**INSTITUTE** **OF** **TOURISM** **STUDIES**

**UNIVERSITY** **OF** **LUCKNOW**

﻿ **POST GRADUATE DIPLOMA IN HOSPITALITY MANAGEMENT**

**(PGDHM)**

**PREAMBLE**

The **hospitality industry** is a 3.5 trillion dollar service sector within the global economy. It is an umbrella term for a broad variety of service industries including, but not limited to, hotels, food service, casinos, and tourism. The hospitality industry is very diverse and global. The industry is cyclical; dictated by the fluctuations that occur with an economy every year.

With travel increasing day-by-day, whether it is for business, pleasure or for any other reason, there is a mushrooming growth of hotels-big and small. At the same time there is a demand for people to work in these hotels. The Post Graduate Diploma in Hospitality Management trains students for specialized sectors of hospitality industry. The program combines cutting-edge management science with traditional know-how in hotel and restaurant management as well as the emerging trends in hospitality industry. Course work is reinforced through immediate application of knowledge in practical settings and industrial training.

**ORDINANCES**

1. The Course shall be called **“POST GRADUATE DIPLOMA IN HOSPITALITY MANAGEMENT”.**
2. The duration of the course shall expand to two semesters and six month internship.
3. The PGDHM shall be administered by the Institute of Tourism Studies, University of Lucknow.

**ELIGIBILITY**

1. The course will be open to graduate or equivalent whose courses are recognized by the University of Lucknow for the purpose of admissions to the PG Diploma/ Post Graduate Classes.

**NUMBER OF SEATS**

5. The PGDHM programme shall have 60 seats. Reservations in the seats shall be applicable as per the norms of University of Lucknow.

**FEE STRUCTURE**

The fee for the Course shall be as under:

**ONE TIME FEE (To be paid at the time of admission):**

|  |  |  |
| --- | --- | --- |
| **S.NO.** | **Dues Description** | **Amount** |
|  | Enrollment Fee | 1,000.00 |
|  | Admission Fee | 1,000.00 |
|  | Refundable Caution Money | 2,000.00 |

**FEE PAYABLE PER SEMESTER**

|  |  |  |
| --- | --- | --- |
| **S.No.** | **Dues Description** | **Amount** |
|  | Tuition Fee | 21,000.00 |
|  | Development Fee\* | 5,000.00 |
|  | Examination Fee | 4,000.00 |
|  | Establishment Fee | 3,000.00 |
|  | Lab Fee | 5,000.00 |
|  | Field visit Fee | 2,000.00 |
|  | **Total** | **40,000.00** |

\* Development Fee Rs. 25,000.00 per semester (other fee items will be as mentioned above) is applicable for candidates who will take admission under the following categories:

1. Corporate Sponsored Candidates
2. Government Employees
3. Defense Personnel

**7. ADMISSION PROCEDURE**

* 1. Depending upon the number of applicants, the Institute shall hold entrance test/or Interview or both. The Director/ Coordinator will decide whether or not such a test is required subject to the approval of the Vice-Chancellor.
	2. The admission to the PGDHM course shall be given on the basis of the candidate's performance in the entrance test and or interview.

8. For Foreign Nationals/ NRIs/ NRI sponsored/Company sponsored candidates. There shall be no admission test. The admission criteria for Scheme II Candidates shall be relative merit based on academic record.

**SCHEME OF EXAMINATION**

9. There shall be an examination at the end of the session and the students will be required to appear in Subjects as specified in the Course of study.

10. Permission to appear in a semester examination shall be granted to such candidates only who have fulfilled, except in a genuine case Subject to the permission of the Director/ Coordinator, the attendance requirement of 75% in each Subject.

11. (a) The examination in each theory Subject shall consist of the following:-

1. Semester Examination : 70 Marks
2. Internal Assessment : 30 Marks
3. For Computer Application examination will consist of the following :-
	* + 1. Semester Examination Theory = 35 Marks
			2. Internal Assessment = 30 Marks
			3. Practical & Viva Voce = 35 Marks
4. The examination in each practical based subject shall consist of the following:-
5. Semester Examination : 70 Marks
6. Internal Assessment : 30 Marks
7. Practical & Viva Voce : 100 Marks

(b) The scheme of internal evaluation in each Subject shall be decided by the Director/ Coordinator of the Institute as per nature and requirement of the subject and shall be notified to the students in the beginning of the session.

(c) Semester Examination (written) in each subject shall be of three hours duration.

(d) The number of questions in each paper and the pattern of questions will be as per requirement of the Course to be decided by the Board of Studies of the Institute.

(e) There shall be a comprehensive Viva-Voce examination on the basis of Project and internship report at the end of Examination carrying 100 Marks.

