

## Scheme of Teaching and Examination for VI Semester DIPLOMA in HOTEL MANAGEMENT & CATERING TECHNOLOGY

### THEORY

Sl. No.	SUBJECTS	SUBJECT CODE	TEACHING SCHEME		EXAMINATION - SCHEME					
			Periods per Week	Periods in one Session (Year)	Hours of Exam.	Terminal Exam. (A) Marks	Final Exam. (B) Marks	Total Marks (A+B)	Pass Marks Final Exam.	Pass Marks in the Subject
1.	Professional Studies & Entrepreneurship	36601	05	70	03	20	80	100	26	36
2.	Front Office Management	36602	06	70	03	20	80	100	26	36
3.	Accommodation Management	36603	06	70	03	20	80	100	26	36
4.	F & B Catering Management	36604	05	70	03	20	80	100	26	36
5.	Elective Tourism Marketing / HRM/Food Safety and Quality	36605 A/B/C	04	60	03	20	80	100	26	36
<b>Total:-</b>			<b>26</b>					<b>500</b>		

### PRACTICAL

Sl. No.	SUBJECTS	SUBJECT CODE	TEACHING SCHEME		EXAMINATION – SCHEME					
			Periods Per Week	Periods in one Session (Year)	Hours of Exam.	Marks Internal Exam. (A)	Marks External Exam. (B)	Total Marks (A+B)	Pass Marks Final Exam.	Pass Marks in the Subject
6.	Front Office Management	36606	04	50	03	10	40	50	16	21
7.	Accommodation Management	36607	04	50	03	10	40	50	16	21
<b>Total:-</b>			<b>08</b>					<b>100</b>		

### SESSIONAL

Sl. No.	SUBJECTS	SUBJECT CODE	TEACHING SCHEME		EXAMINATION - SCHEME			
			Periods per Week	Periods in One Session (Year)	Marks of Internal Examiner (X)	Marks of External Examiner (Y)	Total Marks (X+Y)	Pass Marks in the Subject
8.	Professional Studies & Entrepreneurship	36608	04	50	20	30	50	25
9.	Accommodation Management	36609	-	-	20	30	50	25
10.	Research Methodology	36610	04	50	20	30	50	25
<b>Total:-</b>							<b>150</b>	

<b>Total Periods per Week</b>	<b>42</b>	<b>Total Marks</b>	<b>750</b>
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# PROFESSIONAL STUDIES & ENTRENEURSHIP

Subject code  
**36601**

No. of Periods in one  
Session  
**70**

## Theory

No. of Periods per week		
L	T	P/S
<b>05</b>	<b>0</b>	<b>0</b>

Full Marks	: 100
Final Marks	: 80
Terminal Marks	: 20

## Rationale:

The paper has been introduced to achieve dual purpose for the students. Firstly, this course provides the basics of Professional management and secondly it also prepares the student to develop self reliance by becoming an entrepreneur. This makes them conversant with their duties and responsibility to make them successful in their career by developing profession expertise.

## Objectives:

With the input provided in this paper, the students will be able to:-

- Acquire basic knowledge of management
- Understand the various ways of management such as human resources, marketing, finance and commercial aspects.

## Contents:

### PART-1: PROFESSIONAL STUDIES

#### TOPIC: 01 INTRODUCTIONS

- 01.01 Professional ethics- vision and mission, four steps of service and catering philosophy.
- 01.01.01 Management : Definition, functions, objectives
- 01.01.02 Leadership –definition, types-autocratic, democratic and laissez-fare, functions and characteristics of leadership.
- 01.01.03 Motivation: definition, types and importance/ benefits.
- 01.01.04 Form of business organizations-sole proprietorship, partnership, joint stock company  
And co-operative societies.
- 1.01.05 – supervisor’s / technician’s role: concept of supervisory management ,  
Career needs role of technicians in an organization.

