

Diploma (Hotel Management & Catering Technology)

1. **Programme Title:** - Diploma (Hotel Management & Catering Technology)
2. **Programme Short Title:** - DHMCT
3. **Eligibility:** -10th (Any Stream) or equivalent.
4. **Total Programme Credits :** - 132 in three Groups
Section A : Basics of Hotel Management 44 Credits **Section B :** Certificate (HMCT) 88 Credits **Section C :** Diploma (HMCT) 132 Credits
5. **Exemption of Credits :-**
 - 5.1 The students of (10+2) any stream will get exemption of common credits covered programme.
 - 5.2 If the candidate has cleared partial credits of programme from a recognized University/ Institution, those credits if identified can be exempted by the University.
 - 5.3 They have liberty to earn credits at their own pace, convenience and according to their own capability.
6. **Internship/Training/Work Experience**

Two years of Internship/Training/Work Experience is mandatory with the programme. Candidate with 2 years of prior relevant experience in the trade can directly apply any or all of the credit evaluation. The fresher candidates are required to earn minimum two years of Internship/Training/Work Experience along with programme. Till the completion of Training they can't apply Section C for credit evaluation by the University. Under any circumstances the candidate needs to qualify all the Modules of this Diploma in 20 consecutive evaluations.

7. Programme Contents:

Section A: Basics of Hotel Management

44 Credits

NSQF Level - 3

S.N	Code	Name of Module	CR	SN	Code	Name of Module	CR
1	HM63-01	English-I	4	2	HM63-02	Food & Beverage Service-I	5
3	HM63-03	Food Production and Patisserie - I	4	4	HM63-04	Front Office Management	4
5	HM63-05	Hotel Law	5	6	HM63-06	Travel & Tourism Management	5
7	HM63-07	Accommodation Operations	5	8	HM63-08	Safety and First AID	4
9	HM63-09	Hotel Economics	4	10	HM63-10	Practical Work	4

Section A +							
S.N	Code	Name of Module	CR	SN	Code	Name of Module	CR
1	HM63-11	English-II	4	2	HM63-12	Food & Beverage Service- II	5
3	HM63-13	Food Microbiology & Nutrition	4	4	HM63-14	Hotel Accountancy	5
5	HM63-15	Food Production and Patisserie - II	4	6	HM63-16	Computer Fundamentals	4
7	HM63-17	Food Service Facilities Planning	5	8	HM63-18	House Keeping , Hygiene and Sanitation	4
9	HM63-19	Hotel Engineering	5	10	HM63-20	Project	4

Section A & Section B +							
S.N	Code	Name of Module	CR	SN	Code	Name of Module	CR
1	HM63-21	English-III	4	2	HM63-22	Hotel House Keeping	5
3	HM63-23	Environmental Management	4	4	HM63-24	Hotel & Catering Management	5
5	HM63-25	Hospitality Management	5	6	HM63-26	International Hospitality Law	4
7	HM63-27	Human Resource Management	5	8	HM63-28	Tourism Business Environment	4
9	HM63-29	International Tourism Management	5	10	HM63-30	Internship	3

8. Detailed Syllabus:

Section A: Basics of Hotel Management

S.N	Code	Name of Module	CR	SN	Code	Name of Module	CR
1	HM63-01	English-I	4	2	HM63-02	Food & Beverage Service-I	5
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5	HM63-05	Hotel Law	5	6	HM63-06	Travel & Tourism Management	5
7	HM63-07	Accommodation Operations	5	8	HM63-08	Safety and First AID	4
9	HM63-09	Hotel Economics	4	10	HM63-10	Practical Work	4

Subject Name: ENGLISH-I

- Functional Grammar:** Patterns & Parts of speech Subject, Predicate, Noun, Pronoun, Adjective, Adverb, Verb, Verb phrases, Conjunction, Interjection.
- Vocabulary:** Word formation, Prefix, Suffix, Compound words, Conversion, Synonyms, Antonyms, Homophones and Homonyms, How to look up a dictionary.
- Communication:** Meaning & importance of communication, Barriers to effective communication, Channels of communication, Language as a tool of communication.

4. **Requisites of Sentence writing:** Fragmented sentences, A good sentence, expletives, Garbled sentences, Rambling sentences, Loaded sentences, Parallel Comparison, Squinting construction, Loose & periodic sentences.

Subject Name: FOOD AND BEVERAGE SERVICES-I

1. **Marketing:** Aims and Objectives, Marketing Department, Sources of Marketing Information, Types of Information, Promotion and Advertising, Predicting and Managing Future Demand, Demand Management, Market Segmentation, Market Differentiation: Niche Marketing Defined.
2. **Quality:** Aims and Objectives, Total Quality Management, Concept of Quality- Historical Background, Managing Food and Beverage System, the Relationship with Marketing, Measuring Quality Performance, Designing Quality Systems.
3. **Product and Service Development:** Aims and Objectives, Package Development, Packaging Types, Purpose of the Menu for the Customer, Packaging Machines, Package Development Considerations, Raw Material Management, Recipe Development.
4. **Efficient Staffing:** Appropriate Skills and Training, Contributing to Productivity and Profit, Employing the Customer, Communication, Transactional Model of Communication, Motivation, Organizational Culture.

