

## Department of Hotel Management

### Revised Curriculum Structure to be effective from 2021-2022

SEMESTER-1							
Sl. No.	Type	Course No.	Course Name - DIPLOMA IN HOTEL OPERATIONS	L	T	P	Credits
THEORY							
1		DHO1001	Food Production & Bakery - I	3	0	0	3
2		DHO1002	Food & Beverage Service - I	2	0	0	2
3		DHO1003	Front Office Operations - I	2	0	0	2
4		DHO1004	Housekeeping Operations - I	2	0	0	2
5		DHO1005	Nutrition & Food Science	2	0	0	2
6		DHO1006	Basic Accounts	2	0	0	2
7		DHO1007	Business Communication	2	0	0	2
8		DHO1008	Hotel French	2	0	0	2
PRACTICAL							
1		DHO1101	Food Production & Bakery – I Lab	0	0	6	3
2		DHO1102	Food & Beverage Service – I Lab	0	0	3	1
3		DHO1103	Front Office Operations – I Lab	0	0	2	1
4		DHO1104	Housekeeping Operations – I Lab	0	0	2	1
<b>TOTAL</b>				<b>17</b>	<b>0</b>	<b>13</b>	<b>23</b>

SEMESTER-2							
Sl. No.	Type	Course No.	Course Name - DIPLOMA IN HOTEL OPERATIONS	L	T	P	Credits
THEORY							
1		DHO2001	Food Production & Bakery - II	4	0	0	4
2		DHO2002	Food & Beverage Service - II	2	0	0	2
3		DHO2003	Front Office Operations - II	2	0	0	2
4		DHO2004	Housekeeping Operations - II	2	0	0	2
5		DHO2005	Fundamentals of Tourism	2	0	0	2
6		DHO2006	Hygiene & Sanitation	2	0	0	2
7		DHO2007	Computer Fundamentals	2	0	0	2
PRACTICAL							
1		DHO2101	Food Production & Bakery–II Practical	0	0	6	3
2		DHO2102	Food & Beverage Service– II Practical	0	0	2	1
3		DHO2103	Front Office Operations – II Practical	0	0	2	1
4		DHO2104	Housekeeping Operations – II Practical	0	0	2	1
5		DHO2105	Computer Fundamentals Practical	0	0	2	1
TOTAL				16	0	14	23

SEMESTER-3							
Sl. No.	Type	Course No.	Course Name - DIPLOMA IN HOTEL OPERATIONS	L	T	P	Credits
THEORY							
1		DHO3101	Internship in the Hospitality Industry (22 Weeks, 48 Hours/Week)	0	0	0	22
			Industrial Training Log Book & Training Certificate	0	0	0	0
			Industrial Training Report	0	0	0	0
			Industrial Training Project Presentation & Viva	0	0	0	0
TOTAL				0	0	0	22

SEMESTER-4							
Sl. No.	Type	Course No.	Course Name - DIPLOMA IN HOTEL OPERATIONS	L	T	P	Credits
THEORY							
1		DHO4001	Food Production & Bakery - III	3	0	0	3
2		DHO4002	Food & Beverage Service - III	3	0	0	3
3		DHO4003	Rooms Division Management	3	0	0	3
4		DHO4004	Food Costing	2	0	0	2
PRACTICAL							
1		DHO4101	Food Production & Bakery - III Lab	0	0	3	3
2		DHO4102	Food & Beverage Service - III Lab	0	0	3	3
3		DHO4103	Rooms Division Lab	0	0	3	3
TOTAL				8	0	7	20

## Detail Syllabus DIPLOMA IN HOTEL OPERATIONS Semester-1

SEMESTER-1							
Sl. No.	Type	Course No.	Course Name - DIPLOMA IN HOTEL OPERATIONS	L	T	P	Credits
THEORY							
1		DHO1001	Food Production& Bakery - I	3	0	0	3
2		DHO1002	Food & Beverage Service - I	2	0	0	2
3		DHO1003	Front Office Operations - I	2	0	0	2
4		DHO1004	Housekeeping Operations - I	2	0	0	2
5		DHO1005	Nutrition& Food Science	2	0	0	2
6		DHO1006	Basic Accounts	2	0	0	2
7		DHO1007	Business Communication	2	0	0	2
8		DHO1008	Hotel French	2	0	0	2
PRACTICAL							
8		DHO1101	Food Production& Bakery– I Lab	0	0	6	3
9		DHO1102	Food & Beverage Service– I Lab	0	0	3	1
10		DHO1103	Front Office Operations – I Lab	0	0	2	1
11		DHO1104	Housekeeping Operations – I Lab	0	0	2	1
<b>TOTAL</b>				<b>17</b>	<b>0</b>	<b>13</b>	<b>23</b>

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<b>Course Code</b>	DHO1001			
<b>Course Title</b>	Food Production & Bakery - I			
<b>Category</b>	<b>DIPLOMA IN HOTEL OPERATIONS</b>			
<b>LTP &amp; Credits</b>	L	T	P	Credits
	3	0	0	3
<b>Total Contact Hours</b>	36			
<b>Pre-requisites</b>	None			

**Learning Objective:**

**Course Outcome:**

**Course Content:**

1. CULINARY HISTORY
  - Culinary history-Development of the culinary art from the middle ages to modern cookery
  - Indian regional cuisine
  - Popular International cuisine, French, Italian, Chinese and their basic Characteristics
2. INTRODUCTION TO COOKERY
 

<ul style="list-style-type: none"> <li>• Levels of skills and experiences</li> <li>• Attitudes and behaviour in the kitchen</li> <li>• Personal hygiene</li> <li>• </li> </ul>	<ul style="list-style-type: none"> <li>• Uniforms &amp; protective clothing</li> <li>• Safety procedure in handling equipment</li> </ul>
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3. KITCHEN ORGANIZATION
  - Classical Brigade
  - Modern staffing in various category hotels
  - Roles of executive chef
  - Duties and responsibilities of various chefs
  - Co-operation with other departments

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#### 4. EQUIPMENTS & TOOLS

- Heavy equipment
- Small equipment
- Cleaning & maintenance

#### 5. CULINARY TERMS

- List of culinary (common and basic) terms
- Explanation with examples
- Western and Indian Culinary terms

#### 6. BASIC COOKERY PRINCIPLES

- Aims & objective of cooking
- Preparation of ingredients
- Texture
- Methods of cooking – Roasting; Grilling; Frying; Baking; Broiling; Poaching; Boiling; stewing
- Principles of invalid cookery
- Principles of food storage
- Menu planning
- Work methods in food production
- Reheating of food – réchauffé cooking
- Accompaniments & garnishes

#### 7. VEGETABLE AND FRUIT COOKERY

- Introduction – classification of vegetables
- Pigments and colour changes
- Effects of heat on vegetables
- Cuts of vegetables
- Classification of fruits Uses of fruit in cookery
- Salads and salad dressings

#### 8. STOCKS

- |                        |                        |
|------------------------|------------------------|
| • Definition of stock  | • Storage of stocks    |
| • Types of stock       | • Uses of stocks       |
| • Preparation of stock | • Care and precautions |
| • Recipes              |                        |

#### 9. SAUCES

- |                                |                              |
|--------------------------------|------------------------------|
| • Classification of sauces     | • Contemporary & Proprietary |
| • Recipes for mother sauces    | • Storage & precautions      |
| • Derivatives of mother sauces |                              |

#### 10. SOUPS

- Classification of soups
- Basic recipes of Consommé with 10 Garnishes
- Other soups: Broths; Bouillon; Puree; Cream; Veloute; Chowder; Bisque
- Garnishes and accompaniments
- International soups

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## 11. EGG COOKERY

- Introduction to egg cookery
- Structure of an egg
- Selection of egg
- Uses of egg in cookery
- Egg preparations: Boiled ( Soft & Hard); Fried ( Sunny side up, Single fried, Bull's Eye, Double fried); Poaches; Scrambled; Omelette (Plain, Stuffed, Spanish); En cocotte (eggs Benedict)

## 12. FISH COOKERY

- Introduction to fish cookery
- Classification of fish with examples
- Cuts of fish with menu examples
- Selection of fish and shell fish
- Cooking of fish (effects of heat)

## 13. MEAT COOKERY

- Introduction to meat cookery
- Cuts of beef/veal
- Cuts of lamb/mutton
- Cuts of pork
- Variety meats (offals)
- Poultry  
(With menu examples of each)

## 14. HOT & COLD DESSERTS

- Simple Hot and Cold Puddings
- Mousse, Soufflé & Bavarois

## 15. INTRODUCTION TO BAKERY AND PÂTISSERIE

## 16. BAKERY EQUIPMENT

- Identification
- Uses and handling
- Ingredients - Qualitative and quantitative measures

## 17. BREAD MAKING

- Recipes and method of baking different types of breads eg. White, Brown, French bread loaf etc.
- Cookies
- Simple Cakes

## 18. PASTRY

- Short crust
- Laminated
- Choux
- Hot water/Rough puff
- Recipes and methods of preparation
- Differences
- Uses of each pastry
- Care to be taken while preparing pastry



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- Role of each ingredient
  - Temperature of baking pastry

#### 19. PASTRY CREAMS

- Basic pastry creams
  - Uses in confectionery
- Preparation and care in production

**Text / Reference Books:**

**CO-PO Mapping:**

<b>Course Code</b>	DHO1101			
<b>Course Title</b>	Food Production& Bakery– I Lab			
<b>Category</b>	<b>DIPLOMA IN HOTEL OPERATIONS</b>			
<b>LTP &amp; Credits</b>	L	T	P	Credits
	0	0	6	3
<b>Total Contact Hours</b>	36			
<b>Pre-requisites</b>	None			

**Learning Objective:**

**Course Outcome:**

**Suggestive List of Experiments:**

### **COOKERY PRACTICAL**

#### **1. INTRODUCTION TO THE KITCHEN**

- Equipments - Identification, Description, Uses & handling
- Hygiene - Kitchen etiquettes, Practices & knife handling
- Safety and security in kitchen

#### **2. VEGETABLES**

- Classification
- Cuts - julienne, jardinière, macédoine, brunoise, paysanne, mignonette, dices, cubes, shred, mirepoix
- Preparation of salad dressings

#### **3. BASIC COOKING METHODS AND PRE-PREPARATIONS**

- Blanching of Tomatoes and Capsicum
- Preparation of concassé
- Boiling (potatoes, Beans, Cauliflower, etc)
- Frying -(deep frying, shallow frying, sautéing) Aubergines, Potatoes, etc.
- Braising - Onions, Leeks, Cabbage
- Starch cooking (Rice, Pasta, Potatoes)

