

**MGM UNIVERSITY, AURANGABAD**

**Syllabus for Certificate Program in Food and Beverage Operations  
(CPFBO) w.e.f. Academic Year 2020 - 2021**

- 3 months Certificate Program in Food and Beverage Operations

**I. INTRODUCTION:**

This curriculum is designed for the three months “Certificate Program in Food and Beverage Operations” with a view to keep abreast with the current trends in the hospitality industry.

**II. OBJECTIVES AND FRAMEWORK OF THE CURRICULUM OF CPFBO PROGRAM:**

- a) This program is especially designed for those who want to start their careers in Food and Beverage Service sector like restaurants, coffee shop, quick service outlet and hotels giving particular emphasis on food service sequence, restaurant hygiene and sanitation, Food and Beverage knowledge etc.
- b) This program aimed at specializing students, to acquire skills needed to start a career in the Food and beverage department of the hospitality industry.
- c) This program will allow the students to identify, compare, discuss and examine major issues involved in service style, types of menus, equipments used for running quality food and beverage operations, knowledge of beverages like beers and wines.
- d) This program focuses on developing the right attitude needed to succeed in recognizing and exploiting opportunities for innovation in the hospitality sector.

**III. KEY FEATURES:**

- a) The program structure of Certificate in Food & Beverage Operation is designed keeping in view the basic objective stated above. Consequently certain essential features of such model program structures would be:
  - a. To impart to the students latest and relevant knowledge from the field of food and beverage operations theory and practice.
  - b. This program gives students an understanding of the concepts and principles of modern operations management with a view to increase productivity and profitability in hotel operations.
  - c. Theories and techniques associated with services management, productivity management, and problem solving and decision-making will be examined.

**IV. THE CURRICULUM:**

- a) The curriculum is presented in the accompanying chart along with the appendices containing a list of courses and outlines of required courses.

- b) Care and attention has been given to the basic objective of the curriculum and its academic rigor.
  - a. The curriculum includes a total of 04 courses.
  - b. Of the 04 courses, course No. 101 and 102, practical courses.
  - c. There is a provision for Optional Industrial Training for those who would like to do their internship with hospitality industry before joining in as a regular employee.
- c) Ordinarily in each class (of one division), not more than 20 students will be admitted.
- d) Appendix I: Outline of the structure of CPFBO program. Appendix II: Detailed syllabus, Course-wise.

**V. ELIGIBILITY FOR ADMISSION:**

The minimum eligibility for this course would be HSC in any stream (12th Std.) or its equivalent, passing with a minimum of 40% marks in the aggregate (35% in case of candidates of backward class categories belonging to Maharashtra State)

**VI. NUMBER OF LECTURES:**

There shall be max. 36 hours per week, which include lectures / practicals/tutorials / Seminars / Assignments for the internal assessment work and the duration of the lecture/practical period, shall be of 60 minutes each.

**VII. OPTIONAL INDUSTRIAL TRAINING:**

- a) The students may opt to do 16 weeks industrial training with the hospitality industry before joining as a regular employee.
- b) Students shall communicate their intent by the end of first month if they would like to proceed with the training to do the necessary.
- c) The student shall maintain a logbook on daily basis.
- d) At the end of the industrial training the student shall submit a training report along with the logbook maintained on daily basis during the period of training and the performance appraisal from each department.
- e) The training report is to be prepared by the student in two typed copies and to be submitted to the Principal within the stipulated time.

**VIII. ATTENDANCE:**

The students are required to have at least 75% attendance in each course. The students who fail to comply with the above requirements shall be prosecuted as per the Code of Conduct of the University.

**IX. TEACHING FACULTY:**

The teaching faculty must be as prescribed by the MGM University, Aurangabad. The lecturers shall have a valid degree / diploma in Hotel Management/ Hospitality Studies/ Hospitality Management/ or allied stream.

#### **X. CLASSROOM AND LABORATORIES:**

Besides the classrooms for lectures and tutorials, the laboratories for practicals should include the following:

- a. Food Production Lab.
- b. Food and Beverage Service Lab.
- c. Computer Lab with Internet Facility
- d. The Laboratories should be well equipped to impart proper practical knowledge and develop professional skills of the students.

