

**Detailed Syllabus for the post of JUNIOR SUPERVISOR (CANTEEN)
(The Kerala Minerals and Metals Ltd. (TP Unit)) - Direct Recruitment**

(Cat. No:013/2022)

SUBJECTS TITLES	Modules	Multiple Choice Questions	Marks
Food & Beverage Production	10	15	15
Food & Beverage Service	10	15	15
Front Office Operation	10	15	15
Accommodation Operation	10	15	15
Food Hygiene & Nutrition	05	05	05
Hotel Maintenance & Engineering	05	05	05
Basics of Computer Applications	05	05	05
Hotel Accountancy	05	05	05
Business & Communicative English	05	05	05
Hotel Law	05	05	05
Sales & Marketing Management	05	05	05
Human Resource Management	05	05	05
		100	100

1. Subject title : ***Food & Beverages Production***

Module 1

Introduction of Cookery- levels of skill and experience.
Origin of modern cookery-classification of modern cookery.
equipment used in kitchen-safety procedures in handling equipments.
The working environment.
Kitchen Organisation- hierarchy and kitchen staffing
Duties and responsibilities of each staff- role of executive chef
Cooperation with other departments

Module 2

Aims and objectives of cooking food- various consistencies- techniques used in preparation

Method of cooking food – roasting, frying, baking, poaching, boiling, steaming, braising, stewing, grilling, paper bag, microwave, pot roasting.

Menu planning -basic principles, special emphasis of quantity food preparation

Types of Menu. Planning of menus for school/ college students , industrial workers, hospitals, canteen, outdoor parties, team dinners, transport mobile catering

Module 3

Basic principles of food production – Classification pigment and colour change effect of heat on vegetable , cuts of vegetables.

Vegetable & Fruits : Classification, importance in diet, cooking, retention of colour, flavour and nutrients while cooking.

Stock – definition, preparation of stock, recipes, storage of stocks, uses of stock, care and precaution in stock making

Soups – classification with example, basic recipe, consommé, and accompaniments for soup.

Sauces – classification, recipe for mother sauces, derivatives, quality of good sauce, types of sauces, proprietary sauces.

Module 4

Meat – Cookery- introduction, cuts of beef, veal/lamb/mutton/pork/chicken.

Variety of Meats

Fish- Classification of fish with example, cuts of fish, selection of fish and shell fish, cooking of fish.

Egg – Cookery, Selection of egg, uses of egg in cookery, methods of cooking egg.

Larder Force meat Salami and sausages- Meaning. Glazes- meaning and uses.

Garnishes and Accompaniments. Sandwiches.

Module 5

Basic commodities: Rice, cereals and pulses- introduction, classification and identification, cooking of rice, cereals and pulses. Variety of rice and pulses.

Flour- types of flour, uses of flour in food production, cooking of flour.

Shortenings – (fats and oils), role of shortenings, variety of shortenings, advantages and disadvantages of using different shortenings.

Fats and oils- types , varieties, commonly used fats and oils, their sources and uses.

Module 6

Basic commodities – milk, introduction, processing, pasteurization, homogenization.

Types of milk- Skimmed, condensed, nutritive value, cream, introduction, processing of butter, types of butter. Cheese- Introduction, processing, types , classification, cooking , uses.

Nuts- name of nuts commonly used, cream- types, description and uses.

Yoghurt-types

Cereals- types and uses ; Pulses- pulses in Indian Cooking. Herbs – uses of herbs; Spices and condiments- uses of different types of spices and condiments. Colouring and flavouring – names and purposes

Beverages- Coffee, tea, cocoa, chocolate, production and types.

Module 7

Bakery – Identification and handling of raw materials- pastry and bakery equipments- methods of cake making, flat rubbing, creaming, flour method, beating method, method of pastry cookies, principles of bread making, simple yeast bread, role of each ingredients in bread making, baking temperature and its importance.

Basic pastry creams- uses of confectionary preparations and care in production.

Sponges- Genoise sponge and chocolate sponge recipes, reasons for faults

Types of flour and uses. Ingredients used in bakery and their role.

