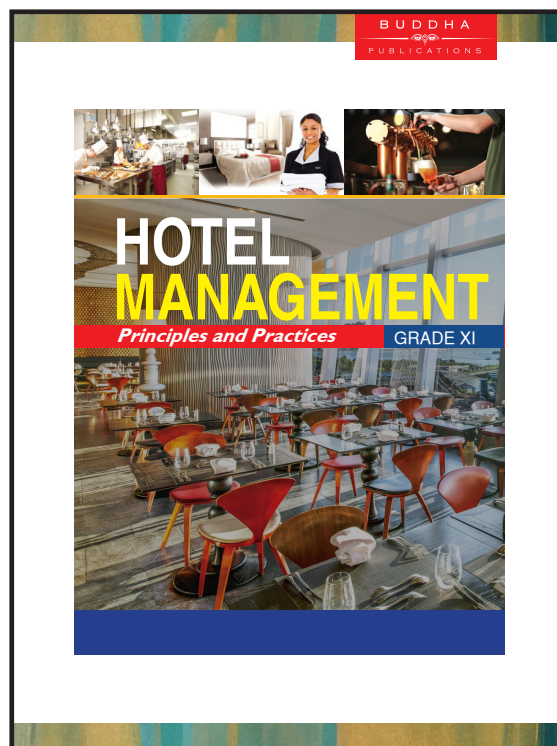




HOTEL MANAGEMENT

Principles and Practices

GRADE XI



Gopal Singh Oli

B. B. Chhetri



HOTEL MANAGEMENT

Principles and Practices

Edition 2021

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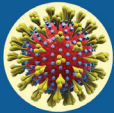
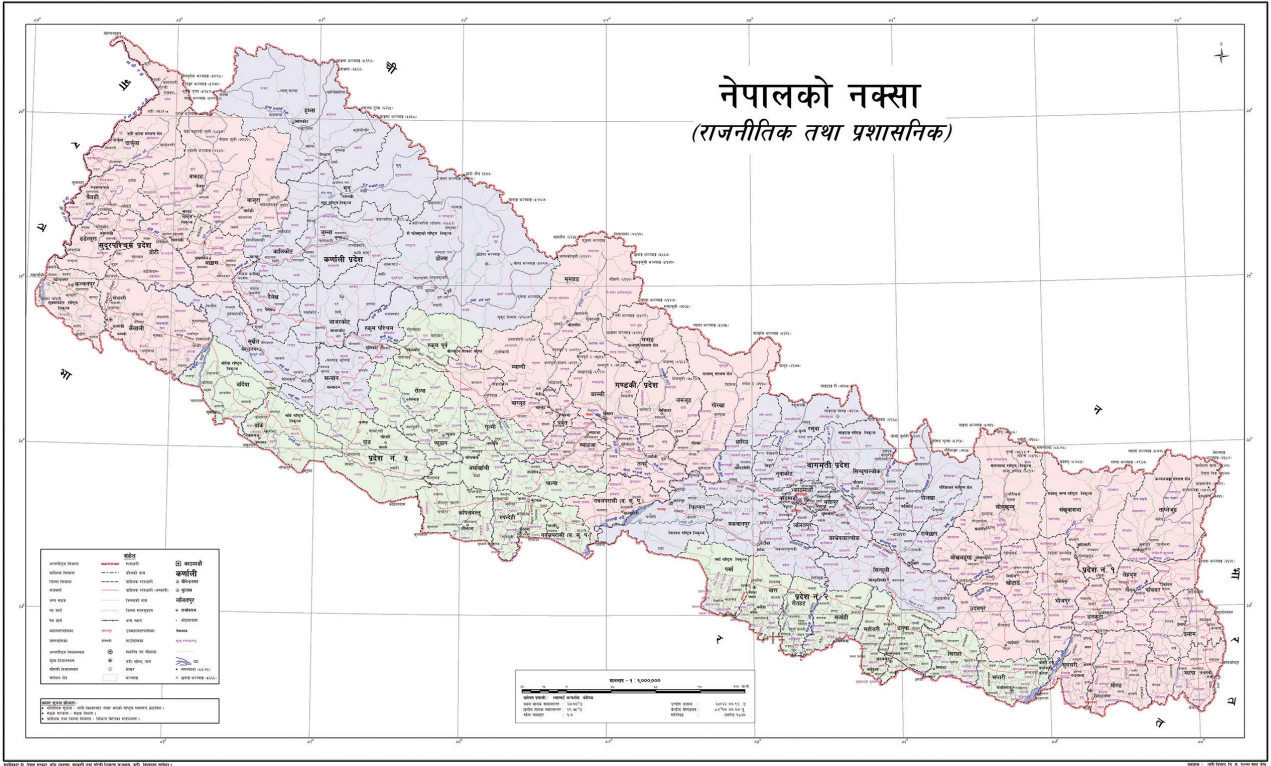
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- पाठ्यसामग्रीको विकास, छपाइ, प्रकाशन, वितरण, मूल्य निर्धारण लगायतका विषयसँग सम्बन्धित विद्यमान ऐन, नियम, कार्यविधि निर्देशिका, प्रकाशन शैली २०७६ लगायत यस केन्द्रबाट विभिन्न समयमा जारी गरिएका सूचना तथा निर्देशनका साथै यस केन्द्रबाट २०७७/०४/१५ गते प्रकाशित निर्देशन एवम् सुझावहरूको पूर्ण परिपालना गर्ने ।
- शिक्षा, विज्ञान तथा प्रविधि मन्त्रालयको निर्णयअनुसारको मूल्य कायम गर्ने र मूल्य सर्वाधिकार पृष्ठमा राख्नुपर्ने । प्रतिलिपि अधिकार (Copy right) को सम्बन्धमा लेखक र प्रकाशक स्वयम् जिम्मेवार हुने ।
- पाठ्यक्रममा समावेश गरिएका सम्पूर्ण विषयवस्तु क्षेत्र र क्रम तथा पाठ्यभारका आधारमा समावेश गर्ने ।
- पाठ्यक्रममा समावेश गरिएका केही विषयवस्तु समावेश नभएको हुँदा छुटेका विषयवस्तु समावेश गर्ने ।
- अद्यावधिक एवम् आधिकारिक विषयवस्तु, तथ्य तथ्याङ्क एवम् जानकारी समावेश गर्ने ।
- भाषिक शुद्धता कायम गर्ने ।
- विषयवस्तु एवम् अभ्यास तथा क्रियाकलापमा सामञ्जस्यता (ज्ञान, बोध, सीप खोज, व्यवहारिक पक्ष, स्वतन्त्र सिकाइ, समस्या समाधान आदि) कायम गर्ने