The panel for the Viva-Voce examination shall consist of following:

1. The Director/ Coordinator

2. One External examiner

The Director/ Coordinator of the Institute will have a right to co-opt one faculty member to conduct the Viva-Voce examination.

(f) A candidate will be declared to have passed the examination if he/she secures not less than 40% marks in each individual subject am 50% marks in the aggregate.

(g) A candidate securing 75% or more marks in any subject shall be declared to have passed in that subject with distinction. A candidate securing 75% or more marks in the combined aggregate of all the semester examinations shall be declared to have passed First Division with 'HONOURS'.

**PAYMENT OF VISITING FACULTY**

Suitable honorarium and TA/DA as per University rules will be paid to the visiting faculty. The payment will be made out of Tuition fees.

**Course Structure**

**POST GRADUATE DIPLOMA IN HOSPITALITY MANAGEMENT**

**(PGDHM)**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Semester I** | **Paper Code** | **Name of paper** | **Credit** | **ESE\*** | **IA\*\*** | **Practical & Viva-Voce** | **Max.****Marks** |
| PGDHM-101 | Accommodation Operation-I | 4 | 70 | 30 | - | 100 |
| PGDHM-102 | Front Office Operation-I | 4 | 70 | 30 | - | 100 |
| PGDHM-103 | Food and Beverage Service-I | 4 | 70 | 30 | - | 100 |
| PGDHM-104 | Food Production I | 4 | 70 | 30 | - | 100 |
| PGDHM-105 | Communication Skills & Personality Enhancement | 4 | 70 | 30 | - | 100 |
| PGDHM-106 | Hospitality Industry Orientation | 4 | 70 | 30 | - | 100 |
| Non Credit/Value AddedCourse | Indian Society &amp; Culture  | 0 | \_\_\_ | \_\_\_ | \_\_\_ | \_\_\_ |
| **Total-I Sem** | **24** | **420** | **180** |  | **600** |
|  |  |  |  |  |  |
| **Semester II** | PGDHM-201 | Accommodation Operation-II | 8 | 70 | 30 | 100 | 200 |
| PGDHM-202 | Front Office Operation-II | 8 | 70 | 30 | 100 | 200 |
| Elective 1 | Food and Beverage Service-II | 8 | 70 | 30 | 100 | 200 |
| Elective 2 | Food Production -II |  |
| PGDHM-203 | Hygiene & Sanitation Management | 4 | 70 | 30 | - | 100 |
| Credited Value Added Course | Computer Applications | 4 | 35 | 30 | 35 | 100 |
| **Total-II Sem** | **32** | **315** | **150** | **335** | **800** |
| **\*Semester III** | PGDHM-301 | Training Report Evaluation | 4 | - | - | 100 | 100 |
| PGDHM-302 | Training Report Viva-Voce | 4 | - | - | 100 | 100 |
| PGDHM-303 | Log Book Evaluation | 4 | - | - | 100 | 100 |
| PGDHM-304 | Comprehensive Viva Voce | 4 | - |  | 100 | 100 |
|  | **Total-III Sem** | **16** | - | - | **400** | **400** |
| **Total** | **72** |  |  |  | **1800** |

**\*Extensive on the job training (Twenty Two Weeks) in III Semester**

The Student shall have to undergo a Twenty-Two weeks extensive on the job training in a leading hotel/resort property, duly approved by the Institute. Though the Institute may help the incumbent students in arranging their training in suitable institution, the sole responsibility to this effect, will rest on the student. The student will have to submit a comprehensive training report in the Institute, duly certified by the competent authority of training Hotel. The reports will be evaluated by a panel of experts, (one internal and one external), who will also conduct viva voce on the same. Last date for submission of the report shall be notified by the Department and will usually be at least 15 days prior to the commencement of the end semester examinations.

**Log Book:**

While on the training, the students shall have to maintain a Log Book in the format prescribed by the Department. The Log Book, to be submitted along with the training report, will be evaluated by the panel of experts (One internal and one external)

**Semester – I**

**PGDHM 101 ACCOMMODATION OPERATION– I**

**UNIT-I**

**Introduction**

• Introduction , Categorization ,Types& Organization Structure of a Hotel

• Meaning, Definition & Importance of Housekeeping Department

• Role of Housekeeping in hospitality industry

**Lay out & Organizational Structure**

• Layout of Housekeeping department

• Organizational Structure of Housekeeping department (Small, Medium & large)

• Interdepartmental relationship (emphasis on Front office & Maintenance)

• Relevant sub section

**UNIT –II**

**Staffing in Housekeeping Department**

• Role of key personnel in Housekeeping department

• Job description & Job specification of Housekeeping staff (Executive Housekeeper, Deputy

housekeeper, Floor supervisor, Public area supervisor, Night supervisor, Room attendant, House man, Head gardener)

