

ADVANCED CERTIFICATE IN HOSPITALITY OPERATIONS

Eligibility: Pass in Secondary Examination (Class 10 Board Exam.) with English as a subject

Duration: One Year + six months in industry

Teaching hours per week: 30 Hours

Industrial training: 26 weeks after the Term-II examinations.

TERM – I						
Sl. No.	Subject Code	Subject Name	Hours Per Week		Term Marks	
			Th.	Pr.	Th.	Pr.
1	ACHO1001	Food Production and Bakery & Pâtisserie - I	4	–	100	–
2	ACHO1002	Food Production and Bakery & Pâtisserie – I Practical	–	6	–	100
3	ACHO1003	Food & Beverage Service - I	2	–	100	–
4	ACHO1004	Food & Beverage Service – I Practical	–	3	–	100
5	ACHO1005	Front Office Operations - I	2	–	100	–
6	ACHO1006	Front Office Operations – I Practical	–	2	–	100
7	ACHO1007	Housekeeping Operations - I	2	–	100	–
8	ACHO1008	Housekeeping Operations – I Practical	–	2	–	100
9	ACHO1009	Food Science & Nutrition	3	0	100	–
10	ACHO1010	Basic Accounts & Costing	2	0	100	–
11	ACHO1011	Communication Skills	2	0	100	–
TOTAL			17	13	700	400

TERM – II						
Sl. No.	Subject Code	Subject Name	Hours Per Week		Term Marks	
			Th.	Pr.	Th.	Pr.
1	ACHO2001	Food Production and Bakery & Pâtisserie - II	4	–	100	–
2	ACHO2002	Food Production and Bakery & Pâtisserie – II Practical	–	6	–	100
3	ACHO2003	Food & Beverage Service - II	2	–	100	–
4	ACHO2004	Food & Beverage Service – II Practical	–	3	–	100
5	ACHO2005	Front Office Operations - II	2	–	100	–
6	ACHO2006	Front Office Operations – II Practical	–	2	–	100
7	ACHO2007	Housekeeping Operations - II	2	–	100	–
8	ACHO2008	Housekeeping Operations – II Practical	–	2	–	100
9	ACHO2009	Fundamentals of Event Management	2	0	100	–
10	ACHO2010	Hygiene & Sanitation	2	0	100	–
11	ACHO2011	Application of Computers & IT	–	2	–	100
TOTAL			14	15	600	500

TERM – III						
Sl. No.	Subject Code	Subject Name	Hours Per Week		Term Marks	
			Th.	Pr.	Th.	Pr.
1	ACHO3001	Internship in the Hospitality Industry (24 Weeks, 48 Hours/Week)	–	48	–	200
		Industrial Training Log Book & Training Certificate	–	–	–	100
		Industrial Training Report	–	–	–	100
		Industrial Training Project Presentation & Viva	–	–	–	100
TOTAL			–	48	–	500

ADVANCED CERTIFICATE IN HOSPITALITY OPERATIONS

TERM – I

DETAILED SYLLABUS

Course Code	ACHO1001
Course Title	Food Production and Bakery & Pâtisserie – I Theory
Time Allotted	4 Hours Per Week

Course Content:

1. CULINARY HISTORY

- Culinary history-Development of the culinary art from the middle ages to modern cookery
- Indian regional cuisine
- Popular International cuisine, French, Italian, Chinese and their basic Characteristics

2. INTRODUCTION TO COOKERY

- Levels of skills and experiences
- Attitudes and behaviour in the kitchen
- Personal hygiene
-
- Uniforms & protective clothing
- Safety procedure in handling equipment

3. KITCHEN ORGANIZATION

- Classical Brigade
- Modern staffing in various category hotels
- Roles of executive chef
- Duties and responsibilities of various chefs
- Co-operation with other departments

4. EQUIPMENTS & TOOLS

- Heavy equipment
- Small equipment
- Cleaning & maintenance

5. CULINARY TERMS

- List of culinary (common and basic) terms
- Explanation with examples
- Western and Indian Culinary terms

6. BASIC COOKERY PRINCIPLES

- Aims & objective of cooking
- Preparation of ingredients
- Texture
- Methods of cooking – Roasting; Grilling; Frying; Baking; Broiling; Poaching; Boiling; stewing
- Principles of invalid cookery
- Principles of food storage
- Menu planning
- Work methods in food production

- Reheating of food – réchauffé cooking
- Accompaniments & garnishes

7. VEGETABLE AND FRUIT COOKERY

- Introduction – classification of vegetables
- Pigments and colour changes
- Effects of heat on vegetables
- Cuts of vegetables
- Classification of fruits Uses of fruit in cookery
- Salads and salad dressings

8. STOCKS

- Definition of stock
- Types of stock
- Preparation of stock
- Recipes
- Storage of stocks
- Uses of stocks
- Care and precautions

9. SAUCES

- Classification of sauces
- Recipes for mother sauces
- Derivatives of mother sauces
- Contemporary & Proprietary
- Storage & precautions

10. SOUPS

- Classification of soups
- Basic recipes of Consommé with 10 Garnishes
- Other soups: Broths; Bouillon; Puree; Cream; Veloute; Chowder; Bisque
- Garnishes and accompaniments
- International soups

11. EGG COOKERY

- Introduction to egg cookery
- Structure of an egg
- Selection of egg
- Uses of egg in cookery
- Egg preparations: Boiled (Soft & Hard); Fried (Sunny side up, Single fried, Bull's Eye, Double fried); Poches; Scrambled; Omelette (Plain, Stuffed, Spanish); En cocotte (eggs Benedict)

12. FISH COOKERY

- Introduction to fish cookery
- Classification of fish with examples
- Cuts of fish with menu examples
- Selection of fish and shell fish
- Cooking of fish (effects of heat)

13. MEAT COOKERY

- Introduction to meat cookery
- Cuts of beef/veal

- Cuts of lamb/mutton
- Cuts of pork
- Variety meats (offals)
- Poultry
(With menu examples of each)

14. HOT & COLD DESSERTS

- Simple Hot and Cold Puddings
- Mousse, Soufflé & Bavaois

15. INTRODUCTION TO BAKERY AND PÂTISSERIE

16. BAKERY EQUIPMENT

- Identification
- Uses and handling
- Ingredients - Qualitative and quantitative measures

17. BREAD MAKING

- Recipes and method of baking different types of breads eg. White, Brown, French bread loaf etc.
- Cookies
- Simple Cakes

18. PASTRY

- Short crust
- Laminated
- Choux
- Hot water/Rough puff
- Recipes and methods of preparation
- Differences
- Uses of each pastry
- Care to be taken while preparing pastry
- Role of each ingredient
- Temperature of baking pastry

