

**INDIAN TECHNICAL EDUCATION SOCIETY  
MUMBAI**

# **PROFESSIONAL FACULTY COURSES -- SYLLABII**

**INDIAN TECHNICAL EDUCATION SOCIETY  
MUMBAI**

**CERTIFICATE AND DIPLOMA PROFESSIONAL FACULTY COURSES EXAMINATIONS**

**SYLLABUS & SCHEME OF THEORY & PRCATICAL EXAMINATIONS**



**SCHEME OF EXAMINATION**

Sr. No.	EXAMINATION AND ABBREVIATION	PAGE NO.	THEORY PAPER	PRAC. MARKS
1	Fashion Designing [ FD ]		One paper of 3 Hrs. 100 Marks	One Pract. of 2 Hrs. 60 Pract. + 20 Oral + 20 Journal = Total 100 Marks
2	Tailoring [ TL ]		- DO -	- DO -
3	Telephone Operator [ TO ]		- DO -	No Practical
4	Food & Beverages [ FB ]		One paper of 3 Hrs. 100 Marks	One Pract. of 2 Hrs. 60 Pract. + 20 Oral + 20 Journal = Total 100 Marks
5	Food Production [ FP ]		- DO -	- DO -
6	Diploma Hotel Management & Catering Services [ DHMCS ]		Two paper of 3 Hrs. 100 Marks each	Two Pract. of 2 Hrs. each 60 Pract. + 20 Oral + 20 Journal = Total 100 Marks each
7	CAD / CAM PRO-E [CC PRO-E]		One paper of 3 Hrs. 100 Marks	One Pract. of 2 Hrs. 60 Pract. + 20 Oral + 20 Journal = Total 100 Marks
8	Beautician [ BUT ]		- DO -	- DO -
9	General Painter [ GP ]		- DO -	- DO -
10	Montessori Teacher Training [ MTT ]		- DO -	- DO -

**Minimum Passing for Theory -35 Marks Each. Minimum Passing for Practical - 40 Marks Each.**

**INDIAN TECHNICAL EDUCATION SOCIETY  
MUMBAI**

**CERTIFICATE COURSE  
FASHION DESIGNING [ FD ]**

- 1] Description of Fashion
  - a] Indian Fashion
  - b] Western FashionEffect of Society
- 2] Information of suitable fashion for particular personality
  - a] Colour
  - b] Texture
  - c] Print
- 3] Types of Garments  
Causal Dress, Semi- Formal Dress, Formal Dress, Party Dress
- 4] Different types of neck lines, collar sleeves, Skirts.
- 5] Different types of blouse
- 6] Dress Decoration
  - a] Fabric Painting
  - b] Smocking
  - c] Advance Hand embroidery
- 7] Advance Garments Making

Fancy Frock	-	2
Punjabi Suit	-	2
Party Dress	-	2
Blouse	-	20
- 8] Fashion Accessories
  - A] Hat, b] Jacket c]
  - B] Dulhan Set
  - Saree Cover.
  - Blouse Cover
  - Make up Kit
  - Shoe Cover
  - General Kit
- 9] Colour Scheme  
Primary, Secondary Complimentary, Split complimentary, Anologs.
- 10] Collection of Paper Cutting  
Collection of Dress Material
- 11] We keep the “ dress Exhibition in last months of course.



**INDIAN TECHNICAL EDUCATION SOCIETY  
MUMBAI**

**CERTIFICATE COURSE  
TAILORING [ TL ]**

**1. Introduction:**

Introduction to sewing machine & their parts  
Introduction of Stitching materials  
Measurement tape  
Tailors Chalk  
Cutting Table  
Fresh Curve  
Scale Trangle  
Scissor  
Needle  
Thread

**2. Introduction to basic stitching:**

1] Types of stitching  
2] Permanent Stitch (Machine Stitch)  
3] Temporary Stitch (Hand Stitch)

**3. Temporary Stitch.:**

1) Simple, 2) Running, 3) Back Stitch, 4) Hemming, 5) Button hole stitch.

Method of sewing button Hock, eye

Permanent stitch (seems)

Plain Seem, 2) French Seem, 3) Top Seem, 4) Piped Seem

**4. Types of Tucks:**

1] Pin Tucks, 2] Cross Tucks, 3] Grauded Tucks, 4] Releases Tucks

**5. Types of darts:**

One point dart  
Fish Dart

**6. Different types of pleats:**

1] Side pleats, 2] Box pleats, 3] inverted box pleats, 4] knife pleats.

**7. Different type of opening:**

a] Back opening, 2] Shoulder opening, 3] Front opening

## Practical Paper of Certificate in Tailoring Practical

Marks: 60

1 Year Baby Frock

### **Measurements as follows:**

Full length                    18"

Shoulder                      10"

Armshole

Chest round                 18"

Waist round                 18"

Waist length                 8"

Sleeves length               4"

Sleeves breath              8"

Draft Baby frock with layout.



# INDIAN TECHNICAL EDUCATION SOCIETY MUMBAI

## CERTIFICATE COURSE TELEPHONE OPERATING [ TO ]

Following system are available in EPABX

<u>SYSTEM</u>	<u>TRUNK LINES</u>
204, 206	27, 28
308	27, 28, 29
412	24, 25, 26, 27
616	24, 25, 26, 27, 28, 29

The extension numbers are defined as 30, 31, 32 ..... 45 depending on extension capacity of EPABX selected.

