

Faculty of Hotel Management & Catering Technology

Dr. MGR Educational & Research Institute University

Minutes of the Meeting of Board of Studies held on the 17th May, 2017 at Hotel Management & Catering Technology, Anna Nagar, Chennai, to discuss and consider the revamping of Curriculum and Syllabus

Meeting convened by:

M. Prabu, Professor & Head of the Department, HMCT

External Members:

1. Dr. R. Kannan, Assistant Professor, & Director in Charge, Centre for Tourism & Hotel Management, Madurai Kamaraj University College, Alagarkoil Road, Madurai-625002.
2. Mrs. Mary Joseph, Training Manager, Courtyard by Marriot Chennai, 564 Anna Salai, Teynampet, Chennai-600018.

Department members:

1. Chef Soundararajan P, Professor
2. A.V. Sekhar, Professor
3. M.S. Senguttuvan, Professor
4. M.S. Senguttuvan, Professor
5. P.S. Prathibha, Associate Professor
6. Chef Mark Crocker, Associate Professor
7. K. Sathish, Assistant Professor
8. J. Jalakandeshwar, Assistant Professor

Mr. Prabu welcomed the gathering of Board members and thanked for their valuable time to focus on the important task of Revamping of Syllabus for the Degree (B.Sc.) and Diploma in Hotel Management & Catering Technology. He stressed and supported the need for the Revamping requirement considering the fast transforming changes in the industry and the students joining the courses with regard to their entry level knowledge and potential to develop skills.



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The subject of changes in the syllabus was discussed and the same are detailed as below:

1. Diploma – HMCT - Syllabus changes suggested

Objective for revamping the syllabus for Diploma in HMCT

The students eligible for admission into Diploma Course are from 10th standard background. The level of School syllabus for 10th Standard and the comprehension levels of the students passing out 10th standard who opt for Diploma in Hotel Management & Catering Technology are considered while setting the syllabus. The requirements for preparing the students passing out of Diploma course for taking up entry level jobs in the industry are also the primary areas of focus for bringing out the revamped syllabus

Skills were given more weight-age when compared to the knowledge facets. The syllabus set would thus be a right balance between what is learnt and what is applicable in the industry. The exercise had a balanced approach. Syllabus revamping exercise could be considered as the best possible solution to the changing industry scenario and the requirements thereof.

Points Considered while syllabus Setting:

Student level & Back ground

The students eligible for admission into Diploma Course are from 10th standard background. Considering the level of School syllabus for 10th Standard and the comprehension levels of the students passing out 10th standard who opt for Diploma in Hotel Management & Catering Technology are considered while setting the syllabus.

Job Description of Entry level positions at the hotels

Job description of the entry level employees in the Hotels and the hospitality industry were also kept for consideration for arriving at the syllabus. It was taken that the 10th pass out students should acquire the skills and knowledge that the entry level employees in the Hotel industry would need to have. The syllabus is worked upon to keep the focus on the gaps and to prepare the students to acquire and attain the requirements.

Current Industry trends & Requirements

While understanding the needs of the industry, there are two aspects which need to be considered. One is the basic expectations of the industry in the candidates in terms of knowledge and skill. And the second one is the potential capacity and the probable capacities build-up that the candidate can cope up to attain.

Hotel industry, as any other industry or in fact more, faces changing trends at a frequency level which is higher than any other industry. The candidates at the entry level should therefore have required potential capacity to learn to match with the changing trends and the skills and knowledge requirements thereof.

Different types of learning styles – Visual / Auditory / Kinesthetic

While knowledge and skills could be ascertained for any position to match the requirement, the learning possibilities are highly variant. Since each student is unique and is different from the others in learning styles depending upon whether he / she is strong in Visual, auditory or kinesthetic type of learning, there is a need for the syllabus content to address every student's need - matching with their learning modes. Such requirements were also considered while setting the syllabus

Logical Learning sequence – Grouping of topics

Grouping of topics and sequencing of them have a great significance to bolster the learning and strengthening it. Focused exercise was done to ensure that grouping and sequencing of the topics were properly done to enable the student to enjoy this strong benefit which would be a game changing effort in syllabus setting.

Topics delivery method - Lecture - Reading- Audio – Visual- Demonstration -Group Discussion - Practice by doing – Teaching Others

This has been taken as a primary objective as the exercise in these areas makes a lot of difference in students' understanding levels. Under each group the topics were properly set considering whether they fall under one or the other mode of delivery of lessons / skill coaching.

