

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.



Course Structure and Evaluation scheme									
Diploma in Hotel Management 2 Years (4 semester) Programme United University, Prayagraj , 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	4			50	50	100	4
2	HMDCBH102T	Food & Beverage Service Foundation	4			50	50	100	4
3	HMDCBH103T	Accommodation Operation	3			50	50	100	3
4	HMDCBH104T	Hotel Front Office Foundations	3			50	50	100	3
5	HMDCBH105T	Food Nutrition & Hygiene	3			50	50	100	3
6	PTSPDHM10T	Professional Proficiency	3			50	50	100	3
7	HMDCBH101P	Food Production Foundation Lab			4	50	50	100	2
8	HMDCBH102P	Food & Beverage Service Foundation Lab			4	50	50	100	2
9	HMDCBH103P	Accommodation Lab			3	50	50	100	2
10	HMDCBH104P	Hotel Front Office Foundations Lab			3	50	50	100	2
Total			20		14	500	500	1000	28

COURSE INFORMATION SHEET

Course code: HMDCBH105T
Course title: Food Science, Nutrition and Hygiene
Credits: 3

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

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MODULE
Module – I Carbohydrate: Classification of Nutrients. Carbohydrates - Definition, Classification. Structure and properties on stereoisomerism, optical isomerism, and reducing action of sugars. Metabolism of carbohydrate.
Module- II Protein: Proteins - Definition, Classification, Structure: primary, secondary, tertiary quaternary structure of protein.
Module – III Lipids: Lipids - Definition, Classification & Properties with emphasis on iodine number, iodine number and rancidity of fats. Fatty acids - composition, properties, types. Digestion & Absorption.
Module- IV Vitamins and Minerals: Vitamins: Chemistry and biochemical role of fat-soluble vitamins. A, D, E, and K. Water soluble vitamins – B ₁ , B ₂ , B ₆ . Minerals: Biochemical role of inorganic elements. Molecular aspects of transport; Passive diffusion, facilitated diffusion, active transport.
Module – V Microbiology: General characteristics 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 I
Credits: 4

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

SYLLABUS

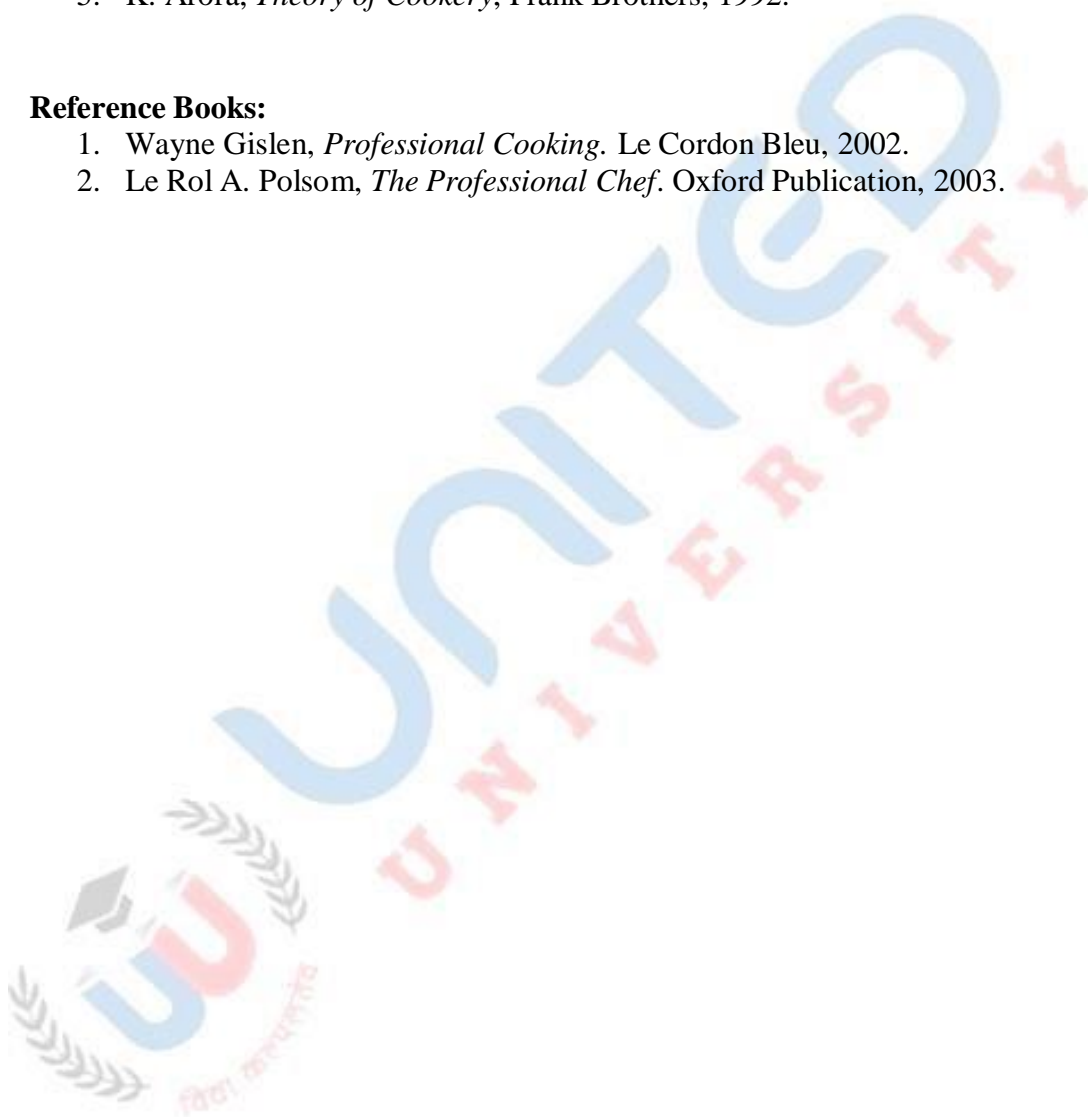
MODULE
Module – I Kitchen Organization : Introduction, Definition, and its importance; Personal & Kitchen Hygiene, Uniform, Protective clothing, Kitchen Layouts (Basic, Bulk and Show kitchens), Hierarchy of Kitchen Department, Classical Kitchen Brigade, Modern Staffing in various hotels, Duties & Responsibilities of various chefs in kitchen, their attributes; coordination of kitchen with other departments.
Module- II 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.
Module – III 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.
Module- IV 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
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 I
Credits: 4