Subject Name: FOOD PRODUCTION AND PATISSERIE - I

1. **INTRODUCTION TO PROFESSIONAL COOKERY:** Culinary history, Origins of modern cookery, Modern developments in equipments and foodstuff.
2. **Standards Of Professionalism:** Levels of skill, Attitude towards work, Personal hygiene.
3. **Kitchen Hygiene:** Facility and equipment sanitation, Cleanliness of surface, Garbage disposal, Comfort facilities: ventilation and lighting, Dish washing procedure, Pot washing procedure.
4. **Kitchen Organization:** Classical kitchen Brigade, Apportioning of staff among sections, Duties and responsibilities of Executive Chef, Responsibilities of each section, Modern kitchen Brigades Cooperation with other departments.
5. **Equipment and Tools:** Pre-preparation equipments, Preparation equipments: 3 storage equipments, Ancillary equipment: knives, Utensils, pots and pans, Bakery equipment.
6. **Basic Methods of Cookery:** Modes of Heat Transfer, Various methods of Cooking: Definition, Rules, Associated Terms, Moist Methods: Boiling, Poaching, Steaming, Stewing, Braising. Dry Methods: Frying, Grilling, Roasting, Broiling, Baking, Modern Methods.
7. **Understanding Raw Materials:** Understanding of common ingredients classification and available forms, Uses and storage, Salt, Liquids, sweetening, Fats, and Oils, Raising or Leavening agents, Thickening and binding agents, Flavourings and seasoning.
8. **Commodities: Milk and Milk Products:** Composition of milk, storage, types of milk, cream, butter, **CHEESE** Production of cheese, types of cheese.
9. **Commodities: Vegetables:** Classification, selection and cooking, Fruits.

10. Foundation of Continental Cookery: Stock: Definition, Classification and types, Rules for stocks, Recipe of white chicken stock, Brown stock, fish and vegetable stock. Soups: Definitions, Classification on soups; Examples. Sauces: Definition, Use and importance of sauces. Mother sauces- Recipes, Derivative sauces. Dough and Pastes. Creams: Types and uses. Assembling into finished products. Garnishes and Accompaniments.

Subject Name: FRONT OFFICE MANAGEMENT

- 1. The Front Office Manager:** Hotel Management Structure, Typical Qualifications for a Hotel Manager, Working Conditions, Hotel, Accounting Function, Front Desk Function, Restaurant Management, Human Resources, Management Trends and Influences, Training and Development, Recruitment and Selection, Other Considerations.
- 2. Reservations:** Information Commonly Stored in a CRS, Reservations, Profiles, Groups and Blocks, Administration, Reporting, Global Distribution Interface, Importance of a Reservation System, Choice Hotels International, Role of the Internet in Securing Reservations, Overbooking, Yield Management, Processing Guest Reservations, Process of Completing Reservations, Through a PMS.
- 3. Registration:** Importance of the First Guest Contact, Component of the Registration Process, Guest Registration Procedure, Inquiry about Reservation, Completion of Registration Card, Sales Opportunities, Developing a Plan for Promoting Future Reservations, Obtaining Reports from the PMS.
- 4. Guest Charge Payments:** Common Bookkeeping Practices, Forms Used to Process Guest Charges, and Payments, Posting Guest Charge and Payments, Transferring Guest and City Ledgers, to Accounts Receivable, Importance of Standard Operating Procedures for Posting and the Night Audit.
- 5. Checkout:** Organizing Late Charge to Ensure Accuracy, Guest Checkout Procedure, Determining Method of Payment and Collection, Assisting the Guest with Method of Payment, Obtaining Future Reservations, Relaying Guest Departures to other Departments, Removing Guest Information from the System, Transfer of Guest Accounts to the Back Office, Checkout Reports Available with a Property, Management System.
- 6. Managing Hospitality:** Types of Accommodation in the Organized Sector, Policy Formulation and Strategies, Financial Management, Product Design, Marketing Management, Safety and Security, Organization of a Hotel.
- 7. Property Management System:** Hospitality Industry, Local Government, Manufacturing and Logistics Industries, Physical Structure and Positioning of, The Front Desk, Selecting a Property Management System, Procedure for Performing a Needs Analysis, Other PMS Selection Considerations, PMS Applications.

Subject Name: HOTEL LAW

- 1. Legal Challenge:** Equal Employment Opportunity, Illegal Discrimination, Occupational Qualification, Hooters Restaurant Chain, Sexual Harassment, Employment, Employment Laws, Action Plans, Disabilities Act, Disability Defined, Reasonable Accommodation, Discrimination in Employment.