### Monitoring Tones

- a) **Dial Tone** : The dial tone is a continuous sound of Hennnnnnn ..... With short breaks after every 2 seconds. This lasts for 8 seconds during which the exchange is waiting for your dialing action, if dialing is not made the period the EPABX times the user out and gives busy tone.  
After dialing the first digit the dial tone will disappear but you can continue your dialing.
- a) **Busy Tone** : The busy tone is a discontinuous sound and sounds like Du-Du-Du-Du.
- b) **Ring-Back Tone** : It is a discontinuous sound of two frequencies and sounds like Durr-Durr every one second "Sound" and two second "Silence", interval. When you dial certain extension, you will hear this ring-back tone till the extension answers.
- c) **Ring Tone** : Two types of ring can be heard from the telephone instrument connected to the system.
  - i) When your instrument has been called by another internal instrument the ring will be a continuous one with '1' second "ON" and '3' seconds "OFF" period.
  - ii) When a ring is coming from a Trunk Line, it will ring like a normal telephone.
- d) **Service Confirmation Tone** : A tone trin-trin is heard after Hook Flash is done from the telephone instruments.
- e) **Incoming Call Queuing Tone** : This tone will be heard when a calling party is waiting for your extension to get free. This tone is similar to service confirmation tone (Trin-Trin) and will be heard repeatedly with a long pause. It is tone will be heard only when there is an incoming call.
- f) **Hook Flash** : Features of this system require the use of Hook Flash (HF). This is performed by pressing, the hook switch of your extension for 1 period less than 0.5 seconds – equivalent to tapping the hook switch. Care should be taken not to depress the

hook switch more than 0.5 seconds when a HF is desired. If the exchange hook switch is pressed for longer than 0.5 seconds, it may register a hang up or re-set.

**Note** : A tone is heard very briefly immediately after a hook flash. This confirm the HF has seen registered.

### **Features**

1. **Access to Trunk Line (0) : (Line Hunting)**

Extension may be programmed to have access to certain or all trunk lines by Dialing '0' Extension can be denied this access also.

2. **Direct Access to Trunk Lines**

In addition to access to trunk lines by dialing '0' it is also possible to access the trunk lines directly by dialing the trunk numbers as per the selected model.

3. **Personal Memory Bank**

Some station users may have their own set of telephone numbers that they dial regularly. Such stations can be programmed to memories up to 'Ten' telephone numbers per extension. Whenever the user wants to call one of these numbers he only has to dial the appropriate code.

To memories the numbers you must dial on your extension #-6-N-Trk-TN where :

Trk = Trunk Access Code

N = 0 to 9

TN = Telephone Number being memorised.

4. **Extension to Extension Call (Ex)**

When one extension user wishes to talk to another extension user operate as follows:

- Lift hand set, Hear Dial Tone.
- Dial Extn. No. Wait for Ring bank tone.
- Speak when called party answers.

**Note** : In case the called extension is busy, use call back facility explained at the point No. 7.

5. **Redial (\*)**

Any Extension user can repeatedly dial the last number (whether internal or external) without pressing the numbers again. For this follow the procedure below :

- Disconnect previous call by pressing hook switch for more than '1' second.
- Hear dial tone.
- Dial '\*' key.

6. **Barge in (# Ex)**

If some extension is found busy, this features allows the extension (Calling) user to get in to the conversation of the busy extension. To use this feature operate as follows :

- Lift Handset. Dial Ex. No. Wait after you hear busy tone.
- Disconnect.
- Dial # Extn. No.
- Speak during conversation.

**7. Automatic Call Back on Busy Extension (# 13)**

If the called extension is found busy, this feature automatically connect as soon as the called extension gets free.

- On hearing busy tone, wait for few seconds, for dial tone to come back.
- Dial # 13.
- Hang up.
- As soon as called extension becomes free, Calling Extension Will ring up by itself, automatically.
- Lift handset, hear ring back tone.
- Wait for called party to answer.

**8. Automatic Call Back on Busy Trunk Line (# 13)**

If all/any Co. Jn. Line are/is busy, this feature inform the user as soon as the Co. Jn. Trunk Line gets free.

- If a user gets busy tone after attempting to sieze any Co. Jn. Trunk Line. Wait for few seconds for dial tone to come back.
- Dial # 13.
- Hang up.
- Wait for extension to ring.
- Lift handset, hear dial tone.
- Dial '0' or access code for Co. Jn. (Trunk) Line.

**9. Do not Disturb (# 14)**

If an extension user does not want to be called, this feature allows the extension to protect from being called. However, the extension user can call others.

- Lift handset and hear the dial tone.
- Dial # 14.
- Hang up.

**For canceling this features operate as follows.**

- Lift handset and hear the dial tone.
- Hook Flash, Dial # 0.

**10. Extension Privacy (# 15)**

This feature protects an extension user from barging in by any other extension during a conversation.

- Lift handset, hear the dial tone.
- Dial # 15.
- Hang up.

**For canceling this feature operate as follows.**

- Lift Handset, hear dial tone.
- Hook Flash, Dial # 0.

**11. Call Transfer (HF Ex)**

Any internal or external call received/originated at any extension can be transferred from that extension to any other extension.

- Hook Flash and hear confirmation tone (Trin-Trin once).
- Dial the extension number to which you want to transfer the call.
- Wait for ring back tone.
- You may hang up, call will be transferred automatically.



**12. Call Forwarding ( # 11 Ex)**

This feature allows an extension user to receive the calls at any other extension.

- Lift handset.
- Dial # 11 Ext. No.
- Hang up.

**For Canceling this feature operate as follows.**

- Lift handset, hear dial tone.
- Hook Flash, Dial # 0.

**13. Call Pick-up (8)**

If another extension is ringing, this feature allows user to receive that call at his own extension without physically moving to that particular extension.

- Lift handset of your extension and hear the dial tone.
- Dial 8.
- Talk to the party.

**14. In coming calls can be made to follow the extension user. In other words extension user can use any extension to receive incoming calls directed at his original extension.**

- Lift handset where user wants to receive calls, hear dial tone.
- Dial # 16 AB (AB is the No. of the original extension being used.)
- All calls for AB will now ring at extension where above code has been dialed.

**For canceling this feature operate as follows.**

- Dial # 17 AB.

**Note:** After using the Follow Me feature care must be taken to cancel the feature otherwise calls will be diverted to the other extension till the feature is not cancelled.