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

SYLLABUS

MODULE
Module – I The Hotel & Catering Industry: Introduction to the hotel industry & the growth of the hotel industry in India Role of catering establishment in the travel/tourism industry. Classification of F & B sector, commercial and welfare catering.
Module- II 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. Duties & responsibilities of F & B Staff, Attributes of F & B Staff.
Module – III 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.
Module- IV Ancillary Department and Food & Beverage Service Equipment: Pantry, Food pick-up Area/ Hot plate point, Store, Linen room, Kitchen stewarding. Familiarization & Selection factors of Cutlery, Crockery, Glassware, Flatware, Hollowware, all other equipment used in F & B Service.
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
Credits: 3

Class Schedule per Week: 03
Class: DCBH
Semester / Level: First/ First
Branch: HMCT

SYLLABUS

MODULE
Module – I Introduction to Housekeeping : Housekeeping: Meaning, Role of housekeeping in Hotel, its importance, different areas of the department, Layout of the department.
Module – II 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.
Module – III 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.
Module- IV Introduction to Cleaning Agents: Meaning of Cleaning Agents ,Types-R1 to R9
Module- V Introduction to major Indian Hotel group: Welcome group, Oberoi group, Taj group, Ambassador, HCI, Leela group, Park hotels (Its Structure and architectural facts)

Textbooks:

1. Andrews, Sudhir, *Hotel Housekeeping*, Tata McGraw Hill, 2009.
2. Raghubalan, G. *Hotel Housekeeping Operation and Management*, Oxford University press, 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*, HooberEducation, 1988.
4. Kappa, Margret, Nitschke, Aleta. *Managing House Keeping Operation*, AHILA, 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
Credits: 3

Class schedule per week: 03
Class: DCBH
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: HMDCBH101P
Course title: Food Production Practical – I
Credits: 4

Class schedule per week: 4
Class: DCBH
Semester / Level: First / First
Branch: HMCT