19. PASTRY CREAMS

- Basic pastry creams
- Uses in confectionery
Preparation and care in production

Course Code	ACHO1002
Course Title	Food Production and Bakery & Pâtisserie – I Practical
Time Allotted	6 Hours Per Week

COOKERY PRACTICAL

1. INTRODUCTION TO THE KITCHEN

- Kitchen Equipment - Identification, Description, Uses & handling
- Hygiene - Kitchen etiquettes, Practices & knife handling
- Safety and security in kitchen

2. VEGETABLES

- Classification
- Cuts - julienne, jardinière, macédoine, brunoise, paysanne, mignonette, dices, cubes, shred, mirepoix
- Preparation of salad dressings

3. BASIC COOKING METHODS AND PRE-PREPARATIONS

- Blanching of Tomatoes and Capsicum
- Preparation of concassé
- Boiling (potatoes, Beans, Cauliflower, etc)
- Frying -(deep frying, shallow frying, sautéing) Aubergines, Potatoes, etc.
- Braising - Onions, Leeks, Cabbage
- Starch cooking (Rice, Pasta, Potatoes)

4. STOCKS

- Types of stocks (White and Brown stock)
- Fish stock
- Emergency stock
- Fungi stock

5. SAUCES - BASIC MOTHER SAUCES

- Béchamel
- Espagnole
- Veloute
- Hollandaise
- Mayonnaise
- Tomato
- Derivative Sauces

6. SIMPLE SALADS & SOUPS

- Cole slaw
- Potato salad
- Beet root salad
- Green salad
- Fruit salad
- Consommé

7. SIMPLE EGG PREPARATIONS

- Scotch egg
- Assorted omelettes
- Œufs Florentine
- Œufs Benedict
- Œufs Farcis
- Œufs Portuguesa

8. SIMPLE POTATO PREPARATIONS

- Baked potatoes
- Mashed potatoes
- French fries
- Roasted potatoes
- Boiled potatoes
- Lyonnaise potatoes
- Allumettes

9. VEGETABLE PREPARATIONS

- Boiled vegetables
- Glazed vegetables
- Fried vegetables
- Stewed vegetables

10. FISH COOKERY

- Fish-Identification & Classification
- Cuts and Folds of fish
- Preparation of fish dishes: Fish orly, à l'anglaise, Colbert, meunière, poached, baked

11. MEAT COOKERY

- Identification of various cuts of Meat
- Carcass demonstration
- Preparation of basic cuts-Lamb and Pork Chops , Tornado, Fillet, Steaks and Escalope
- Preparation of meat dishes: Entrée-Lamb stew, hot pot, shepherd's pie, grilled steaks & lamb/Pork chops, leg of Lamb, beef

12. POULTRY COOKERY

- Identification of various cuts of Poultry
- Preparation of basic cuts
- Preparation of poultry dishes: Roast chicken, grilled chicken

13. HOT / COLD DESSERTS

- Caramel Custard
- Bread and Butter Pudding
- Queen of Pudding
- Soufflé – Lemon / Pineapple
- Mousse (Chocolate Coffee)
- Bavaroise
- Diplomat Pudding
- Apricot Pudding
- Steamed Pudding - Albert Pudding, Cabinet Pudding

BAKERY PRACTICAL

1. BAKERY EQUIPMENT AND INGREDIENTS – Identification, Uses and handling, Ingredients
2. BREAD MAKING
 - Demonstration & Preparation of Simple and enriched bread recipes
 - Bread Loaf (White and Brown)
 - Bread Rolls (Various shapes)
 - French Bread
 - Brioche
3. SIMPLE COOKIES - Demonstration and Preparation of simple cookies like
 - Nan Khatai
 - Golden Goodies
 - Melting moments
 - Swiss tart
 - Tri colour biscuits
 - Chocolate chip
 - Cookies
 - Chocolate Cream Fingers
 - Bachelor Buttons
4. CAKE MAKING
 - Preparation of simple cakes
5. PASTRY
 - Demonstration and Preparation of dishes using varieties of Pastry
 - Short Crust – Jam tarts, Turnovers
 - Laminated – Laminated pastries – Puff , Flaky - Palmiers, Khara Biscuits, Danish Pastry, Cream Horns
 - Choux Paste – Éclairs, Profiteroles
 - Basic Pastry making & their Derivatives
 - Hot water crust Pastry
 - Suet Pastry
 - Fillings used in Pastry – Pastry Cream & its varieties
 - Ganache
 - Mousse & Mousseline
 - Cream Chantily

Course Code	ACHO1003
Course Title	Food & Beverage Service – I Theory
Time Allotted	2 Hours Per Week

Course Content:

1. THE HOTEL & CATERING INDUSTRY

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

2. DEPARTMENTAL ORGANISATION & STAFFING

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

3. FOOD SERVICE AREAS (F & B OUTLETS)

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

4. ANCILLIARY DEPARTMENTS

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

5. F & B SERVICE EQUIPMENT

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

- Hollowware
- All other equipment used in F&B Service

6. MEALS, MENU AND COURSES

- Types of Meals
 - Early Morning Tea
 - Breakfast (English, American Continental, Indian)
 - Brunch
 - Lunch
 - Afternoon/High Tea
 - Dinner
 - Supper
- Origin of Menu
- Objectives of Menu Planning
- Types of menus
- Basic Courses of a French Classical Menu
 - Service, examples, cover, accompaniments and sideboard requirements for dishes from the different courses

7. PREPARATION FOR SERVICE

- Mise-en-place
- Mise-en-scene
- Rules of laying a table

8. FORMS OF SERVICE

- | | | |
|------------|-------------|----------------|
| • Silver | • Buffet | • English |
| • American | • Cafeteria | • Room Service |
| • Russian | • Family | |
| • Trolley | • QSR | |

9. BREAKFAST SERVICE

- Cover, examples and menu and service of
- Continental BF
- American BF
- English BF
- Indian BF
- Buffet

10. KITCHEN STEWARDING

- Role
- Hierarchy
- Equipment

11. NON-ALCOHOLIC BEVERAGES

- Classification (Nourishing, Stimulating and Refreshing beverages)
- Tea
 - Origin & Manufacture
 - Types & Brands

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

12. ALCOHOLIC BEVERAGES

- Introduction and definition
- Production of Alcohol
- Fermentation process
- Distillation process
- Classification with examples

13. BEER

- Classification
- Production of Beer
- Service
- Storage
- Brands

14. SPIRITS

- Introduction & Definition
- Production of Spirit
- Pot-still method
- Patent still method
- Production of
 - Whisky
 - Rum
 - Gin
 - Brandy
 - Vodka
 - Tequilla
- Different Proof Spirits
 - American Proof
 - British Proof (Sikes scale)
 - Gay Lussac (OIML Scale)

