

# HOSPITALITY MANAGEMENT (880)

## CLASS XII

There will be **two** papers in the subject.

**Paper I - Theory:** 3 hours .....70 marks

**Paper II- Practical Work:** ...30 marks

### PAPER - I (THEORY) – 70 Marks

**Part I (20 marks)** will consist of **compulsory** short answer questions covering the entire syllabus.

**Part II (50 marks):** Candidates will be required to answer five questions. Each question in this part shall carry 10 marks.

#### 1. Managerial Skills in Hospitality

A brief understanding of conceptual skills (planning and organizing), interpersonal skills (communication and rapport building), operational/technical skills (knowledge) and leadership skills in relation to Hospitality - using appropriate hospitality phrases and language skills.

#### 2. Hospitality: reach, growth and emerging trends

Increase in Tourism over the last few years, Current issues/emerging trends in hospitality.

Tourism Statistics from domestic and international travel to show where and how tourism has increased over the last few years. Trends, technology (e.g. hospitality technology for energy conservation, cloud-based services, instant check-in and check-out), guest experiences, sustainability, security, use of social media.

#### 3. Customer care in Hospitality

Meaning and importance of customer care in the Hospitality industry.

General definitions and examples of customer satisfaction (meeting customer expectations), customer delight (the 'wow' factor – surpassing customer expectations and providing a pleasant experience which is unexpected).

#### 4. Classification of Hotels

Criteria for classification of Hotels.

Different criteria for classification with explanations and examples - classifications from regulatory bodies by the Ministry of Tourism, Government of India and one international body United Nations World Tourism Organization (UNWTO).

#### 5. Operational Areas of Hotels

Food Production, Food and Beverage service, Front Office, Accommodation Operations.

Food Production - Basic inputs on stocks, soups and sauces (theory only and demo through videos) – these form the basics of different cuisines, allergens, nutritional values – their importance. Menu planning and food cost; importance of safety and hygiene.

Food and Beverage service- Types of meals, various meal periods (breakfast, lunch, high tea, supper, dinner) – timing and type of food served (with respect to the Indian scenario), menus and covers (Hors d'oeuvre varies, Parathas, Indian curries, Soups like Minestrone, Roast meat like chicken, Fruits and nuts (Dessert); different types of service, welcoming and seating guests (concept of meet, greet, seat), discussion of standard operating procedures (SOPs): Greeting upon arrival, Restaurant Service Sequence, Table setups, Handling guest complaints, Mise en place.

Front Office - Guest cycle, introduction to the property management systems and their uses (relationship between different departments).

Accommodation Operations - Attributes of AO personnel, planning and control desk, classification of guest rooms, public area cleaning and maintenance (e.g. common to in-house and non-resident guests), decor (including four different types of flower arrangements), appropriate wall and floor coverings for guest rooms and public areas.

## **PAPER II: PRACTICAL WORK (20 Marks)**

Candidates will be expected to complete the practical work listed below and maintain a **File** for the same.

### **List of Practical Work to be done throughout the year**

- (i) Food Production – knife skills, cuts of vegetables- *Classical cuts like Julienne, Jardiniere, Macedoine, Chiffonade*, nutritional knowledge, menu planning and food cost, pre-preparation of food such as cold cooking, salads, *chaats*, sandwiches, induction cooking.
- (ii) Food and Beverage Service – service sequence, restaurant mise-en-place, table layout sequence for different meals - specification for a particular meal time like a major meal (lunch and dinner), table layout sequence setup, table layout of major meals (lunch and dinner only), service conventions - Do's and don'ts during the service and standard operating procedures like Greeting upon arrival, Restaurant Service Sequence, Table setup, Table Handling Guest complaints and phrases used related to this department of the hotel during various times.

## **PROJECT WORK AND PRACTICAL FILE 10 MARKS**

### **Project Work – 7 Marks**

The candidate is to creatively execute **ONE** project/assignment on any aspect of Hospitality Management. Teachers may assign or students may choose any **one** project of their choice.

The project work is to be assessed by a Visiting Examiner appointed locally and approved by the Council.

### **Practical File – 3 Marks**

The Visiting Examiner is required to assess candidates on the basis of the Practical file maintained by them during the academic year.

**NOTE:** No question paper for Project Work will be set by the Council.