

PROFESSIONAL DIPLOMA IN HOTEL MANAGEMENT

DURATION: 24-MONTHS, 18-MONTHS CLASSES 6 MONTHS INDUSTRY INTERNSHIPS

(TIMING: 6-HOURS IN DAY, (MONDAY TO SATURDAY))



2- Years Course

Breaking the
RECORD with the
FASTEST BARTENDER
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FOOD PRODUCTION



To provide an in depth knowledge of various food preparations,
Apart from this to make various culinary preparations out of 1. Meat, 2. Poultry, 3. Games, Fish etc.

UNIT- I

Meat Cookery: Meat: Characteristics, selection and grading, Classification (Bovines, Ovines and Swines) Categories Lamb & Beef: Types of meats used in cookery, Cuts of meats i.e.(beef, lamb), purchasing and quality grading, factors that gives meat a good quality, handling, knowledge of offal's & other edible parts, food value, storage, Butchering Procedure, Rigor Mortis, application & cooking methods, Smoking Procedure PORK: Cuts, food value, purchasing, butchering procedure, Processed Meat-Ham, Bacon, Sausages, Salami

UNIT- II

Poultry And Egg Cookery: Poultry And Game: Introduction, Classification, Selection Criteria, Cuts of Poultry, Yield and simple Indian preparations. Eggs: Introduction, Usage in Kitchen, Structure of Egg, Classification, Grading of Eggs, Types, Selection, Storage and preparation of breakfast dishes with eggs

UNIT- III

Fish Cooking: Introduction, Types, Purchasing, Storing Considerations, Fish & Shellfish, Their Classification, Cuts of Fish, Popular Species of Fish, Classical Preparations of Fish, Common cooking methods used for fish.

UNIT- IV

Food Commodity: Cereals: Sources, variety of cereals, uses, storage. Fats & Oils: Sources, types (animal and vegetable fats), uses, storage, Hydrogenization and rancidity Herbs and Spices, Condiments: used in cooker.

Food production Practical's

1. Dishes with accompaniments & sauces.
2. Meat, poultry, Egg & fish dishes (Continental).
3. Butchering process of meat, poultry.
4. Familiarization with commodities and their uses in kitchen with the help of simple dishes preparation indicating their uses



FOOD AND BEVERAGE SERVICE



Understand the alcoholic beverages and its broad categories

a) Brewing process, b) Viticulture and Vinification., c) Understand different types of Wines, Their classification storage & services. Know about the different wine producing countries, their specialty wine and the wine quality laws governing the major wine producing countries

UNIT- I

Alcoholic Beverages: Introduction, Definition of alcoholic beverages and classification Fermentation: Definition, Process & Uses.

UNIT- II

Beer: History, Definition and types, Ingredients used in beer making, Brewing Process: Bottom fermentation; Top fermentation. Beer faults, Care and Storage of beer. Beer terminology.

UNIT- III

Wine: History, definition and classification of wine ,Viticulture seasons, Quality of soil and of area of production. Types & Composition of grapes and its effect on the nature of wine, wine makers' Calendar, and wine diseases Wine making Methods-Table (Red, White, Rose), Fortified- Sherry & Port, Sparkling Wine, Characteristic of wine, still, sweet, dry, vintage & nonvintage, Care and Storage of wine, Wine Terminology.

UNIT- IV

Wines of France: Different regions, their geographical composition and climate, grape varieties and characteristic of wines from each region. Special reference of Champagne, its origin, grape varieties and production. Wines of Other Countries: Italy, Germany, America, Australia, Newzeland, California, Chilli & India. Wine of Spain with special reference to sherry (in detail). Wine of Portugal with special reference to port & Madeira, Marsala. Wine Quality Laws: France, Germany, Italy, Portugal and Spain Foods and Wine Harmony: In relation to all courses of French classical menu

FOOD AND BEVERAGE SERVICE PRACTICALS

x Beverage order taking and preparation of BOT. x

Familiarization with the glassware, equipment's and tools required in relation to Beer & wine services.

Service of Wine a) Order taking procedure b) Service sequence, serving temperature x Services of red wine, white wine, champagne with all the courses.

Decanting x Designing of beer/ wine list Service Of Beer a) Service of Beer: Draught Beer, Bottled beer b) Order Taking Procedure x Service Sequence, Equipments used. Assignments: 1. Preparing Charts x Different regions of France and their characteristics of wine. x Regions and characteristics wine of two other countries. 2. Collection of Labels x At least five wines & Beers (Indian & International).