**15. Call Camp On (HF # Ex)**

This feature allows an extension to transfer calls even to a busy extension. The transferring extension becomes free after using this feature, the call gets transferred/camped on to the busy extension. The busy extension on which the call is transferred (camped on ) gets call waiting tone and can attend the call as soon as he finishes his busy call.

- On getting tone while transferring call to any extension being busy.
- Hook Flash to get the calling party on Line.
- Hook flash to put the calling party on hold.
- Dial # Extn. No. (which is found busy).
- Hang up. (Your Extension becomes free).

**16. Picking up Camped Call (HF ##)**

This feature allows the user to attend the calls in rotation i.e. if the extension is already busy with one call and another call is camped on his extension, then this feature this extension user can park his first call and attend to the second call and vice-versa.

- Hear the call waiting tone. Trin-Trin, while talking.
- Hook Flash and dial ##.
- First Call goes to hold and second call get through.
- Finish the call and repeat procedure to get the first call.

**17. Call Parking (HF ##)**

a) In case the extension desires to become free temporarily to attend to some important function, using this feature makes the extension free without losing the call. This feature also helps the receiving extn. To park (hold) the call in case it is not possible to transfer the receiving call to the desired extension.

- While talking to the call, Hook Flash, Dial ##.
- Hang up

b) Picking up Parked Call by the Parking Extension.

- Lift handset, hear dial tone.
- Dial ##.

**18. Hot Line (# 12 Extn. No. or Tel. No.)**

To set this feature, take the handset and, after hearing the dial tone, dial # 12 Ex or # 12 TN (TN – Telephone Number).

The Hot Line feature will get activated and as soon as the caller picks up his handset, he need not dial any code, the called party's telephone/Extension No. will be dialed automatically.

**For Canceling this feature operate as follows.**

- Lift handset, hear back tone.
- Wait till the other extn. Picks up.
- Hook Flash, Dial # 0.

**19. Setting of Alarm Clock ( # 18 + [0/1] + HH + MM)**

Each extension can be pre-set to ring at a pre-determined time. This time can be set by lifting the receiver. Dialing # 18 and then '0' if the alarm time is A.M. or '1' if the alarm time is P.M. After that the alarm can be keyed in. At the appointed time the extension will ring. On lifting the receiver the user will listen to music. HH stands for hours and MM stands for minutes (2 digits must be used for each). For example, if alarm is to be set for 3.15 P.M. then key in # 18 1 03 15.

**20. Conference**

When you are conversing with an outside line or an extension and want to arrange for a third party or fourth party or even fifth party (Maximum) conference, you do it by the following steps.

While conversing with the party 'A' make hook flash, Party 'A' goes on hold. Listen to dial tone, dial out the desired No. party 'B' Speak to party 'B'. Make hook flash to make conference between yourself, party 'A' and party 'B'.

Repeat the procedure to extend the conference between party 'C' and party 'D' in the same manner. Maximum 5 party conference is available.

**Lesson No. 1 – SUBSCRIBER TRUNK DIALLING (S.T.D.)**

The facility of contacting a distant station by direct dialing is known as "Subscriber Trunk Dialing". To make a STD Call a subscriber has to simply dial the Station Code NO. followed by the required number. This will connect the subscriber directly to the outstation party.

## **Lesson No. 2 – TRUNK CALL**

The facility of obtaining a long distance call over the phone in the country is known as local trunk call.

Suppose Extension No. 30 asks for booking a trunk call. Note down all the particulars i.e. place, phone number, ordinary or urgent, p. p. if any (P. P. – Particular Person).

Ext. No. 30/T.C. to Calcutta

Phone No. 50832

P. P. – Mr. Sharma

Urgent

Now tell Extension No. 30 'I will ring you later'. Dial Trunk Access Code or '0' and dial Trunk Booking Number and get the number confirmed. Now say I am speaking from ..... Number, please book a trunk call to Calcutta and give all the particulars. The trunk booking operator will note your requirements and will give you a Booking Number. This is called Ticket No. Now say to the Main Line "Thank You" and disconnect the line.

Call Extension No. 30 and inform about the Ticket No.

## **Lesson No. 3 – TRUNK CALL – ENQUIRY**

After booking the trunk call, you will get the call from the main line. If there is a delay in getting the call, the Extension will ask the Operator to make an enquiry, for which the Operator has to dial Enquiry No.

Dial '0' or trunk Access code and then dial the enquiry number. Now say "I am speaking from ..... No., I had booked a Trunk C1 ..... (give details) at ..... a.m./p.m. Please get me your position no. Then note down the position no. and disconnect.

Inform to the Extension about the Position No.

## **Lesson No. 4 – TRUNK CALL – CANCELLATION**

Dial '0' or Trunk Access Code and then dial the Cancellation number. Get the number confirmed and give details of the trunk call. Operator will inform you about the cancellation number. Disconnect the line after telling the operator "Thank You".

Inform the Extension about cancellation number.

## **Lesson No. 5 – TRUNK CALL COMING THROUGH**

After booking the trunk call, you will get a call. Operator will inform you that your trunk call is on the line, please speak here. When the required person comes on the line, ask him/her to hold on. Inform the extension that "Your Call from ..... Is on the line, please speak here" by dialing the extension number.

## **Lesson No. 6 – LIGHTNING CALL**

Lightning call is done in emergency cases only, because it is very expensive, its charges are 8 times that of an ordinary trunk call.

Suppose Extension no. 10 wants to book a lightning call to ..... Extension will give details such as Place, Phone No. and P. P. (if any). After noting the details the Operator has to inform the extension that 'I will call you later on' and disconnect the plug.

Dial '0' Trunk Access Code and then Lightning Call Booking No. and then confirm the number. After the confirmation give the details to the Exchange Operator i.e. Place,

Phone No. and P.P. After giving the details note down the Ticket No. and disconnect the line. Inform the Extension about the Ticket No.

