

FOOD CRAFT INSTITUTE, ALIGARH

(Under Department of Tourism, Govt. of UP)

Affiliated to National Council for Hotel Management &
Catering Technology

Food & Beverage Service



SYLLABUS



FOOD & BEVERAGE SERVICE

1. An Introduction

Food & Beverage industry is usually defined by its output of Products, to satisfy the various demands of food & drinks of people. But it doesn't include the manufacturing of food & beverage or their retailing. In today's world, the Food & Beverage Service industry has expanded a lot and now-a-days, as per calculation it is serving more than 100 million meals per day. It has spread across all walks of life. Hotels, Restaurants Industrial Canteen, Hospital Housekeeping & Canteen, Railway Catering, Airways Catering & Cabin Crew – all are now part of Food & Beverage Service Industry. The basic function of this industry is to serve food & Beverage drink to people, to satisfy their various types of needs. The main aim is to achieve customer satisfaction. The needs that customer might be seeking to satisfy are:

• **Physiological:** the need of special food items • **Economic:** the need for good value for the price paid • **Social:** a friendly atmosphere, to express feelings frankly • **Psychological:** the need for enhancement of self-esteem • **Convenience:** the desire for someone else to do the work. These various needs play a major role to decide the factors, responsible for defining different type of service method in Food & Beverage Service industry.

Food & Beverage Service is mainly concerned with the delivery and presentation of the food and beverages to customers. This department occupies as integral place in any hotel industry which plays a vital role in the profitability of the hotel business by providing varieties of services to the customer.

Food & Beverage department has three main operational areas, which are :-

- Food Production (Kitchen/bakery)
- Bar (Beverage)
- Restaurant (Service)

Food & Beverage Service should co-ordinate & co-operate with other different dept like H.K. dept, front office, security, accounts, human resource department, maintenance department etc.

Food & Beverage Service also include the economics consisting food & pricing, wastage control, position control & staff training which are the most important things for achieving the guest relation, satisfaction and earning the profit up to 40 % revenue.



2. Learning Objectives

After completion of the course students may be able to learn:

- Have an idea about Basic elements of Hotel
- Have Knowledge of other departments in hotel
- Know General idea about catering industry
- Identify catering segments.
- Understand the basic principles of food & Beverage
- State different types of restaurant
- Identify the basic Etiquette for restaurant staff
- State the basis grooming procedures
- Understand the hygienic factors
- Understand the importance of team work
- Use the Food & Beverage terms effectively
- Understand the basic preparation for service
- Understand the general layout of a restaurant
- State the Organizational Structure of restaurant
- Explain the duties and responsibilities of Various staffs in restaurants
- Handle & Use various service equipments
- Know the Co ordination with other department of hotel
- Understand various types of service offered in restaurants & Bar
- State service procedure
- Understand the procedures
- Understand the procedure for table reservation
- How to take an order
- Handle room service
- State the difference between banquets and outdoor catering
- Understand different types of menu
- Understand the basic principles of planning and evaluating menu
- Differentiate between food Service and Beverage Service
- State the different types of break fast
- Understand the classification of Beverages
- Understand the categories of alcoholic beverages
- Practice the procedure of Serving various drinks
- Understand the Variety of tobacco
- Prepare a bill and receive payments
- Acquire the basic skill required for service
- Get attitude for serving better
- Know the staff scheduling procedure
- Understand the check points and skills for restaurants & Bar supervisor
- Have clear cut idea about standard portion size
- Understand the need of customer
- Have idea about method of cooking
- Understand the usage and servicing Sauces
- Understand how to receive guests and seating them

DIPLOMA IN FOOD AND BEVERAGE SERVICE

Eligibility: Senior Secondary (10+2) or equivalent with English as a subject.

Duration: One Year + six months in industry

Teaching hours per week: 35 Hours

Effective teaching: 34 weeks

Industrial training: 24 weeks after the annual examinations.