नेपालको नक्सा (राजनीतिक तथा प्रशासनिक)



कोरोना भाइरस रोग (कोभिड-१९)

हाल विश्वभरी फैलिरहेका नयाँ कोरोना भाइरसको संक्रमणबाट लागेको रोगलाई विश्व स्वास्थ्य संगठनले “कोभिड १९” को नाम दिएको छ र यसलाई बिश्वव्यापी महामारीको रूपमा घोषणा गरिसकिएको छ ।

कोरोना भाइरस स्वाभाविकको माध्यमबाट सँगै रोग हो । यो संक्रमित व्यक्तिले खोर्स वा हाइएई गर्दा नाक वा मुखबाट निस्कने छिट्टाको माध्यमबाट एक व्यक्तिलाई अर्को व्यक्तिलाई सँदछ ।

कोरोना भाइरस रोगको मुख्य लक्षणहरू



उच्च तापमान



खोक लाग्ने



श्वास फेर्न गाह्रो हुने

यस्ता लक्षणहरू देखा परेमा नजिकको तोकिएको स्वास्थ्य केन्द्रमा सम्पर्क गर्ने ।

यस रोगको संक्रमणको जोखिमबाट बच्नको लागि निम्न उपायहरू अपनाउनुपर्छ ।



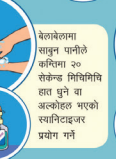
ज्वरो र खोकी लागेको व्यक्तिबाट टाढा रहने वा आइएलाई ज्वरो र खोकी लागेको छ भने पनि बस व्यक्तिबाट टाढा रहने र मास्कको प्रयोग गर्ने



खोर्स हाइएई गर्दा नाक मुख टिस्सु पेपर वा कुहिलाको छोटे र प्रयोग गरेको टिस्सु पेपरलाई बिको भएको थोकर फाल्ने मीठोमा फाल्ने र सलुन भन्नेले मिश्रितभित्र हात धुने वा अल्कोहल भएको स्वनिटाइजर प्रयोग गर्ने