#### **4. STOCKS**

- Types of stocks (White and Brown stock)
- Fish stock
- Emergency stock

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- Fungi stock
5. SAUCES - BASIC MOTHER SAUCES
    - Béchamel
    - Espagnole
    - Veloute
    - Hollandaise
    - Mayonnaise
    - Tomato
    - Derivative Sauces
  6. SIMPLE SALADS & SOUPS
    - Cole slaw
    - Potato salad
    - Beet root salad
    - Green salad
    - Fruit salad
    - Consommé
  7. SIMPLE EGG PREPARATIONS
    - Scotch egg
    - Assorted omelettes
    - Œufs Florentine
    - Œufs Benedict
    - Œufs Farcis
    - Œufs Portuguesa
  8. SIMPLE POTATO PREPARATIONS
    - Baked potatoes
    - Mashed potatoes
    - French fries
    - Roasted potatoes
    - Boiled potatoes
    - Lyonnaise potatoes
    - Allumettes
  9. VEGETABLE PREPARATIONS
    - Boiled vegetables
    - Glazed vegetables
    - Fried vegetables
    - Stewed vegetables
  10. FISH COOKERY
    - Fish-Identification & Classification
    - Cuts and Folds of fish
    - Preparation of fish dishes: Fish only, à l'anglaise, Colbert, meunière, poached, baked
  11. MEAT COOKERY
    - Identification of various cuts of Meat
    - Carcass demonstration
    - Preparation of basic cuts-Lamb and Pork Chops, Tornado, Fillet, Steaks and Escalope
    - Preparation of meat dishes: Entrée-Lamb stew, hot pot, shepherd's pie, grilled steaks & lamb/Pork chops, leg of Lamb, beef
  12. POULTRY COOKERY
    - Identification of various cuts of Poultry
    - Preparation of basic cuts
    - Preparation of poultry dishes: Roast chicken, grilled chicken
  13. HOT / COLD DESSERTS

- Caramel Custard
- Bread and Butter Pudding
- Queen of Pudding
- Soufflé – Lemon / Pineapple
- Mousse (Chocolate Coffee)
- Bavaroise
- Diplomat Pudding
- Apricot Pudding
- Steamed Pudding - Albert Pudding, Cabinet Pudding

## **BAKERY PRACTICAL**

1. BAKERY EQUIPMENT AND INGREDIENTS – Identification, Uses and handling, Ingredients
2. BREAD MAKING
  - Demonstration & Preparation of Simple and enriched bread recipes
  - Bread Loaf (White and Brown)
  - Bread Rolls (Various shapes)
  - French Bread
  - Brioche
3. SIMPLE COOKIES - Demonstration and Preparation of simple cookies like
  - Nan Khatai
  - Golden Goodies
  - Melting moments
  - Swiss tart
  - Tri colour biscuits
  - Chocolate chip
  - Cookies
  - Chocolate Cream Fingers
  - Bachelor Buttons
4. CAKE MAKING
  - Preparation of simple cakes
5. PASTRY
  - Demonstration and Preparation of dishes using varieties of Pastry
  - Short Crust – Jam tarts, Turnovers
  - Laminated – Laminated pastries – Puff , Flaky - Palmiers, Khara Biscuits, Danish Pastry, Cream Horns
  - Choux Paste – Éclairs, Profiteroles
  - Basic Pastry making & their Derivatives
  - Hot water crust Pastry
  - Suet Pastry
  - Fillings used in Pastry – Pastry Cream & its varieties
  - Ganache
  - Mousse & Mousseline
  - Cream Chantilly

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**Text / Reference Books:**

**CO-PO Mapping:**

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<b>Course Code</b>	DHO1002			
<b>Course Title</b>	Food & Beverage Service - I			
<b>Category</b>	<b>DIPLOMA IN HOTEL OPERATIONS</b>			
<b>LTP &amp; Credits</b>	L	T	P	Credits
	2	0	0	2
<b>Total Contact Hours</b>	24			
<b>Pre-requisites</b>	None			

**Learning Objective:**

**Course Outcome:**

**Course Content:**

1. THE HOTEL & CATERING INDUSTRY
  - Introduction to the Hotel Industry and Growth of the hotel Industry in India
  - Role of Catering establishment in the travel/tourism industry
  - Types of F&B operations
  - Classification of Commercial, Residential/Non-residential
  - Welfare Catering – Industrial/Institutional/Transport such as air, road, rail, sea, etc.
  - Structure of the catering industry – a brief description of each
2. DEPARTMENTAL ORGANISATION & STAFFING
  - Organisation of F&B department of hotel
  - Principal staff of various types of F&B operations
  - French terms related to F&B staff
  - Duties & responsibilities of F&B staff
  - Attributes of a waiter
  - Inter-departmental relationships (Within F&B and other department)
3. FOOD SERVICE AREAS (F & B OUTLETS)
  - Specialty Restaurants
  - Coffee Shop
  - Cafeteria
  - Fast Food (Quick Service Restaurants)

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- Grill Room
  - Banquets
  - Bar
  - Vending Machines
  - Discotheque
4. ANCILLIARY DEPARTMENTS
- Pantry
  - Food pick-up area
  - Store
  - Linen room
  - Kitchen stewarding
5. F & B SERVICE EQUIPMENT
- Familiarization & Selection factors of:
  - Cutlery
  - Crockery
  - Glassware
  - Flatware
  - Hollowware
  - All other equipment used in F&B Service
6. MEALS, MENU AND COURSES
- Types of Meals
    - Early Morning Tea
    - Breakfast (English, American Continental, Indian)
    - Brunch
    - Lunch
    - Afternoon/High Tea
    - Dinner
    - Supper
  - Origin of Menu
  - Objectives of Menu Planning
  - Types of menu
  - Basic Courses of a French Classical Menu
    - Service, examples, cover, accompaniments and sideboard requirements for dishes from the different courses
7. PREPARATION FOR SERVICE
- Mise-en-place
  - Mise-en-scene
  - Rules of laying a table
8. FORMS OF SERVICE
- Silver
  - American
  - Russian
  - Trolley
  - Buffet

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- Cafeteria
  - Family
  - QSR
  - English
  - Room Service

#### 9. BREAKFAST SERVICE

- Cover, examples and menu and service of
- Continental BF
- American BF
- English BF
- Indian BF
- Buffet

#### 10. KITCHEN STEWARDING

- Role
- Hierarchy
- Equipment

#### 11. NON-ALCOHOLIC BEVERAGES

- Classification (Nourishing, Stimulating and Refreshing beverages)
- Tea
  - Origin & Manufacture
  - Types & Brands
- Coffee
  - Origin & Manufacture
  - Types & Brands
- Juices and Soft Drinks
- Cocoa & Malted Beverages
  - Origin & Manufacture

#### 12. ALCOHOLIC BEVERAGES

- Introduction and definition
- Production of Alcohol
- Fermentation process
- Distillation process
- Classification with examples

#### 13. BEER

- Classification
- Production of Beer
- Service
- Storage
- Brands

#### 14. SPIRITS

- Introduction & Definition
- Production of Spirit
- Pot-still method



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- Patent still method
  - Production of
  - Whisky
  - Rum
  - Gin
  - Brandy
  - Vodka
  - Tequilla
  - Different Proof Spirits
  - American Proof
  - British Proof (Sikes scale)
  - Gay Lussac (OIML Scale)

#### 15. RETAIL BEVERAGE OUTLETS

- Coffee baristas
- Chai Bars
- Pubs
- Juice bars
- Operations in FOH, MOH, BOH

#### **Text / Reference Books:**

#### **CO-PO Mapping:**

<b>Course Code</b>	DHO1102			
<b>Course Title</b>	Food & Beverage Service– I Lab			
<b>Category</b>	<b>DIPLOMA IN HOTEL OPERATIONS</b>			
<b>LTP &amp; Credits</b>	L	T	P	Credits
	0	0	3	1
<b>Total Contact Hours</b>	12			
<b>Pre-requisites</b>	None			

**Learning Objective:**

**Course Outcome:**

**Suggestive List of Experiments:**

1. Familiarization with F&B Equipment
2. Importance of sanitation and hygiene
3. Care, cleaning and polishing of F&B equipment
4. Mise-en-place and mise-en-scene for different meal periods
5. Pantry preparations and service
6. Laying and relaying of table cloth
7. Napkin folding
8. Handling of service spoon and service fork
9. Water service
10. Service using trays and salvers
11. Silver service
12. Clearance
13. Laying and service of special Table d'hôte menu
14. Laying and service of breakfast set up on trays
15. Service Sequence- Greeting, seating, order taking, serving and bill presenting
16. Briefing and de-briefing
17. Organizing buffets

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18. Service of Indian food
  19. QSR service
  20. Service of Tea and coffee
  21. Service of Non-alcoholic beverages
  22. Serving from the coffee machine
  23. Service of coffee variations
  24. Service of different types of beer
  25. Service of Spirits
    - Service styles – neat/on-the-rocks/with appropriate mixers
    - Service of Whisky
    - Service of Vodka
    - Service of Rum
    - Service of Gin
    - Service of Brandy
    - Service of Tequila

**Text / Reference Books:**

**CO-PO Mapping:**

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<b>Course Code</b>	DHO1003			
<b>Course Title</b>	Front Office Operations - I			
<b>Category</b>	<b>DIPLOMA IN HOTEL OPERATIONS</b>			
<b>LTP &amp; Credits</b>	L	T	P	Credits
	2	0	0	2
<b>Total Contact Hours</b>	24			
<b>Pre-requisites</b>	None			

**Learning Objective:**

**Course Outcome:**

**Course Content:**

1. INTRODUCTION TO TOURISM & HOSPITALITY
  - Tourism and its importance
  - Hospitality and its origin
  - Hotels, their evolution and growth \*
  - Concepts of Service
  - Brief introduction to hotel core areas with special reference to Front Office
2. CLASSIFICATION OF HOTELS
  - Size
  - Star Classification / Facilities
  - Location & clientele
  - Ownership basis
  - Independent hotels
  - Management contracts
  - Franchise/Affiliated
  - Supplementary accommodation
  - I Time shares and condominium
  - Modern Hotel Concepts – Ecotel, Boutique, AllSuites, Convention Hotels
3. TYPES OF ROOMS
  - Single

