

MGM UNIVERSITY, AURANGABAD

Syllabus for Diploma Program in Hotel Operations
(DPHO) w.e.f. Academic Year 2020 - 2021

- One Year Diploma Program in Hotel Operations

I. INTRODUCTION:

This curriculum is designed for the one year “Diploma Program in Hotel Operations” with a view to keep abreast with the current trends in the hospitality industry.

II. OBJECTIVES AND FRAMEWORK OF THE CURRICULUM OF DPHO PROGRAM:

- a) The program aims to build competent business acumen through advanced study of general course such as Food & Beverage Service, Housekeeping Management, Front Office Management, Kitchen Operations Management, later allowing them to specialize in a chosen area.
- b) One of the principle objectives of the program is to prepare students for successfully handling the operation of the chosen area. The course’s curriculum integrates theoretical and practical components of study.
- c) These programs enable students to develop their professional and personal skills to ensure that they are equipped for both the study and work environment.

III. KEY FEATURES:

- a) The program structure of Diploma Program in Hotel Operation is designed keeping in view the basic objective stated above. Consequently certain essential features of such model program structures would be :
 - a. To impart to the students latest and relevant knowledge from the field of management theory and practice.
 - b. This program gives students an understanding of the concepts and principles of modern operations management with a view to increase productivity and profitability in hotel operations.
 - c. Theories and techniques associated with services management, productivity management, and problem solving and decision-making will be examined.

IV. THE CURRICULUM:

- a) The curriculum is presented in the accompanying chart along with the appendices containing a list of courses and outlines of required courses.
- b) Care and attention has been given to the basic objective of the curriculum and its academic rigor.
 - a. The curriculum includes a total of 09 courses.
 - b. Of the 09 courses, course No. 101, 102, 103 and 104 are practical courses.

- c. There is a provision for Industrial Training Report and Industrial Training in the second semester, which together carry a mark value of 400 marks for Industrial Training and Industrial Training Report.
- c) Ordinarily in each class (of one division), not more than 60 students will be admitted.
- d) Appendix I: Outline of the structure of DPHO program. Appendix II: Detailed syllabus, Semester-wise / Course-wise.

V. ELIGIBILITY FOR ADMISSION:

The minimum eligibility for this course would be HSC in any stream (12th Std.) or its equivalent, passing with a minimum of 40% marks in the aggregate (35% in case of candidates of backward class categories belonging to Maharashtra State)

VI. NUMBER OF LECTURES:

There shall be max. 36 hours per week, which include lectures / practicals/tutorials / Seminars / Assignments for the internal assessment work and the duration of the lecture/practical period, shall be of 60 minutes each.

VII. INDUSTRIAL TRAINING:

- a) In the Second Semester the students shall be sent for industrial training for a period of 16 weeks.
- b) The student shall maintain a logbook on daily basis.
- c) At the end of the industrial training the student shall submit a training report along with the logbook maintained on daily basis during the period of training and the performance appraisal from each department.
- d) The training report is to be prepared by the student in two typed copies and to be submitted to the Principal within the stipulated time for assessment.
- e) The report will be assessed by the internal examiner and only on the basis of a certificate of the examiner concerned that the training has been satisfactorily completed would the student be allowed to appear for the viva-voce of the Sixth Semester.
- f) The training report will be assessed by a panel of examiners comprising of one external examiner (the external would include preferably one from the Hotel Industry of the level of Head of the Department and above) and one internal examiner.

VIII. ATTENDANCE:

The students are required to have at least 75% attendance in each course. The students who fail to comply with the above requirements shall be prosecuted as per the Code of Conduct of the University.

IX. TEACHING FACULTY:

The teaching faculty must be as prescribed by the MGM University, Aurangabad. The lecturers shall have a valid degree / diploma in Airlines Management/ Hospitality Studies/ Hospitality Management/ or allied stream.

X. CLASSROOM AND LABORATORIES:

Besides the classrooms for lectures and tutorials, the laboratories for practicals should include the following:

- a. Food Production Lab.
- b. Food and Beverage Service Lab.
- c. Front Office Lab.
- d. Housekeeping Lab.
- e. Computer Lab with Internet Facility
- f. The Laboratories should be well equipped to impart proper practical knowledge and develop professional skills of the students.

XI. BOARD OF PAPER SETTERS / EXAMINERS:

As prescribed by the MGM University, Aurangabad.

XII. EXAMINATION:

As prescribed by the MGM University, Aurangabad.

XIII. ASSESSMENT:

As prescribed by the MGM University, Aurangabad.

Note: In case of those students who have secured less than passing percentage of marks in internal i.e. less than 16, a separate internal test of 40 marks (improvement examination) shall be conducted for those students, and if the result of the internal test as above results in lower marks than the original, the original figure of the marks shall prevail. In short, the rule is that the higher of the two figures of the marks shall be taken into consideration.