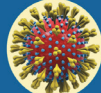
मिडमासमा नजाने र अलगाई पनि गलत सुझाव दिने, हात मिलाउनुको हात नमकार गर्ने



बेलबेलामा सलुन घाँटीले बर्तमान २० सेकेन्ड मिश्रितभित्र हात धुने वा अल्कोहल भएको स्वनिटाइजर प्रयोग गर्ने



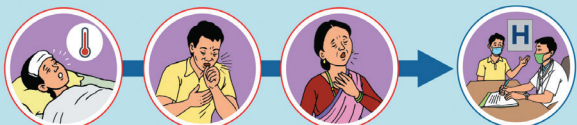
कोरोना प्रभावित देशबाट आएको व्यक्तिमा मासिक लक्षणहरू बढिरा स्वास्थ्य केन्द्रमा पुग्न जानुपर्छ । परेमा बढ्दा परिकरका सारसम्बन्ध १४ दिन सलुन मुटु आईसोलेसन बलु गर्नुपर्छ ।



कोरोना भाइरस रोगबाट बच्ने उपायहरू



उच्च तापमान, खोक लागेमा वा श्वास फेर्न गाह्रो भएमा नजिकको तोकिएको स्वास्थ्य केन्द्रमा सम्पर्क गर्ने





PREFACE

Hotel Management definitely has the intrinsic potential to grasp the student's interest because of its relevance to hospitality. A dire need of trained hotel professionals has always been felt in the context of Nepal. Lately, hotel management has become an admirable profession which young boys and girls are proud to join and get trained for various levels and positions. This book is, therefore, a humble attempt to give a general idea to the students, teachers and professionals involved in the sphere of hotel trade and business.

'A Text Book of Hotel Management, Part - I', secondary education curriculum 2076, is a new text book for basic course in hotel management enriched with practical dimensions. Our effort to come up with separate books for XI and XII is primarily based on the demand of the innumerable students, teachers and professionals; and partially, also to integrate new approaches in the subject.

The purpose of this book is to provide a sound foundation on all major departments in a hotel, especially to the students of Class XI (NEB). A rigorous attempt has been made to incorporate all the required materials in a very lucid, systematic and brief account for the benefit of those students, who are desirous to begin or have already begun their studies in hotel management. This book will also be handy to vocational training institutions and trainers engaged in acquiring and imparting knowledge in this area. It will be a good reference book to the students of BHM and DHM as well. In the meantime, it will definitely prove to be a very useful book to those who are opting to take-up hotel training as a vocational course for domestic as well as foreign employment.

As in the previous editions, we continue our commitment to provide readers with a new balanced coverage of the subject in a style to make it both highly readable and relevant. The immense feedback from users of the previous editions has greatly encouraged us to review the matters and enhance its grace in totality.

Authors

ACKNOWLEDGEMENT

At the very outset, we would like to acknowledge the help that we received from the many reviewers and well-wishers, whose feedback guided us in preparing the text of yet another revised edition. We would like to extend our heartfelt thanks and gratitude to Mr. P.B. Thapa, Mr. Tikaram Sharma (Neupane), Ms. Rina Chhetri, Mr. Suresh Basnet, Mr. Jeeten Pradhan, Mr. Rajesh K.C., Mr. Birendra Kr. Mehta, Mr. Sachin Shrestha (GATE), Mr. Jeewan Jung Rana (GATE) and Mr. Tom Raj Kunwar for their moral as well as intellectual support. We are also deeply indebted to all the writers of the source materials used for the preparation of the present text. At the same time, we would like to sincerely seek apology from those authors whose works we may have failed to acknowledge.

We would like to extend our humble and sincere thanks to Nepal Examinations Board (NEB), Sanathimi, Bhaktapur, for recommending and prescribing this book as one of the key reference books both for XI and XII in the syllabus. We are highly adorned by this honour.

We are particularly indebted to Mr. Rabindra Jung Thapa, Founder Principal, Reliance International Academy, Kathmandu, Mr. Nandu Pd. Kushwaha, Vice-Principal, Reliance International Academy, Kathmandu, Dhurba Narayan Manandhar, Founder Principal, Ashirwad College, Samakhushi, Kathmandu, Mr. Naresh Shrestha, Principal, Prime Int'l College, Nayabazar, Kathmandu, Mr. Subhas Shrestha, Principal, New Leera College, Bhatbhateni, Kathmandu, , Mr. Tej Kumar Gautam, Ex-Chief Coordinator, Arunima Higher Secondary School, Kumarigal, Boudha, Kathmandu, and many other well-wishers for their moral support and encouragement.

