
MGM University

Vision

- To ensure sustainable human development which encourages self-reliant and self-content society.
- To promote activities related to community services, social welfare and also Indian heritage and culture.
- To inculcate the culture of non-violence and truthfulness through vipassanna meditation and Gandhian Philosophy.
- To develop the culture of simple living and high thinking

Mission

- To impart state of art education and technical expertise to students and give necessary training to teachers to create self-reliant society for future.
- To encourage students to participate in Indian and International activities in sports, literature, etc. so that future generation becomes base for free and liberal society
- To educate students in areas like Management, Finance, Human relations to inculcate philosophy of simple living and high thinking value of simple economic society.
- To inculcate culture of non-violence and truthfulness through Vipassana.
- To sustain activities of Indian culture (viz. classical dance, music and fine arts) through establishing institutes like Mahagami, Naturopathy, etc.





MGM University
Chhatrapati Sambhajanagar

Name of Faculty – Management & Commerce

Name of Institute – Institute of Hotel Management

Name of Department – Hotel Management

CURRICULUM BOOKLET

(With effect from Academic year 2024-25)



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विद्यापीठगीत

अत्त दिप भव भव प्रदिप भव,
 स्वरूप रूप भव हो
 ज्ञान सब्ब विज्ञान सब्ब भव,
 सब्ब दिप भव हो
 अत्ताहि अत्त नो नाथो,
 अत्ताहि अत्त नो गति
 अत्त मार्गपर अप्रमादसे है तुझे चलना
 सब्ब का कल्याण हो,
 वो कार्यकुशल करना
 सब्ब का उत्तम मंगल, पथप्रदर्शक हो
 अत्त दिप भव भव प्रदिप भव,
 स्वरूप रूप भव हो
 ज्ञान सब्ब विज्ञान सब्ब भव,
 सब्ब दिप भव हो
 बुद्धमं शरणं गच्छामि:
 धम्मं शरणं गच्छामि:
 संघं शरणं गच्छामि:



Programs offered at IHM

Undergraduate Programmes	Postgraduate Programmes	PhD Programmes	PG Diploma / Diploma Programmes	Certificate Programmes
B.Sc. (Hotel Operations and Catering Services) / B.Sc. (Hons) / B.Sc. (Hons) with Research	M.Sc. (Hotel Operations and Catering Services)	-	Post Graduate Diploma in Hotel Operations	-
B.Sc. (Culinary Arts) / B.Sc. (Hons) / B.Sc.(Hons) with Research	-	-	Diploma Program in Hotel Operations	-
BBA in Aviation, Hospitality , and Travel & Tourism Studies / BBA (Hons) / BBA (Hons) with Research	-	-	Diploma Program in Bakery & Patisserie	-
-	-	-	-	-



Name of Program – Post Graduate Diploma in Hotel Operations

Duration – One Year

Eligibility –

1. Maharashtra State Candidate.

(i) The Candidate should be an Indian National and having domicile of Maharashtra state and/or born in Maharashtra state.

(ii) Passed minimum Three-year Duration Bachelor's Degree awarded by any of the Universities recognised by University Grants Commission or Association of Indian Universities in any discipline with at least 45% marks in aggregate or equivalent (at least 40% in case of candidates of backward class categories, Economically Weaker Section and Persons with Disability belonging to Maharashtra State only) or its equivalent.

However, preference shall be given to the candidate obtaining non-zero positive score in MGMU-CET over the candidates who obtained non-zero score in PERA CET.

OR

2. All India Candidates –

(i) The Candidate should be an Indian National.

(ii) Passed minimum Three-year Duration Bachelor's Degree awarded by any of the Universities recognised by University Grants Commission or Association of Indian Universities in any discipline with at least 45% marks in aggregate or equivalent (at least 40% in case of candidates of backward class categories).

However, preference shall be given to the candidate obtaining non-zero positive score in MGMU-CET over the candidates who obtained non-zero score in PERA CET.



Faculty: Management & Commerce**Institute Name:** Institute of Hotel Management**Program Name:** Post Graduate Diploma in Hotel Operations**Program Type:** PG Diploma**Duration:** 01 year (02 semesters)**Semester I**

