

Proposed Syllabus

For

**Diploma in Hotel Management / and Culinary Science /
Catering Science**

Duration: 1 ½ Years

Qualification: + 2 Passed or Equivalent

(e) DIPLOMA IN HOTEL MANAGEMENT
B 22/10/09

UNIVERSITY OF CALICUT

(Abstract)

Scheme and Syllabus of Diploma in Hotel Management/Culinary Science/Catering Science - under Distance Education mode - implemented - Orders issued.

GENERAL AND ACADEMIC BRANCH - I 'J' SECTION

No. GA I/J1/4103/08

Dated, Calicut University, P.O., 30.06.2009.

- Read:
1. Minutes of meeting of Board of Studies in Hotel Management and Catering Science held on 12.01.2009.
 2. Item No.2(iv) of the minutes of meeting of Faculty of Science held on 05.05.2009.
 4. Item No.II A.4 of the minutes of the meeting of the Academic Council held on 14.05.2009.

ORDER

As per paper read as (1) above, the Board of Studies has resolved to approve the Scheme and Syllabus of Diploma in Hotel Management/Culinary Science/Catering Science under Distance Education mode.

As per paper read as (2) & (3) above, the Faculty of Science at its meeting held on 05.05.2009 endorsed the minutes of Board of Studies and the Academic Council held on 14.05.2009 approved the same.

Sanction has therefore been accorded to implement the Scheme and Syllabus of Diploma in Hotel Management/Culinary Science/Catering Science under Distance Education mode in this University.

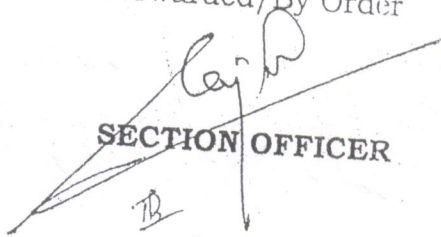
Orders are issued accordingly.

(Scheme and Syllabus appended).

Sd/-
DEPUTY REGISTRAR (G&A I)
For REGISTRAR.

To
The Director, School of Distance Education.
Copy to: C.E/Ex I/EGI/Enquiry/
Tabulation Section/G&A-I 'F' Section/
SF/DF/FC.

Forwarded/By Order


SECTION OFFICER

First Semester

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1. Front Office- I
2. Accommodation Operation – I
3. F&B Service - I
4. F&B Production- I
5. Business Communication
6. Tourism
7. Basic accountancy
8. Basic Computer

Second Semester

1. Front Office- II
2. Accommodation Operation – II
3. F&B Service - II
4. F&B Production- II & Nutrition
5. Front Office Practical
6. Accommodation Operation Practical
7. F&B Service Practical
8. F&B Production Practical

Third Semester

1. Industrial Training
2. Training Report
3. Viva voce

Proposed syllabus
First semester of 1½ years Diploma in hotel management

Teaching & Examination scheme

Course code	Subjects	Hours/ Week		Mar Duration			Practical	Duration
		Theory	Practical	Theory	Duration			
DHM 01	Food Production -1	4		100	20	3		
DHM 02	Food & Beverage service -1	4		100	20	3		
DHM 03	Front office operations-1	4		100	20	3		
DHM 04	Accommodation operations-1	4		100	20	3		
DHM 05	Business communication & P D	2		40	10	2		
DHM 06	Tourism	2		40	10	2		
DHM 07	Basic Accountancy	2		40	10	2		
DHM 08	Computer applications Basics	2		40	10	2		
Total		24		560	120			
	Total marks of university theory & practical Total Marks	560						
	Internal Marks :20%	120						
	Total	680						

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Proposed syllabus
Second semester of 1^{1/2} years Diploma in hotel management

Teaching & Examination scheme

Course code	Subjects	Hours/ Week		Marl Duration					
		Theory	Practical	Theory	Duration	Practical		Duration	
DHM 01	Food Production -II & Nutrition	2	8	60	20	3	80	20	3
DHM 02	Food & Beverage service -II	2	4	60	20	3	40	10	2
DHM 03	Front office operations-II	2	2	60	20	3	40	10	2
DHM 04	Accommodation operations-II	2	2	60	20	3	40	10	2
DHM 04	Accommodation operations-II	8	16	240	80		240	60	10
Total									
	Total marks of university theory & practical Total Marks	480							
	Internal Marks :20%	140							
	Total	620							

