

SYLLABUS

DIPLOMA IN HOTEL MANAGEMENT



FACULTY OF HOTEL MANAGEMENT
UNITED UNIVERSITY, RAWATPUR-JHALWA, PRAYAGRAJ (UP)

Department Vision:

To become a globally recognized hospitality institution for creating skilled human resource to meet the professional Hospitality Industry needs across the globe.

Department Mission

- To create salubrious environment to provide excellent state of the art facilities meeting the hospitality industry requirement.
- To provide excellent technological support to bridge the gap between academic and industry to fulfill the overall academic need of the society.
- To ensure all round development of the students and to create a platform for turning out hospitality professional who can assume leadership position in society.
- To provide high quality course structure to enable qualified professionals to meet the hospitality needs globally.
- To develop effective teaching skill and research potentials of the faculty members.

Graduate Attributes

- a) Develop students with an in-depth understanding of the operational aspects and knowledge of the underlying principles of the hotel industry.
- b) Making students familiar with the practical aspects of the hospitality industry.
- c) Develop professional skills of strategic management issues involved in operating hotels and train students for operational, supervisory and management positions.
- d) Enhance the techniques of advanced technological uses in hotel industry.
- e) *Business Knowledge* – Students will be able to master the key frameworks, models, and skills that reflect the body of knowledge in their major and will apply discipline-based habits of analytical thinking to problems and opportunities. Be skilled in the analysis of both qualitative information and quantitative data.
- f) *Communication Skills* – Students will be able to synthesize and summarize information and to professionally communicate their analyses, arguments, and recommendations to a variety of audiences. Be skilled in written, oral, and visual communication and will be able to effectively choose communication methods that are appropriate to the topic, objective, and setting.
- g) *Quantitative Skills* – Students will be able to understand, analyse and use quantitative data to make business decisions and report to stake holders. Identify quantitative characteristics of a problem, to examine and interpret numerical data and to analyse numerical data to

derive conclusions.

- h) *Critical Thinking Skills* – Evaluate, analyse and interpret information to solve problems and make business decisions. Interpret and evaluate unstructured situations; to define the problem; to apply theories to ambiguous situations and to draw conclusions and implement solutions.
- i) *Technology* – Demonstrate proficiency in the use of information technology. Students will use information systems to select, manipulate and process data in a meaningful way in order to make business decisions and use software tools to solve accounting, financial and quantitative problems.
- j) *Ethics* – Understand and evaluate ethical issues and situations to make business decisions. Recognize ethical problems in both domestic and international business contexts identify alternatives and make appropriate ethical choices.
- k) *Multicultural and Diversity* – Students, particularly those who pursue the degree in international business concentration, will develop an awareness and understanding of the cultural issues that impact business operations in a global society.

Demonstrate learning – Enhancing skills in hospitality core areas at various position of specialization addressing customer satisfaction.

Programme Educational Objectives (PEOs)

- To develop capability to understand the fundamentals of Hotel industry for analyzing the business problems with futuristic approach.
- To foster a confident and competent graduate capable to solve real life practical Hotel Industry problems fulfilling the obligation towards society.
- To inculcate an attitude for identifying and undertaking developmental work both in Industry as well as academic environment with emphasis to continuous learning enabling to excel in competitive participation at a global level.
- To nurture and nourish effective communication and interpersonal skill to work in a team with a sense of ethics and moral responsibility for achieving goal.

Programme Outcomes (POs)

Graduates will be able to:

- a) Develop students with an in-depth understanding of the operational aspects and knowledge of the underlying principles of the hotel industry.
- b) Making students familiar with the practical aspects of the hospitality industry.

- c) Develop professional skills of strategic management issues involved in operating hotels and train students for operational, supervisory and management positions.
- d) Enhance the techniques of advanced technological uses in hotel industry.
- e) *Business Knowledge* – Students will be able to master the key frameworks, models, and skills that reflect the body of knowledge in their major and will apply discipline-based habits of analytical thinking to problems and opportunities. Be skilled in the analysis of both qualitative information and quantitative data.
- f) *Communication Skills* – Students will be able to synthesize and summarize information and to professionally communicate their analyses, arguments, and recommendations to a variety of audiences. Be skilled in written, oral, and visual communication and will be able to effectively choose communication methods that are appropriate to the topic, objective, and setting.
- g) *Quantitative Skills* – Students will be able to understand, analyse and use quantitative data to make business decisions and report to stake holders. Identify quantitative characteristics of a problem, to examine and interpret numerical data and to analyse numerical data to derive conclusions.
- h) *Critical Thinking Skills* – Evaluate, analyse and interpret information to solve problems and make business decisions. Interpret and evaluate unstructured situations; to define the problem; to apply theories to ambiguous situations and to draw conclusions and implement solutions.
- i) *Technology* – Demonstrate proficiency in the use of information technology. Students will use information systems to select, manipulate and process data in a meaningful way in order to make business decisions and use software tools to solve accounting, financial and quantitative problems.
- j) *Ethics* – Understand and evaluate ethical issues and situations to make business decisions. Recognize ethical problems in both domestic and international business contexts identify alternatives and make appropriate ethical choices.

- k) *Multicultural and Diversity* – Students, particularly those who pursue the degree in international business concentration, will develop an awareness and understanding of the cultural issues that impact business operations in a global society.
- l) *Demonstrate learning* – Enhancing skills in hospitality core areas at various position of specialization addressing customer satisfaction.