Course Code	Course Title	Nature of Course	No. of Credits	Teaching (Contact hrs/ week)		Evaluation Scheme (Marks)			Minimum Passing (Marks)		
				L	P	Internal	External	Total	Internal	External	Total
23PGDHO101	Basic Food Production (Th.)	Theory	3	3	-	60	40	100	-	16	40
23PGDHO102	Basic Food Production (Pr.)	Practical	1	-	2	30	20	50	-	8	20
23PGDHO103	Food & Beverage Service (Th.)	Theory	3	3	-	60	40	100	-	16	40
23PGDHO104	Food & Beverage Service (Pr.)	Practical	1	-	2	30	20	50	-	8	20
23PGDHO105	Front Office Foundation (Th.)	Theory	3	3	-	60	40	100	-	16	40
23PGDHO106	Front Office Foundation (Pr.)	Practical	1	-	2	30	20	50	-	8	20
23PGDHO107	Basic Housekeeping (Th.)	Theory	3	3	-	60	40	100	-	16	40
23PGDHO108	Basic Housekeeping (Pr.)	Practical	1	-	2	30	20	50	-	8	20
23PGDHO109	Managerial Perspectives	Theory	2	2	-	30	20	50	-	8	20
23PGDHO110	Communicative English	Theory	2	2	-	30	20	50	-	8	20
23PGDHO111	Research Project	Practical	2	-	4	30	20	50	-	8	20
Total Hrs / week = 28			22	16	12	-	-	750	-	-	300



Semester II											
Course Code	Course Title	Nature of Course	No. of Credits	Teaching (Contact hrs/ week)		Evaluation Scheme (Marks)			Minimum Passing (Marks)		
				L	P	Internal	External	Total	Internal	External	Total
23PGDHO2 01	Food Production Industrial Exposure	Practical	4	-	8	60	40	100	-	16	40
23PGDHO2 02	Food & Beverage Service Industrial Exposure	Practical	4	-	8	60	40	100	-	16	40
23PGDHO2 03	Front Office Industrial Exposure	Practical	4	-	8	60	40	100	-	16	40
23PGDHO2 04	Housekeeping Industrial Exposure	Practical	4	-	8	60	40	100	-	16	40
Total Hrs / week = 32			16	-	32	-	-	400	-	-	160



Syllabus Diploma Program in Hotel Operations (DPHO)

SEMESTER - I

Course Code: 23PGDHO101		Course Name: Basic Food Production (Th.)	
Course Category:	Credit: 3	Teaching Scheme: L - 3 / P - 0	
Evaluation Scheme: CA - 40 / MSE-20/ ESE - 40		Duration: 2 hours	
Prerequisites: - Basic knowledge of culinary techniques and kitchen safety practices. Prior experience or coursework in fundamental cooking methods and food handling.			
Course Objectives: <ul style="list-style-type: none">• To equip students with foundational knowledge and practical skills in both continental and Indian culinary practices, emphasizing food preparation, hygiene, and safe handling.• To introduce students to the organizational structure and operations within professional kitchens, including the roles and responsibilities of kitchen staff and coordination with allied departments.• To develop students' understanding of essential cooking equipment, utensils, and commodities used in the catering industry, along with basic principles of food preparation, baking, and Garde Manger techniques.			
Course Outcome: <ul style="list-style-type: none">• CO1 Students will demonstrate proficiency in basic food preparation techniques for both continental and Indian cuisines, ensuring adherence to hygiene and safety standards.• CO2 Students will understand the organizational structure of professional kitchens, including the roles and responsibilities of various kitchen staff and their interaction with allied departments.• CO3 Students will be able to effectively use and maintain essential cooking equipment and utensils, and apply their knowledge of commodities in various culinary applications, including baking and Garde Manger practices.			
Teaching Pedagogies : PPT , group discussion, classroom discussions			

CURRICULUM:

Unit No.	Title & Contents	Teaching Hours
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1	<u>Introduction to Professional Cookery</u> Origin of Modern Cookery practices, Essentials of Continental food preparation, Essentials of Indian food preparation, Hygiene & safe practices in handling food, Aims & objectives of cooking food	3
2	<u>Organization Structure in the Kitchen</u> Types of establishments, Classical kitchen brigade (English) for a five Star & Three Star Hotel, Duties & Responsibilities of Executive Chef & various Chefs, Co-ordination with other allied departments e.g. Stores, Purchases, Accounts, Service, Housekeeping, etc	4
3	<u>Cooking Utensils & Small Equipments Classification</u> knives, kitchen tools, Electric Food Pre-Preparation equipments, Refrigeration equipment, Food Holding Equipments, Hot plates & Heated Cupboards; Properties, Advantages & Disadvantages of various materials used in tools & equipment, Precautions and Care in handling & maintenance of equipment.	3
4	<u>Fuels used in the kitchen</u> Heat Transfer Principles, Classification, Types, Advantages & Disadvantages	3
5	<u>Commodities used in the Catering Industry</u> Introduction to commodities in terms of sources, types, nature, uses, processing, by -products, market forms available, modes of packing, local market rate, storage principles & nutritive value for commodities and effect of heat and other factors on cooking (for the following): Cereals & Pulses; Wheat , Rice & Other millets; Bengal gram, Green gram, Red gram; Soya beans, kidney bean, double beans, locally available cereals and pulses; Sweeteners Sugar, Honey , Jaggery & Artificial Sweeteners; Fats & Oils Butter, Oil, Lard, Suet, Tallow, Hydrogenated fat, Bread spreads; Dairy products Milk, Cream, Cheese, Curd; Vegetables Types of Vegetables - Root , Stem , Leafy; Fruits Types of Fruits - Fresh , Dried, Canned; Eggs; Spices, Herbs, Condiments & Seasonings	6
6	<u>Introduction to food pre -preparation</u> (To be stressed in Practicals) Preparation Methods - Washing, Peeling, Paring (fruits), Cutting (cuts of vegetables), Grating (Vegetables), Grinding, Mashing, (vegetables & pulses), Sieving (flours), Steeping (cereals, pulses, tamarind, lemon -rind), Evaporation (milk & gravies), Marination (meat, fish, chicken), Sprouting (pulses & legumes), Blanching, Filleting of fish , Deboning & jointing poultry Methods of Mixing - (To be demonstrated also in practicals) Beating, Blending, Cutting in, Rubbing in, Creaming, Folding, Kneading, Rolling in, Pressing, Stirring	7