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- Double
  - Twin
  - Suites- penthouse,
  - Studio
4. HOTEL ORGANISATION
    - Function areas
    - Front office hierarchy
    - Duties and responsibilities/ Job descriptions
    - Personality traits
    - Business Etiquettes & Manners
  5. TARIFF STRUCTURE
    - Basis of charging
    - Plans, Different types of tariffs
      - Rack Rate
      - Discounted Rates for Corporate, Travel Agents & Airlines, FHRAI, Travel writers
  6. FRONT OFFICE & GUEST HANDLING
    - Introduction to guest cycle
      - Pre arrival
      - Arrival
      - Stay
      - Departure and after departure
  7. RESERVATIONS- PRE ARRIVAL
    - Importance of reservation
    - Modes
    - Channels and sources (FITs, Travel Agents, Airlines, GITs)
    - Types of reservations (Tentative, confirmed, guaranteed etc.)
    - Systems (non automatic, semi automatic fully automatic)
    - Cancellation, Amendments and Overbooking
  8. REGISTRATION- ARRIVAL
  9. INFORMATION- DURING THE STAY ACTIVITIES
    - Information services
    - Message and Mail Handling
    - Key Handling
    - Hospitality desk
    - Complaints handling procedure
    - Guest handling
    - Guest history
  10. ONGOING FRONT OFFICE RESPONSIBILITIES
    - Interdepartmental Coordination
    - Bell Desk- Layout & Organisation
    - Concierge
    - Telephone Handling

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**Text / Reference Books:**

**CO-PO Mapping:**

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<b>Course Code</b>	DHO1103			
<b>Course Title</b>	Front Office Operations - I Lab			
<b>Category</b>	<b>DIPLOMA IN HOTEL OPERATIONS</b>			
<b>LTP &amp; Credits</b>	L	T	P	Credits
	0	0	2	1
<b>Total Contact Hours</b>	12			
<b>Pre-requisites</b>	None			

**Learning Objective:**

**Course Outcome:**

**Suggestive List of Experiments:**

1. Appraisal of front office equipment and furniture
2. (Rack, counter bell desk)
3. Filling up of various proforma
4. Welcoming of guest
5. Telephone handling
6. Role play
  - Reservation
  - Arrivals
  - Luggage handling
  - Message and mail handling

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- Paging
7. HMS Training (In computer lab):
  8. Hands on practice of computer application (Hotel Management System) related to Front Office procedures such as
    - Reservation
    - Registration
    - Guest History
    - Message Handling

**Text / Reference Books:**

**CO-PO Mapping:**



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<b>Course Code</b>	DHO1004			
<b>Course Title</b>	Housekeeping Operations - I			
<b>Category</b>	<b>DIPLOMA IN HOTEL OPERATIONS</b>			
<b>LTP &amp; Credits</b>	L	T	P	Credits
	2	0	0	2
<b>Total Contact Hours</b>	24			
<b>Pre-requisites</b>	None			

**Learning Objective:**

**Course Outcome:**

**Course Content:**

1. INTRODUCTION TO HOUSEKEEPING
  - Importance of housekeeping
  - Areas of responsibility
2. CLEANING ORGANIZATION
  - Definition of Cleaning
  - Purpose & Principles of cleaning
  - Methods of organizing cleaning (conventional and block method)
  - Frequency of cleaning (daily, weekly and spring cleaning)
3. CLEANING EQUIPMENT
  - General criteria for selection
  - Manual Equipment

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- Mechanical Equipment
  - Use of Equipment – Hygiene and Safety factor
  - Care of equipment
4. CLEANING AGENTS
    - General criteria for selection
    - Classification
    - Use, Care and Storage
  5. HOTEL BEDMAKING
    - Sizes of linen
    - Sizes of beds, type of beds and beddings
    - STANDARD CONTENTS OF A GUEST ROOM
    - Standard rooms, VIP Rooms and VVIP Rooms
    - Guest's special requests
  6. ACCOMMODATING PHYSICALLY CHALLENGED GUESTS AND LADY GUESTS
    - Facilities and services
  7. DAILY CLEANING OF GUESTROOMS & BATHROOMS
    - Check-Out Room
    - Vacant Room
    - Occupied Room
    - Evening service
    - Reporting & follow up of maintenance tasks
  8. KEYS
    - Types of Keys
    - Computerized key cards
    - Key control
  9. FLOOR PANTRY
    - Location, Layout and essential features
    - Chamber Maid's trolley
  10. DAILY ROUTINE SYSTEMS OF HK DEPARTMENT
    - Reporting, Scheduling and Briefing of staff
    - Room Occupancy Report
    - Guest Room Inspection
    - Handing over at the end of the shift
    - Entering Checklists, Floor Register, Work Orders, Log.
    - Exchange of linen with necessary records
  11. COMPOSITION, CARE AND CLEANING OF DIFFERENT SURFACES
    - Metals
    - Glass
    - Leather, Leatherites, Rexines
    - Plastic
    - Ceramics
    - Wood
  12. PUBLIC AREA CLEANING
    - Front-of-the-house Areas
    - Back-of-the house Areas

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### 13. LOST AND FOUND

- Procedure
- Record Maintained

#### 14. LINEN ROOM MANAGEMENT

- Activities of the linen room
- Location, planning and layout of the linen room
- Linen items used in the hotel
- Selection criteria for various linen items
- Calculation of linen requirements
- Purchase of linen
- Linen cycle and linen control
- Daily routine control of linen procedures and records
- Stocktaking procedures and records
- Recycling of discarded linen
- The importance of providing uniforms to staff
- Selection and design of uniforms
- Issuing and exchange of uniforms Procedures and records
- Planning the layout of the uniform room
- Activities of the sewing sections
- Areas and equipment to be provided

#### 15. COORDINATING LAUNDRY SERVICES

- Feasibility of establishing an On premises Laundry
- Advantages and disadvantages
- Flow process chart of industrial laundry
- Stages in the wash cycle
- Laundry equipment and their functions
- Location and planning the layout of the laundry
- Laundry agents and their role in the Laundry process
- Dry cleaning and special techniques for fabric care
- Guest laundry / Valet services
- Stain removal

**Text / Reference Books:**

**CO-PO Mapping:**

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<b>Course Code</b>	DHO1104			
<b>Course Title</b>	Housekeeping Operations - I Lab			
<b>Category</b>	<b>DIPLOMA IN HOTEL OPERATIONS</b>			
<b>LTP &amp; Credits</b>	L	T	P	Credits
	0	0	2	1
<b>Total Contact Hours</b>	12			
<b>Pre-requisites</b>	None			

**Learning Objective:**

**Course Outcome:**

**Suggestive List of Experiments:**

1. Equipment handling care and cleaning including laundry machines
2. Setting up of a chambermaid's trolley and the floor pantry
3. Handling and use of detergents polishes and other chemicals
4. Care, cleaning and polishing of different surfaces
5. Daily cleaning of guestrooms and bathrooms
6. Weekly, periodical & special cleaning
7. Public area cleaning
8. Bed making

**Text / Reference Books:**

**CO-PO Mapping:**

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<b>Course Code</b>	DHO1005			
<b>Course Title</b>	Nutrition& Food Science			
<b>Category</b>	<b>DIPLOMA IN HOTEL OPERATIONS</b>			
<b>LTP &amp; Credits</b>	L	T	P	Credits
	2	0	0	2
<b>Total Contact Hours</b>	24			
<b>Pre-requisites</b>	None			

**Learning Objective:**

**Course Outcome:**

**Course Content:**

1. BASIC ASPECTS
  - Definition of Food and Nutrition
  - Importance of Food
    - Physiological,
    - Psychological and
    - Social
  - Functions of food (in maintaining goodhealth)
2. CLASSIFICATION OF NUTRIENTS
  - Macro Nutrients
    - Carbohydrates
      - Simple
        - Monosaccharides
        - Disaccharides
      - Complex
        - Polysaccharides
    - Fats
      - Saturated
      - Unsaturated
        - Monounsaturated
        - Polyunsaturated
    - Proteins

- 
- Based on structure
    - Fibrous
    - Globular
    - Intermediate
  - Based on composition
    - Simple
    - Conjugated
  - Water
  - Micro Nutrients
    - Vitamins
      - Water soluble
      - Fat soluble
    - Minerals
      - Macro elements
      - Trace or Micro Elements

### 3. MACRO NUTRIENTS

- Carbohydrates - Functions of Carbohydrates - Sources - Recommended Daily Allowances (RDA) - Effects of Deficiency and excess intake of Carbohydrates
- Fats - Functions of Fats - Sources - Recommended Daily Allowances (RDA) - Effects of Deficiency and excess intake of Fats
- Proteins - Functions of Proteins - Sources - Recommended Daily Allowances (RDA)- Effects of Deficiency and excess intake of Proteins
- Water - Functions - Source - Recommended Daily Allowance(RDA)

### 4. MICRO NUTRIENT

- Vitamins
  - Functions, sources, Recommended Daily Allowances (RDA) and Effects of Deficiency / Excess intake of:
  - Vitamins of B
  - Complex Group
  - Vitamin C
  - Vitamin A
  - Vitamin D
  - Vitamin E
  - Vitamin K
- Minerals
  - Functions, Sources, Recommended Daily Allowances (RDA) and Effects of Deficiency / excess intake of:
  - Calcium
  - Iron
  - Iodine
  - Sodium
  - Phosphorous

### 5. CONSERVING NUTRIENTS

- During Storing
- During Food Preparation (Pre-cooking e.g. Washing, Peeling, Cutting, Chopping, Slicing, Pounding, Grinding, Soaking, Sprouting, Fermentation, Mixing)

- 
- During Cooking
6. BALANCED DIET
    - Definition and its importance
    - Factors Affecting Balanced Diet (Age, Gender and Physiological state)
  7. FOOD SCIENCE
    - Definition and scope of food science
    - It's inter-relationship with food chemistry, food microbiology and food processing.
  8. EVALUATION OF FOOD
    - Objectives
    - Sensory assessment of food quality
    - Methods
    - Introduction to proximate analysis of Food constituents
    - Rheological aspects of food
  9. EMULSIONS
    - Theory of emulsification
    - Types of emulsions
    - Emulsifying agents
    - Role of emulsifying agents in food emulsions
  10. COLLOIDS
    - Definition
    - Application of colloid systems in food preparation
  11. FLAVOUR
    - Definition
    - Description of food flavours (tea, coffee, wine, meat, fish spices)
  12. BROWNING
    - Types (enzymatic and non-enzymatic)
    - Role in food preparation
    - Prevention of undesirable browning
  13. FOOD PRESERVATION
    - PRESERVATION BY PHYSICAL MEANS
    - PRESERVATION BY CHEMICAL MEANS
  14. FOOD ADULTERATION: PREVALENT STANDARDS AND LAWS
    - Food adulteration as a public health hazard
    - Prevailing food standards in India
    - Common adulterants in food
    - Prevention of adulteration
    - Tests to detect common food adulterants