**Planning work of housekeeping department**

• Identifying Housekeeping department

• Briefing & Debriefing

• Control desk (importance, role, coordination)

• Role of Control Desk during emergency

• Duty Rota & work schedule

• Files with format used in Housekeeping department

**UNIT-III**

**Hotel Guest Room**

• Types of room-definition

• Standard layout (single, double ,twin ,suit )

• Difference between Smoking & Non Smoking room’s

• Barrier free room’s

• Furniture / Fixture / Fitting / Soft Furnishing /Accessories / Guest Supplies /Amenities in a guest room

• Layout corridor& floor Pantry

**UNIT-IV**

**Cleaning Science**

• Characteristics of good cleaning agent

• Application of cleaning agent

• Types of cleaning agent

• Cleaning products

• Cleaning equipments

• Classification and types of equipment with Diagram’s (Mops, dusters, pushers, mechanical squeeze, vacuum cleaner ,shampooing machine ) with their care and uses

**UNIT V**

**Practical Inputs:**

• Guest Room Layout

• Identification of cleaning agents. Identification of cleaning equipment / cleaning cloths

• General cleaning. Glass cleaning

• Shoe polishing

• Silver Polish, Brass Polish

• Washroom Cleaning

**References:**

**1)** Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELST).

2) Managing Housekeeping Operations – Margaret Kappa & Aleta Nitschke

3) Hotel House Keeping – Sudhir Andrews (Tata McGraw Hill).

4) The Professional Housekeeper – Tucker Schneider, VNR.

**PGDHM 102 FRONT OFFICE OPERATION– I**

**UNIT-I**

**Tourism**

• Meaning – definition and measurement of tourism. Classification – recreation, leisure, adventure, sports, health etc. • Reasons for travel.

• Socio – economic benefits of tourism. Adverse effects of tourism.

• Basic components and infrastructure. Itinerary, passport and visa – Basic information.

**The Hospitality Industry**

• History and development of lodging industry – International.

• History and development of lodging industry – India.

• Defining the term – Hotel.

**UNIT –II**

**Classification of Hotels**

• Based on Size, Location, and Length of Stay.

• Levels of Service, Ownerships and Affiliations.

• Referral Hotels, Franchise and management contracts.

• Chain Hotels. • Alternate Lodging facilities.

• Target Markets.

**Organizational Structure of Hotels**

• Small. Medium. Large.

**Lobby Arrangements**

• Layout and equipment in use.

• Handling VIPs.

• Duty Rota and work schedules

• Uniformed Service.

**UNIT-III**

**Front Office Organization**

• Basic Layout and Design. Departmental Organizational Structure.

**Front Office Personnel**

• Departmental Hierarchy.

• Attitude and Attributes and Salesmanship.

• Job Descriptions and Job Specifications of Front Office Personnel.

**UNIT – IV**

**Front Office Operations**

• The Front Desk- Equipments in use.

• The Guest Room- Types and Status Terminology. Tariff plans. Types of rates.

• Key Controls.

**Front Office responsibilities**

• Communication – internal and interdepartmental.

•Guest services – basic information. Guest history – maintenance and importance. Relationship marketing.

• Emergency situations.

**Reservations**

• Need for reservations, definitions, importance of reservations.

• Types of reservations.

• Sources and modes of reservations.

• Individual and group bookings

• Booking instruments – Whitney slips, Whitney racks, Density Charts, Booking diary,

Conventional charts, A & D register etc.

• The Reservation Cycle. Hotel Reservation Systems, CRS, Inter-sell agencies, Internet applications.

**Telecommunications**

• Equipments

• Communication skills – common phrases in use.

• Conversations over telephones.

**UNIT V Practical Inputs**

• Basic Manners and Attributes for Front Office Operations.

• Communication Skills – verbal and non verbal.

• Preparation and study of Countries – Capitals & Currency, Airlines & Flag charts,

Credit Cards, Travel Agencies etc.

• Telecommunication Skills.

• Hotel visits – WTO sheets.

• Identification of equipment, work structure and stationery.

• Procedure of taking reservations – in person and on telephones. Converting enquiry into valid reservations.

• Role play – Check-in / Check – out / Walk-in / FIT / GIT / etc; VIP / CIP / H.G etc. Suggestive selling.

**References Books: (For All Semesters)**

**1) Front Office Training manual – Sudhir Andrews.**

**2) Managing Front Office Operations – Kasavana & Brooks**

**3) Front Office – operations and management – Ahmed Ismail (Thomson Delmar).**

**4) Managing Computers in Hospitality Industry – Michael Kasavana & Cahell.**

**5) Front Office Operations – Colin Dix & Chris Baird.**

**PGDHM 103 FOOD & BEVERAGE SERVICE – I**

**UNIT-I**

**Introduction to the Food and Beverage Service Industry**-

• The evolution of catering industry, scope for caterers in the industry

• Relationship of the catering industry to other industries.