Programme Specific Outcomes (PSOs)

1. Use fundamentals of Hospitality Industry concepts to provide business solutions.
2. Use operational procedures to run all the departments of Hospitality Industry smoothly and honoring the social obligation.
3. Use the fundamentals of business management to effectively lead a work force aiming at organizational goals with a sense of business ethics and moral values in competitive environment.

Examination/Evaluation System: The evaluation system of the University shall be oriented to encourage the academic qualities. The University follows two components to evaluate student's performance:

Internal Assessment: which is to be marked by respective teacher includes attendance, mid semester examination and other components (Assignment, Snap Test, Project, Practical Lab Continuous Assessment, Quiz, Multiple Choice Questions, Case Study, Field Survey/Field Report etc.) carrying a **weightage of 50%**. This is applicable for all theory courses.

Practical Courses: The examination/evaluation criteria of the practical courses shall be decided by the respective faculty member and wherever required on the availability of the external experts/visiting faculty. Faculty may set/design the practical exercises out of any marks but the overall weightage shall be in pre-defined percentage. Methodology for evaluation of Lab component may include day to day work, lab records, quantity/quality of work and Viva/Seminar/Practical as may be decided.

External Assessment: i.e. End Semester Examination, carrying a **weightage of 50%**.

a) **End Semester Examination:** These examinations shall be conducted under Controller of Examination. The examination dates and schedule shall be released by the University's Controller of Examination.

- The duration of Examination shall be as decided by the Faculty member.
- Genuine approved cases shall be notified by the Controller of Examination based on the requests received and only such students shall be allowed to take make-up Examination in the subjects where approval has been granted.
- The date sheet need not be taken out as the makeup examination shall be conducted under arrangement concerned faculty, who after evaluation and sharing the evaluated answer sheet with student shall submit marks to the Controller of Examination.

Course Structure and Evaluation scheme									
Diploma in Hotel Management 2 Years (4 semester) Programme United University, Prayagaj Session 2023-24									
Sr. no.	Course code	Course Title	Teaching			Evaluation			Credit
			L	T	P	CA	ESE	TOTAL	
SEMESTER 1									
1	HMDCBH101T	Food Production Foundation-1	4			50	50	100	4
2	HMDCBH102T	Food & Beverage Service Foundation-1	4			50	50	100	4
3	HMDCBH103T	Accommodation Operation-1	3			50	50	100	3
4	HMDCBH104T	Hotel Front Office Foundations-1	3			50	50	100	3
5	HMDCBH105P	Food Nutrition & Hygiene	3			50	50	100	3
6	PTSPDHM10T	Professional Proficiency	3			50	50	100	3
7	HMDCBH101P	Food Production Foundation Lab-1			4	50	50	100	2
8	HMDCBH102P	Food & Beverage Service Foundation Lab-1			4	50	50	100	2
9	HMDCBH103P	Accommodation Lab-1			3	50	50	100	2
10	HMDCBH104P	Hotel Front Office Foundations Lab-1			3	50	50	100	2
Total			20		14	500	500	1000	28

Diploma in Hotel Management 2 Years (4semester) Programme United University, Prayagaj Session 2023-24									
Sr. no.	Course code	Course Title	Teaching			Evaluation			Credit
			L	T	P	CA	ESE	TOTAL	
			SEMESTER 2						
1	HMDCBH201T	Food Production Foundation-II	4			50	50	100	4
2	HMDCBH202T	Food & Beverage Service-II	4			50	50	100	4
3	HMDCBH203T	Accommodation Operation-II	3			50	50	100	3
4	HMDCBH204T	Hotel Front Office Foundations-II	3			50	50	100	3
5	HMDCBH205T	Environmental Science	3			50	50	100	3
6	HMDCBH206T	Basic Accountancy	3			50	50	100	3
7	PTSPDPM20T	Professional Proficiency	3			50	50	100	3
7	HMDCBH201P	Food Production Foundation Lab-II			4	50	50	100	2
8	HMDCBH202P	Food & Beverage Service Foundation Lab-II			4	50	50	100	2
9	HMDCBH203P	Accommodation Lab-II			3	50	50	100	2
10	HMDCBH204P	Hotel Front Office Foundations Lab- II			3	50	50	100	2
Total			20		14	500	500	1000	31

COURSE INFORMATION SHEET

Course code:	HMDCBH105T
Course title:	Food Science, Nutrition and Hygiene
Credits:	3
Class schedule per week:	03
Class:	DHM
Semester / Level:	First / First
Branch:	HMCT

SYLLABUS

MODULE
<p>Module – I</p> <p>Carbohydrate: Classification of Nutrients. Carbohydrates - Definition, Classification. Structure and properties on stereoisomerism, optical isomerism, and cing action of sugars. Metabolism of carbohydrate.</p>
<p>Module- II</p> <p>Protein: Proteins - Definition, Classification, Structure: primary, secondary, tertiary quaternary structure of protein</p>
<p>Module – III</p> <p>Lipids: Lipids - Definition, Classification & Properties with emphasis on nification number, iodine number and rancidity of fats. Fatty acids - composition, erties, types. Digestion & Absorption.</p>
<p>Module- IV</p> <p>Vitamins and Minerals: Vitamins: Chemistry and biochemical role of fat-soluble nins. A. D. E. and K. Water soluble vitamins – B₁, B₂, B₆. Minerals: Biochemical role of inorganic elements. Molecular aspects of transport; Passive diffusion, tated diffusion, active transport.</p>

Module – V

Microbiology: General characteristic of microorganisms-based structure, factors affecting their growth in food (intrinsic and extrinsic), Microorganism Growth Phase, Microbial Food Spoilage, Controlling Food Spoilage, Food-Borne Diseases, Detection of Food-Borne Pathogens, Waterborne Diseases