20

<b>TOPIC: 02</b>	<b>INTRODUCTION ENTREPRENEURSHIP</b>	<b>15</b>
02.01	Concept, characteristics of a successful entrepreneurship, basic ingredients of entrepreneurship-1.finance 2. Technology 3. Sales & marketing	
2: 02	<b>Sources of finance:</b> Government, commercial banks and financial institutions: SIDBI-Small industries development bank of India, IDBI- Industrial development bank of India.	<b>15</b>
<b>TOPIC: 03</b>	<b>Acts: - Indian factories act 1948(main provisions only), consumers protection act 1986 (main provision only), municipal health law- main provisions of schedule A, B, C.</b>	<b>10</b>
<b>TOPIC 04</b>	<b>Project work: -</b> the purpose of research is to seek answers to problems through the application of scientific methodology which guarantees that the information is reliable and unbiased. This information is utilized to make conclusions and recommend solutions. The research project would be prepared by the students under guidance of faculty members, the research would clearly spell out the objective, its findings, and recommendations. The research project will then be presented to a panel of internal and external examiner through a report and viva voce. Meaning of the project, project identification, research methodology etc will be taught by the faculty during classes.	<b>10</b>

**SCHEME OF EXAMINATION FOR FINAL EXAMINATION                      F.M.                      :80**

Objective (selection type)	25%
Short answers	25%
Long answer	50%

**Books recommended: -** Essentials of management:- Koonz & Donnel  
Business organization & management: M C Shukla

# FRONT OFFICE MANAGEMENT

Subject code  
**36602**

No. of Periods in  
one Session  
**70**

## **THEORY**

No. of Periods per week		
L	T	P/S
<b>06</b>	<b>0</b>	<b>0</b>

Full Marks	: 100
Final Marks	: 80
Terminal Marks	: 20

### **Rationale:**

- (1) Planning and Evaluation of Front Office Operation
- (2) Budgeting
- (3) Computer Application in Front Office
- (4) Room Division

### **Objective:**

- (1) Planning and Evaluation of Front Office Operation
- (2) Budgeting
- (3) Computer Application in Front Office
- (4) Room Division

<b>S.NO.</b>	<b>TOPIC</b>	<b>PERIODS</b>
<b>01</b>	<b>PLANNING &amp; EVALUATING FRONT OFFICE OPERATION</b>	<b>14</b>
01.01	Forecasting techniques	
01.02	Forecasting Room availability	
01.03	Useful forecasting data	
01.03.01	- % of walkins	
01.03.02	- % of overstay	
01.03.03	- % of understay	
01.04	Forecasting formula	
01.05	Sample forecast forms	
<b>02</b>	<b>BUDGETING</b>	<b>14</b>
02.01	Making of front office budget	
02.02	Factors affecting budget planning	
02.03	Capital operation budget for front office	
02.04	Refining budgets	
02.05	Forecasting room revenue	
<b>03</b>	<b>COMPUTER APPLICATION IN FRONT OPERATION</b>	<b>14</b>
03.01	Fidelio / IDS / Shawman	
03.02	Amadeus	
<b>04</b>	<b>YIELD MANAGEMENT</b>	<b>12</b>
04.01	Concept and importance	
04.02	Applicability to rooms division	
04.02.01	Capability Management	
04.02.02	Discount allocation	
04.02.03	Duration control	
04.03	Measurement yield	
04.04	Potential high and low demand tactics	
04.05	Yield management software	
04.06	Yield management team	
<b>05</b>	<b>FRONT OFFICE AND GUEST SAFETY AND SECURITY</b>	<b>08</b>
<b>06</b>	<b>FRENCH</b>	<b>08</b>
06.01	Conversation with guests	
06.01.01	Providing information to guest about the hotel, city, sight seeing, car rentals, historical places, banks, airlines, travel agents, shopping centers and worship places etc. Departure (Cashier, Bills Section and Bell Desk)	

**Book Recommended:**

1. Food & Beverage Service by Lilly crap.
2. Food & Beverage service Training manual by Sudhir Andrews
3. Food & Beverage by Lipinsky.

**SCHEME OF EXAMINATION FOR FINAL EXAMINATION F.M.: 80**

Objective (selection type)	25%
Short answers	25%
Long answer	50%

# ACCOMMODATION MANAGEMENT

Subject code  
**36603**

No. of Periods in  
one Session  
**70**

## THEORY

No. of Periods per week		
L	T	P/S
06	0	0

Full Marks	:	100
Final Marks	:	80
Terminal Marks	:	20

### Rationale:

1. Planning the house keeping department
2. organizing the house keeping department
3. Interior decoration
4. Layout of Guest room
5. House keeping in Institutions

### Objectives:

1. Planning the house keeping department
2. organizing the house keeping department
3. Interior decoration
4. Layout of Guest room
5. House keeping in Institutions

