



SYLLABUS

DIPLOMA IN HOTEL MANAGEMENT AND CATERING TECHNOLOGY		
DURATION : TWO YEAR ELIGIBILITY : 10TH PASS & ABOVE		
FIRST YEAR SUBJECTS		
Sr.No	Subjects	Marks
THEORY		
1	Paper I - Front office Management - I	100
2	Paper II - Food and Beverage Service Management - I	100
3	Paper III - House Keeping Management - I	100
4	Paper IV - Food and Beverage Production Management - I	100
5	Paper V - Hotel & Tourism Industry - I	100
6	Paper VI - Elements of Management Principles	100
7	Paper VII - Hotel Accounting and Book Keeping	100
8	Paper VIII - Communicative English & Computer Fundamentals	100
Total Theory Marks		800
PRACTICALS		
1	Food and Beverage Production Management	100
2	Food and Beverage Service Management	100
3	Front office Management	50
4	House Keeping Management	50

5	Internal Assessment	50
5	Project and viva	50
Total Practical Marks		400
Total Marks for Theory and Practical		1200

SECOND YEAR SUBJECTS		
Sr.No	Subjects	Marks
THEORY		
1	Paper I - Front office Management - I	
2	Paper II - Food and Beverage Service Management - I	
3	Paper III - House Keeping Management - I	
4	Paper IV - Food and Beverage Production Management - I	
5	Paper V - Marketing Management	
6	Paper VI - Food Science & Nutrition	
Total Theory Marks		
PRACTICALS		
1	Food and Beverage Production Management - I	
2	Food and Beverage Service Management - I	
3	Front office Management	
4	House Keeping Management	
5	Internal Assessment	
5	Project and viva	
Total Practical Marks		
Total Marks for Theory and Practical		

DIPLOMA IN HOTEL MANAGEMENT AND CATERING TECHNOLOGY - FIRST YEAR - SYLLABUS

PAPER I : Front office Management - I

Unit - 1	The Hotel Industry-Introduction- Role of International Airlines in the Tourism Industry. Role of a Travel agent in the tourism Industry – Types of Hotels-Front office Introduction.
Unit - 2	Qualities of Front office staff – front office salesman ship – Importance of Job description-Job description of Front office assistants-Departments that Front office coordinates with-Front office procedure for emergencies.
Unit - 3	Information-reservations-reception-job description-of front office cashier-hotel credit-foreign currency-guest folio-allowances.
Unit - 4	Guest departure-Safety locker Management-Job Description of Night Auditor-Left luggage procedure.
Unit - 5	Telephone handling-Lobby.

PAPER II : FOOD AND BEVERAGE SERVICE MANAGEMENT

Unit - 1	Chapter - I	An Introduction to the hotel and food service. Industry: Origin – Specialized dining – expansion in the food and beverage service
Unit - 2	Chapter - II	The Food and Beverage service Department: Outlets in a food and beverage service department – Banquets – Coffee Shop Specialty restaurant – Room Service – Bar – Barbecue restaurant - Pastry or baker's shop.
Unit - 3	Chapter - I	Supervision and Organizational Hierarchy: Qualities of a Supervisor – Key Personal – Food and Beverage manager-Restaurant Manager – Room Service manager – Banquet manager Banquet sales assistants – Organizational hierarchy – Senior caption – Waiters – Cap train – Trainee – wine waiter – Room service waiters – Room service order taker – cashier.
Unit - 4	Chapter - II	Attributes of Food and Beverage service Personal: Physical attributes – Work related attributes, duties of a waiter – Types Of table service – Service available in food and beverage service Department – The cover.
Unit - 5	Chapter - I	Service Equipment: Restaurant furniture – Trolleys – Bar equipment – Linen – Crockery – Silver ware – glassware – Cutlery – hollowware.
Unit - 6	Chapter - II	Know your Beverages: Beer – Spirits – Whisky – Brandy – Vodka – Gin – Rum Tequila – Liqueurs.
Unit - 7	Chapter - III	Cocktails and Non – alcoholic beverages – Cold beverages.
Unit - 8	Chapter - I	Wines: History of Wine making – the Development of Wine Production – Expansion Of the wine Trade – Grape – Wines – Stages in Wine making – Classification of Wines – Grape varieties – Famous Wine Producing Countries – service of wines – Wine and food.
Unit - 9	Chapter - II	Budgeting for the Food and Beverage Service Department: Budgeting control – The Budget cycle – Budget Preparation – Limiting Factors – Food and Beverage sales forecasting.
Unit - 10	Chapter - I	Tobacco: Varieties of tobacco – cigarette tobacco – cigars
Unit - 11	Chapter - II	The Role of related Departments in a Hotel: Front Office – House Keeping – Food Production – Non – revenue Departments – Kitchen stewarding – Receiving area – stores department – Food and Beverage control – Kitchen order ticket control.