When the call comes, the operator will say “Good Morning – Operator Speaking from Matunga Commercial Institute”. Then the Exchange Operator will inform you Lightning call is on the line, please speak here. When the party comes on the line ask it to hold on. When the extension comes on the line, say “Your Lightning Call is on the line, please speak here.

### **Lesson No. 7 – INTERNATIONAL TRUNK CALL**

The facility of obtaining long distance call outside the country over the telephone is known as International Trunk Call (I.T.C.).

For booking, enquiry and cancellation of I.T.C. the operator has to follow the same procedure as in local trunk call except that the numbers will differ and the Operator has to inform Calling Party’s name instead of Type – Ordinary/Urgent/Lightning.

e.g. Extension No. 30/ I.T.C. to U.S.A.

Phone No. 425631

P. P. Mr. Prakash

Calling Party – Miss Neeta.

### **Lesson No. 8 – DEMAND CALL**

This facility is available only for certain places. To book a Demand Call, Operator has to contact the Exchange Operator who will connect the required station without delay.

Suppose Extension No. 30 wants a Demand Call for Bangalore then note down the following details.

Extension No. 30/ D.C. to Bangalore

Phone No. 59308

Demand Call Booking No. is different for different places. For booking a Demand Call to Bangalore the number to be dialed is ‘153’.

Dial ‘0’ or Trunk Access Code and then dial ‘153’ Confirm the no. and inform that I am speaking form ..... (Phone No.), I want a Demand Call to Bangalore, Phone No. 59308. The Exchange operator will ask you to hold on.

When the connection is established with Bangalore No. the Exchange Operator will inform you and when the party comes on the line, ask him/her to hold on, give a ting and inform the Extension that “Your Demand Call is on the line, please speak here”.

### **Lesson No. 9 – INTERNATIONAL SUBSCRIBER’S TRUNK DIALLING (I.S.D.)**

This facility is available for many countries nowadays.

Suppose Extension no. 30 wants to make a call to Dubai – no. 531824 to Mr. John.

For making the above call, Operator has to first dial ISD Code – ‘00’ then Country Code (Dubai Country Code No. is 971), then Area Code (Area Code No. for Dubai is 4) and finally the required number 531824.

In the above case, Operator has to dial ‘009714531824’ and ask ‘Is it 531824’. After the confirmation ask for Mr. John when John comes on the line ask him to hold on and give a ring to Extension No. 30 and say ‘Your Dubai No. is on the line, Please speak here’.

## Lesson No. 10 – PHONOGRAM

The Facility of booking a telegram over the telephone is known as Phonogram. Suppose Extension No. 30 asks the Operator to book a Phonogram, then note down the following particulars :

Extension No. 30/ Phonogram  
Mr. Shah  
Address : 18, M. G. Road, Delhi – 1  
Message : Happy Birthday  
Sender's Name : Miss Asha  
Type : Ordinary

Dia '0' or Trunk Access Code followed by the booking number. After confirming the number inform the Exchange Operator that 'I am speaking from ..... (Number)'. Exchange Operator will ask you to disconnect the line. After sometime the Exchange operator will call you and ask for the details of the Phonogram, so give the above details and take down the ticket number from the Exchange Operator and disconnect the line. Ring to Extension No. 30 and say 'I have booked your phonogram and your ticket no. is .....



## INDIAN TECHNICAL EDUCATION SOCIETY MUMBAI

### CERTIFICATE COURSE FOOD AND BEVERAGES [ FB ]

#### SCHEME OF EXAMINATION

Theory : One Paper	Duration : 3 Hours	Marks : 100 each = 100
Practical : One Practical	Duration : 1 ½ Hours	Marks : 100 each = 100
		====
	Total Marks	= 200

#### Exam Fee Rs. 300/-

- 1. Introduction to Hotel and other catering Establishment**
  - Evolution (Origin of Hotel).
  - Types of Hotel.
  - Types of other catering Establishment such as Airline, Shipping (Floatel) etc.
  - Types of Restaurants.
- 2. Different – Departments of a Hotel**
  - Knowledge of all department (in brief).
- 3. Organization of Food & Beverage department**
  - Kitchen Brigade.
  - Restaurant Staff – Attributes of a Good Waiter.
  - Job description of a steward.
  - Service preparation i.e. Explain terms "Mis-en-place", "Mis-en-scence", side board, Layout of a Restaurant.
  - Different types of cutlery, crockery, glassware (diagram).
- 4. Napkin folds (12) – diagram.**
- 5. Menu and Courses**

**6. Table Setting.**

- Rules for table setting.
- Practical                      Set A la carto cover

**7. Breakfast**

- Types of breakfast (English + Continental + American)
- Types of B/F breads.  
Practical            Continental B/F  
                          English B/F  
                          American B/F

**8. Practical**

1. To set B/F Tray.
2. To set cover for snacks, pastry etc.

**IMP**

**9. Types of Services (Food).**

- Explain all services in details.

**10. Rules for Services.**

- Explain all rule in details.

**11. Order taking**

- Explain in details Triplicate control system.

**12. Practical**

**IMP :** I) To set table for 2 pax – a la carte.    II) Take order            III) Serve  
( Explain first plate technique clearance, crumbing etc.)

**13. Practical**

- A) To set a la carte cover.
- B) Change to TDH cover.
- C) Change to B/F

English  
American  
Continental  
Indian

- D) Change to Snacks.

**14. General Knowledge.**

- a) Methods of cooking.
- b) Basic Sauces.
- c) Accompaniments (food)
- d) French terms.

**BEVERAGES**

**1. Types of Beverages.**

1. Classification
2. Alcohol
3. Fermentation and distillation.

**2. Wines**

1. Manufacture
2. Types
3. Service

**3. Beers**

1. Brewing
2. Types
3. Service

**4. Spirits**

1. Whisky, Brandy, Rum, Gin, Vodka.    2. Service

**5. Liquors**

1. Manufacture                            2. Service

**6. Cocktails**

- Notes                    Base  
                                  Modifying agent  
**Practical**                Show 2 cocktail  
i.e. gimlet & Whisky Sour.