## CONTENTS:-

<b>S. No.</b>	<b>Topic</b>	<b>Periods</b>
<b>01</b>	<b>PLANNING AND ORGANISING THE HOUSE KEEPING DEPARTMENT</b>	<b>(20)</b>
01.01	Area inventory list	
01.02	Frequency schedules	
01.03	Performance and Productivity standards	
01.04	Standard Operating manuals – Job procedures	
01.05	Job allocation and work schedules	
01.06	Calculating staff strengths & planning duty rosters, team work and leadership in HK Training in HKD, devising training programmes for HK staff	
01.07	Budget and budgetary controls	
01.08	The budget process	
01.09	Stock records – issue and control	
<b>02</b>	<b>HOUSEKEEPING IN INSTITUTIONS &amp; FACILITIES OTHER THAN HOTELS</b>	<b>(08)</b>
<b>03</b>	<b>CONTRACT SERVICES</b>	<b>(08)</b>
03.01	Types of contract services	
03.02	Guidelines for hiring contract services	
03.03	Advantages & disadvantages of contract services	
<b>04</b>	<b>SAFETY AND SECURITY</b>	<b>(04)</b>
04.01	Safety awareness and accident prevention	
04.02	Fire safety and fire fighting	
04.03	Crime prevention and dealing with emergency situation	
<b>05</b>	<b>INTERIOR DECORATION</b>	<b>(20)</b>
05.01	Elements of design	
05.02	Colour and its role in décor – types of colour schemes	
05.03	Windows and window treatment	
05.04	Lighting and lighting fixtures	
05.05	Floor finishes	
05.06	Carpets	
05.07	Furniture and fittings	
05.08	Accessories	
<b>06</b>	<b>LAYOUT OF GUEST ROOMS</b>	<b>(06)</b>
06.01	Sizes of rooms, sizes of furniture, furniture arrangement	
<b>07</b>	<b>NEW PROPERTY COUNTDOWN</b>	<b>(04)</b>
<b>08</b>	<b>EMERGENCY AND WATER CONSERVATION IN HOUSEKEEPING OPERATIONS</b>	<b>(02)</b>

### SCHEME OF EXAMINATION FOR FINAL EXAMINATION

**F.M.: 80**

Objective (selection type)	25%
Short answers	25%
Long answer	50%

### Book Recommended

1. Text Book of House Keeping - Sudhir Andrews
2. Professional Management of House Keeping Operation - Thomas J.A. Jones

# F & B CATERING MANAGEMENT

Subject code  
**36604**

No. of Periods  
In one Session  
**70**

## THEORY

No. of Periods per week		
L	T	P/S
05	0	0

Full Marks	: 100
Final Marks	: 80
Terminal Marks	: 20

### Rationale:

1. Beverage control
2. Inventory control
3. Sales control
4. Food control
5. Cost dynamics

### Objectives:

1. Beverage control
2. Inventory control
3. Sales control
4. Food control
5. Cost dynamics



Sl. No.	Topics	Hours
<b>01</b>	<b>COST DYNAMICS</b>	<b>04</b>
01.01	Elements of Cost	
01.02	Classification of Cost	
<b>02</b>	<b>INVENTORY CONTROL</b>	<b>14</b>
02.01	Importance	
02.02	Objective	
02.03	Method	
02.04	Levels and Technique	
02.05	Perpetual Inventory	
02.06	Monthly Inventory	
02.07	Pricing of Commodities	
02.08	Comparison of Physics and Perpetual Inventory	
<b>03</b>	<b>BEVERAGE CONTROL</b>	<b>10</b>
03.01	Purchasing	
03.02	Receiving	
03.03	Storing	
03.04	Issuing	
<b>04</b>	<b>SALES CONTROL</b>	<b>06</b>
04.01	Procedure of Cash Control	
<b>05</b>	<b>BUDGETARY CONTROL</b>	<b>06</b>
05.01	Define Budget	
05.02	Types of Budget	
05.03	Budgetary Control	
<b>06</b>	<b>VARIANCE ANALYSIS</b>	<b>06</b>
06.01	Standard Cost	
06.02	Standard Costing	
06.03	Cost Variances	
06.06	Overhead Variance	
06.07	Fixed Overhead Variance	
06.08	Sales Variance	
06.09	Profit Variance	
<b>07</b>	<b>BREAKEVEN ANALYSIS</b>	<b>08</b>
07.01	Breakeven Chart	
07.02	P V Ratio	
07.03	Contribution	
07.04	Marginal Cost	
07.05	Graphs	
<b>08</b>	<b>MENU MERCHANDISING</b>	<b>06</b>
08.01	Menu Control	
08.02	Menu Structure	
08.03	Planning	
08.04	Pricing of Menus	
08.05	Types of Menus	
08.06	Menu as Marketing Tool	
08.07	Layout	
08.08	Constraints	