XIV. MARKS:

- a) First semester will carry a total of 700 marks each (100 marks for each Course), and second semester will carry a total of 400 marks each (200 marks for each Course)
- b) The marks allotted to each course shall be as follows:
 - a. 60 marks for external written comprehensive test and 40 for internal assessment. - 30 marks for written comprehensive test where practicals are conducted, along with 30 marks for practicals and 40 marks shall be assigned for internal assessment.
- c) Industrial Training and Training Report shall carry 200 marks each = 80 marks for Internal and 120 marks for External assessment.

XV. STANDARD OF PASSING:

As prescribed by the MGM University, Aurangabad.

MGM UNIVERSITY, AURANGABAD

Syllabus for Diploma Program in Hotel Operations
(DPHO)

The following abbreviations have been used here under

L - Lecture P - Practical T - Tutorial

DPHO (Semester I)

Course Code	Course Name	Teaching Scheme (Hrs Per Week)			Examination Scheme			Total Marks	Credit Points
		L	T	P	Theory	Practical	Internal		
DPHO 101	Basic Food Production	2	1	4	30	30	40	100	5
DPHO 102	Food & Beverage Service	2	1	2	30	30	40	100	4
DPHO 103	Front Office Operations	2	1	2	30	30	40	100	4
DPHO 104	Basic Housekeeping	2	1	2	30	30	40	100	4
DPHO 105	Communication Skills	2	-	-	60	-	40	100	2
DPHO 106	Principles of Management	2	-	-	60	-	40	100	2
DPHO 107	Marketing Services	2	-	-	60	-	40	100	2
		14	04	10	300	120	280	700	23

DPHO (Semester II)

Course Code	Course Name	Examination Scheme			Credit Points
		Internal	External	Total	
DPHO 201	Industrial Training 16 weeks * 6 days * 8 hours = 768 hrs	120	80	200	12
DPHO 202	Industrial Training Report	120	80	200	8
	TOTAL	240	160	400	20

A) Training report to be submitted as per specifications & format (to be collected from the Institute), Daily logbook and the Performance Appraisal given by Hotels of the level of three star categories and above.

Marks would be awarded as follows by a panel of examiners (one external and one internal):

Particular	Internal	External
Performance Appraisal	40	-
Logbook	40	-
Project Report	-	60
Viva-voce	-	60
Total	80	120

B) The Training Report marks would be based on the report submitted and the viva-voce based on the above training report

Marks would be awarded as follows by a panel of examiners (one external and one internal): -

	Internal	External
Internal Assessment	80	-
Training Report	-	60
Viva-voce	-	60
Total	80	120

Course: Basic Food Production

Course Code: DPHO 101

Semester: First

Teaching & Examination Scheme: Theory

Teaching Scheme Per Week		Examination Scheme			
Lecture Hours	Tutorial Hours	Theory Marks / Duration	Internal Marks	Total	Credit Points
02	01	30/ 1.5 hrs.	40	70	03

COURSE RATIONALE:

Food Production is an integral part of the Hospitality Industry. To prepare the students to cater to the need of the industry, it is important to inculcate in them sound knowledge of the principles of Food Production so that they can be put to use in an efficient & effective way.

COURSE OUTCOME:

The subject will develop basic awareness of the technical skills required in the food production department. It also gives a comprehensive insight into the commodities required, their characteristics uses and handling procedures. This shall help students to produce the varieties of dishes suitable for the various establishments. They should also develop the right attitude, good work habits, right cooking techniques, use of correct tools and equipments.

CURRICULUM:

Unit No.	Title & Contents	Teaching Hours	Marks Weightage
1	<u>Introduction to Professional Cookery</u> Origin of Modern Cookery practices, Essentials of Continental food preparation, Essentials of Indian food preparation, Hygiene & safe practices in handling food, Aims & objectives of cooking food.	03	02
2	<u>Organization Structure in the Kitchen</u> Types of establishments, Classical kitchen brigade (English) for a five Star & Three Star Hotel, Duties & Responsibilities of Executive Chef & various Chefs, Co-ordination with other allied departments e.g. Stores, Purchases, Accounts, Service, Housekeeping, etc.	04	03
3	<u>Cooking Utensils & Small Equipments</u> Classification - knives, kitchen tools, Electric Food Pre-Preparation equipments, Refrigeration equipment, Food Holding Equipments, Hot plates & Heated Cupboards; Properties, Advantages & Disadvantages of various materials used in tools & equipment, Precautions and Care in handling &	03	03