Yeast – points observed while making yeast goods. Reasons for faults in yeast dough.

Recipe for bread roll, bun, baba au rum, savarin and doughnuts

Sugar- boiling, cooling of sugars, uses, types of sugar. Paste- Types of pastry: recipes for short pastry, puff pastry, Choux pastry Flaky Pastry and Sweet pastry. Sandwiches- Types of bread used, filling and seasoning used, points observed while making sandwiches, types of sandwiches.

Module 8

Introduction to regional Indian cooking. Factors affecting eating habits. Heritage of Indian Cuisine. Differentiation of regional cuisine. Indian bread, Indian snacks, Indian sweets Food prepared for festivals and occasions.

Indian cookery- Basic masalas, different masalas used in Indian Cookery, wet masalas, dry masalas, composition of different masalas, varieties of masalas available in regional areas, special masala blends.

Role of thickening agents in Indian Cuisine- Types of thickening agents.

Culinary terms- common and basic terms, explanation with example.

Speciality cuisine – Equipment and fuel

Module 9

Types of institutional catering- menu planning for institutional catering

Scope of growth, industrial catering- types-

Hospital catering – diet menus- importance of hygiene

Indenting, costing, purchasing: Quantities and portions for bulk production.

Food Costing, food cost control. Importance and relevance of food costing

Module 10

Purchasing system, purchasing specification, storage
Purchasing – duties, of purchase manager, Purchasing procedure,
Selection of Supplier, specification for food and beverage
Receiving, Storing and issuing food and beverage, Stock taking Quality
restaurants, catering control, performance measurements

2. Subject title : Food & Beverage Service

Module 1

Introduction to the hotel and catering industry and the growth of India. Role of catering establishment in the travel/tourism industry.

Type of F & B Operation- (classification) commercial: residential/non residential.

Welfare : Industrial/Institutional/ Transport (air, road, rail, sea) Structure of catering Industry- a brief description of each type and career opportunity therein.

Module 2

Departmental organization and staffing Organization of the F & B department of a hotel. Principle staff of various types of F & B operation. Duties & responsibilities of F & B staff. Attributes of good waiter. Interdepartmental relationships (within F & B and with other departments)

Module 3

Types of F & B Outlets. Speciality restaurant, coffee shops, banquets, room service, cafeteria, green room, discotheque, night club, bar, outdoor catering. Ancillary department- food pick-up areas, stores, linen room, kitchen stewarding. F&B service equipment. Classification of equipment, familiarization of equipment – criteria for selection and requirement -crockery-tableware(silver and stainless) – glassware – linen including furnishings- other equipment's - care and maintenance of equipment including silver polishing.

Module 4

Meals and menu planning. Origin of menu and menu planning objectives. Basic type of menus, general menu planning, consideration and constraints – designing the menu. Sequences of courses and planning menus- French Classical menu and table d'hote (Indian and continental) – Ala carte (Indian and Continental) types of meals – Indian b/f- English b/f , American b/f, continental b/f - brunch- dinner- brunch afternoon high tea supper.

Module 5

Dining Service : Method and procedure. Mise-en-scene and Mise-en-place (including arrangement of side board) laying tables for different meals and menus including laying, relaying table cloth and folding serviettes – restaurant reservation system- receiving the guest – methods of service- fresh/family – English/Silver/Buffer- Banquet – room service- trolley.

Non-alcoholic beverages: Tea, types of tea, coffee, types of coffee, brands, juices, soft drinks, mineral and tonic water.

Simple Control System. Necessity and functions of a control system- F & B control cycle- making bills theft control procedure- record keeping.

Module 6

Restaurant planning- layout, objective of good lay-out, planning a restaurant. Steps in planning, space allocation, staffing, equipment and erection, furniture, land, linen, cutlery and crockery- requirement. Dining area – type of seating – table arrangement, restaurant costing, elements of cost, cover turn over, average check , sales per cover.

Module 7

Banquets- duties and responsibilities of department- booking procedures. banquet menu- table plans- service- toasting. Informal banquet. Reception- cocktail parties- convention- seminar- outdoor catering- wedding.