**Text / Reference Books:**



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**CO-PO Mapping:**

<b>Course Code</b>	DHO1006			
<b>Course Title</b>	Basic Accounts			
<b>Category</b>	<b>DIPLOMA IN HOTEL OPERATIONS</b>			
<b>LTP &amp; Credits</b>	L	T	P	Credits
	2	0	0	2
<b>Total Contact Hours</b>	24			
<b>Pre-requisites</b>	None			

**Learning Objective:****Course Outcome:****Course Content:****1. INTRODUCTION TO ACCOUNTING**

- Meaning and Definition
- Types and Classification
- Principles of accounting
- Systems of accounting
- Generally Accepted Accounting Principles (GAAP)

**2. PRIMARY BOOKS (JOURNAL)**

- Meaning and Definition
- Format of Journal
- Rules of Debit and Credit
- Opening entry, Simple and Compound entries

**3. SECONDARY BOOK (LEDGER)**

- Meaning and Uses
- Formats
- Posting

**4. SUBSIDIARY BOOKS**

- Need and Use
- Classification

- Purchase Book
- Sales Book
- Purchase Returns
- Sales Returns
- Journal Proper

#### 5. CASH BOOK

- Meaning
- Advantages
- Simple, Double and Three Column
- Petty Cash Book with Imprest System (simple and tabular forms)

#### 6. BANK RECONCILIATION STATEMENT

- Meaning
- Reasons for difference in Pass Book and Cash Book Balances
- Preparation of Bank Reconciliation Statement

#### 7. TRIAL BALANCE

- Meaning
- Methods
- Advantages
- Limitations

#### 8. FINAL ACCOUNTS

- Meaning
- Procedure for preparation of Final Accounts
- Difference between Trading Accounts, Profit & Loss Accounts and Balance Sheet
- Adjustments (Only four)
  - Closing Stock
  - Pre-paid Expenses
  - Outstanding Expenses
  - Depreciation

#### 9. CAPITAL AND REVENUE EXPENDITURE

- Meaning
- Definition of Capital and Revenue Expenditure

### **Text / Reference Books:**

### **CO-PO Mapping:**

<b>Course Code</b>	DHO1007			
<b>Course Title</b>	Business Communication			
<b>Category</b>	<b>DIPLOMA IN HOTEL OPERATIONS</b>			
<b>LTP &amp; Credits</b>	L	T	P	Credits
	2	0	0	2
<b>Total Contact Hours</b>	24			
<b>Pre-requisites</b>	None			

**Learning Objective:**

**Course Outcome:**

**Course Content:**

1. BUSINESS COMMUNICATION

- Need
- Purpose
- Nature
- Models
- Barriers to communication
- Overcoming the barriers

2. LISTENING ON THE JOB

- Definition
- Levels and types of listening
- Listening barriers
- Guidelines for effective listening
- Listening computerization and note taking

3. EFFECTIVE SPEAKING

- Restaurant and hotel English
- Polite and effective enquiries and responses
- Addressing a group
- Essential qualities of a good speaker
- Audience analysis
- Defining the purpose of a speech, organizing the ideas and delivering the speech

4. NON VERBAL COMMUNICATION

- Definition, its importance and its inevitability
- Kinesics: Body movements, facial expressions, posture, eye contact etc.

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- Proxemics: The communication use of space
  - Paralanguage: Vocal behaviour and its impact on verbal communication
  - Communicative use of artefacts – furniture, plants, colours, architects etc.
5. SPEECH IMPROVEMENT
    - Pronunciation, stress, accent
    - Important of speech in hotels
    - Common phonetic difficulties
    - Connective drills exercises
    - Introduction to frequently used foreign sounds
  6. USING THE TELEPHONE
    - The nature of telephone activity in the hotel industry
    - The need for developing telephone skills
    - Developing telephone skills
  7. BUSINESS CORRESPONDENCE
    - Writing an application
    - Writing a curriculum vitae
    - Writing of letters in handling hotel reservation request, handling guest complaint
    - Memorandums
    - Notices
    - Tenders
    - Quotations
    - Invoices
  8. REPORT WRITING
    - Basic format of reports
    - Evaluation & appraisal reports
    - Reports connected with hotel industry
    - Writing project reports
  9. PRACTICAL COMMUNICATION SKILLS
    - Group discussions
    - Quiz contests, elocutions , debates , jam
    - Mock interview sessions

**Text / Reference Books:**

**CO-PO Mapping:**

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<b>Course Code</b>	DHO1008			
<b>Course Title</b>	Hotel French			
<b>Category</b>	<b>DIPLOMA IN HOTEL OPERATIONS</b>			
<b>LTP &amp; Credits</b>	L	T	P	Credits
	2	0	0	2
<b>Total Contact Hours</b>	24			
<b>Pre-requisites</b>	None			

**Learning Objective:**

**Course Outcome:**

**Course Content:**

1. GRAMMAR

- 1.0 Alphabet - pronunciation
- 1.1 Articles
- 1.2 Numbers
- 1.3 Regular verbs - 1st group, 2nd group, 3rd group
- 1.4 Irregular verbs
- 1.5 Present - future - recent past - imperatif
- 1.6 Negation - partitifs - prepositions
- 1.7 Noun & pronoun
- 1.8 Framing simple sentences

2. COMMUNICATION (ORAL)

- 2.0 Introducing self / others
- 2.1 Welcoming clients
- 2.2 Telephonic conversations

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2.3 Suggesting sites / dishes

2.4 Reservation / booking

3. COMMUNICATION (WRITTEN)

3.0 Advertisement for hotels

3.1 Recipes

3.2 Menu

3.3 Translation

4. AU RESTAURANT

4.0 Conversation, role play, case study to be done in French

4.1 Translation and comprehension

**Text / Reference Books:**

**CO-PO Mapping:**

## Detail Syllabus DIPLOMA IN HOTEL OPERATIONS Semester-2

SEMESTER-2							
Sl. No.	Type	Course No.	Course Name - DIPLOMA IN HOTEL OPERATIONS	L	T	P	Credits
THEORY							
1		DHO2001	Food Production& Bakery - II	4	0	0	4
2		DHO2002	Food & Beverage Service - II	2	0	0	2
3		DHO2003	Front Office Operations - II	2	0	0	2
4		DHO2004	Housekeeping Operations - II	2	0	0	2
5		DHO2005	Fundamentals of Tourism	2	0	0	2
6		DHO2006	Hygiene & Sanitation	2	0	0	2
7		DHO2007	Computer Fundamentals	2	0	0	2
PRACTICAL							
1		DHO2101	Food Production& Bakery–II Practical	0	0	6	3
2		DHO2102	Food & Beverage Service– II Practical	0	0	2	1
3		DHO2103	Front Office Operations – II Practical	0	0	2	1
4		DHO2104	Housekeeping Operations – II Practical	0	0	2	1
5		DHO2105	Computer Fundamentals Practical			2	1
<b>TOTAL</b>				<b>16</b>	<b>0</b>	<b>14</b>	<b>7</b>

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<b>Course Code</b>	DHO2001			
<b>Course Title</b>	Food Production& Bakery - II			
<b>Category</b>	<b>DIPLOMA IN HOTEL OPERATIONS</b>			
<b>LTP &amp; Credits</b>	L	T	P	Credits
	4	0	0	4
<b>Total Contact Hours</b>	48			
<b>Pre-requisites</b>	None			

**Learning Objective:**

**Course Outcome:**

**Course Content:**

**1. INDIAN COOKERY**

- History of Indian Cookery
- Heritage of Indian Cuisine
- Characteristics of Indian Cookery
- Factors that affect eating habits in different parts of the country
- Cuisine and its highlights of different states/regions/communities to be discussed under:
  - Geographic location
  - Historical background
  - Seasonal availability
  - Special equipment
  - Staple diets
  - Religious influences
  - Specialty cuisine for festivals and special occasions
- Wet masalas
- Dry masalas
- Composition of different masalas
- Varieties of masalas available in regional areas



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- Indian Breads
  - Indian Snacks
  - Indian Sweets
2. REGIONAL INDIAN CUISINE
    - States: Andhra Pradesh, Bengal, Goa, Gujarat, Karnataka, Kashmir, Kerala, Madhya Pradesh, Maharashtra, North Eastern States, Punjab, Rajasthan, Tamil Nadu and Uttar Pradesh/Uttaranchal
    - Communities: Parsee, Chettinad, Hyderabad, Lucknow, Avadhi, Malbari/Syrian Christian and Bohri
  3. QUANTITY FOOD PRODUCTION
    - Equipment required for mass/volume feeding
    - Heat and cold generating equipment
    - Care and maintenance of this equipment
    - Modern developments in equipment manufacture
  4. BREAKFAST COOKERY
    - Buffet Breakfast
    - In-Room Dining
  5. SANDWICHES
    - Parts of Sandwiches
    - Types of Bread
    - Types of filling – classification
    - Storing of Sandwiches
    - Spreads and Garnishes
    - Types of Sandwiches
    - Making of Sandwiches
  6. APPETIZERS & GARNISHES
    - Classification of Appetizers
    - Examples of Appetizers
    - Historic importance of culinary Garnishes
    - Explanation of different Garnishes
  7. INTERNATIONAL CUISINE
    - Geographic location
    - Historical background
    - Staple food with regional Influences
    - Specialties and Recipes
    - French Cuisine
    - Italian Cuisine
    - Middle East Cuisine
    - Oriental Cuisine
  8. CAKE MAKING METHODS
    - Sugar butter process,
    - Flour butter process,
    - Genoise method
    - Blending and rubbing method.
  9. CHARACTERISTIC OF CAKES
    - Balancing cake formula
    - External characteristics
    - Internal Characteristics
    - Cake Faults and remedies

#### 10. ICINGS & TOPPINGS

- Varieties of icings
- Using of Icings
- Difference between Icings & Toppings
- Recipes

#### 11. FROZEN DESSERTS

- Types and classification of Frozen desserts
- Ice-creams – Definitions
- Methods of preparation
- Additives and preservatives used in Ice-cream manufacture