**7. Bar Ser up**

- Explanation – Dispense Bar set up.  
                                  Pub Bar set up

**8. Cheeses**

1. Manufacture                            2. Types                            3. Service

**9. Tobacco**

1. Manufacture of Cigaretters, Cigars etc.    2. Service



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**CERTIFICATE COURSE  
FOOD PRODUCTION [ FP ]**

**SCHEME OF EXAMINATION**

Theory : One Papers            Duration : 3 Hours each    Marks : 100 each = 100  
Practical : One Practical    Duration : 1 ½ Hours        Marks : 100 each = 100

**Exam Fee Rs. 300/-**

**Total Marks                    = 200**

**INDIAN**

Rice, Dal, Parathas, Raita, Ind. Veg.

**SAUCES**

- a) Bechamel Sauce
- b) Veloute Sauce
- c) Hollandaise Sauce
- d) Espagnole Sauce
- e) Mayonnaise Sauce
- f) Tomato Sauce.

**SOUPS**

- a) Cream of Tamato Soup.
- b) Minestrone Soup.

- c) Consomme.
- d) Caldo Verde. (Cream Soup)

**BEEF**

- a) Beef Stroganoff
- b) Chilli-Con-Carne.
- c) Sizzlers.
- d) Spaghetti Bolognese.

**CHICKEN**

- a) Cuts of Chicken
- b) Chicken 65/Manchurian
- c) Hakka Noodles Chow-Chow.

**FISH**

- a) Fish Fillet (Continental)
- b) Patato Preparation (Continental)

**EGGS**

- a) Spanish Omlets.
- b) Akon
- c) Stuffed Cheese Omlet
- d) Poached eggs etc.



**INDIAN TECHNICAL EDUCATION SOCIETY  
MUMBAI**

**DIPLOMA IN HOTEL MANAGEMENT & CATERING  
SERVICES  
[ DHMCS - I ]**

**SCHEME OF EXAMINATION**

Theory : Two Papers      Duration : 3 Hours each      Marks : 100 each = 200

Practical : Two Practical      Duration : 1 ½ Hours each      Marks : 100 each = 200

=====

Exam Fee Rs. 500/-

Total Marks                      = 400

**Front Office**

- 1. The Hotel Industry - Introduction
- 2. Types of Hotels
- 3. Front Office – Introduction, layout & personnel found in the FO dept.



4. Qualities of Front Office Staff
5. Reservations  
Taking a reservation on phone  
Processing reservation revisions / cancellation
6. Reception & its Functions
7. Information Department & its functions
8. Hotel Credit
9. Guest Folio
10. Guest Departure
11. Safety locker management
12. Lobby
13. Job Description of Bell Boy
14. Job Description of Bell Captain
15. Guest Arrival / Departure Procedure
16. Left luggage Procedure
17. Scanty Baggage Procedure
18. Wake – Call Procedure
19. Rules of the house
20. Paging
21. Terms

## Housekeeping

### **I Introduction**

### **II Organising the Housekeeping Department.**

- 2.1 Layout of house keeping Department.
- 2.2 Organisation of housekeeping department
- 2.3 Job description of housekeeping personnel.
- 2.4 Departments that housekeeping co-ordinates with.
- 2.5 Manning – Recruitment & Selection.
- 2.6 Qualities of housekeeping Staff.

### **III Housekeeping control desk**

- 3.1 Role of the control desk
- 3.2 Types of Registers & files maintained

### **IV Cleaning agents**

- 4.1 Classification
- 4.2 Selection
- 4.3 Uses & care

### **V Cleaning Equipments**

- 5.1 Selection
- 5.2 Classification
- 5.3 Uses & care

## **VI Rooms & Floors – Practices & Procedures**

- 6.1 Layout of Rooms
- 6.2 Types of cleaning – daily, spring, special, evening services, second services etc.
- 6.3 Knowledge of rooms.
- 6.4 Rules on a guest floor
- 6.5 The maids chart
- 6.6 Cleaning a room.
- 6.7 Preparing a room report
- 6.8 Reportable matter in report
- 6.9 Missing & damaged articles
- 6.10 Guest room inspection

## **VII Linen & Uniform Room**

- 7.1 Linen Rooms
- 7.2 Activities of linen room & uniform room
- 7.3 Purpose of a uniform
- 7.4 Storage condition
- 7.5 Types of linen used
- 7.6 Inventory control
- 7.7 Par stock
- 7.8 Stock taking
- 7.9 Exchange of linen & uniform

## **VIII Keys & Key control in the housekeeping department**

## **IX Lost & Found**

- |                     |                       |
|---------------------|-----------------------|
| 1. Room Cleaning    | 2. Bed making         |
| 3. Toilet cleaning  | 4. Glass Polishing    |
| 5. Metals Polishing | 6. Flower arrangement |

## **CATERING MANAGEMENT**

### **Functions of Management**

- 1. Planning**  
Definition, Characteristics of Planning / Steps in Planning, Objectives of Planning / Advantages of Planning, Importance Of Planning.
- 2. Decision making**  
Steps in decision-making, Role of decision – Making in Management.
- 3. Organising & Staffing**  
Features of Organising, Definition & Meaning of Organizing, Objectives, Staffing, Methods of Staffing, Importance of Proper, Staffing.

4. **Motivation**  
Meaning & definition of motivation, Aims of motivation, Role of manager, Control, Imports of control.
5. **Communication.**  
Role communication in management, Forms of communications, Verbal / horizontal etc., Types of communication, Importance.
6. **Budgeting & Forecasting.**  
Meaning, Scope & Definition, Types of budgets.
7. **Co-ordinating, Importance.**  
Steps in Co-ordinating, Importance.