	maintenance of equipment.		
4	<u>Fuels used in the kitchen</u> Heat Transfer Principles, Classification, Types, Advantages & Disadvantages	03	02
5	<u>Commodities used in the Catering Industry</u> Introduction to commodities in terms of sources, types, nature, uses, processing, by-products, market forms available, modes of packing, local market rate, storage principles & nutritive value for commodities and effect of heat and other factors on cooking (for the following): Cereals & Pulses; Wheat , Rice & Other millets; Bengal gram, Green gram, Red gram; Soya beans, kidney bean, double beans, locally available cereals and pulses; Sweeteners Sugar, Honey , Jaggery & Artificial Sweeteners; Fats & Oils Butter, Oil, Lard, Suet, Tallow, Hydrogenated fat, Bread spreads; Dairy products Milk, Cream, Cheese, Curd; Vegetables Types of Vegetables- Root , Stem , Leafy; Fruits Types of Fruits - Fresh , Dried, Canned; Eggs; Spices, Herbs, Condiments & Seasonings	06	03
6	<u>Introduction to food pre-preparation (To be stressed in Practicals)</u> Preparation Methods - Washing, Peeling, Paring (fruits), Cutting (cuts of vegetables), Grating (Vegetables), Grinding, Mashing, (vegetables & pulses), Sieving (flours), Steeping (cereals, pulses, tamarind, lemon-rind), Evaporation (milk & gravies), Marination (meat, fish, chicken), Sprouting (pulses & legumes), Blanching, Filleting of fish, Deboning & jointing poultry Methods of Mixing - (To be demonstrated also in practicals) Beating, Blending, Cutting in, Rubbing in, Creaming, Folding, Kneading, Rolling in, Pressing, Stirring	07	05
7	<u>Stocks, Soups and Sauces</u> Classification and Uses, Aims of Making Stocks, soups and sauces, Rules of Making, Types of Stock, Types of Soups, Types of Sauces, Mother Sauces, Derivatives, National Soups	07	06
8	<u>Introduction to Bakery & confectionery</u> Principles of baking, Bakery Equipment (small & large), Formulas & measurements, Flour, Shortening agents , Sweetening agents, Raising agents, Dairy products, Eggs, Sundry materials, Yeast Dough, Bread making, Cake making, cookies and other products (to be stressed in practicals)	06	04
9	<u>Introduction to the professional Garde Manger</u> Cold sauces and cold soups, Salads, Sandwiches,	06	02

	Sausages, Terrines, pates, galantines and roulades, Cheese, Appetizer and hors d' oeuvres, Condiments, crackers and pickles, Buffet presentation, Basic recipes		
	TOTAL	45	30

Note: Glossary of Terms

Students should be familiar with the glossary of terms pertaining to above mentioned topics

REFERENCE BOOKS:

1. Practical Cookery- Victor Ceserani & Ronald Kinton, ELBS - Publisher - Edward Arnold - Publishing Year 2004
2. Theory of Catering- Victor Ceserani & Ronald Kinton, ELBS - Publisher - Hodder Edu. - Publishing Year 2003
3. Theory of Cookery - Mr. K. Arora, Publisher - Frank Brothers - Publishing Year 2008
4. Modern Cookery for Teaching & Trade Vol I- Ms. Thangam Philip, Publisher - Orient Blackswan Pvt. Ltd.
5. The Professional Chef (4th Edition)- Le Rol A. Polsom
6. The book of Ingredients- Jane Grigson
7. Food Commodities- Bernard Davis

Course: Basic Food Production

Course Code: DPHO 101

Semester: First

Teaching & Examination Scheme: Practical

Teaching Scheme Per Week	Examination Scheme	
Practical Hours	Practical Marks / Duration	Credit Points
04	30 / 03 hrs.	02

COURSE RATIONALE:

Food Production is an integral part of the Hospitality Industry. To prepare the students to cater to the need of the industry, it is important to inculcate in them sound knowledge of the principles of Food Production so that they can be put to use in an efficient & effective way.

COURSE OUTCOME:

The subject will develop basic awareness of the technical skills required in the food production department. It also gives a comprehensive insight into the commodities required, their characteristics uses and handling procedures. This shall help students to produce the varieties of dishes suitable for the various establishments.

PRACTICAL TOPICS:

Practical No.	Title
1	Introduction to various tools and their usage, Kitchen Safety Procedures
2	Introduction to various commodities. (Physical Characteristics, weight & volume conversion, yield testing, etc.)
3	Food pre-preparation methods
4	Basic Indian masalas & gravies (Dry & wet)

Note: Minimum 15 individual practicals to be conducted consisting of 6 Indian Cuisine Menu, 5 Continental Cuisine Menu, 5 Bakery & Confectionary Menu be accomplished, over and above the demonstrations.