7	<u>Stocks, Soups and Sauces</u> Classification and Uses, Aims of Making Stocks, soups and sauces, Rules of Making, Types of Stock, Types of Soups, Types of Sauces, Mother Sauces, Derivatives, National Soups	7
8	<u>Introduction to Bakery & confectionery</u> Principles of baking, Bakery Equipment (small & large), Formulas & measurements, Flour, Shortening agents, Sweetening agents, Raising agents, Dairy products, Eggs, Sundry materials, Yeast Dough, Bread making, Cake making, cookies and other products (to be stressed in practicals)	6
9	<u>Introduction to the professional Garde Manger</u> Cold sauces and cold soups, Salads, Sandwiches, 06 02 Sausages, Terrines, pates, galantines and roulades, Cheese, Appetizer and hors d' oeuvres, Condiments, crackers and pickles, Buffet presentation, Basic recipes	6
TOTAL		45

Text Books:

1. Practical Cookery- Victor Ceserani & Ronald Kinton, ELBS – Publisher - Edward Arnold – Publishing Year 2004

Reference Books:

1. Theory of Catering- Victor Ceserani & Ronald Kinton, ELBS - Publisher - Hodder Edu. – Publishing Year 2003
2. Theory of Cookery - Mr. K. Arora, Publisher - Frank Brothers – Publishing Year 2008

Online Resources:

- NPTEL / SWAYAM

Course Code: 23PGDHO102**Course Name:** Basic Food Production

(PR).

Course Category:**Credit:** 1**Teaching Scheme:** L – 0 / P – 2**Evaluation Scheme:** CA – 30 / PR–20**Duration:** 2 hours

Prerequisites: - Basic understanding of kitchen safety procedures and familiarity with common cooking terminology and techniques.

Course Objectives:

- To familiarize students with the use of various kitchen tools, safety procedures, and the characteristics of different food commodities.
- To teach students essential food pre-preparation methods, including vegetable, chicken, and fish cuts, as well as basic Indian masalas and gravies.
- To provide hands-on experience in preparing a variety of Indian and continental breakfasts, snacks, desserts, thali meals, salads, dressings, and breads, including tandoor techniques.

Course Outcome:

- CO1 Students will demonstrate proficiency in utilizing kitchen tools safely and efficiently, and apply knowledge of commodities in food preparation.



- CO2 Students will master food pre-preparation methods, including vegetable, chicken, and fish cuts, and be skilled in preparing Indian masalas and gravies.
- CO3 Students will showcase competence in preparing diverse Indian and continental dishes, including breakfasts, snacks, desserts, thali meals, salads, and breads, utilizing tandoor cooking techniques.

Teaching Pedagogies: Practicals in the basic kitchen

CURRICULUM:

Unit No.	Title & Contents	Hours
1	Introduction to various tools and their usage, Kitchen Safety Procedures	2
2	Introduction to various commodities. (Physical Characteristics, weight & volume conversion, yield testing, etc.)	2
3	Food pre- preparation methods	2
4	Basic Indian masalas & gravies (Dry & wet)	2
	TOTAL	8

Text Books:

1. Practical Cookery- Victor Ceserani & Ronald Kinton, ELBS – Publisher - Edward Arnold – Publishing Year 2004

Reference Books:

- Theory of Catering- Victor Ceserani & Ronald Kinton, ELBS - Publisher - Hodder Edu. – Publishing Year 2003
2. Theory of Cookery - Mr. K. Arora, Publisher - Frank Brothers – Publishing Year 2008

Online Resources:

NPTEL / SWAYAM

Course Code: 23PGDHO103

Course Name: Food & Beverage Service and

Management (Th.)