2. **Trade Unions:** Union Concentration, Labor Relations Act, Right-to-Work Laws, Local Unions, National Unions, Multiunion Association, Employees Join Unions, Union Organization Process, Employers may not Retaliate, Union Contract, Work Environment.
3. **Advertising and Recruiting:** Labor Market, Internet Expands, Smaller Operations, Employee Turnover, Direct Costs, Indirect Costs, Potential Job Applicants, Employee Referrals Bonus, Recruiting is Marketing, Some Limitations, New Workforce.
4. **Performance Standards:** Training and Development, Benefits, Understanding Performance, Importance of Performance, Training Needs, Training Objectives, Selecting Training Techniques, Training Methods, Trainer Programs, Use of Technology, Other Training Methods, Internships, Evaluating Training.
5. **Employee Rights:** Common Law, Employee Rights Under Common Law, Wrongful Discharge, Constructive Discharge, Defamation of Character, Negligent Hiring and Negligent Retention.
6. **Effective Communication:** Communication Process, Communication Method is Best, Employee Grapevine, Downward and Upward Communication, Verbal and Written Communication, Information Superhighway, Web-Surfing Policies, Common Obstacles, Cultural Differences, Differences in Background, Prejudices and Perceptions, Assumptions and Expectations, Active and Passive Listening, The Role of Positive Feedback, Role of Negative Feedback.
7. **Employee Motivation:** Leadership and Motivation, Motivational Theories, Early Theories of Motivation, Human Relations Model Theories of Motivation, Motivation-Hygiene Theory, Expectancy Approach, Cost Effective, Equity Theory, Motivational Practices to Work, What is Leadership? , Leadership Theories, Charismatic Leadership, Formal and Informal Authority.
8. **Interviews and Background:** Job Application, Personal Data, Job Interview, Two-Way Street, Conducting the Interview, Knockout Factors, Questions, Behavioral Questions, Interview Last, Questions to Avoid, Many Employees have Skeletons in their Closets, Performs Backgrounds Checks, Reference Checks.
9. **Performance Appraisals:** Informal and Formal Appraisals, Critical Incidents Method, Behaviorally Anchored Rating Scales, Performance Appraisal, Employee Counseling, Legal Constraints.

Subject Name: TRAVEL AND TOURISM MANAGEMENT

1. **Fundamentals of Travel and Tourism:** Tourism, the Dynamics of Definitions, Difference between Visitor, Tourists and Excursionist, Types and Forms of Tourism, Forms of Tourism, Concept of Tourism as an Industry, Component of Tourism, Tourism Elements.
2. **Supply Side of Travel and Tourism:** Introduction.
3. **Policy Implications of a Sustainable Tourism Agenda:** Economic Viability, Good Trading Conditions, Local Prosperity, Employment Quality, Social Equity, Utilizing Income from Tourism to Support Social Programmes, Visitor Fulfillment, Local Control, Community Wellbeing, Cultural Richness, Physical Integrity, Biological Diversity, Resource Efficiency, Environment Purity.
4. **Shaping Sustainable Tourism:** Developing a Sustainable Tourism Strategy, Determining the Level and Nature of Tourism, Influencing Tourism Development, Influencing the Operation of Tourism Enterprises, Influencing Visitors- Promoting Sustainable Consumption.
5. **Instruments for Sustainable Tourism:** Measurement Instrument, Command and Control Instrument, Voluntary Instruments, Supporting Instruments.
6. **The Construct and Object of Tourism:** Basic Tourism System, The Tourism Construct, Regulatory Bodies.

Subject Name: HOTEL ECONOMICS

1. **Demand:** Meaning of Demand. Law of Demand. Extension and contraction of Demand. Increase and decrease in Demand. Survey of Buyers intention.
2. **Elasticity of Demand:** Meaning of income elasticity of Demand. Cross elasticity of Demand. Price elasticity of Demand.
3. **Production Function:** Managerial use of production functions. Law of variable proportions.
4. **Cost of Production:** Cost concepts- TFC-TVC, TC-AC and MC factors influencing cost of production, opportunity cost, cost and output relation.
5. **Supply:** Meaning – Law of supply. Determinants of Law of Supply. Elasticity of Law of Supply. Influence on cost of production.
6. **Revenue Analysis:** Average revenue. Marginal revenue. Total revenue.
7. **Pricing Policy:** General considerations involved in formulating pricing policy. Objectives of Price policy.
8. **Pricing Methods:** Cost plus or full cost pricing. Going rate policy. Pricing for a rate of return.

