

1	Name of Course	Diploma Course in Hospitality Management								
2	Max no. of Students	25			Course Code - 415401					
3	Duration	2 year								
4	Course Type	Full Time								
5	No. of Days per week	6 days								
6	No. of hours per day	7 Hrs								
7	Space require	Theory Class Room – 200 sqft Three Practical Lab – 500 sqft each								
8	Entry qualification	S.S.C. Pass								
9	Objective of syllabus	To introduce students with the hospitality industry and give them knowledge of different types of services and menu items.								
10	Employment opportunities	Hotels and service oriented industry.								
11	Teachers Qualification	1) For Vocational subject - B.E. in HMCT 2) For Non Vocational Subject - Master Degree in Concern subject								
12] Teaching Scheme –										
Ppr		Subject Code	Clock Hours / Week		Total					
			Theory	Practical						
1	English (Communication Skill)	90000001	2 Hrs	1 Hrs	3 Hrs					
2	Elective – I		2 Hrs	1 Hrs	3 Hrs					
3	Elective – II		2 Hrs	1 Hrs	3 Hrs					
4	Food & Beverage Service	41540001	3 Hrs	8 Hrs	11 Hrs					
5	Accommodation Service	41540002	3 Hrs	8 Hrs	11 Hrs					
6	Principles of Management	41540003	3 Hrs	8 Hrs	11 Hrs					
Total					42 Hrs					
13	Internship	Two Month Summer Internship from 1st May to 30th June is Compulsory.								
14] Examination Scheme – Final Examination will be based on syllabus of both years.										
P	Subject	Subject Code	Theory			Practical			Total	
			Duration	Max	Min	Duration	Max	Min	Max	Min
1	English (Communication Skill)	90000001	3 Hrs	70	25	3 Hrs	30	15	100	40
2	Elective – I		3 Hrs	70	25	3 Hrs	30	15	100	40
3	Elective – II		3 Hrs	70	25	3 Hrs	30	15	100	40
4	Food & Beverage Service	41540001	3 Hrs	100	35	3 Hrs	100	50	200	85
5	Accommodation Service	41540002	3 Hrs	100	35	3 Hrs	100	50	200	85
6	Principles of Management	41540003	3 Hrs	100	35	3 Hrs	100	50	200	85
Total									900	375
15	Teachers – Three Teachers per batch for vocational component. For English, Elective-I & II guest faculty on clock hour basis.									
16	Student have to choose any one subject for Elective-I and Elective-II from below given subjects									
a) For Elective I – Student can choose any one subject					b) For Elective II – Student can choose any one subject					
Code		Subject Name			Code		Subject Name			
90000011		Applied Mathematics			90000021	Applied Sciences (Physics & Chemistry)				
90000012		Business Economics			90000022	Computer Application				
90000013		Physical Biology (Botany & Zoology)			90000023	Business Mathematics				
90000014		Entrepreneurship								
90000015		Psychology								

**Subject - 1 :- Food and Beverage Service – 1st YEAR
(Subject Code - 41540001)**

THEORY	PRACTICALS
1.1 Introduction to Food and Beverage Service Industry 1.2 Growth and development of the catering industry 1.3 Classification of various sectors: Rail, Ship, Air, Event, Industrial catering 1.4 Various Career opportunities	Introduction to various types of restaurant equipments , Furniture and their correct use.
2.1 F&B Service Brigade 2.2 Organization of F&BService department 2.3 Duties and Responsibilites of various levels 2.4 Coordination with other departments 2.5 Attributes and staff etiquettes	Sideboard setting according to type of restaurant. Essential items to be kept in the sideboard.
3.1 Restaurant Operations: Types of equipments, sizes, care and cleaning and uses 3.2 Chinaware, Hollowware, Glassware and other electric equipments 3.3 Sideboard and setting according to the type of restaurant.	<ul style="list-style-type: none"> • Cleaning and polishing of various restaurant equipments. • Laying and relaying of tablecloths. • Laying of different types of covers.
1.1 mise-en place and mise-en – scene 4.2 Back of the House set up like Still room, hotplate, pantry, linen room and silver room.	<ul style="list-style-type: none"> • Napkin folding. • Welcoming the guest. • Seating the guest. • Water service.
5.1 Menu planning- definition, origin and types of menu 5.2 Principles of menu planning 5.3 French Classical Menu Sequence	Presentation of menus.
6.1 Different types of services 6.2 Russian Service 6.3 French service 6.4 English service 6.5 Silver service 6.6 Gueridon service Introduction	Laying of breakfast covers.
Beverages 7.1 Classification of beverages 7.2 Non alcoholic beverages and its sub classification 7.3 detail study of non alcoholic beverages	Different types of covers for different services.
Alcoholic beverages 1.1 classification 1.2 Wines: Classification and their service, major wine producing countries and popular brands 1.3 Beer: types, storage and service 1.4 Spirits: classification, content and service. Popular brand names.	Planning of Indian and continental menus.
Sandwiches and cheese 9.1 types of Sandwiches, rules for making sandwiches 9.2 types of cheese , country of origin and their correct service with accompaniments	Setting for ala carte service and tabled'hote service.
Breakfast service 10.1 Different types of breakfast 10.2 Breakfast menus	Correct glassware for correct drink.