Course Category:

Credit: 3

Teaching Scheme: L – 3 / P – 0

Evaluation Scheme: CA – 40 / MSE-20/ ESE-40

Duration: 2 hours

Prerequisites: - Prerequisites: -



Creation and distribution of -

- Power Point Presentations
- Handouts
- Videos
- Required for upcoming session

Course Objectives:

- To provide knowledge about Food & Beverage Service Department.
- To inculcate professional attitude and skills within students.
- To make students industry ready.

Course Outcome:

- CO1 - Students will be able to understand and learn the origin of the Food & Beverage Service industry, difference between commercial and non-commercial Catering, different types of F & B outlets and specific features to distinguish from one another.
- CO2 - They will remember the Equipments name, learn the usage and apply the Service techniques and skills wherever required for future service implementation.
- CO3 - Students will be able to understand and apply different types of set up, what to serve when with specific service style and can plan the menu With accurate food accompaniments required for specific food dishes.
- CO4 - They will be able to differentiate between non-alcoholic beverages, their Proper service style.

Teaching Pedagogies:

- Power point presentation,
- Classroom Teaching,
- Case studies
- Lecture Talks
- Seminar

CURRICULUM:

Unit No.	Title & Contents	Hours
1	<u>Food & Beverage Service Outlets</u> Introduction, Food & Beverage Outlets, Food & Beverage Operations, Sectors of the Food Service Industry, Essential Equipments in Food and Beverage Service, Summary.	7

2	<u>Food & Beverage Service: Essential Equipment</u> Introduction, Equipments, Silver Room or Plate Room, Wash Up, Hotplate, Spare Linen Store, Dispense Bar, Automatic Vending, Furniture, Linen, Crockery Sizes, Tableware, Glassware, Disposables, Personal Equipment, Restaurant Furniture, Rechauds, Table Linen, Utensils, Special Equipments, Bar Equipments, Summary	8
3	<u>Evolution of the Hotel & Catering Industry & Organization</u> Introduction, Evolution of Hotel & Catering Industry, Scope and Characteristics of the Catering Industry, Function Catering, Function Organization, Types & Organization of Catering Services, Organization of Service Staff, Wedding Function, Summary	7
4	<u>The Menu</u> Introduction, Origin of the Menu, Sandwiches & Filled Rolls, Cheeses, Savouries, Desserts & Ice-Creams, Summary	7
5	<u>Restaurant Setup Prior to Service & the Types of Service</u> Introduction, Mise-en-Place, Mise-en-Scene, Types of Services	8
6	<u>Non-Alcoholic Beverages</u> Introduction, Classification of Non-Alcoholic Beverages - Stimulating Beverages, Nourishing Beverages and Refreshing Beverages	8
	TOTAL	45

Text Books:

1. Food & Beverage Service - Lillicrap & Cousins, ELBS - Publisher - Edward Arnold - Publishing Year 2005

Reference Books:

Modern Restaurant Service - John Fuller, Publisher - Hutchinson - Publishing Year 1988
2. Food & Beverage Service Training Manual - Sudhir Andrews, Publisher - 2004 Tata McGraw Hill - Publishing Year 2013

Online Resources:

NPTL / SWAYAM

Course Code: 23PGDHO104
Course Name: Food & Beverage Service and Management (PR.)

Course Name: Food & Beverage Service and Management (PR.)

Course Category:

Credit: 1

Teaching Scheme: L - 0 / P - 2



Evaluation Scheme: CA - 30 / PR-20	Duration: 2 hours
Prerequisites: -Students are required to go through the course materials before starting of the practical session for better learning and practice.	
Course Objectives: <ul style="list-style-type: none"> To provide knowledge about Food & Beverage Service Department. To inculcate professional attitude and skills within students. To make students industry ready. 	
Course Outcome: <ul style="list-style-type: none"> CO1 - Students will learn, remember, and apply restaurant etiquette, and Hygiene practices in the Hotel & Catering industry. CO2 - Students will learn how to do the mise-en-place, mise-en-scene, and also The necessary layouts of table set-up for future application. CO3 - Students will adopt the technique of water service, handling service gear, Holding and carrying plates, and glassware for smooth restaurant operations. CO4 - Students will be able to handle different situations occurred during the Service operations and can act accordingly. CO5 - Students will be able to set up different types of table covers as per the menu, breakfast layouts, and can also do the clearance, bill presentation by Following the techniques in the future. 	
Teaching Pedagogies: Practically demonstrating the sessions in the F & amp; B Service Training Restaurant.	