<b>09</b>	<b>MENU ENGINEERING</b>	<b>06</b>
09.01	Definition and Objectives	
09.02	Methods	
09.03	Advantages	
<b>10</b>	<b>MIS</b>	<b>04</b>
10.01	Reports	
10.02	Daily Food Cost	
10.03	Monthly Food Cost	

**SCHEME OF EXAMINATION FOR FINAL EXAMINATION F.M.: 80**

Objective (selection type)	25%
Short answers	25%
Long answer	50%

**Book Recommended**

- |                                   |   |                                    |
|-----------------------------------|---|------------------------------------|
| 1. F & B Catering Mgt.            | - | John Fuller                        |
| 2. Catering Mgt. & Administration | - | American Hotel & Motel Association |
| 2. Theory of Catering             | - | Victor Ceserani                    |

# TOURISM MARKETING (Elective)

Subject code  
**36605 A**

No. of Periods  
In one Session  
**60**

## Theory

No. of Periods per week		
L	T	P/S
<b>04</b>	<b>0</b>	<b>0</b>

Full Marks	: 100
Final Marks	80
External Marks:	20

### Rationale:

This course familiarises the student with marketing concepts, techniques and skills as required in the marketing of tourism product and attractions.

### Objective:

This course familiarises the student with marketing concepts, techniques and skills as required in the marketing of tourism product and attractions.

<b>Block-1</b>	<b>Understanding Entrepreneurship and Management</b>	<b>10</b>
Unit 1	Introduction to Tourism Marketing - Approaches, Relevance and Role	
Unit 2	Market Segmentation	
Unit 3	Tourism Markets: International and Domestic	
<b>Block-2</b>	<b>Market Analysis</b>	<b>10</b>
Unit 4	Marketing Research	
Unit 5	Competitive Analysis and Strategies	
Unit 6	Forecasting for Tourism and its Products	
Unit 7	Role of Technology in Tourism Marketing	
<b>Block-3</b>	<b>Marketing Mix</b>	<b>10</b>
Unit 8	Product Designing	
Unit 9	Pricing Strategies	
Unit 10	Promotion Strategies	
Unit 11	Distribution Strategies	
Unit 12	The Fifth P: People, Process and Physical Evidence	
<b>Block-4</b>	<b>Marketing Mix: Specific Situations</b>	<b>10</b>
Unit 13	Familiarization Tours	
Unit 14	Seasonal Marketing	
Unit 15	Tourism Fairs and Travel Markets	
<b>Block-5</b>	<b>Accommodation Marketing</b>	<b>10</b>
Unit 16	Star Category Hotels	
Unit 17	Alternate Accommodation	
Unit 18	Supplementary Accommodation	
Unit 19	Linkages in the Trade	
<b>Block-6</b>	<b>Transport and Travel Services Marketing</b>	<b>10</b>
Unit 20	Air Lines Marketing	
Unit 21	Tourist Transport Marketing	
Unit 22	Travel Agency Marketing	
Unit 23	Tour Operators Marketing	

**SCHEME OF EXAMINATION FOR FINAL EXAMINATION      F.M.:80**

Objective (selection type)	25%
Short answers	25%
Long answer	50%

Book Recommended

- |  |   |               |
|--|---|---------------|
| 1. Marketing for Hospitality & Tourism | - | Philip Kotler |
| 2. Marketing Management                | - | Rajiv Lal     |

# HUMAN RESOURCE MANAGEMENT (Elective)

Subject code  
**36605 B**

No. of Periods in one  
session  
**60**

## THEORY

No. of Periods per week		
L	T	P/S
<b>04</b>	<b>0</b>	<b>0</b>

Full Marks	:	100
Final Marks	:	80
Terminal Marks	:	20

### Rationale:

1. Human Resource Planning
2. Job Evaluation Methods
3. Recruitment and Selections
4. Human Resource Audit
5. Task Analysis

### Objective

1. Human Resource Planning
2. Job Evaluation Methods
3. Recruitment and Selections
4. Human Resource Audit
5. Task Analysis

