniments and Garnishes**

- Definition and use

**3.8. Sandwiches**

- Definition

- Types

### **3.9. Breakfast**

- Definition and types

## **Chapter 4 : Food and Beverage Service**

40

### **4.1 Restaurant Furniture**

### **4.2. Restaurant Linen**

### **4.3. Menu**

- Definition
- Objectives
- Types
- Course in Menu

### **4.4 Service Sequence/Etiquette**

- Types of service

### **4.5. Mise en Scene, Mise en Place, and Briefing**

### **4.6. Beverage**

- Classification
- Hot and cold beverage (non- alcoholic)
- Alcoholic beverage - beer, wines, sprits, liqueurs and mixed drinks

### **4.7. Tobacco**

- Types and service

**4.8. Food and Beverage Control**

- Needs and objective
- Requisition, receiving, issuing, storing and record keeping
- Basic control procedures
- Portion control
- KOT/BOT
- Billing

**4.9 Holding and Handling service ware and equipments**

**4.10 Table layout (A la Carte, Table d'hôte)**

**Breakdown of Theory, Practical and Demonstration Classes Hours**

<b>S. N.</b>	<b>Subject</b>	<b>Theory Class room</b>	<b>Demonstration/ Practical Class</b>	<b>Total hours</b>
1	Front Office Department	20	10	30
2	Housekeeping Department	20	10	30
3	Food and Beverage Service	30	10	40
4	Kitchen Department	25	25	50
	<b>Total</b>	<b>95</b>	<b>55</b>	<b>150</b>

# PART B

## Evaluation System

### Hotel Management XII

Students pursuing Hotel Management course of level XI have to pass the following evaluation system. Students are required to secure minimum marks on both evaluations.

S. N.	Subject	Full marks	Pass Marks
1	Annual Written Examination	75	27
2	Annual Practical Examination	25	10

#### 1. Annual Written Examination

Annual Written Examination will comprise of only theory portion and the students will have to appear for the examination conducted by HSEB. The subjects and units will have the following weighting:

#### Distribution of Questions and Marks.

	To be asked	To be answered	Marks
Comprehensive answer question	4	3	$10 \times 3 = 30$
Short answer question	8	6	$6 \times 5 = 30$
Objective questions	15	15	$15 \times 1 = 15$

	<b>Comprehensive Answer Question</b>	<b>Short answer question</b>	<b>Objective questions</b>
Front Office	<b>1</b>	<b>3</b>	<b>4</b>
House Keeping	<b>1</b>	<b>1</b>	<b>3</b>
Food and Beverage	<b>1</b>	<b>2</b>	<b>4</b>
Kitchen ( Food production)	<b>1</b>	<b>2</b>	<b>4</b>
<b>Total</b>	<b>4</b>	<b>8</b>	<b>15</b>

The examples of model questions are recommended at the respective chapters.

## **2. Annual Practical Examination**

Annual examination should be held under the supervision of the official deputed from HSEB. The official from HSEB may verify the internal assessment marks with the student's performance and record maintained by the institution.

Out of 25 marks assigned for practical, 15 marks have been set aside for class performance and practical works to be evaluated by concerned teacher. 10 marks have been set for the Annual Practical Examination to be held under the supervision of the official deputed from HSEB (External examiner)

Evaluation system should follow the followings. The official deputed from HSEB may verify/ endorse the evaluation form and other supporting documents maintained by the teacher/institution. The official will fill in the Annual Evaluation Format being prescribed by HSEB, along with the



Internal Evaluation Form and submit to Higher Secondary Education Board, Office of The Controller of Examination. For the evaluation purpose the external examiner deputed from HSEB will organize oral/ written and practical examination within the framework prescribed by course and Teaching Manual.

Teachers/ institutions are requested to consider following points while evaluating student's performance.

1. **Attendance:** Teachers are advised to evaluate the regularity of students. It is expected to be minimum 75%.
2. **Class performance / Practical performance:** Teachers are advised to give home assignments and involve students in practical. The grading should be done on the basis of their participation/ performance. Teachers should evaluate on their understanding of the subject matter. Short answer questions should be asked in the classroom to find out their level of understanding. Class / Practical performance should also include Homework and reports maintained in file. Each student needs to maintain a homework copy and a file. The teachers are required to check/evaluate the file and home work on regular basis.
3. **Grooming:** Student's grooming is evaluated
4. **Marks** obtained in different term/unit examinations should be filled up in the form as prescribed below

**Form to be applied by the institution**

Name of the Institution:

Subject:

Class:

Date /Batch:

S. N.	Name of the students	Attendance Marks (3)	Grooming Marks (3)	Term Marks (5)			Homework, Class performance and file Marks (4)
				Ist	IInd	IIIrd	
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							
11							

Faculty: ----

Signature ---

Date -----

# PART C

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## **Unit I** : Front Office Department

*20 teaching hours: Class room theory*  
*10 teaching hour: Demonstration/Practical*  
***Total 30 teaching hours***

### **Course description**

This unit is the continuity of introduction of Front Office Unit, which is taught in class XI. It introduces with different units and their functions. This unit introduces Reservation, Tariff, Front office correspondence, Telephone handling and Hotel safety.