TEACHING AND EXAMINATION SCHEME

No.	Subject code	Subject	Hours per week	Term Marks*
THEORY				
1	DFB-01	Food Service	5	100
2	DFB-02	Beverage Service	5	100
3	DFB-03	Food & Beverage Control	2	50
4	DCS-01	Hygiene & Sanitation	2	50
5	DCS-03	Business Communication	2	50
TOTAL			16	350
PRACTICAL				
5	DFB-11	Food Service	8	100
6	DFB-12	Beverage Service	8	100
7	DCS-11	Computer Awareness	1	-
8	DCS-12	Library	2	-
TOTAL			19	200
GRAND TOTAL			35	550

*Term Marks will comprise 30% Mid Term Marks & 70% End Term Exam Marks.

RULES AT A GLANCE

NO.	TOPIC	REQUIREMENT
1.	Attendance required to become eligible for exam	75% in aggregate
2.	Minimum pass marks for each theory subject	40%
3.	Minimum pass marks for each practical subject	50%
4.	Maximum duration to pass/clear all subjects/ papers	03 academic years

FOOD SERVICE (DFB-01)

TIME ALLOTTED: 05 HOURS PER WEEK

MAXIMUM MARKS: 100

ACTIVITY	MAXIMUM MARKS
Marks for attendance	5
Mid-term exam marks	25
Total (Incourse Assessment Marks)	30
End term exam marks	70
Total	100

Learning objectives: This course shall take the learner through the basic concepts of Food Service. At the end of this course the student shall be able to identify the basic styles of service. Differentiate catering establishments, appreciate table laying skills and methods used in the restaurant.

The course is planned for candidates to develop knowledge, inputs required at the entry and supervisory level of a star hotel.

UNIT	CONTENT	HOURS ALLOTTED	WEIGHTAGE FOR EXAM
1	Hospitality Industry and the waiter <ul style="list-style-type: none"> • History of catering • Catering establishments • What professional waiters do differently • Inter and intra departmental co-operation 	10	05%
2	Classification and use of F&B Equipment <ul style="list-style-type: none"> • Types, care and uses of Tableware, Hollowware, Crockery, Glassware, Linen, Furniture and special Equipment used in the F&B service department 	15	10%
3	The F&B Service department <ul style="list-style-type: none"> • Staff organisation • Duties and Responsibility of the waiter • The Butler <ul style="list-style-type: none"> ➤ Role ➤ Special skills ➤ Duties • Significance of a pantry <ul style="list-style-type: none"> ➤ Layout ➤ Equipment ➤ Functions ➤ Silver polishing • Outlets in a F&B Department- Restaurant, Bar, Banquet, Poolside, Coffee shop, Pastry shop, Night club 	15	10%

4	Preparation for service <ul style="list-style-type: none"> • Mise-en-place • Mise-en-scene • Rules of laying a table • Basics of tray set up 	15	10%
5	Menu and courses <ul style="list-style-type: none"> • Types of menu • Basic courses of a French Classical Menu Hors de oeuvre, Potage, Poisson, Entrée, Relevee, Sorbet, Roti, Legumes, Entremet, Savoury, Dessert, Café • Service, examples, cover, accompaniments and sideboard requirements for dishes from the above courses 	20	15%
MID TERM EXAM			
6	Forms of service <ul style="list-style-type: none"> • Silver • American • Russian • Trolley • Buffet • Cafeteria • Family • QSR • English • Room Service 	20	15%
7	Breakfast Service <ul style="list-style-type: none"> • Cover, examples and menu and service of <ul style="list-style-type: none"> ➤ Continental BF ➤ American BF ➤ English BF ➤ Indian BF ➤ Buffet 	15	10%
8	Kitchen Stewarding <ul style="list-style-type: none"> • Role • Hierarchy • Equipment 	10	05%
9	Function Catering <ul style="list-style-type: none"> • Banquets <ul style="list-style-type: none"> ➤ Types ➤ Seating ➤ Menu • Out Door Catering Events 	15	10%

10	Specialised F&B Catering <ul style="list-style-type: none"> • Airline catering • Hospital catering • Cruise line catering • Railway Catering • Catering services in Armed forces • Welfare Catering 	15	10%
TOTAL		150	100%

BEVERAGE SERVICE (DFB-02)

TIME ALLOTTED: 05 HOURS PER WEEK

MAXIMUM MARKS: 100

ACTIVITY	MAXIMUM MARKS
Marks for attendance	5
Mid-term exam marks	25
Total (Incourse Assessment Marks)	30
End term exam marks	70
Total	100

At the end of this course a student shall be able to:

- Define and classify different alcoholic and non-alcoholic beverages.
- Differentiate different beverages on the menu.
- Match wines with Indian & International food items.
- Understand alcohol strength of drinks.
- Understand effect of alcohol on human body.
- Appreciate bar operations.