<b>Sl. No.</b>	<b>Topic</b>	<b>Periods</b>
<b>01</b>	<b>Human Resource Planning</b>	
01.01	Micro	
01.02	Macro	
<b>02</b>	<b>HRD applications in Hotel Industry</b>	
<b>03</b>	<b>Relevance of HRD in Hotel Industry</b>	
<b>04</b>	<b>Personnel Office</b>	
04.01	Functions	
04.02	Operations	
<b>05</b>	<b>Hotel Environment and Culture</b>	
<b>06</b>	<b>HRD System</b>	
<b>07</b>	<b>Job Evaluation</b>	
07.01	Concepts	
07.02	Scope	
07.03	Limitations	
<b>08</b>	<b>Job Analysis and Job Description</b>	
<b>09</b>	<b>Job Evaluation Methods</b>	
<b>10</b>	<b>Task Analysis</b>	
<b>11</b>	<b>Demand and Supply Forecasting</b>	
<b>12</b>	<b>Human Resource Information System</b>	
<b>13</b>	<b>Human Resource Audit</b>	
<b>14</b>	<b>Human Resource Accounting Practices</b>	
<b>15</b>	<b>Recruitment and Selection</b>	
<b>16</b>	<b>Attracting and Retaining Talents</b>	
16.01	Strategic Interventions	
<b>17</b>	<b>Induction and Placement</b>	
<b>18</b>	<b>Staff Training and Development</b>	
<b>19</b>	<b>Training Methods and Evaluation</b>	
<b>20</b>	<b>Motivation and Productivity</b>	
<b>21</b>	<b>Motivation and Job Enrichment</b>	
<b>22</b>	<b>Career Planning</b>	
<b>23</b>	<b>Employee Counseling</b>	
<b>24</b>	<b>Performance Monitoring and Appraisal</b>	
<b>25</b>	<b>Transfer, Promotion and Reward Policy</b>	
<b>26</b>	<b>Disciplinary Issues</b>	
<b>27</b>	<b>Employees Grievance Handling</b>	
<b>28</b>	<b>Compensation and Salary Administration</b>	

29	<b>Employee Benefits and Welfare Schemes</b>
30	<b>Labour Laws and Regulations Related to Hotel Industry</b>
31	<b>Gender Sensitivities</b>
32	<b>Emerging Trends and Perspectives</b>
33	<b>Impacts of Mergers and Acquisitions on Human Resource Practices</b>

**SCHEME OF EXAMINATION FOR FINAL EXAMINATION**

**F.M.:80**

Objective (selection type)	25%
Short answers	25%
Long answer	50%

Book Recommended

1. Human Resources Development & Management - Jagmohan Negi
2. Personnel Management - P.C.Thripathi

# FOOD SAFETY & QUALITY (Elective)

Subject code  
**36605 C**

No. of Periods in  
one Session  
**60**

## Theory

No. of Periods per week		
L	T	P/S
04	0	0

Full Marks : 100  
Final Marks : 80  
Terminal Marks : 20

### Rationale:

1. Food Preservation and Spoilage
2. Micro Organisms in Food
3. Hygiene and Sanitation in Food Sector
4. Quality Assurance
5. Food Laws and Regulations

### Objectives:

1. Food Preservation and Spoilage
2. Micro Organisms in Food
3. Hygiene and Sanitation in Food Sector
4. Quality Assurance
5. Food Laws and Regulations



<b>01</b>	<b>Basic introduction To Food Safety, Food Hazards&amp; Risks, Contaminants and Food Hygiene</b>	<b>01</b>
<b>02</b>	<b>MICRO ORGANISMS IN FOOD</b>	<b>04</b>
02.01	General characteristics of Micro Organisms based on their occurrence and structure	
02.02	Factor affecting their growth in food (intrinsic and extrinsic)	
02.03	Common food borne micro organisms	
02.03.01	Bacteria(spores/capsules)	
02.03.02	Fungi	
02.03.03	Viruses	
02.03.04	Parasites	
<b>03</b>	<b>FOOD SPOILAGE &amp; FOOD PRESERVATION</b>	<b>06</b>
03.01	Types & Causes of spoilage	
03.02	Sources of contamination	
03.03	Spoilage of different products (milk and milk products, cereals and cereal products, meat, eggs, fruits and vegetables, canned products)	
03.04	Basic principles of food preservation	
03.05	Methods of preservation (High Temperature, Low Temperature, Drying, Preservatives & Irradiation)	
<b>04</b>	<b>BENEFICIAL ROLE OF MICRO-ORGANISMS</b>	<b>02</b>
04.01	Fermentation & Role of lactic and bacteria	
04.02	Fermentation in Foods (Dairy foods, vegetable, Indian foods, Bakery products and alcoholic beverages)	
04.03	Miscellaneous (Vinegar & anti-biotic)	
<b>05</b>	<b>FOOD BORNE DISEASES</b>	<b>02</b>
05.01	Types (Infections and intoxications)	
05.02	Common diseases caused by food borne pathogens	
05.03	Preventive measures	
<b>06</b>	<b>FOOD ADDITIVES</b>	<b>02</b>
06.01	Introduction	
06.02	Types (Preservatives, anti-oxidants, sweeteners, food .colours and flavours, stabilizers and emulsifiers)	
<b>07</b>	<b>FOOD CONTAMINANTS &amp; ADULTERANTS</b>	<b>06</b>
07.01	Introduction to Food Standards	
07.02	Types of Food contaminants (Pesticide residues, bacterial toxins mycotoxins, seafood toxins, metallic contaminants, residues from packaging material)	
07.03	Common adulterants in food	
07.04	Method of their detection (basic principle)	
<b>08</b>	<b>FOOD LAWS AND REGULATIONS</b>	<b>04</b>
08.01	National – PFA Essential Commodities Act (FPO, MPO etc.)	
08.02	International – Codex Alimentarius, ISO	
08.03	Regulatory Agencies – WTO	
08.04	Consumer Protection Act	
<b>09</b>	<b>QUALITY ASSURANCE</b>	<b>04</b>