#### 12. MERINGUES

- Making of Meringues
- Factors affecting the stability
- Cooking Meringues
- Types of Meringues
- Uses of Meringues

#### 13. CHOCOLATE CONFECTIONERY

- History
- Sources
- Manufacture & Processing of Chocolate
- Types of chocolate
- Tempering of chocolate
- Cocoa butter, white chocolate and its applications

**Text / Reference Books:**

**CO-PO Mapping:**

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<b>Course Code</b>	DHO2101			
<b>Course Title</b>	Food Production& Bakery - IILab			
<b>Category</b>	<b>DIPLOMA IN HOTEL OPERATIONS</b>			
<b>LTP &amp; Credits</b>	L	T	P	Credits
	0	0	6	3
<b>Total Contact Hours</b>	36			
<b>Pre-requisites</b>	None			

**Learning Objective:**

**Course Outcome:**

**Suggestive List of Experiments:**

1. PREPARATION OF REGIONAL CUISINE MENUS
  - Awadhi
  - Bengali
  - Goan
  - Gujarati
  - Hyderabad
  - Kashmiri
  - Maharastrian
  - Punjabi
  - Rajasthani
  - South India (Tamil Nadu, Karnataka, Kerala, Chettinad)
2. BREAKFAST COOKERY
  - Buffet Breakfast
  - In-Room Dining
3. PREPARATION OF INTERNATIONAL CUISINE MENUS
  - French Cuisine menus
  - Italian Cuisine menus
  - Middle Eastern Cuisine menus
  - Oriental Cuisine menus
4. SANDWICHES

- 
- Preparation of different types of Sandwiches
5. BUFFETS
    - Cold Buffet
    - Hot Continental
    - Hot Indian
    - Buffet Desserts
    - Bread Displays
  6. BASIC CAKE MAKING
    - Plain Sponge
    - Madeira Cake, Rock Cake, Fruit Cake
    - Fatless Sponge
    - Swiss Rolls
    - Genoise Sponge
  7. PASTRY & SPECIAL CAKES
    - Queen cakes, Easter Egg
    - Chocolate dippings
    - Cheese cake, Baba-cum Rhum
    - Savarin Chantilly, meringues chantilly. Madeline cake
    - Pineapple pastry, chocolate pastry
  8. ICINGS AND TOPPINGS
    - Fondant
    - American frosting
    - Butter cream icing
    - Royal icing
    - Gum paste
    - Marzipan
    - Marshmallow
    - Lemon meringue
    - Fudge
    - Almond paste
    - Glace icing
  9. ICING CAKES
    - Birthday cake
    - Wedding cakes
  10. GATEAUX
    - Black forest Gateaux, gateaux religious
  11. ICE CREAM
    - Vanilla, strawberry, chocolate, pineapple, mango, Sorbets, Bombe, Sundaes, Parfaits
  12. CHOCOLATE WORK
    - Fundamentals of the science of chocolate.
    - Established industry standards in - Tempering, moulding, modelling,

enrobing, filling, show pieces, stencils, chocolate couverture.

- Chocolate candies, ganache fillings, hand-dipped candies, molded bonbons, Danish pastry and truffles, use of an enrobing machine.
- Clean and store chocolate candy moulds and other equipment used in chocolate candy making

### 13. SUGAR WORK

- Chemical properties and changes in sugars at various stages of the cooking and cooling processes.
- Pulled, blown, Spun, Poured, caramelized sugar. Casting of sugar. Pastillage and Saltillage fondant, gum paste and royal icing
- Produce sugar confectioneries such as fruit paste, guimauve (marshmallow), praline, caramels, nougats, lollipops, marzipans and gummies.
- Prepare sugar sticks, nest, bow, ribbon, flower, leaf, bubble sugar and decorations

**Text / Reference Books:**

**CO-PO Mapping:**

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<b>Course Code</b>	DHO2002			
<b>Course Title</b>	Food & Beverage Service - II			
<b>Category</b>	<b>DIPLOMA IN HOTEL OPERATIONS</b>			
<b>LTP &amp; Credits</b>	L	T	P	Credits
	2	0	0	2
<b>Total Contact Hours</b>	24			
<b>Pre-requisites</b>	None			

**Learning Objective:**

**Course Outcome:**

**Course Content:**

1. TOBACCO
  - History
  - Processing for cigarettes, pipe tobacco & cigars
  - Cigarettes – Types and Brand names
  - Pipe Tobacco – Types and Brand names
  - Cigars – shapes, sizes, colours and Brand names
  - Care and Storage of cigarettes & cigars
2. SALE CONTROL SYSTEM
  - A. KOT/Bill Control System (Manual)
    - Triplicate Checking System
    - Duplicate Checking System
    - Single Order Sheet
    - Quick Service Menu & Customer Bill
  - Making bill
  - Cash handling equipment
  - Record keeping (Restaurant Cashier)
3. PLANNING & OPERATING VARIOUS F&B OUTLET
  - Physical layout of functional and ancillary areas
  - Objective of a good layout
  - Steps in planning
  - Factors to be considered while planning

- 
- Calculating space requirement
  - Various set ups for seating
  - Planning staff requirement
  - Menu planning
  - Constraints of menu planning
  - Selecting and planning of heavy duty and light equipment
  - Requirement of quantities of equipment required like crockery, Glassware, Cutlery - steel or silver etc.
  - Suppliers & manufacturers
  - Approximate cost
  - Planning Décor, furnishing, fixture, etc.

#### 4. FUNCTION CATERING

##### BANQUETS

- History
- Types
- Organisation of Banquet department
- Duties & responsibilities
- Sales
- Booking procedure
- Banquet menus

##### BANQUET PROTOCOL

- Space Area requirement
- Table plans/arrangement
- Misc-en-place
- Service
- Toast & Toast procedures

##### INFORMAL BANQUET

- Réception
- Cocktail parties
- Convention
- Seminar
- Exhibition
- Fashion shows

##### BUFFETS

- Introduction
- Factors to plan buffets
- Area requirement
- Planning and organisation
- Sequence of food
- Menu planning
- Types of Buffet
- Display
- Sit down
- Fork, Finger, Cold Buffet
- Breakfast Buffets
- Equipment
- Supplies
- Check list

## 5. GUERIDON SERVICE

- History of guéridon
- Definition
- General consideration of operations
- Advantages & Disadvantages
- Types of trolleys
- Factor to create impulse, Buying – Trolley, open kitchen
- Guéridon equipment
- Guéridon ingredients

## 6. WINES

- Definition & History
- Classification with examples
  - Table/Still/Natural
  - Sparkling
  - Fortified
  - Aromatized
- Production of each classification
- Old World wines (Principal wine regions, wine laws, grape varieties, production and brand names)
  - France
  - Germany
  - Italy
  - Spain
  - Portugal
- New World Wines (Principal wine regions, wine laws, grape varieties, production and brand names)
  - USA
  - Australia
  - India
  - Chile
  - South Africa
  - Algeria
  - New Zealand
- Food & Wine Harmony
  - Matching wines with international menu
  - Matching wines with Indian menus
- Storage of wines
- Wine terminology (English & French)

## 7. APERITIFS

- Introduction and Definition
- Types of Aperitifs
- Vermouth (Definition, Types & Brand names)
- Bitters (Definition, Types & Brand names)

## 8. LIQUEURS

- Definition & History
- Production of Liqueurs
- Broad Categories of Liqueurs (Herb, Citrus, Fruit/Egg, Bean & Kernel)
- Popular Liqueurs (Name, colour, predominant flavour & country of origin)

## 9. COCKTAILS



- 
- Classification
  - Rules of making cocktails
  - Recipe of 20 classical cocktails

**Text / Reference Books:**

**CO-PO Mapping:**

<b>Course Code</b>	DHO2102			
<b>Course Title</b>	Food & Beverage Service - II Lab			
<b>Category</b>	<b>DIPLOMA IN HOTEL OPERATIONS</b>			
<b>LTP &amp; Credits</b>	L	T	P	Credits
	0	0	2	1
<b>Total Contact Hours</b>	12			
<b>Pre-requisites</b>	None			

#### Learning Objective:

#### Course Outcome:

#### Suggestive List of Experiments:

1. SERVICE OF TOBACCO
  - Cigarettes & Cigars
2. FUNCTION CATERING – BANQUETS
  - ☑ Planning & organizing Formal & Informal Banquets
  - ☑ Planning & organizing Outdoor caterings
3. FUNCTION CATERING – BUFFETS
  - Planning & organizing various types of Buffet
4. GUERIDON SERVICE
  - Organizing Mise-en-place for Gueridon Service
  - Dishes involving work on the Gueridon
    - Crepe suzette
    - Banana au Rhum
    - Peach Flambe
    - Rum Omelette
    - Steak Diane
    - Pepper Steak
5. DISPENSE BAR – ORGANIZING MISE-EN-PLACE
  - Wine service equipment
  - Beer service equipment
  - Cocktail bar equipment
  - Liqueur / Wine Trolley

- 
- Bar stock - alcoholic & non-alcoholic beverages

- Bar accompaniments & garnishes
- Bar accessories & disposables

## 6. SERVICE OF WINES

- Service of Red Wine
  - Service of White/Rose Wine
  - Service of Sparkling Wines
  - Service of Fortified Wines
  - Service of Aromatized Wines
  - Service of Cider, Perry & Sake
7. SERVICE OF APERITIFS
- Service of Bitters
  - Service of Vermouths
8. SERVICE OF LIQUEURS
- Service styles – neat/on-the-rocks/with cream/en frappe
  - Service from the Bar
  - Service from Liqueur Trolley
9. MATCHING WINES WITH FOOD
- Menu Planning with accompanying Wines
    - Continental Cuisine
    - Indian Regional Cuisine
  - Table laying & Service of menu with accompanying Wines
    - Continental Cuisine
    - Indian Regional Cuisine

**Text / Reference Books:**

**CO-PO Mapping:**

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<b>Course Code</b>	DHO2003			
<b>Course Title</b>	Front Office Operations - II			
<b>Category</b>	<b>DIPLOMA IN HOTEL OPERATIONS</b>			
<b>LTP &amp; Credits</b>	L	T	P	Credits
	2	0	0	2
<b>Total Contact Hours</b>	24			
<b>Pre-requisites</b>	None			