#### **XI. BOARD OF PAPER SETTERS / EXAMINERS:**

As prescribed by the MGM University, Aurangabad.

#### **XII. EXAMINATION:**

As prescribed by the MGM University, Aurangabad.

#### **XIII. ASSESSMENT:**

As prescribed by the MGM University, Aurangabad.

Note: In case of those students who have secured less than passing percentage of marks in internal i.e. less than 16, a separate internal test of 40 marks (improvement examination) shall be conducted for those students, and if the result of the internal test as above results in lower marks than the original, the original figure of the marks shall prevail. In short, the rule is that the higher of the two figures of the marks shall be taken into consideration.

#### **XIV. MARKS:**

- a) This course carries a total of 400 marks (100 marks for each Course).
- b) The marks allotted to each course shall be as follows:
  - a. 60 marks for external written comprehensive test and 40 for internal assessment. - 30 marks for written comprehensive test where practicals are conducted, along with 30 marks for practicals and 40 marks shall be assigned for internal assessment.
- c) Industrial Training and Training Report shall not carry any separate marking scheme as it is an offered as an option to make the students acquainted with the industry.

#### **XV. STANDARD OF PASSING:**

As prescribed by the MGM University, Aurangabad.

**MGM UNIVERSITY, AURANGABAD**

**Syllabus for Certificate Program in Food and Beverage Operations**  
**(CPFBO)**

The following abbreviations have been used here under

L - Lecture            P - Practical            T - Tutorial

**Certificate Program in Food and Beverage Operations**

Course Code	Course Name	Teaching Scheme (Hrs Per Week)			Examination Scheme			Total Marks	Credit Points
		L	T	P	Theory	Practical	Internal		
CPFBO 101	Basic Food Production	2	1	4	30	30	40	100	5
CPFBO 102	Food & Beverage Service	2	1	2	30	30	40	100	4
CPFBO 103	Communication Skills	2	-	-	60	-	40	100	2
CPFBO 104	Principles of Management	2	-	-	60	-	40	100	2
		<b>08</b>	<b>02</b>	<b>06</b>	<b>180</b>	<b>60</b>	<b>160</b>	<b>400</b>	<b>13</b>

**INDUSTRIAL TRAINING**  
**(OFFERED AS AN OPTION)**

Course Code	Course Name
CPFBO 105	Industrial Training 16 weeks * 6 days * 8 hours = 768 hrs
CPFBO 106	Industrial Training Report
	<b>TOTAL</b>

A) Training report to be submitted as per specifications & format (to be collected from the Institute), Daily logbook and the Performance Appraisal given by Hotels of the level of three star categories and above.

**Course:** Basic Food Production

**Course Code:** CPFBO 101

**Teaching & Examination Scheme:** Theory

Teaching Scheme Per Week		Examination Scheme			
Lecture Hours	Tutorial Hours	Theory Marks / Duration	Internal Marks	Total	Credit Points
02	01	30/ 1.5 hrs.	40	70	03

**COURSE RATIONALE:**

Food Production is an integral part of the Hospitality Industry. To prepare the students to cater to the need of the industry, it is important to inculcate in them sound knowledge of the principles of Food Production so that they can be put to use in an efficient & effective way.

**COURSE OUTCOME:**

The subject will develop basic awareness of the technical skills required in the food production department. It also gives a comprehensive insight into the commodities required, their characteristics uses and handling procedures. This shall help students to produce the varieties of dishes suitable for the various establishments. They should also develop the right attitude, good work habits, right cooking techniques, use of correct tools and equipments.

**CURRICULUM:**

Unit No.	Title & Contents	Teaching Hours	Marks Weightage
1	<b><u>Introduction to Professional Cookery</u></b> Origin of Modern Cookery practices, Essentials of Continental food preparation, Essentials of Indian food preparation, Hygiene & safe practices in handling food, Aims & objectives of cooking food.	03	02
2	<b><u>Organization Structure in the Kitchen</u></b> Types of establishments, Classical kitchen brigade (English) for a five Star & Three Star Hotel, Duties & Responsibilities of Executive Chef & various Chefs, Co-ordination with other allied departments e.g. Stores, Purchases, Accounts, Service, Housekeeping, etc.	04	03
3	<b><u>Cooking Utensils &amp; Small Equipments</u></b> Classification - knives, kitchen tools, Electric Food Pre-Preparation equipments, Refrigeration equipment, Food Holding Equipments, Hot plates & Heated Cupboards; Properties, Advantages & Disadvantages of various materials used in tools & equipment, Precautions and Care in handling & maintenance of equipment.	03	03