09.01	Introduction to Concept of TQM, GMP and Risk Assessment	
09.02	Relevance of Microbiological standards for food safety	
09.03	HACCP (Basic Principle and implementation)	
<b>10</b>	<b>HYGIENE AND SANITATION IN FOOD SECTOR</b>	<b>06</b>
10.01	General Principles of Food Hygiene	
10.02	GHP for commodities, equipment, work area and personnel	
10.03	Cleaning and disinfection (Methods and agents commonly used in the hospitality industry)	
10.04	Safety aspects of processing water (uses & standards)	
10.05	Waste Water & Waste disposal	
<b>11</b>	<b>RECENT CONCERNS</b>	<b>03</b>
11.01	Emerging pathogens	
11.02	Genetically modified foods	
11.03	Food labeling	
11.04	Newer trends in food packaging and technology	
11.05	BSE (Bovine Serum Encephalopathy)	

#### REFERENCES:

1. Modern Food Microbiology by Jay. J.
2. Food Microbiology by Frazier and Westhoff
3. Food Safety by Bhat & Rao
4. Safe Food Handling by Jacob M.
5. Food Processing by Hobbs Betty
6. PFA Rules

#### SCHEME OF EXAMINATION FOR FINAL EXAMINATION

F.M.:80

Objective (selection type)	25%
Short answers	25%
Long answer	50%

# FRONT OFFICE MANAGEMENT

Subject code  
**36606**

No. of Periods  
In one Session  
50

## Practical

No. of Periods per week		
L	T	P/S
<b>04</b>	<b>0</b>	<b>0</b>

Full Marks	: 50
External Marks	: 40
Internal Marks	: 10

### Rationale:

- (1) Planning and Evaluation of Front Office Operation
- (2) Budgeting
- (3) Computer Application in Front Office
- (4) Room Division

### Objectives:

- (1) Planning and Evaluation of Front Office Operation
- (2) Budgeting
- (3) Computer Application in Front Office
- (4) Room Division

<b>Sl. No.</b>	<b>Topic</b>
1	HMS Training - Hot Function keys
2	How to put message
3	How to put a locator
4	How to check in a first time guest
5	How to check in an existing reservation
6	How to check in a day use
7	How to issue a new key
8	How to verify key
9	How to cancel a key
10	How to issue a duplicate key
11	How to extend a key
12	How to print and prepare registration cards for arrivals
13	How to program keys continuously
14	How to program one key for two rooms
15	How to re-program one key
16	How to make a reservation
17	How to create and update guest profiles
18	How to update guest folio
19	How to print guest folio
20	How to make sharer reservation
21	How to feed remarks in guest history
22	How to add a sharer
23	How to make add on reservation
24	How to amend a reservation
25	How to cancel a reservation
26	How to make group reservation
27	How to make a room change on the system
28	How to log on cashier code
29	How to close a bank at the end of each shift
30	How to put a routing instruction
31	How to process charges
32	How to process a guest check out
33	How to check out a folio
34	How to process deposit for arriving guest
35	How to process deposit for in house guest
36	How to check room rate variance report
37	How to process part settlements
38	How to tally allowance for the day at night
39	How to tally paid outs for the day at night
40	How to tally forex for the day at night
41	How to pre-register a guest
42	How to handle extension of guest stay
43	handle deposit and check ins with voucher
44	How to post payment
45	How to print checked out guest folio
46	Check out using foreign currency
47	Handle settlement of city ledger balance
48	handle payment for room only to Travel Agents
49	Handle of banquet event deposits
50	How to prepare for sudden system shutdown
51	How to checkout standing batch totals
52	How to do a credit check report
53	How to process late charges on third party