Attached:

The detailed Semester-wise Syllabus – broken down to Unit level topics

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2. Degree Syllabus changes suggested:

Basic Accommodation Operation - I

1. Included in the syllabus **Care & Safety Procedures in handling the equipments which was not available earlier.**
2. Included in the syllabus – Usage of chemicals suggested and permitted for effective cleaning and upkeep. 'PPE and dilution process guidelines' included for effective usage, which results in cost saving and helps to protect the ecosystem
3. Minor changes done within Units without affecting the contents- breaking down unit to sub units for better understanding.
4. Topics shifted from IInd semester to Ist to make learning process effective with relevance to unit in first year understanding concepts in unit – Housekeeping Operations , schedules and cleaning area.

Basic Accommodation Operation – II

1. **Personal Hygiene** is brought in to Unit 3 of III semester being function of House Keeping control desk - important before explaining about the types of keys and control, hence introduced in this unit.
2. **Ergonomics** is moved to Unit 4 of III semester along with Personal Hygiene. Introduction Laundry is considered since introduction of sub departments is purpose of revamping
3. **Purchasing & Inventory of Unit 5** are brought into II semester since linen & uniform & Inventory are introduced in the second semester having relevance and enable effective learning process.
4. Introduced **Linen room activity & uniform room activity** – for better understanding of the specifics.
5. Included **Guest cleaning schedules** and maintenance schedules

Basic Accommodation Operation – III

- a. **Flower arrangement & Pest control of Unit –1** introduced in this semester III from II Semester since understanding of sub department's functions is considered in the units.
- b. Included in the syllabus 'Stain Removal & Guest laundry services'
- c. **Personal Hygiene & Ergonomics** moved from III & II semester being contents are interrelated to both health and safe work practices they have being merged in this unit.
- d. **Housekeeping Operations of Unit 4-** Routines of daily operations in the departments are discussed under various shifts & importance of guest room and discussion on amenities and fixtures are discussed – to enable exposure to students 'on the job' in Industrial Exposure – Revision and details discussed further.
- e. **Safety & Security of Unit 5** – Introduction of basic functions of housekeeping department with relevance to safety procedure and precautions during work for their knowledge on the subject prior to industrial exposure training.

Basic Accommodation Operation – VI

1. **Budget & Controls** No changes in the unit contents, however, broken down the unit into three sub units as Introduction on the subject, Preparation of the budget & Housekeeping budget & expenses for Conceptual and logical understanding.
2. **Contract & Outsourcing of Unit 2** – Inventory & purchase are introduced in II semester for logical understanding & comprehension of Contract and its features. 'Out sourcing' is retained as it was and various 'contract requirements' under housekeeping discussed.
3. Included 'Furniture Accessory Floor carpets – Design for physically challenged'
4. **Interior decoration of Unit 3** - The units from VI semester III & IV are merged – Since the contents in both units are more in details. Basics of Interior design are also taken
5. Included 'Renovation and refurbishments'
6. **Housekeeping Management of Unit 4 – Contents** in the unit reduces limiting only to the Management of Housekeeping – Omitting layout of rooms and systems affecting which are discussed in Interior Decoration – renovation and refurbishments are included as new addition under 'Trends in Housekeeping'.
7. Included 'Changing Trends in Housekeeping' - This unit is a new addition in the syllabus where this unit is sub divided into three discussing the energy conservation – Eco hotels - Start-ups of hotels.

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Hospitality Accounts

1. Trial Balance under Unit – I is shifted to Unit II since it is to be prepared after preparing the subsidiary books.

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Fundamental of Computer Practical –

1. Included Windows 8 operating system for updated syllabus
2. Included Microsoft Outlook email client for corporate purpose
3. Included Google drive, Google docs for online document creation & sharing.

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Technical English - 1st Year II Semester

1. The topic under Unit 1 “Picking out the odd ones from a series” removed as it does not add to linguistic learning and also does not affect the objectives of overall learning since the same is more of a common sense oriented one.
2. Included Word, Phrase, Clause, Sentence – definition and usage, since they help learning to construct sentences – essential for communication
3. The Concepts of grammar - Subject & Predicate - are included to enable students learning to confidently construct Sentences.
4. Under Unit 5 removed ‘Body Language’ as they belong to Personality Development as a subject.
5. Similarly the topic ‘Dress code’ is also removed for the same reasons
6. Included Language facets matching the bodily expression – Appropriate choice of types of sentences, usage of ellipses, Phrases, clauses.