## **DIPLOMA IN HOTEL MANAGEMENT & CATERING SERVICES**

### **[ DHMCS – II ]**

#### **Food & Beverage Service**

##### **Introduction to the Hotel Industry:**

1. The Growth of the catering industry in India.
2. Career opportunities in Hotels catering industry.
3. Different types of catering establishments.

##### **Attributes of a Waiter:**

1. Personal hygiene & appearance
2. Attitudes
3. Job satisfaction
4. Selling & salesmanship

##### **Restaurant Organization:**

1. Various food service areas
2. Linen room
3. Kitchen stewarding

##### **Department Organization:**

1. Various departments of a hotel & their personnel (in brief).
2. Co-ordination between the F&B dept. & other departments.
3. The restaurants bridge – duties & responsibilities.

### **Restaurants Equipments:**

1. Crockery – Various types & uses.
2. Cutlery - Various types & uses.
3. Glassware – Various types & uses.
4. Linen – Various types & uses.

### **Restaurant Services:**

1. Misc – en – place.
2. Layout table
3. Forms & methods of service.
4. Receiving the guest.
5. Service at the table.
6. Social Skills.

### **Variety of Menu:**

1. Table d'hote menu & a'la carte menu.
2. Classical French menu terms.
3. Indian Foods & Accompaniments.
4. Planning a simple menu – Indian & menu.
5. Breakfast types & menu.

### **Non – Alcoholic Beverage:**

1. Teas
2. Coffees
3. Milks & Milk based drinks
4. Soft drinks

### **Simple Control Systems:**

1. Necessity for restaurant control
2. Function of control system
3. Taking the Guest order

### **Alcoholic Beverages:**

1. Classification of alcoholic & non – alcoholic beverages.
2. Wines - Types, Brand names of wines
3. Spirits – Whisky, Gin, Brandy, Rum, Vodka etc.
4. Liqueurs – Classification, various liqueurs & their contents.
5. Aperitifs – Classification
6. Beer – Manufacture in brief, types & brand names.
7. Cocktails – various types.

### **Practical:**

1. Identification of restaurant equipment, crockery & cutlery.
2. The cover.
3. Types of service.

4. Menu compilation.
5. Service of Breakfast, lunch, high tea, dinner.
6. General Service.
7. Beverage Service – alcoholic & non – alcoholic.
8. Serviette folds.

### **Food Production**

1. Aims & objects of cooking food
2. The kitchen Brigade – Responsibilities & functions of each category of staff working in the kitchen.
3. Preparation of ingredients
4. Methods of mixing food.
5. Methods of Heat Transfer.
6. Methods of cooking food. – Advantages & Disadvantages.
7. Stocks & glazes – Different types of stock & procedures in preparing them.
8. Sauces – definition, classification, parts, recipes of mother sauces & derives.
9. Meat & Poultry – different types, composition, changes taking place on cooking, cuts of meat, types of steaks, signs of good quality meat.
10. Fish – classification, selection, cuts of fish.
11. Vegetables, & Fruits – classification, importance, colour pigments found in vegetables, effect of heat, Importance in our diet.
12. Soups – Classification with examples.
13. Culinary terms – Indian & Western.
14. Hindi equivalent.
15. Salads – parts, types & salad dressings.
16. Egg cookery.
17. Processing of bread.
18. Pastries – different types.
19. Various methods of cake making.
20. Sandwiches – types & parts.
21. Different types of Icings.

### **PRACTICALS**

Standardized recipe – 30 menus covering Indian, Chinese, Arabic & Continental cuisine.



# INDIAN TECHNICAL EDUCATION SOCIETY MUMBAI

## CERTIFICATE COURSE CAD / CAM PRO-E [ CC PRO-E ]

### 1. **INTRODUCTION**

Introduction to Computer Aided Designing for Pro-E. Sketching environment of Pro-E. 2D sketching Tools, parametric concepts, Constraints and Dimensional relationships

### 2. **Pro-Engineer User Interface.**

Menu bar, Tool bar, File Management, View display, Model display, Model tree, Datum Display context-sensitive, working directory, View orientation, Dynamic viewing, Unit setting, material defining, Geometric Dimensioning, Naming feature, parent-child relationship, modal analysis, plotting in Pro-E config. The printer Defining map keys, Layers, selecting features & Entities.

### 3. **Creating a Sketch.**

Fundamentals of sketching, sketching elements, sketch plane, grid options, Constraining, line, Arc, Circle, Rectangle, Fillet, Centre line, Selection Tool, using mouse to sketch, Spines, Text, Elliptical fillet, Dimensioning, Linear, Radial Angular, perimeter, ordinate Reference modifying dimensions sketcher relations.  
Sketcher Tutorial. Creating a new object in sketch mode.

### 4. **Extruding / Revolve, Modifying & Redefining Features.**

Steps for creating a new part, protrusions, cuts, & slots, Extrude direction, Revolve direction, Depth options, material side creating extruded feature, Features based modeling, parent-child relationships, creating revolve feature, Datum planes in pro-E, creating datum planes  
Modifying features – Dimensions modification, Redefining feature.  
Extrude Tutorial – Creating the parts of Extrude & Revolve.

### 5. **Feature Construction Tools.**

The whole option- placement, Depth, Linear, Radial, Diametric & coaxial holes  
Shelled parts - Thicken the part.  
Ribs - Creating ribs.  
Drafts - Neutral planes, hinge, curves, No split draft.  
Rounds - Creating a round, Radii options.  
Chamfer - Creating chamfer & options.

Patterned - Pattern option, Dimensions variation.