54	How to process late charges to credit card
55	How to check out during system shut down
56	Handling part settlements for long staying guest
57	How to handle paymaster folios
58	How to handle bills on hold

## SCHEME OF EXAMINATION FOR FINAL EXAMINATION

F.M. : 40

Internal - 40%

External - 60%

### Book Recommended

- |  |   |                |
|--|---|----------------|
| 1. Front office management                     | - | R.K.Sinha      |
| 2. Front office management                     | - | S.K.Bhatnagar  |
| 3. Hotel front office – training manual        | - | Sudhir Andrews |
| 4. Hotel front office – systems and procedures | - | Ravi Aggrawal  |

# ACCOMMODATION MANAGEMENT

Subject code  
**36607**

No. of Periods  
in one Session  
**50**

## Practical

No. of Periods per week		
L	T	P/S
<b>04</b>	<b>0</b>	<b>0</b>

Full Marks	: 50
External Marks	: 40
Internal Marks	: 10

### Rationale:

1. Planning the house keeping department
2. organizing the house keeping department
3. Interior decoration
4. Layout of Guest room
5. House keeping in Institutions

### Objectives:

1. Planning the house keeping department
2. organizing the house keeping department
3. Interior decoration
4. Layout of Guest room
5. House keeping in Institutions

<b>Sl. No.</b>	<b>Topic</b>	<b>Hours</b>
01	First Aid	16
01.01	First aid kit	
01.02	Dealing with emergency situation	
02	Special Decorations	12
03	Layout of a guest room	12
04	Team cleaning	12
05	Devising training modules/standard operating procedures/inspection check lists	08

### **SCHEME OF EXAMINATION FOR FINAL EXAMINATION**

**F.M. 40**

Internal	-	40%
External	-	60%

### **Book Recommended**

1. Text book of House Keeping - Sudhir Andrews
2. Professional management of House keeping operation - Thomas J.A. Jones

# PROFESSIONAL STUDIES & ENTREPRENEURSHIP

Subject code  
**36608**

No. of Periods  
in one Session  
**50**

## SESSIONAL

No. of Periods per week		
L	T	P/S
<b>04</b>	<b>0</b>	<b>0</b>

Full Marks	: 50
External Marks	: 30
Internal Marks	: 20

### **Rationale:**

The paper has been introduced to achieve dual purpose for the students. Firstly, this course provides the basics of Professional management and secondly it also prepares the student to develop self reliance by becoming an entrepreneur. This makes them conversant with their duties and responsibility to make them successful in their career by developing profession expertise.

### **Objective:**

The paper has been introduced to achieve dual purpose for the students. Firstly, this course provides the basics of Professional management and secondly it also prepares the student to develop self reliance by becoming an entrepreneur. This makes them conversant with their duties and responsibility to make them successful in their career by developing profession expertise.

### **Book Recommended**

1. Entrepreneurship - Michael E. Gordon
2. Entrepreneurship - K.P.Sharma



# ACCOMODATION MANAGEMENT

Subject code  
**36609**

No. of Periods  
In one Session  
**60**

## SESSIONAL

No. of Periods per week		
L	T	P/S
<b>00</b>	<b>0</b>	<b>0</b>

Full Marks	:	50
External Marks	:	30
Internal Marks	:	20

### Rationale:

1. Planning the house keeping department
2. organizing the house keeping department
3. Interior decoration
4. Layout of Guest room
5. House keeping in Institutions

### Objective:

1. Planning the house keeping department
2. organizing the house keeping department
3. Interior decoration
4. Layout of Guest room
5. House keeping in Institutions

<b>Sl. No.</b>	<b>Topic</b>	<b>Hours</b>
01	First Aid	16
01.01	First aid kit	
01.02	Dealing with emergency situation	
02	Special Decorations	12
03	Layout of a guest room	12
04	Team cleaning	12
05	Devising training modules/standard operating procedures/inspection check lists	08