15. RETAIL BEVERAGE OUTLETS

- Coffee baristas
- Chai Bars
- Pubs
- Juice bars
- Operations in FOH, MOH, BOH

Course Code	ACHO1004
Course Title	Food & Beverage Service – I Practical
Time Allotted	3 Hours Per Week

List of Practical:

1. Familiarization with F&B Equipment
2. Importance of sanitation and hygiene
3. Care, cleaning and polishing of F&B equipment
4. Mise-en-place and mise-en-scene for different meal periods
5. Pantry preparations and service
6. Laying and relaying of table cloth
7. Napkin folding
8. Handling of service spoon and service fork
9. Water service
10. Service using trays and salvers
11. Silver service
12. Clearance
13. Laying and service of special Table d'hôte menu
14. Laying and service of breakfast set up on trays
15. Service Sequence- Greeting, seating, order taking, serving and bill presenting
16. Briefing and de-briefing
17. Organizing buffets
18. Service of Indian food
19. QSR service
20. Service of Tea and coffee
21. Service of Non-alcoholic beverages
22. Serving from the coffee machine
23. Service of coffee variations
24. Service of different types of beer
25. Service of Spirits
 - Service styles – neat/on-the-rocks/with appropriate mixers
 - Service of Whisky
 - Service of Vodka
 - Service of Rum
 - Service of Gin
 - Service of Brandy
 - Service of Tequila

Course Code	ACHO1005
Course Title	Front Office Operations – I Theory
Time Allotted	2 Hours Per Week

Course Content:

1. INTRODUCTION TO TOURISM & HOSPITALITY
 - Tourism and its importance
 - Hospitality and its origin
 - Hotels, their evolution and growth *
 - Concepts of Service
 - Brief introduction to hotel core areas with special reference to Front Office

2. CLASSIFICATION OF HOTELS
 - Size
 - Star Classification / Facilities
 - Location & clientele
 - Ownership basis
 - Independent hotels
 - Management contracts
 - Franchise/Affiliated
 - Supplementary accommodation
 - I Time shares and condominium
 - Modern Hotel Concepts – Ecotel, Boutique, All Suites, Convention Hotels

3. TYPES OF ROOMS
 - Single
 - Double
 - Twin
 - Suites- penthouse,
 - Studio

4. HOTEL ORGANISATION
 - Function areas
 - Front office hierarchy
 - Duties and responsibilities/ Job descriptions
 - Personality traits
 - Business Etiquettes & Manners

5. TARIFF STRUCTURE
 - Basis of charging
 - Plans, Different types of tariffs
 - Rack Rate
 - Discounted Rates for Corporate, Travel Agents & Airlines, FHRAI, Travel writers

6. FRONT OFFICE & GUEST HANDLING

- Introduction to guest cycle
 - Pre arrival
 - Arrival
 - Stay
 - Departure and after departure

7. RESERVATIONS- PRE-ARRIVAL

- Importance of reservation
- Modes
- Channels and sources (FITs, Travel Agents, Airlines, GITs)
- Types of reservations (Tentative, confirmed, guaranteed etc.)
- Systems (non automatic, semi automatic fully automatic)
- Cancellation, Amendments and Overbooking

8. REGISTRATION- ARRIVAL

9. INFORMATION- DURING THE STAY ACTIVITIES

- Information services
- Message and Mail Handling
- Key Handling
- Hospitality desk
- Complaints handling procedure
- Guest handling
- Guest history

10. ONGOING FRONT OFFICE RESPONSIBILITIES

- Interdepartmental Coordination
- Bell Desk- Layout & Organization
- Concierge
- Telephone Handling

Course Code	ACHO1006
Course Title	Front Office Operations – I Practical
Time Allotted	2 Hours Per Week

List of Practical:

1. Appraisal of front office equipment and furniture
2. (Rack, counter bell desk)
3. Filling up of various proforma
4. Welcoming of guest
5. Telephone handling
6. Role play
 - Reservation
 - Arrivals
 - Luggage handling
 - Message and mail handling
 - Paging
7. HMS Training (In computer lab):
8. Hands on practice of computer application (Hotel Management System) related to Front Office procedures such as
 - Reservation
 - Registration
 - Guest History
 - Message Handling

Course Code	ACHO1007
Course Title	Housekeeping Operations – I Theory
Time Allotted	2 Hours Per Week

Course Content:

1. INTRODUCTION TO HOUSEKEEPING
 - Importance of housekeeping
 - Areas of responsibility
2. CLEANING ORGANIZATION
 - Definition of Cleaning
 - Purpose & Principles of cleaning
 - Methods of organizing cleaning (conventional and block method)
 - Frequency of cleaning (daily, weekly and spring cleaning)
3. CLEANING EQUIPMENT
 - General criteria for selection
 - Manual Equipment
 - Mechanical Equipment
 - Use of Equipment – Hygiene and Safety factor
 - Care of equipment
4. CLEANING AGENTS
 - General criteria for selection
 - Classification
 - Use, Care and Storage
5. HOTEL BEDMAKING
 - Sizes of linen
 - Sizes of beds, type of beds and beddings
 - STANDARD CONTENTS OF A GUEST ROOM
 - Standard rooms, VIP Rooms and VVIP Rooms
 - Guest's special requests
6. ACCOMMODATING PHYSICALLY CHALLENGED GUESTS AND LADY GUESTS
 - Facilities and services
7. DAILY CLEANING OF GUESTROOMS & BATHROOMS
 - Check-Out Room
 - Vacant Room
 - Occupied Room
 - Evening service
 - Reporting & follow up of maintenance tasks
8. KEYS
 - Types of Keys

- Computerized key cards
- Key control

9. FLOOR PANTRY

- Location, Layout and essential features
- Chamber Maid's trolley

10. DAILY ROUTINE SYSTEMS OF HK DEPARTMENT

- Reporting, Scheduling and Briefing of staff
- Room Occupancy Report
- Guest Room Inspection
- Handing over at the end of the shift
- Entering Checklists, Floor Register, Work Orders, Log.
- Exchange of linen with necessary records

11. COMPOSITION, CARE AND CLEANING OF DIFFERENT SURFACES

- | | |
|---------------------------------|------------|
| • Metals | • Plastic |
| • Glass | • Ceramics |
| • Leather, Leatherites, Rexines | • Wood |

12. PUBLIC AREA CLEANING

- | | |
|----------------------------|---------------------------|
| • Front-of-the-house Areas | • Back-of-the house Areas |
|----------------------------|---------------------------|