**Learning Objective:**

**Course Outcome:**

**Course Content:**

1. INTRODUCTION TO TOURISM & HOSPITALITY
  - The Tourism Industry and its Importance
  - Components in the Tourism Industry
  - Issues that confront the Tourism Industry \*
  - Travel intermediaries
2. CONCEPT OF SERVICE MANAGEMENT
  - Service Vs Goods
  - Components of the hospitality product
  - Uniqueness in managing service
  - The Mission Statement
  - Moments of Truth
3. HOTEL ENTRANCE & LOBBY -FRONT OFFICE DESIGN CONSIDERATIONS
  - Design Considerations
  - Layout of Lobby, Front Desk and Back Office
  - Front office equipment (non automated, semi- automated and automated)
4. CASHIERING- DEPARTURE  
CHECK OUT PROCEDURES
  - Departure Procedures
  - Methods of Settling Guest Bills
  - Indian Currency and Foreign Currency
  - Transfer of Guest Accounts
  - Express Check Out & Self Check Out

- 
5. ROOM SELLING TECHNIQUES
    - Up selling Techniques
    - competition, standards of service & amenities
    - Discounts
  6. HOSPITALITY CUSTOMER PROFILE
    - Characteristics of hospitality customer : needs and wants
    - Buying decision process
    - Types of hospitality customers \*
    - The business traveller – corporate meeting market
      - incentives market
      - airlines crew
    - The pleasure traveller
    - The package market – group tours and travel market
    - The mature traveller
    - FIT
  7. PRICING THE HOTEL ROOM
    - Pricing objectives
    - Pricing practices
    - Concepts of yield management
  8. PLANNING AND EVALUATING FRONT OFFICE OPERATIONS
    - Forecasting Techniques
    - Forecasting Room Availability
    - Useful FO data
      - % of Walk ins
      - % of Overstays
      - % of Under stays
    - Forecast Formulas
  9. ROLE OF FRONT OFFICE IN HOTEL SAFETY & SECURITY
    - Importance of security systems
    - Safe deposit
    - Key control systems & procedure
    - Emergency situations (Accident, illness, theft, fire, bomb, Acts of Terrorism)
  10. COMPUTER APPLICATIONS IN FRONT OFFICE OPERATIONS
    - Selection of PMS ( Needs Analysis)
      - Hardware and Software selection
    - Fidelio/ IDS/ Shawman

**Text / Reference Books:**

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**CO-PO Mapping:**

<b>Course Code</b>	DHO2103			
<b>Course Title</b>	Front Office Operations - IILab			
<b>Category</b>	<b>DIPLOMA IN HOTEL OPERATIONS</b>			
<b>LTP &amp; Credits</b>	L	T	P	Credits
	0	0	2	1
<b>Total Contact Hours</b>	12			
<b>Pre-requisites</b>	None			

**Learning Objective:****Course Outcome:****Suggestive List of Experiments:**

1. Manual Check out procedures
  - Cash, credit cards, travellers cheques, travel agent vouchers, foreign currency
  - Role Play
  - Situation Handling
  - Group Assignment Presentation
2. HMS Training (In computer lab):
  - Hands on practices of computer application (Hotel Management System) related to Front Office procedures such as
    - Checking Out
    - Night Audit

**Text / Reference Books:**

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**CO-PO Mapping:**

<b>Course Code</b>	DHO2004			
<b>Course Title</b>	Housekeeping Operations - II			
<b>Category</b>	<b>DIPLOMA IN HOTEL OPERATIONS</b>			
<b>LTP &amp; Credits</b>	L	T	P	Credits
	2	0	0	2
<b>Total Contact Hours</b>	24			
<b>Pre-requisites</b>	None			

**Learning Objective:****Course Outcome:****Course Content:****1. ORGANIZATION CHART OF THE HOUSEKEEPING DEPARTMENT**

- Small Hotel
- Medium Hotel
- Large Hotel

**2. HOUSEKEEPING STAFF**

- Duties and Responsibilities
- Attributes
- Working as a team

**3. INTER-DEPARTMENTAL CO-ORDINATION**

- With Front Office
- With Maintenance
- With Food and Beverage
- With Food Production
- With Security
- With Stores
- With Accounts
- With Personnel / HRD
- With Purchase
- With the Computer centre
- With the Horticulture
- With Laundry



#### 4. PLANNING AND ORGANISING THE CLEANING OPERATIONS

- Physical surveys and area inventory lists
- Preparing the specifications
- Work study – Ergonomics in housekeeping
- Developing standard operating procedures
- Calculating standard time taken for performing tasks – productivity standards
- Frequency schedules
- Calculating staff strength
- Job allocation
- Work schedules
- Duty rosters
- Assessment of equipment and materials required
- Assessment of supplies required

#### 5. STAFFING THE DEPARTMENT

- Recruitment and selection
- Induction and training
- Performance appraisals

#### 6. PURCHASING

- Methods of buying
- Stores and stock control

#### 7. SAFETY AND SECURITY

- Safety awareness and accident prevention –Procedure to be followed in the event of an accident.
- Fire Safety – detection and fire-fighting
- Procedure to be followed in the event of fire
- First aid
- Dealing with emergency situations – bomb threats, natural disasters, etc.
- Crime prevention
- Hygienic methods of cleaning
- Waste disposal

#### 8. HANDLING PEST CONTROL

- Devising a pest control programme
- Preventive measures
- Control measures for different infestations

#### 9. OUTSOURCING

- Tasks that can be outsourced
- Guidelines for hiring contract services
- Types of contracts and pricing
- Advantages and disadvantages of outsourcing

#### 10. BUDGET AND BUDGETARY CONTROL

- Objectives of a budget
- Capital budgets and operating budgets
- Preparation of a budget
- Controlling expenses
- Benefits of a well planned budget

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11. ENVIRONMENTAL MANAGEMENT IN HOTELS

- Eco friendly products used in hotels
- Energy and Water Conservation

12. QUALITY CONTROL

- The cycle of planning, implementation and evaluation

13. OPENING OF A NEW HOTEL

- The role of housekeeping in commissioning a new property

**Text / Reference Books:**

**CO-PO Mapping:**

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<b>Course Code</b>	DHO2104			
<b>Course Title</b>	Housekeeping Operations - II Lab			
<b>Category</b>	<b>DIPLOMA IN HOTEL OPERATIONS</b>			
<b>LTP &amp; Credits</b>	L	T	P	Credits
	0	0	2	1
<b>Total Contact Hours</b>	12			
<b>Pre-requisites</b>	None			

**Learning Objective:**

**Course Outcome:**

**Suggestive List of Experiments:**

1. Guest room inspection
2. Reporting maintenance and follow up
3. Laundering and dry cleaning fabrics
4. Stain Removal

Flower Arrangement

**Text / Reference Books:**

**CO-PO Mapping:**

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<b>Course Code</b>	DHO2005			
<b>Course Title</b>	Fundamentals of Tourism			
<b>Category</b>	<b>DIPLOMA IN HOTEL OPERATIONS</b>			
<b>LTP &amp; Credits</b>	L	T	P	Credits
	2	0	0	2
<b>Total Contact Hours</b>	24			
<b>Pre-requisites</b>	None			

**Learning Objective:**

**Course Outcome:**

**Course Content:**

1. Introduction to Tourism
  - Origin, Growth & Development of Tourism
  - Early History
  - Development of Tourism
  - Forms & Types of Tourism
  - Classification of Tourism Accommodation & Consumer Groups
  - Geographical Resources for Tourism
  - Tourism Potential
  - Various Tourist Attractions of India
2. Travel & Tourism Statistics
  - Measurement of Tourism
  - Categories of Tourist Statistics
  - Methods of Measurement; Problems
3. The Organization of Tourism
  - Need for Organization
  - Factors Influencing Type of Organization
  - Tourism Organization in India
  - Travel Agency & Tour Operations
4. Tourism Planning & Development

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- Planning for Tourism; Coordination
  - Tourist Demand & Supply
  - Environmental Planning
  - Carrying Capacity
5. Marketing Concepts and Strategies in Tourism
- Marketing in Travel & Tourism ; Special Features
  - The Tourist Product
  - Market Research
  - Market Segmentation
  - Tourist Marketing Mix
  - Tourist Publicity - Methods; Brand Concept; Media
6. Information Technology in Tourism
- Modern Media Techniques
  - Networking
  - Internet & Tourism Industry
  - Computers in Air Cargo, Airlines, Hotels, Railways & CRS
7. International Tourism Organizations
- WTO; PATA; IATA; ICAO; OECD; IOTO
8. Tourist Transport & Their Role in Growth of Tourism
- Modes of Transport - Road, Air, Rail, Sea
- Technological Advances

**Text / Reference Books:**

**CO-PO Mapping:**

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<b>Course Code</b>	DHO2006			
<b>Course Title</b>	Hygiene & Sanitation			
<b>Category</b>	<b>DIPLOMA IN HOTEL OPERATIONS</b>			
<b>LTP &amp; Credits</b>	L	T	P	Credits
	2	0	0	2
<b>Total Contact Hours</b>	24			
<b>Pre-requisites</b>	None			

**Learning Objective:**

**Course Outcome:**

**Course Content:**

1. **FOOD MICROBIOLOGY**
  - Introduction
  - Microorganism groups important in food microbiology - Viruses - Bacteria - Fungi (Yeast & Molds) - Algae - Parasites
  - Factors affecting the growth of microbes
  - Beneficial role of Microorganisms
2. **FOOD CONTAMINATION AND SPOILAGE**
  - Classification Of Food
  - Contamination And Cross Contamination
  - Spoilages Of Various Food With The Storing Method
3. **SANITARY PROCEDURE FOLLOWED DURING FOOD HANDLING**
  - Receiving
  - Storage
  - Preparation
  - Cooking
  - Holding
  - Service Of The Food
  -

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4. SAFE FOOD HANDLER

- Personal Hygiene discussing all the standard
- Hand Washing Procedure
- First Aid definition, types of cuts, wounds, lacerations with reasons and precautions
- HAZARD ANALYSIS CRITICAL CONTROL POINT
- Introduction to HACCP
- History
- Principles of HACCP

5. FOOD SAFETY STANDARDS AUTHORITY OF INDIA (FSSAI)

- Introduction to FSSAI
- Role of FSSAI
- FSSAI compliance

6. GARBAGE DISPOSAL

- Different Methods
- Advantages and disadvantages
- Municipal Laws and Swachh Abhiyan

7. CLEANING PROCEDURES FOR HOSPITALITY PREMISES & EQUIPMENT

- General guidelines for cleaning equipment
- Cleaning and sanitising
- Development and implementation of efficient cleaning programmes
- Cleaning procedures in food preparation & service areas
- Cleaning of premises and surroundings