Course: Food & Beverage Service

Course Code: DPHO 102

Semester: First

Teaching & Examination Scheme: Theory

Teaching Scheme Per Week		Examination Scheme			
Lecture Hours	Tutorial Hours	Theory Marks / Duration	Internal Marks	Total	Credit Points
02	01	30/ 1.5 hrs.	40	70	03

COURSE RATIONALE:

The course will give the students a comprehensive knowledge and develop technical skills in the basic aspects of food & beverage service operations in the Hotel Industry.

COURSE OUTCOME:

To develop a comprehensive knowledge & understanding of Food & Beverage Service in the Hotel & Catering industry. It also aims to enable the students to acquire professional competence for Food & Beverage Service.

CURRICULUM:

Unit No.	Title & Contents	Teaching Hours	Marks Weightage
1	<u>Food & Beverage Service Outlets</u> Introduction, Food & Beverage Outlets, Food & Beverage Operations, Sectors of the Food Service Industry, Essential Equipments in Food and Beverage Service, Summary.	7	4
2	<u>Food & Beverage Service: Essential Equipment</u> Introduction, Equipments, Silver Room or Plate Room, Wash Up, Hotplate, Spare Linen Store, Dispense Bar, Automatic Vending, Furniture, Linen, Crockery Sizes, Tableware, Glassware, Disposables, Personal Equipment, Restaurant Furniture, Rechauds, Table Linen, Utensils, Special Equipments, Bar Equipments, Summary	8	4
3	<u>Evolution of the Hotel & Catering Industry & Organization</u> Introduction, Evolution of Hotel & Catering Industry, Scope and Characteristics of the Catering Industry, Function Catering, Function Organization, Types & Organization of Catering Services, Organization of Service Staff, Wedding Function, Summary	7	4
4	<u>The Menu</u> Introduction, Origin of the Menu, Sandwiches & Filled Rolls, Cheeses, Savouries, Desserts & Ice-	7	6

	Creams, Summary		
5	<u>Restaurant Setup Prior to Service & the Types of Service</u> Introduction, Mise-en-Place, Mise-en-Scene, Types of Services	8	6
6	<u>Non-Alcoholic Beverages</u> Introduction, Classification of Non-Alcoholic Beverages - Stimulating Beverages, Nourishing Beverages and Refreshing Beverages	8	6
	TOTAL	45	30

Note: Glossary of Terms

Students should be familiar with the glossary of terms pertaining to above mentioned topics

REFERENCE BOOKS:

1. Food & Beverage Service - Lillicrap & Cousins, ELBS - Publisher - Edward Arnold - Publishing Year 2005
2. Modern Restaurant Service - John Fuller, Publisher - Hutchinson - Publishing Year 1988
3. Food & Beverage Service Training Manual - Sudhir Andrews, Publisher - 2004 Tata McGraw Hill - Publishing Year 2013

Course: Food & Beverage Service

Course Code: DPHO 102

Semester: First

Teaching & Examination Scheme: Practical

Teaching Scheme Per Week	Examination Scheme	
Practical Hours	Practical Marks / Duration	Credit Points
02	30 / 02 hrs.	01

COURSE RATIONALE:

The course will give the students a comprehensive knowledge and develop technical skills in the basic aspects of food & beverage service operations in the Hotel Industry.

COURSE OUTCOME:

To develop a comprehensive knowledge & understanding of Food & Beverage Service in the Hotel & Catering industry. It also aims to enable the students to acquire professional competence for Food & Beverage Service.

PRACTICAL TOPICS:

Practical No.	Title
1	Introduction to Equipments - Cutlery, Crockery, Tableware, Flatware & Hollow-ware
2	Introduction to Equipments - Glassware, Chinaware, Furniture and Linen
3	French Classical Menu
4	Table Set-ups & Arrangements for Banquets, Menu Planning for Banquets
5	Laying & Relaying of Table Covers
6	Table Set-ups - A la' Carte, Table d' hote, English Breakfast, Continental Breakfast, American Breakfast
7	Tray Set-up for Breakfast Service in Room & Tray Handling
8	Greeting & Seating a Guest, Service of Water, Taking Guest Orders
9	Course Wise Service of Food
10	Types of Services
11	Course Wise Clearance of Dishes & Different Methods of Clearance
12	Crumbling Down Service
13	Service of Full Afternoon & High Tea
14	Service of Non Alcoholic Beverages
15	Handling Guest Complaints & Grievances and Billing Procedures

Course: Front Office Operations

Course Code: DPHO 103

Semester: First

Teaching & Examination Scheme: Theory

Teaching Scheme Per Week		Examination Scheme			
Lecture Hours	Tutorial Hours	Theory Marks / Duration	Internal Marks	Total	Credit Points
02	01	30/ 1.5 hrs.	40	70	03

COURSE RATIONALE:

The subject aims to establish the importance of Front Office and its role in the hospitality Industry. It also prepares the student to acquire basic knowledge and skills necessary for different tasks and aspects of the above.

