



SENIOR SCHOOL
CURRICULUM
2016-17

VOLUME-IV
(PART-6)

Hospitality and
Tourism Based Courses

CENTRAL BOARD OF SECONDARY EDUCATION

“SHIKSHA KENDRA”, 2, COMMUNITY CENTRE, PREET VIHAR, DELHI – 110 301”

HOSPITALITY AND TOURISM BASED COURSES

1. FOOD PRODUCTION
 2. FOOD AND BEVERAGE SERVICES
 3. BAKERY AND CONFECTIONERY
 4. FRONT OFFICE OPERATIONS
 5. TRAVEL AND TOURISM
 6. SECURITY
-

FOOD PRODUCTION

Introduction

Course Objectives

1. To develop interest and attitudes in hospitality industry.
2. To develop sufficient trained manpower for Hotels, Motels, Restaurants, Railway Catering Services, Flight Catering Services etc.
3. To assist in the tourism development programmes.
4. To develop necessary employable skills in the students.
5. To develop entrepreneurship.

**CLASS–XI
ELECTIVE
FOOD PRODUCTION–I (734)
THEORY**

Time: 3 Hours

Marks: 60

- | | | |
|-----------|---|----------|
| 1. | Introduction to Hospitality Industry | 2 |
| |) Introduction. | |
| |) Growth of Hotel industry. | |
| |) Introduction to sectors of F&B industry. | |
| |) Commercial catering and others. | |
| 2. | Introduction to Kitchen Department | 3 |
| |) Various sections of kitchen. | |
| |) Levels of skills. | |
| |) Attitude and behaviour in the kitchen. | |
| |) Uniform and protective clothing. | |
| 3. | Equipments and Fuels used in the Kitchen | 3 |
| |) Classification of equipments. | |
| |) Care and maintenance. | |
| 4. | Culinary History | 3 |
| |) Origin of modern cookery. | |
| |) Continental cuisine (introduction only). | |
| |) Indian cuisine (introduction only). | |
| 5. | Hierarchy | 5 |
| |) Classical brigade. | |

)	Role of executive chef.	
)	Duties and responsibilities of various chefs.	
)	Modern staffing.	
6.	Functioning of Kitchen	3
)	Coordination between various sections of kitchen.	
)	Coordination between Food Production and other departments.	
7.	Introduction to Cookery	4
)	Aims and objectives of cooking food.	
)	Various textures.	
)	Techniques used in pre-preparation.	
)	Techniques used in preparation.	
8.	Methods of Cooking Food	6
)	Methods of heat transfer.	
)	Classification.	
)	Moist heat methods.	
)	Dry heat methods.	
)	Medium of fat.	
9.	Vegetable and Fruit Cookery	4
)	Classification of vegetables.	
)	Pigments and colour changes.	
)	Effect of heat on vegetables.	
)	Fruits.	
10.	Stocks	8
)	Definition.	
)	Types of stock.	
)	Classification.	
)	Standards of a good stock.	
11.	Sauces	8
)	Definition.	
)	Components of sauces.	
)	Mother sauces or basic sauces.	
)	Quality standards for sauces.	
)	Uses of sauces.	
12.	Soups	8
)	Definition.	
)	Classification with examples.	

13. Eggs	3
) Structure of egg.	
) Selection of an eggs.	
) Uses of eggs.	

PRACTICAL

Time: 2 Hours

Marks: 40

1. Introduction to Kitchen	2
) Equipments – identification, description, uses and handling.	
) Hygiene, kitchen etiquettes and practices.	
) Knives – parts of a knife, knife handling and coding of knives.	
) Safety and security in kitchen.	
2. Cuts of Vegetables	2
) Longish cuts (julienne, batons, frit).	
) Dices (brunoise, macedoine, parmentiere).	
) Fancy cuts (payssane, diamonds, oblique, shred, turning).	
) Mirepoix.	
3. Basic Cooking Methods and Pre-Preparations	4
) Blanching.	
) Preparation of tomato concasse.	
) Boiling of vegetables.	
) Frying.	
4. Starch Cooking – Potatoes, Rice and Pasta	2
5. Stocks	2
) White stocks.	
) Brown stocks.	
) Fish stock.	
) Vegetable stock.	
6. Sauces – Basic Mother Sauces	2
7. Soups	2
) Cream soups, puree soups and veloutes.	
8. Egg Cookery	2
) Preparation of variety of egg dishes Boiled, fried, poaches, scrambled and omelettes.	
9. Vegetable Accompaniments	2
) Basic methods of cooking applied.	

-) Boiled vegetables.
-) Glazed vegetables.
-) Fried vegetables.
-) Stewed vegetables.
-) Baked vegetables.

10. Demonstration and Preparation of Ten Simple Menus

20

**CLASS–XI
ELECTIVE
FOOD PRODUCTION–II (735)
THEORY**

Time: 3 Hours

Marks: 60

Unit–1: Hygiene

18

-) Personal Hygiene. 3
-) Environmental Hygiene. 2
-) Food storage and causes of contamination. 3
-) Food borne illnesses. 5
-) Food poisoning. 3
-) Garbage disposal. 2

Unit–2: Commodities

42

1. **Sugar** 3
 -) Introduction.
 -) Types of sugar.
 -) Role of sugar in cooking.
 -) Function of sugar.
 -) Storage of sugar.
2. **Salt** 3
 -) Introduction.
 -) Types of salt.
 -) Role of salt in cooking.
 -) Storage and handling.
3. **Herbs, Spices and Condiments** 3
 -) Herbs - Types, description and uses.
 -) Spices - Types, description and uses.
 -) Condiments - Types, description and uses.
4. **Raising Agents** 4
 -) Classification of raising agents.
5. **Thickening Agents** 3

)	Factors.	
)	Types of thickening agents.	
6.	Milk		3
)	Nutritive value of milk	
)	Procession of milk.	
)	Types of milk.	
)	By products.	
7.	Cream		3
)	Introduction	
)	Composition of cream.	
)	Manufacture of cream.	
)	Uses of cream.	
)	Types of cream.	
8.	Butter		3
)	Introduction.	
)	Processing of butter.	
)	Types of butter.	
9.	Cheese		4
)	Introduction.	
)	Manufacture of cheese.	
)	Classification of cheese.	
)	Uses of cheese.	
)	Cheese varieties and descriptions.	
10.	Flour		4
)	Introduction.	
)	Structure of wheat.	
)	Milling of wheat.	
)	Storage of flour.	
)	Types of flour.	
11.	Rice		3
)	Introduction.	
)	Processing of rice.	
)	Types & forms of rice.	
12.	Cereals		3
)	Introduction.	
)	Types of cereals.	
13.	Pulses		3
)	Introduction.	

) Types of pulses.

PRACTICAL

Time: 2 Hours

Marks: 40

- 1. Basic Cutting Techniques** 2
Slicing, chopping and mincing of various vegetables
(to be practised thoroughly by all students).
- 2. Basic Indian Gravies** 1
Introduction and demonstration.
- 3. Preparation of General Gravy** 1
- 4. Preparation of White/Shahi Gravy** 2
- 5. Preparation of Makhani Gravy** 2
- 6. Preparation of Kadhai Gravy** 2
- 7. Preparation of Rice** 2
Boiled (drainage and absorption method).
) Jeera Pulao.
) Vegetable Pulao.
- 8. Preparation of Simple Vegetable Dishes** 2
Aloo Matar, Aloo Gobhi, Matar Paneer, Bhindi Masala etc.
- 9. Preparation of Various Dals, Choole etc.** 2
- 10. Preparation of Indian Breads Phulka, Poori, Parathas, Stuffed Parathas etc.** 2
- 11. Preparation of Simple Indian Sweets Kheer, Payeshpayasam, Phirnee, Halwa etc.** 2
- 12. Demonstration Preparation of 10 Sets of Menus Containing Indian Regional Item (30-40 Dishes).** 20
Preparation of all 10 menus by student and further repetition of all the menus to attain proficiency.

CLASS–XI

GENERAL FOUNDATION COURSE (501) (Common for Food Production, Food and Beverage Services, Bakery and Confectionery and Front Office Operations)

Time: 3 Hours

Marks: 100

Part–I: (Compulsory to all Vocational Courses)

Marks: 50

- A. Business Management and Entrepreneurship** 30
 - (a) Entrepreneurship Orientation** 5
Importance and relevance in real life: Emphasis on self employment.
 - (b) Entrepreneurship Values and Attitudes** 5
Innovativeness, Independence, Risk Taking, Analytical ability.

- (c) **Entrepreneurial Motivation** 5
Achievement Planning, personal efficacy, entrepreneurial goal setting.
- (d) **Launching of a Business Venture** 15
Identification of project, steps in setting up a business, information about various institutions providing assistance, project formulation.
- B. Computational Skills** 10
- (a) Percentage, ratio & proportion, profit & loss, discount, simple and compound interest, population growth and depreciation of value of articles using logarithm. 6
- (b) Area and volume: rectangle, parallelogram, circle, cube, cone, cylinder & sphere. 4
- C. Environmental Education** 5
- (a) Environment and the society.
- (b) Environment properties risks in different economic enterprises, in use of raw materials, in processing / manufacturing and designing.
- (c) Poverty and environment.
- D. Rural Development** 5
- (a) Agriculture, the back bone of Indian Economy.
- (b) Rural development projects in India including Integrated rural development programme.
- (c) Agro based rural industries.
- (d) Community approach to rural development.

Part-II

Marks: 50

Catering Management 15

Evolution & growth of Catering Industry, Importance, scope & branches of industry - Hotels, Motels, Inns, Commercial Hotels, Resort Hotels, Institutions, Hostels, Hospitals & Industrial Catering, Snack Bars, Railway Catering, Flight Catering.

Organisation 20

Structure of the different departments, Staff organisation & functions in a Hotel - the type of relationship in the organisation. Duties & responsibilities of staff.

Basic Accounts 15

Journal, Ledger and Cash book.

CLASS-XII ELECTIVE FOOD PRODUCTION-III (734) THEORY

Time: 3 Hours

Marks: 60

Unit-1: Kitchen Organization and Layout 5

-) Kitchen organization.
-) General layout of kitchen in various organizations.
-) Layout of receiving areas.
-) Layout of service and wash up.

Unit-2: Haccp	5
) Introduction.	
) Importance of HACCP.	
) Critical control points in HACCP.	
Unit-3: Larder	6
) Introduction.	
) Functions of the larder.	
) Sections of larder.	
) Duties and responsibilities of larder chef.	
Unit-4: Fish Cookery	10
) Classification of fish with examples.	
) Cuts of fish.	
) Selection of fish and shell fish.	
) Cooking of fish.	
Unit-5: Meat Cookery	10
) Introduction to meat cookery.	
) Slaughtering of meat.	
) Common poultry, lamb/mutton & cuts.	
) Selection of meat products.	
) Variety meats (offal).	
Unit-6: Appetizers and Salads	6
) Classification of appetizers with examples.	
) Components of salad.	
) Types of salad.	
) Salad dressings.	
Unit-7: Sandwiches	3
) Parts of a sandwich.	
) Types of sandwiches.	
) Types of bread and fillings used.	
Unit-8: Introduction to Bakery and Confectionery	10
) Raw Materials used in Bakery & Confectionery.	
) Method of:	
(i) Bread Making.	
(ii) Cake Making.	
(iii) Pastry Making.	
) Different Types of Cookies.	
Unit-9: Culinary Terms	5

PRACTICAL

Time: 2 Hours

Marks: 40

To formulate 20 sets of menus keeping in mind the following points

1. One menu may contain 3-4 dishes. Each student is required to prepare four portions of each dish in a menu.
2. 5 sets of menu to be formulated from the dishes covered in class XI Continental practical.
3. 10 sets of menu may be formulated from the traditional recipes.
4. 5 sets of menu should be based on the latest food trends in the hotel industry.

Bakery and Confectionery

1. Two varieties of breads.
2. Two varieties of cookies.
3. Two varieties of decorated cakes.
4. Jam tart, chocolate éclairs.

CLASS–XII ELECTIVE FOOD PRODUCTION–IV (735) THEORY

Time: 3 Hours

Marks: 60

Unit–1: Quantity Food Production (Bulk Cooking)

3

-) Institutional Catering.
-) Railway/Airlines.
-) Hospital Catering.

Unit–2: Menu Planning for Bulk Cooking

5

-) Types of menu.
-) Principles of menu planning.
-) Planning menus for various occasions (application).