PAPER III: HOUSE KEEPING MANAGEMENT

Unit - 1	ORGANISING THE HOUSE KEEPING DEPARTMENT	Lay out of the House Keeping Department – organization of a house keeping department – job descriptions of house keeping personnel qualities of house keeping staff.
Unit - 2	ROOMS AND FLOORS PRACTICES AND PROCEDURES	Briefing and scheduling of staff – knowledge of rooms – rules on a guest Floor – the maids cart – room cleaning procedure – Evening service – second
Unit - 3	HOUSE KEEPING CONTROL DESK	Role of the control desk – types of registers – and files maintained.
Unit - 4	PUBLIC AREA	Cleaning – care and storage of out of service furniture.
Unit - 5	OTHER HOUSEKEEPING KNOWLEDGE	Fire prevention – textiles.

Paper IV : Food And Beverage Production Management

Unit - 1	Chapter - 1	Introduction to cookery, culinary Terms: Definition – Origin of Cookery – Classes of Professional cookery – Staff.
	Chapter - 2	Culinary History: French – International cuisine – Regional cuisines of India
Unit - 2	Chapter - 1	Aims and objects of cookery: Effects of cooking – Characteristics of raw materials – leavening agent – thickening and Binding agent – Flavoring and Seasoning – Spices and Herbs – Combining and Mixing in the preparation of food Texture
	Chapter - 2	Methods of cooking : Cooking Techniques – Cooking methods – French Grilling terms – Special methods of Cooking foods.
Unit - 3	Basic Preparation :	Stocks – Appetizers, salads, soups and sauces
Unit - 4	Bakery and Patisserie	Pastry – Principles, Indian Bread Making – Indian Confectionery.

Paper V : Hotel & Tourism Industry

Unit - 1	Hospitality Industry – Definitions – Hotel – Tourism – classification of Tourism – Tour – Travel agency – tour operator etc.
Unit - 2	Qualities of a Hotel Arian – Origin & development of Hotel Industry.
Unit - 3	Types of hotel – classification for star category – Hotel groups – Hotel management.
Unit - 4	Hotel – sales & marketing – Growth of tourism industry – social & economic benefits from tourism
Unit - 5	Tourism infrastructure – tourism products & marketing

Paper VI : Hotel Accounting and Book Keeping

Unit - 1	Nature and purpose of accounting – definition – generally accepted accounting principles – basic financial statement – their utility.
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Unit - 2	Balancing and related accounting concept entity concept – cost concept – money restatement concept – cost concept – going concern concept.
Unit - 3	Profit and loss accounts and related concept – conservation concept- money
Unit - 4	Accounting machines – journalism – posting – preparation - of trail balance – adjustment entries – closing entries – preparation of financial statement.
Unit - 5	Fixed assets and deposition accounts – Book keeping – cashier – Hotel credit – foreign currency – guest folio – allowances.

Paper VII : Elements of Management Principles

Unit - 1	Introduction to management – features of management – importance of management study – Nature of Management Functions – Approaches of The study of management.
Unit - 2	Meaning of Organization – Need for Organization – Definition of Management Basis concepts – Levels of Management, Roles of a manager Managerial Skills.
Unit - 3	Management & Administration, Importance of Management – Limitation Of management.
Unit - 4	Management Function – Authority & responsibility – Motivation – Nature of Motivation – Need for Motivation – Kinds of Motivation – Theories of Motivation.
Unit - 5	Planning – Meaning – Nature of Planning – Importance – Process – Types – Advantages of Organizing – Concept of Organizing – Process of Organizing Directing – Role of Direction – Supervision – Communication – Leadership – Controlling – Definition Control Process