COURSE OUTCOME:

To establish the importance of front office department & its role in the hospitality industry. It helps the students to acquire basic knowledge & skills necessary to industry required standards in this area.

CURRICULUM:

Unit No.	Title & Contents	Teaching Hours	Marks Weightage
1	<u>Introduction To Hospitality Industry</u> The term 'Hotel', evolution & development of hospitality industry and tourism, famous hotels worldwide, Classification of hotels. (based on various categories like size, location, clientele, length of stay, facilities, ownership), Organizational chart of hotels (Large, Medium, Small)	5	4
2	<u>Front Office Department</u> Sections and layout of Front Office, Organizational chart of front office department (small, medium and large hotels), Duties and responsibilities of various staff, Attributes of front office personnel, Coordination of front office with other departments of the hotel, Equipments used (Manual and Automated)	6	4
3	<u>Room Types & Tariffs</u> Types of rooms, Food / Meal plans, Types of room rates (Rack, FIT, crew, group, corporate, weekend etc.).	6	4
4	<u>Role of Front Office</u> Key control and key handling procedures, Mail and message handling, Paging and luggage handling, Rules of the house (for guest and staff) Black list, Bell	6	4

	Desk and Concierge.		
5	<u>Reservations</u> Importance of guest cycle (Various stages, sectional staff in contact during each stage), Modes and sources of reservation, Procedure for taking reservations (Reservation form, conventional chart, density chart, booking diary with their detailed working and formats), Computerized system (CRS, Instant reservations), Types of reservation (guaranteed, confirmed, groups, FIT), Procedure for amendments, cancellation and overbooking.	8	4
6	<u>Guest Cycle</u> Procedures to be followed for Pre-arrival, Guest Arrival, Guest Stay, and Guest Departure	8	5
7	<u>Methods of Payment</u> Credit card handling, Traveler cheques, Personal checks, Handling cash Indian , Foreign currency, Other methods of payment (Travel agent , Bill to Company etc.)	6	5
	TOTAL	45	30

Note: Glossary of Terms

Students should be familiar with the glossary of terms pertaining to above mentioned topics

REFERENCE BOOKS:

1. Check-in Checkout(Jerome Vallen)
2. Hotel front Office Training Manual. (Sudhir Andrews) - Publisher Tata McGraw Hill - Publishing Year 2013
3. Principles of Hotel Front Office Operations (Sue Baker, P. Bradley, J. Huyton) Publisher Hospitality Press - Publishing Year 1998
4. Hotel Front Office (Bruce Braham) Publisher Stanley Thomes - Publishing Year 1993
5. Managing Front Office Operations(Michael Kasavana, Charles Steadmon)

Course: Front Office Operations

Course Code: DPHO 103

Semester: First

Teaching & Examination Scheme: Practical

Teaching Scheme Per Week	Examination Scheme	
Practical Hours	Practical Marks / Duration	Credit Points
02	30 / 02 hrs.	01

COURSE RATIONALE:

The subject aims to establish the importance of Front Office and its role in the hospitality Industry. It also prepares the student to acquire basic knowledge and skills necessary for different tasks and aspects of the above.

COURSE OUTCOME:

To establish the importance of front office department & its role in the hospitality industry. It helps the students to acquire basic knowledge & skills necessary to industry required standards in this area.

PRACTICAL TOPICS:

Practical No.	Title
1	Introduction to Front Office Department and Understanding Layout of the department
2	Grooming & basic qualities required by front office staff.
3	Tools & Equipments used in Front Office Department
4	Forms and Formats Maintained at the Front Office - 'C' Form, GRC Form, VPO, Amenities Voucher
5	Telephone Handling - Internal Calls, External Calls, Call Transferring
6	Handling Walk-in Guest and Handling Check in Guest
7	Procedure of Handling Group arrival
8	Handling VIP & VVIP arrivals
9	Handling Guest Departure and Check-out, also handling late check-out
10	Luggage Handling and Procedure of Message handling
11	Procedure for Handling Single Lady Traveler
12	Procedure for Handling Check-in and Check-out for Disabled Guests
13	Procedure for Handling Airline Crew
14	Handling Scanty Baggage Guest
15	Handling complaint / Aggressive guest at reception

Course: Basic Housekeeping

Course Code: DPHO 104

Semester: First

Teaching & Examination Scheme: Theory

Teaching Scheme Per Week		Examination Scheme			
Lecture Hours	Tutorial Hours	Theory Marks / Duration	Internal Marks	Total	Credit Points
02	01	30/ 1.5 hrs.	40	70	03

COURSE RATIONALE:

The subject aims to establish the importance of House Keeping and its role in the hospitality Industry. It also prepares the student to acquire basic knowledge and skills necessary for different tasks and aspects of the above.