Unit–3: Indenting

9

-) Introduction.
-) Principles of indenting.
-) Importance of indenting.
-) Portion sizes of common food items.
-) Indenting for menus (applications).

Unit–4: Purchasing and Storing

6

-) Purchasing.
-) Storage.

Unit–5: Food Costing

10

-) Importance of food costing.
-) Elements of cost (food cost, labour cost and over heads).

-) Calculation of food cost.
-) Calculation of labour cost.
-) Calculation of overheads.
-) Calculation of kitchen profit/gross profit, after wage profit and net Profit.
-) Expressing each element as percentage of sales.

Unit-6: Food Cost Control **9**

-) Importance of food cost control.
-) Factors affecting food cost.
-) Portion control.
-) How to control food cost.

Unit-7: Indian Regional Cuisine **9**

-) Introduction to Indian regional cuisine.
-) Heritage of Indian cuisine.
-) Factors in influencing the eating habits in different parts of the country.
-) Common/popular regional cuisines of India.

Unit-8: Indian Regional Cuisine of the following states on the following grounds **9**

-) Geo graphical Location.
-) Staple Food.
-) Festival.
-) Features.
-) Special Dishes.
 - (i) Kashmiri.
 - (ii) Punjabi.
 - (iii) Bengali.
 - (iv) Gujrati.
 - (v) Gaon.
 - (vi) Maharashtraian.
 - (vii) Hyderabad.
 - (viii) South Indian.
 - (ix) Indian Breads.
 - (x) Indian Sweets.

PRACTICAL

Time: 2 Hours

Marks: 40

To formulate 20 sets of menus keeping in mind the following points

1. Each set of menu must have at least 4 items, including an Indian bread and/or sweet.
2. Minimum 40 portions to be prepared by the students, working in group of 3-4 students.
3. 5 sets of menu to be formulated from the dishes covered in class XII indian cuisine practical.

4. 10 sets of menu may be formulated from the traditional recipes.
5. 5 sets of menu should be based on the latest food trends in the hotel industry.

Tandoor

1. Introduction.
2. Working of Tandoor.
3. Preparation of 3 Indian breads and two simple kebabs.

CLASS–XII
GENERAL FOUNDATION COURSE (501)
 (Common for Food Production, Food and Beverage Services,
 Bakery and Confectionery and Front Office Operations)

Time: 3 Hours

Marks: 100

Part–I: (Compulsory to all Vocational Courses)

Marks: 50

A. Business Management and Entrepreneurship 30

Management of Business

Elementary treatment/exposure to basic conceptual frame work of the topic listed below:

- | | | |
|-----|------------------------|---|
| (a) | Basic Function. | 6 |
| (b) | Marketing Management. | 6 |
| (c) | Financial Management. | 6 |
| (d) | Production Management. | 6 |
| (e) | Personnel Management. | 6 |

B. Computational Skills 10

- | | | |
|----|--|---|
| 1. | (a) Solution of linear equations and their application to problem of commercial mathematics. | 5 |
| | (b) System of linear equations and in equation in two variables. Applications in formation of simple linear programming problems. | |
| 2. | Statistics: Raw data, bar charts and Histogram; Frequency Tables; Frequency Polygon; Ogive; Mean, Median and Mode of ungrouped and grouped data; Standard Deviation; Introduction to Mortality tables; Price Index etc. Introduction to Computers. | 5 |

C. Environmental Education & Rural Development 10

- | | | |
|----|---|---|
| 1. | Environmental Education | 5 |
| | (a) Modernisation of agriculture and environment, irrigation, water logging, use of fertilisers, pesticides, soil erosion, land degradation (desertification and deforestation), silting and drying of water resources. | |
| | (b) Rational utilisation, conservation and regeneration of environmental resources (soil, air, water, plant, energy, minerals). | |
| 2. | Rural Development | 5 |
| | Principles and goals of rural development, major problems/constraints in rural development in India. | |

Part–II

Marks: 50

- | | | |
|----|---|----|
| 1. | Catering Management:
Principles of purchasing & purchasing procedures. | 10 |
|----|---|----|

2.	Principles of receiving, storing, issuing.	15
3.	Accounting. Trading account, profit & loss account & balance sheet.	15
4.	Selling skills in catering industry.	10

LIST OF RECOMMENDED BOOKS

1. Food Production–III, Text Book, Class–XII, Published by CBSE.
2. Food Production–IV, Text Book, Class–XII, Published by CBSE.
3. Food Production–IV, Practical Manual, Class–XII, Published by CBSE.
4. Food Production–III, Practical Manual, Class–XII, Published by CBSE.
5. Food Production–I, Practical Manual, Class–XI, Published by CBSE.
6. Food Production–I, Class–XI, Published by CBSE.
7. Food Production–II, Practical Manual, Class–XI, Published by CBSE.
8. Food Production–II, Class–XI, Published by CBSE.
9. Modern Cookery by Mrs. Thangam Philips.
10. Understanding Foods by Kotchivar & Cessarani.
11. Practical Cookery by Kinton & Cessarani.
12. Theory of Cooking (Student text book) by Mrs. K. Arora (Frank Bordhin).
13. Basic Food Preparation, Department of Food & Nutrition (Student textbook), Lady Irwin College (Longman).

REPETITION OF ALL THE MENUS BY THE STUDENTS TO ATTAIN PROFICIENCY SUGGESTED LIST OF EQUIPMENTS (For a batch of 20 students)

Name of the Equipment	Qty.
Kitchen	
1. Gas Cooking Range with oven and grill.	3 nos.
2. Two gas burners (double).	7 nos.
3. Stainless steel sinks (double with drains board).	3 nos.
4. Mixer e.g. Sumeet.	1 no.
5. Refrigerator (double door).	290 ltr. 2 nos.
6. Pressure Cooker.	7.5 ltr. 1 no.
7. Weighing scale.	(app. 5 kg.) 1 no.
8. Heavy duty pot with lid (S.S.).	20 litres 1 no.
9. Pastry cutter (set).	2 nos.
10. Palatte knife (set).	5 nos.
11. Patty tins.	20 nos.
12. Tablespoons (S.S.).	20 nos.
13. Forks (S.S.).	20 nos.
14. Cake Tins (Assorted).	20 nos.

15. Cooling Racks.	(S.S. 25 cm × 20 cm.	10 nos
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Small Equipment

Measuring Jug (S.S.).	1 ltr.	2 nos
S.S. Basin.	30 cm.	10 nos.
Soup stainers (stainless steel).		10 nos.
Brass or heavy gauze (Al. pan with lid 25 cm dia.).		10 nos.
Brass or heavy gauze (Al. pan with lid 20 cm dia.).		10 nos.
Rolling pins.	35 cm	10 nos.
Flat spoons.	30 cm	10 nos.
Frying spoons.	30 cm	10 nos.
Round spoons.	30 cm	10 nos.
Wooden spoons.	30 cm	10 nos.
Aluminium pie dish.	20 cm × 15 cm	20 nos.
S.S. Mugs.	500 ml	20 nos.
Jelly moulds.	500 ml	10 nos.
Karai (Black iron).	20 cm	10 nos.
Frypan (aluminium).	20 cm	10 nos.
Iron tawa.	25 cm	10 nos.
Thalis (S.S.).	30 cm	20 nos.
Nylocast chopping board.	45 × 30 × 2.5 cm	10 nos.
Stainless steel graters.		10 nos.
Al. stock pot with lid.	20 lts.	2 nos.
Atta sieve 30 cm dia.		5 nos.
Stainless steel trays.	60 × 60 cm	5 nos.
Lime squeezer (aluminium).		6 nos.
Piping bags with star nozzle.		10 nos.
Garbage bins with lid (syntex medium size).		4 nos.
Potato peeler.		10 nos.
Egg beater (S.S.).		10 nos.

Furniture

) Demonstration S.S. table with shelve one locking drawer for one set of small. equipment 180 × 990 cm.		1 no.
) Working table for general use, storage of equipment stainless steel. tops 75 × 75 × 80 cm.		10 nos.
) Work table with Cupboard for storing equipment and general use.		2 nos.
) Black Board 180 × 120 cm.		1 no.
) Grinding stones.		2 Nos.



FOOD AND BEVERAGE SERVICES

Preamble

The food service industry is fast growing and ever changing. The development of Catering Institutions has closely followed the changes in food habits of people. Food changes are determined by socio-economic conditions and demographic shifts. Industrialization, Migration and International trade have resulted in greater employment for both men and women outside home. This led to increased need for people to depend on various food services operational for their meals outside their homes.

The Vocational Course in "Food and Beverage Services" is designed with the following objectives:

1. To develop skills of entrepreneurship in food service management.
2. To find employment as food production personnel and assistant manager in small scale food service unit.
3. The course enables the students to establish and manage a small scale food service unit. It provides them with the necessary knowledge and skill to run and control all operations in the unit.
4. It also equips the student to find employment in canteens, restaurants, hostel, railway catering and mobile catering.
5. It also helps to develop culinary skills.
6. The course can attain its objective only if it is taught by skilled teacher and the prescribed infrastructure provided by the school.
7. The school should also negotiate with neighborhood food service units for on-the-job training.

Introduction

1. To develop interest and attitudes in hospitality industry.
2. To develop sufficient trained manpower for Hotels, Motels, Restaurants, Railway Catering Services, Flight Catering Services etc.
3. To assist in the tourism development programmes.
4. To develop necessary employable skills in the students.
5. To develop entrepreneurship.

CLASS–XI
ELECTIVE
FOOD SERVICE (736)
THEORY

Time: 3 Hours

Marks: 60

Unit–1: The Hotel and Catering Industry

2

-) Introduction to the hotel Industry.
-) Brief history of the growth of the hotel industry.

Unit–2: Introduction to Sectors of the F & B Industry

9

1. Profit oriented/Commercial.
 - (i) Restricted Market.
 -) Transport Catering.

-) Clubs.
-) Private catering.
-) Industrial (Contract).
- (ii) General Market.
 -) Hotels/Restaurants/Pubs/Bars.
 -) Take away/Retail stores/Home delivery/Banqueting.
 -) Conferences/Hotel highway Eateries & Railways cruise/Airlines.
 -) Service counters/ODC/Fast food.
- 2. Cost provision restricted market social oriented food services, Institutional catering/schools/prisons/hospital/ armed forces/industrial (own catering)/institutes & colleges.

Unit-3: Departmental Organization & Staffing

6

-) Organization & Hierarchy of the F & B department of (a) Hotels (b) Industrial Food service (c) Department Stores (d) Fast Food Restaurant.
-) French/American/English terms related to F & B staff.
-) Duties and responsibilities of F & B staff Manager, Sr. Captain, Captain, Steward, Assistant Steward.
-) Attributes of waiting staff.
-) Inter and Intra department relationships. Coordination with Housekeeping, Kitchen, personnel, time office, Engineering, Front Office, Kitchen stewarding, Dish Washing.

Unit-4: Food Service Areas

7

-) Specialty Restaurants.
-) Coffee Shop.
-) Cafeteria.
-) Fast Food.
-) Room Service and Mini Bar.
-) Banquet.
-) Bar.
-) Vending Machines.

Ancilliary Departments

-) Pantry.
-) Food pick up area.
-) Store.
-) Kitchen stewarding.
-) Dish Washing.

Unit-5: F & B Service Equipment

6

Familiarization of

-) Cutlery.
-) Crockery.
-) Glassware.
-) Flatware.

) Linen.

Hollow Ware

) Table cloth.

) Slip cloth.

) Moulton.

) Napkins.

) Waiter's cloth.

) Tea and glass cloth.

) Frills.

) Buffet cloth.

Furniture

) Table.

) Chair.

) Side board.

Unit-6: Forms of Service

6

) Full Silver Service.

) Pre Plated/American Service.

) Russian Service.

) English Service.

) Gueridon Service.

) Cafeteria Service.

) Buffet Service.

) Snack Bar Service.

) Grill Room Service.

Unit-7: Meals of the Day

3

) Early Morning Tea.

) Breakfast.

) Brunch.

) Lunch.

) Afternoon/High Tea.

) Dinner.

) Supper.

Unit-8: Menu Planning

6

) Origin of Menu.

) Rules to be observed for Planning Menus.

) Types of Menu.

(i) Tabled Hotel/A'la carte.

(ii) Cyclic.

- (iii) Plat du jour.
- (iv) Cartedu jour.
- (v) Banquet menu.