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Communicative English Practical - 1st Year II Semester

1. Under Unit I removed the topic ‘Developing Confidence’ since there is no need for this as it has no relevance to the subject and should fall under the Personality Development.
 2. Included exclusive ‘Reading session’ with word and time count to enable learning to happen in less time.
 3. Removed under Unit 3 ‘Reading Job Applications’, since the purpose of this achieved despite removal here, through the inclusion of ‘Reading Session’ as mentioned above.
 4. Under Unit 4 removed ‘Developing fluency and Coherence by Pronunciation practice’. This purpose of this is achieved through other sections in syllabus. Hence no need for exclusive part of syllabus.
 5. Included topic ‘Initiating conversation – Choice of sentences’ ‘Re-positioning of the sentences in conversation’.
- The above will give the students a real-time feel to engage into conversations

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Food and Beverage Service

Basic Food & Beverage Service – II

1. Only minor changes from the units -pipe tobacco topic is removed because this is not recommended in the hotel industry in practice.

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Food Production

Larger focus has been given in the revamping process by shifting the approach from Menu based food production to Essential Ingredient based food production. This approach will make the topics easy to learn as interest is generated and at the same time the essential concepts of cooking are not omitted. Rather they are rendered better seasoning for easier understanding and longer retention in memory

1st Year 1st Semester Theory -

1. Under First year 1 semester - Unit-1- Brought in Origin of modern cookery – Introduction to perishables and non perishables uses, since it is the trending topic which is important for the industry. Framed the new syllabus for students to understand the basic which is required by the industry. Broader objectives considered:
 - Topics made simple and easy to understand
 - Ensured that the unit has more topics to equally divide the units
 - To help the students to understand unit well
2. Under Unit-2 - Measuring of Ingredients and calculations were given importance since the topic is more important for both theory and practical
3. Introduced basics of bakery like pâte á choux, stirred and baked custards, Bavarians and mousses.
4. Under Unit-4 'Stocks' chapter is combined with soups and salads, Salads and salad dressings, SOUPS - Classification
5. Under Unit 5 – 'Ingredient based cooking' has been given focus – a shift from Menu based cooking'. Some of such topics are:
 - Introduction to egg cookery
 - Shortenings (Fats & Oils) - Role of Shortenings
 - Raising Agents - Role of Raising Agents
 - Role of Thickening agents
 - Sugar -Types of Sugar -Cooking of Sugar

1st year 1st semester Practicals

The approach as per the common objective chosen & mentioned above for 'Food Production' syllabus revamping has been applied to Practicals too.

1. Understanding Meat, Poultry and Game: Meat basics
2. Equipments - Identification, Description, Uses & handling
3. Hygiene - Kitchen etiquettes, Practices & knife handling
4. Vegetables – classification
5. Cuts - julienne, jardinière, macedoines, brunoise, payssane, mignonnette, dices, cubes, shred, mirepoix

Identification and Selection of Ingredients - Qualitative and quantitative measures

- Basic Cooking methods and pre-preparations

Highlights of practicals chosen:

- Basic cuts of vegetables as a practical for the students to practice the basic cuts.
- Preparation of stocks and its types so that students are practically strong in the base and this will be easy for them to understand.
- Preparation of basic mother sauces and its standard recipe so that the students become very strong in their basics.
- Introduce to students to the preparation of soups, so students can understand the recipes of soups and classification
- Introduce students to the preparation of breakfast egg preparations which will help them when they join the industry.
- Potato preparation which is mostly used in the industry - in addition to this students are taught vegetable preparations at the end of the section.

2nd semester 1st year

- Under Unit-1 - Instead of unit -1 as bakery we have changed unit-1 as soups and soups garnishes and soup classification
- Sauces and gravy. – This is to enable the kitchen production to complete the portion and shift completely to bakery thereafter
- Under Unit-2 – instead of pastes, cream, filling and sauces changed to meat cookery and fish cookery
- Under Unit-3 - Instead of meat cookery and fish, lamb, beef changed to unit of pastry, simple breads and pastry – this is for students to learn basic of breads and pastry, create a scope for the students to learn the skills and techniques for bakery. This is keeping in mind the connectivity and continuity
- Under Unit-4 - Instead of introduction to rice, cereals, pulses changed the topics as milk and products. Under dairy products incorporated the milk products to suit the needs
- Under Unit-5 - No change; Only simplified the topics

Practicals

As per the common objective chosen for the revamping the syllabus the focus has been on the ingredient based knowledge & preparation which is a shift from the hitherto Menu based focus.