### **SCHEME OF EXAMINATION FOR FINAL EXAMINATION**

**F.M. 50**

Internal - 40%  
External - 60%

### **Book Recommended**

1. Text Book of House Keeping - Sudhir Andrews
2. Professional Management of House Keeping Operation - Thomas J.A.Jones

# RESEARCH METHODOLOGY & PROJECT WORK

Subject code  
**36610**

No. of Periods in  
one Session  
**50**

## SESSIONAL

No. of Periods per week		
L	T	P/S
04	0	0

Full Marks	: 50
External Marks	: 30
Internal Marks	: 20

### Rationale:

Research Methodology will be taught in the theory class to prepare students on how to approach the subject of Project Report in the 3<sup>rd</sup> year. Inputs can be given to the students during the institute tenure but topics allotted only after return from IT. This will help students perceive the subject in a better fashion while the vacation period between the two years (2<sup>nd</sup> & 3<sup>rd</sup> year) utilized for exploratory research and self study. Final preparation of the project will be done only in the 3<sup>rd</sup> year under guidance.

### Objectives:

Research Methodology will be taught in the theory class to prepare students on how to approach the subject of Project Report in the 3<sup>rd</sup> year. Inputs can be given to the students during the institute tenure but topics allotted only after return from IT. This will help students perceive the subject in a better fashion while the vacation period between the two years (2<sup>nd</sup> & 3<sup>rd</sup> year) utilized for exploratory research and self study. Final preparation of the project will be done only in the 3<sup>rd</sup> year under guidance.

<b>Sl. No.</b>	<b>Topic</b>	
<b>01</b>	<b>INTRODUCTION TO RESEARCH METHODOLOGY</b>	<b>15</b>
01.01	Meaning and objectives of Research	
01.02	Types of Research	
01.03	Research Approaches	
01.04	Significance of Research	
01.05	Research methods vs Methodology	
01.06	Research Process	
01.07	Criteria of Good Research	
01.08	Problem faced by Researches	
01.09	Techniques Involved in defining a problem	
<b>02</b>	<b>RESEARCH DESIGN</b>	<b>10</b>
02.01	Meaning and Need for Research Design	
02.02	Features and important concepts relating to Research design	
02.03	Different Research design	
02.04	important Experimental Designs	
<b>03</b>	<b>SAMPLE DESIGN</b>	<b>10</b>
03.01	Censure and sample Survey	
03.02	Implication of Sample design	
03.03	Criteria for selecting a sampling procedure	
03.04	Characteristics of a good sample design	
03.05	Different types of Sample design	
03.06	Measurement Scales	
03.07	Important scaling Techniques	
<b>04</b>	<b>METHODS OF DATA COLLECTION</b>	<b>05</b>
04.01	Collection of Primary Data	
04.02	Collection through Questionnaire and schedule collection of Secondary data	
04.03	Difference in Questionnaire and schedule	
04.04	Different methods to collect secondary data	
<b>05</b>	<b>DATA ANALYSIS INTERPRETATION AND PRESENTATION TECHNIQUES</b>	<b>10</b>
05.01	Hypothesis Testing	
05.02	Basic Concepts concerning Hypothesis Testing	
05.03	Procedure and flow diagram for Hypothesis Testing	
05.04	Test of Significance	
05.05	Chi-Square Analysis	
05.06	Report Presentation Techniques	

## **RESEARCH PROJECT**

The purpose of research is to seek answers to problems through the application of scientific methodology, which guarantees that the information is reliable and unbiased. This information is utilized to make conclusions and recommend solutions. Good research depends on addressing key points based on a checklist approach. Some elementary factors need to be kept in mind while preparing a research and deciding the topic, these could be based on its relevance, feasibility, coverage, accuracy and research, objectivity and ethics.

Based on the above principles, the research project would be prepared by a student under guidance of a faculty member, familiar with the scientific research methodology. The research would clearly spell out the objective, its findings, adopted, a conclusion and recommendations. The research project will then be presented to a panel of internal and external examiner through a report and viva voce.

Two hours per week have been allocated for guiding students in undertaking the research project. Research Methodology has already been taught in the 2<sup>nd</sup> year and topic for research allotted to students. In the 3<sup>rd</sup> year the student will undertake practical field research and preparation of the project. At term end, the research project will be presented before a panel. The research project will carry weightage of 100 marks equivalent to six credits.

### **SCHEME OF EXAMINATION FOR FINAL EXAMINATION**

**F.M.:40**

Internal	40%
External	60%

### **Book Recommended**

1. Research Methodology - Eduardo Salas
2. Research Methods in Psychology - Professor Glynis Breakwell