**Tutorial** - Hole, shell, Rib, Draft, Round, Chamfer & pattern.

### 6. **Feature Manipulation Tools.**

Model tree, Edit, Feature definition, suppressing, inserting, Reordering, Regenerating feature, Grouping features, copying features, copy, mirror, Rotate, Translate, user defined feature, UDF menu Relations, Family table, cross section

**Tutorials –**

**7. Advance modeling Techniques.**

Sweep & various section sweep fundamentals, sweep & various sweep options – parallel, Rotational & General.  
Sweep Blend, Helical sweep, spring feature, Blend section to surfaces, Blend Between surface, Toroidal etc.

**8. Assembly Modeling**

Important terms related to assembly mode, creating Top-down assembly, creating Bottom-up assembly, placement constraints, Mate, insert, align, tangent etc.

**9. Surface Modeling**

Introduction to surface, Creating Extrude, Revolve, Sweep, Blended, swept Blend, Helical sweep surface & variable section sweep.  
Copying surface, mirror, move, merge, trim, fill surface, intersect, offset, Thickness, creating round & chamfer.

**Tutorial.**

**10. Creating Drawing**

Drawing fundamental, Drawing setup file, Sheet formats, creating drawing creating general view, orthographic views, sectional views, auxiliary views, Dimensioning & Tolerance, line style & fonts, Creating BOM & Ballons, Creating notes.

**SCHEME OF EXAMINATION.**

Theory : One	Duration : 3 Hrs.	Marks : 75
Practical : One	Duration : 1 Hrs	Marks : 100
Oral :-		Marks : 25
Total :-		- 200

**Guidelines for paper setter.**

- Q.1 Compulsory & objective type 15 marks each.
- Q.2 to Q.7 candidate has to solve any four one of these six 15 Marks each.
- Out of these 6 questions at least 2 questions should be practical based.

**Recommended Text.**

- (1) Pro-Engineer - By David S. Kelley Purdue University USA.
- (2) Pro-Engineer – By Sham Tikoo Purdue University USA.



# INDIAN TECHNICAL EDUCATION SOCIETY MUMBAI

## CERTIFICATE COURSE BEAUTICIAN [ BUT ]

### SCHEME OF EXAMINATION

Theory : One Paper  
Practical : One Paper

Duration: 2 Hrs  
Duration: 1 ½ Hrs

Marks : 100  
Marks : 100  
Total : 200

### THEORY

#### 1. MAKE UP

- BRIDAL MAKE UP
- NIGHT MAKE UP
- DAY MAKE UP

#### 2. FACIAL

- PLAIN FACIAL
- HERBAL FACIAL
- ELECTRIC FACIAL
- SHAHNAZ FACE PACK-PROCESS

#### 3. BLEACHING

- CREAM BLEACHING
- POWDER BLEACHING

#### 4. MASSAGE

- FACE MASSAGE
- BODY MASSAGE
- SHAHNAZ MASSAGE CREAM

#### 5. HAIR TREATMENT & DYE

- HERBAL HAIR TREATMENT
- HAIR TO IMPROVE BEAUTY
- HAIR PROBLEM SOLVING
- PRECAUTION TO IMPROVE HAIR STRONG
- HENNA DYE PROCESS
- PROCESS OF DYE

#### 6. SKING CARE

- PRECAUTION, ADVICE & TREATMENT

#### 7. THREADING

#### 8. WAXING

- FACE WAX
- HAND WAX



**9. PUMMING**

**10. PERNING**

**11. YOGA**

- PRANAM MUDRASAN
- SURYA NAMASKAR

**12. MISCELLENEOUS**

- IMPROVE BEAUTY THROUGH MILK
- IMPROVE BEAUTY THROUGH FRUITS & VEGETABLES
- SIMPLE PRECAUTION BEAUTY
- BEAUTY ADVICE

**PRACTICAL PAPER**

**1. HOW TO MAKE UP- PROCESS STUDY**

- DAY MAKE UP
- NIGHT MAKE UP
- BRIDAL MAKE UP

**2. HEENA HAIR TREATMENT & DYE**

**3. FACE & BODY MASSAGE**

**4. SKIN CARE-SLAPLE PROCESS STUDY**

**5. BLEACHING**

**6. THREADING**

**7. HAIR STYLE & JUDA**

**8. MANICURE**

**9. PEDICURE**



**INDIAN TECHNICAL EDUCATION SOCIETY  
MUMBAI**

**CERTIFICATE COURSE  
GENERAL PAINTER [GP]**

**THEORY MARKS: 50**

**TIME: 2 HOURS**

- 1) **PAINTING WORK:**
  - a) Introduction
  - b) Objects of Painting
  - c) Types of Painting works.
- 2) **TOOLS AND EQUIPMENTS REQUIRED FOR PAINTING WORKS :**
  - a) Brushes and its types.
  - b) Knife and its types.
  - c) Scrapers.
  - d) Rollers
  - e) Ladders
- 3) **PUTTY:** a) Meaning and its types used for different surfaces.
- 4) **PAINTS AND IT'S APPLICATION PROCEDURE:**
  - a) Distemping
  - b) Varnishing and Polishing
  - c) Plastic paint
  - d) Velvete paint
  - e) Enamel paints
  - f) Cement paint
  - g) White washing
  - h) Colour washing
  - i) Oil paint
  - j) Aluminium paint
- 5) **METAL :**
  - a) Ferrous metals – definition
  - b) Types – steel, cast iron, wrought iron
- 6) **TOOLS AND EQUIPMENTS REQUIRED FOR PAINTING ON METAL SURFACES :**
  - a) Brushes
  - b) Scrapers