### **Overall objectives**

Students at the end of this unit will acquire basic operational skills of a Front Office department of a tourist class hotel.

### **Topic (Unit) introduction**

This unit consists of 5 different functions to be- performed by Front Office department, viz., Reservation, Calculation of room rate, Preparing guest bill and collection of payment; Handing telephone, and Hotel security.

1. Reservation unit and its functions
2. Basic Front Office correspondence
3. Hotel tariff, billing and collection of payment
4. Telephone handling etiquette
5. Hotel safety and security

### Prerequisites

Teachers are advised to organize a visit to tourist standard hotel and familiarize the students with different departments, and their responsibilities. So that the students will know flow of works of Front Office Department. At the same time teachers are advised to have revision classes of level XI to memorize the Front Office department and its functions. .

### Objectives of the unit

After the completion of this unit, the students will be able to: -

1. understand the Reservation unit and its functions
2. explain the hotel tariff, billing and collection of payment
3. handle hotel correspondence .
4. handle telephone.
7. understand hotel safety and security

### Specification of the content areas of the unit

This unit is divided into two parts management and functional part. The unit is divided into sub-units. The time involved in these units are as given below:

S. N	Sub-unit	Teaching hour	Demonstration/ Practical Class	Total
1	Introduction to reservation	7	3	10
2	Hotel Tariff	1	1	2
3	Modes of Payment	2		2
4	Visitor Ledger and Billing	2	2	4
5	Front Office Correspondence	4	2	6
6	Telephone Handling	2	2	4
7	Hotel Safety and Security	2		2
	<b>Total</b>	<b>20</b>	<b>10</b>	<b>30</b>

## **Description of contents areas of the units**

This unit is divided into seven sub-units, follows:

### **Introduction to Reservation**

- Concept of Reservation
- Purpose of Reservation
- Process of Reservation
- Sources and Modes of Reservation
- Factors Affecting Reservation
- Confirmation, no-show, walk-ins, overbooking and cancellation

### **Hotel Tariff**

- Concept of tariff
- Types of hotel tariff
- Basis of referring hotel tariff

### **Modes of Payment**

- Cash, travellers cheque, credit cards, and vouchers

### **Visitor Ledger and Billing**

- Meaning and purpose
- Posting procedure
- Preparing guest bill

### **Front Office Correspondence**

- Setting letters - different parts
- Writing different situational letters  
(Inquiries, confirmation, regret and alternative offer, apologies)

### **Telephone Handling Etiquette**

### **Hotel Safety and Security**

- Safety and First aid measure
- Security through information /key handling
- Unusual movements/suspicious people

### **Instructional Materials**

Classroom discussion should be followed by straight lectures. Teachers are advised to use posters, charts, pictures, textbook materials, reference books to make students understand the subject matter. Students need to be familiarized with basic equipments used in reservation, Telephone, credit card, Credit card Imprinted - Magnetic, Strip Reader, etc. Teachers are advised to collect and bring in practice the Hotel Reservation Requests used in industry.

### **Instructional process / strategies**

The teacher should keep the straight lecture to the minimum. Ample opportunity should be given for classroom discussion. Visit to a tourist hotel and introduction to Front Office will be very helpful. Student can absorb the ideas and concepts more readily if they have an opportunity to participate in practical exercise.

Students need to participate in

- Identification of different forms and formats and charts used in the reservation
- Filling a reservation form
- Processing a reservation
- Canceling reservation

- Calculating hotel rate on EP, BB, MAP and AP and offering discount on hotel rates
- Basics of telephone handling
- Basics of letter writing

Students will be given to refer following books:

- **An Introduction to Hotel Management XII** - Ananda Ghimire and Surya K. Shrestha.
- **Hotel Front Office** - Charles E. Steadmon and Michael L. Casanva; AHAM USA
- **Hotel Front Office Training Manual** - Sudhir Andrews, Tata Mcgraw-Hillia Publishing Company. Ltd.

