SYLLABUS

for

Diploma in Room Attendant

(DRA)

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School of Hotel Management & Catering

OPJS UNIVERSITY, CHURU (RAJASTHAN)

2014-15

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SCHEME OF EXAMINATIONS
Diploma in Room Attendant (DRA)

<table>
<thead>
<tr>
<th>S.No</th>
<th>Paper Code</th>
<th>Name of Papers</th>
<th>M.M.(T. &amp; S.)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>DRA-01(a)</td>
<td>Communicative English ‘OR’</td>
<td>70+30</td>
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<tr>
<td></td>
<td>DRA-01(b)</td>
<td>Communicative French</td>
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<tr>
<td>2.</td>
<td>DRA-02</td>
<td>Front Office Management</td>
<td>70+30</td>
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<td>3.</td>
<td>DRA-03</td>
<td>House Keeping Management</td>
<td>70+30</td>
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<tr>
<td>4.</td>
<td>DRA-04</td>
<td>Food Production</td>
<td>70+30</td>
</tr>
<tr>
<td>5.</td>
<td>DRA-05</td>
<td>Food &amp; Beverage Service</td>
<td>70+30</td>
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Details of Syllabus

**DRA-01(a)- COMMUNICATIVE ENGLISH**

**Unit –I-BASIC ENGLISH GRAMMAR**
Noun, Verb, Parts of Speech, Articles, Tenses, Prepositions, Direct and Indirect Speech

**Unit –II-LETTER WRITING**
Leave Letters, Job application, Explanations, Replies to Notices, Purchasing and Quotation Letter

**Unit –III-VERBAL COMMUNICATION**
Telephone Conversation, Person to Person-with Colleagues, Customer, Subordinate, Superiors, Social Skills -Courtesy, apology, Complaints, Suggestion, Recommendations

**Unit –IV-COMMON WRITING**
Precis Writing, Report Writing, Conclusion Writing, Postal/Bank Writing, Filling of Bank Demand Draft, Bus, Train, and Airline Reservation Form147

**Unit –V-ORAL COMMUNICATION**
Interpersonal Communication, Listening, Business Communication, Personality Development, Body Languages

Suggested Readings :

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OR

DRA-01(b) - COMMUNICATIVE FRENCH
(FOR HOTEL INDUSTRY)

Unit – I : Pronunciation -The Alphabet -The Accents; Numbers (0 to 100) – Cardinal – Ordinal; Time (only 24 hr clock) -Days of the week Months of the year – Date - Weights & Measures -‘Formules de politesse’ -Conjugation of verbs in the present tense relevant to the hotel industry (only ‘je’ and ‘vous’ forms)

Unit – II : Food & Beverage Service -Restaurant Brigade -Hot Plate Language The French Classical Menu (17courses) with classic -examples of each course, terminology and meanings in brief, Wines -Wines of France -Wine terminology -Reading a wine label - Laying a cover.

Unit – III : At the reception desk of a hotel – Front Office -Restaurant – Dialogue Writing


Unit – V : Hotel and kitchen personnel in French terms -The names of the utensils used in kitchen & restaurant.

Suggested Readings :-

1. Le Francais de L'hotelerie et de La Restaurant’ -CLE -international.
2. French for Hotel Management & Tourism Industry – by S. Bhattacharya
3. Food & Beverage Service -by Dennis Lillicrap John Cousins & Robert Smith148
DRA-02- FRONT OFFICE MANAGEMENT (THEORY)

Unit – I : Introduction to Hotel Industry, Growth of Hotel Industry in abroad and India, Organization chart of large, medium and small hotels. Classification of Hotels according to the length of stay, clientele, number of rooms, locations.

Unit – II : Organization of Front Office Department, various Departments in Front Office and its importance, staff organization of Front Office Department, Job description of various staff in Front Office Department, Different types of Tariff and Plan.