- Meat – Identification of various cuts, Carcass demonstration
- Fish-Identification & Classification
- Cuts and Folds of fish

2nd year 3rd semester

The following topics are considered for learning:

- Under Unit-1 MENU PLANNING -- This topic is important and an industry focus subject. Students learn the basics of menu planning.
- Under Unit-2 INDENTING - This topic is important and an industry focus subject. Students learn how to indent what to indent based on portion sizes. Very essential for quantity food production.
- PLANNING - Equipment selection, portion controls, pilferage and spoilage. The topic is not only for students but also for entry level chef in the industry.
- Under Unit 3 Students get to learn types of catering, theme parties and diet menus, which lead to development of skill for employment & entrepreneurship.
- Under Unit-4 considered the topics Purchasing system, Purchase specifications, purchasing techniques Storage LIFO, FIFO
- Under Unit-5 - Regional Cuisines are given focus for students to learn about the staple diet, menus and Seasonal availability, Special equipment, Staple diets, Specialty cuisine for festivals and special occasions

Practicals for Indian regional cuisine

- Included menu of Goan cuisine & Rajasthani cuisine supporting regional cuisine learning and its basics

3rd year semester -5

Unit-1

- Added more importance to the appetizers and starters

Unit-2

- Appetizers and Garnishes changed the unit to forcemeat, brines, cures and marinades for Students to learn the basics of forcemeat, BRINES, CURES & MARINADES and its uses

Unit-5 - SANDWICHES

- Introduced to suit the modern age of the teenagers and to upgrade the simple sandwich open face sandwiches and garnishes to get a better appeal
- Bakery & Patisserie

3rd year -6th semester

- Under Unit-1 – Brought in International Cuisines - France, Italy, Spain & Portugal, Middle East, Chinese, Mexican - designed basic syllabus to make the learning methods easy for the students learn international cuisines
- Unit-2 - Included ICINGS & TOPPINGS, FROZEN DESSERTS, MERINGUES, BREAD MAKING
- Unit-3 – CHOCOLATE - basics of chocolate -

Unit-4

- PRODUCTION MANAGEMENT & PRODUCT & RESEARCH DEVELOPMENT - Syllabus to make the learning of basics of production management, product and research development - Shifted this unit to 4th unit in 6th semester

Unit-5

- Introduction to millets - native and local and traditional cuisine designed with millets - students will learn millets – future generation food option with traditional millets
- Bakery and patisserie section -Learning of wide variety of goods such as cakes, cookies, pies, bread etc. following traditional and modern recipes - learn and produce all baked goods including but not limited to artisan breads and rolls, muffins, laminated Danish, laminated croissants and doughnuts etc.

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Communicative French

Practical - Semester 3 (Units 1 - V)

- Brought topics into the semester & Unit to enable students to learn some aspects of the socio-cultural identity of France and its people and present them with real-life experiences. Introduced varied texts to give a broader perspective to the student.

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Front Office

BASIC FRONT OFFICE OPERATIONS – II (Theory) SEMESTER – II

- Removed **Tourism** from and included '**Ongoing Responsibilities**' in Front Office topics.

Unit – II

- Removed Take or Place booking, Back to Back Booking, 6.pm release.
- Included Reservation booking by letter, Reservation Confirmation by letter, Rooming List, Amendment and Cancellation, Forecasting Room Availability, Over booking.

UNIT – III

- Removed Rights and Liabilities of travel agents in room bookings, Potential Reservation Problems, Glossary terms in relation to reservation.
- Included Check in Procedures – Guest with Confirmed Reservation – walk in guest – VIP guest .

UNIT IV

- Included Guest folio , guest room change, left luggage handling, check in procedure at self service terminal, arrival and departure errand card, lobby control sheet, luggage tag, Miscellaneous charge voucher, cash receipt voucher, allowance voucher.

FRONT OFFICE OPERATIONS (Theory) SEMESTER – III

UNIT – I

- Removed Ongoing responsibilities
- Included Mode of Settlement of bills.

Attached:

The detailed Semester-wise modified Curriculum & Syllabus – broken down to Unit level topics

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Hospitality & Services Marketing

Only minor changes were made and that too only shifting of topics from one unit to the other were made.

'Introduction of Services Marketing' has been changed to read as 'Introduction of Hospitality Services Marketing' and necessary changes done bringing relevance to Hospitality services

1. Introduction of Marketing Mix has been taken to Unit 1
2. The topic '5th P' in marketing mix moved to Unit IV to balance Unit based learning scope

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Introduction of Certification and Diploma Courses

The subject of introduction of the Courses such as Bakery & Pastry; American Hotel & Lodging Educational Institute's Craft Courses & Skills Courses & Travel & Aviation were also discussed and the broad guidelines were considered to enable the members to contribute from their side to structure the curriculum and syllabi which will be relevant to the industry requirements.____

1. Bakery & Pastry – Certification & Diploma Courses

It was proposed by Mr. M Prabu to start **Bakery & Pastry Courses** as very good demand had been existing for these courses. **After protracted discussions with industry experts and analyzing the market signals with regard to demand**, the courses in Bakery and Pastry were proposed.