4	<b><u>Fuels used in the kitchen</u></b> Heat Transfer Principles, Classification, Types, Advantages & Disadvantages	03	02
5	<b><u>Commodities used in the Catering Industry</u></b> Introduction to commodities in terms of sources, types, nature, uses, processing, by-products, market forms available, modes of packing, local market rate, storage principles & nutritive value for commodities and effect of heat and other factors on cooking (for the following): Cereals & Pulses; Wheat , Rice & Other millets; Bengal gram, Green gram, Red gram; Soya beans, kidney bean, double beans, locally available cereals and pulses; Sweeteners Sugar, Honey , Jaggery & Artificial Sweeteners; Fats & Oils Butter, Oil, Lard, Suet, Tallow, Hydrogenated fat, Bread spreads; Dairy products Milk, Cream, Cheese, Curd; Vegetables Types of Vegetables- Root , Stem , Leafy; Fruits Types of Fruits - Fresh , Dried, Canned; Eggs; Spices, Herbs, Condiments & Seasonings	06	03
6	<b><u>Introduction to food pre-preparation (To be stressed in Practicals)</u></b> Preparation Methods - Washing, Peeling, Paring (fruits), Cutting (cuts of vegetables), Grating (Vegetables), Grinding, Mashing, (vegetables & pulses), Sieving (flours), Steeping (cereals, pulses, tamarind, lemon-rind), Evaporation (milk & gravies), Marination (meat, fish, chicken), Sprouting (pulses & legumes), Blanching, Filleting of fish, Deboning & jointing poultry Methods of Mixing - (To be demonstrated also in practicals) Beating, Blending, Cutting in, Rubbing in, Creaming, Folding, Kneading, Rolling in, Pressing, Stirring	07	05
7	<b><u>Stocks, Soups and Sauces</u></b> Classification and Uses, Aims of Making Stocks, soups and sauces, Rules of Making, Types of Stock, Types of Soups, Types of Sauces, Mother Sauces, Derivatives, National Soups	07	06
8	<b><u>Introduction to Bakery &amp; confectionery</u></b> Principles of baking, Bakery Equipment (small & large), Formulas & measurements, Flour, Shortening agents , Sweetening agents, Raising agents, Dairy products, Eggs, Sundry materials, Yeast Dough, Bread making, Cake making, cookies and other products (to be stressed in practicals)	06	04
9	<b><u>Introduction to the professional Garde Manger</u></b> Cold sauces and cold soups, Salads, Sandwiches, Sausages, Terrines, pates, galantines and roulades, Cheese, Appetizer and hors d' oeuvres, Condiments,	06	02

	crackers and pickles, Buffet presentation, Basic recipes		
	<b>TOTAL</b>	<b>45</b>	<b>30</b>

**Note:** Glossary of Terms

Students should be familiar with the glossary of terms pertaining to above mentioned topics

**REFERENCE BOOKS:**

1. Practical Cookery- Victor Ceserani & Ronald Kinton, ELBS - Publisher - Edward Arnold - Publishing Year 2004
2. Theory of Catering- Victor Ceserani & Ronald Kinton, ELBS - Publisher - Hodder Edu. - Publishing Year 2003
3. Theory of Cookery - Mr. K. Arora, Publisher - Frank Brothers - Publishing Year 2008
4. Modern Cookery for Teaching & Trade Vol I- Ms. Thangam Philip, Publisher - Orient Blackswan Pvt. Ltd.
5. The Professional Chef (4th Edition)- Le Rol A. Polsom
6. The book of Ingredients- Jane Grigson
7. Food Commodities- Bernard Davis

**Course:** Basic Food Production

**Course Code:** CPFBO 101

**Teaching & Examination Scheme:** Practical

Teaching Scheme Per Week	Examination Scheme	
Practical Hours	Practical Marks / Duration	Credit Points
04	30 / 03 hrs.	02

**COURSE RATIONALE:**

Food Production is an integral part of the Hospitality Industry. To prepare the students to cater to the need of the industry, it is important to inculcate in them sound knowledge of the principles of Food Production so that they can be put to use in an efficient & effective way.

