



DIPLOMA IN HOTEL/ TOURISM MANAGEMENT

Course Name: Diploma in Hotel/ Tourism Management

Duration: 1 Year

Eligibility: 10+2 or Equivalent

DETAILED SYLLABUS

Semester I	Semester II
Fundamentals of Management	Front Office Operations
Fundamentals of Hotel Management	Applied cookery -I
Fundamentals of Tourism Management	House Keeping
Food & Beverage Services-I	Business Law
Food & Beverage Services-I Practical	Geography of Tourism

SEMESTER I

PAPER 1: FUNDAMENTALS OF MANAGEMENT

CONTENT:

Unit 1: Management Concept, Nature & Role of Manager: Meaning – Science or Art – Management as a Profession – Process and Functions of Management. Roles and Tasks of a Manager.

Unit 2: Planning & Organizing: Meaning – Types and Process – Strategies – Decision Making. Concept of Organizing and Organization –Line and Staff, Authority and Responsibility –Span of Control – Delegation and Decentralization – Organizational Structure.

Unit 3: Directing & Leadership: Communication – Process, Types – Barriers of Communication – Principles of Effective Communication. Leadership – Basic concepts and Definition – Leadership Styles.

Unit 4: Controlling and Co-ordination: Basic Concepts and Definition – Process and Techniques. Meaning and Techniques of Co-ordination.

Suggested Readings:

1. Koontz and O'Donnel. Essentials of Management.
2. Sherlekar and Sherlekar. Principles of Management.
3. Peter F. Drucker. Management – Tasks and Responsibilities.
4. Dr. B.H. Suresh. Business Management.

PAPER 2: FUNDAMENTALS OF HOTEL MANAGEMENT

CONTENTS:

Unit 1: INTRODUCTION TO HOTEL MANAGEMENT - Definition – Hotel, Organization chart of Hotels (staff) Small, Large, Medium, and Job Description of Manager operations. Development and growth of Hotel Industry. Growth of Indian Hotels - Taj, Oberoi, ITDC and Welcom group. Classification of Hotels grading. Classification of catering establishments

Unit 2: BASIC CONCEPTS OF HOTEL INDUSTRY-Types of hotels, hotel categorization, difference between group & chain of hotels, ownership & management. New international chain of Hotels.

Unit 3: ORGANISATION STRUCTURE OF A HOTEL- Organization of hotels, staff organization, manager & department heads, job specification of staff, facilities and services.

Unit 4: KITCHEN, BAKERY & RESTAURANT ORGANISATION- Restaurant & kitchen layout, staff organization, brief description of staff working in F&B management area, Bakery- layout, and latest machineries used, Role of a bakery chef.

Unit 5: INTRODUCTION TO FRONT OFFICE AND HOUSEKEEPING- Hotel Front office- Introductions, sections of front office and its functions. Role of GRE – different meal plan. Room rate, types of guest room. Hotel housekeeping- Introduction, importance of housekeeping organization, job Description of executive housekeeper.

Suggested Readings:

1. Jagmohan Negi – Professional Hotel Management-2014.
2. Food & Beverage Service by Lillicrap, ELBS-2015.
3. Front of Operations by Tiwari, Oxford, 2015.
4. Fundamentals of Tourism and Hotel Mgmt by Sudheer Andrews, 2014.
5. Theory of cookery by Krishna Arora, 2014.
6. St. Philomena's College (Autonomous), Mysore. BBA –THM Course. Revised Syllabus-2018. Page 6 of 17
7. Food Production operations by Parvinder Balli,2016.

PAPER 3: FUNDAMENTALS OF TOURISM MANAGEMENT

CONTENTS:

Unit 1: INTRODUCTION TO TOURISM- Definition of Tourism, nature, importance components, objectives of the tourism, Tourism organizations and it's role

Unit 2: TOURISM TERMINOLOGY- Tourist excursionist definition- nature & concepts of tourism, Domestic & International tourism, tourism related terminologies.

Unit 3: TYPES OF TOURISM- Types of tourism, types of tourists, constituents of tourism (primary& secondary), Eco Tourism, Mass tourism, Urban tourism, Rural tourism, Farm tourism, Cultural tourism, definition, characteristics. Culture & tourism

Unit 4: THE RELATIONSHIP BETWEEN TOURISM PROJECTS- Relationship between tour operators, travel agents and hotels/restaurants advantages in representing local/ regional tourist organization-tourist attractions and its effect on volume of trade for hotels/restaurants. Integration of airlines, hotels, restaurants, and tour operators

Suggested Readings:

1. Jag Mohan Negi – Professional Hotel Management-2014.
2. Food & Beverage Service by Lillicrap, ELBS-2015.
3. Front of Operations by Tiwari, Oxford, 2015.
4. Fundamentals of Tourism and Hotel Mgmt by Sudheer Andrews, 2014.
5. Theory of cookery by Krishna Arora, 2014.
6. Food Production operations by Provender Bali, 2016.