Unit – III : Reception-Reservation, Check In, Check out – Pre-registration, Check-in of reserved guest, Walk-in guest, Registration Procedure, Knowledge of various registers and forms used in Reception, Check out procedure Reservations – Types of reservations, Modes of reservations, Diaries and Charts used in reservation, Group reservation, Over Booking.

Unit – IV : Bell Desk – Staff Organisation and Job Description of Bell Desk Staff, Handling of Guest Luggage while check in & check out, Left Luggage Procedure, Mail Handling, Paging. Telephones, Board (PBX, PABX, EPABX), Qualities of Telephone Operator, Wake-up call procedure.

Unit -V : Cashier – Job Description of Front Office Cashier, Records & Ledgers maintained by the Cashier, Visitors Tabular ledger, Guest’s weekly bill, Allowance Voucher, Visitors Paid out Voucher, Taxes, Foreign Currency Encashment, Credit Cards, Charge slips, Telephone Voucher, Petty Cash Voucher Cashier report, Types of Guest Folio, Methods settling the Guest Bill – Night auditing – Functions of night auditing, preparing night audit reports – Front Office Terminologies.

Suggested Readings :-

3. The Hotel Receptionist – Grace Paige and Jane Paige ELBS Publications
DRA-03- HOUSE KEEPING MANAGEMENT (THEORY)

Unit I : House Keeping in Hotels – Importance, Functions, Liaison with other departments, staff hierarchy, duties and responsibilities of house keeping staff, Introduction to various sections of House Keeping like House Keeping Desk, Laundry, Linen, Horticulture, Types of Cleaning Procedures.

Unit II : Guest Supplies and Amenities, Bed Making, Evening Service, Types of Key and Key Control. Cleaning Equipments and Agents – Classification and types.


Unit V : Laundry-Types of Laundry-In house laundry, Out site Laundry, Contract Laundry. Flow process of Industrial Laundry, Laundry Equipments and layout of Industrial laundry – Dry cleaning & Guest laundry. Linen – Classification & sizes of various linen (Bed, Bath & Table Linen), layout of linen room / Uniform room, storage condition, inspection & issuing linen, stock taking, par stock, inventory records.

Suggested Readings :-

4. Hotel, Hostel and Hospital House Keeping – Joan C.Branson & Margaret Lenox – ELBS
Publication.

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DRA-04- FOOD PRODUCTION (THEORY)


Unit – II: Classification of Raw Materials (Cereals, Pulses, Milk & Milk Products, Vegetables, Meat – Chicken, Mutton, Fish, Standard Purchase specifications of each Raw Material, Methods of Cooking – Boiling, Poaching, Steaming, Stewing, Braising, Roasting, Baking, Frying, Grilling, Broiling.


Unit – IV: Traditional foods of the different states – Kashmir, Punjab, Rajasthan, Gujarat, Goa, Maharashtra, Andhra Pradesh, Karnataka, Kerala, Tamil Nadu, Bengal. Speciality Indian Cuisine – Moghalai, Hyderabadi, Dum Pukht, Chettinad.

Unit – V: International Cooking: Different nations and their popular dishes – Study on the following cuisines with importance given to choice of ingredients, Menu, Specific method of cooking and Accompaniments-Italian, Spanish, Mexican, Chinese, German & French.

Suggested Readings :-


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DRA-05- FOOD & BEVERAGE SERVICE (THEORY)


Unit – III: Classification of Beverages – Non Alcoholic, (Refreshing, Stimulating, Nourishing) Alcoholic (Fermented, Distilled, Others) Introduction to Wine, Wine Production, Wines from France, Germany, Italy, Spain.

Unit – IV: Beer – Types and Manufacturing Process – Spirits – Types and Manufacturing of Basic Spirits, Other Spirits, Cocktails – Definition, Methods of Mixing, Equipments required. Recipes of atleast 3 Cocktails of each base spirit.

Unit – V: Control Checking systems, Control and the Bill – Cellar Control, Tobacco – Cigars & Cigarettes, KOT – Types of KOT’s.

Suggested Readings :-
3. Professional Food & Beverage Service Management – Brian Verghese – Mac Millan India Limi

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