Unit-9: French Classical Menu

12

-) Eleven courses of the menu.
-) Sequence.
-) Examples from each course.
-) Cover of each course.
-) Accompaniments.

Unit-10: French Culinary Terms

3

PRACTICAL

Time: 2 Hours

Marks: 40

- | | |
|--|---|
| 1. Familiarization of Cutlery. | 1 |
| 2. Familiarization of Crockery. | 1 |
| 3. Familiarization of Glassware. | 1 |
| 4. Familiarization of Hollow ware and Flatware. | 1 |
| 5. Familiarization of furniture. | 1 |
| 6. Familiarization of ancillary areas of F & B Dept. | 1 |
| 7. Familiarization of Linen used in the F & B Dept. | 1 |
| 8. Handling of trays and salvers. | 1 |
| 9. Mise en scene – Laying and relaying of Table cloth. | 1 |
| 10. Mise en Place. | 2 |
| 11. Service of water. | 1 |
| 12. Holding and use of Service Spoon and Fork. | 2 |
| 13. Sequence of service/taking orders. | 4 |
| 14. Service of Food – Silver Service. | 4 |
| 15. Laying tables for Different Meals. | 6 |
| 16. Lunch Service. | 8 |
| 17. Pre Plated Service. | 4 |

**CLASS-XI
ELECTIVE
BEVERAGE SERVICES (737)
THEORY**

Time: 3 Hours

Marks: 60

Unit-1: Beverages

4

-) Introduction.

Unit-2: Classifications of Beverages	4
) Non-Alcoholic Beverages.	
) Alcoholic Beverages.	
Unit-3: Non Alcoholic Beverages Tea	12
) Origin and Manufacture.	
) Types of Tea.	
) Herbal Tea.	
) Storage of tea.	
) Golden Rules of tea making.	
Unit-4: Coffee	12
) Origin and Manufacture.	
) Types of Coffee.	
) Rules of making good Coffee.	
) Storage of coffee.	
) Laced of fee.	
Unit-5: Refreshing Drinks	6
) Aerated Waters.	
(i) Soda.	
(ii) Tonic.	
(iii) Bitter.	
(iv) Dry Ginger.	
(v) Coca Cola.	
(vi) Orange Flavoured.	
(vii) Lemon.	
) Natural Spring and Mineral Waters.	
) Squashes.	
) Syrups.	
Unit-6: Nourishing Drinks	4
) Juices	
(i) Fresh Juices.	
(ii) Canned Juices.	
) Milk Base	
(i) Milk Shakes.	
(ii) Ice Cream Shakes.	
(iii) Lassi Sweet or Salted.	
(iv) Thandai (Indian Milk drink with almonds, black pepper, etc.).	
(v) Cold Coffee with or without Ice Cream.	

- (vi) Malt Beverages, Chocolate, etc.
- (vii) Cold Milk or Hot Milk (with full fat or skimmed or toned).
-) Punches and Mocktails.

Unit-7: Mocktails or Non Alcoholic Mixed Drinks **6**

-) Meaning of word Mocktail.
-) Ingredients used in making mocktails.
-) Methods of making mocktails.
-) Famous Mocktails.
-) Rules for making good mocktails.

Unit-8: Cocoa **8**

-) Meaning of word Cocoa and Introduction.
-) Processing of Cocoa.
-) Collection of Cocoa products.
-) Fermentation.
-) Drying.
-) Roasting.
-) Winnowing.
-) Dutch Processing.
-) Grinding.
-) Extraction.
-) Different species of Cocoa.

Unit-9: Terminology Pertaining to Beverage Services **4**

PRACTICAL

Time: 2 Hours

Marks: 40

- | | |
|--|---|
| 1. Drawing Glassware. | 2 |
| 2. Service of Water/Bottled Water/Mineral Water. | 3 |
| 3. Service of Tea. | 4 |
| 4. Service of Coffee. | 4 |
| 5. Service of Lassi and Butter Milk. | 4 |
| 6. Service of Juices. | 4 |
| 7. Service of Cold Coffee/Milk Shakes. | 6 |
| 8. Service of Beverages in Rooms. | 5 |
| 9. Preparation of Instant Tea. | 4 |
| 10. Preparation of Instant Coffee. | 4 |

CLASS–XI
GENERAL FOUNDATION COURSE (501)
(Common for Food Production, Food and Beverage Services,
Bakery and Confectionery and Front Office Operations)

(Refer to page 8)

CLASS–XII
ELECTIVE
FOOD SERVICE (736)
THEORY

Time: 3 Hours

Marks: 60

Unit–1: Breakfast Service	10
Types of Breakfast	
) Continental Breakfast.	
) American Breakfast.	
) English Breakfast.	
) Indian Breakfast.	
Unit–2: Simple Control System	8
) Kot/Bill Control System.	
) Special Kot (EnPlace, No Etc.).	
) Restaurant Sales Control Kot, Bill.	
Unit–3: Room Service	8
) Types of Room Service.	
) Order Taking and Telephone handling.	
) Room Service Door Knob Card.	
Unit–4:	12
Banquets and Buffet	
) Introduction.	
) Types of Banquets– formal/semi formal/informal.	
Types of Buffets	
) Finger Buffet.	
) Fork Buffet.	
) Break Fast Buffet.	
) Sit Down Buffet.	
Unit–5: Pantry Operations	14
) Importance.	
) Organization chart.	

-) Layout.
-) Common equipments.
-) Popular Dishes prepared in a pantry.

Unit-6: Kitchen Stewarding **4**

-) Introduction.
-) Importance.
-) Machines used.
-) Care of inventory.

Unit-7: Situation Handling **4**

-) Handling complaints.
-) Procedure during a Fire accident.
-) Dealing with a bomb threat /terrorist attack.

PRACTICAL

Time: 2 Hours

Marks: 40

- | | | |
|----|---|---|
| 1. | Recap–Mise-en-Place. | 4 |
| 2. | Recap & Practice of Silver Service. | 8 |
| 3. | Recap & Practice of Tray & Salver Handling. | 4 |
| 4. | Recap–Laying Table for Different Meals. | 4 |
| 5. | Room Service Tray and Trolley Setup. | 4 |
| 6. | Setting up Various Buffets. | 2 |
| 7. | Service of Indian Regional Dishes. | 6 |
| 8. | Dinning Etiquettes & Table Manners. | 2 |
| 9. | Pantry Operations. | 6 |

Note: Students to undergo practical Food Service training during lunch hour on rotational basis.

CLASS–XII ELECTIVE FOOD AND BEVERAGE COST AND CONTROL (737) THEORY

Time: 3 Hours

Marks: 60

Unit-1: Food Cost Control **6**

-) Introduction to Control.
-) Definition.
-) Objective and Advantages of Cost Control.
-) Obstacle to Food and Beverage Controls.
-) Limitation of Cost Control.

) Methodology and Phases of Cost Control.	
) Essentials of Cost Control.	
Unit-2:	Cost and Costing	8
) Elements of Cost:	
	(i) Food Cost.	
	(ii) Labor Cost.	
	(iii) Over Heads.	
) Break Even Point.	
Unit-3:	Introduction to Cost Control Cycle	4
) Purchasing.	
) Receiving.	
) Storing.	
) Issuing.	
) Production Control.	
) Sales Control.	
Unit-4:	Beverage Control	4
) Beverage Sales Control.	
) Beverage Order Ticket (BOT).	
) Beverage Cheque.	
) Beverage Summary Sheet.	
) Beverage Sales Summary Sheet.	
) Visitors Tabular Ledger/NCR.	
) Guest Weekly Book/Day Book/NCR.	
Unit-5:	Purchasing	6
) Definition.	
) Aims of Purchasing.	
) Purchasing Staff.	
) Selection of suppliers.	
) Types of food purchased.	
) Quality Purchasing.	
) Standard Purchase Specification (SPS).	
) Purchase Methods.	
) Controls in Purchasing.	
) Purchase Order.	
Unit-6:	Receiving	6
) Introduction.	
) Receiving Staff.	
) Equipments for receiving.	

-) Documents provided by Suppliers.
-) Quotation.
-) Delivery Note.
-) Bill/Tax Invoice.
-) Credit Note.
-) Records maintained in Receiving Department.
-) GRB.
-) Meat Tag.
-) Controls in Receiving.
-) Receiving Procedure.
-) Blind Receiving.
-) Frauds in Receiving.

Unit-7: Storage Control

6

-) Aims and Objectives.
-) Store Room Staff.
-) Location and Layout.
-) Arrangement of Food.
-) Inventory Control.
-) Stock Levels.
-) Records maintained.
-) Stock Taking.
-) Controls in Storage.

Unit-8: Issuing Control

6

-) Indenting.
-) Transfer Notes.

Unit-9: Production Control

6

-) Standard Recipe.
-) Standard Portion Size.

Unit-10: Sales and Revenue Control

8

-) Process for receiving payments by various modes:
 - (i) Cash.
 - (ii) Travelers Cheque.
 - (iii) Credit Card.
 - (iv) Debit Card.
 - (v) Credit Sale (Companies).
 - (vi) Travel Agents, etc.
-) ECR
-) NCR
-) POS

) Cash Handling.

PRACTICAL

Time: 2 Hours

Marks: 40

Unit-1: Food Cost Control

10

Numerical on:

-) Food Cost (material cost).
-) Labor Cost.
-) Over heads.
-) Total Cost.
-) Food Cost Percentage.
-) Labor Cost Percentage .
-) Over Heads Percentage.
-) Total Cost Percentage.

Unit-2: Cost and Costing

12

Numerical on:

-) Food and Beverage departmental Profit and Loss account.
-) Profit and Loss account under the Net profit Method of Food and Beverage department.
-) Trading and Profit and Loss account of Food and Beverage department.
-) Profit /Volume (P/V) ratio.
-) Break Even Chart.
-) Break Even Point (in units).
-) Break Even Point (in Rs).
-) Margin of safety.
-) Profit at Maximum Level.

Unit-3: Beverage Control

8

-) Beverage Sales Control Chart .
-) Bar Order Ticket (B.O.T.).
-) Restaurant Check.
-) Restaurant Sales Summary Sheet Numericalon.
-) Guest Weekly Bill/DayBook.
-) Visitor's Tabular Ledger (V.T.L).

Unit-4: Assignment: Preparation 'Beverage Control System Flow Chart' with each step explained in detail.

10

CLASS-XII

GENERAL FOUNDATION COURSE (501)

**(Common for Food Production, Food and Beverage Services,
Bakery and Confectionery and Front Office Operations)**

(Refer to page 13)

LIST OF RECOMMENDED BOOKS

- | | | |
|-----|--|---|
| 1. | Food & Beverage Cost & Control, Practical Manual, Class–XII. | Published by CBSE |
| 2. | Food Service–II, Practical Manual, Class–XII. | Published by CBSE |
| 3. | Food & Beverage Cost & Control, Class–XII. | Published by CBSE |
| 4. | Beverage Service, Practical Manual, Class–XI. | Published by CBSE |
| 5. | Food Service–I, Text Book, Class–XI. | Published by CBSE |
| 6. | Food Service–I, Practical Manual, Class–XI. | Published by CBSE |
| 7. | Food Service II, Class–XII, Text Book. | Published by CBSE |
| 8. | Beverage Service, Class–XI, Text Book. | Published by CBSE |
| 9. | Basic Food Preparation Manual. | Lady Irwin College |
| 10. | Modern Cookery, T. Phillip. | Institute of Catering & Hotel Mgmt.,
Mumbai, Vol. I & II |
| 11. | Food Service in Institution, West & Wood Shagarh, Hagar. | Edition V and VI. |
| 12. | Catering Management, Interpreted Approach, Mathur & Sethi, Iley Publication. | Edition I
Edition II |
| 13. | Food and Beverage Service Manual, Sudhir Andrews. | Inst. of Hotel and Catering Management,
Delhi |
| 14. | Sanitary Techniques in Food Service. | Mergert Langree |
| 15. | Experimental Cookery. | Griswold |
| 16. | Meal Management. | Margret Kinder |

SUGGESTED LIST OF EQUIPMENTS

(For a batch of twelve students)

S. No.	Name of Equipment	Detail	Qty.
1.	Baking oven.	Inalsa	2
2.	Refrigerator with freezer.		1
3.	Gas hot plates/burners.		12
4.	Mixi/Grinder.	Inalsa	3
5.	Weighing Scale.	Avery (2 kg)	3
6.	Pressure Cooker.	2 litre (Hawkins/Prestige)	12
		5 litre	2
		8 litre	2
7.	Steel Can (tea).	Canteen size	2