SYLLABUS

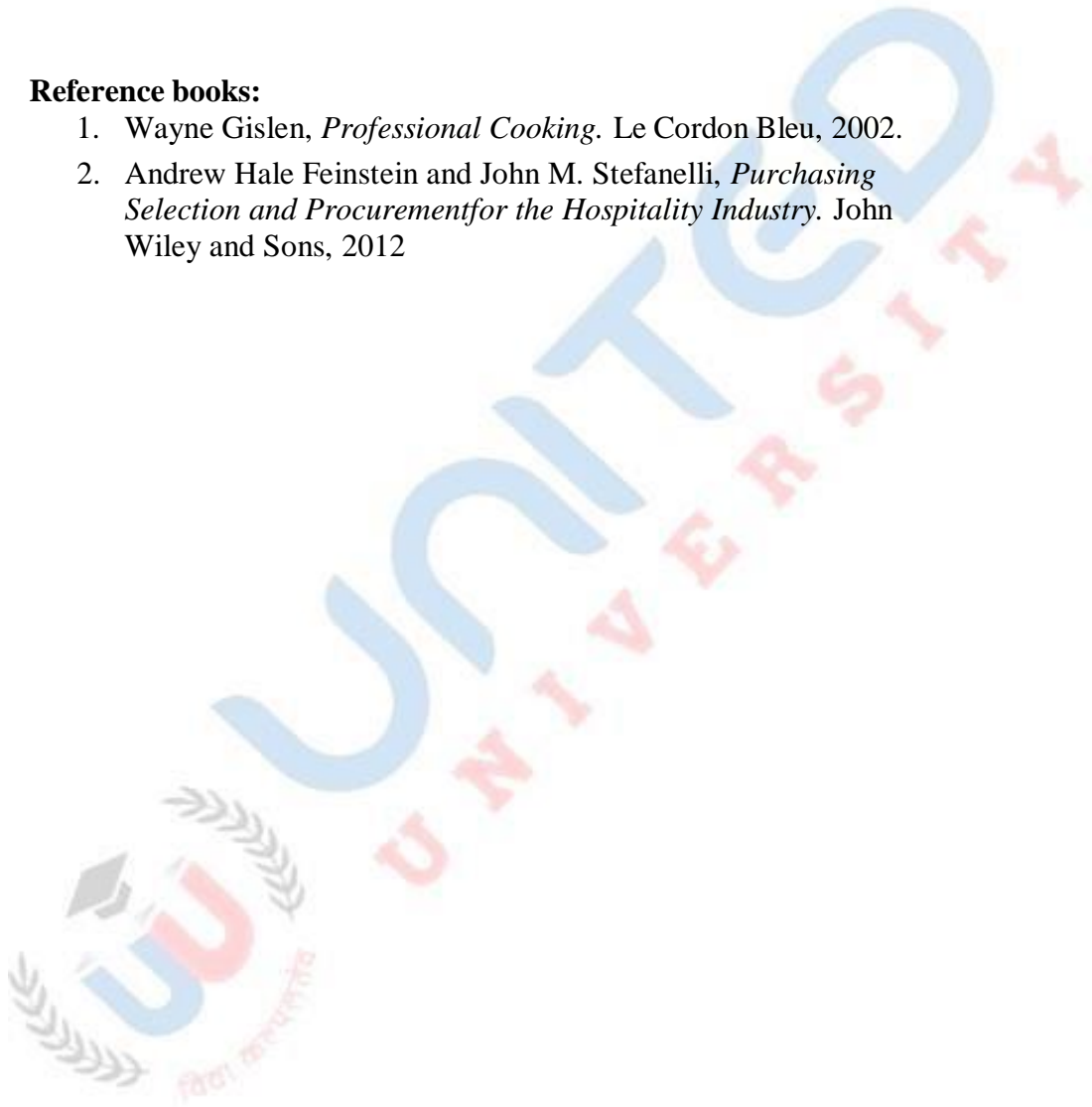
MODULE
Module – I Hygiene Personal Hygiene & Kitchen Hygiene Grooming for Professional Kitchen – Do's & don'ts
Module- II Kitchen Familiarization with kitchen equipment and tools Fuels –Their usage and precautions Kitchen First Aid, Handling Fire & HACCP Standards Do's & Don'ts.
Module – III Common Ingredients 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 Practical - I
Credits: 4
Class schedule per week: 4
Class: DCBH
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: DCBH
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:

1. Andrews, Sudhir, *Hotel Housekeeping*, Tata McGraw Hill, 2009.
2. Raghubalan, G. *Hotel Housekeeping Operation and Management*, Oxford University press, 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. 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: DCBH
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