Proposed Syllabus
Third semester of 1¹/₂ years Diploma in hotel management
Teaching & Examination Scheme

Course Code	Subjects	No. of Weeks	Marks
DHM 09	Industrial training	24	
DHM 10	Training Report & viva		200
Total			200

(7)

FRONT OFFICE (1ST SEMESTER)

Unit I	37 hours
Introduction to Hotel Industry	2 hrs
Hotel – Definition. Organisational structure of a large hotel & Types of Hotel	5 hrs
Classification of hotels, Types of rooms	6 hrs
Rates and meal plans	2 hrs
Front office layout	3 hrs
Duties and responsibilities of front office staff	7 hrs
Job description - Front Office Personnel	8 hrs
Qualities or Attributes of front office personnel	4 hrs
Unit II	36 hours
Lobby, check in & check out procedure	5 hrs
Bell desk – Left luggage, scanty baggage	4 hrs
GRE Desk	2 hrs
Reception - Role of Receptionist, Function of reception, selling techniques, registration formalities (GRC), Rules to be followed by the reception staff	6 hrs
Reservation and sales	3 hrs
Types of reservation	4 hrs
Reservation enquiry	2 hrs
Reservation availability	2 hrs
Reservation records	2 hrs
Reservation confirmation report	2 hrs
Reservation consideration	2 hrs
VIP Amenities	2 hrs
Unit III	23 hours
Front Office Communications-types of exchanges-types of call-telephone handling and telephone manners	8 hrs
Log book	1 hrs
Handling Complaints	3 hrs
Coordination with other departments	3 hrs
Information section	6 hrs
Travel desk	2 hrs

Front Office (IInd Semester)

Unit I	20 hours
Guest Service	4 hrs
Service Standards	3 hrs
Mission statement – motivation for guest service	6 hrs
Equipments used	2 hrs
Room assignments	2 hrs
Types of guest folios	3 hrs
Unit II	16 hours
Front office cashiering and accounting system	3 hrs
Method of Payments	4 hrs
Updating Front Office records	2 hrs
Night Auditing	3 hrs
Foreign Currency and regulations	2 hrs
Safe deposit locker	2 hrs
Unit III	12 hours
Security functions	3 hrs
Emergency functions and procedures	4 hrs
Key Control	3 hrs
Whitney rack system – Electronic Key Guard	2 hrs

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IInd Semester Front Office (48 hrs)

- Check in and Check out
- Telephone handling
- Reservations
- Walk in Guest
- Situation handling
- Use of Front Office software
- Bell Desk
- Travel Desk
- Information section

Reference Books:

1. Front Office training manual – Sudheer Andrews
2. Front Office Management – S.K Bhatnagar
3. Managing Front Office Operations – Michal L Kasavana & Richard M Brooks
4. The Hotel Receptionist – Grace Paige

ACCOMMODATION OPERATION (IST SEMESTER)

Unit I

19 hours

House keeping – An Introduction	1 hr
Role of housekeeping in hospitality operation	3 hrs
Types of hotels and service offered	6 hrs
Types of Rooms	1 hr
Role of housekeeping in guest satisfaction and repeat business	3 hrs
Qualities of housekeeping staff	5 hrs

Unit II

42 hours

Organisational Chart of housekeeping department	6 hrs
Hierarchy in small, medium, large and chain hotels	5 hrs
Identifying housekeeping responsibilities	2 hrs
Personality traits of housekeeping management personnel	3 hrs
Duties and responsibilities of housekeeping staff	5 hrs
Job description of housekeeping personnel	7 hrs
Layout of housekeeping department	6 hrs
Housekeeping control desk and operations	3 hrs
Coordination with other departments	3 hrs
Types of registers and files	2 hrs

Unit III

22 hours

Cleaning agents –Types- General criteria for selection	4 hrs
Stain & Stain removal agents	3 hrs
Cleaning equipments - General criteria for selection	4 hrs
Manual equipment, Mechanical equipment – Use and care of equipment	5 hrs
Hygiene and safety factors of cleaning	1 hr
Use of eco friendly protection in housekeeping	2 hrs
Composition care and cleaning of different surfaces	3 hrs