S. No.	Name of Equipment	Detail	Qty.
8.	Gas cylinders.		4
9.	Measuring jug and cups.		12
10.	Measuring spoons.	1/4 tsp, 1/2 tsp, 1 tsp	12
11.	Bowls medium (Stainless steel).		24
12.	Bowls small (S.S.).		24
13.	Thalis/plates assorted size (S.S.).		36
14.	Rolling pins.	40-50 m length	12
15.	Egg beaters.	Wire type 20-25 cms	12
16.	Wooden spoons.	30 cms	12
17.	Degchi (small).		12
18.	Degchi (medium and extra large).		12
19.	Seives (small).		4
20.	Seives (big).		4
21.	Bread knives.		4
22.	Kitchen knives.		12
23.	Chopping board.		12
24.	Baking trays.		24
25.	Biscuits cutters.	Assorted	36
26.	Cake moulds.	(Assorted)	12
27.	Sauce pans (heavy).		2
28.	Teflon pans.		12
29.	Piping bag and nozzles.	Assorted shape/size	12
30.	Jelly mould.		12
31.	Peelers (Stainless steel).		12
32.	Pastry boush.		12
33.	Trays (small, medium, large).		12
34.	Milk can.		1
35.	Tawas with wooden handle/non stick.		12(6)
36.	Parat (small and large).		12
37.	Grater (S.S.).		12
38.	Katories (Stainless Steel).		12
39.	Table spoon, desert spoon.		24 of each

S. No.	Name of Equipment	Detail	Qty.
	tea spoon (different forms) knives.		
40.	Tea strainers/big strainers.		4 + 4
41.	Masala Box.		6
42.	Dust Bin.		12
43.	Dinner set, lemon sch., tea sch.		1 each
44.	Pulp extractor.		2
45.	Gas lighters.		12
46.	Storage cans, Bottles and Jars.	Assorted sizes	3-4 dozs.
47.	Table linen and Hand towels.		2 sets
48.	Buckets.		6
49.	Chemicals (adulteration+Bottles testing).		12
50.	Test tubes and test tube stands.		100+12 (stands)
51.	Icebox (commercial)/Cooling unit.		1
52.	Soap dishes.		12
53.	Karahi (small, medium, extra large).		12
54.	Poni (small, medium, extra large).		12

S. No.	Furniture	Qty.
1.	Work tables.	12 nos
2.	Instructors table.	1 no.
3.	Storage cupboard for : Equipment, Stores, Crockery.	3 nos.
4.	Sink with draining boards.	12
5.	Syntex tank for water storage.	300 litres
6.	Exhaust fans.	4
7.	Tube light on working units.	6
8.	Trolleys for vegetable storage.	2
9.	Racks.	4
10.	Display Boards.	2
11.	Showcase.	1



BAKERY AND CONFECTIONERY

Introduction

The overall objectives of this course will be:

-) To acquire basic skills of Bakery and Confectionery.
-) To stimulate and lay foundation for further training in Bakery and Confectionery.
-) To create a pool of qualified and trained bakers and confectioners in the Hotels and Bakery and Confectionery industry.

CLASS–XI ELECTIVE BAKERY (751) THEORY

Time: 3 Hours

Marks: 60

Unit-1: Introduction to Bakery and Confectionery

8

-) Scope of bakery.
-) Organizational structure.
-) Units of measurements.
-) Bakery terms.
-) Basic equipment.
-) Baking temperatures for bread and confectionery.

Unit-2: Hygiene

6

-) Concept of hygiene and its importance in bakery.
-) Personal hygiene.
-) Work area hygiene.
-) Basic first aid.

Unit-3: Structure of Wheat Grain

7

-) Physical structure.
-) Longitudinal section.

Unit-4: Milling of Wheat

7

-) Wheat milling process.
-) Roller flour, stone mills.

Unit-5: Flour

8

-) Composition of flour.
-) Types of flour/ grades of flour.
-) Water absorption power.
-) Gluten.

Unit-6: Role of Raw Materials used for Bread Making

8

-) Essential: Flour, salt, yeast, water.
-) Optional: Sugar, eggs, milk and milk products, butter, oil etc.

Unit-7: Methods of Bread Making **8**

-) Straight dough method.
 - (i) Salt delay.
 - (ii) No time dough.
-) Sponge and dough method.

Unit-8: Characteristics of Good Bread **8**

-) External : Volume, symmetry, shape, colour.
-) Internal : Texture, aroma, clarity, elasticity.

PRACTICAL

Time: 2 Hours

Marks: 40

Unit-1: Basic Bread by Different Methods

-) Bread rolls. 4
-) Bread sticks. 4
-) Fancy Rolls. 4
-) White bread. 4
-) Brown bread. 4
-) Soft rolls. 4
-) Buns. 4
-) Milk bread. 4
-) Whole wheat bread. 4
-) Pizza. 4

CLASS-XI ELECTIVE CONFECTIONERY (752) THEORY

Time: 3 Hours

Marks: 60

Unit-1: Introduction to Confectionery **10**

-) Scope of confectionery.
-) Confectionery terms.
-) Small and large equipment used in bakery and confectionery.

Unit-2: Role of Raw Material Required for Confectionery **12**

-) Wheat, flour, sugar, fat, eggs.
-) Essential ingredients: flour, sugar, shortening, eggs.

etc.) Optional ingredients: baking powder, milk, milk products, dry fruits, baking soda, dairy products,

Unit-3: Moistening Agents **10**

) Milk.

) Egg.

) Water.

Unit-4: Fats and Oil **8**

) Composition, functions in confectionery, types of fats and oil, storage.

Unit-5: Leavening Agents **8**

) Chemical, natural, water vapors and biological.

Unit-6: Cake Making Methods **12**

) Sugar batter method.

) Flour batter method .

) Genoese.

) Blending.

PRACTICAL

Time: 2 Hours

Marks: 40

Unit-1: Cakes by Different Methods **12**

) Vanilla Sponge cake.

) Fruit cake.

) Fatless sponge.

) Swiss roll.

) Madeira cake.

) Chocolate sponge.

Unit-2: Biscuits and Cookies **20**

) Melting moments.

) Macaroons.

) Tricolor biscuits.

) Choco chip cookies.

) Nan khatai.

) Salted biscuits.

) Nut cookies.

) Bachelor buttons.

) Butter cookies.

) Langue-de-chats.

Unit-3: Short Crust Pastry **8**

) Jam tarts.

-) Apple pie.
-) Bake well tarts.
-) Lemon curd tarts.

CLASS–XI
GENERAL FOUNDATION COURSE (501)
 (Common for Food Production, Food and Beverage Services,
 Bakery and Confectionery and Front Office Operations)

(Refer to page 8)

CLASS–XII
ELECTIVE
BAKERY (751)
THEORY

Time: 3 Hours

Marks: 60

Unit–1:	Bread Faults and Remedies	15
	<ul style="list-style-type: none">) Basic reasons for faults.) Common bread faults(internal and external).) Remedies. 	
Unit–2:	Bread Improvers and Additives	10
	<ul style="list-style-type: none">) Natural : Milk, egg, S.M.P, soya flour, fat, sugar.) Chemical: Glycerol mono state, Potassium bromate, potassium iodate. 	
Unit–3:	Types of Oven	10
	<ul style="list-style-type: none">) Electric oven: OTG, microwave, rotary, single deck, double deck, pizza oven.) Non electric oven: Diesel oven, gas oven , brick oven. 	
Unit–4:	Bread Diseases	10
	<ul style="list-style-type: none">) Rope and mold.) Causes and prevention. 	
Unit–5:	Bakery Layout the Right Approval for Setting up of a Bakery	15
	<ul style="list-style-type: none">) Location.) Government procedure.) Selection of equipment.) Total space required.) Electricity. 	

PRACTICAL

Time: 2 Hours

Marks: 40

Unit-1: Rich Dough's and Variety Breads

-) Brioche.
-) Danish.
-) Doughnut.
-) Savarin.
-) Garlic bread.
-) French bread.
-) Focaccia.
-) Masala bread.
-) Multi grain bread.

**CLASS-XII
ELECTIVE
CONFECTIONERY (752)
THEORY**

Time: 3 Hours

Marks: 60

Unit-1: Costing

6

-) Components of cost, behaviour of cost (fixed cost, semi fixed cost, variable cost).

Unit-2: Storage of Raw Material and the Finished Products

6

Unit-3: Pastry Making

10

-) Principles of pastry making.
-) Various types of pastries.

Unit-4: Characteristics of Cakes

10

-) External.
-) Internal.

Unit-5: Cake Faults and their Remedies

10

Unit-6: Types of Icings

8

Unit-7: Preparation of Cookies and Biscuits

10

PRACTICAL

Time: 2 Hours

Marks: 40

Unit-1: Puff Pastry

10

-) Veg patties.
-) Mushroom patties.
-) Cheese patties.
-) Chicken patties.
-) Cheese straw.

-) Masala straw.
-) Khara biscuit.
-) Palmiers.
-) Mille feuille.

Unit-2: Choux Pastry **10**

-) Eclairs.
-) Profite roles.

Unit-3: Icings **10**

-) Fondant.
-) Royal.
-) Marzipan.
-) Frosting.
-) Dairy and non-dairy cream icing.

Unit-4: Hot and Cold Desserts **10**

-) Caramel custard.
-) Bread and butter pudding.
-) Trifle pudding Basic soufflé puddin.

CLASS–XII

GENERAL FOUNDATION COURSE (501) (Common for Food Production, Food and Beverage Services, Bakery and Confectionery and Front Office Operations)

(Refer to page 13)

LIST OF RECOMMENDED BOOKS

1. Bakery–I, Student Handbook and Practical Manual, Class–XI, Published by CBSE.
2. Confectionery, Students Handbook & Practical Manual, Class–XI, Published by CBSE.
3. A Professional Text to Bakery and Confectionary by John Kingslee.
4. Ornamental Confectionery and the Art of Baking in all its Branches by Herman Hueg.
5. Bread: A Baker's Book of Techniques and Recipes by Jeffrey Hamelman.
6. The Taste of Bread by Raymond Calvel.
7. Special and Decorative Breads (The Professional French Pastry Series) by Roland Bilheux.

SUGGESTED LIST OF EQUIPMENTS

(For a batch of twenty students)

Name of the Equipment	Capacity/Dimension	Qty
Heavy Duty Equipment		

1.	Baking oven (Single Deck).		01 No.
2.	Planetry Mixer.	15–20 litres	01 No.
3.	Refrigerator (Two door).	185 litres	01 No.
4.	Gas Hot plate (Domestic, 2 burners).		01 No.

Light Duty Equipment

1.	Weighing scales Upto 5 kgs.		02 Nos.
2.	Measuring Jugs.	½ litre	02 Nos.
3.	Measuring spoons.	¼ teaspoon	03 Sets
4.	Sugar/candy Thermometer.		02 Nos.
5.	Enamel Bowls (small).	20 cm dia.	24 Nos.
6.	Enamel Bwl (big).	30 cm dia	12 Nos.
8.	St. Steel thali (small).		24 Nos.
9.	Rolling pins (wooden).	40–45 cms length	12 Nos.
10.	Egg Beaters (wires type).	20–25 cms length	24 Nos.
11.	Wooden spoons 30 cms.		24 Nos.
12.	Pallete knife .	30cms (Blade)	24 Nos.
13.	St. Steel Degchi (Small).	25 cm. dia.	12 Nos.
14.	Brass Degchi (Medium) Heavy.		12Nos.
15.	Sieves (Small) Maida.		10 Nos.
16.	Sieves (Big).		02 Nos.
17.	Scissors Medium.		02 Nos.
18.	Bread knife 45 cms.	Length	02 Nos.
19.	Turn table (Decoration table).	23 cms dia.	02 Nos
20.	Acrylic choppingborad.	75× 45 × 1½ cms	02 Nos.
21.	Baking Trays Size as peroven.		24 Nos.
22.	Coolingracks.	45× 30 × 5 cms	10 Nos.
23.	GraterSt. Steel.		05 Nos.
24.	Cakemoulds.	Differentsizes & shapes	20 Nos.
25.	Roundcake moulds.		10 Nos.
26.	Sauce Pan St. Steel (Heavy).		02 Nos.
27.	Frying spoon (Pony).	Medium	02 Nos.
28.	Sauce Pan (Brass Small).	12 cms	10 Nos.
29.	Biscuit cutters.	Differentsizes & shapes	01 Set
30.	Strainer (soup).		05 Nos.
31.	Spatula (Plastic).		10 Nos.
32.	Scrapers (Plastic).		05 Nos.
33.	Pizzacutters.		02 Nos.
34.	Swiss Roll Tin.	40 × 20 × 2 cms	12 Nos
35.	Pattytins Aluminium.		24 Nos.