CURRICULUM:

Unit No.	Title & Contents	Hours
1	Introduction to Equipments - Cutlery, Crockery, Tableware, Flatware & Hollow-ware	2
2	Introduction to Equipments - Glassware, Chinaware, Furniture and Linen	2
3	French Classical Menu	2
4	Table Set-ups & Arrangements for Banquets, Menu Planning for Banquets	2
5	Laying & Relaying of Table Covers	2
6	Table Set-ups - A la' Carte, Table d' hote, English Breakfast, Continental Breakfast, American Breakfast	2
7	Tray Set-up for Breakfast Service in Room & Tray Handling	2
8	Greeting & Seating a Guest, Service of Water, Taking Guest Orders	2
9	Course Wise Service of Food	2

10	Types of Services	2
11	Course Wise Clearance of Dishes & Different Methods of Clearance	2
12	Crumbling Down Service	2
13	Service of Full Afternoon & High Tea	2
14	Service of Non Alcoholic and Alcoholic Beverages	2
15	Handling Guest Complaints & Grievances and Billing Procedures	2
	TOTAL	30

Text Books:

1. Food & Beverage Service - Lillicrap & Cousins, ELBS - Publisher - Edward Arnold - Publishing Year 2005

Reference Books:

Modern Restaurant Service - John Fuller, Publisher - Hutchinson - Publishing Year 1988

2. Food & Beverage Service Training Manual - Sudhir Andrews, Publisher - 2004 Tata McGraw Hill - Publishing Year 2013

Online Resources:

NPTEL / SWAYAM

Course Code: 23PGDHO105	Course Name: Front Office Operations and Management (Th)
Course Category:	Credit: 3 Teaching Scheme: L - 3 / P - 0
Evaluation Scheme: CA - 40 / MSE-20/ ESE-40	Duration: 2 hours
Prerequisites: - Notes, PPT's	
Course Objectives: <ul style="list-style-type: none"> Remember the types of room and their tariff. Be aware about the duties and responsibilities of different staffs and their coordination department wise. Perform the check-in and checkout procedure along with payment acceptance. The process of night audit and different types of reports prepared. 	
Course Outcome: CO1 -they will be able to describe and discuss the types of rooms and their respective tariff. CO2 - They will remember the duties and responsibilities of various staff and the interdepartmental coordination.	



CO3- They will remember the procedures of handling the room keys, night audit procedure, and Guest check-in and check- out and payments procedures to implement.

CO4- Uses and importance of different types of reports prepared by FO personnel.

Teaching Pedagogies:

Watching videos, group discussions, mock practicals of procedures, notes explanation.

CURRICULUM:

Unit No.	Title & Contents	Hours
1	<u>Introduction To Hospitality Industry</u> The term 'Hotel', evolution & development of hospitality industry and tourism, famous hotels worldwide, Classification of hotels. (based on various categories like size, location, clientele, length of stay, facilities, ownership), Organizational chart of hotels (Large, Medium, Small)	5
2	<u>Front Office Department</u> Sections and layout of Front Office, Organizational chart of front office department (small, medium and large hotels), Duties and responsibilities of various staff, Attributes of front office personnel, Coordination of front office with other departments of the hotel, Equipments used (Manual and Automated)	5
3	<u>Room Types & Tariffs</u> Types of rooms, Food / Meal plans, Types of room rates (Rack, FIT, crew, group, corporate, weekend etc.).	5
4	<u>Role of Front Office</u> Key control and key handling procedures, Mail and message handling, Paging and luggage handling, Rules of the house (for guest and staff) Black list, Bell Desk and Concierge.	5
5	<u>Reservations</u> Importance of guest cycle (Various stages, sectional staff in contact during each stage), Modes and sources of reservation, Procedure for taking reservations (Reservation form, conventional chart, density chart, booking diary with their detailed working and formats), Computerized system (CRS, Instant reservations), Types of reservation (guaranteed, confirmed, groups, FIT), Procedure for amendments, cancellation and overbooking.	6
6	<u>Guest Cycle</u> Procedures to be followed for Pre-arrival, Guest Arrival, Guest Stay, and Guest Departure	6



7	Methods of Payment Credit card handling, Traveler cheques, Personal checks, Handling cash Indian, Foreign currency, Other methods of payment (Travel agent, Bill to Company etc.)	5
8	Night Audit Concept of Night Audit and Role of Night Auditor, Night Auditors Report, Auditing Process (in brief)	4
9	Reports Daily Report, Revenue Report, Discrepancy Report etc.	4
	TOTAL	45

Text Books:

1. Check-in Checkout(Jerome Vallen)
2. Hotel front Office Training Manual. (Sudhir Andrews) – Publisher Tata McGraw Hill – Publishing Year 2013

Reference Books:

- Principles of Hotel Front Office Operations (Sue Baker, P. Bradley, J. Huyton) Publisher Hospitality Press – Publishing Year 1998
2. Hotel Front Office (Bruce Braham) Publisher Stanley Thomes – Publishing Year 1993

Online Resources:

NPTEL / SWAYAM

Course Code: 23PGDHO106		Course Name: Front Office Operations and Management (PR)	
Course Category:	Credit: 1	Teaching Scheme: L - 0 / P - 2	
Evaluation Scheme: CA - 30 / PR - 20		Duration: 2 hours	
Prerequisites: -Notes, PPT's			
Course Objectives: <ul style="list-style-type: none">• To train the students in the basic front office procedures• To enable the students to use the front office equipment's• To give enough knowledge on the duties of front office personnel• To give in-depth knowledge on handling guest enquiries in hotels			



Course Outcome:**After the completion of this course , the Students will be able to:**

- CO 1 - Understand the telephone etiquettes, handling of room keys, guests mails and messages
- CO 2 - learning the procedure for guest luggage, guest enquiries, dealing with blacklisted guests, check in and out for walk-in and reservation guests, single lady traveler, VIP and Notes, PPT's guests.
- CO 3 - Learn the aspects of a room tariff
- CO 4 - To examine and handle aggressive guests and guest complains.

Teaching Pedagogies:

Group presentations, group discussions, telephone handling mocks

CURRICULUM:

Unit No.	Title & Contents	Hours
1	Introduction to Front Office Department and Understanding Layout of the department	2
2	Grooming & basic qualities required by front office staff.	2
3	Tools & Equipments used in Front Office Department	2
4	Forms and Formats Maintained at the Front Office - 'C' Form, GRC Form, VPO, Amenities Voucher	2
5	Telephone Handling - Internal Calls, External Calls, Call Transferring	2
6	Handling Walk-in Guest and Handling Check in Guest	2
7	Procedure of Handling Group arrival	2
8	Handling VIP & VVIP arrivals	2
9	Handling Guest Departure and Check-out, also handling late check-out	2
10	Luggage Handling and Procedure of Message handling	2
11	Procedure for Handling Single Lady Traveler	2
12	Procedure for Handling Check-in and Check-out for Disabled Guests	2
13	Procedure for Handling Airline Crew	2
14	Handling Scanty Baggage Guest	2
15	Handling complaint / Aggressive guest at reception	2



	TOTAL	30
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Text Books:

1. Check-in Checkout(Jerome Vallen)
2. Hotel front Office Training Manual. (Sudhir Andrews) – Publisher Tata McGraw Hill – Publishing Year 2013

Reference Books:

- Principles of Hotel Front Office Operations (Sue Baker, P. Bradley, J. Huyton) Publisher Hospitality Press – Publishing Year 1998
2. Hotel Front Office (Bruce Braham) Publisher Stanley Thomes – Publishing Year 1993

Online Resources:

NPTEL / SWAYAM

Course Code: 23PGDHO107 **Course Name: Housekeeping Operations (Th)**

Course Category: **Credit: 3** **Teaching Scheme: L - 3 / P - 0**

Evaluation Scheme: CA - 40 / MSE-20/ ESE-40 **Duration: 2 hours**

Prerequisites: - Reading of notes from different textbooks.



5	<u>Cleaning Equipments & Agents</u> Classification, use, care & maintenance, Selection & purchase criteria, Classification, use, care and storage, Distribution & Control, Selection Criteria	5
6	<u>Cleaning Routine of Housekeeping Department</u> General principles of cleaning, Work routine for floor supervisors and chamber maids, Rules of the floor	4
7	<u>Cleaning Routine of Guest Rooms</u> Daily cleaning of occupied, departure, vacant, Under Repair & VIP rooms, Evening service & second service procedures, Weekly / Periodic cleaning – Special Cleaning tasks to be carried out, Spring Cleaning procedures	4
8	<u>Key Control</u> Computerized keys, Manual keys, Key Control Procedures	3
9	<u>Control Desk</u> Importance of Control Desk, Records maintained, Functions performed by Control Desk	4
10	<u>Linen & Uniform room Operations, Laundry</u> Layout of Linen Room, Classification & Selection of Linen, Classification of Bed, Bath, & Restaurant Linen, Sizes of Linen, Calculation of Linen requirement, Linen Control – Linen Inventory, Par stock, Linen Coverage, Discard management, Types of laundry equipments & uses, Typical laundry layout, Laundry Procedures, Stains Removal	5
	TOTAL	45

Text Books:

1. Housekeeping Training Manual - Sudhir Andrews

Reference Books:

Hotel, Hostel & Hospital Housekeeping – Brenson & Lanox

Online Resources:

NPTEL / SWAYAM



Course Code: 23PGDHO108		Course Name: Housekeeping Operations (PR)	
Course Category:	Credit: 1	Teaching Scheme: L - 0 / P - 2	
Evaluation Scheme: CA-30 / PR-20		Duration: 2 hours	
Prerequisites: - Watching different videos, reading theoretical part of the practical by descriptive notes.			
Course Objectives:			
Course Outcome:			
CO1 - Students will understand the concept of housekeeping in the hotel industry.			
CO2 - They will be able to understand the different types of cleaning agents, Equipments & guest room supplies used in the hotel guest rooms.			
CO3 - Students will understand the process of sweeping & mopping also polishing of different surfaces.			
CO4 - They will understand the bed making procedure and vacuum cleaning procedure.			
CO5 - Students will understand the use of scrubbing machine for different types of flooring			
Teaching Pedagogies: Practicals in labs			