The courses designed are as follows:

- | | |
|---------------------------|----------------------|
| 1. Certification Course – | Duration of 3 months |
| 2. Diploma Course – | Duration of 6 months |
| 3. Diploma Course – | Duration of 9 months |

Based on the general guidelines received from the industry experts the key areas were identified which needed focus and how the courses could be constituted in terms of syllabus, duration, assessment, Certification, etc. .

The objectives identified for the Courses were as follows:

1. Introduction to Bakery as a Subject - importance of knowing the basics, the equipment, ingredients, etc. Specialty of Bakery and pastry in comparison to general culinary.
2. Bakery and Pastry equipment are of very special nature. Understanding the equipment design and utility factors are vital for learning and mastering the skills. The Courses will cover major and minor aspects of the science involved in the Bakery in culinary
3. Ingredients & Raising Agents are special for bakery and pastry which differentiate them from general culinary. Under this subject there are several knowledge facets which are very essential. The courses will focus on all the aspects
4. The importance of ingredients and different types of each of them will be the major areas of study and learning.
5. Forms, shapes, textures and variety of other features important in Bakery and Pastry products are covered both in theory and practical sessions
6. Safety procedures – general and special – will be part of the course lessons.
7. Several varieties of bakery and pastry products – how they are made, what are the ingredients. Creating variants from generic products. All of these the students would need to know and they are covered in detail – depending on the levels of courses that they undergo.
8. Levels of knowledge and skills for different courses - Certification and Diploma
9. Practical sessions – the main part of the course. Allocation of time for each learning block, assessment of learning, student self trials, presentation skills etc., will be essential parts of the course curriculum and syllabus.
10. Assessment & Certifications – the design of the assessment modules and the patterns are made to match both the theory and practical lessons. The assessment is focused both on the concepts and the specifics depending upon the requirements.

The overall curriculum and the syllabus are thus aimed at making the students learn the skills and to be confident of what they learn.

The Courses were designed measuring the needs of Certification Courses & Diploma Courses. There were several rounds of informal meetings among the Chefs involved in practical and theory sessions and a final meeting was then held to firm up the whole process findings to arrive at the Curriculum and syllabus for Certification and Diploma Courses for Bakery and pastry

2. AHLEI Courses

It was proposed by Mr. M. Prabu, Head of the Department, HMCT that AHLEI Courses would add significant value to the student's knowledge and support their skills. These courses could be offered to Degree students simultaneously so that when the students complete their Degree they would have the certification of their knowledge and skills from an institute like AHLEI, which is globally renowned. AHLEI Course modules, Course material and assessment modules are of the standard that matches the industry requirements.

AHLEI in principle expressed their intent to associate if the University decides to implement the courses which are:

AHLEI is ready to offer –

- **• 17 different Craft Level Programs of the Duration of the program 6 – 9 months**
- **• 5 Skill Programs**

17 Craft Level Programs - Duration of the program 6 – 9 months

1. Hospitality Today: An Introduction
2. The Lodging and Food Service Industry
3. Managing Technology in the Hospitality Industry
4. Hospitality Facilities Management and Design
5. Managing Front Office Operations
6. Managing Housekeeping Operations
7. Security & Loss Prevention Management
8. Management of Food & Beverage Operations
9. Planning and Control for Food and Beverage Operations
10. Managing Service in Food and Beverage Operations
11. Managing Beverage Operations
12. Food Safety: Managing with the HACCP System
13. Food Production Principal
14. Hospitality Industry Managerial Accounting
15. Hospitality Industry Financial Accounting
16. Hotel and Restaurant Accounting
17. Accounting for Hospitality Managers

5 Skill Programs

- Front Desk Representative
- Maintenance Employee
- Guestroom Attendant
- Restaurant Server
- Kitchen Cook

Objectives of the Courses

- Delivering of quality hospitality education, training and professional International certification that serves the needs of hospitality schools and industries worldwide.
- Providing materials for all levels of hospitality personnel which are updated to match the needs of the industry in the current scenario.
- Validation of competencies in conjunction with academia and industry experts for more than 20 positions in the hospitality industry; designations from front-line to general manager.
- Serve the needs of learning institutions and hotel organizations through 74 licensed affiliates in 45 different countries.



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