36.	Piping Bags (Small).		05 Nos.
37.	Piping Bags (Big).		05 Nos.
38.	Nozzles.	Different sizes & shapes	02 Sets
39.	Breadtins.	400 gms	25 Nos.
40.	Breadtins.	800 gms	10 Nos.
41.	Savarin mould salum.		10 Nos.
42.	Jelly Moulds alum.		10 Nos.
43.	S.Steel Tea spoons.		12 Nos.
44.	Muffin Moulds.		50 Nos.
45.	Frypan (Nonstick).		02 Nos.
46.	Frypan (Ordinary).	Big	02 Nos.
47.	Peelers S/S.		10 Nos.
48.	Knives Big & Small (2 each).		04 Nos.
49.	S.Steel A.P. Spoons.		12 Nos.
50.	Copper Pans (Heavy).	5 litres	02 Nos.
51.	St. Steel Fork A.P.		12 Nos.
52.	Flanrings.	12cm dia.	20 Nos.
53.	Pastry Brush.	10 Nos.	
54.	Aluminium Basins.	30 cms dia.	10 Nos.

Furniture

1.	Work bench with marble stone top with drawer & shelves.	75 × 75 × 85 cm height	10Nos
2.	Demonstration Table with Marble Top.	150 × 90 × 85 cm	01 No.
3.	Instructor's table.	120 × 60 × 85 cm	01 No.
4.	Instructor's chair with backrest (cane).		01 No.
5.	Aluminium racks.		02 Nos.
6.	Steel Almirah.		01 No.
7.	Stainless steel sink with Draining Board.		04 Nos



**CLASS–XI
ELECTIVE
BASIS OF FRONT OFFICE (753)
THEORY**

Time: 3 Hours

Marks: 60

Unit–1: Hotel Organization	5
) Departmental organization of hotels.	
) Staff hierarchy chart of hotels.	
Unit–2: Hotel Room	5
) Types of hotel rooms.	
Unit–3: Meal Plan & Basics of Charging	5
) Types of meal plan.	
) Different basis of charging.	
Unit–4: Front Office	8
) Staff organization of front office: hierarchy.	
) Section in front office.	
) Equipment used in front office.	
) Duties & responsibility of front office staff.	
Unit–5: Lobby and its Layout	6
Unit–6: Co-ordination of Front Office with other Departments	6
Unit–7: Safety and Security	8
) For the hotel.	
) For the guest.	
) Role of technology in security.	
Unit–8: Reservation	10
) Importance for guest and hotel.	
) Types of reservation.	
) Modes & sources.	
) Process- automated and Manual.	
) Cancellation & amendments.	
Unit–9: Assignments	7

References:

- Z **Hotel Front Office Training Manual:** Sudhir Andrews.
- Z **Front Office Management & Operations:** Sudhir Andrews.
- Z **Front Office Operations & Management:** Rakesh Puri.
- Z **Hotel Front Office Operations & Management:** Jatashankar R. Tiwari.

PRACTICAL

Time: 2 Hours

Marks: 40

Unit-1:

5

-) **Activity I:** Students to write on a paper their experience of visiting a hotel and a restaurant. They should discuss the difference they found in the product and services of the two.
-) **Activity II:** Draw the staff hierarchy of a large hotel and present it to the class in a team of four students.
-) **Activity III:** Draw the Management organization chart of a large hotel and present it to the class in a team of four students.
-) **Activity IV:** Draw the departmental organization chart on the basis of revenue and present it in the class.
-) **Activity V:** Discuss in the class room about the staff positions which may be eliminated in a medium size hotel and a small size hotel respectively.
-) **Activity VI:** Discuss in the class room the advantages and disadvantages of multi tasking by staff members in a hotel. Assume that you are the Front office manager of a hotel, from your perspective, what are the advantages and disadvantages of working in a large hotel with specialized positions in comparison to a small hotel where many positions are combined into one position.

Worksheet

-) **Activity VII:** Students to classify the following departments on the basis of revenue and write in the column.

Z Department	Z Classification
Z Front office	Z
Z Engineering & maintenance	Z
Z Kitchen	Z
Z Shopping Arcade	Z
Z Food & beverage service	Z
Z Accounts	Z
Z Human resource	Z
Z Sales & marketing	Z
Z Purchase	Z
Z Travel Desk	Z
Z Business Centre	Z

Unit-2:

5

-) **Activity I:** Each student to prepare a model of any one type of guest room in a hotel and present it to the rest of class with explanation of its unique features.
-) **Activity II:** In a group of four students to prepare a chart depicting four different types of rooms keeping in view the dimensions of beds and other facilities.

-) **Activity III:** Group discussion on the relationship between type of hotel and the type of rooms offered by that type of hotel.
-) **Activity IV:** Discussion on alternative type of room which may be offered to the guest if his desired type of room is not available in the hotel.

Unit-3:

5

-) **Activity I:** Students to perform a role play interacting as a group of guests and front office personnel discussing the contents of different meal plans offered by the hotel and their applicability depending upon the specific requirement of each guest.
-) **Activity II:** Work sheet.

Fill the following in given chart:

Room only Plan, Bed & Breakfast Plan, Room + American Breakfast, Room + Continental Breakfast+ Lunch+ Dinner, Resorts.

Meal Plan	Other Name	Inclusions	Preferred by
European Plan		Room only	Business hotel ,Transit hotel, Motels.
Continental Plan		Room + Continental Breakfast	Business Hotels.
Bermuda Plan	Bed & Breakfast Plan		Hotels with lot of sightseeing around such as historical / heritage destinations.
American Plan	Full Board / En Pension		Resorts
Modified American Plan	Half Board/ Demi-Pension	Room + Continental Breakfast+ Lunch/ Dinner	Resorts

-) **Activity III:** Group discussion on relative merits and demerits of Check out time basis of charging and 24 hrs basis of charging.
-) **Activity IV:** A guest checked in at 09.00 hrs and checked out at 18.00 the next day. According to the 12 noon check-out time basis he is to be charged for three days. Enact a role play on the ensuing argument between the guest and the cashier and the explanation provided by the hotel to the guest on this system of charging.
-) **Activity V:** Students should visit nearby hotels and collect tariff cards from the reception. Each student should design a tariff card of Hotel ABC on the basis of his own creativity.
-) **Activity VI:** Role play by 2-students one as a guest other one as a receptionist.

Unit-4:

5

-) **Activity I:** Students in group to draw the front office staff organization chart for a large hotel and medium sized hotel respectively on the chart paper and present it in the practical class room.
-) **Activity II:** Teacher to familiarize the students with the different racks and equipments in the practical lab.
-) **Activity III:** School should organize a field trip for the students to have a firsthand look at the equipments used in hotel for front office department and their usage.
-) **Activity IV:** In groups of four each, Students to prepare a presentation on any one section of front office and to present it to rest of the class with the help of chart papers.
-) **Activity V:** Each student to impersonate different front office personnel by speaking 2-3 lines of a dialogue about his job profile . Other students of the class should try and recognize whom he is impersonating.

) **Activity VI:** Chart preparation of departmental organization of hotels.

Unit-5: 5

) **Activity I:** Students to draw the layout of lobby in their chart papers with use of different coloured sketch pens to demarcate functional areas of front office department.

) **Activity II:** Students should collect pictures of lobby of different hotels and prepare a collage out of it for display in the practical class room.

) **Activity III:** Students should individually, visit the lobby of a nearby hotel and share their experiences in the class room.

Unit-6: 5

) **Activity I:** Students to perform a role play highlighting the coordination among different departments of the hotel. Role play to be followed by a discussion on the topic.

) **Activity II:** A group of students to enact the role-play of morning meeting of the executives of the hotel and highlight the co-ordination among them for efficient functioning of the hotel.

Unit-7: 5

) **Activity I:** Students should visit a nearby hotel and have a look at the equipments used for security purpose such as Metal detector, Fire alarm, smoke detector, CCTV, safety locker, etc.

) **Activity II:** Fire fighting demonstration by an expert for all the students.

) **Activity III:** First aid demonstration/training for all the students by an expert.

) **Activity IV:** Teacher to divide the students in groups. Each group to plan and act a role play on the handling of following emergency situations:

- a) Handling Guest Illness.
- b) Handling a Bomb Threat.
- c) Handling a Drunk Guest.

Unit-8: 5

) **Activity I:** Assignment for the students to visit the websites of different hotels & hotel booking portals and discuss in class about their observations.

) **Activity II:** Role play on handling of reservation request over telephone and filling of reservation form.

) **Activity III:** Exercise in filling up booking diary.

) **Activity IV:** Exercise on Filling up of advance letting chart.

) **Activity V:** Exercise on filling up of density chart.

) **Activity VI:** Exercise on handling room reservation through Whitney system.

) **Activity VII:** Exercise on filling of cancellation/Amendment form.

) **Activity VIII:** Exercise on filling of Room Status Board.

CLASS-XI
ELECTIVE
INTRODUCTION TO TOURISM AND HOTEL INDUSTRY (754)
THEORY

Time: 3 Hours

Marks: 60

Unit-1: Tourism	8
) Definition and Importance of Tourism and Tourist.	
) Classification of Tourism.	
) Component of Tourism Industry.	
) Impacts of Tourism Industry .	
(i) Environmental.	
(ii) Economical .	
(iii) Socio cultural.	
Unit-2: Hotels	10
) Introduction to hospitality industry and Definition of hotels.	
) History and evolution of hotel industry.	
) Classification of hotels.	
(i) Size.	
(ii) Star.	
) Location and clientele.	
(i) Supplementary accommodation.	
(ii) Time share and condominium.	
(iii) Single hotels and group hotel.	
Unit-3: Communication	8
) Definition of communication.	
) Types of communication.	
) Importance of communication.	
) Barriers in communication.	
) Communication in hospitality industry.	
Unit-4: Grooming and Hygiene	6
) Importance of grooming and hygiene in hospitality industry.	
) Grooming standards for hospitality professional : Male and Female.	
Unit-5: Role of Computers in Hospitality Industry	6
Unit-6: Personality Traits Required for Front Office Personnel	8
) Punctuality, pleasing personality, positive attitude, good communication skills, team work, patience, leadership qualities etc.	
Unit-7: Abbreviations	8
) Used in hospitality industry.	
Unit-8: Assignments	6
) Country, capital and currency of the world.	
) Different countries' airlines and their codes.	
) Different facilities available at airport.	

-) Various tourist destinations.
-) Hotel chain properties.
-) Benefits of computers.
-) Wild life sanctuaries and national parks of India.
-) Char 'Dham' of India.
-) Major hill stations and beaches of India.
-) Personality trait of front office personnel.

References:

-) Hotel Front Office Training Manual: Sudhir Andrews.
-) Hotel Front Office Operations & Management: Jatashankar R. Tiwari.
-) Front Office Management: Sushil Kumar Bhatnagar.

PRACTICAL

Time: 2 Hours

Marks: 40

Unit-1:

5

-) Prepare a project on the conservation of energy resources that are getting affected with the various activities of Tourists.
-) Students need to prepare a chart revealing the negative impacts of Tourism on the Environment.
-) Visit different tourist destinations of your city and prepare a report by taking feedback from the visitors regarding improvements that are required at tourist destinations.
-) Chart preparation on classification of tourism classification.
-) Project work on environmental impact of tourism.

Unit-2:

5

-) Conduct a survey on any two profit-making and non-profit making businesses in the hospitality industry in your local area. Observe below mentioned points for both the businesses and compare them.
 - (i) Food and beverage items served.
 - (ii) Type of food service Décor of the establishment.
 - (iii) No. of employees.
 - (iv) Rate Range.
-) Make a list of the top ten lodging operations in your community. Show their name, chain affiliation, no. of guest rooms, and rate range.
-) Chart preparation on classification of hotels.