Text books:

1. Murray, R.K., Granner, D.K., Mayes, P.A. and Rodwell, V.W. *Harpers Biochemistry*. Macmillan Worth Publishers, 2000.
2. Nelson, D.L. and Cox, M.M. *Lehninger's Principles of Biochemistry*, Macmillan Worth Publishers. 2000.
3. Devlin, T.M. *Text book of Biochemistry with Clinical Correlations*, Wiley Liss Inc, 1997. Stryer, L. *Biochemistry*, WH Freeman and Co., 1998.
4. Rolando Mota. Linda Sherwood & Christophe Woolverton *Prescott, Harley, and Klein's Microbiology*.: McGraw-Hill NY, 2008.
5. Swaminathan, M., *Handbook of Food and Nutrition*, The Bangalore Press, 1978.

Reference books:

1. Voet, D. Voet, J.G. and Pratt, C.W., *Fundamentals of Biochemistry*. Wiley, 1999.
2. Tietz, N.W. *Fundamentals of Clinical Chemistry*. WB Saunders Co., 1976.
3. King, E.J. and Wootton, I.D.P. *Micro-Analysis in Medical Biochemistry*. J and A Churchill Ltd., 1956.
4. Conn, E.E., Stumpf, P.K., Bruening, G. and Doi, R.H.: Ed. *Outlines of Biochemistry*, John Wiley and Sons, 2001.

COURSE INFORMATION SHEET

Course code: HMDCBH101T
Course title: Food Production Foundations I
Credits: 4
Class schedule per week: 03
Class: DHM
Semester / Level: First/ First
Branch: HMCT

SYLLABUS

MODULE
<p>Module – I</p> <p>Kitchen Organization : Introduction, Definition, and its importance; Personal & Kitchen Hygiene, Uniform, Protective clothing, Kitchen Layouts (Basic, Bulk and Show kitchens), Hierarchy of Kitchen Department, Classical Kitchen Brigade, Modern Staffing in various hotels, Duties & Responsibilities of various chefs in kitchen, their attributes; coordination of kitchen with other departments.</p>
<p>Module- II</p> <p>Kitchen Equipment, Fuels & Safety: Kitchen Equipment, Classification, Description, Usage, Upkeep and Storage, Kitchen Tools, Knives, Their Usage, Care & Maintenance, Workstations, Safety Procedures, Fuel – Types, Usage and Precautions. Fire - Introduction, Types and handling fires and usage of extinguishers; First Aid- Basic Burns, Scalds, Cuts.</p>
<p>Module – III</p> <p>Ingredients used in cooking: Herbs & Spices, Cereals and Pulses, Fruits and Vegetables, and Salt, Sweeteners, Fat, Milk and Milk Products: - Introduction, Types, Purchasing, Storing Considerations and their key uses in kitchen.</p>
<p>Module- IV</p> <p>Methods of Cooking: Introduction, Definition, and its importance; Types- Baking, Broiling, Grilling, Frying, Steaming, Stewing, Poaching, Poeling, Roasting, Frying, Sautéing, Braising Cooking with Microwave, Ovens, Gas, Induction Plates and other such media. HACCP Standards and Professional Kitchens</p>

Module - V**Bakery and Confectionary**

Principles –Types of ovens used. Ingredients used in Bakery – Wheat and wheat products, flour-types, uses and storage, Different Methods of Bread Making.

Text Books:

1. Parvinder S Bali, *Food Production Operations*. Oxford University Press, 2014.
2. Philip E. Thangam, *Modern Cookery (Vol- I)*, Orient Longman, 1946.
3. R. Kinton & V. Cessarani, *Foundation Practical Cookery*, Hodder Education, 2009.
4. D. Foskett, R. Kinton & V. Cessarani *Theory of Catering*. Hodder & Stoughton Educational, 1999.
5. K. Arora, *Theory of Cookery*, Frank Brothers, 1992.

Reference Books:

1. Wayne Gislen, *Professional Cooking*. Le Cordon Bleu, 2002.
2. Le Rol A. Polsom, *The Professional Chef*. Oxford Publication, 2003.

COURSE INFORMATION SHEET

Course code: HMDCBH102T
Course title: Food & Beverage Service Foundations I
Credits: 4

Class schedule per week: 3
Class: DHM
Semester / Level: First / First
Branch: HMCT

SYLLABUS

MODULE
<p>Module – I</p> <p>The Hotel & Catering Industry: Introduction to the hotel industry & the growth of the hotel industry in India</p> <p>Role of catering establishment in the travel/tourism industry.</p> <p>Classification of F & B sector, commercial and welfare catering.</p>
<p>Module- II</p> <p>Departmental Organization & Staffing: Organization of F& B department of hotel. Principle staff of various types of F & B Operation. French term related to F & B Staff.</p> <p>Duties & responsibilities of F & B Staff, Attributes of F & B Staff.</p>
<p>Module – III</p> <p>Food & Beverage Service Areas and Service Methods: Specialty restaurants, Coffee Shop, Cafeteria, Fast food (Quick service restaurant), Grill room, Banquet, Bar, Executive lounge, Vending machines, Discotheque, Night club, Table Service- Silver/English Service, American, Butler/ French, Russian, Self Service- Buffet & Cafeteria. Single Point Service-Take Away, Vending, Kiosk, Food Courts & Bars.</p>
<p>Module- IV</p> <p>Ancillary Department and Food & Beverage Service Equipment: Pantry, Food pick-up Area/ Hot plate point, Store, Linen room, Kitchen stewarding.</p> <p>Familiarization & Selection factors of Cutlery, Crockery, Glassware, Flatware, Hollowware, all other equipment used in F & B Service.</p>

Module – V

Food & Beverage Service Methods: Table Service- Silver/English Service, American, Butler/ French, Russian, Self Service- Buffet & Cafeteria. Single Point Service-Take Away, Vending, Kiosk, Food Courts & Bars.