Unit IV

13 hours

Linen & Uniform room - Practices & Procedures	4 hrs
Types of linen and uniforms	2 hrs
Storage conditions of linen and uniform room	2 hrs
Par stock	1 hr
Stock/Inventory taking	1 hr
Laundry	3 hrs

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Accommodation Operation (IInd Semester)

Unit I	16 hours
Knowledge of rooms	2 hrs
Rules on guest floor	2 hrs
Maids Cart	2 hrs
Room cleaning procedure-	
Cleaning of vacant, occupied, check out rooms	4 hrs
Turn down service	1 hr
Bed Making procedure	2 hrs
Bath room cleaning Procedure	2 hrs
Preparing room report	1 hrs
Unit II	17 hours
Evening service	2 hrs
Second service	2 hrs
Weekly cleaning procedure	1 hr
Spring cleaning	1 hr
Lost and found procedure	2 hr
Reportable matters	3 hrs
Room maintenance procedure	2 hrs
Public area cleaning	4 hrs
Unit III	15 hours
Carpets-Types-Selection	2 hrs
Keys – types of keys, Computerized key cards, key controls	3 hrs
Flower arrangement	2 hr
Pest Control & Odour Control	2 hrs
First Aid	4 hrs
Housekeeping abbreviations	2 hrs

IInd Semester - Housekeeping Practical (48 hours)

- Bed Making
- Bath room Cleaning
- Room Cleaning
- Public area cleaning
- Glass cleaning
- Cloak room
- Identifying equipments and cleaning agents
- Flower arrangement
- Polishing of different surfaces

Reference Books:

1. Housekeeping training manual – Sudheer Andrews
2. Hotel, Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox
3. Housekeeping Management – Margaret M Kappa, Aleta Nitschke & Patricia B Schappert.

F & B SERVICE (1ST SEMESTER)

Unit – I

25 hours

Introduction to Hotel & Catering Industry.	2 hrs
Types of F&B Outlets.	5 hrs
Departmental organisation and staffing.	5 hrs
Duties and responsibilities of F&B-staff.	5 hrs
Qualities of F&B staff.	3 hrs
Work of a waiter	3 hrs
Attributes of a waiter.	2 hrs

Unit II

18 hrs

Characteristics of different F&B Outlet.	5 hrs
Food & Beverage Catering.	3 hrs
Types of Restaurant.	4 hrs
Cover-Table laying	2 hrs
Types of cutlery, Crockery, glassware and linen.	4 hrs

Unit – III

23 hrs

Meals and Menu planning.	4 hrs
Origin of Menu – Basic types of Menu.	3 hrs
French Classical menu.	15 hrs
Types of meals, breakfast, brunch, lunch, evening tea and dinner.	1 hr

Unit IV

13 hrs

French/ Family/ English / Silver – Buffet, Banquet and special services	5 hrs
Basic etiquettes and rules for the service.	4 hrs
Order taking.	2 hrs
K.O.T, H.O.T, B.O.T & Complimentary K.O.T.	2 hrs

Unit V

6 hrs

Dining service method and procedure.	3 hrs
Restaurant reservation system.	2 hrs
Receiving the guest.	1 hr

Unit - VI	11 hrs
Inventory control.	2 hrs
Importance - Objective - Methods.	2 hrs
Level and Techniques.	1 hr
Pricing of Commodities.	2 hrs
Food & Beverage Cost Control.	4 hrs

F & B Service (IInd Semester)

Unit I	17 hrs
Beverages - Alcoholic and Non Alcoholic.	4 hrs
Classification.	4 hrs
Origin and Manufacture.	3 hrs
Types and Brands.	2 hrs
Preparation and service.	2 hrs
Tobacco.	2 hrs

Unit - II	20 hrs
Budgetary Control.	4 hrs
Define budget - Objectives.	2 hrs
Types of Budget.	4 hrs
Staffing - Payroll - Overtime.	5 hrs
Cost Control- Calculation at actual cost - Daily Food Cost.	5 hrs

Unit III	11 hrs
Purchasing - Receiving - Storing - Issuing.	4 hrs
Sales control - Production Control.	3 hrs
Standard Recipe - Standard portion size.	4 hrs