UNIT	CONTENT	HOURS ALLOTTED	WEIGHTAGE FOR EXAM
1	Non-alcoholic beverages <ul style="list-style-type: none"> • Classification: Stimulating, Energizing, Refreshing • Brands • Service 	10	05%
2	Wines <ul style="list-style-type: none"> • Classification • Production • New world vs Old world wines • Grape varieties • Brand names • Service of Red, white, sparkling wines • Aperitif wines: Service and popular brands • Fortified wines: Service and popular brands 	20	15%
3	Spirits <ul style="list-style-type: none"> • Whisky, Rum, Gin, Vodka, Brandy, Tequila <ul style="list-style-type: none"> ➤ Classification ➤ Brands ➤ Service 	20	15%
4	Liqueurs <ul style="list-style-type: none"> • Classification 	10	05%

	<ul style="list-style-type: none"> • Colour and flavour • Famous brands at least 10 		
5	Cocktails <ul style="list-style-type: none"> • Classification • Rules of making cocktails • Recipe of 20 classical cocktails 	15	10%
MID TERM EXAM			
6	Beer <ul style="list-style-type: none"> • Classification • Service • Storage • Brands 	15	10%
7	Liquor <ul style="list-style-type: none"> • Alcohol and the human body • Strength of drinks • Pouring measure 	15	10%
8	Bar <ul style="list-style-type: none"> • Layout • Permitted hours • Opening and closing duties • Age and Alcohol • Bar Frauds • Types • Responsible Service and trends 	15	10%
9	Food and wine harmony <ul style="list-style-type: none"> • Matching wines with international menu • Matching wines with Indian menus 	15	10%
10	Retail beverage outlets <ul style="list-style-type: none"> • Coffee baristas • Chai Bars • Pubs • Juice bars • Operations in FOH, MOH, BOH 	15	10%
TOTAL		150	100%

FOOD & BEVERAGE CONTROL (DFB-03)

TIME ALLOTTED: 02 HOURS PER WEEK

MAXIMUM MARKS: 50

ACTIVITY	MAXIMUM MARKS
Marks for attendance	2½
Mid-term exam marks	12½
Total (Incourse Assessment Marks)	15
End term exam marks	35
Total	50

Learning objectives: To help students to understand the complexities of controlling the Cost, Food & Beverage products, labour and revenue in Food & Beverage operations and maximizing profit without sacrificing the quality or quantity of the food or beverage which goes to the guest.

UNIT	CONTENT	HOURS ALLOTTED	WEIGHTAGE FOR EXAM
1	Cost and Sales Concept <ul style="list-style-type: none"> • Introduction • Cost Concepts • Sales Concepts • Cost to Sales Ratio: Cost Percent 	06	10%
2	Control Process <ul style="list-style-type: none"> • Introduction • Control • The Control Process • Control Systems • Cost Benefit Ratio 	06	10%
3	Control Cycle <ul style="list-style-type: none"> • Purchasing • Receiving • Storing • Issuing 	09	15%
4	Menu Engineering & Analysis <ul style="list-style-type: none"> • Introduction • Menu Engineering • Menu Analysis 	09	15%
MID TERM EXAM			
5	Controlling Food Sales <ul style="list-style-type: none"> • Introduction • The goals of sales control 	08	15%

	<ul style="list-style-type: none"> • Optimizing the number of customers • Maximising the profit • Controlling Revenue • Revenue Control using manual means • Revenue Control using computers 		
6	Beverage Control <ul style="list-style-type: none"> • Beverage Purchasing-Receiving-Storing – Issuing Control • Beverage Production Control • Inventory turnover • Beverage Sales Control • Guest Checks and Control 	14	20%
7	Labour Control <ul style="list-style-type: none"> • Labour Cost Considerations • Establishing Performance Standards • SOP • Standard Staffing Requirements • Preparing job descriptions • Training Staff • Monitoring Performance • Taking Corrective action to address discrepancies between standards and performance 	08	15%
TOTAL		60	100%