### **Evaluation**

The teachers should give home works. The grading is done on the basis of student's class participation. Teacher should ask short answer questions in the classroom to find out the student's level of understanding. The teacher should evaluate student's performance on the basis of their response, participation on the classroom and performance of the given homework. Participation in the practical classroom need to be evaluated.

Teachers/institution offering the Hotel Management course are required to prepare and maintain an evaluation format of each individual student. The prepared evaluation will be checked and approved by external examiner assigned by HSEB for the final evaluation. The evaluation system is advised at the Annex 1

By the end of the session, the students will be able to

- Read and act on hotel reservation request

- Referring hotel tariff.
- Basics of telephone handling
- Situational letter writing - confirmation, attain enquires, regrets and alternative offer, and apologies

### **Model questions**

#### **Comprehensive Answers ( 10)**

1. Write down the duties and responsibilities of Reservation unit.
2. Define reservation and explain reservation process.
3. Define cancellation and explain the step by step process of cancellation
4. Write down qualities of a good Telephone Operator.
5. Explain the register and forms maintained by Telephone operator.
7. What mode of payments are applicable in a hotel?
8. What are the points to be considered while calculating room rate?
9. What are the basics of professional letter writing?
10. Write a letter to agent that one single room on EP for two nights has been confirmed.
11. What are the basic points to be considered by Front Office for hotel safety and security.
12. As a Front Office staff how do you handle the unusual events?

#### **Short answer questions ( 5 marks)**

1. Purpose of reservation
2. Types of reservation recording system.
3. Card system of reservation
4. Whitney Rack system
5. Guaranteed reservation
6. No-show



7. Walk-ins
8. Density Chart
9. Skipper guest.
10. Overbooking

### **Definition of key terms**

**Skipper guest** - The guest who departs without paying his hotel bills

**Hotel RR** - Hotel Reservation Request.

**EP** - European Plan that is room only.

**BB** - Bed and Breakfast - The rate includes accommodation and breakfast

**CP** - Continental plan - The rate includes accommodation and breakfast

**MAP** - Modified American Plan - The rate includes accommodation, breakfast and lunch or dinner

**AP** - American Plan - The rate includes accommodation and three meals. Some time it is also known as full board.

**Whitney Rack** - a reservation rack

**GIT** - Group Inclusive Tour

**FIT** - Free Individual tour

**No- Show** - Not to appear to receive booked and confirmed service

**Walk-ins** - Arrival of guest without pre-information, booking

**Over-Booking** - A process of booking more than the capacity

**PBX** - Private Branch Exchange

**PABX** - Private Automatic Branch Exchange

**Service Order/ Voucher** - A document drawn by agent to provide service. It is a legal document of credit order to provide the service mentioned on it.

**Double share basis** - Cost per person on double room. For example if Single room = US \$30 and Double room = US \$ 40, Double share basis will be US \$ 20 per person (on the assumption that two people will share the double room)

**Single supplement** - Cost of not sharing double room that is to occupy a single room. So one need to pay the difference between single room and half

of double (Single - 1/2 of Double). From the above example US \$30 - 20 = US \$10 is single supplement.

**Key terms**

Allowance	Confirmation	Cancellation
CRS	Commercial rate	Cash Confirmation
Guest bill	Crib rate	Collection
Creditors	Day rate	Debtor
Drunk guest	Fax	Family rate
On request	Free sale	Sick guest Sold out
Travellers cheque	Conventional booking chart	
Density chart	Non- guaranteed	Rack rate Special rate
Tariff	VTL	Wake up call

**Text and Reference**

An Introduction to Hotel Management XII - Ananda Ghimire and Surya K. Shrestha

Hotel Front Office - Charles E. Steadmon and Michael L. Casanva; AHMA, USA

Hotel Front Office Training Manual - Sudhir Andrews, Tata Mcgraw-Hilla Publishing Company. Ltd.

NATHM - Handouts and training manuals developed by the institutions

**Unit II** : House Keeping Department

*20 teaching hours: Classroom Theory*

*10 teaching hours: Demonstration/Practical*

**Total 20**

**Course description**

This unit will introduce with Housekeeping Department of hotel. The department deals with providing cleanliness, comfort and aesthetic value of any place in a hotel.

**Overall objectives**

The overall objectives of this course is to enable students to handle basic housekeeping works of a tourist class hotel including cleaning, bed making and preparing room.

**Topic (Unit) introduction**

This unit consists of following topics.