COURSE OUTCOME:

To establish the importance of housekeeping department & its role in the hospitality industry. It helps the students to acquire basic knowledge & skills necessary to industry required standards in this area.

CURRICULUM:

Unit No.	Title & Contents	Teaching Hours	Marks Weightage
1	<u>Introduction to House Keeping</u> Importance & Functions of Housekeeping, Guest satisfaction and repeat business, House Keeping Areas - Front-of-the-house and Back-of-the-house areas, Guest Rooms, Public Areas, Maids Room, Indoor and Outdoor Areas	6	2
2	<u>Co-ordination with other Departments and Layout of Housekeeping Department</u> Departments like Front Office, Engineering, Food & Beverage, Kitchen, Security, Purchase, HRD, Accounts; Sections of the housekeeping department, their functions and layout	6	3
3	<u>Organization of Housekeeping Department</u> Hierarchy in large, medium & small hotels, Attributes of staff, Job Descriptions and Job Specifications	6	3
4	<u>Guest Rooms</u> Types, Amenities & facilities for Standard & VIP guest rooms.	6	5
5	<u>Cleaning Equipments & Agents</u> Classification, use, care & maintenance, Selection & purchase criteria, Classification, use, care and	6	5

	storage, Distribution & Control, Selection Criteria		
6	<u>Cleaning Routine of Housekeeping Department</u> General principles of cleaning, Work routine for floor supervisors and chamber maids, Rules of the floor	4	3
7	<u>Cleaning Routine of Guest Rooms</u> Daily cleaning of occupied, departure, vacant, Under Repair & VIP rooms, Evening service & second service procedures, Weekly / Periodic cleaning - Special Cleaning tasks to be carried out, Spring Cleaning procedures	4	5
8	<u>Key Control</u> Computerized keys, Manual keys, Key Control Procedures	3	2
9	<u>Control Desk</u> Importance of Control Desk, Records maintained, Functions performed by Control Desk	4	2
	TOTAL	45	30

Note: Glossary of Terms

Students should be familiar with the glossary of terms pertaining to above mentioned topics

REFERENCE BOOKS:

1. Housekeeping Training Manual - Sudhir Andrews
2. Hotel, Hostel & Hospital Housekeeping – Brenscon & Lanox

Course: Basic Housekeeping

Course Code: DPHO 104

Semester: First

Teaching & Examination Scheme: Practical

Teaching Scheme Per Week	Examination Scheme	
Practical Hours	Practical Marks / Duration	Credit Points
02	30 / 02 hrs.	01

COURSE RATIONALE:

The subject aims to establish the importance of House Keeping and its role in the hospitality Industry. It also prepares the student to acquire basic knowledge and skills necessary for different tasks and aspects of the above.

COURSE OUTCOME:

To establish the importance of housekeeping department & its role in the hospitality industry. It helps the students to acquire basic knowledge & skills necessary to industry required standards in this area.

PRACTICAL TOPICS:

Practical No.	Title
1	Introduction to the Housekeeping department, Cleaning Equipments and Cleaning Agents
2	Introduction to Guest Room & supplies and placement
3	Procedure of Sweeping and Mopping - dry and wet
4	Polishing - Laminated surfaces, Brass articles, EPNS articles, Copper articles
5	Cleaning of Glass surfaces, Oil painted surfaces, plastic painted surfaces
6	Cleaning of different floor finishes, & use of floor scrubbing machine
7	Daily Cleaning of Guest rooms - Departure, occupied and vacant
8	Vacuum Cleaning
9	Daily cleaning of Public Areas (Corridors)
10	Weekly / Spring Cleaning
11	Cleaning routine Restaurants / Admin. Offices / Staircases & Elevators / Exterior areas
12	Bed making - Day / Evening
13	Equipping Maids Cart / Trolley
14	Weekly Cleaning of Public Areas
15	Inspection records - Checklist

Course: Communication Skills

Course Code: DPHO 105

Semester: - First

Teaching & Examination Scheme: Theory

Teaching Scheme Per Week		Examination Scheme			
Lecture Hours	Tutorial Hours	Theory Marks / Duration	Internal Marks	Total	Credit Points
02	-	60 / 2.5 hrs.	40	100	02

COURSE RATIONALE:

To introduce students to the process of communication & presentation skills needed by the hospitality professional.

COURSE OUTCOME:

To introduce students with the process of communication so that they can identify conditions favorable to effective communication and to teach them basic and applied language skills useful for the study of technical subjects as well as communication, with a particular emphasis on writing and oral presentation skills, which are capabilities needed for professional careers.