Buffer – Factors in planning- area requirement- sequence of food- organizing and planning- types of buffet- sitting, standing, finger buffet, Danish Buffer, cold Buffer, breakfast buffet. Planning for buffet – sit down and fork buffet, facilities required for exhibition, seminars, fashion shows, trade fair etc.

Equipment required, checklist, supervision.

Module 8

Bar Operation- types of bar- bar parts- bar equipment- furniture- staffing linen- layout- bar stock and inventory- bar control system- stock taking- goods received book- cellar stock register- bin card- overage and shortage.

Module 9

Alcoholic Beverages- classification – production. Wines- classification, producing countries, food and wine combination, storage and service. Beer- types – storage – bottled and canned beer- draught beer. Spirits- Production of spirit, whisky, rum, Gin, Brandy, Vodka, Tequila, other spirits, services. Liguers- Definition, production, categories, cocktails, cocktail bar equipment, preparation and service, mocktail, specialty coffee. Cigars and other tobacco manufacture, storage and brand names.

Module 10

Specialised service – Lounge service, Organisation of lounge service, Hospital tray service, Railway service.

Function catering, types of function, function service staff and responsibilities, booking and organization of function, function menu, wines, tabling, seating arrangement, banquet layout, instruction to service staff, order of service for wedding reception and ordering of wines, buffet reception.

Outdoor catering – preliminary survey of place and conduct of party , hiring of service personnel, making a list of service equipment required, setting up of counters and allotting stations.

Restaurant – planning , area, décor, furniture, manufacture of crockery, cutlery, glassware, hollowware, flat ware in India.

Lay out of restaurant, staff organization and training , planning of training.

3. Subject title : *Front Office Operations*

Module 1

Introduction to hotel Industry- Front Office- layout of front office and different office equipment – front office organization, duties and responsibilities of personal- ideal qualities and attribute of front office staff- staff organization including uninformed staff- lobby and its staff.

Module 2

Introduction to tourism- concept of tourism and tourists. Importance and significance of tourism. Growth of Tourism. Role of various agencies in growth of tourism- Central government, State government, Private players.

Positive and negative impact of tourism. Impacts on economic, social, environmental and geographical fields. Domestic and international tourism. Types of tourism- heritage, historical, adventure, sports, conference convention etc.

Travel grade organizations/associations- IATO, IATA, ASTA, PATA, TAAI

Module 3

Classification of hotels – commercial hotels – airport hotels – resort hotels time share and condominium conference and convectional centres. Heritage hotels, forest lodges, dark bungalows, travellers bungalow, hospitals, youth hostels.

Type of ownership- sole proprietorship, partnership, companies etc.,

Module 4

Affiliations – referral hotels, chain hotels, franchise management contract, lease agreement and apartment hotels. Organizational structure of small, medium and large hotels.

Front office equipments- manual system, semi-automatic system, automatic system.

Module 5

Types of rooms, single, double, twin, suite, pent houses, cabana, cottages, studio duplex etc.

Tariff- definitions -types of plans- European, continental, American, Modified American plan.

Lodging Industry – background of hospitality industry- organization of hotels based on location, size, length of stay of guests and facilities they offer.

Module 6

Reservation: Importance of reservation- modes and sources of reservation – dealing with reservation enquiries – cancellation and amendments computerized reservation – group reservation- instant reservation- overbooking policies.

Reservation records, glossary of front office terms, general knowledge.

Registration: Receiving and greeting the guests, types of registration, document generated during registration process, group arrival, rooming procedure.

Mail Services, messages, keys, bell desk activities, luggage handling procedure, door and car parking services. Flow of guest information between sections of front office and other departments.

Module 7

Accounting: Guest accounting system, flow of accounting process, document generated, non-automated, semi-automated, fully automated guest accounting.

Check-out: Cash changes and credit, cashiers report, handling credit card/cheque, settling of guest accounts, foreign exchange regulations, safety deposit facility.

Credit control: Objectives, credit control policy, measures while check-in and while receiving reservations, preventing skippers.