**COURSE OUTCOME:**

The subject will develop basic awareness of the technical skills required in the food production department. It also gives a comprehensive insight into the commodities required, their characteristics uses and handling procedures. This shall help students to produce the varieties of dishes suitable for the various establishments.

**PRACTICAL TOPICS:**

Practical No.	Title
1	Introduction to various tools and their usage, Kitchen Safety Procedures
2	Introduction to various commodities. (Physical Characteristics, weight & volume conversion, yield testing, etc.)
3	Food pre-preparation methods
4	Basic Indian masalas & gravies (Dry & wet)

Note: Minimum 15 individual practicals to be conducted consisting of 6 Indian Cuisine Menu, 5 Continental Cuisine Menu, 5 Bakery & Confectionary Menu be accomplished, over and above the demonstrations.



**Course:** Food & Beverage Service

**Course Code:** CPFBO 102

**Teaching & Examination Scheme:** Theory

Teaching Scheme Per Week		Examination Scheme			
Lecture Hours	Tutorial Hours	Theory Marks / Duration	Internal Marks	Total	Credit Points
02	01	30/ 1.5 hrs.	40	70	03

**COURSE RATIONALE:**

The course will give the students a comprehensive knowledge and develop technical skills in the basic aspects of food & beverage service operations in the Hotel Industry.

**COURSE OUTCOME:**

To develop a comprehensive knowledge & understanding of Food & Beverage Service in the Hotel & Catering industry. It also aims to enable the students to acquire professional competence for Food & Beverage Service.

**CURRICULUM:**

Unit No.	Title & Contents	Teaching Hours	Marks Weightage
1	<b><u>Food &amp; Beverage Service Outlets</u></b> Introduction, Food & Beverage Outlets, Food & Beverage Operations, Sectors of the Food Service Industry, Essential Equipments in Food and Beverage Service, Summary.	7	4
2	<b><u>Food &amp; Beverage Service: Essential Equipment</u></b> Introduction, Equipments, Silver Room or Plate Room, Wash Up, Hotplate, Spare Linen Store, Dispense Bar, Automatic Vending, Furniture, Linen, Crockery Sizes, Tableware, Glassware, Disposables, Personal Equipment, Restaurant Furniture, Rechauds, Table Linen, Utensils, Special Equipments, Bar Equipments, Summary	8	4
3	<b><u>Evolution of the Hotel &amp; Catering Industry &amp; Organization</u></b> Introduction, Evolution of Hotel & Catering Industry, Scope and Characteristics of the Catering Industry, Function Catering, Function Organization, Types & Organization of Catering Services, Organization of Service Staff, Wedding Function, Summary	7	4
4	<b><u>The Menu</u></b> Introduction, Origin of the Menu, Sandwiches & Filled Rolls, Cheeses, Savouries, Desserts & Ice-Creams, Summary	7	6

5	<b><u>Restaurant Setup Prior to Service &amp; the Types of Service</u></b> Introduction, Mise-en-Place, Mise-en-Scene, Types of Services	8	6
6	<b><u>Non-Alcoholic Beverages</u></b> Introduction, Classification of Non-Alcoholic Beverages - Stimulating Beverages, Nourishing Beverages and Refreshing Beverages	8	6
	<b>TOTAL</b>	<b>45</b>	<b>30</b>

**Note:** Glossary of Terms

Students should be familiar with the glossary of terms pertaining to above mentioned topics

**REFERENCE BOOKS:**

1. Food & Beverage Service - Lillicrap & Cousins, ELBS - Publisher - Edward Arnold - Publishing Year 2005
2. Modern Restaurant Service - John Fuller, Publisher - Hutchinson - Publishing Year 1988
3. Food & Beverage Service Training Manual - Sudhir Andrews, Publisher - 2004 Tata McGraw Hill - Publishing Year 2013

**Course:** Food & Beverage Service

**Course Code:** CPFBO 102

**Teaching & Examination Scheme:** Practical

Teaching Scheme Per Week	Examination Scheme	
Practical Hours	Practical Marks / Duration	Credit Points
02	30 / 02 hrs.	01

**COURSE RATIONALE:**

The course will give the students a comprehensive knowledge and develop technical skills in the basic aspects of food & beverage service operations in the Hotel Industry.