Textbooks:

1. Lillicrap Dennis R., *Food & Beverage Service*, Hodder Arnold Publication, 2006.
2. Singaravelavan R. *Food & Beverage Services*, Oxford Publications, 2011

Reference books:

1. Dhawan, Vijay, *Food & Beverage Service - Franc Brothers*, 2009.
2. Walker R. John, *The Restaurant (From Concept to Operation)*, Wiley, 2013
3. Andrioli, Sergio, Douglas, Peter, *Professional Food Service*, Heinemann Professional, 1990

COURSE INFORMATION SHEET

Course code: HMDCBH103T
Course title: Accommodation Operations I
Credits: 3
Class Schedule per Week: 03
Class: DHM
Semester / Level: First/ First
Branch: HMCT

SYLLABUS

MODULE
<p>Module – I</p> <p>Introduction to Housekeeping : Housekeeping: Meaning, Role of housekeeping in Hotel, its importance, different areas of the department, Layout of the department.</p>
<p>Module – II</p> <p>Organization of Housekeeping department: Organization structure of Housekeeping dept. (Small, medium, large hotels), Duties and responsibilities of H.K. staffs, Job description and Job specification, Interdepartmental relationship with other departments, Role of Housekeeping in guest satisfaction.</p>
<p>Module – III</p> <p>Hotel Guestroom: Importance of Guestrooms to a guest, Types of guestrooms, layout (single, double, suit, twin etc.), Guest room supplies and amenities, Guestroom status, Guest floor rules.</p>
<p>Module- IV</p> <p>Introduction to Cleaning Agents: Meaning of Cleaning Agents ,Types-R1 to R9</p>
<p>Module- V</p> <p>Introduction to major Indian Hotel group: Welcome group, Oberoi group, Taj group, Ambassador, HCI, Leela group, Park hotels (Its Structure and architectural facts)</p>

Textbooks:

1. Andrews, Sudhir, *Hotel Housekeeping*, Tata McGraw Hill, 2009.
2. Raghubalan, G. *Hotel Housekeeping Operation and Management*, Oxford Universitypress, 2007.
3. Bhatnagar, S.K., *Front Office Management*, Frank Bros. & Co. Ltd., 2013

Reference books:

1. Schneider, M. *The Professional Housekeeper*, Wiley, 1998
2. Jones, M. *Professional Management of Housekeeping operations*, Wiley, 2007
3. Branson, C, Lennox Margaret. *Hotel, Hostel & Hospital Housekeeping*, HooderEducation, 1988.
4. Kappa, Margret, Nitschke, Aleta. *Managing House Keeping Operation*, AHLA, 1997.
5. Allen, David. *Accommodation & Cleaning Services*, Vol I & Vol II, Hutchinson, 1983.

COURSE INFORMATION SHEET

Course code: HMDCBH104T
Course title: Hotel Front Office Foundations I
Credits: 3

Class schedule per week: 03

Class: DHM
Semester / Level: First/ First
Branch: HMCT

SYLLABUS

MODULE
Module – I Introduction to Front Office Introduction To Hotel Industry (Evolution ,definition) Role and Importance of Front Office in the Hotel
Module – II Organizational Structure Of Front Office Structure and functions of each Staff Duties and Responsibilities of Front Office Staff
Module – III Attributes Of Front Office And Front Office Terminology Attributes of Front Office Staff Terminology regarding Guests ,rooms,etc.
Module- IV Reservation Operations The importance of Reservation Section, Cancellation and Amendment Procedure
Module- V Front office organization: Organization structure of Front office dept.(small, medium, large hotels).

Reference Books:

1. Dennis L. Foster: Back Office Operation & Admn.
2. Sudhir Andrews :Hotel Front Office
3. Colin Dix & Chris Baird: Front Operations

COURSE INFORMATION SHEET

Course code: HMUCBH101P
Course title: Food Production Foundations Practical – I
Credits: 4
Class schedule per week: 4
Class: DHM
Semester / Level: First / First
Branch: HMCT

SYLLABUS

MODULE
Module – I Hygiene Personal Hygiene & Kitchen Hygiene Grooming for Professional Kitchen – Do’s & don’ts
Module- II Kitchen Familiarization with kitchen equipment and tools Fuels –Their usage and precautions Kitchen First Aid, Handling Fire & HACCP Standards Do’s & Don’ts.
Module – III Common Ingredients Familiarization, identification of commonly used ingredients in kitchen Cuts of vegetables: Julienne, Jardinière, Dices, Cubes, Macedoine, Paysanne Shredding, Mire- poix, Blanching of Tomatoes and Capsicum. Vegetables –Their usage and cooking precautions
Module- IV Methods of Cooking: Boiling (potatoes, peas) Frying (Auvergne, Potatoes) Steaming (Cabbage) Braising (Potatoes) Braising (Onions, cabbage) (All moist heat, dry heat and combination heat cooking methods)

Module - V**Fermented dough**

Bread (Bread Loaf-White and Brown), bread rolls (Various shapes), French bread and other fermented dough products

Textbooks:

1. D.D., Mary, *Cooking Essentials for the New Professional Chef*. John Wiley and Sons, 1997.
2. Parvinder S Bali, *Food Production Operations*. Oxford University Press, 2014.
3. Philip E. Thangam, *Modern Cookery (Vol- I)*, Orient Longman, 1946.
4. R. Kinton & V. Cessarani, *Foundation Practical Cookery*, Hodder Education, 2009.
5. R.J. Kauffman & H. Cracknell, *Practical Professional Cookery*, Thomson, 1999.