1. Cleaning
2. Furniture
3. Metal Cleaning
4. Glass /Window Cleaning
5. Floor
6. Carpet
7. Room making including bed
8. Spring cleaning
9. Stain removal
10. Flower arrangements

### Prerequisites

Teachers are advised to have revision classes to introduce the functions of Housekeeping Department

### Objective of the unit

After the completion of this unit, the students will be able to:

1. appreciate importance of cleaning, and identify cleaning equipments and materials
2. clean furniture, metal glass/window, floor, and carpet.
3. prepare room and making bed
4. flower arrangement

### Specification of the content areas of the unit

The time involved in these units are as given below:

S. N.	Subject	Class room	Class demonstration / practical	Total
1	Cleaning	3	X	3
2.	Furniture	3	1	4
3	Metal	2	1	3
4.	Glass /window	1	1	2
5	Floor	3	2	5
6.	Carpet	2	X	2
7	Room	2	5	7
8	Spring Cleaning	2	X	2
9	Stain Removal	1		1
10	Floor arrangement	1		1
	<b>Total</b>	<b>20</b>	<b>10</b>	<b>30</b>

**Description of contents areas of the units**

1. Cleaning
  - Need and importance of Cleaning
  - Equipment used in cleaning
2. Furniture
  - Cleaning equipment and materials
  - Cleaning process
3. Metal Cleaning
  - Identification
  - Cleaning equipment and materials
  - Cleaning process
4. Glass /Window Cleaning
  - Equipment and materials
  - Cleaning process
5. Floor
  - Types
  - Cleaning equipment and materials
  - Cleaning process
6. Carpet
  - Types
  - Cleaning equipment and materials
  - Cleaning process
7. Room
  - Room preparing
  - Bed making
  - Servicing departure room
  - Servicing vacant room
  - Servicing occupied room
  - Evening service
  - Bed, Room, and Bathroom cleaning process

8. Spring cleaning
9. Stain removal
10. Flower arrangements

### **Instructional Materials**

Classroom lectures should be supported by posters, charts, pictures, textbook materials, reference books. Students need to be familiarized with housekeeping department. Supporting equipments to teach this unit are:

Electric Vacuum Cleaner	Sponge
Bucket and pails	Detergent
Basins and bowls	Rag/Pad
Dust pans	Dettol
House maid box	Washing soap
Room maids cart	Newspaper
Refuse bins	Colin /Vinegar
Waste paper basket.	Blade
Different purpose Brushes	Liquid Soap
Mops and Brooms	Carpet Brush
Cleaning cloths	Duster
Cleaning rubber gloves	Stain removal chemicals
Flower	Bucket
Pin holders, oasis (sponge)	Strong scissors
Sink with running water	
Different types of flower vases and containers	
Wire, ribbon, drift wood, logs of wood, seashells, pebbles, etc	

### **Instructional process / strategies**

The teachers are advised to keep straight lecture minimum and more importance should be given to demonstration and practical classes. Students can absorb the ideas and concepts more readily if they have an opportunity to participate in practical exercises.

**Students need to participate in**

Furniture cleaning  
Metal cleaning  
Glass/ window cleaning  
Floor cleaning  
Room preparation  
Bed making

Students will be given to refer the following book

- An Introduction to Hotel Management XII - Ananda Ghimire and Surya K. Shrestha.
- Hotel Housekeeping - Margert, M. Kappa , Aleba Nitschke Patricia , BS AHMA, USA
- Hotel House Keeping Training Manual - Sudhir Andrews, Tata Mcgraw-Hilla Publishing Company. Ltd.

**Evaluation**

The teacher should give home works. Ask short answer questions and objective questions in the classroom to find out student's level of understand. Long answer questions are used for homework. The teacher should evaluate student's performance on the basis of their response, participation on the classroom and accomplishment of the given assignment.

**By the end of this season the students will be able to:**

Clean furniture, metal, glass/window, and floor  
Preparing room and making bed

**Model questions**

**Long answer questions (10 marks)**

1. Write down the importance of cleaning and equipments used by Housekeeping Department.
2. Write down the methods of cleaning and explain them
3. What are the types of furnitures used in guestroom? Write down the procedures of their cleaning?
4. Write down the different metal cleaning process.
5. What are the types of floors? Write down the process of cleaning hard floor
6. What are the types of carpet? Write down the procedure of cleaning the carpet.
7. Write down step by step procedure of bed making.
8. Define flower arrangement and explain its types.