Module 8

Raising of guest folios, manual tabular ledger, posting of voucher using mechanical ledger, billing and computerized system, night audit, discounts, allowances, closing the folio.

Module 9

Forecasting room availability, useful data, percentage of over stay/ under stay, forecasting room revenue.

Daily operation report, occupancy ratio and percentage, average daily rate, average rate per guest, average room revenue.

Module 10

Telephone procedures, telephone manners, assignments. Foreign exchange regulations, foreign currency handling. Types of guest problems, skills necessary for dealing with problems Handling complaints, course of action to be taken.

4. Subject title : *Accommodation Operations*

Module 1

The role of housekeeping in hospitality operation. Types of hotels and service offered- types of rooms- organization chart for a large hotel – interrelation with other department- coordination- cooperation- communication.

Module 2

Cleaning equipment – manual – mechanical- use and care of equipment cleaning agent- selection of cleaning agent- classification- water – hard, soft, soaps, detergents and the composition, alkalis, acids, solvents, abrasives, deodorizers, disinfectants, seals, polishes – distribution and control.

Module 3

Composition, care and cleaning of different surfaces.
Metals , glass , plastic, ceramics, wood , floor finishers, wall finishers. Maid service rooms – layout and essential features. Organizing maids trolley, Keys, type of keys – computerized keys and control of key, Key handling procedure, Hotel Bed making .

Module 4

Daily cleaning rooms . Check-out rooms – Occupied room – Vacant room evening services . Weekly cleaning, special cleaning , periodic cleaning. Standard supplies. Ordinary , VIP and VVIP placement- guest special request – special cleaning program.
Task schedule and records , Public area cleaning, Front /back area – work routine – guest room inspection.

Module 5

Lost and found procedure, housekeeping clerical work, lost and found register lost and found enquiry file – maid's report – housekeepers report- handover records – guest special request register. Records of special learning – attendance record – stock record – VIP list.

Module 6

Hotel linen – classification- bed linen, bath linen, table linen. Sizes- Selection criteria

Linen room – function, layout and equipment, staff, calculation of linen requirement, records, recycling of linen, marking.
Soft furnishing – curtain, bed spread, upholstery, cushions – selection.

Module 7

Uniform – advantages, items, No. of sets, laundry and storage procedure, sewing room, activities and equipment's, laundry, duties and responsibilities of laundry staff, flow process, guest laundry , valet service.
Fabrics made from fibre, selection of fabrics, stain removal, classification of stain, agents used for removal of stain.

Module 8

Flower arrangement – purpose, equipment and materials, styles, theme decoration.
Pest control- definition of pest, areas of infestation, prevention and control of pests.
Guest rooms- decoration, size of room and furniture, furniture arrangement, principles of design, color harmony and colour scheme.
Safety awareness- accident prevention- fire safety- firefighting equipment's, crime prevention.

Module 9

Interior decoration – colour and design, lighting and lighting fixtures, floor finishes – Carpet – types, weaves, manufacture, origin, furniture and fittings- accessories.
Interior decoration, colour code- lighting and lighting fixtures
Floor finishes – furniture and fittings- accessories
Decoration for special occasion
Size of room – size of furniture colour harmony and colour scheme
Wall/window treatments
Contract services- types, hiring advantages and disadvantages.
Cleaning equipment's and agents – selection, uses.

Module 10

Staff requirement in housekeeping department, job allocation, work schedule, duty rosters, Training, Performance appraisal, job procedures.
Budget – planning, capital budget, operating budget, controlling expenses, income statement.
Purchasing system – stock records, issues and control.
Planning and organizing the housekeeping department. Area inventory list, time and motion study. Standard Operating Manual. Job Allocation and work Schedule
Planning duty roster
Budget and budgetary control. Budget process Planning capital budget , Planning operating budget. Controlling expenses – income statement.
Methods of buying – Stock record, issue and control

Commonly used fabrics- identification and their uses in industry
Facility for physically handicapped and disabled persons
Safety awareness and accident prevention – First Aid

5. Subject title : *Food Hygiene & Nutrition*

Module 1

Introduction- definition of nutrition, nutrients, classification of nutrients, food groups, functions of food to man, per oxy principles. Carbohydrates, proteins and fats – composition, classification, sources , functions, daily requirements, digestion and absorption , excess and deficiency.