Paper VIII : Communicative English & Computer Fundamentals

Unit - 1	Chapter - I : CLASSIFIED VOCABULARY	Parts of Body – Diseases & body conditions – buildings & parts – tools – Warfare – house hold articles – ornaments & jewels – customs – musical Instruments – relations – cereates & eatables – flowers – fruits & vegetables – Trees, plants &their parts – spices animals – birds – some other creatures – Profession & occupation – business terms – stationery – minerals.
Unit - 1	Chapter – 2 : SOME VERBS	The present tense – past tense – past participle of some verbs – daily Routine – self introduction
Unit - 2	CHAPTER – 1 : MAKING QUESTIONS BY AUXILIARY VERBS	Do/does – did – have – has, had – shall, will – should, would – am, is, are – was, were – can, could – may, might.
Unit - 2	CHAPTER – 2 : BY QUESTION WORDS	What – which – when – where – how – who – whom.
Unit - 2	CHAPTER – 3: BY PREPOSITIONS & ARTICLES.	A, an, the, - about, all – across, at – in, as-and, be – but, by – can, let, to – Very – after, below – like, may – among – before , behind – beneath, besides – beside.

Unit - 3	CHAPTER – 1 : PHONETIC SYMBOLS	Vowels – consonants – sound drills.
Unit - 3	CHAPTER – 2: ETIQUETTES & MANNERS.	Situational conversation – dialogue – preposition – practice by the students – speech initiators – presentation – debating – group discussions – telephone etiquette.
Unit - 3	CHAPTER – 3 : LETTER WRITING	Report writing – comprehension of passages – memorandums – letters – Orders – notices and circular – Bio –data for interview, application for the job – job descriptions – letters of application and resignation.
Unit - 4	CHAPTER – 1 : TENSES	Present tense – past tense – future tense.
Unit - 4	CHAPTER – 2 : VOICE	Active voice – Passive voice.
Unit - 5	CHAPTER – 1 : INTRODUCTION TO COMPUTER	Computer – definitions – characteristics – computer generations – classification of computer – development – advantages and disadvantages.
Unit - 4	CHAPTER – 1 : TENSES	Present tense – past tense – future tense.
Unit - 5	CHAPTER – 2 : HARDWARE	Basic computer organization – input unit – output unit – arithmetic logic Unit – control unit – central processing unit.
Unit - 5	CHAPTER – 3 : SOFT WARE	Software – operating system – system software – utility software and application soft ware – compiler and interpret.
Unit - 6	CHAPTER – 1: INPUT AND OUTPUT, AND STORAGE DEVICES.	Definitions – examples – briefly about the examples – storage unit – primary, secondary.
Unit - 6	CHAPTER – 2 : NUMBER SYSTEM	Binary number system – decimal – hexa decimal – octa decimal – ASCII Codes.
Unit - 6	CHAPTER – 3 : NETWORKING – INTERNET	Various types of network – linking (time sharing, ring, bus, star) – kinds and components of computer – internet.
Unit - 6	CHAPTER – 4 : WINDOWS	Windows – desktop – icons – menus – tool bars – working areas – – Status bar

DIPLOMA IN HOTEL MANAGEMENT AND CATERING TECHNOLOGY (SECOND YEAR)

Paper I : Front Office Management – II

Unit - 1	The Transcript – Job Description of Bell Boy – Job Description of Bell Captain.
Unit - 2	Guest Arrival / Departure procedure – Control of Bell Boys – Scanty

Unit - 3	Wake – Call Procedure – Processing House keeping – Discrepancy – Other Duties of Lobby staff.
Unit - 4	The role of the Telephone Exchange – Practical self-Development Programme Introduction – What to observe.
Unit - 5	Front Office Parlance – Model Discussion on night Auditor's Adjustment.

Paper II : Food And Beverage Service Management – II

Unit - 1	Chapter - I	Know your Beverages: Beer – Spirits – Whisky – Brandy – Vodka – Gin – Rum Tequila – Liqueurs
Unit - 1	Chapter - II : TOBACCO	Varieties of tobacco – cigarette tobacco – cigars.
Unit - 2	Chapter - I	WINES: History of Wine working – the Development of Wine Production – Expansion Of the wine Trade – Grape – Wines – Stages in Wine making – Classification of Wines – Grape varieties – Famous Wine Producing Countries – service of wines – Wine and food.
Unit - 2	Chapter - II : COCK-TAILS & NON-ALCOHOLIC BEVERAGES	Cock-tails Non – alcoholic beverages – Cold beverages.
Unit - 3	Chapter - I: SAFETY & SANITATION IN FOOD & BEVERAGE SERVICE DEPARTMENT.	The importance of Safety at work – Fire Safety – Bomb threats – Sanitation.
Unit - 3	Chapter - I: BUDGETING FOR THE FOOD & BEVERAGE SERVICE.	Budgeting control- The budgeting cycle – Budget preparation – Limiting Factors – Food & Beverage sales forecasting.
Unit - 4	Chapter - I: COMMUNICATION IN THE HOSPITALITY INDUSTRY.	Effective communication in the Hotel Industry – Types of communication – Towards more effective listening – Ten commandants for effective listening.
Unit - 5	Chapter - I: CAREER PROSPECTS IN THE FOOD & BEVERAGE DEPARTMENT.	Growth – Prospects in the Hotel Industry – Training – Courses offered by Institutes of Hotel Management – Use of computers.