Subject Name: ACCOMMODATION OPERATIONS

1. **House Keeping:** Housekeeping in hotels-Importance, functions, liaison with other departments. Types of rooms-Classification, room supplies. Cleaning agents and equipment's-Classification, principles, selection and types of cleaning. Bed making-Types of service, Laundry-Type & machines used, key and key control, pest control, Linen room-Classification & layout. Housekeeping department-Hierarchy, duties & responsibilities of housekeeping staff. Lower arrangement-Types and principles.
2. **Front Office:** Introduction to hotels-Classification of hotels, rates and meal plans, type of hotel guest. Front office department-Organization, equipment's used, layout, duties and responsibilities of front office staff. Reservation & registration-Types, functions, room assignments, checking methods of payment, types of guest folios. Functions of front office-Accounting system, credit control, methods of account settlement, and types of folios, updating front office records, security functions, emergency functions, and safe deposit locker functions.

Subject Name: SAFETY AND FIRST AID

1. Aims and objectives of first aid.
2. Qualities and responsibilities of a first aider.
3. Study of human physical anatomy: Skeleton system, Respiratory system, Circulatory system, excretory system, Nervous system, Reproductive system.
4. First aid procedure for different accidents.
5. Hemorrhage
6. Asphyxia
7. Shock and unconsciousness
8. Cardiac arrest
9. Burns

10. Insect bite
11. Snake bite
12. Poisoning
13. Injury
14. Nursing
15. Preparation of first aid box.

Section B: Certificate (HMCT)

Section A +							
S.N	Code	Name of Module	CR	SN	Code	Name of Module	CR
1	HM63-11	English-II	4	2	HM63-12	Food & Beverage Service- II	5
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5	HM63-15	Food Production and Patisserie - II	4	6	HM63-16	Computer Fundamentals	4
7	HM63-17	Food Service Facilities Planning	5	8	HM63-18	House Keeping , Hygiene and Sanitation	4
9	HM63-19	Hotel Engineering	5	10	HM63-20	Project	4

Subject Name: ENGLISH-II

1. **Functional Grammar:** Articles, Preposition, Tenses: Functions, Synthesis, Transformation, Spotting errors and correction of sentences.
2. **Pre- Requisites of Technical written Communication:** One word substitution, Spelling rules, Words often confused & misused, Phrases.
3. **The Structure of sentences/ clauses:** Adverb clause, Adjective clause, Noun clause. Sentences: Simple, Double, Multiple and complex, Transformation of sentences: simple to complex & vice versa, simple to compound & vice-versa, Interrogative to assertive & to negative & vice-versa.
4. **Technical Communication:** Nature, Origin and Development, Salient features, Scope & Significance, Forms of Technical Communication, Difference between Technical Communication & General writing, Objective Style vs. Literary Composition.

Subject Name: FOOD AND BEVERAGE SERVICES -II

1. System Management

- Aims and objectives
- what is System management
- why is system management important
- How is system management implemented

- System of Production and Service
- Planning
- Successful Event Management
- Alternative System of Deliver (Service)
- When is Systems Management Implemented?

2. Performance Improvement

- Aims and Objectives
- What is Happening out there
- Why is Customer-Centred Performance Improvement Important?
- Customer Needs and Expectation
- Performance Improvement Tactics □ Performance Measurement Topics
- Personal Development
- The Business - to-Business Market
- Personal Development in Higher Education

3. Merchandising

- What is merchandising?
- Who is Involved in Merchandising?
- How is Merchandising Strategy Developed?

□

Merchandising Tactics

- Customer Observation

4. Developing Operation Policy

- Aims and Objectives
- What is Policy
- Marketing Policy
- Personnel Policy □ Training on Policies □ Why is policy Important?
- Policy Development strategy
- Operational policy Tactics
- Quality of Products and Service
- Policy for Handling Complaints
- Complaint Handling Staff
- Customer satisfaction

Subject Name: FOOD MICROBIOLOGY AND NUTRITION

1. Microbial Foods □

Yeasts

- Lactic acid Bacteria
- Activities of Lactic Acid Bacteria in Food
- Fermented Vegetables
- Fermented Meats
- Beer
- Vinegar
- Mould Fermentation

2. Public Health

- Food Hazards
- Significance of Food borne Disease
- Incidence of Foodborne Illness
- Risk Factors Associated with foodborne Illness
- The Site of Foodborne Illness. The Alimentary
- The Pathogenesis of Diarrhoeal Disease

3. Primary Food Commodities

- Milk
- Meat
- Fish
- Plant Products

4. Food Preservation

- Heat Processing

□

- Irradiation
- High-Pressure Processing-Pascalization
- Chilling and Freezing
- Chemical and Preservatives
- Modification of Atmosphere
Control of Water Activity
- Compartmentalization

Subject Name: HOTEL ACCOUNTANCY

1. Techniques to Hospitality Service □

Hotel Accounting Systems

- Development of the Profit Planning
- Applying profit Planning Techniques
- Cost Behavior Analysis
- Flexible budgets
- Applying Cost-volume-profit Techniques

2. Reporting for Performance Evaluation □

Key Performance indicators □

Categorization of Indicators

- Identifying indicators of organization
- further Performance indicators
- Role of Functional Currency
- Simplifying Complexity