Our deepest thanks to Mr. Nabaraj Bajgain, Managing Director, Buddha Publications, for tickling our potentials and bringing out creativity in us in such a vibrant way. We highly appreciate his incessant support and technical back-ups.

We also would like to sincerely acknowledge the terrific computer works and designs as worked-out by Mr. Dipendra Shrestha and Ms. Rajni Shrestha. The drastic improvement in the look and presentation of the revised edition is, undoubtedly, due to their unmatched calibre.

Last, but by no means least, there are some personal acknowledgements that we want to make. We greatly value the love and support provided by our families. Ms. Sabitri Thapa, Ms. Rina Chhetri, Ms. Sanu Oli, Ma. Sabid Oli, Ma. Lakshya Chhetri and Ma. Anshuman Chhetri who have definitely missed many precious moments of their life by being patient for the last one year while we worked on this revision. In some way, we hope, the dedication of this book to them can acknowledge and offset the sacrifices they had to make.

Lastly, we would like to request all the concerned teachers, students and professionals to continue sending their valuable comments, continuous support and sincere suggestions for the improvement of this book. Your valuable comments and suggestions have always been and will be highly solicited. As in the past, the e-mail address of the author / publisher may be used to send them.

Authors

SALIENT FEATURES

Teaching and learning is an artful process of imparting the knowledge, attitude and skills to the learners in order to enhance the future professions and competencies. For the empowerment of learners, the book is edited and revised in a new form by the NEB in order to enable learners/students to understand the course content for writing assignments and making presentations. So, it is advised to the students see and read overall units and topics of your text book precisely. Teachers will also find it easy and interesting in the preparation of each module for classroom teaching, exercise, and evaluation. Hence, it is specified some guidelines for the students to attain the complete knowledge of the pedagogical advantage of each chapter and topic of hotel management subject.

- **Learning Objectives:** Each chapter begins with learning objectives, identifying specifically what the students are expected to learn after completing each given chapters. The learning objectives are listed with emphasis and appropriate formatting to underscore their importance. This section highlights the headings of each topic, which creates the interest and need of learners to accelerate their study.
- **Things to Remember (TTR):** I firmly hope and believe that the addition of TTR refers to diminutive justification of the same topic in this book will certainly make reading more worthwhile. The reader will be able to grasp the essential information and knowledge in a very brief but expressive style at the end of each topic and sub-topic.
- **Home and Class Assignment:** It is a daily or periodical assessment of the students and their appraisal methods for quality performance in their respective classes. In this lists, the questions are designed for retention proper concept and meaning of the question topics in order to attempt the questions in the final examination. So, it is advised to teachers assign the home work and class work after each class session for the students' perfection and feedback.
- **List of Key Terms, Concept and Acronyms:** An elaborate list of key terms is given at the end of each unit for a quick review as a part of knowledge unit. It will also help the students to answer objective and 'definition' type questions and terminology asked in the final examination. As well as learners will be able to use these terms and acronyms in answers that makes their enlightenment very expressive and specific.
- **Review Questions:** It is an evaluation method of students after completing the study of each chapter. According to teaching manual developed by HSEB, the list of exercise questions is provided at the end of each chapter. The exercise questions are compiling in such a way that the students will get to revise the unit and question patterns have been asked to the learners for objective and subjective questions.
- **Numerous Illustrations, Figures, and Diagrams:** Each unit is well illustrated with numerous illustrations, figures, and diagrams to reinforce learning. These illustrations will help students conceive a broad idea about the contents. This will also enable the students to make their assignment and project work more valuable and comprehensive.
- **Project Works:** It is designed to increase students' involvement in the learning process. At the meantime, the list of project works of tour/visit programs of the various tourist sites and hospitality organizations will enlighten the students and enhance their creativity by taking individual initiative. The preparation of project report will orient the students with outside world and presentation will develop their effective communication skill.