Reference books:

1. Wayne Gislen, *Professional Cooking*. Le Cordon Bleu, 2002.
2. Andrew Hale Feinstein and John M. Stefanelli, *Purchasing Selection and Procurement for the Hospitality Industry*. John Wiley and Sons, 2012

COURSE INFORMATION SHEET

Course code: HMDCBH102P
Course title: Food and Beverage Service Foundations Practical - I
Credits: 4
Class schedule per week: 4
Class: DHM
Semester / Level: First /First
Branch: HMCT

SYLLABUS

MODULE
Module – I Identification of equipment.
Module- II Laying & relaying of tablecloth Holding service gear, carrying a tray/ salver. Service of water.
Module – III Placing meal plates & clearing soiled plates. Crumbing down.
Module- IV Stocking sideboard. Napkin folds.
Module – V Changing dirty ash tray. Situation handling & role play.

Textbooks:

1. Singaravelavan R. *Food & Beverage Services*, Oxford Publications, 2011.
2. Lillicrap Dennis R., *Food & Beverage Service*, Hodder Arnold Publication, 2006

Reference books:

1. Prasad, Vara, Krishna R. Gopi, *Food & Beverage: F&B Simplified*, Pearson, 2013.
2. Andrioli, Sergio, Douglas, Peter, *Professional Food Service*, Heinemann Professional, 1990.

COURSE INFORMATION SHEET

Course code: HMDCBH103P
Course title: Accommodations Operation Practical-1
Credits: 4

Class schedule per week: 03

Class: DHM
Semester / Level: First / First
Branch: HMCT

SYLLABUS

MODULE
Module – I Layout of Housekeeping Dept. Designing the layout of the Housekeeping Dept.
Module – II Organizational structure of HK Creating organizational structure of Housekeeping department for Small hotel and Medium hotel Creating organizational structure of Housekeeping dept. for Large hotel
Module – III Layout of guestrooms Drawing layout of - Single room and Double room Layout of Suite room and Twin room
Module- IV Guest supplies and amenities Preparing list of guest supplies and amenities.
Module- V Cleaning Agents Understanding the concept and its uses

Textbooks:

4. Andrews, Sudhir, *Hotel Housekeeping*, Tata McGraw Hill, 2009.
5. Raghubalan, G. *Hotel Housekeeping Operation and Management*, Oxford Universitypress, 2007.
6. Bhatnagar, S.K., *Front Office Management*, Frank Bros. & Co. Ltd., 2013

Reference books:

1. Schneider, M. *The Professional Housekeeper*, Wiley, 1998
2. Jones, M. *Professional Management of Housekeeping operations*, Wiley, 2007
3. Kappa, Margret, Nitschke, Aleta. *Managing House Keeping Operation*, AHLA, 1997.
4. Allen, David. *Accommodation & Cleaning Services*, Vol I & Vol II, Hutchinson, 1983.

COURSE INFORMATION SHEET

Course code: HMDCBH104P
Course title: Hotel Front Office foundations Practical-1
Credits: 3
Class schedule per week: 03
Class: DHM
Semester / Level: First / First
Branch: HMCT

SYLLABUS

MODULE
Module – I Layout of FO dept. Designing the layout of Front office department.
Module – II Organizational structure of FO Creating organizational structure of Front Office department for Small hotel and Medium hotel
Module – III Layout of guestrooms Drawing layout of Single room and Double room Layout of Suite room and Twin room
Module-IV Organizational structure of FO Creating organizational structure of Front office department for Small hotel. Organizational structure of Front office department for medium size hotel. Organizational structure of Front office department for Large size hotel.
Module-V Situation Handlings in Different Sub-sections of F.O Department Guest Complains in Reception, Concierge,etc.

Reference Books

1. Bhatnagar, S.K., *Front Office Management*, Frank Bros. & Co. Ltd., 2013.
2. 1.Dennis L. Foster: Back Office Operation & Admn.
3. 2.Sudhir Andrews :Hotel Front Office
4. 3. Colin Dix &Chris Baird: Front Operations

COURSE INFORMATION SHEET

Course code:	HMDCBH201T
Course title:	Food Production Foundations-II
Credits:	4
Class schedule per week:	04
Class:	DHM
Semester / Level:	Second/First
Branch:	HMCT

SYLLABUS

MODULE
<p>Module – I</p> <p>Kitchen Layout Types of Kitchen, General Planning & Layout of Food Production outlets in a five-star Hotel, Layout of Receiving area, Storage area, Service & Wash up area.</p>
<p>Module- II</p> <p>Stocks, Sauces, and Soups Stocks: Introduction, Classification, Usage, Preparation; Sauces: Introduction, Classification, Usage, Thickening Agents, Preparation of Mother Sauces, understanding their derivatives, propriety sauces, making of good sauce, emerging trends, Soups: Introduction, Classification, Preparation, Salient Features, Care and precautions, trends in soup presentation</p>
<p>Module – III</p> <p>Eggs, Poultry and Meat Eggs–Introduction, Usage in Kitchen, Structure of Egg, Classification, Grading of Eggs, Types, Selection, Storage. Poultry and Game: Introduction, Classification, Selection Criterion, Cuts of Poultry, Yield and simple Indian preparations. Meat: Characteristics, selection and grading, Classification (Bovines, Ovine and Swine), Categories, Cuts of Meat, Storage and handling.</p>
<p>Module- IV</p> <p>Fishes in cooking Introduction, Types, Purchasing, Storing Considerations, Fish & Shellfish, Their Classification, Cuts of Fish, Popular Species of Fish, Classical Preparations of Fish, Common cooking methods used for sea food.</p>

Module-V

Bakery Ingredients and their role, Yeast, Shortenings (Fats & Oils) sugar & salt, Raising Agents. Types of dough – fermented and pastry. Shortening Agents. Types of batters – cakes, pancakes.