Module 2

Minerals: Calcium, Iron, sodium, iodine, fluorine – Functions, sources ,daily requirement, excess & deficiency , digestion and absorption.
Vitamins: Classification, functions, sources, daily requirements, excess and deficiency of A, D , E, K , C, B, B2, B3, B12. Nutritional losses during cooking.

Module 3

Energy- definition- energy requirements of different age groups, BMR definition, factors affecting BMR, SDA
Water: Important, Water Balance, deficiency of oral dehydration
Balanced diet: Definition, meaning and importance of daily requirements.
Balanced diet and simple diet.

Module 4

Meal Planning: Factors affecting meal planning
Planning and critical evaluation of meals and snacks.
Malnutrition, over nutrition – obesity and its effects. Under nutrition- symptoms, causes, prevention, PCM, anaemia, goitre, bleeding gum, night blindness and rickets.

Module 5

Selection and storage – Space, perishable and non-perishable food. Selection of milk and milk products, wheat, fruit and vegetables.
Storage – dry storage, low temperature storage, cold storage, freezer storage.
Hygiene – personal hygiene, food hygiene.
Preparation, cooking, cooling, re-heating, holding and serving.
Food adulteration, food hygiene regulation.

6. Subject title : *Hotel Maintenance & Engineering*

Module 1

Maintenance – Plant maintenance, unplanned maintenance, preventive maintenance, corrective maintenance, emergency maintenance, scheduled maintenance, condition based maintenance, contract maintenance, hotel engineering maintenance.

Module 2

Electricity- Fundamentals of electricity, energy concepts, AC & DC. Single phase and three phase and its importance.

Electric circuit- open circuit and close circuit, series and parallel connection, short circuit, fuses, MCB, earthing, reason for placing switches on live wire side.

Calculation of electric energy, consumption of energy, types of lighting.

Water- water system, cold water system in India, hardness of water, water softening, base exchange method, cold water cisterns, swimming pools, hot water supply system in hotels.

Flushing cisterns, water taps and closets.

Module 3

Pollution and waste disposal

Waste disposal- solid, liquid and gaseous waste in hotels, preventive method of waste disposal, recycling of waste and waste management.

Pollution – water pollution, sewage pollution, air pollution, noise pollution, vehicular pollution, sewage treatment plans.

Module 4

Refrigeration and air conditioning – Basic principles, vapor compression system of refrigeration and refrigerants, vapour absorption system, care and maintenance of refrigerator, defrosting types of refrigerant units, relative humidity – humidification, de-humidification, dew control point.

Unit of air conditioning- window type air conditioner, central air conditioning, preventive and maintenance.

Module 5

Firefighting- fire prevention and firefighting system, classes of fire, method of extinguishing fires.

Fire extinguishers- portable and stationary, fire detector and alarm.

Fire extinguishing devices.

Energy conservation – Necessity, energy conservation programme in hotels, energy conservation in different areas of hotel, energy wastage in hotel, energy management.

7. Subject title : ***Basics of Computer Application***

Module 1

Introduction to computer – advantages and disadvantages- various types network (LAN/MAN/WAN), linking (time sharing/ring/bus/star).
Hardware, software- application, components of a computer.

Module 2

Elements of computer system – central processing unit – input and output devices.

Storage devices, ports (serial and parallel)

Key board operating – special symbols, special keys, monitor

Operating system – Kinds of operating system- memory devices

Module 3

Introduction to MS-DOS – File name- directory display

Creating directories(MD/CD/RD), formatting floppy.

Copy (within the directory) Floppy to hard disc and vice versa

Disc copy – erase/del file (single file and wild file), rename

Module 4

Word processing- capabilities of word processing.

Introduction to excel – rearranging work sheets, formatting work sheets

Module 5

Introduction to mail – MS mail and Office application

Introduction to Internet concepts.