CONTENTS

CHAPTER 1

HOTEL INDUSTRY

1.1	Introduction	2	1.3.3	Star Rating/Criteria	14
1.1.1	Operational Division of a Hotel Industry	3	1.3.4	Ownership and Affiliation	18
1.1.2	The Main Features of Hotel Industry	4	1.4	Catering Industry and Its Classification	21
1.2	Historical Development of Hotel & Catering Industry in Nepal	6	1.4.1	Commercial Catering (Primary Establishment)	22
1.2.1	The Primitive Era	7	1.4.2	Economical Catering (Secondary Establishment)	23
1.2.2	After the Period of Rana Regime (1950 A.D.)	7	1.4.3	Welfare Catering (Secondary Establishment)	25
1.2.3	After The Period of Monarchical Regime (2006 A.D)	9	1.4.4	Voluntary Catering (Secondary Establishment)	26
1.3	Classification of Hotel	11		<i>Key Terms</i>	29
1.3.1	Location	11		<i>Review Questions</i>	30
1.3.2	Size	13		<i>Project work & practical activities</i>	31

CHAPTER 2

HOTEL MANAGEMENT AND ORGANIZATION

2.1	Introduction	33	2.2.5	Human Resource Department and Personnel	41
2.1.1	Organizational Concept of Hotel Management	34	2.2.6	Sales and Marketing	42
2.1.2	Hotel Organization Chart	35	2.2.7	Account Department	42
2.1.3	Importance of Organization Chart	36	2.2.8	Engineering Department	43
2.2	Coordinating Departments of Hotel	40	2.2.9	Security Department	43
2.2.1	Front Office Department	40		<i>Key Terms</i>	44
2.2.2	Housekeeping Department	40		<i>Review Questions</i>	45
2.2.3	Food & Beverage Department	40		<i>Project work & practical activities</i>	46
2.2.4	Purchase and Store	41			

CHAPTER 3

HOSPITALITY AND TOURISM

3.1	Hospitality	48			
3.1.1	Hospitality Industry	49			
3.1.2	Hospitality and Service	51			
3.2	Tourism	52			
3.2.1	Tour	52			
3.2.2	Meaning and Concept of Tourist	53			
3.2.3	Characteristic of Tourism	54			
3.3	Types of Tourism/Tourist	55			
3.3.1	Recreational Tourism	55			
3.3.2	Adventure Tourism	55			
3.3.3	Business Tourism	56			
3.3.4	Religious Tourism	56			
3.3.5	Sports Tourism	56			
3.3.6	Historical Tourism	56			
3.3.7	Environment/Eco-tourism	56			
3.3.8	Cultural Tourism	57			
3.3.9	Ethnic Tourism	57			
3.3.10	Educational Tourism	57			
3.4	History of Modern Tourism	59			
3.4.1	The History of First Phase	59			
3.4.2	The History of Second Phase	60			
			3.4.3	The History of Third Phase	61
			3.5	Growth and Development of Tourism in Nepal	62
			3.5.1	Tourism Development of Contemporary Nepal	62
			3.5.2	Development of Tourism in Nepal after 1950 A.D.	63
			3.5	Basic Components of Tourism	65
			3.5.1	Attraction	66
			3.5.2	Accessibility	66
			3.5.3	Accommodation and Catering	67
			3.5.4	Amenities/ Facilities	67
			3.6	Impact of Tourism	68
			3.6.1	Impacts on Social/Cultural Aspect	68
			3.6.2	Impacts on Economical Aspect	68
			3.6.3	Impacts on Environmental/ Ecological Aspect	69
				<i>Key Terms</i>	72
				<i>Review Questions</i>	73
				<i>Project work & practical activities</i>	74

CHAPTER 4

FRONT OFFICE

4.1	Front Office	76			
4.1.1	Primary Function of Front Office Department	77			
4.2	Job Description of Front Office Personnel	78			
4.2.1	Front Office Manager	78			
4.2.2	Asst. Front Office Manager	79			
4.2.3	Front Office Supervisor	79			
4.2.4	Information Assistant	80			
4.2.5	Reservation Assistant	81			
4.2.6	Registration (Receptionist)	81			
4.2.7	Front Office Cashier	82			
4.3	Attributes of Front Office Personnel	83			
4.4	Sections within Front Office Operation	85			
4.4.1	Lobby	85			
			4.4.2	Uniform Service and Bell Desk	87
			4.4.3	Reservation	88
			4.4.4	Registration / Reception	89
			4.4.5	Information	89
			4.4.6	Front Office Cashier	89
			4.4.7	Telephone Operator/ Exchange	90
			4.4.8	Business Centre	90
			4.5	Job Description of Uniformed Service Personnel	91
			4.5.1	Lobby Manager	91
			4.5.2	Bell Captain	92
			4.5.3	Bell Boy/ Bell Attendant	92
			4.5.4	Door Attendant	93
			4.6	Types of Room	94