3. Cost Analysis

- The Case
- The Customers Profitability analysis in a Cases of Bundling
- Cost analysis in the hotel industry
- The issue of activities value

4. Customer Profitability

- Accounting information systems in hotels
- Yield management approach
- Customer profitability approach
- Activity-based costing
- Customer profitability information
- Customer base analysis

5. Pricing

- The multifaceted character of price
- A Conceptual framework for room rate pricing
- Room rate pricing as the fundamental basic

□

- The Role of room rate pricing in R-A theory
- Exploring the room rate pricing capability

6. Restaurant Accounting

- The Value of meal experiences
- A Psychological model of well-being
- Research on restaurant accounting system

7. Environment Accounting System

- Three Corporate Routed to reducing environment impacts
- Seven reason to do your green colored spectacles
- Six Steps to successful environmental Programmes
The Future's Bright-But it is not orange

8. Management Accounting Perspective On Hotel Outsourcing

- Accounting and outsourcing Management Commentaries
- The Costa And Benefits of Outsourcing
- Benefits of Outsourcing
- The Costs of outsourcing
- Application of Long-term Oriented Financial Analyses

9. Sale and Leaseback Transactions

- The Scope of Sale and Leaseback transactions
- Difference between the Hotel industry and other user of SLBT
- Drivers - Hotel Companies
- Drivers - Investors

Subject Name: FOOD PRODUCTION AND PATISSERIE - II

- 1.** Aims & Objectives of cooking food. Foundation ingredients - fats, oils and their uses. Raising agents - their uses and types. Eggs - Egg cookery, storage, uses, and characteristics. Salt- uses. Flavoring and Seasonings, sweetening agents, Thickening agents.
- 2.** Preparation of Ingredients – Washing, peeling, Scrapping, cutting of vegetables, method of mixing foods, methods of cooking foods. Stock - Meaning, uses, points to be observed when preparing recipe for mother sauces, Names and derivatives of mother sauce.
- 3.** Meaning of herbs, uses, Meaning of spices, condiments and uses, Meaning of Glace and its uses. Meaning of Salami, Sausages- types, Meaning of yoghurt, types. Types of Cream. Types of Cereals. Types of pulses. Meaning of Game with examples. Types of fruits. Common nuts used in cookery. Kitchen equipment's. Cooking fuels. Kitchen organizations - Duties and responsibilities of kitchen staff.
- 4.** Hors d' oeuvre - Meaning, types, examples Soup- Types of soups, Classification. Pasta- Meaning, types. Fish- Classification, selection procedures, cuts, and cooking of fish. Butchery- Selection cuts, size, and uses of lamb, mutton, veal, beef, and pork. Steak- Meaning, Description of fillet steak and sir loin streak. Bacon, ham, gammon- Meaning. Chicken- Classification, Selection procedures, cuts, and uses.

□

5. Sandwiches- Meaning, types of bread used, different types of sandwiches. Vegetables- Classification, uses. Different styles of potato preparation. Cheese- Preparation, Classification and storage. Principles of food storage. Re-heating of foods- Meaning, points to be observed.

Subject Name: COMPUTER FUNDAMENTALS

1. **Introduction to Computer System:** Introduction, Characteristics of Computer, Drawbacks of Computers, Generation of Computer.
2. **Computer Organization:** Architecture of Computer System.
3. **Number System:** Introduction, Commonly used Number System, Decimal, Binary, Octal, Hexadecimal, Converting form one Number System to another.
4. **Binary Arithmetic:** Introduction, Binary Addition, Subtraction, Multiplication, Division, representations of Character, BCD Code, EBCDIC, ASCII, fixed point Representation, Floating Point representation.

5. **Algorithms and Flowcharts:** Algorithms, Characteristics of an Algorithm, Flowchart, Different Symbols used in flowcharts.
6. **Computer Languages :** Machine Language, Advantages of Machine Language, Disadvantages of Machine Language, High Level Language, Assembly Language, Software, Types of Software, System Software, Application Software.
7. **Input-Output Devices :** Introduction, Offline Input Devices, Online Input Devices, Punched Cards, Keyboard, Mouse, Touch pad, Light Pen, Scanner.
8. **Storage Devices:** Introduction, Primary Memory, RAM, DRAM, ROM, PROM, EPROM, EEPROM, Cache Memory, Magnetic Tape, Floppy, Hard Disk, CD-ROM.
9. **Operating System:** Introduction, Type of Operating System, Batch Processing Operating System, Single-user Operating System, multi-user Operating System, Multi-Processing Operating System, real Time Operating, DOS, Function of DOS.
10. **Viruses:** Introduction, Types of Viruses, antivirus.