HOUSEKEEPING

By the end of this course the students will have knowledge about the following:

1. Hotel Linen room procedure, care and maintenance of Linen. 2. Sewing and uniform room procedures, care and maintenance. 3. Laundry- Importance and principles, equipment's, layout, flow process and finishes. 4. Stain removal – methods and aids 5. Fabrics – origin, characteristics, classification and usage in hotel industry. 6. Yarns and their types.

UNIT- I

Fibers And Fabrics: Definition, Origin, Classification, Characteristics of different fibers– Cotton, Linen, Silk, Polyester, Nylon, Acrylic. Yarns: Types. Finishes: Designing, sizing, deguming, weighting, scouring, calendaring, decatizing, Tentering, shearing. Flocking, sanforisation mercerization, napping. Bleaching, Dyeing, Printing, Singeing.

UNIT- II

Hotel Linen And Linen Room: Classification: Room linen, F&B linen, miscellaneous linen. Selection criteria & stock requirements, Par Stock. Linen Room: Location, Equipment and Standard Operating Procedures, Storage & section: Care of linen and Stocktaking, Marking & Monogramming. Functioning.

UNIT- III

Laundry: The Concept, Importance, Organisation Structure, Key Roles & People, Functions of a Laundry, Professional Laundry Set Up, Linen Room, Uniform Room, Tailor Room, Setups & Functions, Equipments Used in laundry, Their Salient Features, Laundry Chemicals, Laundry Do's and Dont's, On Premises Laundry, Off Premises Laundry, Commencing the Day's Work – Briefing, De Briefing, Day Schedules. Managing Guest Laundry: Valet Services: Collecting Guest laundry and returns, Do's and Dont's, Handling guests Linens, Stain Removal: Different types of stains, Cleaning methods, Specific Cleaning Agents, Chemicals and detergents. Care for color and delicate fabrics..

UNIT- IV

Sewing Room: Activities and area provided. Equipment's and Standard Operating Procedures Uniform Room: Purpose of uniforms. No. of sets issuing procedure & exchange of uniform. Designing a uniform. Layout and planning of the uniform room

HOUSEKEEPING PRACTICALS:

1. Layout of Linen and Uniform Room/Laundry
2. Laundry Machinery and Equipment
3. Stain Removal
4. Selection and Designing of Uniforms
5. Visit to a professional Laundry



FRONT OFFICE

Students should learn about:

- a) Handling guest mails, messages and guest enquires.
- b) Describe room change procedure and Out Door Area management.
- c) Outline the tasks performed at bell desk.

UNIT- I

Guest Information Management: Guest Information Handling, Handling guest mails and message procedure, Business centre facilities and functions.

UNIT- II

Front Desk Functions: Room key management, Self check-in, Web check-in, Wake up calls and do not disturb requests, Guest visitors handling, Paging system.

UNIT- III

Room Change Procedure and Bell Desk Functions: Meaning and procedures for room change, Live move and dead move, Room change formats. Bell Desk Management: Activities and procedures at the time of: Check in, Check out. and Left luggage procedure, Travel desk services, Concierge services, Other activities & Formats used at Bell Desk.

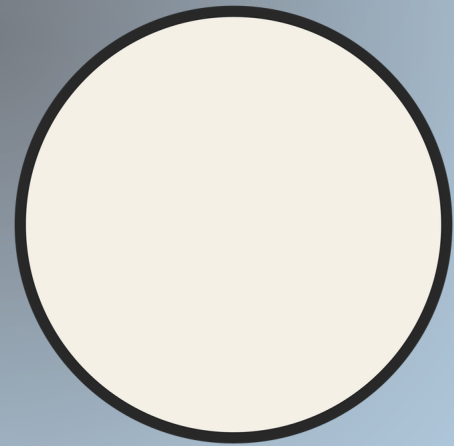
UNIT- IV

Hotel Porch Operations Management: Car parking-self and valet parking, Public addresses System, Duties of doorman/ parking attendant. Hire a car procedure. Airport representative, guest pickup and drop services.