**Text / Reference Books:**

**CO-PO Mapping:**

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<b>Course Code</b>	DHO2007			
<b>Course Title</b>	Computer Fundamentals			
<b>Category</b>	<b>DIPLOMA IN HOTEL OPERATIONS</b>			
<b>LTP &amp; Credits</b>	L	T	P	Credits
	2	0	0	2
<b>Total Contact Hours</b>	24			
<b>Pre-requisites</b>	None			

**Learning Objective:**

**Course Outcome:**

**Course Content:**

**1. KNOWING COMPUTER**

- What is computer?
  - Basic Applications of Computer
- Components of Computer System
  - Central Processing Unit
  - Keyboard, mouse and VDU
  - Other Input devices
  - Other Output devices
  - Computer Memory
- Concept of Hardware and Software
  - Hardware
  - Software
  - Application Software
  - Systems software
- Concept of computing, data and information
- Applications of IECT
  - e-governance
  - Entertainment
- Bringing computer to life
  - Connecting keyboard, mouse, monitor and printer to CPU
  - Checking power supply



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## 2. OPERATING COMPUTER USING GUI BASED OPERATING SYSTEM

- Basics of Operating System
  - Operating system
  - Basics of popular operating system (LINUX, WINDOWS)
- The User Interface
  - Task Bar
  - Icons
  - Menu
  - Running an Application
- Operating System Simple Setting
  - Changing System Date And Time
  - Changing Display Properties
  - To Add Or Remove A Windows
  - Component
  - Changing Mouse Properties
  - Adding and removing Printers
- File and Directory Management
  - Creating and renaming of files and directories

## 3. UNDERSTANDING WORD PROCESSING

- Word Processing Basics
  - Opening Word Processing
  - Menu Bar
  - Bar
  - Using The Help
  - Using The Icons Below Menu
- Opening and closing Documents
  - Opening Documents
  - Save and Save as
  - Page Setup
  - Print Preview
  - Printing of Documents
- Text Creation and manipulation
  - Document Creation
  - Editing Text
  - Text Selection
  - Cut, Copy and Paste
  - Spell check
  - Thesaurus
- Formatting the Text
  - Font and Size selection
  - Alignment of Text
  - Paragraph Indenting
  - Bullets and Numbering
  - Changing case
- Table Manipulation
  - Draw Table
  - Changing cell width and height
  - Alignment of Text in cell
  - Delete / Insertion of row and column
  - Border and shading

## 4. USING SPREAD SHEET

- Elements of Electronic Spread Sheet
  - Opening of Spread Sheet
  - Addressing of Cells
  - Printing of Spread Sheet
  - Saving Workbooks
- Manipulation of Cells
  - Entering Text, Numbers and Dates
  - Creating Text, Number and Date Series
  - Editing Worksheet Data
  - Inserting and Deleting Rows, Column
  - Changing Cell Height and Width
- Formulas and Function
  - Using Formulas
  - Function

## 5. INTRODUCTION TO INTERNET, WWW AND WEB BROWSERS

- Basic of Computer Networks
  - Local Area Network (LAN)
  - Wide Area Network (WAN)

- Internet
  - Concept of Internet
  - Applications of Internet
  - Connecting to the Internet
  - Troubleshooting
- World Wide Web (WWW)
- Web Browsing Softwares
  - Popular Web Browsing Softwares
- Search Engines - Popular Search Engines / Search for content
  - Accessing Web Browser
  - Downloading Web Pages
  - Using Favourites Folder
  - Printing Web Pages
- Understanding URL
- Surfing the web
- Using e-governance website

## 6. COMMUNICATIONS AND COLLABORATION

- Basics of E-mail
  - What is an Electronic Mail
- Using E-mails
  - Opening Email account
  - Replying to an E-mail message
  - Mailbox: Inbox and Outbox
  - Forwarding an E-mail message
  - Creating and Sending a new E-mail
  - Sorting and Searching emails
- Document collaboration
- Instant Messaging and Collaboration
  - Using Instant messaging
  - Netiquettes
  - Instant messaging providers

## 7. MAKING SMALL PRESENTATIONS

- Basics
  - Using PowerPoint
  - Opening A PowerPoint Presentation
  - Saving A Presentation
- Creation of Presentation
- Preparation of Slides
- Presentation of Slides
- Slide Show

**Text / Reference Books:**

**CO-PO Mapping:**

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<b>Course Code</b>	DHO2105			
<b>Course Title</b>	Computer Fundamentals Lab			
<b>Category</b>	<b>DIPLOMA IN HOTEL OPERATIONS</b>			
<b>LTP &amp; Credits</b>	L	T	P	Credits
	0	0	2	1
<b>Total Contact Hours</b>	12			
<b>Pre-requisites</b>	None			

**Learning Objective:**

**Course Outcome:**

**Suggestive List of Experiments:**

1. WINDOWS OPERATIONS
  - Creating Folders
  - Creating Shortcuts
  - Copying Files/Folders
  - Renaming Files/Folders
  - Deleting Files
  - Exploring Windows
  - Quick Menus
2. MS-OFFICE OPERATIONS
  - MS-WORD
    - Document
    - Formatting a Document
    - Special Effects
    - Cut, Copy, Paste Operations
    - Using MS-Word Tools
    - Tables
    - Graphics
    - Print Options
  - MS-EXCEL
    - How to use
    - Creating a Spreadsheet
    - Making the Worksheet look pretty
    - Going through changes

- 
- Printing the Worksheet
  - Additional features of worksheet
  - Maintaining multiple Worksheet
  - Creating Graphics / Charts
  - MS-POWERPOINT
    - Making a simple presentation
    - Using Auto content Wizards and Templates
    - Power Points five views
    - Slides
    - Creating an Organizational Chart

### 3. INTERNET AND E-MAIL PRACTICAL

**Text / Reference Books:**

**CO-PO Mapping:**

## Detail Syllabus DIPLOMA IN HOTEL OPERATIONS Semester-3

SEMESTER-3							
Sl. No.	Type	Course No.	Course Name -  DIPLOMA IN HOTEL OPERATIONS	L	T	P	Credits
THEORY							
1		DHO3101	Internship in the Hospitality Industry (22 Weeks, 48 Hours/Week)	0	0	0	22
			Industrial Training Log Book & Training Certificate	0	0	0	0
			Industrial Training Report	0	0	0	0
			Industrial Training Project Presentation & Viva	0	0	0	0
TOTAL				0	0	0	22

1. Internship or Industrial Training is an integral part of the curriculum. Objective of industrial training is to provide to students the feel of the actual working environment and to gain practical knowledge and skills, which in turn will motivate, develop and build their confidence. The 22 weeks industrial training would be divided in the two key areas of Housekeeping & Front Office.
2. Once the student has been selected / deputed for Industrial Training by the institute, he/she shall not be permitted to undergo IT elsewhere. In case students make direct arrangements with the hotel for Industrial Training, these will necessarily have to be approved by the institute. Students selected through campus interviews will not seek Industrial Training on their own.
3. Students must complete a minimum 120 days of Industrial Training
4. Students must submit IT Log-Book, IT Report and IT Certificate to the Training & Placement Officer, after completion of internship, for assessment.
5. The students will be assessed and marked on the following:
  - Training performance at the IT organization, based on the Feedback Form filled in by the Training Manager of the organization
  - IT Certificate
  - IT Log Book
  - IT Report
  - IT Project Presentation and Viva

## Detail Syllabus DIPLOMA IN HOTEL OPERATIONS Semester-4

SEMESTER-4							
Sl. No.	Type	Course No.	Course Name - DIPLOMA IN HOTEL OPERATIONS	L	T	P	Credits
THEORY							
1		DHO4001	Food Production & Bakery - III	3	0	0	3
2		DHO4002	Food & Beverage Service - III	3	0	0	3
3		DHO4003	Rooms Division Management	3	0	0	3
4		DHO4004	Food Costing	2	0	0	2
PRACTICAL							
1		DHO4101	Food Production & Bakery - III Lab	0	0	3	3
2		DHO4102	Food & Beverage Service - III Lab	0	0	3	3
3		DHO4103	Rooms Division Lab	0	0	3	3
<b>TOTAL</b>				<b>8</b>	<b>0</b>	<b>7</b>	<b>20</b>

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<b>Course Code</b>	DHO4001			
<b>Course Title</b>	Food Production & Bakery - III			
<b>Category</b>	<b>DIPLOMA IN HOTEL OPERATIONS</b>			
<b>LTP &amp; Credits</b>	L	T	P	Credits
	3	0	0	3
<b>Total Contact Hours</b>	36			
<b>Pre-requisites</b>	None			

### **Learning Objective:**

The objective is to train the student to develop a comprehensive knowledge of Larder and Confectionery by inducing in the student's professional competence as culinary professional.

### **Course Outcome:**

**CO1 Students will be able to gain knowledge about the role of Larder kitchen.**

**CO2 Students will have insight on characteristics of different charcuterie products & uses of herbs and wine in cooking.**

**CO3 Students will have understanding about the importance of production management related to food production.**

**CO4 Students will acquire knowledge about the various confectionery items related to icings and other frozen desserts.**

**CO5 Students will be able to gain knowledge on chocolate confectionery and its application.**

### **Course Content:**

#### **1. LARDER**

- Introduction of larder work.
- Equipment found in the Larder.
- Layout of a typical Larder.
- Functions of the Larder.
- Sections of the Larder.
- Hierarchy of Larder staff.
- Duties and responsibilities of Larder Chef.

#### **2. CHARCUTERIE**

- Sausage – Composition, types & varieties.

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- Sausage casings.
  - Forcemeats.
  - Brines, cures & marinades.
  - Ham, Bacon & Gammon.
  - Galantines.
  - Pate.
  - Aspic.
  - Chaud froid.
  - Non edible displays.

### **3. USE OF HERBS AND WINE IN COOKING.**

- Examples and uses.

### **4. PRODUCTION MANAGEMENT**

- Production planning & scheduling.
- Allocation of work – Job description, Duty roasters.
- Production quality & quantity control.
- Forecasting & Budgeting.
- Developing new recipes.
- Food Trials.
- Organoleptic & Sensory Evaluation.