PAPER 4: FOOD AND BEVERAGE SERVICES – I

CONTENTS:

Unit 1: SECTIONS OF FOOD & BEVERAGE SERVICE AREAS- Introduction, still room, linen room, silver room, wash up area, hot plate, dispenses, bar, pantry, equipment required in the pantry.

Unit 2: FOOD AND BEVERAGE SERVICE STAFF ORGANISATION- Job description attributes of a Food and Beverage service staff, points to be observed while laying a table, taking an order, receiving a guest, presenting a menu card, service etiquettes, Rules for waiting at a table, preparing table for next guest.

Unit 3: MENU PLANNING- Menu structure, composition and sequencing, types, menu pattern, planning a la carté menu, table d' hote

Unit 4: FOOD SERVICE PROCEDURE- Silver service or platter to plate service, French service, pre plated service or American service, Side Table service or Guerdon service, English service or butler service, Dump service or Western way of serving Indian food, Ethnic and traditional service of Indian food.

Unit 5: BREAKFAST, BRUNCH, LOW TEA, HIGH TEA- Types of breakfast sequence of breakfast with examples, planning breakfast. Types of Meals.

Suggested Readings:

1. Food and Beverage Service by Lillicrap, ELBS, 2015.
2. Food and Beverage Service Training Manual by Sudeer Andrews, 2014.
3. Food and Beverage Service by Bobby George.2012.
4. Food and Beverage Service by Singaravelan, Oxford, 2014.

PAPER 5: FOOD AND BEVERAGE SERVICES – I PRACTICALS

CONTENTS:

- Knowledge of restaurant & duty chart to be prepared cleaning & upkeep of silver & glassware.
- Knowledge of side board, laying of table cloth. Layout of a la carté menu.
- Laying of table for breakfast, lunch, dinner for simple a la carté menus, listing equipment required for service & procedures.
- Planning and service of meals for French, American, English& Indian menus - a la carté. Digital Layout of Ala carte Menu.

Suggested Readings:

1. Food and Beverage Service by Lillicrap, ELBS, 2015.
2. Food and Beverage Service Training Manual by Sudeer Andrews, 2014.
3. Food and Beverage Service by Bobby George.2012.
4. Food and Beverage Service by Singaravelan, Oxford, 2014.

SEMESTER II

PAPER 1: FRONT OFFICE OPERATIONS

CONTENT:

Unit 1: ORGANISATION OF FRONT OFFICE- Layout, Duties & responsibilities of front office staff, symbols used in front office, flow chart of front office with other departments. Coordination of Front office with other departments, Classification of Hotels.

Unit 2: RECEPTION- Functions of receptions, qualities & duties of receptionist, communications, preparing for guest arrivals, check in & check out process, preparing of day & night receptions. Pre- registration process, preparing night clerk report.

Unit 3: INFORMATION SECTION- Functions of information section, message handling, handling guest room keys, handling mail, handling guest parcels, reception & information, flow chart, specimen formats used.

Unit 4: BELL DESK OPERATIONS- Functions of Bell Desk, Bell Desk layout & equipment, staff organization, duty Rota and work schedule, luggage handling procedure on guest arrival & departure, left luggage procedures. Miscellaneous services-postage, stationery & first aid etc., Valet car parking & allied guest services. Bell desk terminologies.

Unit 5: TELEPHONE ETIQUETTES- Telephone handling – organization, receiving telephone, formats of telephone bills. Computerized departure procedures & guest records, reservation through computer system, e-mail, group reservation through travel agency, preparation of bills. Hotel Management software.

Suggested Readings:

1. Front of operations by B.K. Charaborthy, 2104
2. Front operations by Tiwari, 2015.
3. Front office training Manual
4. Front operations by Tiwari, 2015.

PAPER 2: APPLIED COOKERY – I

CONTENT:

Unit 1: CEREALS- Cereals and Grains, Pasta, thickening agents, classification, selection, preparation, storage, usage, methods of cooking, changes during cooking, Pastacooking pasta, making pasta dough, cutting pasta, making ravioli, Macaroni & Noodles.

Unit 2: PULSES AND GRAMS- Classification, Methods of cooking, effect of heat and ph on pulses& grams, sprouts uses, processed beans, importance of soya bean and preparation of soya sauce.

Unit 3: VEGETABLES- Classification, salad vegetables, green brassicas, stalks & shoots, peas & sweet corn, onion family roots & tubers, vegetables, fruits, cucumber squashes & pumpkin, mushrooms, vegetable shredding, blanching, cutting, pureeing, skinning & seeding tomatoes, making vegetable stock, continental vegetables.

Unit 4: FRUITS & NUTS, FATS- Classification & selection of apple, pear, citrus fruit, stone fruit, berries, grapes, melons, tropical fruits, dried & canned fruit, preparing fresh fruit, making berry sauce, sorbet and fruit ices, processing fruit. Nuts – different kinds, uses in Indian and continental cuisine. Fats and Oils, Sources, types, processing, Usage & storage

Unit 5: INDIAN CUISINE- History of food, Traditional food of India, Masalas, Accompaniments, Garnihes, Chats, Fish, Poultry, Meats, Vegetables, Paneer, Rice, Dhals, Breads, Snacks, Chutnies, raitas, sweets, Examples.