• Types of Catering Establishments- Sectors

• Introduction to the Food and Beverage operations.

**Food and Beverage Service Areas in a Hotel**

• Restaurants and their subdivisions, Coffee Shop, Room Service, Bars, Banquets,

Discotheques, Grill Room, Snack Bar, Executive Lounges, Business Centers and Night Club

• Back areas: Still Room, Wash-up, Hot-Plate, Plate Room, Kitchen Stewarding

**UNIT –II**

**Food and Beverage Equipment**

• Operating equipment, Requirements, Criteria for selection quantity and types.

• Classification of crockery/ cutlery/ glassware/ hollowware/ flatware/ special Equipment upkeep

and maintenance of equipment.

• Furniture

• Linen

• Disposables

**Food and Beverage Service Personnel**

• Staff organization- the principal staff of different types of restaurants. Duties & responsibilities of the service staff.

• Duties and responsibilities of service staff – Job Descriptions and Job Specifications.

Attitude and Attributes of Food and Beverage Service Personnel - personal hygiene, punctuality, personality attitude towards guests, appearance, salesmanship, sense of urgency, customer satisfaction.

• Basic Etiquettes for catering staff.

• Interdepartmental relationship.

**UNIT-III**

**Menus and Covers**

• Introduction

• Cover- definition; different layouts.

• Menu Planning, considerations and constraints, Menu Terms, Menu Design

• French Classical Menu

• Classical Foods and its Accompaniments with cover

• Indian Regional dishes, accompaniments and service.

**Types of meals** -

• Breakfast – Introduction, Types, Service methods, a la carte, and TDH setups.

• Brunch, Lunch, Hi- tea, Supper, Dinner

• Elevenses and others

**UNIT – IV**

**Food and Beverage Service Methods**

• Table Service – Silver/English, Family, American, Butler/ French, Russian

• Self Service - Buffet and Cafeteria Service

• Specialized Service – Gueridon, Tray, Trolley, Lounge, Room etc.

• Single Point Service- Takeaway, Vending, Kiosks, Food Courts, Bars, Automats

**Control Methods**-

• Billing methods – Duplicate and Triplicate system, KOTs and BOTs, Computerized KOTs

• Necessity and functions of a control system, F&B Control cycle and monitoring

**Food and Beverage Terminology related to the course.**

**UNIT – V Practical Inputs:**

• Service Grooming and Restaurant Etiquettes. Mis-en- place and Mis-en-scene

• Identification of equipments. Food and Beverage service sequence

• Water pouring and seating a guest. Laying and relaying of Tablecloth

• Napkin folds. Carrying a Salver or Tray

• Rules for laying table - Laying covers as per menus. TDH and A la carte cover Layout

• Handling service gear. Carrying plates, Glasses and other Equipments

• Clearing an ashtray. Crumbing, Clearance and presentation of bill

• Sideboard setup. Silver service

• American service. Situation handling

• Breakfast table lay-up. Restaurant reservation system

• Hostess desk functions. Order taking – writing a food KOT, writing a BOT

**PGDHM 104 FOOD PRODUCTION – I**

**UNIT-I**

**Introduction to the Art of Cookery:**

**Culinary History**- Development of the Culinary Art from the middle ages to modern cookery, modern hotel kitchen, Nouvelle Cuisine, Cuisine Minceur, Indian Regional Cuisine and Popular International Cuisine ( An Introduction ) of French, Italian and Chinese Cuisine.

**Aims & Objectives of Cooking Food:**

**Classification** - cooking materials & their uses.

**Foundation ingredients**- meaning, action of heat on carbohydrates, fats, proteins, minerals and vitamins.

**Fats & oils**- meaning & examples of fats & oils, quality for shortenings, commonly used fats & oils & their sources & uses.

**Raising agent**- functions of raising agents, chemical raising agents & yeast. **Eggs**- uses of eggs in cooking, characteristics of fresh eggs, deterioration of eggs, storage of eggs.

**Salts** - uses.

**Liquid**- water, stock, milk, fruit juices etc. Uses of liquid.

**Flavouring** & seasoning – uses & example.

**Sweetening agents** - uses & examples. Thickening agent.

**UNIT –II**

**Preparation of ingredients.**

Washing , peeling scraping, paring, Cutting – terms used in vegetables cutting , julienne, brunoise mecedoine, jardinière, paysanne- grating. Grinding. Mashing. Sieving. Milling. Steeping. centrifuging, emulsification evaporation . homogenization. Methods of mixing foods.