8. Subject title : ***Hotel Accountancy***

Module 1

Importance of accounting in hotel business, classification of accounts
accounting-equations, journalizing, posting and ledgers.

Balancing of ledger accounts.

Subsidiary journal, purchase books, sales book, cash book, petty cash book,
closing of ledgers.

Module 2

Trial balance preparation, preparation of trading accounts, preparation of profit
& loss accounts, preparation of balance sheets (simple).

Revenue and Capital expenditure.

Module 3

Preparation of operating cost, variable expenses.

Room occupancy percentage- bed occupancy percentage- double occupancy percentage.

Percentage of food and beverage sales – room sales – percentage of other income to room , average rate / room and rate/ guest.

Module 4

Inventory management- inventory valuation

Financial statement – types – format of income statement and balance sheet.

Types of ratio and methods of calculation.

Module 5

Depreciation- meaning and methods of calculation.

Auditing- meaning- use and advantages – continuous type of auditing.

9. Subject title : Business and Communicative English

Module 1

Communication- barriers of communication, overcoming the barriers

Listening barriers , guidelines for effective listening

Module 2

Effective speaking, English for restaurant and hotel

Polite and effective enquiry, response to enquiry

Manners and etiquette in communication

Module 3

Addressing a group, essential qualities of a good speaker

Delivering the speech, pronunciation

Importance of speech in hotels.

Module 4

Using the telephone – nature of telephone activity in hotel industry

The need for developing telephone skills

Telephone skills in hospitality industry

Effective communication technique over phone

Module 5

Preparation of essay writing, report writing, precis, basic letter writing
Comprehension of passages, memorandum, official letters

10. Subject title : *Hotel Law*

Module 1

Introduction. Various law applicable to catering establishments
Procurement of licenses/ permits required to operate hotels, restaurants and catering establishments
Study of fixation of tariff for various taxes viz. luxury, expenditure, sales and surcharge

Module 2

Labour law, definition and importance. Working condition , welfare , health and safety measures, powers of inspectors
Industrial dispute Act 1947. Definition of strike, lock-out, retrenchment, layoff award, settlement, authorities under the act

Module 3

Definitions: Wages, workman, industrial establishment, employment, employee
Factory rules for payment of wages, deductions allowed.

Module 4

Trade Union Act 1926, scope, registration, rights and privileges of registered trade union.
The payment of Wages Act, 1936

Module 5

The employees state insurance Act 1948. scope, contribution, benefits, rights and obligations of employee and employer.
The payment of Gratuity Act 1972 – Rights and obligations of employer and employee
The Workman Compensation Act 1948- Scope, liability of employers.

11. Subject title : *Sales & Marketing Management*

Module 1

Concept of marketing, sales and marketing cycle, identifying customer needs, selling and promotion , hospitality products.

Module 2

Marketing and sales function , stages involved in planning, sales & marketing, Market segmentation, Concept , Relevance to hospitality Industry.

Module 3

Market research and methods : Advertising methods, types of media, public relation, sales promotion, tele marketing, direct sales concept.

Module 4

Customer care , role of merchandizing, sales- methods : concepts, modes . Sales techniques- strategies.

Module 5

Marketing information system, Marketing plan , Planning for effective marketing, Advantages and disadvantages of strategic marketing planning.

12. Subject title : *Human Resource Management*

Module 1

Evolution of personnel management, role, organizational set up of personnel department. Difference between human resource management and personnel management. Importance of human resource management in hospitality industry.

Module 2

Man power planning, job analysis, manpower forecasting, recruitment, selection, training and development, induction, placement.

Module 3

Wages and salary administration, factors of wages and salary
Job Evaluation and its techniques

Module 4

Industrial relations- collective bargaining
Worker's participation in management

Module 5

Labour welfare measures – voluntary and statutory measures.
Accidents and safety.
Voluntary Retirement Scheme (VRS)
Retention strategy

NOTE: - It may be noted that apart from the topics detailed above, questions from other topics prescribed for the educational qualification of the post may also appear in the question paper. There is no undertaking that all the topics above may be covered in the question paper