- c) Blow lamp
- d) Ladders
- e) Knives
- 7) **PAINTING ON METAL SURFACES :**
  - a) Detail procedure
- 8) **ART LETTERING :**
  - a) Types
  - b) Colour combination
  - c) Various sizes and styles in English, Hindi and Marathi.
- 9) DIFFERENT TYPES OF BRUSHES AND INSTRUMENTS REQUIRED FOR WRITING ART LETTERING WORK.
- 10) SPRAY PAINTING WORK AND APPLICATION PROCEDURE WITH TOOLS AND EQUIPMENTS REQUIRED.
- 11) SCREEN PRINTING WORK AND ITS METHODS.
- 12) WRITING ADVERTISING BOARDS OF DIFFERENT SIZES.
- 13) STENCILS – ITS CUTTING WORKS AND PRECAUTION TAKEN.
- 14) FIRE AND FIRE PROTECTION METHODS, STORAGE METHODS AND SAFETY MEASURES TAKEN.
- 15) FIGURE PAINTING
- 16) POWDER COATING : ITS CONCEPT AND PROCEDURE OF APPLICATION AND EQUIPMENT REQUIRED.
- 17) MODE OF MEASUREMENT AND PREPARATION ESTIMATE FOR PAINTING WORKS – FOR WALLS, METAL & WOODEN SURFACES AND ART LETTERING

### **PRACTICAL SYLLABUS**

- 1) LETTERING (DEVNAGRI) ON HALF IMPERIAL SHEETS
- 2) LETTERING (GOTHIC) ON HALF IMPERIAL SHEETS
- 3) LETTERING (TECKLE) ON HALF IMPERIAL SHEETS
- 4) LETTERING (ITALIC) ON HALF IMPERIAL SHEETS
- 5) WRITING NAME PLATES AND NUMBERING
- 6) OIL PAINTING ON WOODEN SURFACE (NEW & OLD)
- 7) OIL PAINTING ON METAL SURFACE (NEW & OLD)
- 8) SPRAY PAINTING ON WOODEN AND METAL SURFACES
- 9) DISTEMPERING ON WALL SURFACES
- 10) WHITE WASHING
- 11) COLOUR WASHING
- 12) CEMENT PAINTING ON EXTERNAL WALL SURFACES
- 13) SCREEN PRINTING
- 14) VARNISHING AND POLISHING ON WOODEN SURFACE (NEW & OLD)

## **SCHEME OF MARKING**

### **THEORY**

MARKS : 50

TIME : 2 HOURS

### **PRACTICAL**

TOTAL MARKS : 100

TOTAL TIME : 4 HOURS

### **PRACTICAL – I (FROM PRACTICALS NO. 6 TO 14)**

MARKS : 60 (BATCH – 10 NOS.)

TIME : 3 HOURS

### **PRACTICAL – II (FROM PRACTICALS NO. 1 TO 5)**

MARKS : 40 (BATCH 10 NOS.)

TIME : 1 HOUR

### **TERMWORK**

SESSIONAL WORK : 25 MARKS

ORALS : 25 MARKS

**NOTE : ONE JOURNAL SHOULD BE PREPARED FOR SUBMISSION WORK AND TERM WORK MARKS SHOULD BE GIVEN IN CONSULTATION WITH EXTERNAL EXAMINER BY INTERNAL EXMINER.**

## **GUIDELINES FOR PAPER SETTER**

### **THEORY**

1. Q. 1 OF IS COMPULSORY. **10 MARKS**  
(OBJECTIVE TYPE) – FILL IN THE BLANKS AND MATCH THE FOLLOWING
2. Q.2 TO Q. 6 SET FOR EACH **10 MARKS**
3. SOLVE ANY 4 QUESTIONS FROM Q.2 TO Q.4
4. FIGURE TO THE RIGHT INDICATES FULL MARKS.
5. ALL QUESTIONS CARRIES EQUAL MARKS.
6. USE OF STENSILS ARE STRICTLY PROHIBITED.
7. SET Q. 2 FROM CHAPTERS - 1 TO 4
8. SET Q.3 FROM CHAPTER - 5 TO 7
9. SET Q.4 FROM CHAPTERS - 8 TO 11
10. SET Q.5 FROM CHAPTERS - 12 TO 14
11. SET Q.6 FROM CHAPTERS - 15 TO 17

	<b><u>TOTAL MARKS</u></b>	<b><u>PASSING MARKS</u></b>	<b><u>TIME</u></b>
<b>THEORY</b>	<b>50</b>	<b>17</b>	<b>2 HOURS</b>
<b>PRACTICAL</b>	<b>100</b>	<b>35</b>	<b>4 HOURS</b>
<b>TERM WORK</b>	<b>50</b>	<b>-</b>	<b>-</b>
<b>FRAND TOTAL</b>	<b>200</b>	<b>52</b>	



# INDIAN TECHNICAL EDUCATION SOCIETY MUMBAI

## CERTIFICATE COURSE MONTESSORI TEACHERS TRAINING [ MTT ]

1. Importance of early childhood Education.
2. Psychology of Child learning.
3. School as a place of learning. Care and useful of a child.
4. Role of teacher's quality.

### **CHILD DEVELOPMENT**

1. role of homes society and community in the development of the child. Interaction between parents and teachers.
2. Development of creativity, art, poetry, Equipment for numerical and geometrical, reading, writing.
3. Introduction of Environment.

### **THEORY**

1. child Psychology.
2. Methodology of Child Education.
3. Health of Nutrition of Child.
4. Child Welfare & Social Education.
5. Principal of Child Education & School Management.
6. Age-3.5 and above.
7. Are / Surrounding.

### **PRACTICALS**

1. Prayers.
2. Strokes.
3. Handicraft and Drawing.
4. Physical Education lesson.
5. Music & Cultural Programmer.
6. Creation of Education Aids.
7. Nutrition.
8. Exercise through Material.

9. Child Observation.
10. Class Conduct.
11. Charts of Fruits, Vegetables, Animals.
12. Story.
13. Alphabets & Number.
14. Flash Cards.
15. Computers.
16. Charts of Birds, Vehicles.
17. Poems, Songs with Action.
18. Nature Study.
19. Cries of Animals.
20. What the Baby Animals Called.
21. Colors / Shapes.
22. Conversation of My Self, Teacher, Family etc.
23. Good Habits.
24. Puzzles.
25. Beads.