**Short answer questions ( 5 marks)**

1. Write down the process of servicing a vacant room
2. Write down the process of evening service
3. Write down the procedure of servicing a departure room
4. Write down the procedures of servicing of an occupied bedroom

**Definition of key terms**

Please refer to " Introduction to Hotel Management XII - Ananda Ghimire and Surya K. Shrestha



**Key Words**

Acetic acid	Asymmetrical	Bleach	
Buffing Cleaning	Departure room	Dry moping	
Detergent	Damp dusting	Floor	
Hard floor	Ikebana	Mildew Mops	Oxalic acid
Shading	Fading	Pile	
Polishing	Rag	Soda	
Scouring pad	Scrubbing	Silver sand	
Sweeping	Shampooing	Spring cleaning	
Turning down service	Vacant room		
Wicking			

**Text & Reference**

An Introduction to Hotel Management XII - Ananda Ghimire and Surya K. Shrestha

Hotel Housekeeping - Margert, M. Kappa, Aleba Nitschke Patricia, BS AHMA, USA

Hotel House Keeping Training Manual - Sudhir Andrews, Tata Mcgraw-Hilla Publishing Company. Ltd.

**Unit III** : Food Production Department  
(Kitchen)

*25 teaching hours: Classroom theory*

*25 hour: Classroom demonstration/Practical*

**Total 50**

**Course description**

This unit will introduce with practical aspects of kitchen department.

**Overall objectives**

The overall objectives of this unit are to enable students to understand and appreciate kitchen equipments and their usage, importance, and methods of cooking and preparing food.

**Topic (Unit) introduction**

This unit consists following topics

1. Identification of Kitchen equipment and tools
2. Cooking
3. Salad and Dressing
4. Stocks
5. Soups
6. Sauces
7. Accompaniments and Garnishes
8. Sandwiches
9. Breakfast

### Objective of the unit

After the completion of this unit, the students will be able to :-

1. identify kitchen equipments and tools
2. explain method of cooking
3. prepare salad and dressing
4. explain stocks
5. define soups
6. explain sauces
7. realize the importance of Accompaniments and Garnishes
8. to prepare Sandwiches
9. define breakfast

### Specification of the content areas of the unit

This unit is divided into two parts and time involved in these units are as given below:

S. N.	Subject	Class room	Class demonstration / Practical	Total
1	Identification of Kitchen equipments and tools	2	2	4
2	Cooking	3	6	9
3	Salad and dressing	3	3	6
4	Stocks	2	3	5
5	Soups	3	3	6
6	Sauces	3	3	6
7	Accompaniments and Garnishes	3	X	3
8	Sandwiches	3	3	6
9	Breakfasts	3	2	5
	<b>Total</b>	<b>25</b>	<b>25</b>	<b>50</b>

**Description of contents areas of the units**

- 1. Identification of Kitchen equipment and tools**
- 2. Cooking**
  - Aim and objective of cooking
  - Method of cooking
  - Rules of cooking methods
- 3. Salad and Dressing**
  - Definition and types
- 4. Stocks**
  - Definition and types
  - General Method of preparation
- 5. Soups**
  - Definition/Classification
  - Basic soups
- 6. Sauces**
  - Definition, importance
  - Types of mother sauces and their derivatives.
- 7. Accompaniments and Garnishes**
  - Definition and use
- 8. Sandwiches**
  - Definition
  - Types
- 9. Breakfast**
  - Definition and types

### **Instructional Materials**

Straight lectures should be followed by demonstration and practical classes, charts, pictures, textbook materials, reference books, and classroom discussion. Students need to be familiarized with Kitchen equipment and basic knowledge of their operation.

Knives / peeler	Meat
Cooking Pots/pans	Vegetables
Stove	Herbs and Spices
Colander	Egg
Chopping Board	Flour
Strainer	Milk
Turner	Cream , butter
Spatula	Bread
Trays	Cooking oil
Oven	Salt, Pepper, Curry powder
Grater	Curd

### **Instructional process / strategies**

Teachers are advised to keep straight lecture to the minimum and give ample opportunity to practical approaches. Visit to a tourist standard hotel/restaurant and introduce with kitchen equipment, cooking process is more preferable to teach this unit. Students can absorb the ideas and concepts more readily if they have an opportunity to participate in particle excursions.