**Equipment used in kitchen.**

Types of Kitchen Equipment – Diagrams, Uses, Maintenance, Criteria for Selection.

**UNIT-III**

**Kitchen Organization.**

Main Kitchen & Satellite Kitchen, Duties & responsibilities of each staff.

Cooking fuels - uses & advantage of different types of cooking fuels.

**Methods of Cooking.**

Methods of cooking food- transference of heat to food by radiation, conduction & convection- magnetrons waves meaning. Boiling, poaching, stewing, braising, steaming, baking, roasting, grilling, frying, paper bag, microwave, pot rousing- explanations with examples.

**UNIT-IV**

**Stocks, Glazes, Sauces and Soups**

• Meaning uses and types of stocks, points observed while making stock. Recipes for 1 liter of white, brown and fish stock.

• Glazes -meaning & uses.

• Sauces -meaning, qualities of a good sauce, types of sauces -proprietary sauce and mother sauce. Recipe for I lit Béchamel, Veloute, Espagnole, Tomato & Hollandaise. Derivatives of mother sauces. ( only name, no recipes). Recipes for known International Sauces & their uses.

• Soups -classification of soups, meaning of each type with examples.

**Basic Preparations**

• Mise-en-place for Bouquet Garni, mirepoix, duxelle paste, batters, marinades and gravies.

**UNIT V Practical inputs:**

\_Proper usage of a Kitchen Knife and Hand Tools. Understanding the usage of small equipment.

\_Basic Hygiene practices to be observed in the Kitchen. Safety practices to be observed in the kitchen :First Aid for cuts and burns.

\_ Identification of Raw Materials. Demonstration of Cooking Methods.

\_ Basic cuts of Vegetables. Basic Stock preparations.

\_Egg Cookery including Classical Preparations. Basic sauce preparations and commonly used derivatives.

\_Preparation of basic continental cookery – stews, sauces, soups. Basic Continental Dishes based on Vegetables and Meats.

\_Preparation of three course simple Indian menus.

**PGDHM 105 COMMUNICATION SKILLS & PERSONALITY ENHANCEMENT**

**UNIT- I**

* Meaning, nature, importance and objectives of communication in business
* Channels of communication
* Ethics in Business Communication
* Barriers to communication
* Forms of communication

**UNIT-II**

* Guidelines for effective communication
* Technology enabled Business Communication
* Non-Verbal communication: Kinesics or Body language, Para language or Para linguistics, Proxemics or space language, Time language and surroundings, Sign Language-Visual and Audio elements.
* An effective kinaesthetic speaker
* Audio-visual Communication

**UNIT-III**

Understanding Personality

* Benefit of Self knowledge, Personality type, patterns of diversity, Energy sources – Extroversion or Introversion,
* Ways to people Like You
* Make People think in Your Way
* Analyse Worry

**UNIT-IV**

Personality Development Training

Interview Skill

* Interview dress code, Dress to fit in, Controlling your nerves, Interview nerves can help you, Positive visualization, time your arrival, creating a positive first impression, opening conversation, assessing the degree of formality, Getting Comfortable, Recovering from poor start, Selling yourself at Interview, what does the Interview want, sell the sizzle not the sausage

Group Discussion

* Question that evaluators ask themselves during group discussion, Attributes that an evaluator focuses upon a group discussion, Individual characteristics, demonstrated in a group discussion, Do’s and Don’ts, Musts and Must Not’s for a candidate

**UNIT – V**

Workshops, Seminars, Mock Interviews, GD sessions

**RECOMMENDED READINGS:-**

1. Business Communication: Meenakshi Raman, Prakash Singh.
2. Business Communication: K. K. Sinha.
3. Business Communication: R. K. Madhukar.
4. Business Communication: R. Lisiker and John D. Petit.
5. Practical Communication: Francis J. Bergin.
6. Handbook of Practical Communication Skills: Edited by Chrissie Wright.
7. Personality Development and Soft Skills by Barun Mitra
8. Handbook of Personality Development

**PGDHM 106 HOSPITALITY INDUSTRY ORIENTATION**

**UNIT I**

* Introduction of hospitality sector, potential, types of hotels, prominent hotel chains

**UNIT II**

* Overview and potential of MICE & hospitality sector
* Career in event management ,skills required, prominent companies
* Concept of Entrepreneurship, Prominent and recent entrepreneurial ventures of tourism sector.