Unit-3:

5

-) Role play and identification of the type of communication involved in the below mentioned situations by the students:
 - (i) Telephonic conversation between two friends.
 - (ii) Circular taken out by the Front Office Manager.
 - (iii) Person thinking in his mind and talking to himself.
 - (iv) Group discussion among two or three persons.

- (v) Instructions given by a Boss to his Junior.
- (vi) Suggestions given by a Subordinate to his Senior about the improvements required at the work place.
- (vii) Person transmitting message through facial expressions or gestures.

J Alone, or in group of five, make a list of the kinds of communication that you consider helpful and those you find causing hindrance while performing a work.

Unit-4:

5

J Role plays by students on the grooming standards of the following staff:

- (i) Grooming standards of Chauffer evaluated by Bell captain.
- (ii) Grooming standards of Bell boy evaluated by Lobby Manager.
- (iii) Grooming standards of Guest Relations Executive evaluated by Duty Manager.
- (iv) Imagine that you are the Front-office Manager of a hotel. What instruction would you give to your staff to ensure that they always look well groomed and in a presentable condition in front of the guest?

Unit-5:

5

J You are the Front-office Manager of a hotel. Recently, there have been a lot of complaints from guests that they had to wait for a very long time when checking out. Suggest what help you could do to solve the problem.

J There is a newly built hotel in your area. To the owner of a newly built hotel would you recommend him to install computers in the hotel or not.

Unit-6:

5

J Imagine that you are a guest in a hotel. To which attribute of an employee you would appreciate more.

J Assume that you are the Front-office Manager of a hotel. You are expecting a VIP guest who is about to arrive later in the afternoon. Explain what type of attributes having in an employee you will assign for handling VIP guest.

J Demonstration of personality traits required for front office personnel through role play.

J Perform role plays revealing the below mentioned important attributes of Front-office personnel.

- (i) Punctuality.
- (ii) Honesty.
- (iii) Communication.
- (iv) Courtesy.

J Role play of receiving a guest at main porch.

J Role play of welcoming a guest.

J Role play of receiving a guest at reception.

Unit-7:

10

J Prepare an assignment on Country, Capital and Currency of the world.

J Does a project work on different countries' Airlines and their Codes?

J Make an assignment on different facilities available at Airport.

J Neatly prepare an assignment on various tourist destinations in India.

J Prepare an assignment on five chain hotel properties operating in India and list 10 hotel properties of each chain along with their location.

J Make assignment on enumerating the benefits of computer in our day-to-day life.

J Neatly prepare an assignment on different wild life sanctuaries and National parks situated in India.

-) With the help of pictures depict “Char Dham” of India and briefly introduce each of them.
-) Make a project on major hill stations and beaches of India.
-) Pick any one personality trait of front office personnel and illustrate it with the help of 50 words. Neatly depict it with the help of a picture.

CLASS–XI
GENERAL FOUNDATION COURSE (501)
(Common for Food Production, Food and Beverage Services,
Bakery and Confectionery and Front Office Operations)

(Refer to page 8)

CLASS–XII
ELECTIVE
FRONT OFFICE OPERATIONS (753)
THEORY

Time: 3 Hours

Marks: 60

Unit–1:	Guest Cycle	10
	<ul style="list-style-type: none">) Pre-arrival.) Arrival.) During Stay.) Departure.) Post-departure Activities. 	
Unit–2:	Reception	8
	<ul style="list-style-type: none">) Importance of Registration.) Receiving of Guest.) Pre-registration Activities.) Registration Activities.) Post-registration Activities.) Registration of a Foreigner Guest.) Room Selling Techniques. 	
Unit–3:	Bell Desk	8
	<ul style="list-style-type: none">) Functions.) Equipment and Aids used in Bell Desk.) Procedures of Bell Desk. 	
Unit–4:	During the Stay Activities	8
	<ul style="list-style-type: none">) Message Handling.) Mail Handling.) Key Handling.) Complaint Handling. 	

Unit-5: Telephone	6
) Telephone Manners & Etiquettes.	
) Telephone Equipment.	
Unit 6: Information and Concierge	7
) Role and Importance.	
) Competencies required.	
Unit-7: Glossary	7
Unit-8: Assignments	6

References:

-) Hotel Front Office Operations & Management: Jatashankar R. Tiwari.
-) Front Office Operations: Colin Dix, Chris Baird.
-) Front Office Management: Sushil Kumar Bhatnagar.
-) Front Office Management & Operations: Sudhir Andrews.
-) Front Office Operations & Management: RakeshPuri.

PRACTICAL

Time: 2 Hours

Marks: 40

Unit-1: Formats Used in Registration	4
) Registration card.	
) C-form.	
Unit-2: Formats Used on Bell Desk	4
) Errand card.	
) VIP amenity voucher.	
Unit-3: Role Play on Luggage Handling	4
Unit-4: Chart for Bell Desk Equipments	4
Unit-5: Role Play on Message and Mail Handling	4
) Message.	
) Incoming Mail.	
) Outgoing Mail.	
Unit-6: Role Play on Receiving a Guest and Filling up Necessary Formats	4
) Etiquettes and manners.	
) Role play on complaint handling.	
Unit-7: Role Play on Telephone Handling	4
) Conversation between a caller and the Telephone Operator.	
Unit-8: Role Play on up Selling Techniques	4

Unit-9: Situation Handling at the Concierge	4
Unit-10: Quiz based on Glossary Terms	4
) Reception.	
) Bell desk.	
) During the stay activities.	
) Information & concierge.	

CLASS-XII
ELECTIVE
ADVANCED FRONT OFFICE OPERATIONS (754)
THEORY

Time: 3 Hours

Marks: 60

Unit-1: Cashier	8
) Role of Front Office Cashier.	
) Functions & Procedures.	
) Equipment used by Front Office Cashier.	
Unit-2: Departure Procedure	10
) Step by Step Process of Guest Check-out Modes of Settlement of Guest Folio.	
) Cash.	
) Credit card.	
) Foreign currency.	
) Travel Agent Voucher.	
) Company Billing Letter.	
) Travellers Cheque.	
) Express Check-out.	
) Late Check-out.	
Unit-3: Front Office Accounting	8
) Basics of Accounting.	
) Folio and its Types.	
) Voucher and its Types.	
) Ledger	
(i) Guest Ledger.	
(ii) Non-guest Ledger.	
Unit-4: Formats used in Manual Accounting System	6
) Guest Weekly Bill.	
) Visitors Tabular Ledger.	
Unit-5: Role of PMS in Front Office Department	5

) Role of Property Management System.

Unit-6: Front Office Reports	6
Unit-7: Introduction to Night Audit Procedure in Front Office	6
Unit-8: Glossary	5
Unit-9: Assignments	6

References:

-) Check-In Check-Out Managing Hotel operations: Gary K. Vallen, Jerome J. Vallen.
-) Principles of Hotel Front-Office Operations: Sue Baker, Jeremy Huyton, Pam Bradley.
-) Hotel Front Office Operations & Management: Jatashankar R. Tiwari.
-) Front Office Management: Sushil Kumar Bhatnagar.

PRACTICAL

Time: 2 Hours

Marks: 40

Unit-1: Filling up and Practice on Formats of Different Vouchers used in Accounting System	7
) Paid-out vouchers.	
) Correction vouchers.	
) Transfer vouchers.	
) Charge voucher.	
) Allowance voucher.	
Unit-2: Role Play of Express Check-out Process	6
) Express check – out form.	
Unit-3: Manual Practice of Accounting Procedure in non- Automated System	7
) Guest weekly bill.	
) Visitors tabular ledger.	
Unit-4: Role - Play of Check out Procedure	7
) By cash.	
) By credit.	
) Bill to Company.	
) Foreign Currency.	
) Travelers Cheque.	
Unit-5: Role Play	7
) Folio Postings.	
) Night Auditing .	
) Maintaining guest history.	

CLASS-XII
GENERAL FOUNDATION COURSE (501)
**(Common for Food Production, Food and Beverage Services,
Bakery and Confectionery and Front Office Operations)**

(Refer to page 13)

LIST OF RECOMMENDED BOOKS

1. Basis of Front Office, Class-XI, Published by CBSE.
2. Introduction to Tourism and Hotel Industry, Class-XI, Published by CBSE.
3. Managing Service in Food and Beverage Operations by Ronald F. Cichy.
4. Hotel Management and Operations, Third Edition by Denney G. Rutherford.
5. Hotel Design, Planning, and Development, New Edition by Walter A. Rutes.
6. The Professional Chef by Culinary Institute of America.
7. Front Office Operations & Management by Ahmed Ismail.

LIST OF EQUIPMENTS

1. Lobby Desk
2. Computer with Internet Facility
3. Printer
4. Property Management System
5. Foreign Currency Exchange Board
6. Credit Card Imprinter / EDC Machine
7. Luggage Rack
8. Luggage Trolley
9. Key Rack
10. Message Rack
11. Information Rack
12. Bell Desk
13. Reception Counter
14. Projector
15. Pen
16. Pencil
17. Ruler
18. Register
19. Note Pads
20. Sketch Pens

21. Charts



TRAVEL AND TOURISM

Preamble

-) Tourism is the largest industry of the world. It is the sum of the phenomenon and relationship arising from travel and stay of non-residents in so far as they do not lend to permanent residence.
-) Tourism is probably the first largest foreign exchange earner and therefore has unprecedented multiplier effect on development and economic change. Tourism singly can solve our balance of payment problem as witnessed and recorded in the case of several countries of Asia-Pacific. It is a fast emerging and developing industry, which has probably no match in the Indian industrial scenario.
-) Tourism is the only subject which can provide complete knowledge of our great country i.e. our culture, traditions, our social history, hidden treasures of our country (natural beauty, monuments, places of pilgrimages etc.), development scenario and aspirations. Tourism is the passout for international understanding, peace and prosperity.
-) Tourism has the largest potential for employment as compare to other sectors directly and indirectly. A balanced vocational oriented education to students is the need of the hour to satisfy the ever increasing demand of the modern tourism because at present tourism potential is very high and fast. Nature has gifted India with natural beauty, hill stations and the unique culture. The richness of our past with great landmark monuments and breathtaking scenic beauty are more important than the legendary Indian Hospitality which a tourist is bound to get. CBSE has taken a much desired step to meet this challenge in right direction by framing a curriculum for tourism education at the +2 stage.

CLASS–XI ELECTIVE TOURISM RESOURCES IN INDIA (756) THEORY

Time: 3 Hours

Marks: 60

Unit–1: General Conceptual Survey

7

-) Introduction.
-) Definition and Concept of Tourism Resources.
-) Characteristics of Tourism Resources.
-) Basis of Classification of Tourism Resources.
-) Key Terms used in the unit.

Unit–2: Physical Tourism Resources - Mountains and Valleys

4

-) Introduction.
-) Indian Himalayas.
-) Aravali Mountain Ranges and Tourism.
-) Western Ghats-Malabar (Sahyadri Mountains) and Tourism.
-) Eastern Ghats (Coromondal Coast) and Tourism.
-) Ten Stunning Mountain and Valley Attractions in India.
-) Key Terms used in the unit.

Unit-3: Tourism Physical Resources-Hill Stations, Duns, Plaeaus, Desert, Wetlands and Plains	4
) Introduction.	
) Hill Stations and Duns in India.	
) Hill Station of North-Eastern States (Manipur, Meghalaya, Nagaland, Sikkim, Tripura & Mizoram).	
) Plateaus and Tourism.	
) Plain and Tourism.	
) Wet Lands, Ramsar Sites and Tourism.	
) Key Terms used in the unit.	
Unit-4: Tourism Physical Resources-Coastal Lands and Beaches	4
) Introduction.	
) Sea Shores.	
) Beaches and Tourism.	
) Key terms used in the unit.	
Unit-5: Tourism Physical Resources-Islands	3
) Introduction.	
) Andaman and Nicobar Groups of Island.	
) Lakshdweep Group of Islands.	
) Majuli Islands.	
) Other Islands of India.	
) Key Terms used in the unit.	
Unit-6: Tourism Physical Resources-Rivers, Lakes and Canals	16
) Introduction.	
) Major Rivers in India.	
) Lakes and Canals Tourism in India.	
) Key Terms used in the unit.	
Unit-7: Tourism Bio Geographical Resources in India	6
) Flora and Fauna of India.	
) Eco Tourism.	
) Wild Life Sanctuaries.	
) Top Ten famous Bird Sanctuaries of India.	
) Botanical Gardens in India.	
) Key Terms used in the unit.	
Unit-8: Tourism Cultural Resources in India	16
) Introduction.	
) Built up Tourism Cultural Resources.	
) Religious Tourism Cultural Resources.	
) Sport Resources.	