Teachers are required to organize **demonstration class** where students will take active participation in the following sessions:

Cooking -	Shallow frying, deep-frying, grilling, poaching, roasting, stewing, boiling, etc
Salad -	Simple any three, Compound any three
Dressing -	Mayonnaise, Vinagrette, Yogurt, Acidulated cream, Indian
Stock -	Chicken White stock, Brown stock, Fish stock
Soup-	Consomme, Puree, Cream, Broth, Veloute'
Sauces -	Béchamel, Veloute', Tomato, Espagnole, Hollandaise.
Breakfast -	Eggs preparation
Sandwich -	Open, closed, grilled, club
Main courses -	Any five ( including fish and chicken butchery)
Accompaniment and Garnish	

Students need to **participate in practical** class of  
Preparing salad and dressing  
Vegetable cleaning, peeling and cutting  
Breakfast - egg preparation  
Sandwich - Close sandwich, and Open sandwich

Students will be given to refer following books

- An Introduction to Hotel Management XII - Ananda Ghimire and Surya K. Shrestha.
- Food and Beverage Service - Dennis R. Lilicarp, John A Cousins, ELBS
- Food & Beverage Service Training Manual - Sudhir Andrews, Tata Mcgraw-Hilla Publishing Company. Ltd.

### **Evaluation**

The teachers should ask short answer questions and objective type of methods in the classroom and long answer questions for homework to find out their level of understanding. The teachers should evaluate the students

performance on the basis of their response, participation in the class room and practical classes.

**At the end of this season students should be able to:**

identify kitchen equipments and tools and their use;  
preparing salad;  
preparing dressings;  
preparing sandwiches;  
cooking eggs  
vegetables cleaning, peeling and cleaning

Teachers / institution offering the course Hotel Management are required to prepare and maintain an evaluation format of each individual students. The prepared evaluation will be checked and approved by external examiner assigned by HSEB for the final evaluation. The evaluation system is advised in the Part II.

**Model questions**

1. Write down the objectives of cooking
2. What are the methods of cooking? Explain any five methods of cooking
3. Explain the moist methods of cooking
4. Explain the dry heat methods of cooking
5. What is the boiling method of cooking? Write down basic rules of boiling
6. What is the roasting method of cooking? Explain different types of roasting
7. What are the frying methods of cooking? Write down basic rules of frying
8. What is Salad? Write down method of preparing potato salad

9. What is dressing write down method of preparing Maynonaise dressing
10. What is stock write down the method of preparing white stock
11. Classify the soups with examples
12. What is soup write down the method of preparing any one cream soup
13. What are mother sauces? Write one derivatives of each mother sauce.
14. What is sauce? Write down the importance of sauces in cookery
15. What is an accompaniment? Write its purpose and give any five examples of main dish course/dish and their accompaniments.

### **Short answer questions**

1. Basic rules for poaching
2. General rules for steaming
3. Different methods of Grilling.
4. Types of salad
5. Dressing
6. Thickened soup.
7. Types of sandwiches
8. Define breakfast
9. Differentiate between boiling and poaching
10. Differentiate between roasting and braising
11. Differentiate between stewing and steaming
12. Differentiate between accompaniments and garnish
13. Differentiate between consommé and broth soup
14. Differentiate between cream and veloute' soup
15. Differentiate between white stock and brown stock
16. Differentiate between white sauce and brown sauce.



## **Key Words**

Accompaniment	American breakfast	Bechamel
Boiling	Baking	Blanching
Braising	Brown	Roux
Blond roux	Broth soup	Broiling
Brown stock	Bouquet garmi	Burremaie
Compound salad	Clarification	Consomme
Cream soup	Cooking / Culinary	Canapé
Continental breakfast	Closed sandwich	Club sandwich
Demiglace	Dressing Grilling	Grilled sandwich
Garnish	Deep frying	Hollandaise sauce
Mayonnaise	Mire poix	Liaison
Open sandwich	Passed	Pot roasting
Poaching	Purce soup	Roasting
Tandoor roasting	Roux	Spit roasting
Stir frying	Sautéing	Sunny side up
Sweat	Season	Strain
Swallowing frying	Studded onion	Secum
Simple salad	Skim	Steaming
Stewing	Simmering	Turn over
Veloute	Veloute soup	Vinaigrette
White stock	White roux	

## **Text & Reference**

An Introduction to Hotel Management XII - Ananda Ghimire and Surya K. Shrestha

Theory of Catering - Ronald Kinton, Victor Ceseran, ELBS 1992

**Unit IV** : Food and Beverage Service

*30 teaching hours: Classroom Theory*

*10 teaching hours: Demonstration/Practical*

*Total 40*

**Course description**

This unit will introduce with Service department of hotel. The department deals with service of food and beverage to its guests. They create service environment. The course contains more practical aspects at level XII. So students will be capable to handle the job more efficiently.

**Overall objectives**

The overall objectives of this unit are to enable students to understand and appreciate the equipments and their use in Food and Beverage department, layout of the table, receiving guests and serving of food and beverage.