HYGIENE AND SANITATION (DCS-01)

TIME ALLOTTED: 02 HOURS PER WEEK

MAXIMUM MARKS: 50

ACTIVITY	MAXIMUM MARKS
Marks for attendance	2½
Mid-term exam marks	12½
Total (Incourse Assessment Marks)	15
End term exam marks	35
Total	50

LEARNING OBJECTIVES: After completion of the subject a student will be able to:

1. Understand Food Microbiology, Food Contamination and Spoilage;
2. Follow sanitary procedure during food handling;
3. Understand the importance of personal hygiene
4. Analyse critical control points; and
5. Practice laws governing the food safety and standards

No	CONTENT	TIME ALLOTTED	WEIGHTAGE FOR EXAM
1	FOOD MICROBIOLOGY <ul style="list-style-type: none"> • Introduction • Microorganism groups important in food microbiology <ul style="list-style-type: none"> - Viruses - Bacteria - Fungi (Yeast & Molds) - Algae - Parasites • Factors affecting the growth of microbes • Beneficial role of Microorganisms 	10	15%
2	FOOD CONTAMINATION AND SPOILAGE <ul style="list-style-type: none"> • Classification Of Food • Contamination And Cross Contamination • Spoilages Of Various Food With The Storing Method 	05	10%
3	SANITARY PROCEDURE FOLLOWED DURING FOOD HANDLING <ul style="list-style-type: none"> • Receiving, • Storage, • Preparation, • Cooking, • Holding, and • Service Of The Food 	10	20%

MID TERM EXAM			
4	SAFE FOOD HANDLER <ul style="list-style-type: none"> • Personal Hygiene discussing all the standard. • Hand Washing Procedure • First Aid definition, types of cuts, wounds, lacerations with reasons and precautions. 	10	15%
5	HAZARD ANALYSIS CRITICAL CONTROL POINT <ul style="list-style-type: none"> • Introduction to HACCP • History • Principles of HACCP 	10	15%
6	FOOD SAFETY STANDARDS AUTHORITY OF INDIA (FSSAI) <ul style="list-style-type: none"> • Introduction to FSSAI • Role of FSSAI • FSSAI Compliance 	05	15%
7	GARBAGE DISPOSAL <ul style="list-style-type: none"> • Different Methods • Advantages and disadvantages • Municipal Laws and Swachh Abhiyan 	10	10%
	Total	60	100%

BUSINESS COMMUNICATION (DCS-03)

TIME ALLOTTED: 02 HOURS PER WEEK

MAXIMUM MARKS: 50

ACTIVITY	MAXIMUM MARKS
Marks for attendance	2 ½
Mid-term exam marks	12 ½
Total (Incourse Assessment Marks)	15
End term exam marks	35
Total	50

LEARNING OBJECTIVES:

Knowledge

1. Understand the fundamental principles of effective business communication
2. Identify different forms of communication
3. Evaluate the difference between the types of communication
4. Understand the concept of body language and its correct use

Competencies

5. Apply effective communication in today's business world
6. Use correct form of communication depending on business situation and circumstances
7. Organise ideas and express in writing and speaking
8. Participate effectively in groups with emphasis on listening, critical and reflective thinking and responding
9. Avoid common body language mistakes

Mindset

10. Understand the importance of specifying audience and purpose, and to select appropriate communication choices

No	CONTENT	TIME ALLOTTED	WEIGHTAGE FOR EXAM
1	Introduction to Business Communication <ul style="list-style-type: none">• Definition• Objectives• Principles of effective communication• Importance of good communication	10	20%
2	Types of communication <ul style="list-style-type: none">• Formal• Informal• Verbal	05	10%