CURRICULUM:

Unit No.	Title & Contents	Hours
1	Introduction to the Housekeeping department, Cleaning Equipments and Cleaning Agents	2
2	Introduction to Guest Room & supplies and placement	2
3	Procedure of Sweeping and Mopping - dry and wet	2
4	Polishing - Laminated surfaces, Brass articles, EPNS articles, Copper articles	2
5	Cleaning of Glass surfaces, Oil painted surfaces, plastic painted surfaces	2
6	Cleaning of different floor finishes, & use of floor scrubbing machine	2

7	Daily Cleaning of Guest rooms - Departure, occupied and vacant	2
8	Vacuum Cleaning	2
9	Daily cleaning of Public Areas (Corridors)	2
10	Weekly / Spring Cleaning	2
11	Cleaning routine Restaurants / Admin. Offices / Staircases & Elevators / Exterior areas	2
12	Bed making - Day / Evening	2
13	Equipping Maids Cart / Trolley	2
14	Weekly Cleaning of Public Areas	2
15	Inspection records - Checklist	2
	TOTAL	30

Text Books:

1. Housekeeping Training Manual - Sudhir Andrews

Reference Books:

Hotel, Hostel & Hospital Housekeeping - Brenson & Lanox

Online Resources:

NPTEL / SWAYAM



Course Code: 23PGDHO109		Course Name: Managerial Perspectives	
Course Category:	Credit: 2	Teaching Scheme: L - 2 / P - 0	
Evaluation Scheme: CA - 20 / MSE-10/ ESE-20		Duration: 2 hours	
Prerequisites: - Students should know about the managerial concept & importance of Different managerial level.			
Course Objectives: <ul style="list-style-type: none">• To make students understand the concepts of management & their practical application in the Hospitality Industry.• To make the students understand the concepts of leadership skills: Cultivate essential leadership qualities, including effective communication, team management, and motivational strategies to guide and inspire teams.• To provide a thorough knowledge regarding the concepts of organizational dynamics: Provide insights into the complexities of organizational behavior, culture, and structure, and their impact on managerial practices.			
Course Outcome: <p>CO1 - Student will be able to learn about the level of management internal & external factors that affect management , they will be learn about the types of plan ,types of decision & decision making techniques</p> <p>CO2 - They will learn and apply the principle of organizations & staffing, leadership Theories managerial grid, characteristics of a good leader.</p> <p>CO3- They will learn about the nature and importance benefits of motivated staff and applies the characteristics of effective coordination with other Departments.</p> <p>CO4- They will learn & implement about the controlling process in hospitality industry</p>			
Teaching Pedagogies: PPT, Group discussions, classroom discussions			

CURRICULUM:

Unit No.	Title & Contents	Hours
1	<u>Introduction to Management</u> A typical day in the life of a manager at hotel (illustrative situations), Management defined, Levels of management, External & internal factors that affect management, Contribution of F.W. Taylor to scientific management, Henry Fayol's classical management theory, Modern day management theory	6

2	<u>Planning & Decision Making</u> Definition, Nature & Importance of planning, Advantages & disadvantages, Types of plans, Steps in planning, Planning assumptions, Types of decisions, Decision making techniques, Step by step decision making process	5
3	<u>Organizing & Staffing</u> Definition of Organizing, Nature and importance of organizing, Principles of organizations, Definition of Staffing, Delegation and Departmentalization, Authority & Responsibility, Span of control	4
4	<u>Leadership</u> Definition, Leadership theories - Managerial grid, Different styles of leadership, Characteristics of a good leader	3
5	<u>Motivation</u> Definition, Nature and Importance, Benefits of motivated staff, Maslow's theory of need hierarchy, Herzberg's two factor theory, McGregor's theory 'X' and theory 'Y', Morale - its role & importance	4
6	<u>Coordination</u> Definition, Characteristics of coordination, Need for coordination	4
7	<u>Controlling</u> Definition, Need for controlling, Process of controlling	4
	TOTAL	30

Text Books:

1. Essentials of Management - Koontz & O'donnel

Reference Books:

1. Management - Stoner & Freeman
2. Management tasks - Peter Drucker

Online Resources:

NPTEL / SWAYAM



Course Code: 23PGDHO110		Course Name: Communicative English	
Course Category:	Credit: 2	Teaching Scheme: L - 2 / P - 0	
Evaluation Scheme: CA - 20 / MSE-10/ ESE-20		Duration: 2 hours	
Prerequisites: - Refer the books, Notes, PPT's			
Course Objectives: <ul style="list-style-type: none">• Implementation of the communication process.• Develop oral, non- verbal and written communication skills.• Implement the frame for planning business planning.			
Course Outcome: <p>CO1 - Students will remember the communication process.</p> <p>CO2- Students will understand the barriers to effective communication and attributes of listening.</p> <p>CO3- students will learn to implement the written communication skills.</p> <p>CO4- They will use the framework for planning the business messages and remember the attributes of a non-verbal communication.</p>			
Teaching Pedagogies: PT's , Notes, Group discussions			

CURRICULUM:

Unit No.	Title & Contents	Hours
1	<u>The communication process</u> Sender, receiver, message, channel, feedback, Message conceived, message encoded, channel selected for communication, message perceived, message decoded, message understood and decoded, feedback	3
2	<u>Barriers to effective communication</u> Inadequacy of message design, physical appearance, selective attention, prejudice, language difference, inadequate listening, lack of feedback, imperceptions, mannerisms	2
3	<u>Listening</u> Need for listening, listening for content, critical listening, empathetic listening, attentive listening	3
4	<u>Framework for planning business messages</u> Purpose, audience, structure, style	3

5	Written communication skills Advantages and disadvantages, Note making, writing a log book, Comprehension and précis writing, Letter writing (letters of enquiry, complaint, apology, order, application accompanied by bio-data, resignation and appreciation.), Short formal reports (incidents, events, visits), Memos, notices, circulars	7
6	Oral communication skills Advantages and disadvantages, Articulation and delivery, Making speeches and presentations, Telephone etiquettes, Restaurant and hotel English	7
7	Non-verbal communication Understanding aspects of body language	5
	TOTAL	30

Text Books:

1. Communication Skills – BV Pathak
2. Business Communication- Sinha

Reference Books:

1. Grammar and composition- Wren and Martin

Online Resources:

NPTEL / SWAYAM

Course Code: 23PGDHO111		Course Name: Research Project	
Course Category:	Credit: 4	Teaching Scheme: L - 0 / P - 8	
Evaluation Scheme: CA - 40 / MSE-20/ ESE-40		Duration: 2 hours	
Prerequisites: -			
Course Objectives: To enable the student to apply the knowledge and skills acquired in the many facets of Hotel Operations, learn to analyze data situations at logical decisions.			
Course Outcome: CO1 - To understand project characteristics and various stages of a project, the conceptual clarity about project organization and feasibility analyses Market, Technical, Financial and Economic, analyze the learning and understand techniques for Project planning, scheduling and Execution Control.			

CURRICULUM:

Unit No.	Title & Contents	Hours
1	Cover Page	-
2	Title Page	-
3	Certificate	-
4	Acknowledgment	-
5	Synopsis	-
6	Index (Table of Contents)	-
7	Project Content: Page No., Introduction (Aims & Objectives, History, Primary Data, Explanation of Terms), Research Methodology (Methods adopted for collecting Data), Questionnaires, Interview, Mails etc., Data Analysis & Data Interpretation (Data is depicted with the help of Bar Chart, pie Chart, Graphs, Statistical formulae and interpreted), Conclusions and Limitations, Suggestions / Amendments	-
8	Annexure	-
9	Bibliography (List of Reference Books)	-
10	Questionnaire (Blank Format)	-

SEMESTER II

Course Code: 23PGDHO201		Course Name: Industrial Training
Course Category:	Credit: 20	Teaching Scheme: L - 0 / P - 40
Evaluation Scheme: CA - 240 / PR - 160		Duration:
Prerequisites: -		
Course Objectives: The Industrial Training enables students to relate the knowledge and skills acquired in the classroom with systems, standards and practices present in the Industry.		
Course Outcome: CO1- Capability to acquire and apply fundamental principles of chosen department in hospitality industry, become master in one's specialized technology, become updated with all the latest changes in the respective field, ability to communicate efficiently, capability and enthusiasm for self-improvement through continuous professional development and life-long learning.		

INDUSTRIAL TRAINING:

In this semester the student shall be sent for industrial training for a period of 16 Weeks in a reputed organization (min. 4 star hotel in case a candidate opts for hotel training). The student shall maintain a logbook on daily basis. At the end of the industrial training the student shall submit a training report along with the logbook maintained on daily basis during the period of training and the performance appraisal from each department. The training report is to be prepared by the student in two typed copies and to be submitted to the institution within the stipulated time for assessment. The report will be assessed by the internal examiner and only on the basis of a certificate of the examiner concerned that the training has been satisfactorily completed would the student be allowed to appear for the viva-voce. The training report will be assessed by a panel of examiners comprising of one external examiner (the external would include preferably one from the Aviation or Hospitality Industry of the level of Head of the Department and above) and one internal examiner.