Textbooks:

1. Arora, K, *Theory of Cookery*, Frank Brothers, 2008
2. Dubey, C, S, *Bakery & Confectionery*, Society of Indian Bakers, 2002
3. Philip E. Thangam, *Modern Cookery (Vol- I)*, Orient Longman, 1946.
4. R. Kinton & V. Cessarani, *Foundation Practical Cookery*, Hodder Education, 2009
5. Kinton, Ronald, Ceserani, Victor , *Theory of Catering*, Hodder Education, 2007

Reference Books:

1. Le Rol A. Polsom, *The Professional Chef*. Oxford Publication, 2003.
2. R.J. Kauffman & H. Cracknell, *Practical Professional Cookery*, Thomson, 1999
3. M J Leto & W K H Bode, *Larder Chef*. Butterworth- Heinemann, 1969
4. Feinstein, Hale, Andrew, *Purchasing Selection and Procurement for the Hospitality Industry*, Wiley, 2016
5. Wayne Gislen, *Professional Cooking*. Le Cordon Bleu, 2002
6. Donovan Deirdre Mary, *Cooking Essentials for the New Professional Chef*, John Wiley, 1997.
7. Friberg Bo, *The Professional Pastry Chef, Fourth Edition*, Wiley & Sons, 2002

COURSE INFORMATION SHEET

Course code: HMDCBH202T
Course title: Food & Beverage Service Foundations-II
Credits: 4
Class schedule per week: 04
Class: DHM
Semester / Level: Second/First
Branch: HMCT

SYLLABUS

MODULE
<p>Module – I</p> <p>Preparation for Service & Types of Meals Organizing mise-en-scene, Organizing mise-en –place. Early morning tea, Breakfast (English, American, Continental, Indian), Brunch, Lunch, Afternoon/High Tea, Dinner, Supper</p>
<p>Module- II</p> <p>Menu Planning: Origin of menu, Objectives of menu planning, Types of menu (A la carte, Table d'hôte, Carte de jour, Plate de jour, Cyclic, Special Menu – Diet menu, Children menu, Low Calorie menu etc.)</p>
<p>Module – III</p> <p>French Classical Menu: Courses and sequence of French Classical Menu, examples from each course, Its accompaniments</p>
<p>Module- IV</p> <p>Sale Control System: KOT/Bill control system (Manual), Triplicate Checking System, Duplicate Checking System, Single Order Sheet, Quick Service Menu & Customer Bill. Making bill, Cash handling equipment, Record keeping (Restaurant Cashier).</p>
<p>Module-V</p> <p>Non-Alcoholic Beverage Definition, Classification and Characteristics. Tea- Origin & manufacture, Types & brands. Coffee - Origin & manufacture, Types & brands. Juices & soft drinks, Cocoa & other beverages, Origin & manufacture</p>

Textbooks:

1. Lillicrap Dennis R., *Food & Beverage Service*, Hodder Arnold Publication, 2006.
2. Singaravelavan R. *Food & Beverage Services*, Oxford Publications, 2011

Reference books:

1. Dhawan, Vijay, *Food & Beverage Service* - Franc Brothers, 2009.
2. Walker R. John, *The Restaurant (From Concept to Operation)*, Wiley, 2013
3. Andrioli, Sergio, Douglas, Peter, *Professional Food Service*, Heinemann Professional, 1990.

COURSE INFORMATION SHEET

Course code:	HMDCBH203T
Course title:	Accommodation Operation-II
Credits:	3
Class schedule per week:	03
Class:	DHM
Semester / Level:	Second/First
Branch:	HMCT

SYLLABUS

MODULE
<p>Module – I Cleaning Organization: Introduction, Reasons of cleaning, Standard of cleaning, Principles of cleaning. Types of soil, Nature of soil. Methods of cleaning: manual, mechanical.</p> <p>Cleaning equipment: Manual and mechanical. Care, storage and upkeep of cleaning equipment. Characteristics and selection of good cleaning equipment</p>
<p>Module – II Cleaning Agents: Definition, Function, Importance and Types of cleaning agent. Water: Sources, Types, effects, Method of softening water. Detergents: Composition, Types and action of detergents. Abrasives, Reagents, Organic solvent, disinfectant & Bleaches. Polishes, floor sealers, Floor strippers, carpet cleaners. Selection, storage of cleaning agents.</p>
<p>Module – III Cleaning of Guestrooms/ public areas: Daily cleaning of rooms (occupied, departure, vacant, VIP, under repair etc.), Periodic /spring cleaning/special cleaning, Evening service/second service. Public Area cleaning: Lobby, Restaurant, Bar, Corridor, Banquet hall, Swimming pool, offices etc.</p>
<p>Module – IV Requirement to be a star category hotel: Role of HRACC, FHRAI, Fees and format of application, Criteria for Approval, A and B class city requirements. Norms for Heritage Hotel</p>

Module – V

Guest Services: Handling Guest mail, Message handling, Custody & Control of Key, Guest room change, Left luggage handling.