FRONT OFFICE PRACTICALS:

1. Handling various types of enquires and providing information at the front desk information section.
2. Message and mail handling procedures
3. Bell desk activities at the time of: Check-in. Check-out. Room change
4. Electronic Key Handling Systems
5. MONTHS INDUSTRIAL EXPOSURE IN SPECIALISED DEPARTMENTS

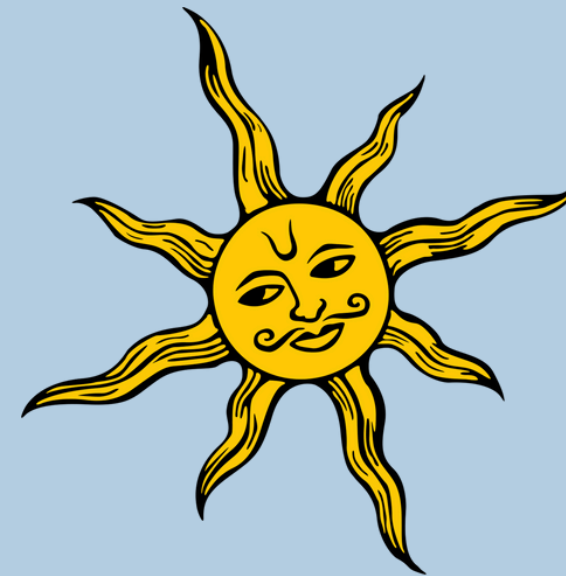




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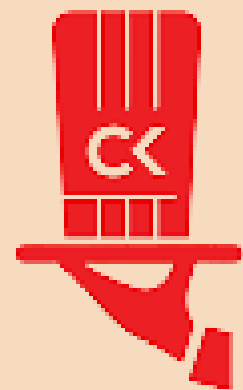


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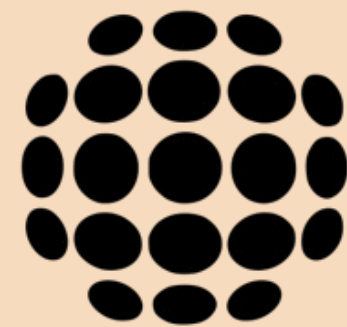


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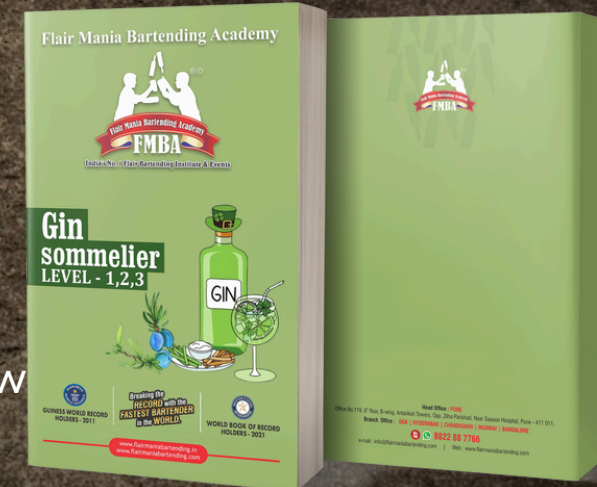
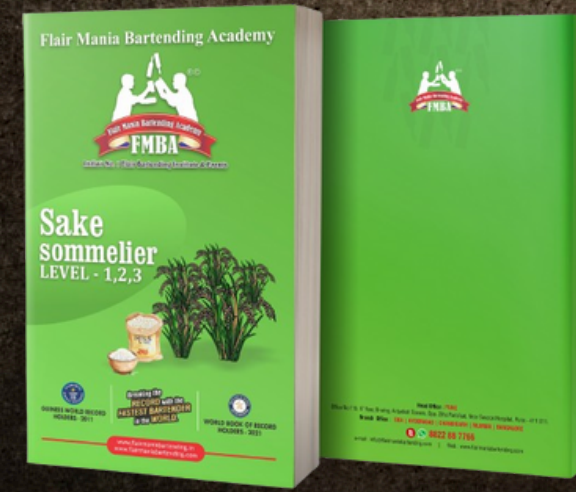
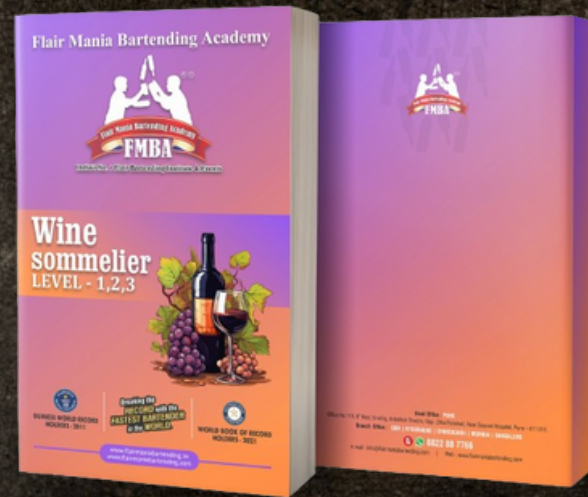
Team



Office



Books



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