**COURSE OUTCOME:**

To develop a comprehensive knowledge & understanding of Food & Beverage Service in the Hotel & Catering industry. It also aims to enable the students to acquire professional competence for Food & Beverage Service.

**PRACTICAL TOPICS:**

Practical No.	Title
1	Introduction to Equipments - Cutlery, Crockery, Tableware, Flatware & Hollow-ware
2	Introduction to Equipments - Glassware, Chinaware, Furniture and Linen
3	French Classical Menu
4	Table Set-ups & Arrangements for Banquets, Menu Planning for Banquets
5	Laying & Relaying of Table Covers
6	Table Set-ups - A la' Carte, Table d' hote, English Breakfast, Continental Breakfast, American Breakfast
7	Tray Set-up for Breakfast Service in Room & Tray Handling
8	Greeting & Seating a Guest, Service of Water, Taking Guest Orders
9	Course Wise Service of Food
10	Types of Services
11	Course Wise Clearance of Dishes & Different Methods of Clearance
12	Crumbling Down Service
13	Service of Full Afternoon & High Tea
14	Service of Non Alcoholic Beverages
15	Handling Guest Complaints & Grievances and Billing Procedures

**Course:** Communication Skills

**Course Code:** CPFBO 103

**Teaching & Examination Scheme:** Theory

Teaching Scheme Per Week		Examination Scheme			
Lecture Hours	Tutorial Hours	Theory Marks / Duration	Internal Marks	Total	Credit Points
02	-	60 / 2.5 hrs.	40	100	02

**COURSE RATIONALE:**

To introduce students to the process of communication & presentation skills needed by the hospitality professional.

**COURSE OUTCOME:**

To introduce students with the process of communication so that they can identify conditions favorable to effective communication and to teach them basic and applied language skills useful for the study of technical subjects as well as communication, with a particular emphasis on writing and oral presentation skills, which are capabilities needed for professional careers.

**CURRICULUM:**

Unit No.	Title & Contents	Teaching Hours	Marks Weightage
1	<b><u>The communication process</u></b> Sender, receiver, message, channel, feedback, Message conceived, message encoded, channel selected for communication, message perceived, message decoded, message understood and decoded, feedback	3	10
2	<b><u>Barriers to effective communication</u></b> Inadequacy of message design, physical appearance, selective attention, prejudice, language difference, inadequate listening, lack of feedback, imperceptions, mannerisms	2	6
3	<b><u>Listening</u></b> Need for listening, listening for content, critical listening, empathetic listening, attentive listening	3	6
4	<b><u>Framework for planning business messages</u></b> Purpose, audience, structure, style	3	4
5	<b><u>Written communication skills</u></b> Advantages and disadvantages, Note making, writing a log book, Comprehension and précis writing, Letter writing (letters of enquiry, complaint, apology, order, application accompanied by bio-data, resignation and appreciation.), Short formal reports (incidents, events, visits), Memos, notices,	7	13

	circulars		
6	<b><u>Oral communication skills</u></b> Advantages and disadvantages, Articulation and delivery, Making speeches and presentations, Telephone etiquettes, Restaurant and hotel English	7	13
7	<b><u>Non -verbal communication</u></b> Understanding aspects of body language	5	8
	<b>TOTAL</b>	<b>30</b>	<b>60</b>

**Note:** Glossary of Terms

Students should be familiar with the glossary of terms pertaining to above mentioned topics

**REFERENCE BOOKS:**

1. Communication Skills - BV Pathak
2. Business Communication- Sinha
3. Grammar and composition- Wren and Martin

**Course:** Principles of Management

**Course Code:** CPFBO 104

**Teaching & Examination Scheme:** Theory

Teaching Scheme Per Week		Examination Scheme			
Lecture Hours	Tutorial Hours	Theory Marks / Duration	Internal Marks	Total	Credit Points
02	-	60 / 2.5 hrs.	40	100	02

**COURSE RATIONALE:**

To make the students understand the concepts of Management & their Practical application in the Hospitality Industry.