	<ul style="list-style-type: none"> • Written • Horizontal • Vertical 		
3	Essentials of good business letter and types of letters – Official, D.O	05	15%
4	Letter writing <ul style="list-style-type: none"> • Circular • Memo • Notice • U.O. Note • Applications • Bio-data (C.V.) • Covering letter • Invitations • Greetings • Apologies 	10	20%
MID TERM EXAM			
5	Communication with guest and Body language <ul style="list-style-type: none"> • Effective Speaking – Polite and effective enquiries & responses, Addressing a group • Listening and note taking skills • Body language- Importance & application 	10	15%
6	Speech Improvement <ul style="list-style-type: none"> • Pronunciation, stress, accent • Importance of speech in hotels • Common phonetic difficulties • Connective drills exercises • Introduction to frequently used foreign sounds 	10	10%
7	Electronic modes of communication: <ul style="list-style-type: none"> • Use of telephone • Taking telephonic orders • Telephone etiquette's • Fax • E-mail and protocol • Responsible social media 	10	10%
TOTAL		60	100%

FOOD SERVICE PRACTICAL (DFB-11)

TIME ALLOTTED: 08 HOURS PER WEEK

MAXIMUM MARKS: 100

ACTIVITY	MAXIMUM MARKS
Marks for attendance	5
Mid-term exam marks	25
Total (Incourse Assessment Marks)	30
End term exam marks	70
Total	100

Learning Objective: - This course is envisaged to develop skills related to professional food service in aspiring candidates. At the end of this course a student shall be able to.

1. Explain different types of F&B equipment
2. Handle and maintain equipment according to accepted standards
3. Deliver quality food service in the training restaurant.

UNIT	CONTENT	HOURS ALLOTTED
1	Familiarization with F&B Equipment	20
2	<ul style="list-style-type: none"> • Importance of sanitation and hygiene • Care, cleaning and polishing of F&B equipment • Mise-en-place and mise-en-scene for different meal periods • Pantry preparations and service 	25
3	<ul style="list-style-type: none"> • Laying and relaying of table cloth • Napkin folding 	25
4	<ul style="list-style-type: none"> • Handling of service spoon and service fork • Water service • Service using trays and salvers • Silver service • Clearance 	25
5	<ul style="list-style-type: none"> • Laying and service of special Table d'hôte menu • Laying and service of breakfast set up on trays 	25
MID TERM EXAM		
6	<ul style="list-style-type: none"> • Service Sequence- Greeting, seating, order taking, serving and bill presenting • Briefing and de briefing 	40
7	<ul style="list-style-type: none"> • Organizing buffets • Banquet seating plan practice 	30

8	<ul style="list-style-type: none"> • Service of Indian food • QSR service 	20
9	Silver polishing	15
10	Bussing and segregating waste at the dish wash	15
	Total	240

**Marking scheme for Examination
Food Service Practical (DFB-11)**

Maximum Marks 100 Pass Marks 50

Part 'A' 25 Marks

	MARKS
1. Uniform & Grooming	: 05
2. Journal	: 10
3. Viva	: 10
Total	: 25

Part 'B' (75 Marks)

	Marks
a) Mise-en-place	: 20
b) Service Efficiency	: 20
c) Silver service skills	: 20
d) Menu knowledge	: 15
Total	: 75

NOTE:

1. The examination should test skills and knowledge of the students by assigning sets of tasks as listed in the practical syllabus under each category.
2. During table service each guest should pose one question to the candidate on the item being served. The invigilators can brief guests prior to service.

BEVERAGE SERVICE PRACTICAL (DFB-12)

TIME ALLOTTED: 08 HOURS PER WEEK

MAXIMUM MARKS: 100

ACTIVITY	MAXIMUM MARKS
Marks for attendance	5
Mid-term exam marks	25
Total (Incourse Assessment Marks)	30
End term exam marks	70
Total	100

Learning Objectives: At the end of this course a candidate shall be able to;

1. Use different types of glassware to serve different alcoholic and Non - alcoholic beverages.
2. Prepare cocktails according to accepted standards.
3. Render different type of beverage service as per SOP.
4. Practice responsible service of liquor.
5. Do formal banquet arrangements