Textbooks:

1. Andrews, Sudhir, *Hotel Housekeeping*, Tata McGraw Hill, 2009.
2. Raghubalan, G. *Hotel Housekeeping Operation and Management*, Oxford Universitypress, 2007.
3. Bhatnagar, S.K., *Front Office Management*, Frank Bros. & Co. Ltd., 2013.

Reference books:

1. Schneider, M. *The Professional Housekeeper*, Wiley, 1998
 2. Jones, M. *Professional Management of Housekeeping operations*, Wiley, 2007
- Branson, C, Lennox Margaret. *Hotel, Hostel & Hospital Housekeeping*, Ho

COURSE INFORMATION SHEET

Course code:	HMDCBH204T
Course title:	Hotel Front Office Foundations-II
Credits:	3
Class schedule per week:	03
Class:	DHM
Semester / Level:	Second/First
Branch:	HMCT

SYLLABUS

MODULE
Module – I Check in procedure Greetings of the guest, Pre-registration Process, Allotment of room keys ,Scanty Baggage, Foreigners
Module – II Handling Group Arrivals Types Of Guests, Pre arrival procedures, welcoming and Handling of guests
Module – III Night Audit Jobs, duties, responsibilities and process
Module – IV Guest Services: Handling Guest mail, Message handling, Custody & Control of Key, Guest room change, Left luggage handling.

Module-V**Concierge**

Jobs, duties, responsibilities and process

Reference Books:

1. Bhatnagar, S.K., *Front Office Management*, Frank Bros. & Co. Ltd., 2013.
2. 1.Dennis L. Foster: *Back Office Operation & Admn.*
3. 2.Sudhir Andrews :*Hotel Front Office*
4. 3. Colin Dix &Chris Baird: *Front Operations*

COURSE INFORMATION SHEET

Course code: HMDCBH201P
Course title: Food Production Foundations Practical – II
Credits: 4

Class schedule per week: 02
Class: DHM
Semester / Level: Second/First
Branch: HMCT

SYLLABUS

MODULE
Practical – I Preparation of Stocks Mother Sauces and at least two derivatives each.
Practical- II Preparation of Soups (Minestrone, Consommés, Cream Soups, Puree Soups, Clear Soups, Bisques, Cold Soups, Chowders and others)
Practical – III Egg Preparations with accompaniments: Hard boiled egg, soft boiled egg, fried eggs, poached eggs, scrambled eggs. Omelet (Plain, Spanish, Stuffed, French etc)
Practical - IV Familiarization with poultry, meats & fishes – cuts and cooking
Practical – V Varieties of biscuit dough, cake batters (all methods), products from pastes

Text books:

1. Arora, K, *Theory of Cookery*, Frank Brothers, 2008.
2. Dubey, C, S, *Bakery & Confectionery*, Society of Indian Bakers, 2002.
3. Thangam E. Philip, *Modern Cookery (Vol-I)*, Orient Longman, 2010.
4. Kinton, Ronald, Ceserani, Victor, *Practical Cookery*, Hodder Education, 2009.
5. Kinton, Ronald, Ceserani, Victor, *Theory of Catering*, Hodder Education, 2007.

Reference books:

1. Bocuse Paul, Keller, Thomas, *The Professional Chef (4th Edition)*, CIA Publication, 2011.
2. Kauffman, Cracknell, *Practical Professional Cookery*, Macmillan, 1999.
3. Leto, J, M, Bode, W.K.H, *Larder Chef*, Butterworth- Heinemann, 1999.
- 4 Feinstein, Hale, Andrew, *Purchasing Selection and Procurement for the Hospitality Industry*, Wiley, 2016.
- 5 . Gisslen, Wayne, *Professional Cooking*, Le Cordon Bleu Publications, 2002.
- 6 Donovan Deirdre Mary, *Cooking Essentials for the New Professional Chef*, John Wiley, 1997.
7. Friberg Bo, *The Professional Pastry Chef, Fourth Edition*, Wiley & Sons, 2002.

COURSE INFORMATION SHEET

Course code: HMDCBH202P

Course title: Food and Beverage Service Foundations Practical – II

Credits: 4

Class schedule per week: 02

Class: DHM

Semester / Level: Second/First

Branch: HMCT

SYLLABUS

MODULE
Practical – I Mise-en-scene, Mise-en-place.
Practical - II Continental Breakfast Cover, American Breakfast Cover. English Breakfast Cover, Indian Breakfast Cover. A la carte Cover, Table d' Hote Cover.
Practical – III Taking guest reservations, receiving & seating of guests, order taking & Making a KOT, order processing. Sequence of service, Crumbing, Clearing the table, presentation &en-cashing the bill, presenting & collecting guest comment cards, seeing off the guest.
Practical - IV Tea – Preparation & Service. Coffee – Preparation & Service.
Practical – V Special food service (Cover, accompaniments & service). Writing a Menu in English.

Textbooks:

1. Lillicrap Dennis R., *Food & Beverage Service*, Hodder Arnold Publication, 2006.
2. Singaravelavan R. *Food & Beverage Services*, Oxford Publications, 2011.

Reference books:

1. Dhawan, Vijay, *Food & Beverage Service* - Franc Brothers, 2009.
2. Walker R. John, *The Restaurant (From Concept to Operation)*, Wiley, 2013.
3. Andrioli, Sergio, Douglas, Peter, *Professional Food Service*, Heinemann Professional, 1990.