CURRICULUM:

Unit No.	Title & Contents	Teaching Hours	Marks Weightage
1	<u>The communication process</u> Sender, receiver, message, channel, feedback, Message conceived, message encoded, channel selected for communication, message perceived, message decoded, message understood and decoded, feedback	3	10
2	<u>Barriers to effective communication</u> Inadequacy of message design, physical appearance, selective attention, prejudice, language difference, inadequate listening, lack of feedback, imperceptions, mannerisms	2	6
3	<u>Listening</u> Need for listening, listening for content, critical listening, empathetic listening, attentive listening	3	6
4	<u>Framework for planning business messages</u> Purpose, audience, structure, style	3	4
5	<u>Written communication skills</u> Advantages and disadvantages, Note making, writing a log book, Comprehension and précis writing, Letter writing (letters of enquiry, complaint, apology, order, application accompanied by bio-	7	13

	data, resignation and appreciation.), Short formal reports (incidents, events, visits), Memos, notices, circulars		
6	<u>Oral communication skills</u> Advantages and disadvantages, Articulation and delivery, Making speeches and presentations, Telephone etiquettes, Restaurant and hotel English	7	13
7	<u>Non -verbal communication</u> Understanding aspects of body language	5	8
	TOTAL	30	60

Note: Glossary of Terms

Students should be familiar with the glossary of terms pertaining to above mentioned topics

REFERENCE BOOKS:

1. Communication Skills – BV Pathak
2. Business Communication- Sinha
3. Grammar and composition- Wren and Martin

Course: Principles of Management

Course Code: DPHO 106

Semester: - Second

Teaching & Examination Scheme: Theory

Teaching Scheme Per Week		Examination Scheme			
Lecture Hours	Tutorial Hours	Theory Marks / Duration	Internal Marks	Total	Credit Points
02	-	60 / 2.5 hrs.	40	100	02

COURSE RATIONALE:

To make the students understand the concepts of Management & their Practical application in the Hospitality Industry.

COURSE OUTCOME:

This course explains the relationships between organizational mission, goals and objectives and their successful achievement. It will clarify the significance and necessity of managing an organization.

CURRICULUM:

Unit No.	Title & Contents	Teaching Hours	Marks Weightage
1	<u>Introduction to Management</u> A typical day in the life of a manager at hotel (illustrative situations), Management defined, Levels of management, External & internal factors that affect management, Contribution of F.W. Taylor to scientific management, Henry Fayol's classical management theory, Modern day management theory	6	10
2	<u>Planning & Decision Making</u> Definition, Nature & Importance of planning, Advantages & disadvantages, Types of plans, Steps in planning, Planning assumptions, Types of decisions, Decision making techniques, Step by step decision making process	5	8
3	<u>Organizing & Staffing</u> Definition of Organizing, Nature and importance of organizing, Principles of organizations, Definition of Staffing, Delegation and Departmentalization, Authority & Responsibility, Span of control	4	8
4	<u>Leadership</u> Definition, Leadership theories - Managerial grid, Different styles of leadership, Characteristics of a good leader	3	8

5	<u>Motivation</u> Definition, Nature and Importance, Benefits of motivated staff, Maslow's theory of need hierarchy, Herzberg's two factor theory, McGregor's theory 'X' and theory 'Y', Morale - its role & importance	4	10
6	<u>Coordination</u> Definition, Characteristics of coordination, Need for coordination	4	10
7	<u>Controlling</u> Definition, Need for controlling, Process of controlling	4	6
	TOTAL	30	60

Note: Glossary of Terms

Students should be familiar with the glossary of terms pertaining to above mentioned topics

REFERENCE BOOKS:

1. Management - Stoner & Freeman
2. Essentials of Management - Koontz & O'donnel
3. Management tasks - Peter Drucker
4. Management Process - Davar R.
5. Principles of Management - P. Tripathi

Course: Marketing Services

Course Code: DPHO 107

Semester: - First

Teaching & Examination Scheme: Theory

Teaching Scheme Per Week		Examination Scheme			
Lecture Hours	Tutorial Hours	Theory Marks / Duration	Internal Marks	Total	Credit Points
02	-	60 / 2.5 hrs.	40	100	02

COURSE RATIONALE:

The subject aims to make the students understand importance of marketing in Hospitality Industry, concepts of the marketing, buying behaviors, market segmentation and marketing mix strategies for effective marketing of the hotel industry.

COURSE OUTCOME:

To get the knowledge of marketing the services of the hospitality industry and cope with the ever changing aspects. To understand the market, buyer behavior, and to promote the services accordingly which suits the customer and the organization the best.