13. LOST AND FOUND

- Procedure
- Record Maintained

14. LINEN ROOM MANAGEMENT

- Activities of the linen room
- Location, planning and layout of the linen room
- Linen items used in the hotel
- Selection criteria for various linen items
- Calculation of linen requirements
- Purchase of linen
- Linen cycle and linen control
- Daily routine control of linen procedures and records
- Stocktaking procedures and records
- Recycling of discarded linen
- The importance of providing uniforms to staff
- Selection and design of uniforms
- Issuing and exchange of uniforms Procedures and records
- Planning the layout of the uniform room
- Activities of the sewing sections
- Areas and equipment to be provided

15. COORDINATING LAUNDRY SERVICES

- Feasibility of establishing an On premises Laundry
- Advantages and disadvantages
- Flow process chart of industrial laundry
- Stages in the wash cycle
- Laundry equipment and their functions
- Location and planning the layout of the laundry
- Laundry agents and their role in the Laundry process
- Dry cleaning and special techniques for fabric care
- Guest laundry / Valet services
- Stain removal

Course Code	ACHO1008
Course Title	Housekeeping Operations – I Practical
Time Allotted	2 Hours Per Week

List of Practical:

1. Equipment handling care and cleaning including laundry machines
2. Setting up of a chambermaid's trolley and the floor pantry
3. Handling and use of detergents polishes and other chemicals
4. Care, cleaning and polishing of different surfaces
5. Daily cleaning of guestrooms and bathrooms
6. Weekly, periodical & special cleaning
7. Public area cleaning
8. Bed making

Course Code	ACHO1009
Course Title	Food Science & Nutrition
Time Allotted	3 Hours Per Week

Course Content:

1. FOOD SCIENCE

- Definition and Scope of Food Science
- It's inter-relationship with food chemistry, food microbiology and food processing.

2. EVALUATION OF FOOD

- Objectives
- Sensory assessment of food quality
- Methods
- Introduction to proximate analysis of Food constituents
- Rheological aspects of food

3. EMULSIONS

- Theory of emulsification
- Types of emulsions
- Emulsifying agents
- Role of emulsifying agents in food emulsions

4. COLLOIDS

- Definition
- Application of colloid systems in food preparation

5. FLAVOUR

- Definition
- Description of food flavours (tea, coffee, wine, meat, fish spices)

6. BROWNING

- Types (enzymatic and non-enzymatic)
- Role in food preparation
- Prevention of undesirable browning

7. FOOD PRESERVATION

- PRESERVATION BY PHYSICAL MEANS
- PRESERVATION BY CHEMICAL MEANS

8. FOOD ADULTERATION: PREVALENT STANDARDS AND LAWS

- Food adulteration as a public health hazard
- Prevailing food standards in India
- Common adulterants in food

- Prevention of adulteration
- Tests to detect common food adulterants

9. BASIC ASPECTS OF NUTRITION

- Definition of Food and Nutrition
- Importance of Food
 - Physiological,
 - Psychological and
 - Social
- Functions of food (in maintaining goodhealth)

10. CLASSIFICATION OF NUTRIENTS

- Macro Nutrients
 - Carbohydrates
 - Simple
 - Monosaccharides
 - Disaccharides
 - Complex
 - Polysaccharides
 - Fats
 - Saturated
 - Unsaturated
 - Monounsaturated
 - Polyunsaturated
 - Proteins
 - Based on structure
 - Fibrous
 - Globular
 - Intermediate
 - Based on composition
 - Simple
 - Conjugated
 - Water
- Micro Nutrients
 - Vitamins
 - Water soluble
 - Fat soluble
 - Minerals
 - Macro elements
 - Trace or Micro Elements

11. MACRO NUTRIENTS

- Carbohydrates - Functions of Carbohydrates - Sources - Recommended Daily Allowances (RDA) - Effects of Deficiency and excess intake of Carbohydrates
- Fats - Functions of Fats - Sources - Recommended Daily Allowances (RDA) - Effects of Deficiency and excess intake of Fats

- Proteins - Functions of Proteins - Sources - Recommended Daily Allowances (RDA)- Effects of Deficiency and excess intake of Proteins
- Water - Functions - Source - Recommended Daily Allowance(RDA)

12. MICRO NUTRIENTS

- Vitamins
Functions, sources, Recommended Daily Allowances (RDA) and Effects of Deficiency / Excess intake of:
 - Vitamins of B
 - Complex Group
 - Vitamin C
 - Vitamin A
 - Vitamin D
 - Vitamin E
 - Vitamin K
- Minerals
Functions, Sources, Recommended Daily Allowances (RDA) and Effects of Deficiency / excess intake of:
 - Calcium
 - Iron
 - Iodine
 - Sodium
 - Phosphorous

13. CONSERVING NUTRIENTS

- During Storing
- During Food Preparation (Pre-cooking e.g. Washing, Peeling, Cutting, Chopping, Slicing, Pounding, Grinding, Soaking, Sprouting, Fermentation, Mixing)
- During Cooking

14. BALANCED DIET

- Definition and its importance
- Factors Affecting Balanced Diet (Age, Gender and Physiological state)

Course Code	ACH01010
Course Title	Basic Accounts & Costing
Time Allotted	2 Hours Per Week

Course Content:

1. INTRODUCTION TO ACCOUNTING

- Meaning and Definition
- Types and Classification
- Principles of accounting
- Systems of accounting
- Generally Accepted Accounting Principles (GAAP)

2. PRIMARY BOOKS (JOURNAL)

- Meaning and Definition
- Format of Journal
- Rules of Debit and Credit
- Opening entry, Simple and Compound entries

3. SECONDARY BOOK (LEDGER)

- Meaning and Uses
- Formats
- Posting

4. SUBSIDIARY BOOKS

- Need and Use
- Classification
 - Purchase Book
 - Sales Book
 - Purchase Returns
 - Sales Returns
 - Journal Proper

5. CASH BOOK

- Meaning
- Advantages
- Simple, Double and Three Column
- Petty Cash Book with Imprest System (simple and tabular forms)

6. BANK RECONCILIATION STATEMENT

- Meaning
- Reasons for difference in Pass Book and Cash Book Balances
- Preparation of Bank Reconciliation Statement

7. TRIAL BALANCE

- Meaning
- Methods
- Advantages
- Limitations

8. FINAL ACCOUNTS

- Meaning
- Procedure for preparation of Final Accounts
- Difference between Trading Accounts, Profit & Loss Accounts and Balance Sheet
- Adjustments (Only four)
 - Closing Stock
 - Pre-paid Expenses
 - Outstanding Expenses
 - Depreciation

9. PRICING

- Menu pricing styles
- Types of menus
- Different methods in pricing

10. COSTING

- Importance of food costing
- Methods of costing
- Costing techniques

11. STANDARD RECIPES

- Use of standardized recipes
- Developing standardized recipes
- Adjustment factor