UNIT	CONTENT	HOURS ALLOTTED
1	<ul style="list-style-type: none"> • Service of Tea and coffee • Service of Non-alcoholic beverages • Serving from the coffee machine • Service of coffee variations 	25
2	<ul style="list-style-type: none"> • Wine service – Service of Table wines, Sparkling wine, Aromatized wines and Fortified wines. • Food and wine harmony • Wine appreciation 	30
3	<ul style="list-style-type: none"> • Service of hard liquors • Service of liqueurs 	25
4	Preparation and service of classical cocktails	20
5	Service of different types of beer	20
MID TERM EXAM		
6	Raising of toast and setting up formal banquet arrangements	30
7	Setting up a bar	30
8	Preparation of garnishes and mixes for the bar	20
9	Storage of wines, beer and spirits	20
10	Responsible Service of Liquor <ul style="list-style-type: none"> • Preventing trouble • Complaints and Refusal of Service • Potential Problem Situations 	20

	<ul style="list-style-type: none"> • Reacting to Trouble • Recording Incidents 	
Total		240

**MARKING SCHEME FOR EXAMINATION
BEVERAGE SERVICE PRACTICAL (DFB-12)**

Maximum Marks 100 Pass Marks 50

Part 'A' 25 Marks

	:	MARKS
1. Uniform & Grooming	:	05
2. Journal	:	10
3. Viva	:	10
Total	:	25

Part 'B' 75 Marks

	:	Marks
a) Mise-en-place	:	20
b) Service of tea/coffee	:	20
c) Service of wine/beer	:	15
d) Service of hard liquor/cocktails	:	20
Total	:	75

Note:-

1. The examination should test skills and knowledge of the students by assigning sets of tasks as listed in the practical syllabus under each category.
2. The student must ensure that sideboard contains everything necessary for service.
3. During table service each guest should pose one question to the candidate on the item being served. The invigilators can brief guests prior to service.

COMPUTER AWARENESS (DCS-11)

TIME ALLOTTED: 01 HOURS PER WEEK

MAXIMUM MARKS: Nil

Learning Objectives:- After the completion of Computer Awareness subject, the Students will be able to:

1. Understand computer and its hardware & software.
2. To produce word document with proper for matting
3. To work on an excel sheet with basic functions.
4. Brows on net and communicate through e-mail

UNIT	CONTENT	HOURS ALLOTTED
1	<p>KNOWING COMPUTER</p> <ul style="list-style-type: none"> • What is computer? <ul style="list-style-type: none"> ➤ Basic Applications of Computer • Components of Computer System <ul style="list-style-type: none"> ➤ Central Processing Unit ➤ Keyboard, mouse and VDU ➤ Other Input devices ➤ Other Output devices ➤ Computer Memory • Concept of Hardware and Software <ul style="list-style-type: none"> ➤ Hardware ➤ Software <ul style="list-style-type: none"> ❖ Application Software ❖ Systems software • Concept of computing, data and information • Applications of IECT <ul style="list-style-type: none"> ➤ e-governance ➤ Entertainment • Bringing computer to life <ul style="list-style-type: none"> ➤ Connecting keyboard, mouse, monitor and printer to CPU ➤ Checking power supply 	4
	<p>OPERATING COMPUTER USING GUI BASED OPERATING SYSTEM</p> <ul style="list-style-type: none"> • Basics of Operating System <ul style="list-style-type: none"> ➤ Operating system ➤ Basics of popular operating system (LINUX, WINDOWS) • The User Interface <ul style="list-style-type: none"> ➤ Task Bar ➤ Icons ➤ Menu ➤ Running an Application • Operating System Simple Setting <ul style="list-style-type: none"> ➤ Changing System Date And Time 	4