CURRICULUM:

Unit No.	Title & Contents	Teaching Hours	Marks Weightage
1	<u>Introduction to Marketing</u> Definition of Marketing, Customer Orientation, Core Concept of Marketing, Marketing Management - Definition Philosophies and pillars of Marketing management, Introduction to 7 P's of Marketing mix	4	10
2	<u>Consumer Behavior</u> Consumer Behavior model, Factors affecting Consumer Behavior - Cultural, Social, Personal, Psychological	4	8
3	<u>Market Segmentation</u> Definition & need for market segmentation, Basis for segmentation - Geographic, Demographic, Behavioral and Psychographics	4	8
4	<u>Product</u> Definition, Levels of Product, Hospitality products, Branding, New Product Development, Product Life Cycle, Product Differentiation	4	6
5	<u>Pricing</u> Introduction, Internal & External affecting pricing, General Pricing methods, Pricing strategy adopted by hotels for (Room tariff, F&B Items, Functions, Packages)	4	8

6	<p><u>Distribution & Promotion</u> Definition and importance of Distribution system, Channel levels of distributions, Intermediaries for Hospitality Industry (Travel Agents, Tour Wholesalers, Hotel representatives, National/regional/local/tourist agencies, centralized reservation systems, airline based reservation systems, Internet), Franchising, Alliances, 6.6 Location of services, Definition and characteristics of promotion tools, M's of Advertising, Various Sales promotion tools used in hotels</p>	5	10
7	<p><u>Marketing Organization and Customer satisfaction & Quality</u> Forms of Marketing organization, Set-up and organization of sales and marketing department, Duties of a Marketing Manager, Customer Value and satisfaction, Five gap model of service quality, Benefits of service quality, Retaining customers, handling customer complaints, Relationship marketing, Monitoring and measuring customer satisfaction</p>	5	10
	TOTAL	30	60

Note: Glossary of Terms

Students should be familiar with the glossary of terms pertaining to above mentioned topics

REFERENCE BOOKS:

1. Marketing for Hospitality & Tourism - Philip Kotler , Bowen & Makens Prentice-Hall Inc
2. Hotel Marketing -S.M.Jha -Himalaya publishing House - Mumbai
3. Hospitality Marketing -Neil Wearne - Hospitality Press Pvt Ltd. - Australia

Course: Industrial Training

Course Code: DPHO 201

Semester: Second

Teaching & Examination Scheme: Training Based

Course Code	Course Name	Examination Scheme			Credit Points
		External	Internal	Total	
DPHO 201	Industrial Training	120	80	200	12

COURSE RATIONALE:

The Industrial Training enables students to relate the knowledge and skills acquired in the classroom with systems, standards and practices present in the Industry.

COURSE OUTCOME:

Capability to acquire and apply fundamental principles of chosen department in hospitality industry, become master in one's specialized technology, become updated with all the latest changes in the respective field, ability to communicate efficiently, capability and enthusiasm for self-improvement through continuous professional development and life-long learning.

INDUSTRIAL TRAINING:

In this semester the student shall be sent for industrial training for a period of 16 Weeks in a reputed organization (min. 4 star hotel in case a candidate opts for hotel training). The student shall maintain a logbook on daily basis. At the end of the industrial training the student shall submit a training report along with the logbook maintained on daily basis during the period of training and the performance appraisal from each department. The training report is to be prepared by the student in two typed copies and to be submitted to the institution within the stipulated time for assessment. The report will be assessed by the internal examiner and only on the basis of a certificate of the examiner concerned that the training has been satisfactorily completed would the student be allowed to appear for the viva-voce. The training report will be assessed by a panel of examiners comprising of one external examiner (the external would include preferably one from the Aviation or Hospitality Industry of the level of Head of the Department and above) and one internal examiner.

Marks would be awarded as follows by a panel of examiners (one external and one internal):

Particular	Internal	External
Performance Appraisal	40	-
Logbook	40	-
Project Report	-	60
Viva-voce	-	60
Total	80	120

Course: Industrial Training Report

Course Code: DPHO 202

Semester: Second

Teaching & Examination Scheme: Training Based

Course Code	Course Name	Examination Scheme			Credit Points
		External	Internal	Total	
DPHO 202	Industrial Training Report	120	80	200	08

COURSE RATIONALE:

To enable the student to apply the knowledge and skills acquired in the many facets of Aviation & Hospitality Operations while on industrial training and learn to analyze data situations at logical decisions.

CONTENT FOR THE INDUSTRIAL TRAINING REPORT WORK:

Sr. No.	Particulars
1	Cover Page
2	Title Page
3	Acknowledgment
4	Certificate of Hotel
5	Certificate of Examiner
6	Synopsis
7	Index (Table of Contents)
8	Training Report Content: Details of Learning during the training period
9	Annexure

Marks would be awarded as follows by a panel of examiners (one external and one internal): -

	Internal	External
Internal Assessment	80	-
Training Report	-	60
Viva-voce	-	60
Total	80	120