**UNIT III**

* Introduction to resorts, cruise, yachts, home stays & second home

**UNIT IV (Linkages of hospitality & tourism 1)**

* Outline of tourism sectors associated with tourism industry.
* Travel Agencies –origin, meaning, types, role ,prominent companies, job opportunities
* Tour Operators-meaning, types, role, major players, job opportunities

**UNIT V (Linkages of hospitality & tourism 2)**

* Outline of travel sectors associated with tourism industry.
* Airline Industry overview
* Cargo industry overview
* Surface transport overview: Rail/ Road

**BOOKS RECOMMENDED**

1. The Business of Travel Agency and Tour Operations Management by A.K Bhatia, Sterling Publication
2. Travel Agency Management by Mohinder Chand
3. The Heart of Hospitality by Micah Solomon
4. Meetings, expositions, events, and conventions: an into. to the industry by George G. Fenich.

**Semester – II**

**PGDHM-201 ACCOMMODATION OPERATION-II**

**UNIT-I**

**Housekeeping Supervision**

* Importance of Inspection
* Checklist for Inspection
* Typical Areas usually neglected where special attention is required.
* Self Supervision Techniques for Cleaning Staff
* Degree of Discretion / Delegation to Cleaning Staff

**UNIT-II**

**Linen / Uniform / Tailor Room**

* Layout
* Types of Linen, Sizes, and Linen Exchange Procedure
* Selection of Linen
* Storage Facilities and Conditions
* Par Stock : Factors affecting Par Stock, Calculation of Par Stock
* Discard Management
* Linen Inventory System
* Uniform Designing : Importance, Types, Characteristics, Selection, Par Stock
* Function of Tailor Room
* Managing Inventory
* Par level of linen, uniform, guest loan items, machines & equipment, cleaning supplies
* & guest supplies
* Indenting from stores.

**UNIT-III**

**Cleaning Procedure & frequency schedules**

**GUEST ROOM**

* Prepare to clean
* Clean the guest room (bed making)
* Replenishment of Supplies & linen
* Inspection
* Deep cleaning
* Second service
* Turn down service

**UNIT-IV**

**Cleaning Procedure & frequency schedules**

**PUBLIC AREA**

* Lobby, Lounge, Corridors, Pool area, Elevators, Health club, F&B outlet, Office
* areas.
* V.I.P Handling

**UNIT-V**

**Special Cleaning Programme**

* Daily, Weekly, Fortnightly and Monthly Cleaning
* Routine cleaning, spring cleaning, deep Cleaning.

**Floor Operations**

* Rules on the Guest Floor
* Key Handling Procedure - types of keys( grand master, floor master, sub master or section
* or pass key, emergency key, room keys, offices and store keys), computerized key cards,
* key control register- issuing, return, changing of lock, key belts, unusual occurrences.
* Cleaning of Different Types of Floor Surfaces
* Special Services - baby sitting, second service, freshen up service, valet service

**Care and Cleaning of Metals**

* Brass, Copper, Silver, EPNS, Bronze, Gun Metal, Chromium pewter, Stainless Steel, Types of
* tarnish, cleaning agents and methods used.

**Practical Schedule**

* Identification of Cleaning Equipments ( Manual and Mechanical)
* Scrubbing – Polishing – Wiping – Washing – Rinsing - Swabbing – Sweeping – Mopping –
* Brushing - Buffing
* Handling Different Types of Fabrics
* Use of Abrasives, Polishes / Chemical Agents
* Room Attendant Trolley / Maid’s Cart
* Bed Making
* Turndown Service
* Cleaning of Guestroom
* Cleaning of Public Area
* Brass Polishing / Silver Polishing
* Cleaning of Guestroom
* Cleaning of Public Area
* Forms and Formats related

**(practical)**

* **maid’s trolley-setting up a trolley**
* **bed making**
* **daily cleaning of guest rooms & bathrooms**
* **public area cleaning**
* **guest room inspection**

**PGDHM 202 FRONT OFFICE OPERATION-II**

**UNIT-I**

TARIFF STRUCTURE

* Basis of charging
* Plans, competition, customer’s profile, standards of service &
* amenities
* Hubbart formula
* Different types of tariffs
	+ Rack Rate
	+ Discounted Rates for Corporates, Airlines, Groups & Travel Agent.

**UNIT-II**

FRONT OFFICE AND GUEST HANDLING

* + Introduction to guest cycle
	+ Pre arrival
	+ Arrival
	+ During guest stay
	+ Departure
	+ After departure.

**UNIT –III**

**ROOM SELLING TECHNIQUES**

* Up selling
* Discounts

**UNIT-IV**

**DURING THE STAY ACTIVITIES**

* Information services
* Message and Mail Handling
* Key Handling
* Room selling technique
* Hospitality desk
* Complaints handling
* Guest handling
* Guest history

**UNIT-V**

**FRONT OFFICE CO-ORDINATION -** With other departments of hotel

**(practical)**

* role play
* reservation
* arrivals
* luggage handling
* message and mail handling
* paging
* fidelio training (in computer lab)

**ELECTIVE 1 - FOOD & BEVERAGE SERVICE-II**

**UNIT-I**

**Room Service**

• Introduction, General principles, loopholes and pitfalls to be avoided

• Cycle of service, scheduling and staffing

• Room service menu planning

• Forms and formats.