### **5. ICINGS & TOPPINGS**

- Varieties of icings
- Using of Icings
- Difference between Icings & Toppings
- Recipes

### **6. FROZEN DESSERTS**

- Types and classification of Frozen desserts
- Ice-creams – Definitions
- Methods of preparation
- Additives and preservatives used in Ice-cream manufacture

### **7. MERINGUES**

- Making of Meringues
- Factors affecting the stability
- Cooking Meringues
- Types of Meringues
- Uses of Meringues

### **8. CHOCOLATE CONFECTIONERY**

- History
- Sources
- Manufacture & Processing of Chocolate
- Types of chocolate
- Tempering of chocolate



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- Cocoa butter, white chocolate, and its applications

### **Text / Reference Books:**

Garde Manger, John Wiley & Sons Inc. New York. London.

The Larder Chef, M. J. Leto. W.K.H. Bode, MHCIMA.

Modern Garde Manger, Robert Garlough, Angus Campbell, C&G

International Cuisine & Food production management, Parvinder S. Bali, OUP

Food Production Operations, Parvinder S. Bali, OUP

Basic Baking, S.C Dubey

Bakery and Confectionery, Yogambal Ashokkumar, PHI

### **CO-PO Mapping:**

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11
CO1	2										2
CO2	2		3								2
CO3		2			2		3				1
CO4		3		2							1
CO5		3		3							2

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<b>Course Code</b>	DHO4101			
<b>Course Title</b>	Food Production & Bakery - III Lab			
<b>Category</b>	<b>DIPLOMA IN HOTEL OPERATIONS</b>			
<b>LTP &amp; Credits</b>	L	T	P	Credits
	0	0	3	3
<b>Total Contact Hours</b>	36			
<b>Pre-requisites</b>	None			

**Learning Objective:**

**Course Outcome:**

**Suggestive List of Experiments:**

**Text / Reference Books:**

**CO-PO Mapping:**

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<b>Course Code</b>	DHO4002			
<b>Course Title</b>	Food & Beverage Service - III			
<b>Category</b>	<b>DIPLOMA IN HOTEL OPERATIONS</b>			
<b>LTP &amp; Credits</b>	L	T	P	Credits
	3	0	0	3
<b>Total Contact Hours</b>	36			
<b>Pre-requisites</b>	None			

**Learning Objective:**

**Course Outcome:**

**Course Content:**

1. Food & Wine Harmony
  - Matching wines with international menu
  - Matching wines with Indian menus
  - Storage of wines
  - Wine terminology (English & French)
2. APERITIFS
  - Introduction and Definition
  - Types of Aperitifs
  - Vermouth (Definition, Types & Brand names)
  - Bitters (Definition, Types & Brand names)
3. LIQUEURS
  - Definition & History
  - Production of Liqueurs
  - Broad Categories of Liqueurs (Herb, Citrus, Fruit/Egg, Bean & Kernel)
  - Popular Liqueurs (Name, colour, predominant flavour & country of origin)
4. COCKTAILS
  - Classification

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- Rules of making cocktails
  - Recipe of 20 classical cocktails

5. PLANNING & OPERATING VARIOUS F&B OUTLET

- Physical layout of functional and ancillary areas
- Objective of a good layout
- Steps in planning
- Factors to be considered while planning
- Calculating space requirement
- Various set ups for seating
- Planning staff requirement
- Menu planning
- Constraints of menu planning
- Selecting and planning of heavy duty and light equipment
- Requirement of quantities of equipment required like crockery, Glassware, Cutlery - steel or silver etc.

**Text / Reference Books:**

**CO-PO Mapping:**

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<b>Course Code</b>	DHO4102			
<b>Course Title</b>	Food & Beverage Service - III Lab			
<b>Category</b>	<b>DIPLOMA IN HOTEL OPERATIONS</b>			
<b>LTP &amp; Credits</b>	L	T	P	Credits
	0	0	3	3
<b>Total Contact Hours</b>	36			
<b>Pre-requisites</b>	None			

**Learning Objective:**

**Course Outcome:**

**Suggestive List of Experiments:**

**Text / Reference Books:**

**CO-PO Mapping:**

<b>Course Code</b>	DHO4003			
<b>Course Title</b>	Rooms Division Management			
<b>Category</b>	<b>DIPLOMA IN HOTEL OPERATIONS</b>			
<b>LTP &amp; Credits</b>	L	T	P	Credits
	3	0	0	3
<b>Total Contact Hours</b>	36			
<b>Pre-requisites</b>	None			

**Learning Objective:**

- Familiarising the different concepts of revenue management
- Introducing the different elements of revenue and yield management
- Understanding the role and importance of a revenue manager
- Familiarising the different concepts of colour and interior design
- Introducing the different elements of colour schemes used in hotels
- Understanding the organization of housekeeping department

**Course Outcome:**

	Compile the different concepts of revenue management
	Plan for situations involving elements of revenue management
	Comprehend the various aspects and importance of ergonomics
	Incorporate different concepts of interior designs, guest room layouts
	Apply factors of planning process, duty rota and controlling expenses

**Course Content:**

**FRONT OFFICE MANAGEMENT**

**1. FRONT OFFICE ACCOUNTING**

- Cash and Credit Control: Floor limit
- Cash sheet, city ledger, accounting cycle

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## 2. ROOM RATE FIXATION

- Room Rate Fixation by cost-based approach (rule of thumb, Hubbart formula) and market condition approach

## 3. YIELD MANAGEMENT

- Concept and importance, history and applicability to rooms division
- Tools and elements of yield management
- Measurement yield statistics with application of various formulas
- Potential high and low demand tactics

## 4. NIGHT AUDIT

- Introduction, purpose, steps and relevant reports

# HOUSEKEEPING MANAGEMENT

## 1. PLANNING AND ORGANIZING THE HOUSE KEEPING DEPARTMENT

- Area inventory list, frequency schedules,
- Performance and productivity standards, time and motion study, job allocation and work schedules, calculating staff strengths and planning duty rosters, training and devising training programmes for HK staffs
- Standard Operating Procedures (SOPs) and manuals
- Budget and budgetary controls, the budget process, planning for capital and operational budget, controlling expenses, income statement
- Stock records, issuing and control

## 2. INTERIOR DECORATION

- Elements of design, colour and its role in décor, types of colour schemes, windows and window treatment, lighting and lighting fixtures, floor finishes, carpets, furniture and fittings,

### Text / Reference Books:

- Front Office Management by S.K.Bhatnagar
- Front Office Procedures by Kasanava / Brooks
- House Keeping Management by Dr Pralay Ganguly
- Managing Housekeeping Operations by Kappa, Nitschike, Shappert, EI & AHLA
- Hotel Housekeeping Operations and Management- G.Raghubalan, Smritee Raghubalan, Oxford

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**CO-PO Mapping:**

	Programme Outcomes (PO)				
	P01	P02	P03	P04	P05
<b>C01</b>	2	-	-	-	-
<b>C02</b>	-	-	2	-	-
<b>C03</b>	-	2	-	-	2
<b>C04</b>	-	-	-	-	2
<b>C05</b>	-	2	-	-	2

<b>Course Code</b>	DHO4103			
<b>Course Title</b>	Rooms Division Lab			
<b>Category</b>	<b>DIPLOMA IN HOTEL OPERATIONS</b>			
<b>LTP &amp; Credits</b>	L	T	P	Credits
	0	0	3	3
<b>Total Contact Hours</b>	36			
<b>Pre-requisites</b>	None			

**Learning Objective:**

- Familiarising the different concepts of duty roster
- Introducing the different elements of luggage handling
- Understanding the role and importance of a role play
- Familiarising the different concepts of colour and interior design
- Introducing the different elements of colour schemes used in hotels
- Understanding the organization of housekeeping department

**Course Outcome:**

	Compile the different concepts of duty roster
	Plan for situations involving elements of role play



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	Comprehend the various aspects and importance of ergonomics
	Incorporate different concepts of interior designs, guest room layouts
	Apply factors of planning process, job description and controlling expenses

### **Course Content:**

#### **PART – A: FRONT OFFICE**

1. Role plays for different types of check ins – FIT, Group, FFIT, VIP along with rooming
4. Making SOPs for a) Guest registration b) Rooming a guest c) HWC d) Differently abled guest e) Guest booking through Travel agent f) Crew check-in g) Single lady traveller h) Luggage handling i) Check out
6. Calculating staff requirements and making of duty roster for a 100 rooms hotel (Business and Budget).
7. Property Management System

#### **PART – B: HOUSEKEEPING**

1. Special decoration (theme related to hospitality industry)
  - Indenting
  - Costing
  - Planning with time split
  - Executing
3. Plan a hotel suite and other areas; chalk out a lighting plan for the same
4. Visit to see various types of floors and floor finishes, prepare a report.
5. Role plays on handling complaints of guests, guest preferences and requests, as per profiles of Guests

### **Text / Reference Books:**

- Front Office Management by S.K.Bhatnagar
- Front Office Procedures by Kasanava / Brooks
- House Keeping Management by Dr Pralay Ganguly
- Managing Housekeeping Operations by Kappa, Nitschike, Shappert, EI & AHLA

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- Hotel Housekeeping Operations and Management- G.Raghubalan,Smritee Raghubalan,Oxford

**CO-PO Mapping:**

	Programme Outcomes (PO)				
	P01	P02	P03	P04	P05
<b>C01</b>	2	-	-	-	-
<b>C02</b>	-	-	2	-	-
<b>C03</b>	-	2	-	-	2
<b>C04</b>	-	-	-	-	2
<b>C05</b>	-	2	-	-	2

<b>Course Code</b>	DHO4004			
<b>Course Title</b>	Food Costing			
<b>Category</b>	<b>DIPLOMA IN HOTEL OPERATIONS</b>			
<b>LTP &amp; Credits</b>	L	T	P	Credits
	2	0	0	2
<b>Total Contact Hours</b>	24			
<b>Pre-requisites</b>	None			

**Learning Objective:**

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**Course Outcome:****Course Content:**

1. PRICING
  - Menu pricing styles
  - Types of menu
  - Different methods in pricing
2. COSTING
  - Importance of food costing
  - Methods of costing
  - Costing techniques
3. STANDARD RECIPES
  - Use of standardized recipes
  - Developing standardized recipes
  - Adjustment factor
4. MATERIAL COSTING
  - Through purchasing
  - Receiving
  - Issuing
  - Production
  - Sales and accounting
5. CONTROL OF
  - Food cost
  - Labour cost
  - Overhead cost
  - Miscellaneous cost
6. YIELD
  - Butchers yield
  - Cooking yield
  - Portion control
7. COSTS
  - Determining standard food cost
  - Calculating portion cost
  - Calculating dinner cost

**Text / Reference Books:**

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**CO-PO Mapping:**