	<ul style="list-style-type: none"> ➤ Changing Display Properties ➤ To Add Or Remove A Windows Component ➤ Changing Mouse Properties ➤ Adding and removing Printers • File and Directory Management <ul style="list-style-type: none"> ➤ Creating and renaming of files and directories 	
	<p>UNDERSTANDING WORD PROCESSING</p> <ul style="list-style-type: none"> • Word Processing Basics <ul style="list-style-type: none"> ➤ Opening Word Processing ➤ Menu Bar ➤ Using The Help ➤ Using The Icons Below Menu Bar • Opening and closing Documents <ul style="list-style-type: none"> ➤ Opening Documents ➤ Save and Save as ➤ Page Setup ➤ Print Preview ➤ Printing of Documents • Text Creation and manipulation <ul style="list-style-type: none"> ➤ Document Creation ➤ Editing Text ➤ Text Selection ➤ Cut, Copy and Paste ➤ Spell check ➤ Thesaurus • Formatting the Text <ul style="list-style-type: none"> ➤ Font and Size selection ➤ Alignment of Text ➤ Paragraph Indenting ➤ Bullets and Numbering ➤ Changing case • Table Manipulation <ul style="list-style-type: none"> ➤ Draw Table ➤ Changing cell width and height ➤ Alignment of Text in cell ➤ Delete / Insertion of row and column ➤ Border and shading 	5
	<p>USING SPREAD SHEET</p> <ul style="list-style-type: none"> • Elements of Electronic Spread Sheet <ul style="list-style-type: none"> ➤ Opening of Spread Sheet ➤ Addressing of Cells ➤ Printing of Spread Sheet ➤ Saving Workbooks • Manipulation of Cells <ul style="list-style-type: none"> ➤ Entering Text, Numbers and Dates ➤ Creating Text, Number and Date Series ➤ Editing Worksheet Data ➤ Inserting and Deleting Rows, Column ➤ Changing Cell Height and Width • Formulas and Function 	5

	<ul style="list-style-type: none"> ➤ Using Formulas ➤ Function 	
	<p>INTRODUCTION TO INTERNET, WWW AND WEB BROWSERS</p> <ul style="list-style-type: none"> • Basic of Computer Networks <ul style="list-style-type: none"> ➤ Local Area Network (LAN) ➤ Wide Area Network (WAN) • Internet <ul style="list-style-type: none"> ➤ Concept of Internet ➤ Applications of Internet ➤ Connecting to the Internet ➤ Troubleshooting • World Wide Web (WWW) • Web Browsing Software <ul style="list-style-type: none"> ➤ Popular Web Browsing software • Search Engines <ul style="list-style-type: none"> ➤ Popular Search Engines / Search for content ➤ Accessing Web Browser ➤ Using Favourites Folder ➤ Downloading Web Pages ➤ Printing Web Pages • Understanding URL • Surfing the web • Using e-governance website 	4
	<p>COMMUNICATIONS AND COLLABORATION</p> <ul style="list-style-type: none"> • Basics of E-mail <ul style="list-style-type: none"> ➤ What is an Electronic Mail • Using E-mails <ul style="list-style-type: none"> ➤ Opening Email account ➤ Mailbox: Inbox and Outbox ➤ Creating and Sending a new E-mail ➤ Replying to an E-mail message ➤ Forwarding an E-mail message ➤ Sorting and Searching emails • Document collaboration • Instant Messaging and Collaboration <ul style="list-style-type: none"> ➤ Using Instant messaging ➤ Instant messaging providers ➤ Netiquettes 	3
	<p>MAKING SMALL PRESENTATIONS</p> <ul style="list-style-type: none"> • Basics <ul style="list-style-type: none"> ➤ Using PowerPoint ➤ Opening A PowerPoint Presentation ➤ Saving A Presentation • Creation of Presentation <ul style="list-style-type: none"> ➤ Creating a Presentation Using a Template ➤ Creating a Blank Presentation ➤ Entering and Editing Text ➤ Inserting And Deleting Slides in a Presentation 	5

	<ul style="list-style-type: none">• Preparation of Slides<ul style="list-style-type: none">➤ Inserting Word Table or An Excel Worksheet➤ Adding Clip Art Pictures➤ Inserting Other Objects➤ Resizing and Scaling an Object• Presentation of Slides<ul style="list-style-type: none">➤ Viewing A Presentation➤ Choosing a Set Up for Presentation➤ Printing Slides And Hand-outs• Slide Show<ul style="list-style-type: none">➤ Running a Slide Show➤ Transition and Slide Timings➤ Automating a Slide Show	
		30