**COURSE OUTCOME:**

This course explains the relationships between organizational mission, goals and objectives and their successful achievement. It will clarify the significance and necessity of managing an organization.

**CURRICULUM:**

Unit No.	Title & Contents	Teaching Hours	Marks Weightage
1	<b><u>Introduction to Management</u></b> A typical day in the life of a manager at hotel (illustrative situations), Management defined, Levels of management, External & internal factors that affect management, Contribution of F.W. Taylor to scientific management, Henry Fayol's classical management theory, Modern day management theory	6	10
2	<b><u>Planning &amp; Decision Making</u></b> Definition, Nature & Importance of planning, Advantages & disadvantages, Types of plans, Steps in planning, Planning assumptions, Types of decisions, Decision making techniques, Step by step decision making process	5	8
3	<b><u>Organizing &amp; Staffing</u></b> Definition of Organizing, Nature and importance of organizing, Principles of organizations, Definition of Staffing, Delegation and Departmentalization, Authority & Responsibility, Span of control	4	8
4	<b><u>Leadership</u></b> Definition, Leadership theories - Managerial grid, Different styles of leadership, Characteristics of a good leader	3	8
5	<b><u>Motivation</u></b> Definition, Nature and Importance, Benefits of	4	10

	motivated staff, Maslow's theory of need hierarchy, Herzberg's two factor theory, McGregor's theory 'X' and theory 'Y', Morale - its role & importance		
6	<b><u>Coordination</u></b> Definition, Characteristics of coordination, Need for coordination	4	10
7	<b><u>Controlling</u></b> Definition, Need for controlling, Process of controlling	4	6
	<b>TOTAL</b>	<b>30</b>	<b>60</b>

**Note:** Glossary of Terms

Students should be familiar with the glossary of terms pertaining to above mentioned topics

**REFERENCE BOOKS:**

1. Management - Stoner & Freeman
2. Essentials of Management - Koontz & O'donnel
3. Management tasks - Peter Drucker
4. Management Process - Davar R.
5. Principles of Management - P. Tripathi

**Course:** Industrial Training (OPTIONAL)

**Course Code:** CPFBO 105

**Teaching & Examination Scheme:** Training Based

<b>Course Code</b>	<b>Course Name</b>
CPFBO 201	Industrial Training

**COURSE RATIONALE:**

The Industrial Training enables students to relate the knowledge and skills acquired in the classroom with systems, standards and practices present in the Industry.

**COURSE OUTCOME:**

Capability to acquire and apply fundamental principles of chosen department in hospitality industry, become master in one's specialized technology, become updated with all the latest changes in the respective field, ability to communicate efficiently, capability and enthusiasm for self-improvement through continuous professional development and life-long learning.

**INDUSTRIAL TRAINING:**

In this semester the student shall be sent for industrial training for a period of 16 Weeks in a reputed organization (min. 4 star hotel in case a candidate opts for hotel training). The student shall maintain a logbook on daily basis. At the end of the industrial training the student shall submit a training report along with the logbook maintained on daily basis during the period of training and the performance appraisal from each department. The training report is to be prepared by the student in two typed copies and to be submitted to the institution within the stipulated time.



**Course:** Industrial Training Report (Optional Based on Industrial Training Opted or Not)

**Course Code:** CPFBO 202

**Teaching & Examination Scheme:** Training Based

<b>Course Code</b>	<b>Course Name</b>
CPFBO 202	Industrial Training Report

**COURSE RATIONALE:**

To enable the student to apply the knowledge and skills acquired in the many facets of Aviation & Hospitality Operations while on industrial training and learn to analyze data situations at logical decisions.

**CONTENT FOR THE INDUSTRIAL TRAINING REPORT WORK:**

<b>Sr. No.</b>	<b>Particulars</b>
1	Cover Page
2	Title Page
3	Acknowledgment
4	Certificate of Hotel
5	Certificate of Examiner
6	Synopsis
7	Index (Table of Contents)
8	Training Report Content: Details of Learning during the training period
9	Annexure