**Topic (Unit) introduction.**

The unit contains following topics

1. Restaurant Furniture
2. Restaurant Linen
3. Menu
4. Service Sequence/Etiquette
5. Types of Service
6. Mis en Scene, Mis en Place, and Briefing
7. Beverage
8. Tobacco
9. Food and Beverage Control

10. Holding and Handling service ware and equipments
11. Table layout (Ala Carte, Table d'hote)

### Objective of the unit

After the completion of this unit, the students will be able to:-

1. define restaurant furniture;
2. explain various types restaurant linen;
3. define menu;
4. understand service sequence/etiquette;
5. explain the Mis en scence/ Mis en Place / Briefing.
6. introduce to beverage;
7. describe the Food and Beverage control
8. holding and handling service ware and equipment
9. able to table layout

### Specification of the content areas of the unit

This unit is divided into different parts and time involved in these units are as given below :

S. N.	Subject	Class room	Demonstration / Practical Class	Total
1	Restaurant Furniture	2		2
2.	Restaurant linen	1		1
3.	Menu	2		2
4.	Service sequence /etiquette	2		2
5	Types of Service	2		2
5	Mis en Scence / Mis en Place, Briefing	3		3

6.	Beverage	9		9
7.	Tobacco	2		2
8.	Food and Beverage control	3		3
9.	Holding and handling service ware and equipment	2	4	6
10.	Table layout ( A la Carte, Table d'hôte )	2	6	8
	<b>Total</b>	<b>30</b>	<b>10</b>	<b>40</b>

**Description of contents areas of the units**

**1. Restaurant Furniture**

- Types

**2. Restaurant Linen**

- Types

**3. Menu**

- Definition
- Objectives
- Types
- Course in Menu

**4. Service Sequence/Etiquette**

- Types of service

**5. Mis en Scene, Mis en Place, and Briefing**

**6. Beverage**

- Definition
- Classification
- Hot and cold beverage (non- alcoholic )
- Alcoholic beverage - beer, wines, spirits, liqueurs and mixed drinks
- Mixed drinks recipes

**7. Tobacco**

- Types and service

**8. Food and Beverage Control**

- Needs and objective
- Requisition, receiving, issuing, storing and record keeping
- Basic control procedures
- Portion control
- KOT/BOT
- Billing

**9. Holding and Handling service ware and equipments**

**10. Table layout ( Ala Carte, Table d'hote)**

**Instructional Materials**

Straight lectures should be followed by demonstration and practical exercises, charts, pictures, textbook materials, reference books, and classroom discussion. Students need to be familiarized with equipments used in Food and Service department and basic knowledge of their operation. Teachers are requested to collect different menus, KOT and bills used by different hotel/restaurants

Restaurant Furnitures

Restaurant Lenin

Equipments used in restaurants

Equipments used in Bar

**Instructional process / strategies**

The teacher should keep the straight lecture to the minimum. Ample opportunity should be given for classroom discussion. Visit to a tourist hotel

and introduction with Service Department is more preferable. Student can absorb the ideas and concepts more readily if they have an opportunity to participate in practical approach. Classroom discussion about the topics is valuable in introducing a new subject.

Students need to participate in **demonstration class** of  
Handling Bar equipments  
Preparing mixed drinks,  
Servicing tobacco

Students need to participate in the **practical class** of  
Holding and handling service ware equipment  
Table layout.  
Writing KOT, BOT and preparing bill

Students will be given to refer following book

- An Introduction to Hotel Management XII - Ananda Ghimire and Surya K. Shrestha.
- Food and Beverage Service - Dennis R. Lilicarp, John A Cousins, ELBS
- Food & Beverage Service Training Manual - Sudhir Andrews, Tata Mcgraw-Hilla Publishing Company. Ltd.

### **Evaluation**

The teachers should give home works. The grading is done on the basis of student's class participation, unit test, term examination, and participation in the demonstration classes. Teacher should ask short answer questions and objectives type questions in the classroom to find out their level of understanding. Long answer questions are used for homework. The teacher should evaluate performance in the basis of their response, participation on

the classroom and performance of the given homework. Participation in the demonstration class need to be evaluated.

At the end of session students will be able to  
Write KOT, BOT and prepare bill  
Holding and handling service ware and equipments  
Table layout. ( A la Carte, Table d'hote)

Teachers / institution offering the course Hotel Management are required to prepare and maintain an evaluation format of each individual students. The prepared evaluation will be checked and approved by external examiner assigned by HSEB for the final evaluation. The evaluation system is advised in the Part II.