COURSE INFORMATION SHEET

Course code: HMDCBH203P
Course title: Accommodation Operation Practical-II
Credits: 2

Class schedule per week: 03
Class: DHM
Semester / Level: Second/ First
Branch: HMCT

SYLLABUS

MODULE
Module – I Introduction to Manual & Mechanical equipment Familiarization with Manual & Mechanical cleaning equipment. Identification of cleaning equipment. Functions of cleaning equipment.
Module – II Introduction to Cleaning agents Identification of cleaning agents. Application of different types of cleaning agents.
Module – III Cleaning guestrooms Guestrooms cleaning. Bathroom cleaning.
Module – IV Public area cleaning Public area cleaning (lobby, lounge, elevator, restaurants, coffee shops, staircase, corridor, banquet hall, swimming pool etc.)
Module – V Guestroom change and Message handling Guest room change procedure. Message handling procedure

Textbooks:

1. Andrews, Sudhir, *Hotel Housekeeping*, Tata McGraw Hill, 2009.
2. Raghubalan, G. *Hotel Housekeeping Operation and Management*, Oxford Universitypress, 2007.

Reference books:

1. Schneider, M. *The Professional Housekeeper*, Wiley, 1998.
2. Jones, M. *Professional Management of Housekeeping operations*, Wiley, 2007.
3. Branson, C, Lennox Margaret. *Hotel, Hostel & Hospital Housekeeping*, HooderEducation, 1988.
4. Kappa, Margret, Nitschke, Aleta. *Managing House Keeping Operation*, AHLA, 1997.
5. Allen, David. *Accommodation & Cleaning Services*, Vol I & Vol II, Hutchinson, 1983.

COURSE INFORMATION SHEET

Course code: HMDCBH204P
Course title: Hotel Front Office Foundations Practical-II
Credits: 2

Class schedule per week: 03
Class: DHM
Semester / Level: Second/ First
Branch: HMCT

SYLLABUS

MODULE
Practical – I Understanding of Check-out Procedure Process of check-out and settling of bills
Practical – II Foreign Exchange Knowledge of Country, Capital And Currency and process of Currency Exchange
Practical –III Formulas Used in FO Dept. Formulas such as Avg. Room Rate, REV Par,etc.
Practical – IV Understanding the concept of C-Form Process of filing C-Form and its importance
Practical -V Situation Handlings Based on Case Study

Reference Books:

1. Bhatnagar, S.K., *Front Office Management*, Frank Bros. & Co. Ltd., 2013.
2. .Dennis L. Foster: *Back Office Operation & Admn.*
3. Sudhir Andrews :*Hotel Front Office*
4. Colin Dix &Chris Baird: *Front Operations*

COURSE INFORMATION SHEET

Course code: HMDCBH205T
Course title: Environmental Science
Credits: 3

Class schedule per week: 03
Class: DHM
Semester / Level: Second/ First
Branch: HMCT

SYLLABUS

MODULE
Module-I Environmental studies – meaning – scope – importance
Module – II Ecosystems What is an ecosystem? Structure and function of ecosystem; Energy flow in an ecosystem: food chain, food web and ecological succession.
Module-III Hotel Industry and environment pollution Environmental pollution – soil pollution – air pollution – water pollution – thermal pollution – noise pollution – causes, effect and control measures – Waste management in Hotels–waste minimization through cleaner technologies – reuse and recycling - solid waste management.
Module –IV Human Population and environment – population growth – variation among nations – population explosion – environment and human health – human rights – value education – women and child welfare.
Module-V Case Study Visit to an area to document environmental assets; river/forest/flora/fauna, etc. Visit to a local polluted site – Urban/Rural/Industrial/Agricultural. Study of common plants, insects, birds and basic principles of identification. Study of simple ecosystems-pond, river, etc

Reference Books:

1. Environmental Issues :Essential Primary Sources by K. Lee Lerner.
2. Grumbine, R. Edward, and Pandit, M.K. 2013. Threats from India's Himalaya dams. Science, 339: 36-37.
3. Rao, M.N. & Datta, A.K. 1987. Waste Water Treatment. Publishing Co. Pvt. Ltd. Oxford and IBH.
4. Misra. S.P and Pandey .S.N. Essential Environmental Studies, Ane Books India,New Delhi.
5. Kiran B. Chokkas and others. Understanding Environment, Sage Publications New Delhi.
6. Arumugam N. and Kumaresan V. Environmental Studies, Saras Publications, Kanyakumari.
7. Benny Joseph. Environmental Studies, Tata McGraw-Hill Publishing Co.Ltd.,New Delhi.

COURSE INFORMATION SHEET

Course code: HMDCBH206T
Course title: Basic Accountancy
Credits: 3

Class schedule per week: 03
Class: DHM
Semester / Level: Second/ First
Branch: HMCT

SYLLABUS

MODULE
Module –I Introduction To Accountancy Meaning, Definition, Types and classification; Principles of accounting.
Module – II Primary and Secondary Books- Journal and Journalizing; Format; Rules of debit and credit; opening entry; simple and compound entry.
Module – III Cash Book- Meaning, Advantages; Simple, double and triple column cash book; petty cash book with impress system; subsidiary books; Trial Balance: Meaning, Methods, Advantages, Limitations
Module –IV Final Accounts: Meaning, Procedure for preparation of final accounts; Trading accounts; Profit and Loss accounts and balance sheet; Depreciation: Meaning, Types and advantages
Module-V Key Terminology Used in Accounts

Textbook:

1. Rawat, G. S., Negi, J. S. M. and Gupta N. K. (2017). Elements of Hotel Accountancy (8th ed.). New Delhi, India: Aman Publications.