12. MATERIAL COSTING

- Through purchasing
- receiving
- issuing
- production
- sales and accounting

13. CONTROLS

- Food cost
- Labour cost
- Overhead cost
- Miscellaneous cost

14. YIELD

- butchers yield
- cooking yield
- portion control

15. COSTS

- determining standard food cost
- calculating portion cost
- calculating dinner cost

Course Code	ACHO1011
Course Title	Communication Skills
Time Allotted	2 Hours Per Week

Course Content:

1. BUSINESS COMMUNICATION

- Need
- Purpose
- Nature
- Models
- Barriers to communication
- Overcoming the barriers

2. LISTENING ON THE JOB

- Definition
- Levels and types of listening
- Listening barriers
- Guidelines for effective listening
- Listening computerization and note taking

3. EFFECTIVE SPEAKING

- Restaurant and hotel English
- Polite and effective enquiries and responses
- Addressing a group
- Essential qualities of a good speaker
- Audience analysis
- Defining the purpose of a speech, organizing the ideas and delivering the speech

4. NON VERBAL COMMUNICATION

- Definition, its importance and its inevitability
- Kinesics: Body movements, facial expressions, posture, eye contact etc.
- Proxemics: The communication use of space
- Paralanguage: Vocal behaviour and its impact on verbal communication
- Communicative use of artefacts – furniture, plants, colours, architects etc.

5. SPEECH IMPROVEMENT

- Pronunciation, stress, accent
- Important of speech in hotels
- Common phonetic difficulties
- Connective drills exercises
- Introduction to frequently used foreign sounds

6. USING THE TELEPHONE

- The nature of telephone activity in the hotel industry

- The need for developing telephone skills
- Developing telephone skills

7. BUSINESS CORRESPONDENCE

- Writing an application
- Writing a curriculum vitae
- Writing of letters in handling hotel reservation request, handling guest complaint
- Memorandums
- Notices
- Tenders
- Quotations
- Invoices

8. REPORT WRITING

- Basic format of reports
- Evaluation & appraisal reports
- Reports connected with hotel industry
- Writing project reports

9. PRACTICAL COMMUNICATION SKILLS

- Group discussions
- Quiz contests, elocutions , debates , jam
- Mock interview sessions

ADVANCED CERTIFICATE IN HOSPITALITY OPERATIONS

TERM – II

DETAILED SYLLABUS

Course Code	ACHO2001
Course Title	Food Production and Bakery & Pâtisserie – II Theory
Time Allotted	4 Hours Per Week

Course Content:

1. INDIAN COOKERY

- History of Indian Cookery
- Heritage of Indian Cuisine
- Characteristics of Indian Cookery
- Factors that affect eating habits in different parts of the country
- Cuisine and its highlights of different states/regions/communities to be discussed under:
 - Geographic location
 - Historical background
 - Seasonal availability
 - Special equipment
 - Staple diets
 - Religious influences
 - Specialty cuisine for festivals and special occasions
- Wet masalas
- Dry masalas
- Composition of different masalas
- Varieties of masalas available in regional areas
- Indian Breads
- Indian Snacks
- Indian Sweets

2. REGIONAL INDIAN CUISINE

- States: Andhra Pradesh, Bengal, Goa, Gujarat, Karnataka, Kashmir, Kerala, Madhya Pradesh, Maharashtra, North Eastern States, Punjab, Rajasthan, Tamil Nadu and Uttar Pradesh/Uttaranchal
- Communities: Parsee, Chettinad, Hyderabadi, Lucknowi, Avadhi, Malbari/Syrian Christian and Bohri

3. QUANTITY FOOD PRODUCTION

- Equipment required for mass/volume feeding
- Heat and cold generating equipment
- Care and maintenance of this equipment
- Modern developments in equipment manufacture

4. BREAKFAST COOKERY

- Buffet Breakfast
- In-Room Dining

5. SANDWICHES

- Parts of Sandwiches
- Types of Bread
- Types of filling – classification
- Storing of Sandwiches
- Spreads and Garnishes
- Types of Sandwiches
- Making of Sandwiches

6. APPETIZERS & GARNISHES

- Classification of Appetizers
- Examples of Appetizers
- Historic importance of culinary Garnishes
- Explanation of different Garnishes

7. INTERNATIONAL CUISINE

- Geographic location
- Historical background
- Staple food with regional Influences
- Specialties and Recipes
- French Cuisine
- Italian Cuisine
- Middle East Cuisine
- Oriental Cuisine

8. CAKE MAKING METHODS

- Sugar butter process,
- Flour butter process,
- Genoise method
- Blending and rubbing method.

9. CHARACTERISTIC OF CAKES

- Balancing cake formula
- External characteristics
- Internal Characteristics
- Cake Faults and remedies

10. ICINGS & TOPPINGS

- Varieties of icings
- Using of Icings
- Difference between Icings & Toppings
- Recipes

11. FROZEN DESSERTS

- Types and classification of Frozen desserts
- Ice-creams – Definitions
- Methods of preparation
- Additives and preservatives used in Ice-cream manufacture

12. MERINGUES

- Making of Meringues
- Factors affecting the stability
- Cooking Meringues
- Types of Meringues
- Uses of Meringues

13. CHOCOLATE CONFECTIONERY

- History
- Sources
- Manufacture & Processing of Chocolate
- Types of chocolate
- Tempering of chocolate
- Cocoa butter, white chocolate and its applications

Course Code	ACHO2002
Course Title	Food Production and Bakery & Pâtisserie – II Practical
Time Allotted	6 Hours Per Week

List of Practical:

1. PREPARATION OF REGIONAL CUISINE MENUS
 - Awadhi
 - Bengali
 - Goan
 - Gujarati
 - Hyderabad
 - Kashmiri
 - Maharastrian
 - Punjabi
 - Rajasthani
 - South India (Tamil Nadu, Karnataka, Kerala, Chettinad)

2. BREAKFAST COOKERY
 - Buffet Breakfast
 - In-Room Dining

3. PREPARATION OF INTERNATIONAL CUISINE MENUS
 - French Cuisine menus
 - Italian Cuisine menus
 - Middle Eastern Cuisine menus
 - Oriental Cuisine menus

4. SANDWICHES
 - Preparation of different types of Sandwiches

5. BUFFETS
 - Cold Buffet
 - Hot Continental
 - Hot Indian
 - Buffet Desserts
 - Bread Displays

6. BASIC CAKE MAKING
 - Plain Sponge
 - Madeira Cake, Rock Cake, Fruit Cake
 - Fatless Sponge
 - Swiss Rolls
 - Genoise Sponge