Subject Name: HOUSE KEEPING, HYGIENE AND SANITATION

1. **Identifying Cleaning Equipment's:** Classification of Cleaning Equipments. Functioning and care of Manual Cleaning Equipment. Functioning and care of Mechanical Cleaning Equipment. Groups of cleaning agents. Use of Detergents. Use of water, Abrasives, degreasers, acids, organic solvents and dry cleaning agents. Lost and found procedures / Records maintained for lost and found. Floors and floor finishes. Granolithic and Terrazzo floors. Wooden flooring / Carpets & Advantages and care of carpets. • Use of Glass fiber, Acoustic Walls. Various finishes applied to walls. Register and forms maintained in H/K & Formats of Registers and reports. Desk control operations / Importance of Desk control. Personal, environment hygiene, garbage-safe and correct disposal of garbage. Protective clothing. Pest control. Personal Environment Hygiene Garbage -safe and correct disposal of garbage.
2. **Water:** Sources of water and hazards of water pollution.
3. **Air:** Sources of air Pollution. Health effects of air pollution. Pollution Control.
4. **Protective Clothing:** Protective Clothing in Different Dept. Selection of materials care and use. Its efficiency and comfort. Care maintenance of Protective Clothing.
5. **Handling of Food:** Personal hygiene of the food handlers. Programme of Good Health for Food handlers. Food Borne Diseases – Roots of Contamination. Habits and Abuse.
6. **Pest Control:** Rodent and Insect Control Technique.

Subject Name: FOOD SERVICE FACILITIES PLANNING

1. **Food service facilities planning:** Introduction, Design & layout. Planning: Characteristics, Scope, Objectives, Facilitating production, materials handling, space utilization, maintenance & cleaning, Cost control, investment in equipment, labour utilization, Supervision, flexibility.
2. **The planning process:** Preliminary planning information, prospectus, commissioning planners, developing the concept, equipment requirements, space requirements, developing preliminary plans preparation of final plans, preparing specifications, binding & awarding contracts, constructions. Preparing of prospectus: Importance, customer & user characteristics, developments the feasibility study: importance of market survey, site analysis, cost estimates.

3. **Functional planning:** Functions, concept of flow, functional requirements, receiving storage, preparation, cooking, baking, Serving, dish washing, Pot & pan washing, Waste disposal, other requirements. Planning the atmosphere: Atmosphere & mood, color, lighting, acoustics, noise & music, climate control, furnishings, exterior design, advertising & public relations.
4. **Work place design:** Developing work place, work place environment, concepts of motion economy, materials handling, designing safe work place,
5. **Equipment's requirements:** Methods, equipment's check list, broilers, griddles, ovens, ranges, steam jacketed kettles, steamers, ware washing equipment, waste disposal equipment selection.
6. **Space requirements:** Introduction – space estimates, total facility size, dining areas, production areas, space calculations, receiving area, Storage areas, Serving areas, dining areas.
7. **Layout facilities:** Space arrangements, flow, other criteria for lay out, layout configurations, relationship charts for lay out, lay out guides, layout of storage areas, Layout of main cooking areas, Layout of dish washing areas.

Subject Name: HOTEL ENGINEERING

1. Plumbing & Sanitation
2. Plumbing Terminology
3. Storage of Water
4. Storage capacity
5. Traps
6. Plumbing practice
7. Safety & precaution
8. Sanitary systems
9. Fitting
10. Water Closets
11. System of hot & cold supply
12. Electricity
13. Fuse
14. Lighting
15. Fire Precaution
16. Fire Prevention
17. Types of Extinguishers
18. Kitchen equipment
19. Stores
20. Convection Oven
21. Microwave
22. Steamers
23. Deep fat Fryers
24. Refrigerators
25. Dish washing Machine

26. House Keeping Equipment
27. Transfer of Heat
28. Gas & Electricity
29. Composition & purification of Water
30. Hard & Soft water
31. Thermostats
32. Fuels & Classification

Section B: Diploma (HMCT)

Section A & Section B +							
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7	HM63-27	Human Resource Management	5	8	HM63-28	Tourism Business Environment	4
9	HM63-29	International Tourism Management	5	10	HM63-30	Internship	3

Subject Name: ENGLISH-III

1. **The Seven C's of the Effective Communication:** Completeness, Conciseness, Consideration, Concreteness, Clarity, Courtesy, Correctness.
2. **Communication:** Its interpretation: Basics, Nonverbal Communication, Barriers to Communication.
3. **Business Communication at Work Place:** Letter Components and Layouts, Planning a letter, Process of Letter writing, Email Communication, Memo and Memo Reports, Employment Communication, Notice Agenda and Minutes of Meeting, Brochures.
4. **Report Writing:** Effective Writing, Types of Business Reports, Structure of Reports, Gathering Information, Organization of the Material, Writing Abstracts and Summaries, Writing Definitions, Visual Aids, User Instruction Manual.
5. **Required Skills:** Reading Skills, Note-making, Précis Writing, Audio Visual Aids, Oral Communication.
6. **Mechanics of Writing:** Transitions, Spelling Rules, Hyphenation, Transcribing Numbers, Abbreviating Technical and Non-Technical Terms, Proof Reading.