### **Model questions**

#### **Long Answers questions**

1. Define menu and explain its types
2. Explain the food and beverage service sequences of fine dining restaurant.
3. Make a beverage classification chart neatly.
4. What is the objective of F& B control? Explain its procedures.
5. Define wine. Explain its types
6. Define beer and explain its types
7. Define mixed drink and write the recipe of any one cocktail.
8. What are the different types of service performed in F& B Service? Explain any three.

#### **Short answer questions**

1. Explain Dummy waiter
2. Explain types of F&B Linen
3. What do you mean by dining etiquette? Explain

4. Explain Mis-en -place
5. Explain Mis-en - scene
6. Explain briefing
7. Define alcoholic beverage
8. Define KOT and explain its purpose.
9. Draw a KOT format with contents
10. Prepare a F&B bill
11. Explain the steps of cigarette service.
12. Explain brandy
13. Differentiate between Malt whiskey and grain whisky
14. Differentiate between Gin and Vodka
15. Differentiate between dark and white rum
16. Differentiate between fermentation and distillation
17. Differentiate between espresso and cappuccino coffee.
18. Differentiate between A la carte and Table d' hote menu
19. Differentiate between American and platter service
20. Differentiate between cigarette and cigar.

### **Definition of key terms**

**Dumb Waiter / Dummy Waiter** - Sideboard / side station Service staff use this station for keeping service equipment at one place. It is also used as a landing table for the dishes picked up from the kitchen to the guest table and for the dirty dishes from guest table to the wash up area.

**A'la Carte** - Food prepared to order and individual priced

**Brewing** - Process of sprouting barley to produce alcohol. The clean barley grain is allowed to sprout and then dried which is known as malted barley. The crushed-malted barley is mixed with warm water. The solution that is obtained from brew is called wort. By adding brewer's yeast to the wort for fermentation produces alcohol

**Crockery** - Cups plates, dishes etc made of china.

**Chinaware** - containers made of china clay.



**Cutlery** - It refers to knives and other cutting equipments

**Cocktail** - mixed drinks prepared by mixing different alcohol and spirit.

**Flatware** - It denotes all forms of spoon and fork

**Fermentation**- The process of breaking down the sugar from the malt to produce alcohol and Carbon-dioxide. A special yeast called brewer's yeast is added to the wort for fermentation . This takes 10 - 12 days.

**Glassware** - containers made of glass. The glass are either stemmed or footed and are known by different names, such as wine goblets, Beer mug, Tom Collin, etc.

**Gue'ridon or Flambe trolley** - It is a mobile trolley that can be placed alongside the guest's table and flambe' ( to cook it at the guest's table). It consists of burners, a gas cylinder and storage space to store plates and cooking equipments

**Horsd'oeuvre Trolley** - This type of trolley is used to prepare and serve Horsd' oeuvre, which is the first course which usually consists of a selection of small items of egg, Fish, meat, fruit and vegetables in pungent dressings. This trolley is also useful to introduce new items.

**Hollowware** - It consists of any item made from silver or china used to keep. It is made in a way that it can hold something in it. It does not include flatware and cutlery, it includes teapots, milk-pots, sugar basins, soup tureen, trays, water jug, etc.

**Moulton** - It is a thick fabric laid on the surface of the table. It is absorbent, has smooth surface and is sound resistant. It is used to hold the table cloth.

**Mocktail** - Non- alcoholic drinks mixed beverage

**Silver** - Stainless steel

**Slip Cloth** - Lenin laid over the table cloth to protect it from spillage and give a longer life and reduces the number of tablecloths used.

**Table d' hote** - Table of the host that is fixed menu.

**Table ware** - Tableware is a term used to identify all the items used in table. It includes all items of flatware, cutlery and hollow-ware.

**Key Words**

Aerated drink	Ale beer	Aromatized wine
American service	Blended whiskey	BOT
Breakfast	Brandy	Brunch
Buffet service	Briefing	Cognac
Cordial	Cover	Cleaning
Crumbing	Counter service	Dinner
Distillation	Drought beer	Dessert
Entree	Entremet	Family service
Fermentation	Fortified wine	French service
Gin	Gaerdon service	Hot beverage
Hawthorn strainer	Horsd'oeuvre froid	Horsd'oeuvre soud
Hi tea	Juice	Liqueur
Lager beer	Legume	Lunch
KOT	Must	Malt whisky Mis-en-Place
Mis-en Scene	Pilbner beer	Poisson
Platter service	Potage	Rum
Releve	Roti	Room service
Shaker	Silver service	Sorbet
Sprit	Sparkling wine	Squash
Snacks	Supper	Stout beer
Table wine	Tequila	Vodka
Wort		

**Text & Reference**

An Introduction to Hotel Management XII - Ananda Ghimire and Surya K. Shrestha

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