• Order taking, thumb rules, telephone etiquettes, noting orders, suggestive

selling and breakfast cards.

• Layout and setup of common meals, use of technology for better room service

• Time management – le4ad time from order taking to clearance

**UNIT-II**

**Alcoholic Beverages**-

• Introduction, definition and classification of wines

• Classification

• Viticulture and viticulture methods

• Vinification – Still, Sparkling, Aromatized and Fortified wines

• Vine diseases

• Wines – France, Italy, Spain, Portugal, South Africa, Australia, India and California

• Food and wine harmony

• Wine glasses and equipment

• Storage and service of wine

**UNIT-III**

**Beers**

• Introduction

• Ingredients used

• Production

• Types and Brands, Indian and international

• Service of bottled, canned and draught beers.

**UNIT-IV**

**Other Fermented and Brewed Beverages**

• Sake

• Cider

• Perry

• Alcohol free wines.

**UNIT-V**

**Table Cheeses**

• Introduction

• Types

• Production

• Brands and Service

Storage

**Food and Beverage Terminology related to the course.**

***Practical Schedule:***

• Room service tray and trolley lay – up and service

• Room service amenities, Set-up in rooms

• Functional and floor layouts for room service

• Conducting briefing and de-briefing for F&B Outlets

• Beverage order-taking

• Service of Beer, Sake, and Other fermented and brewed beverages

• Service of sparkling, aromatized, fortified, still wines.

• Table set-up with wines on the menu

 **practical**

* table laying for different meals
* restaurant reservation
* receiving &seating the guest
* taking the order
* procedure of service at table (silver service &pra-plated servive)
* presentation &encashing the bill
* room service(tray &trolley)
* french for receiving &greeting the guest &seating the guest
* french related to taking order & description of dishes preparation & service
* preparation & service of different types of coffee
* service of juices & soft drinks
* mocktail making
* preparation & service of service of cigars & cigarettes

**ELECTIVE 2 - FOOD PRODUCTION-II**

**UNIT-I**

**Food commodities**

• Classification with examples and uses in Cookery -

• Game- meaning- types with examples

• Fruits- kinds with examples.

• Nuts- names of nuts commonly used in cooking.

• Cream- types, description and their uses.

• Yogurt- types

• Cereals- types and uses.

• Pulses used in Indian cooking

• Herbs- uses of herbs

• Spices & condiments- uses of different spices and condiments

• Coloring and Flavoring Agents: Name, Types and Uses.

**UNIT-II**

**Basic Indian Masalas & Gravies-**

Garam masala, pulao masala, curry powder, sambhar powder, rasam powder, chaat

masala, tandoori marination white, red, green and yellow gravies.

**Quantity Food Production:**

• Introduction to Large scale commercial cooking.

• Layout of a large kitchen, staff hierarchy and production workflows.

**UNIT-III**

**Indian Regional Cuisine:**

A detailed study on North and South Indian Regional Cuisine: Goa, Kashmir, Andhra

Pradesh, Karnataka, Tamil Nadu, Bengal, Assam, Gujarat, Punjab, Rajasthan etc., as

regarding ingredients used, traditional preparation methods, utensils and accompaniments.

**UNIT-IV**

**Meat Cookery:**

• Fish -classification with examples selection & cuts of fish, cooking of fish.

• Poultry- selection of poultry classification bases on size, uses of each type.

• Butchery -selection, cuts size and uses of lamb, mutton, beef, veal & pork.

• Bacon, Ham, Gammon and Steaks -Description of steaks from sirloin & fillet.

**UNIT-V**

**\Vegetable Cookery:**

• Vegetables -classification of vegetables, importance of vegetables in diet, cooking

of vegetables. Retention of color, flavor, and nutrients while cooking. Potatoes -

styles of presenting potatoes and their description.

• Storage -Principles of Vegetable Storage.

**Practical Schedule:**

• Preparation of basic gravies and commonly used Indian Masala.

• Regional Cuisines of India –

• Covering various States of India.

• Planning Elaborate Indian Menus up to 40 portions.