Subject Name: HOTEL HOUSE KEEPING

1. **Introduction:** Introduction , Categorization ,Types& Organization Structure of a Hotel, Meaning, Definition & Importance of Housekeeping Department, Role of Housekeeping in hospitality industry.
2. **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.
3. **Staffing in Housekeeping Department:** Role of key personnel in Housekeeping department, Job description & Job specification of Housekeeping staff (Executive Housekeeper, Deputy house keeper ,Floor supervisor, Public area supervisor ,Night supervisor ,Room attendant, House man, Head gardener).

- 4. Planning work of housekeeping department:** Identifying Housekeeping department, Briefing & Debriefing, Control desk, Role of Control Desk during emergency, Duty Rota & work schedule, Files with format used in Housekeeping department.
- 5. Hotel Guest Room:** Types of room-definition, Standard layout, 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.
- 6. Cleaning Science:** Characteristics of good cleaning agent, Application of cleaning agent, Types of cleaning agent, Cleaning products, Cleaning equipment, Classification and types of equipment with Diagram's.

Subject Name: Environmental Management

Unit 1: Study of Nature, Resources and Ecosystem

- 1. Environment Studies - Scope and Importance:** Objectives, Environment, Types of Environment, Need for Public Awareness, Environment Ethics, Environmental Education, Multidisciplinary Nature of Environmental Education, Scope of Environmental Education.
- 2. Natural Resources:** Objectives, Introduction, Classification of Natural Resources, Principal Natural Resources and their Problems- Forest Resources, Water Resources, Mineral Resources, Food Resources, Energy Resources, Land Resources.
- 3. Ecosystem :** Objectives, Types of Ecosystem, Ecosystem Components, Ecosystem- Structure and Function, Food Chain and food Web. Ecological Pyramids, Major Ecosystems, Ecological Succession (Changes in Biotic Community).

Unit 2: Biodiversity and Pollution Control

- 1. Biodiversity and ITS Conservation :** Objectives, Levels of Biodiversity, Bio Geographical Classification of India, Value of Biodiversity, Man-Wildlife Conflicts, Conservation of Biodiversity, Hot Spots of Biodiversity, Biodiversity Conservation of India.
- 2. Environment Pollution :** Objectives, pollutions, Types of Pollution, Atmospheric or Air pollution, Water pollution, Soil pollution, Radioactive pollution, Noise pollution, Solid Waste Management, Role of Individual in Prevention of Pollution, Environmental Disasters and Their Management.
- 3. Social Issues And The Environment:** Objectives, Sustainable Development, Water Conservation, Resettlement and rehabilitation of People Environmental Ethic and Resource Use, Global Environmental Changes, Greenhouse Effect, Relative Contribution and Effects of Greenhouse, Wasteland Development.

Unit 3: Study of Population Growth and Case Studies

- 1. Human Population and The Environment :** Objectives, human Population Growth, Maximum Carrying Capacity, Environment and Human Health, Family welfare Programme, Human Rights, Women and Child Welfare, role of Information Technology in Environment and Human Health.
- 2. Field Work :** Introduction Visit to a Local Area to Document environmental Assets- River, Forest, Grasslands, Hill Mountains, A Visit to Local Pollution Sites-Urban Site Rural Site, Agricultural Site, Study of Common Plants, Insects and Birds, Study of Simple Ecosystem - Pond Ecosystem, River, Hill Slope.

Subject Name: HOTEL & CATERING MANAGEMENT

1. Introduction Space planning Space planning and cost control Operational services Life cycle costing.
2. Health and safety Current good practice User needs evaluation Outsourcing Managing people.
3. Building Management Space planning Space planning and cost control Operational Services.
4. Building Management Life cycle costing Health and safety Maintenance.
5. Catering Management Principles of risk & security management Risk profiles, External and Internal audits Time path analysis Risk & Security awareness, Organization of risk & security function Security products.

Subject Name: INTERNATIONAL HOSPITALITY LAW

1. Cultures and the Challenges

- Multicultural Education and Training
- Sources of Thinking and Behavior
- Framework for Cultural Difference
- Cross-Cultural Challenges for
- Culture and standards
- Cultures and Standard
- Cultural Training
- Levels of Cultures
- Collectivism
- Organizational Cultures
- Touristic Cultures

2. Hospitality Industry

- The Elements of Hospitality
- International Hospitality Industry Overview
- The food Service Sector
- The Accommodation Sector
- Market Segmentations
- Other Accommodation Sectors.