Paper III : House Keeping Management – II

Unit - 1	HOUSE KEEPING CONTROL DESK Introduction Only.
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Unit - 2	FLOOR LINEN ROOM PRACTICES & PROCEDURES Equipment – Procedure for Requisitioning Fresh Linen – Procedure for Requisitioning Guest & Cleaning Supplies – Storage Tips – Records Kept in Floor Linen Room.
Unit - 3	PUBLIC AREA Cleaning.
Unit - 4	LINEN & UNIFORM ROOM – PRACTICES & PROCEDURES Linen Room – Storage Conditions – Equipment & accessories for Linen & Uniform Rooms – Par Stocks – Stock-taking – Exchange of Linen & Uniforms.
Unit - 5	HOUSE KEEPING PRACTICES Lost & Found Procedure – Pest control.
Unit - 6	OTHER HOUSE KEEPING KNOWLEDGE Laundry service – Fire Prevention – Textiles – Training.

Paper IV : Food And Beverage Production Management – II

Unit - 1	Basic Principles of Food Production: Fish Cookery – Pulses, Rice and cereals cooking, Meat Cookery, Vegetables Cookery – Vegetable carving, Egg Cookery, Sandwiches
Unit - 2	Principles of Menu Planning: Banquet – Buffets – Cocktail – Points to consider when planning menu.
Unit - 3	Kitchen Management: Food Preparation premises – Purchasing instruction to suppliers – Store control And Food control – Preparation and cooking – Menu planning – Cost control – Budgetary control and Forecasting – Kitchen Organisation – Kitchen Layout – Model Staff Organisation of large Kitchen – Medium Kitchen – Chef – de Cuisine – Modern Trends.
Unit - 4	Production Management: Large equipment – Steamers – Tandoor – Grills and Salamanders and all Kitchen equipment – Energy saving – Prevention of Cuts and scratches – Safety in restaurant – Fire Precautions.
Unit - 5	Recipes for popular Indian Dishes.

Paper V : Marketing Management

Unit - 1	Marketing function – Genesis – The marketing concept – Marketing Management System.
Unit - 2	Environment of marketing – Economic environment – consumer, buyer Behaviour models, Social cultural environment, legal ethical issues in Marketing.
Unit - 3	Marketing strategy – Marketing Mix – Marketing Planning – The concept of Marketing mix, The concept of product recycle, new product development Policy, pricing strategy, Management distribution channel, Advertising & Sales promotion.
Unit - 4	Sales management, Salesmanship, Personal selling, Sales forecasting, Sales budget, motivating the sales force, Performants evaluation of sales force and their controls.
Unit - 5	Marketing of service character of service, Customer service – Marketing And Marketing Mix with, special furnace of Hotel Industries Marketing Strategy.

Paper VI : Food Science and Nutrition

Unit - 1	Food microbiology – Introduction- its importance and relation to food handling, preparation and service – microbes – classification according to five kingdoms namely monera – fungi – algae plants and animal – bacteria – morphology
Unit - 2	Introduction to nutrition – definition – nutrients – importance – functions of food to man – classification of nutrients and food – carbohydrates – composition – classification – functions – food sources.
Unit - 3	Fats – composition – classification – visible – functions of fats and essential fatty acids food sources including cholesterol rich food and effect of health. Proteins functions – food sources and daily requirements.
Unit - 4	Chapter – 1: Minerals – classifications – functions – food sources deficiency and daily requirements for calcium, iron – sodium – iodine & fluorine. Chapter – 2: Vitamins – fat soluble vitamins A, D, E, K – functions – food sources – deficiency – daily requirements – water importance – water balance.
Unit - 5	Food groups – nutritive value of foods – cereals – pulses – vegetables and fruits – milk and its products – meat – poultry – fish – egg – condiments and spices – sugar and jaggery – alcoholic beverages – nutritive – value of lunch menus.