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IInd Semester F & B Service Practical (96 hours)

- Table – de- hote
- English B/F
- Continental B/F
- Table laying and Re-laying
- Napkin Folding
- Menu Compilation
- Carrying a light tray
- Carrying a heavy tray
- Carrying glasses
- Handling Cutlery and Crockery
- Service of water
- Service of tea and coffee
- Service of beer
- Service of alcoholic beverages.
- A la carte with silver service
- Order taking
- Laying a cover

Reference Books:

1. Food and Beverage training manual – Sudheer Andrews
2. Food and Beverage Service – Lillycrap
3. Food and Beverage Service – Vijay Dhawan
4. Food Service and Catering management – R.K Malhotra

FOOD PRODUCTION (IST SEMESTER)

Unit I	17 hours
Introduction to Cookery - Aims & Objectives of Cookery	3 hrs
Personal hygiene (Kitchen hygiene and sanitary hygiene)	4 hrs
Weight and Volume	3 hrs
Characteristics of raw materials	4 hrs
Kitchen hierarchy, Layout	3 hrs
Unit II	21 hours
Culinary history	4 hr
Western Culinary terms	6 hrs
Methods of Cooking	4 hrs
Food preparation techniques -Methods of mixing	3 hrs
Preparation of ingredients -Preparation of vegetables.	4 hrs
Unit III	30 hours
Spices & herbs used in Food Production	4 hrs
Preparation of stock & soups	4 hrs
Sauces - Mother sauce with recipes	8 hrs
Egg Cookery	4 hrs
Fish cookery	4 hrs
Principles of Food storage	6 hrs
Unit IV	23 hours
Meat cookery- sausage, ham, bacon, poultry, game	15 hrs
Classification of cheese and dairy products.	8 hrs
Unit V	5 hours
Types of Fuels	2 hr
Advantages and disadvantages	1 hr
Rechauffe.	2 hrs

Food Production (IInd Semester)

Unit I	16 hours
Rice – Pulse – Cereals	4 hrs
Pastas – Salads	3 hrs
Salad dressing	2 hr
Accompaniments and garnishes	2 hr
Beverages	3 hrs
Sandwiches	2 hr
 Unit II	 14 hours
Kitchen management	3 hrs
Equipment and its maintenance	3 hrs
Intending & Portion control	2 hrs
Cost Control	2 hrs
Menu planning	4 hrs
 Unit III	 18 hours
I. Nutrition – Definition, Meaning and relevance	1 hr
• Calories – Definition, requirements, Factors influencing calories requirements	
• Nutrients – Carbohydrates, Fats, Proteins, Vitamins, Minerals and water.	
• Classifications, Functions, Daily requirements, Deficiency	4 hrs
II. Effect of cooking and heat processing on the nutritive value of foods.	2 hr
III. Pigments in Food – Effect of food processing and colour of foods	3 hrs
IV. Food Additives – Preservatives, Food colours, Flavouring agents, Antioxidants.	3 hrs
V. Application of Principles of nutrition in menu planning.	
Balanced Diets – The basic five food group as a guide to planning balanced diets.	
Calculation of Nutritive value of the dishes prepared.	5 hrs

IInd Semester Practical Food Production (192 hours)

- Soups
- Stocks
- Salads
- Cuts of Fish
- Cuts of Chicken
- Gravies
- Bakery & Pastry
- Continental Menu consisting of appetizer, main course, vegetable preparation and sweet
- Indian regional menu consisting of breads, rice, pulao, biriyani, vegetable preparation, non-veg preparation & Sweet preparation
- Chinese cuisine

NB: Normally 5 recipes are given in 3 hours.