7. PASTRY & SPECIAL CAKES

- Queen cakes, Easter Egg
- Chocolate dippings
- Cheese cake, Baba-cum Rhum
- Savarin Chantilly, meringues chantilly. Madeline cake
- Pineapple pastry, chocolate pastry

8. ICINGS AND TOPPINGS

- Fondant
- American frosting
- Butter cream icing
- Royal icing
- Gum paste
- Marzipan
- Marshmallow
- Lemon meringue
- Fudge
- Almond paste
- Glace icing

9. ICING CAKES

- Birthday cake
- Wedding cakes

10. GATEAUX

- Black forest Gateaux, gateaux religieux

11. ICE CREAM

- Vanilla, strawberry, chocolate, pineapple, mango, Sorbets, Bombe, Sundaes, Parfaits

12. CHOCOLATE WORK

- Fundamentals of the science of chocolate.
- Established industry standards in - Tempering, moulding, modelling enrobing, filling, show pieces, stencils, chocolate couverture.
- Chocolate candies, ganache fillings, hand-dipped candies, moulded bonbons, Danish pastry and truffles, use of an enrobing machine.
- Clean and store chocolate candy moulds and other equipment used in chocolate candy making

13. SUGAR WORK

- Chemical properties and changes in sugars at various stages of the cooking and cooling processes.
- Pulled, blown, Spun, Poured, caramelized sugar. Casting of sugar. Pastillage and Saltillage fondant, gum paste and royal icing
- Produce sugar confectioneries such as fruit paste, guimauve (marshmallow), praline, caramels, nougats, lollipops, marzipans and gummies.
- Prepare sugar sticks, nest, bow, ribbon, flower, leaf, bubble sugar and decorations

Course Code	ACHO2003
Course Title	Food & Beverage Service – II Theory
Time Allotted	2 Hours Per Week

Course Content:

1. TOBACCO

- History
- Processing for cigarettes, pipe tobacco & cigars
- Cigarettes – Types and Brand names
- Pipe Tobacco – Types and Brand names
- Cigars – shapes, sizes, colours and Brand names
- Care and Storage of cigarettes & cigars

2. SALE CONTROL SYSTEM

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

3. PLANNING & OPERATING VARIOUS F&B OUTLET

- Physical layout of functional and ancillary areas
- Objective of a good layout
- Steps in planning
- Factors to be considered while planning
- Calculating space requirement
- Various set ups for seating
- Planning staff requirement
- Menu planning
- Constraints of menu planning
- Selecting and planning of heavy duty and light equipment
- Requirement of quantities of equipment required like crockery, Glassware, Cutlery - steel or silver etc.
- Suppliers & manufacturers
- Approximate cost
- Planning Décor, furnishing, fixture, etc.

4. FUNCTION CATERING

a. BANQUETS

- History
- Types

- Organisation of Banquet department
- Duties & responsibilities
- Sales
- Booking procedure
- Banquet menus

b. BANQUET PROTOCOL

- Space Area requirement
- Table plans/arrangement
- Misc-en-place
- Service
- Toast & Toast procedures

c. INFORMAL BANQUET

- Réception
- Cocktail parties
- Convention
- Seminar
- Exhibition
- Fashion shows

d. BUFFETS

- Introduction
- Factors to plan buffets
- Area requirement
- Planning and organisation
- Sequence of food
- Menu planning
- Types of Buffet
- Display
- Sit down
- Fork, Finger, Cold Buffet
- Breakfast Buffets
- Equipment
- Supplies
- Check list

5. GUERIDON SERVICE

- History of guéridon
- Definition
- General consideration of operations
- Advantages & Disadvantages
- Types of trolleys
- Factor to create impulse, Buying – Trolley, open kitchen
- Guéridon equipment
- Guéridon ingredients

6. WINES

- Definition & History
- Classification with examples
 - Table/Still/Natural
 - Sparkling
 - Fortified
 - Aromatized
- Production of each classification
- Old World wines (Principal wine regions, wine laws, grape varieties, production and brand names)
 - France
 - Germany
 - Italy
 - Spain
 - Portugal
- New World Wines (Principal wine regions, wine laws, grape varieties, production and brand names)
 - USA
 - Australia
 - India
 - Chile
 - South Africa
 - Algeria
 - New Zealand
- Food & Wine Harmony
 - Matching wines with international menu
 - Matching wines with Indian menus
- Storage of wines
- Wine terminology (English & French)

7. APERITIFS

- Introduction and Definition
- Types of Aperitifs
- Vermouth (Definition, Types & Brand names)
- Bitters (Definition, Types & Brand names)

8. LIQUEURS

- Definition & History
- Production of Liqueurs
- Broad Categories of Liqueurs (Herb, Citrus, Fruit/Egg, Bean & Kernel)
- Popular Liqueurs (Name, colour, predominant flavour & country of origin)

9. COCKTAILS

- Classification
- Rules of making cocktails
- Recipe of 20 classical cocktails

Course Code	ACHO2004
Course Title	Food & Beverage Service – II Practical
Time Allotted	2 Hours Per Week

List of Practical:

1. SERVICE OF TOBACCO
 - Cigarettes & Cigars

2. FUNCTION CATERING – BANQUETS
 - Planning & organizing Formal & Informal Banquets
 - Planning & organizing Outdoor caterings

3. FUNCTION CATERING – BUFFETS
 - Planning & organizing various types of Buffet

4. GUERIDON SERVICE
 - Organizing Mise-en-place for Gueridon Service
 - Dishes involving work on the Gueridon
 - Crepe suzette
 - Banana au Rhum
 - Peach Flambe
 - Rum Omelette
 - Steak Diane
 - Pepper Steak

5. DISPENSE BAR – ORGANIZING MISE-EN-PLACE
 - Wine service equipment
 - Beer service equipment
 - Cocktail bar equipment
 - Liqueur / Wine Trolley
 - Bar stock - alcoholic & non-alcoholic beverages
 - Bar accompaniments & garnishes
 - Bar accessories & disposables

6. SERVICE OF WINES
 - Service of Red Wine
 - Service of White/Rose Wine
 - Service of Sparkling Wines
 - Service of Fortified Wines
 - Service of Aromatized Wines
 - Service of Cider, Perry & Sake

7. SERVICE OF APERITIFS

- Service of Bitters
- Service of Vermouths

8. SERVICE OF LIQUEURS

- Service styles – neat/on-the-rocks/with cream/en frappe
- Service from the Bar
- Service from Liqueur Trolley

9. MATCHING WINES WITH FOOD

- Menu Planning with accompanying Wines
 - Continental Cuisine
 - Indian Regional Cuisine
- Table laying & Service of menu with accompanying Wines
 - Continental Cuisine
 - Indian Regional Cuisine