10.3 roomservice breakfast	
10.4 Buffet breakfast	

Subject - 1 :- Food and Beverage Service – 2nd YEAR

THEORY	PRACTICALS
Banquets and buffets- 1.1 types of banquets and buffets 1.2 Set up menu and service 1.3 Function prospectus and function diary	Revision of previous year practicals.
Cigars and cigarettes 2.1 Introduction to Cigars and cigarettes 2.2 Brands and codes 2.3 Service Procedure	Compilation of 5,6,7 course menus.
Beer 3.1 Introduction and Manufacturing Process 3.2 Brewing Process 3.3 Types of beer 3.4 Service of beer	French Classical Menu-Planning the menu and setting the covers as per the menu.
Wines of France 4.1 Introduction to wines 4.2 grading 4.3 Wine producing districts of France 4.4 champagne 4.5 Introduction and History 4.6 Manufacturing Process 4.7 brands	Taking Guest order.
Cocktails and Bar Equipments 5.1 Introduction and Definition 5.2 Method of mixing cocktails 5.3 Rules for making cocktails 5.4 Popular Cocktails with recipes	Course wise service of food and clearance of food coursewise and different methods of clearance.
System of Order taking 6.1 definition 6.2 Procedure for taking an order 6.3 types of KOTs 6.4 Bar order Ticket	Preplated service. Breakfast Service- Continental, English and Tray set ups.
Methods of Billings and Payments 7.1 Cash 7.2 Credit 7.3 Accounts 7.4 Ncr/Ecr	<ul style="list-style-type: none"> • Crumbing of the table • Clearance of soiled Ash Trays.
Principles for planning a restaurant -Layout -expenses - furniture - Décor -Accessories - Linen - Budget	Project as in Management

Books for reference:

1. Food and beverage service – Dennis Lillicarp and John cousins
2. The Professional Waiter-Peter Howard and Jeffery Puckeridge

3. Professional Food and Beverage Service- Brian Varghese
4. Food and Beverage Service manual – Sudhir Andrews.

**Subject - 2 :- Accommodation Service – 1st YEAR
(Subject Code - 41540002)**

Theory	Practicals
Introduction to Hospitality industry 1.1 Evolution of hospitality industry- definition and origin and purpose of travel 1.2 Classification of hotels 1.3 Types of room	Understanding facilities, guest amenities and supplies
2.1 Introduction to Rooms division department- importance and working. 2.2 Organization of Housekeeping and front office department 2.3 Duties and Responsibilities of various levels 2.4 Coordination with other departments 2.5 Attributes and staff etiquettes	Developing etiquettes and attributes of front office and housekeeping staff
3.1 Layout of Housekeeping and Front office department 3.2 Functions of various departments of Housekeeping and Front office	Handling of various cleaning equipments and understanding the use of various cleaning agents on different surfaces
Hotel Rooms 4.1 Types 4.2 Food Plans 4.3 Room Rates 4.4 Tariffs, Discounts offered and Packages 4.5 Taxes(Sales, Luxury, expenditure, Service) 4.6 Uses of Brochures and tariff cards.	Bed making- morning and evening
Keys and Key Control 5.1 Types of keys used in Housekeeping 5.2 Electronic key card system 5.3 Key Control – registers and forms 5.4 Loss of keys	Safe key control practices- Issuing and control records
Telephone Department 6.1 Importance 6.2 Role of Telephone Department 6.3 Rules for Telephone handling 6.4 Do's and don'ts of telephone Communication 6.5 Types of calls 6.6 New technology in telephone department	Quality service of the rooms to the guest Telephone Manners Do's and don'ts of Telephone Handling
Maid's Service room 7.1 Location of Room 7.2 Layout of room 7.3 Organizing a maid's trolley 7.4 Using the trolley	Organizing Maid's trolley
Lost and found 8.1 Procedure 8.2 records and registers maintained for lost and found items	Lost and found articles- procedure Filling of records and registers in systematic and professional manner

Cleaning Agents and equipments 9.1 Classification 9.2 Mechanical equipments 9.3 Containers, brushes, mops and Brooms 9.4 Cleaning cloths and miscellaneous equipments 9.5 Classification of cleaning agents and their types	Handling guest calls and queries
Housekeeping control desk 10.1 Forms, formats, records and registers 10.2 Key control- registers and forms 10.3 Log book 10.4 Staff Placement register 10.5 Maintenance register 10.6 Memo Book 10.7 Room status book 10.8 Departure register, stores indent book 10.9 Baby sitting register 10.10 Room inspection checklist, records for special cleaning, carpet shampooing	Maintenance of guest records and messages with proper handover

Projects:

1. Visit to the hotel and survey for the types of rooms
2. Various facilities in different rooms
3. Records and reports maintained at the front desk and housekeeping
4. Layout of both the departments
5. Cleaning equipments used- brand names with prices
6. Cleaning agents- brand names and prices

Books for reference:

7. Front office procedure, social skills and management- Peter Abbott
8. Hotel Front Office training Manual- Sudhir Andrews
9. Hotel Reception- Paul B. White and Helen

Subject - 2 :- Accommodation Service – 2nd YEAR

TOPICS Theory	Practicals
JOB DESCRIPTION 1.1 Reservation manager 1.2 Reservation assistants 1.3 Reception assistants 1.4 Information assistants	Handling reservation procedure
Guest Relations: Handling guest relations 2.1 Types of guest problems 2.2 Skills to handle guest problems 2.3 Solving Guest problems 2.4 Handling complaints 2.5 Follow up	Handling guest check ins and check-outs
Selling Hotel Products and services 3.1 Importance of marketing 3.2 Reception as sales department 3.3 ABC of selling 3.4 Upselling 3.5 Downselling 3.6 Personal selling 3.7 Add ons and extra	Handling guest complaints
Principles of success selling 4.1 Selling techniques and telephone sales 4.2 Corporate sales 4.3 Group and tours 4.4 Incentive tours 4.5 Promotional tours 4.6 Tools for selling	Pricing of various housekeeping articles and agents
Room designing 5.1 Objectives 5.2 Types of rooms design 5.3 Principles while planning various rooms 5.4 Colour scheme 5.5 Lighting structure 5.6 Room furnishing 5.7 Windows and window treatment	Selling of rooms and services
Budgetting in Housekeeping 6.1 Importance of budgeting 6.2 Types of budgets 6.3 Expenses 6.4 Budget Planning Process 6.5 Income statement of housekeeping	Handling contractors

Purchasing 7.1 Contracts and Outsourcing 7.2 Hiring Contract process 7.3 Pricing of Contracts 7.4 Advantages and Disadvantages of contract	Handling staff.
Accommodation statistics 8.1 Hotel Costing 8.2 Importance of reports 8.3 Overstay percentage 8.4 Under stay percentage 8.5 No-Show 8.6 cancellation 8.7 calculation of available capacity	

Projects:

1. Visit to hotels for arrangements of rooms and their furnishings
2. Prepare plans for various rooms
3. Layout of front office areas
4. Collection of hotel Brochures and various forms and formats.

**Subject - 3 :- Principles of Management – 1st YEAR
(Subject Code - 41540003)**

THEORY	PRACTICALS
Introduction to Management 1.1 Meaning and definition 1.2 Need and importance of Management 1.3 Objective of Management	Management practicals are to be conducted as dividing the students in groups and giving them projects to be handled in group.
Management by Objectives 1.1 Meaning 1.2 Modern Objectives of Hotels 1.3 Communication Objectives 1.4 Barriers of communication	Various management games can be played in the classroom to enhance their skills in working in the teams and developing their leadership qualities.
Functions of Management 3.1 Planning 3.2 Organizing 3.3 Executing 3.4 Directing 3.5 Control	Two projects to be given to each group during the year which can be presented by them as how they planned and worked together for it
Management Theories 4.7 Maslow hierarchy theory 4.8 Henry Fayols Principles of Management	Example of projects as <ul style="list-style-type: none"> • Planning a restaurant in a given area. • Planning a Outdoor catering for a small group.
Motivation Theories of Motivation Self Motivation – contributing attitudes and replacement Types of Motivation	
Leadership Qualities of Good Leader Leadership styles	

Subject - 3 :- Principles of Management – 2nd YEAR

THEORY	PRACTICALS
SWOT Analysis <ul style="list-style-type: none"> • Concept • How to SWOT analysis 	Same can be conducted as previous year. Sessional to be held twice a year.
Training <ul style="list-style-type: none"> • Purpose of training • Training at various levels 	
Stress management <ul style="list-style-type: none"> • Stress Psychology and Health • Coping Styles • Strategies to overcome stress • Importance of good health to avoid stress. 	
Principles of success selling 4.1 Selling techniques and telephone sales 4.2 Tools for selling	
Designing a Food and Beverage Operation 5.1 Objectives 5.2 Types of design 5.3 Principles while planning	
Budgeting 6.1 Importance of budgeting 6.2 Types of budgets 6.3 Expenses 6.4 Budget Planning Process 6.5 Project report on income and expenses.	
Time Management <ul style="list-style-type: none"> • The Process of time planning • How to plan your time • Urgent Vs Important Jobs • Time Management in Groups 	

Books for reference:

1. Essentials of Management- Joseph's L. Massie
2. Management by Organizational Behaviour- Paul Heresy
3. Basic Management Skills For All – Kenneth Blanchard & E.H. Mcgrath
4. Managing Time- Dr. R.L. Bhatia
5. Leadership Training- Elizabeth M. Christopher