3. International Hospitality Enterprises

- Strategic Planning and Global Strategy
- Environmental Analysis
- Social Environment
- Task/Industrial Environment
- Threat of new Entrants
- Internal Analysis

- Business Level Strategy
- Cost Leadership strategy
- Cost Leadership Strategy
- Global Strategy
- International Strategy
- Corporate Level Strategies
- Diversification

4. Management : Managing Diversity

- Encouraging People to Value Diversity
- Training for Managers in How to Manager a Diverse Workforce
- Ethnocentric
- Polycentric
- Geocentric
- Regiocentric
- Centralization and Decentralization
- Functions of Informal Organization
- Disadvantage of Informal Group
- Human Resource Strategy
- Job Satisfaction, Turnover and Absenteeism
- managing Change
- managing Cultural Diversity
- The Management Challenge

Subject Name: Hospitality Management

1. The Physical Environment

- Individual Behavior
- Social interaction
- Consumer responses to the physical environment
- Dimensions in the physical environment
- Services Cape usage
- Service space complexity
- Aesthetics
- Elements of the physical environment
- Employees
- Customers
- Maintenance and Refurbishment
- The maintenance and Refurbishment
- Conclusion

2. Service processes

- Importance of Managing service process
- Understanding Processes
- Service quality
- Dimension of Service quality
- The 'Gaps' model of Service quality
- Service Blueprinting
- Service Process Strategies
- Reasons for Service Failure
- The Zero Defects strategy (or do it right first time)

3. Customer Contact Employees

- The Importance of Customer -contact employees
- Service encounters
- Critical incidents
- Sources of Conflict
- The General manager as a role model
- Internal Marketing
- Training

4. Customer Satisfaction

- Defining Customer satisfaction
- Customer satisfaction measurement surveying program
- Understanding differing customer attitudes
- Customer satisfaction guarantees
- Constraints on Customer Satisfaction
- Measuring Customer Satisfaction

5. Relationship Marketing □

Types of Market

- The internal Market
- Supplier Market
- Influential Market
- Customer Market
- Economics of Customer retention
- Characteristics of relationship Marketing

6. Marketing Planning

- Marketing Planning
- Types of Marketing Plan

7. Competitive Strategies

- Developing a Competitive Strategy
- Development of the hospitality industry
- Characteristics of hospitality Firms

- Hospitality ownership and affiliation

Subject Name: Human Resource Management

- 1. Introduction:** Meaning, Definition, Scope, Evolution, Objectives of HRM, Qualities of HR / Personnel Manager, Role of Human Resource Manager, Development of HRM in India, Distinction between HRM and PM.
- 2. Human Resource Planning:** Meaning, Objectives, Benefits of Human Resources Planning, Process and Problems in Human Resources Planning, Recent Implication in HRP, Staffing, Recruitment, Types of Tests.
- 3. Training and Development:** Meaning, Definition, Need, Advantages, Objectives, Importance of Training, Types of Training, Difference between Training and Development, Education Classification of Training Methods, Executive Development, Knowledge Management.
- 4. Trade Unions:** Meaning, Characteristics, Functions and Role of Trade Unions, Union Structure, Wages and Salary Administration, Wage Boards and Pay Commissions, Wage Incentives, Quality Circles, Industrial Democracy, Socio – Technical Systems.
- 5. Performance Evaluation:** Performance Appraisal, Promotions, Transfer Demotions, Separation, Grievance Procedure.

Subject Name: TOURISM BUSINESS ENVIRONMENT

1. History of Tourism both International and National, Definition, nature, importance, components and typology of tourism.
2. Concepts of domestic and international tourism, recent trends. Organization of both national and international in world in promotion and development – WTO, IATA, UPTAA, AI, IATO, etc.
3. Growth and development of tourism in India, National Action Plan 1992.
4. Impacts of tourism-economics, social, physical and environmental, Tourism trends world over and its futuristic study.
5. Emerging trends in tourism—health tourism, adventure tourism, ecotourism.

Subject Name: INTERNATIONAL TOURISM MANAGEMENT

1. Globalization & tourism sector Globalization & the business world, the tourism industry, challenges, Factors affecting Global & regional tourist movements, Demand and origin factors, destination & resource factors. Contemporary trends in international tourist movements.
2. The emergence of international hotels & tourism .Historical aspects, development of chains, development abroad, airline connection .-Political aspects of the international travel, tourism - Barriers to travel, tourism investment & business, regulations, international organisations dealing with barriers viz : WTO, IMF, IHA, need for government support of tourism, national tourism organizations, political stability, travel advisories, political risk, crisis management.

3. International hotels -Balancing global & local perspectives -Operating in a multinational environment
---International rules & regulations -a brief study. Human resources & cultural diversity
Understanding cultural diversity, cultural perceptions, business protocol, cultural considerations in negotiations.
4. International tourism sales & marketing -Market research, developing an international marketing strategy, understanding various travel distribution systems viz GDS, product positioning.
5. Global competition & the future -Long -term tourism growth trends, tourism growth in major regions, transportation developments, technology & automation, Development issues, tourism & the environment.