-) Conservatories of India.
-) Entertainment Resources.
-) India Cuisines as Tourism Resources.
-) Art, Artifacts and Handlooms.
-) Transportation Network and Tourist Infrastructure.
-) Key Terms used in the unit.

PRACTICAL

Time: 2 Hours

Marks: 40

-) Map Work: Identification, Demarcation and Plotting.
-) A visit to a tourist site/ hotel.
-) Teachers should teach students according to their Respective Regions.

CLASS–XI ELECTIVE

TOURISM CONCEPTS AND PRACTICES (757)

THEORY

Time: 3 Hours

Marks: 60

Unit–1: Introduction to Tourism

7

-) Definition of Tourism.
-) Elements of tourism – Man, time and space.
-) Definition and differentiation - Tourist, travelers, visitor, transit visitor and excursionist.
-) Leisure, recreation and tourism and their Interrelationship - Diagram.
-) Characteristics of tourism – Service Characteristics, how to overcome service characteristics.
-) Components of tourism – A's and S's of Tourism (Tourism resources, attractions, product, market, industry and destination).

Unit–2: Tourism: A Historical Account

6

-) Travel in early times.
-) 'Renaissance' and 'Age of Grand Tours.
-) Industrial revolution and tourism.
-) Tourism in modern times.
-) Tourism in India: an account – Rahul Sankalyan, Tirthatan, Deshantan, Paryatan, modern travel.
-) Tourism circuits.

Unit–3: Concepts of Tourism

8

-) Tourism systems.
-) Tourism Motivators
-) Barriers to Tourism - Overcoming barriers to tourism.
-) Forms of Tourism – In bound outbound, domestic (UNWTO – Diagram).

)	Types of Tourism – Ethnic tourism, adventure tourism, rural tourism, eco-tourism, medical or health or wellness tourism, Sustainable tourism, etc.	
)	Types of Tour packages.	
)	Defining Tourism Impacts – Socio cultural, economic and environmental.	
Unit-4:		Tourism Components – I	8
)	Attraction – Resources, products, sites, destinations.	
)	Types of Attraction – man-made and symbiotic.	
)	Accessibility – Modes of Transportation and significance.	
)	Amenities: Health and hygiene, security.	
Unit-5:		Tourism Components – II	8
)	Significance of Accommodation.	
)	Types of Accommodation – Based on facilities, based on location, based on length of stay.	
)	Meal Plan of booking accommodation.	
)	Available packages – Short trip, weekend trip, long trip.	
)	Activities.	
)	Ancillary services – Guides, escorts, shopping for souvenirs, health services, documentation, telecommunication, Foreign Exchange.	
Unit-6:		Inter Linkage between Geography and Tourism Industry	8
)	Significance of Geography in tourism.	
)	Defining – Longitude, latitude, time calculation.	
)	Physical and Cultural Geography.	
)	Geographical features and their role in Tourism – Canyon, Hills, rivers, lakes, deserts, beaches etc. with examples.	
)	Map reading and cartography.	
)	Indian geography.	
Unit-7:		Inter Linkage between History and Tourism Industry	8
)	Significance and importance of History in tourism.	
)	Heritage Tourism – types, promotion.	
)	Defining – Heritage, historical sites, Archaeological sites.	
)	Guiding around Heritage sites.	
)	Role of ASI and ASI sites.	
)	World heritage sites in India.	
Unit-8:		Tourism Organizations and Trends	7
)	Defining the role of Ministry of Tourism Govt. of India.	
)	Defining the role of State Tourism Development Corporations.	
)	Public-private partnerships in tourism.	
)	Role of local bodies and NGO's.	

-) Functions of UNWTO, IATA, IATO, TAAL.
-) Factors responsible for growth and development of tourism.
-) General Trends in National & International Tourism trends.
-) Emerging trends.

PRACTICAL

Time: 2 Hours

Marks: 40

-) Computer Skills with access to computer for getting information related to tourism from internet as well as basic information from Windows and MS Office. **20**
-) Project work based on newspaper and magazine cutting on tourism related news. **10**
-) Role play with regard to information dispersal to guests / tourists. **10**

CLASS–XI

GENERAL FOUNDATION COURSE (501)

Time: 3 Hours

Marks: 100

Part–I: (Compulsory to all Vocational Courses)

Marks: 50

- A. Business Management and Entrepreneurship** **30**
 - (a) **Entrepreneurship Orientation** **5**
Importance and relevance in real life: Emphasis on self employment.
 - (b) **Entrepreneurship Values and Attitudes** **5**
Innovativeness, Independence, Risk Taking, Analytical ability.
 - (c) **Entrepreneurial Motivation** **5**
Achievement Planning, personal efficacy, entrepreneurial goal setting.
 - (d) **Launching of a Business Venture** **15**
Identification of project, steps in setting up a business, information about various institutions providing assistance, project formulation.
- B. Computational Skills** **10**
 - (a) Percentage, ratio & proportion, profit & loss, discount, simple and compound interest, population growth and depreciation of value of articles using logarithm. **6**
 - (b) Area and volume: rectangle, parallelogram, circle, cube, cone, cylinder & sphere. **4**
- C. Environmental Education** **5**
 - (a) Environment and the society.
 - (b) Environment properties risks in different economic enterprises, in use of raw materials, in processing / manufacturing and designing.
 - (c) Poverty and environment.
- D. Rural Development** **5**
 - (a) Agriculture, the back bone of Indian Economy.
 - (b) Rural development projects in India including Integrated rural development programme.
 - (c) Agro based rural industries.

- (d) Community approach to rural development.

Part-II

Marks: 50

1. Definition of Tourism and Travel.
2. Linkages between Leisure, Recreation and Tourism.
3. Types of Tourists and their motivations.
4. Destination and supply areas and their relationship.
5. World's best destinations and magnitude of tourist flow: motivation, realization and satisfaction.
6. Types of Tourism. Domestic v/s International Tourism. Determinants and Catalyst of development, Social change and peace, Impact Assessment and Future Trends.
7. Tourism promotion, organisation and impact.
8. India as a destination: India is not only Tajmahal but there are other hidden treasures of Tourist interests.
9. India's Tourism: Types and places of Tourist interest in India.
10. Steps to promote Tourism and form of concessions like Leave Travel Concession (LTC).
11. Cost and benefit of Tourism.
12. Tourism Marketing Practices in India and their impact.
13. Suggested strategies.
14. Write notes on WATA, UFTAA, UTDC, ITDC, TAAI, WTO, IATA, State Tourism, HPTDC, UTDC, PTDC, Indian Airlines, Air India, Airport Authority of India.
15. Private Agencies and promotion of Tourism and Travel facilities.

CLASS XII ELECTIVE

INTRODUCTION TO HOSPITALITY MANAGEMENT (756)

THEORY

Time: 3 Hours

Marks: 60

Unit-1: Introduction to Hospitality Management

7

-) Meaning, concept, origin and development of hospitality industry. Importance of customer care in hospitality & Eco friendly practices in hospitality.
-) Concept of Ecotels. Famous hotel chains in India and worldwide. Role of hospitality industry in tourism.

Unit-2: Organisational Structure of Hotel

6

-) The important functional departments of the hotel, their functions, Organizational chart of hotels (Large, Medium, Small) Facilities provided in hotels.

Unit-3: Classification of Hotel

8

-) Room Types & Tariffs - Types of rooms, Food/Meal plans, Types of room rates. (Rack, FIT, crew, group, corporate, weekend etc.), Classification of hotels (based on various categories like size, location, clientele, length of stay, facilities, ownership) Registration and gradation of hotels.

- Unit-4: Distribution Channel** **8**
-) Meaning and definition of hospitality distribution channels, functions and levels of distribution channels, basics of major hospitality distribution channels-travel agents, tour operators, consortia and reservation system.
- Unit-5: Introduction to Front Office Division** **8**
-) Front Office department and its functions, Sections and layout of Front Office, Organizational chart of front office department (small, medium and large hotels), Duties and responsibilities of various staff, The guest cycle, Property management systems, Attributes of front office personnel, Co-ordination of front office with other departments of the hotel. The organization structure of rooms division.
- Unit-6: Front Office Services** **8**
-) Equipments used (Manual and Automated), Role of Front Office- Key control and key handling procedures, Mail and message handling , Paging and luggage handling, Rules of the house (for guest and staff) , Black list, Bell Desk and Concierge
- Unit-7: Front Office Communication and other Attributes** **8**
-) Communication Fundamentals- Telephone etiquettes, Important terminology used in hotels Professional Attributes- Attitude towards your job, Personal Hygiene, Uniforms, Care for your own health & safety.
- Unit-8: Front Office and Guest Safety and Security** **7**
-) Safety practices & procedures- Accidents, types, nature, classification, Preventive measures for each type of accident, Reporting accidents, First aid - meaning, importance, and basic rules. Fire Prevention.

PRACTICAL

Time: 2 Hours

Marks: 40

Front Office (Identification of various vouchers): The students will have to draw one or two of the following vouchers and according to the case study fill up the vouchers (desk work). **10**

-) Registration Card.
-) Reservation Form.
-) Amendment Slip.
-) Cancellation Slip.
-) Arrival/departure notification slip.
-) VIP amenities voucher.
-) Miscellaneous charge voucher.
-) Allowance voucher.
-) Paid out voucher.
-) Message slip.
-) Guest Folio.
- (i) Telephone etiquettes and manners. **10**
- (ii) Front desk grooming and other essentials – body language, speech modulation which includes articulation, variation control of pitch and tonal quality. **10**

- (iii) Role play: Guest Check-in and check-out procedures for FIT's/GIT's/Crews etc. (The student should be able to handle the entire procedure independently), Luggage handling procedures on guest arrival/departure, Scanty Baggage procedures, Left Luggage procedures, Safety locker procedures, Calculation of various occupancies & revenue. 10

CLASS–XII
ELECTIVE
TRAVEL AGENCY AND TOUR OPERATIONS BUSINESS (757)
THEORY

Time: 3 Hours

Marks: 60

- Unit–1: Introduction to Travel & Tourism Business** **8**
-) Evolution of Travel Business.
 -) Travel Trade in India.
 - (i) Meaning and Concept of Travel business.
 -) Travel Agency.
 - (i) Types of travel agencies.
 -) Tour operator.
 - (i) Types of tour operators.
 -) Difference between Travel Agency and Tour Operator.
 -) Organizational structure of a travel/tour company.
 -) Market Trends and TA business scenario.
 -) Business Integration.
- Unit–2: Operations of Travel Agency** **8**
-) Agent.
 -) Origins of travel agency.
 - (i) Operations of travel agency.
 - (ii) Organization of travel agency.
 -) Commissions.
 - (i) Types of agencies.
 -) Travel agencies in the 21st Century.
- Unit–3: Transport Network** **7**
-) Transportation.
 - (i) Tourism and Transport.
 -) Air Transport.
 -) Rail Transport.
 -) Road Transport.
 -) Shipping.
 -) Mass Transportation.
- Unit–4: Itinerary Planning** **8**
-) Itinerary planning.

- (i) Importance of travel itinerary.
- (ii) Types of tour itinerary.
- (iii) Pre-requisites of itinerary preparation.
- (iv) Things to be considered while preparing itinerary.
- (v) Step by step procedure.
- (vi) Do's and don'ts of itinerary preparation.

) GIT and FIT.

) Package or inclusive tours.

Unit-5: Tour Packaging & Programming

10

) Meaning and Classifications of Tour Packages.

) Components of Package.

) Customized and Tailor-Made Package.

) Tour Formulation & Designing Process.

) Tour Brochure Designing.

) Tour Programming and its Importance.

Unit-6: Package Tour Costing

7

) Meaning and Types of Cost.

) Concept of Tour Costing.

- (i) Types of cost.

- (ii) Preparation of Cost Sheet.

) Components of Tour Cost.

) Pricing package tour.

) Pricing strategies.

Unit-7: Government and Professional Bodies

6

) Components of tourism.

) Integration between government and professional bodies.

) Rules for Setting up Travel Agencies & Tour operator.

) Department of tourism (DoT) Different schemes and policies.

) Professional bodies and their activities.