Reference Books:

1. Modern Cookery – Thankam E Philip
2. The Complete Cook – Hamlyn Publishers
3. Theory of Catering – Ronald Kinton & Victor Ceserane
4. Theory of Cookery – Krishna Arora
5. Catering Management – Mohini Sethi



BUSINESS COMMUNICATION

Unit I: Communication process	9 hours
Role of Communication in business organisation	1 hr
Internal & external operational communication	2 hrs
Personnel Communication	2 hrs
Communication network	1 hr
Model of the Communication process	2 hrs
Malfunctions of Communication	1 hr
 Unit II	 20 hours
Communication skills	2 hrs
Interview techniques	3 hrs
Public speaking	2 hrs
Case study	2 hrs
Time management	1 hr
Self Analysis	1 hr
Body Language	2 hrs
Developing skills	2 hrs
Confidence building	2 hrs
Enthusiasm	1 hr
Motivation	1 hr
Goal Management	1 hr
 Unit III	 9 hours
Making Bio data	2 hrs
Writing/ replying of enquiry letters	2hrs
Writing an official letter	1 hr
Précis writing	2 hrs
Usage of effective words & Phrases	2 hrs
 Unit IV	 10 hours
How to foster attitude (Self confidence, self respect, self knowledge etc)	2 hrs
Attitude to life (optimism, enthusiasm, humour, imagination etc)	2 hrs
Attitude to work (industrious, courteousness, promptness, efficiency etc)	2 hrs
How to acquire aptitude	2 hrs
Serious thinking, retentive memory,, intelligent listening, effective speaking, purposive studying, impressive writing, meaningful creativity etc	2 hrs

TOURISM

I) Introduction to Travel & Tourism	19 hours
Meaning & definition of tourism	1 hr
Basic components & elements of tourism	3 hrs
Domestic & international tourism	2 hrs
Various travel motivators (Pleasure tourism, Pilgrimage tourism, health tourism, sports tourism, education tourism, business tourism, eco tourism, cultural tourism, conventional tourism, etc)	6 hrs
Infra structure and Superstructure	2 hrs
Tourism products & its Characteristics	5 hrs
 II) Organisational set up of Tourism	 10 hours
Need of Organisation, its functions	1 hr
Major International tourism organisations	
W.T.O, PATA, IATA, ICAO, UFTAA, IOTO, FIATA, TAAI, IATO – its objectives and functions	3 hrs
The National Tourist Organisation (N T O)	1 hr
Functions of N T O	1 hr
Tourism organisations in India	2 hr
Department of Tourism, ITDC/KTDC and its functions	2 hr
 III) Tourism planning and development	 10 hours
Tourism planning process	5 hrs
Tourism environmental policy	2 hrs
Carrying capacity	1 hr
Sustainability	1 hr
Advantages and disadvantages of tourism	1 hr
 IV) Major Tourist Destinations	 9 hours
Tourist destinations, Festivals & Attractions in Kerala (District wise)	6 hrs
Major tourist attractions in India (Delhi, Agra, Mumbai, Jaipur, Ootty, Mysore)	3 hrs

BASIC ACCOUNTANCY (48 HOURS)

Introduction of Hotel accountancy, Purpose, Use	1 hr
Definition of accounting terms/ Glossary	5 hrs
Cash System – single entry, Double entry	1 hr
Types of Account	1 hr
Classification of hotel ledger	1 hr
Rules of Debit & Credit	2 hrs
Function of Credit/ Debit card & its operation	2 hrs
• Sales Summary	1 hr
• Front Office accounting	5 hrs
Journal entry	2 hrs
Posting of Ledger	
Cash book (Forms of cash book, preparation of cash book,	5 hrs
Petty cash book)	3 hrs
Trial Balance	9 hrs
Balance Sheet	1 hr
Night auditors responsibility and auditing method	4 hrs
Depreciation (with problems & exercise 3 ways)	2 hrs
Inventory Valuation	1 hr
Departmental Accounting	1 hr
Software application in accounting	

COMPUTER (48 HOURS)

Unit I	11 hours
Introduction to Computers	
History & Generation of Computers	
Types of computer (Portable desktop, Mini, mainframe & Super computers)	
Unit II	7 hours
Computer hardware & software	
CPU & peripherals	
System software & Application software	
Basic Computer organisation	
Unit III	8 hours
Operating system (DOS, Windows, UNIS, LINUX)	
Functions of Operating system	
Unit IV	15 hours
MS Office (MS Word - Letter writing, drafting, formatting etc, MS Power point - Creating slides, Slide animation, narration, slide show)	
Unit V	7 hours
Internet	
Use of Internet	
Website	
Browsing	
Web browsers	
E- mail	
Chatting	
Messenger	
Search engines	
Mark up Languages	
I P Address	
ISP	
Modem	
Internet Protocols	