4.6.1	On The Basis of Size and Number of Beds	95	4.8.3	Sources of Reservation	109
4.6.2	On The Basis of Design, Shape/ Size of Room	95	4.8.4	Mode of Reservation	110
4.6.3	On The Basis of Location/ Venue	95	4.8.5	Reservation Process and Procedure	111
4.6.4	On The Basis of Facilities and Supplies	96	4.8.6	Advance Reservation Chart	113
4.6.5	On The Bases Of Service Offered	96	4.9	Factors Affecting Reservation	119
4.6.6	On The Basis of Decor/Furnishing (Theme)	96	4.9.1	Confirmation of Reservation	120
4.6.7	Types of Room Plan Offered by Hotel	97	4.9.2	Cancellation of Reservation	121
4.6.8	Room Plan Meal Coupon	97	4.9.3	Walk-in	121
4.6.9	Room Symbols	98	4.9.4	Overbooking	122
4.7	Tariff	99	4.9.5	No-show	122
4.7.1	Types of Hotel Tariff	100	4.9.6	Out Of Order (OOO)	123
4.7.2	Room Rate	102	4.9.7	Length of Stay	123
4.7.3	Types of Room Rate in Hotel Tariff	103	4.9.8	Force Majeure	123
4.7.4	Basis of Charging and Fixing the Room Rate	104	4.10	Sundry Service	124
4.7.5	Etiquettes on Telephone	105	4.10.1	Mail	124
4.8	Reservation	106	4.10.2	Message	127
4.8.1	Purpose of Reservation (Objectives)	107	4.10.3	Left Luggage	127
4.8.2	Type of Reservation	108	4.10.4	Errand card	128
			4.10.5	Paging	129
			4.11	Handling Guest Complaints	130
			4.12	Coordinating Departments of Front Office	132
			<i>Key Terms</i>		133
			<i>Review Questions</i>		134
			<i>Project work & practical activities</i>		136

CHAPTER 5

HOUSEKEEPING

5.1	Introduction	138	5.2.10	Horticulture	145
5.1.1	Function of Housekeeping Department	139	5.3	Housekeeping Organization and Staffing Patterns	146
5.2	Layout of Housekeeping Sections and Their Function	139	5.3.1	Executive Housekeeper	146
5.2.1	Housekeeper's Office	140	5.3.2	Asst. Executive Housekeeper/ Deputy Housekeeper	148
5.2.2	Housekeeping Control Desk	142	5.3.3	Housekeeping Control Desk Supervisor	149
5.2.3	Linen room/ store	143	5.3.4	Linen Room Supervisor	150
5.2.4	Uniform Room/Store	143	5.3.5	Uniform Room Supervisor	151
5.2.5	Floor Pantries	144	5.3.6	Floor Supervisor	151
5.2.6	Tailor/ Seamstress	144	5.3.7	Public Area Supervisor	152
5.2.7	Flower Room	144	5.3.8	Room Attendants (Room Maid/Boy)	153
5.2.8	Upholstery and Furniture Yard	145			
5.2.9	Housekeeping supplies store	145			

5.4	Personal Qualities of Housekeeping Staff	155	5.8.1	Manual/Mechanical Key System	172
5.5	Room	156	5.8.2	Electronic / Magnetic key System	172
5.5.1	Contents and Supplies of Guest Bedroom	158	5.8.3	Control of Room Key	174
5.5.2	Content and Supplies of Guest Bathroom	160	5.9	Forms/Formats used in H/K Department	175
5.5.3	Room Symbols/Codes and Meaning	161	5.9.1	Master Occupancy Report (Housekeeping Room Report)	176
5.6	Maid's Cart and Preparation	162	5.9.2	Room Check List	177
5.6.1	Preparation of Cart	162	5.9.3	Maintenance Order Slip	178
5.6.2	Stacking of Maid's Cart	162	5.9.4	Lost and Found Slip	179
5.7	Housekeeping Linen	164	5.9.5	Gate Pass	180
5.7.1	Bedroom Linen	165	5.9.6	Log Book	180
5.7.2	Bathroom linen	165	5.10	Handling Situations	181
5.7.3	Food & Beverage Service Linen	166	5.10.1	Lost and found process	181
5.7.4	Upholstery & Special Furnishing Fabrics	166	5.10.2	Sick Guest	183
5.7.5	Inventory Control of Linen	167	5.10.3	Death Guest	183
5.7.6	Storage of Linen and Uniform	167	5.11	Coordinating Department of Housekeeping	184
5.7.7	Issue and Exchange of Linen and Uniform	168		<i>Key Terms</i>	185
5.7.8	Par Stock	169		<i>Review Questions</i>	186
5.8	Key System	171		<i>Project work & practical activities</i>	188