Unit-8: Global Distribution System

6

) Global distribution system (GDS).

) Evolution of GDS.

) Amadeus and GDS.

) Display Airlines Schedules & Availability.

PRACTICAL

Time: 2 Hours

Marks: 40

1. Plotting on World Map - countries and Cities.
2. Plotting on World Map - Air Routes.
3. Visit to Travel Agency- Prepare a report.
4. Visit to local tourist attraction- Prepare a report.
5. Preparation of package tour.
6. Report writing on current events of Tour and Airway Business.

CLASS–XII
GENERAL FOUNDATION COURSE (501)

Time: 3 Hours

Marks: 100

Part–I: (Compulsory to all Vocational Courses)

Marks: 50

A. Business Management and Entrepreneurship **30**

Management of Business

Elementary treatment/exposure to basic conceptual frame work of the topic listed below:

- | | |
|----------------------------|---|
| (a) Basic Function. | 6 |
| (b) Marketing Management. | 6 |
| (c) Financial Management. | 6 |
| (d) Production Management. | 6 |
| (e) Personnel Management. | 6 |

B. Computational Skills **10**

- | | |
|---|---|
| 1. (a) Solution of linear equations and their application to problem of commercial mathematics. | 5 |
| (b) System of linear equations and in equation in two variables. Applications in formation of simple linear programming problems. | |
| 2. Statistics: Raw data, bar charts and Histogram; Frequency Tables; Frequency Polygon; Ogive; Menu, Median and Mode of ungrouped and grouped data; Standard Deviation; Introduction to Mortality tables; Price Index etc. Introduction to Computers. | 5 |

C. Environmental Education & Rural Development **10**

- | | |
|---|----------|
| 1. Environmental Education | 5 |
| (a) Modernisation of agriculture and environment, irrigation, water logging, use of fertilisers, pesticides, soil erosion, land degradation (desertification and deforestation), silting and drying of water resources. | |
| (b) Rational utilisation, conservation and regeneration of environmental resources (soil, air, water, plant, energy, minerals). | |
| 2. Rural Development | 5 |
| Principles and goals of rural development, major problems/constraints in rural development in India. | |

Part–II

Marks: 50

Writing of a Project Report of 50 marks is compulsory. Selection of topics/themes for the project report should be such that the students apply and test their knowledge acquired through the courses which they have attended. The following themes are suggested. However, the teacher concerned has the freedom to modify the suggested

themes.

- A.
 - 1. Tourist Products of India - anyone.
 - 2. National Parks and Wildlife Sanctuaries.
 - 3. Architecture of India.
 - 4. Visitor's service and amenities and tourism promotion.
 - 5. Packaging of Tourist Products of India.
 - 6. Role of Govt. and private agencies in tourism promotion.
 - 7. Tourism impact analysis.
- B.
 - 1. Transport and tourism linkages.
 - 2. Indian Railways and tourism.
 - 3. Role of Air India and Indian Airlines.
 - 4. Road Transport and tourism development.
 - 5. Itinerary planning and development.
- C.
 - 1. Marketing strategy for India as a tourist product.
 - 2. Tourism administration.
 - 3. Human resource development for tourism.

LIST OF RECOMMENDED BOOKS

- 1. Tourism Concepts and Practices, Class–XI, Published by CBSE.
- 2. Tourism Resources in India, Class–XI, Published by CBSE.
- 3. Travel Agency and Tour Operation Business, Class–XII, Published by CBSE.
- 4. Introduction to Hospitality Management, Class–XI, Published by CBSE.
- 5. Introduction to Tourism-II, Class–X, Published by CBSE.
- 6. Introduction to Tourism–I, Class–IX, Published by CBSE.
- 7. Foster, Dennist L., The Business of Travel Agency Operations and Administration (1993), Macmillan/McGraw Hill, Singapore.
- 8. Mill, R.C. and A.M. Morrison, The Tourism System – An Introductory Text (1992).
- 9. Medlik, S., Managing Tourism (1991), Heinemann, London.
- 10. Christie Mill, R., Tourism: The International Business.
- 11. Holloway, J.C. and R.V. Plant, Marketing for Tourism (1992), Pitman, London.
- 12. Chakarvarti, A.K., Railways for Development Countries, 1982, New Delhi.
- 13. Curran, Patrick, Principles and Procedures of Tour Management, 1975.
- 14. Khan, R.R., Transport Management, Bombay, 1980.
- 15. Chuck, Y.G., a, 1994, The Travel Industry, Westport, U.S.A.
- 16. Daridoff, P.G. and Davidoff, D.S., 1983, Sales & Marketing for Travel and Tourism, South Dakota, U.S.A.
- 17. Donald, W.C., 1984, Marketing of Services, London.
- 18. Foster, D., 1985, Travel and Tourism Management, London.
- 19. Jefferson, A. and Lickorish, L., 1988. Marketing Tourism a Practical Guide, New York.
- 20. Adele Hodqsm (ed.) 1987, The Travel and Tourism Industry – Strategy for Future, New York.
- 21. Betsy, R., 1991. Essentials of Tour Management, New Jersey.

22. Chile, S.N., 1989, Essays in Tourism, New Delhi.
 23. Geoff Growth & 1990, India, A Travel Sunval Kit, New York.

LIST OF EQUIPMENTS

Quantity

1. Interior Designing

Wall Treatment.

Window Curtains / Blinds.

Carpets.

Light Fitting.

2. Furniture / Travel Desk

Tables

Chairs (Revolving).

Visitors Chairs.

Sofa set with Coffee Table.

Cup Board.

3. Monitor / CPU / UPS / Key Board / Mouse / Camera / Head Set / Printer

Television.

LCD Projector with Sound System.

Telephone.

4. Boards

Sign Board.

Currency Exchange rate Board.

Notice Board.

Display Board (Country / Airline / Currency / Capital).

Laminated Maps, Foldable Map (World / India Political / Tourist Route)

Display of Currency Board.

Globe (Large).

Clock (for displaying various country times).

Poster Laminates.

Large Flower Vase with Flowers.

5. Material (Hard / Soft)

Lonely planet of world and different major tourism based countries.

Virtual tour of various states in CD format.

Foreign Currency of Major Countries (to display only)



SECURITY

CLASS–XI ELECTIVE SECURITY (800) THEORY

Time: 2.5 Hours + 2.5 Hours

*Total Marks: 100
Theory: 50 Marks
Practical: 50 Marks*

Unit–1: Advanced Defensive Techniques

Common self-defense techniques, physical fitness, basic techniques of Krav Maga, Principles and techniques of unarmed combat in protection of very important person, role of security team in VIP protection.

Unit–2: Managing Conflict at Workplace

Causes and symptoms of conflict, conflict at work, Knowledge of valuing and attitude as Tactics for mitigating conflicts.

Unit–3: Legal and Procedural requirements in Security Services (Advanced)

Investigate and report untoward incidents or accidents, Perform Various actions for controlling and managing a crowd, Recognize sections of Indian Penal Code for legal protection to Security Personnel, Recognize sections of Indian Penal Code for offenses against human body and property, Recognize sections under Criminal Procedure Code for arresting a person under Indian Penal Code, Demonstrate the ability to lodge First Information Report.

Unit–4: Managing Visitors

Meet visitor and security requirements, Manage Waiting period of visitors, Deal with emotionally disturbed visitors.

Unit–5: Maintaining Lost and Found Facility

Prepare a layout for setting up a Lost and Found Facility, Receive report and complaints of lost and found articles, Manage and deliver found articles, Manage lost child or person.

Unit–6: Dealing with Anxiety and Stress

Recognize signs and causes of anxiety and stress, Identify signs of job stress, Manage Stress.

Unit–7: Work Integrated Learning - Security Services-L3

Recognize Security threats in modern society, Identify security threats to India, Describe the reasons for wars fought by India after independence, Describe the organizational structure of public security in India.

Note: Practical will be based on aforesaid theory paper.

CLASS–XII
ELECTIVE
SECURITY (800)
THEORY

Time: 2.5 Hours + 2.5 Hours

Total Marks: 100
Theory: 50 Marks
Practical: 50 Marks

Unit–1: Security of Premises and Property

Demonstrate the knowledge of Responsibilities involved in perimeter security, Demonstrate the knowledge and skills for the use of access control system, Identify the various documents used in access control, Demonstrate the knowledge of parameters for screening and searching people and vehicles, Manage incidents during screening and search, Describe the responsibilities and procedures involved in gate control.7

Unit–2: Introduction to Technological Aids in Security Operations

Describe the various types of access control system and equipment, Demonstrate the knowledge of scanning and frisking, Identify the various parts and demonstrate the knowledge of CCTV equipment, Demonstrate the knowledge and skill of using Public Address System. 7

Unit–3: Legal and Procedural Requirement in Private Security Sector (Advanced)

Demonstrate the knowledge of laws related to self defence and arrest, Describe Special Acts which address security issues, Demonstrate the knowledge of provisions made for training under the PSA (R) Act and Rules thereof, Demonstrate the knowledge of the provision made for verifications as per PSA (R) Act and Rules thereof, Demonstrate the knowledge of various provisions related to service conditions of Private Security Personnel under PSA (R) Act 2005. 7

Unit–4: Basic Security Operations

Demonstrate the knowledge of different types of patrol, Describe the planning and preparations of patrols, Identify the limits of responsibility and authority of patrolling team, Deal with various types of crowd, Demonstrate the knowledge and ability to control crowd, Identify the behaviour and appropriate measures for controlling unruly crowds. 7

Unit–5: Security through Surveillance and Protection Systems

Demonstrate the knowledge of visitor information recording, demonstrate the knowledge to monitor visitor's through surveillance systems, managing the visitors' material, and demonstrate the knowledge of the use of security surveillance and protection system. 7

Unit–6: Responding to Security Incidents and Breaches

Handle security Incidents and services, Deal with threat situations of suspected explosives, bombs and Improvised Explosive Device (IED). 7

Unit–7: Work Integrated Learning

Demonstrate the knowledge of security survey and audit, Demonstrate the knowledge of customer relationship management, Demonstrate gender and cultural sensitivity, Demonstrate the knowledge of

Note: Practical will be based on aforesaid theory paper.

LIST OF RECOMMENDED BOOKS

1. Resource Material developed by PSSCIVE, Bhopal on Security (Level I, II, III, IV) for Classes IX, X, XI and XII.

LIST OF TOOLS, EQUIPMENTS & MATERIAL

The list given below is suggestive and an exhaustive list should be prepared by the teacher. Only basic tools, equipment and accessories should be procured by the institution so that the routine tasks can be performed by the students regularly by the institution so that the routine tasks can be performed by the students regularly for practice and acquiring adequate practical experience.

1. Torch Light.
2. Batons.
3. Handcuffs.
4. Boots.
5. Security Guard Belts.
6. Notebook.
7. Pen.
8. Spare Batteries and Bulbs.
9. Two way Radios and Chargers.
10. Safety Helmets.
11. Duty Uniform.
12. Clock.
13. Telephone.
14. Key Boards.
15. Fire Extinguishers.
16. Parking Signs.
17. Alarm Panels.
18. Padlocks Together with Chains.
19. Rope.
20. Emergency Warning Lights.
21. Emergency Flood Lights.
22. Smoke Detectors.
23. First Aid Equipment.
24. First Aid Kit.

APPLICATION FORMAT FOR OFFERING VOCATIONAL SUBJECT / COURSES AT SENIOR SECONDARY LEVEL

1. **Name of the Course(s) applied for:**
(with subject codes)

2. **Name of the School (Complete address)**
(Also provide Website address if available)

3. **Affiliation No.**
4. **School ID.**
5. **Name of the Principal**
- J Phone No.
- J Mobile No.
- J E-mail
6. **Infrastructure**
- No. of Students
- No. of Teachers
- Student-Teacher Ratio
- No. of Classrooms
- Books in Library
- Total Computers in Computers Labs
- Specification of Computers
- Details of Constructed area for
- Establishing Laboratories
7. **Name of Teachers for Vocational Course**
- (Qualifications)

8. **Details of Draft** (in favour of Secretary, CBSE, Payable at Delhi)
- DD No.:** **Date:** **Amount** (in Digits)
-
- Bank Issues:** **Amount** (in Words)
-

Signature & Seal of the Principal

Note: The document complete in all respects may be sent to: **The Director (Vocational Education), Central Board of Secondary Education 2, Community Center, Preet Vihar, New Delhi-110092.**