Course Code	ACHO2005
Course Title	Front Office Operations – II Theory
Time Allotted	2 Hours Per Week

Course Content:

1. INTRODUCTION TO TOURISM & HOSPITALITY
 - The Tourism Industry and its Importance
 - Components in the Tourism Industry
 - Issues that confront the Tourism Industry *
 - Travel intermediaries

2. CONCEPT OF SERVICE MANAGEMENT
 - Service Vs Goods
 - Components of the hospitality product
 - Uniqueness in managing service
 - The Mission Statement
 - Moments of Truth

3. HOTEL ENTRANCE & LOBBY -FRONT OFFICE DESIGN CONSIDERATIONS
 - Design Considerations
 - Layout of Lobby, Front Desk and Back Office
 - Front office equipment (non-automated, semi- automated and automated)

4. CASHIERING- DEPARTURE & CHECK OUT PROCEDURES
 - Departure Procedures
 - Methods of Settling Guest Bills
 - Indian Currency and Foreign Currency
 - Transfer of Guest Accounts
 - Express Check Out & Self Check Out

5. ROOM SELLING TECHNIQUES
 - Up selling Techniques
 - competition, standards of service & amenities
 - Discounts

6. HOSPITALITY CUSTOMER PROFILE
 - Characteristics of hospitality customer : needs and wants
 - Buying decision process
 - Types of hospitality customers *
 - The business traveller – corporate meeting market
 - incentives market
 - airlines crew
 - The pleasure traveller
 - The package market – group tours and travel market

- The mature traveller
- FIT

7. PRICING THE HOTEL ROOM

- Pricing objectives
- Pricing practices
- Concepts of yield management

8. PLANNING AND EVALUATING FRONT OFFICE OPERATIONS

- Forecasting Techniques
- Forecasting Room Availability
- Useful FO data
 - % of Walk ins
 - % of Overstays
 - % of Under stays
- Forecast Formulas

9. ROLE OF FRONT OFFICE IN HOTEL SAFETY & SECURITY

- Importance of security systems
- Safe deposit
- Key control systems & procedure
- Emergency situations (Accident, illness, theft, fire, bomb, Acts of Terrorism)

10. COMPUTER APPLICATIONS IN FRONT OFFICE OPERATIONS

- Selection of PMS (Needs Analysis)
 - Hardware and Software selection
- Fidelio/ IDS/ Shawman

Course Code	ACHO2006
Course Title	Front Office Operations – II Practical
Time Allotted	2 Hours Per Week

List of Practical:

1. Manual Check out procedures

- Cash, credit cards, traveller’s cheques, travel agent vouchers, foreign currency
- Role Play
- Situation Handling
- Group Assignment Presentation

2. HMS Training (In computer lab):

- Hands on practices of computer application (Hotel Management System) related to Front Office procedures such as
 - Checking Out
 - Night Audit

Course Code	ACHO2007
Course Title	Housekeeping Operations – II Theory
Time Allotted	2 Hours Per Week

Course Content:

1. ORGANIZATION CHART OF THE HOUSEKEEPING DEPARTMENT
 - Small Hotel
 - Medium Hotel
 - Large Hotel

2. HOUSEKEEPING STAFF
 - Duties and Responsibilities
 - Attributes
 - Working as a team

3. INTER-DEPARTMENTAL CO-ORDINATION
 - With Front Office
 - With Maintenance
 - With Food and Beverage
 - With Food Production
 - With Security
 - With Stores
 - With Accounts
 - With Personnel / HRD
 - With Purchase
 - With the Computer centre
 - With the Horticulture
 - With Laundry

4. PLANNING AND ORGANISING THE CLEANING OPERATIONS
 - Physical surveys and area inventory lists
 - Preparing the specifications
 - Work study – Ergonomics in housekeeping
 - Developing standard operating procedures
 - Calculating standard time taken for performing tasks – productivity standards
 - Frequency schedules
 - Calculating staff strength
 - Job allocation
 - Work schedules
 - Duty rosters
 - Assessment of equipment and materials required
 - Assessment of supplies required

5. STAFFING THE DEPARTMENT
 - Recruitment and selection
 - Induction and training
 - Performance appraisals

6. PURCHASING

- Methods of buying
- Stores and stock control

7. SAFETY AND SECURITY

- Safety awareness and accident prevention –Procedure to be followed in the event of an accident.
- Fire Safety – detection and fire-fighting
- Procedure to be followed in the event of fire
- First aid
- Dealing with emergency situations – bomb threats, natural disasters, etc.
- Crime prevention
- Hygienic methods of cleaning
- Waste disposal

8. HANDLING PEST CONTROL

- Devising a pest control programme
- Preventive measures
- Control measures for different infestations

9. OUTSOURCING

- Tasks that can be outsourced
- Guidelines for hiring contract services
- Types of contracts and pricing
- Advantages and disadvantages of outsourcing

10. BUDGET AND BUDGETARY CONTROL

- Objectives of a budget
- Capital budgets and operating budgets
- Preparation of a budget
- Controlling expenses
- Benefits of a well planned budget

11. ENVIRONMENTAL MANAGEMENT IN HOTELS

- Eco friendly products used in hotels
- Energy and Water Conservation

12. QUALITY CONTROL

- The cycle of planning, implementation and evaluation

13. OPENING OF A NEW HOTEL

- The role of housekeeping in commissioning a new property

Course Code	ACHO2008
Course Title	Housekeeping Operations – II Practical
Time Allotted	2 Hours Per Week

List of Practical:

1. Guest room inspection
2. Reporting maintenance and follow up
3. Laundering and dry-cleaning of fabrics
4. Stain Removal
5. Flower Arrangement

Course Code	ACHO2009
Course Title	Fundamentals of Event Management
Time Allotted	2 Hours Per Week

Course Content:

1. INTRODUCTION TO EVENT MANAGEMENT

- Meaning and Definition of Event Management
- Significance of Event Management in various industries
- Scope and opportunities in the field of Event Management
- Types of events - corporate, social, cultural, sports, etc.
- The event team - key roles and responsibilities of event professionals

2. MICE

- Meaning and functions of MICE tourism – meeting, incentive, conference and exposition
- Need for mice growth of incentive travel and incentive program
- Motivation for incentive travel
- Profile of business & corporate travellers

3. EVENT PLANNING

- Significance of proper event planning
- The five stages of event planning: concept, design, planning, coordination, evaluation
- Defining event objectives, goals, and target audience
- Budgeting and financial management for events
- Developing event timelines and project plans

4. EVENT MARKETING AND PROMOTION

- Creating effective event marketing strategies
- Utilizing traditional and digital marketing channels
- Public relations and media engagement for events
- Harnessing social media for event promotion