Suggested Readings:

1. Theory of cookery by Krishna Arora, 2015.
2. Modern cookery Vol. 1,2 by Tangram Philip.2014.
3. Food Management by Ashoka,2015.
4. Food Production operations by Parvinder S. Bali, 2015.

PAPER 3: HOUSEKEEPING

CONTENT:

Unit 1: HOUSEKEEPING ORGANISATION- Layout, Staff organization, brief outline of Duties of staff in Housekeeping. Guest room layout, types, Floor plan, Pantry.

Unit 2: COORDINATION OF HOUSEKEEPING- Coordination of Housekeeping with other departments of the hotel.

Unit 3: HOUSEKEEPING CONTROL DESK- methods – Handling difficult situations Forms, Formats and registers used. Duty allotment and Duty chart, Leave application procedures, briefing and De-briefing staff, Gate pass procedures, Housekeeping purchases and Indents, Security system, protecting guest, Safe deposit, emergency procedures, master keys, unique cards, Importance and role control desk – Handling telephone calls.

Unit 4: CLEANING OF GUEST ROOM- Types, Special cleaning methods, Daily, periodical, Spring cleaning, Cleaning of occupied room, vacant, Departure room. Bed Making, turn down service, cleaning of floors, maintenance of rooms and procedure involved in cleaning schedules.

Unit 5: SUPERVISION IN HOUSEKEEPING- Role of Housekeeping supervisor, supervisor checklist, Lost and Procedure, VIP Room check in and Handling Guest complaints.

Suggested Readings:

1. HouseKeeping operations – Raghu Balan,2015
2. Hotel House Keeping Training Manual – Sudhir Andrews
3. Professional Housekeeping – Madhukar

PRACTICAL

- Bed making and turn down services.
- Identifying various cleaning agents & listing them per market availability.
- To know the composition of cleaning agents.
- Housekeeping discrepancy report preparation.
- Maintenance of journals.
- Computerized –guest records, duty rosters, room maintenance records.

PAPER 4: BUSINESS LAW

CONTENT:

Unit 1: INTRODUCTION- Laws applicable to the industry- Regulations affecting tourism & hospitality industry.

Unit 2: LICENSES AND PERMITS- Procedures for procurement licenses of hotels and restaurants under Municipal Corporation, renewal and suspension of licenses.

Unit 3: COMMERCIAL LAWS AFFECTING TOURISM AND HOSPITALITY INDUSTRY- Payment of Wages Act 1936, The Minimum Wages Act 1948, Payment of Bonus Act 1966, Employees Provident Fund and Miscellaneous Provisions Act, 1952, Payment of Gratuity Act, 1972, Employee's State Insurance Act 1948, Industrial Disputes Act 1947.

Unit 4: LAW PERTAINING TO FOOD SCIENCE- Prevention of Food & Adulteration Act, 1954 – Definition, use of quality foods/ beverages. Food inspectors and their powers/ duties/public analyst. Weights and Measurements Act.

Unit 5: CONSUMER PROTECTION ACT- District forum, State forum, and National forum. Rights of a consumer, Duties of grievance cells

PAPER 5: GEOGRAPHY OF TOURISM

CONTENT:

Unit 1: INTRODUCTION- Basics of Tourism: Definition of Geography of tourism, Factors influencing, Tourism – Historical, Geographical, Socio- Cultural, Economic and Political. Other motivating factors- Pilgrimages, Leisure, Recreation, Tourism as an Industry.

Unit 2: GEOGRAPHY OF TOURISM- Its spatial affinity, Areal, Locational dimensions comprising Physical, Climate. Tourism types: National and International, Cultural, Eco-tourism, Adventure, Educational, Seasonal, Spiritual and Religious, health, Relaxation and Recreation etc.

Unit 3: GEOGRAPHY OF TOURISM IN INDIA- Physiography, climate, natural vegetation, wildlife, Water bodies. Study of Hill stations, Beaches, Wildlife sanctuaries and other tourist attractions of geographical importance.

Unit 4: IMPACTS OF TOURISM- Impacts of tourism on climate, environment and Environmental laws, Impact of Tourism: Positive and Negative, On Economic, Social, Cultural.

Unit 5: CONSUMER PROTECTION ACT- Role of Foreign Capital and Impact of Globalization on Tourism. Project Report: Impact of Tourism on Garhwal Himalayas, Dal lake, Goa. Drawing outline map of India and marking major Tourist Destination.

Suggested Readings:

1. Travel Geography, Burton and Rosemary Longman Edn. 1999.
2. Worldwide destination, Geography of Travel and Tourism by Cooper, Chris and Bomifade.
3. Geography of Travel and Tourism, Hudson, Lyods and Jackson, Delmar Publishers 1999.
4. International Destinations by perlitz, Lee and Elliots, Prentice Hall Edn. 2001.