 **Food Production- 2(Practical)**

1. At least nine menus 3 course of basic nature comprising of:

3 Breakfast, 5 Continental / European, 3 Indian, 1 Chinese

2. Bakery practical to cover the following:

* Bread making straight dough method, breakfast rolls.
* Short crust pastry and its products: Tarts, Pie etc.
* Flaky & Puff, pastry and their products: Patties, palmers, cheese straws, vol-an-vent, cream horns etc.
* Choux pastry and its products: Éclairs, profit rolls.
* Sponge cakes: Genoise sponge, fatless sponge.
* Icing: Butter, icing, glazed, icing.
* Assembling cakes.
* Heavy cake: Pound cake.
* Cookies with basic cookie paste.
	+ (bread-4 weeks, basic pastes – 4 weeks, puddings – 4 weeks & cakes – 2 weeks)

**PGDHM 203 HYGIENE & SANITATION MANAGEMENT**

**UNIT-I:**

Introduction to Hygiene

Importance of hygiene in hospitality services, The Safe Food Handler, Personal Hygiene and Contamination A Good Personal Hygiene Approach

**UNIT-II**

Introduction to Sanitation

Cleaning and Sanitizing; Dish washing Cleaning the Premises; Developing a Cleaning Approach, Integrated Pest Management (IPM) Systems Identifying Pests Working with a Pest Control Operator (PCO) Treatment Using and Storing Pesticides.

**UNIT-III**

Keeping Food Safe Food borne Illnesses How Food borne Illnesses Occur, the Food Safety Responsibilities of a Manager Chapter 2: Understanding the Micro world Pathogens; Bacteria; Viruses; Parasites; Fungi and Biological Toxins

**UNIT- IV**

Disposal of Waste, Disposal of Trash and Garbage at the hotel, reuse of waste produced at hotel

**UNIT- V**

Qualities of Healthy Living,Individual member’s Understanding of Health, Desired Definition of Health, The Health Risks, especially to Water Borne Diseases at hotels

**CREDITED VALUE ADDED COURSE - COMPUTER APPLICATIONS**

**UNIT-I**

* Computer: History, classification, generations.
* Hardware- Input, Output, Storage Devices
* Software- System, application software, Computer Languages, Memory, Windows Operating Systems and Concept of GUI
* Windows XP - Features Running Application. Desk Top, Task Bar, Types of Buttons, window, parts of a windows, window Manipulation, Dialog Boxes, My Computer, File/Directory Manipulation, Recycle Bin. **Application Applets -** Calculators, Paint Brush, Notepad, Wordpad, Phone Dialer, Clipboard Viewer. Changing date & time, wall paper, Finding Files & Folders,

**UNIT-II**

**(MS Word)** MS Word Window Components, New File, Open File, Save, Save As, Close File, Working with Toolbars, Editing Text, Finding & Replacing Text, Adding Word Art, Creating Organization Chart, Select Text, Finding & Replacing Formatting, Checking Spelling & Grammar, Formatting text for Emphasis, Changing Paragraph Alignment, Changing Line Spacing, Setting Paragraph Tabs, Setting Paragraph Indents, Applying Style, Creating Bulleted & Numbered Lists, Adding Headers & Footers, Inserting Page Numbers & Date & Time, Arranging text in Columns, Creating Table, Modifying a Table, Formatting a Table, Mail Merge, Macros.

**UNIT III**

**(MS Excel) Creating Worksheet with Excel:** Viewing the Excel Window, Making Label Entries, Entering Values, Editing Cell Contents, Inserting Deleting Cells, Selecting & Naming a Worksheet, Formatting text Numbers, Changing Data Alignments, Adding Borders to Cells.

* **Designing a Worksheet:** Creating a Simple Formula, Editing Formula, Performing Calculations Using Functions, Creating a Chart, Editing a Chart, Adding a Chart Type, Enhancing, Data Series, Data Fill, Data Filter, Setting up the Page, Previewing & Printing a Worksheet, Functions, Types of Functions.

**UNIT IV (MS Powerpoint)**

* **Creating a Presentation with Powerpoint:** Creating a New Presentation, Choosing a Template, Viewing Powerpoint Window, Creating Consistent Slides, Entering Text, Auto Content Wizard, Rearranging Slides, Working with Color Schemes, Adding Header & Footer.
* **Creating a Slide Show in Powerpoint:** Adding Action Buttons, Creating Slide Transitions, Adding Animation, Timing a Presentation, Types of Views, Setting up a Show, Creating a Custom Slide Show, Starting a Slide Show, Printing a Presentation.

**UNIT V (MS Access)**

* What is Access?, Types of Data
* Create the table, Forms
* What is Internet, Website, Types of Websites,Types of Connectivit, Email, Search Engines

**BOOKS RECOMMENDED**

1. Windows - Instant Reference by Mathew & Mathews

2. Microsoft Office Professional Instant Ref by Dienes

4. Fundamentals of computers K. Rajaraman

5. Introduction to Information Technology; Leon & Leon; Vikas Publications

1. Computers Fundamentals. B. Ram
2. Microsoft Office; BPB Publications