CHAPTER 6

FOOD PRODUCTION

6.1	Introduction	190	6.3.4	Cooking Area	201
6.1.1	Kitchen	190	6.3.5	Service Area	201
6.1.2	Types of Kitchen	191	6.3.6	Cleaning and Washing Area	202
6.2	Kitchen Organization	195	6.4	Kitchen Equipment	204
6.2.1	Chef De Cuisine / Executive Head Chef	195	6.4.1	Large Equipment	205
6.2.2	Executive Sous Chef	197	6.4.2	Small Equipment / Utensils	207
6.2.3	Sous Chef	197	6.4.3	Cutting Tools/ Kitchen Knives	209
6.2.4	Chef De Partie (CDP) and Demi-Chef de Partie	198	6.5	Kitchen Safety and Hygiene	211
6.2.5	Commis De Cuisine	198	6.5.1	Safety Rules in Kitchen	211
6.2.6	Apprentice/Aides De Cuisine	199	6.5.2	Personal Hygiene	213
6.3	Kitchen Layout and Sections	199	6.5.3	Kitchen Hygiene	215
6.3.1	Receiving Area	199	6.6	Food Commodities	216
6.3.2	Storage Area	199	6.6.1	Vegetable (le legume)	217
6.3.3	Food Preparation Area	200	6.6.2	Fruits (le fruits)	219
			6.6.3	Nuts (le noix)	220
			6.6.4	Cereals (Cereale)	221

6.6.5	Flour (Fecule)	222	6.6.11	Raising Agents	236
6.6.6	Milk (le lait)	223	6.6.12	Oil and Fat	237
6.6.7	Poultry (le Volaille)	226	6.6.13	Herbs (le herb)	239
6.6.8	Egg (le Oeuf)	228	6.6.14	Spices (Le epice)	241
6.6.9	Meat (le Viande)	229	6.7	Coordinating Department of Kitchen	243
6.6.10	Fish (le Poisson)	233	<i>Key Terms</i>		244
6.6.11	Shell Fish	235	<i>Review Questions</i>		245
			<i>Project work & practical activities</i>		247

CHAPTER 7

FOOD & BEVERAGE SERVICE

7.1	Introduction	249	7.4	Outlets of Food and Beverage Department	260
7.2	Job Description of F & B Service Personnel	251	7.4.1	Restaurant	260
7.2.1	Food and Beverage Manager	251	7.4.2	Bar	263
7.2.2	Restaurant Manager/Outlet Manager	252	7.4.3	Room Service	265
7.2.3	Senior Captain / Maître d' hotel/ Supervisor	253	7.4.4	Banquet	266
7.2.4	Head Waiter / Captain / Chef de Rang	254	7.5	Food and Beverage Service Equipment	268
7.2.5	Waiter/Steward/Commis de Rang	254	7.5.1	Tableware	269
7.2.6	Assistant Waiter/Bus Boy	255	7.5.2	Restaurant Linen	275
7.3	Job Responsibilities of other Outlet Personnel	256	7.5.3	Restaurant Furniture	277
7.3.1	Beverage Manager/Bar Manager	257	7.6	Hospitality Knowledge, Skill and Attitude	282
7.3.2	Bar Supervisor/Senior Captain-Bar	257	7.6.1	Knowledge	282
7.3.3	Barman/Barmaid/Bar Tender/Sommelier	257	7.6.2	Skill	283
7.3.4	Room Service Manager	258	7.6.3	Attributes of F & B Service Personnel	284
7.3.5	Banquet Manager	258	7.7	Coordinating Department of F & B Service	286
7.3.6	Banquet Supervisor/Senior Captain and Captain	258	<i>Key Terms</i>		287
7.3.7	Restaurant Cashier or Outlet Cashier	259	<i>Review Questions</i>		288
			<i>Project work & practical activities</i>		290
			<i>Sample Question of Hotel Management XI</i>		291
			<i>References</i>		292