5. EVENT DESIGN AND THEME DEVELOPMENT

- Importance of event design and thematic elements
- Incorporating branding and aesthetics into events
- Selecting appropriate decor, lighting, and audio-visual elements
- Creating memorable event experiences for attendees

6. EVENT LOGISTICS AND OPERATIONS

- Venue selection and negotiation
- Contract management and legal considerations
- Event equipment and technology requirements
- Vendor selection, coordination, and management

7. EVENT PRODUCTION AND EXECUTION

- On-site event management and coordination
- Managing event staff and volunteers •
- Ensuring seamless event flow and guest experience
- Crisis management and contingency planning
- Event Security Planning
- Ensuring accessibility for all attendees

8. EVENT EVALUATION AND POST-EVENT ACTIVITIES

- Measuring event success: key performance indicators (KPIs)
- Conducting post-event surveys and gathering feedback •
- Analyzing event data and making improvements for future events
- Wrapping up events: financial reconciliation and documentation

Course Code	ACH02010
Course Title	Hygiene & Sanitation
Time Allotted	2 Hours Per Week

Course Content:

1. FOOD MICROBIOLOGY

- Introduction
- Microorganism groups important in food microbiology - Viruses - Bacteria - Fungi (Yeast & Molds) - Algae - Parasites
- Factors affecting the growth of microbes
- Beneficial role of Micro-organisms

2. FOOD CONTAMINATION AND SPOILAGE

- Classification of Food
- Contamination and cross contamination
- Spoilages of various food with storing method

3. SANITARY PROCEDURE FOLLOWED DURING FOOD HANDLING

- Receiving
- Storage
- Preparation
- Cooking
- Holding
- Service Of The Food

4. SAFE FOOD HANDLER

- Personal Hygiene discussing all the standard
- Hand Washing Procedure
- First Aid definition, types of cuts, wounds, lacerations with reasons and precautions
- HAZARD ANALYSIS CRITICAL CONTROL POINT (HACCP)
 - Introduction to HACCP
 - History
 - Principles of HACCP

5. FOOD SAFETY STANDARDS AUTHORITY OF INDIA (FSSAI)

- Introduction to FSSAI
- Role of FSSAI
- FSSAI compliance

6. GARBAGE DISPOSAL

- Different Methods
- Advantages and disadvantages
- Municipal Laws and Swachh Abhiyan

7. CLEANING PROCEDURES FOR HOSPITALITY PREMISES & EQUIPMENT

- General guidelines for cleaning equipment
- Cleaning and sanitising
- Development and implementation of efficient cleaning programmes
- Cleaning procedures in food preparation & service areas
- Cleaning of premises and surroundings

Course Code	ACH02011
Course Title	Application of Computers & IT Practical
Time Allotted	2 Hours Per Week

Course Content:

1. KNOWING COMPUTER AND COMPUTING

- Concept of computing, Data and information
- Computing Interfaces: Graphical User Interface (GUI), Command Line Interface (CLI), Touch Interface, Natural Language Interface (NLI)
- Data processing
- Applications of computers in business

2. COMPUTER NETWORKS

- Meaning of computer network; objectives/ needs for networking
- Applications of networking
- Basic Network Terminology
- Types of Networks
- Network Topologies
- Distributed Computing: Client Server Computing, Peer-to-peer Computing
- Wireless Networking
- Securing Networks: firewall

3. BASIC INTERNET TERMINOLOGY

- I.P. Address, Modem, Bandwidth, Routers, Gateways, Internet Service Provider (ISP), World Wide Web (www), Browsers, Search Engines, Proxy Server, Intranet and Extranet
- Basic Internet Services
- Internet Protocols: TCP/IP, FTP, HTTP(s), Uses of the Internet to Society
- Cyber Security: Cryptography, digital signature

4. WORD PROCESSING

- Introduction to Word-Processing
- Word-processing concepts
- Use of Templates and styles
- Working with word documents: Editing text, Find and replace text, Formatting, spell check, Autocorrect, Auto-text
- Bullets and numbering, Tabs, Paragraph Formatting, Indent, Page Formatting, Header and footer, page break, table of contents
- Tables: Inserting, filling and formatting a table; Inserting Pictures and Video; Mail Merge (including linking with spreadsheet files as data source); Printing documents; Citations, references and Footnotes.

5. SPREADSHEET BASICS

- Spreadsheet concepts, managing worksheets
- Formatting, conditional formatting, Entering data, Editing, and Printing and Protecting worksheets
- Handling operators in the formula, Projects involving multiple spreadsheets, Organizing Charts and graphs
- Flash-fill
- Working with Multiple worksheets
- Controlling worksheet views, naming cells and cell ranges.
- Spreadsheet functions: Mathematical, Statistical, Financial, Logical, Date and Time, Lookup and reference, Text functions and Error functions
- Working with Data: Sort and filter
- Consolidate
- Tables
- Pivot tables
- What-if-analysis: Goal seek, Data tables and Scenario manager

6. PREPARING PRESENTATIONS

- Basics of presentations: Slides, Fonts, Drawing, Editing
- Inserting: Tables, Images, texts, Symbols, hyperlinking, Media
- Design
- Transition
- Animation
- Slideshow
- Exporting presentations as pdf handouts and videos.
- Canva software- Using design tool, Making logo/poster/certificate and banners etc.
- Making Presentations

7. NEW TRENDS

- Introduction to Artificial Intelligence, Data Mining, ChatGPT, Gemini

ADVANCED CERTIFICATE IN HOSPITALITY OPERATIONS

TERM – III

DETAILED SYLLABUS

Course Code	ACH03001
Course Title	Internship in the Hospitality Industry
Time Allotted	8 Hours Per Day; 48 Hours Per Week; 24 Weeks

1. Internship or Industrial Training (IT) is an integral part of the curriculum. Objective of industrial training is to provide to students the feel of the actual working environment and to gain practical knowledge and skills, which in turn will motivate, develop and build their confidence. The 24 weeks' industrial training would be divided in the key areas of Food Production, Food & Beverage Service, Housekeeping & Front Office.
2. Once the student has been selected / deputed for Industrial Training by the institute, he/she shall not be permitted to undergo IT elsewhere. In case students make direct arrangements with the hotel for Industrial Training, these will necessarily have to be approved by the institute. Students selected through campus interviews will not seek Industrial Training on their own.
3. Students must complete a minimum 120 days of Industrial Training
4. Students must submit IT Log-Book, IT Report and IT Certificate to the Training & Placement Officer, after completion of internship, for assessment.
5. The students will be assessed and marked on the following:
 - Training performance at the IT organization, based on the Feedback Form filled in by the Training Manager of the organization
 - IT Certificate
 - IT Log Book
 - IT Report
 - IT Project Presentation and Viva