# Programme Code---

## Diploma in Hotel Management (DHM)

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Detailed Syllabus

HMP11--- Foundation & Development of Hotel Industry

Unit 1 Evolution of Hotel Industry
Growth of Hotel Industry in India (Current Scenario)

Unit 2: Hotel Chains
Domestic Hotel Chains in India, International Hotel chains in India

Unit 3: Organizational Structure/Line of Hierarchy of Hotels
Hierarchy of a Large Hotel, Hierarchy of a Medium Hotels, Hierarchy of a Small Hotels

Unit 4: Classification of Hotels by Department of Tourism
Classification of Hotels, Type of Hotels According to the Length of Guest Stay, Type of Hotels According to the Type of Clientele, Other Hotels

Unit 6: Star Classification in India
Heritage Hotels, Approval at Project Level, Approval and Classification for Newly Operational Hotel & Reclassification of Approved Property, The Committee, Restaurants, Heritage Properties, Guest House

Unit 7: Advantages of Different Types of Hotel Ownerships

Unit 8: Disadvantages of Different Types of Hotel Ownerships

Unit 9: Describing the Management Operations

Unit 10: Comparing Organizational Structure between large and small hotels

Unit 11: Defining Target Market

Unit 12: Trends in hotel industry

Unit 13: Describing Front Office

Unit 14: Importance of Front Office Department

Unit 15: Functions of Front Office

Unit 16: Section of Front Office and their Importance
Cashiering Functions performed by the Reception staff.
HMP12--- Front Office Operations

UNIT 1: Front Office Department:
Importance of Front Office Department, Components of Front Office (Layout), Different Sections of Front Office, Reception, Telephone, Reservations, Concierge, Bell Desk, Door Attendants; Attributes of Front Office Personnel; Front Office Salesmanship-Need for product analysis, Salesmanship at the Reception, Work Shifts in Front Office & Handovers.

UNIT 2: Departmental Information for Front Office Personnel-I:
Types of Rooms, Why Categorization on the basis of 4 components, Types of Bed, Numbering of Rooms: Brochures, Tariff Cards, Room Rate.

UNIT 3: Departmental Information for Front Office Personnel-II:

UNIT 5: Guest Cycle:
Brief Introduction to Guest Cycle, Pre-Arrival, Arrival, Occupancy, Departure, Post Departure, Front Office Systems.

UNIT 6: Hotel Room Reservation:
Hotel’s Room Reservation, Basic Function of Reservation Department, The Reservation Section, Modes of Reservation, Source & Channels of Reservation, Type of Reservations, Room Reservations for Conventions, Group Reservations, Pre-arrival, Procedures for Group, Arrival of the Group, Post Arrival Activities (with reference to Group), Reservation Processing, Reservation Charts, Reservation Records, Black List.

UNIT 7:
Guest Arrival, Check-In & Registration: Greeting the Guest, Registration, Registration Process.

UNIT 8:
Posting Room Charges in Folios: Sale of Services, “C FORM.

UNIT 9:
Methods of settlement, Unpaid Account Balance: The City Ledger, Departure Procedure, Late Check Out / Self Check Out, Express Check Out: Express Check-Out (ECO), Settlement of Bill Through Credit Card: Credit Cards, Kinds of Credit Cards.
Unit 10:
Handling Luggage, Left Luggage Handling: Luggage Handling Procedure at the Bell Desk, Check Out and Account Settlement, Night Audit Process, Other Duties of Bell Captain/Bell Boys.

UNIT 11:
Types of Complaints, Nature of Complaints and Classification of Complaints: Telephone Communication, Making Outgoing Calls

UNIT 12:
Handling Complaints: Word of Advice

UNIT 13:
Message Handling

UNIT 14: Handling Guest and Hotel Mail:
Wake-Up Call Procedure

Unit 15: Follow up Procedure for Handling Complaints:
Complaints Costs the Management

Unit 16: Front Office Procedure for Emergencies:
Introduction

HMP13--- Housekeeping Operations & Management
UNIT 1: The Housekeeping Department:
Importance of Housekeeping; Responsibilities of Housekeeping; Department; Organizational Structure.

Unit 2: Housekeeping Personnel:
Executive Housekeeper/Director of Housekeeping, Deputy Housekeeper, Assistant Housekeeper / Housekeeping Manager, Floor Housekeepers/Floor Supervisors, Public Area Supervisors, Night Supervisor, Evening Shift Supervisor, Linen Room Supervisor/Linen Keeper, Uniform Room Supervisor, Linen Room Attendant/Linen Room Maid, Uniform Room Attendant, Storekeeper, Control Desk Supervisor/Control Room Supervisor, Guestroom Attendants/Room Maids/Chamber Maids, Head House person, House porters / House persons, Tailors, Seamstresses, and Upholsterers, Cloakroom Attendant/Powder Room Attendant, Hat Checker, Horticulturist, Head Gardener, Gardeners, Florist, Laundry Manager, Laundry Supervisor, Dry-cleaner, Washer, Laundry Workers, Pressmen, Valets/Runners.

Unit 3: Personal Attributes of Housekeeping Staff; Layout of the Department; Coordination with Other Departments: Coordination with Front Office, Coordination with Maintenance Department, Coordination with Security Department, Coordination with Food and Beverage Department, Coordination with Stores, Coordination with
Personnel Department, Coordination with Purchase Department, Coordination with Sales and Marketing, Coordination with Laundry.

Unit 4: The Professional Housekeeper:

Unit 5: Housekeeping in Other Institutions:
Hospitals, Hostels, Universities, Residential Homes, Art Galleries, Museums, Libraries, and Archives, Offices.

UNIT 6: Planning Housekeeping Operations:
The Planning Process.

Unit 7: Division of Work Document:
Area Inventory Lists, Frequency Schedules, Performance Standards, Productivity Standards, Equipment and Operating Supply Inventory Level, Work Schedules; Determining the Par Levels.

UNIT 8: Daily Routines and Systems:
The Housekeeping Day.

Unit 9: Opening the House:
Morning Shift, Clean-up, Reporting, and Handover, Afternoon/Evening Shift, Night Shift; Leave Application: Procedure; Gate Pass Procedure.

UNIT 10: Hotel Guestrooms:
Importance of the Guestroom to a Guest; Types of Guestrooms: Guestroom Status.

Unit 11: Guest Floor Rules:
Guest-floor Reportables, Guest Corridors.

UNIT 12: Standard Contents of a Guestroom:
Guestroom Furniture; Selection of Furniture: Some guidelines for selecting furniture; Types of Furniture; Types of Furniture Joints; Materials used for Making Furniture: Wood; Common Furniture Items in Guestrooms; Furniture Arrangement; Principles and Elements of Design; Furniture Arrangement in Guestroom Areas.

UNIT 13: Guestroom Fixtures and Fittings:

Unit 14: Beds, Mattresses, and Bedding:
Guestroom Beds, Understanding the construction of bed, Extra beds, Mattresses, Types of mattress that are available, Bedding, Pillows and bolsters, Blankets, Duvets, eiderdowns, and quilts.
Unit 15: Soft Furnishings:
Types of Soft Furnishings, Cushions, Loose covers, Curtains, Types of curtains, Valances and swags, Blinds, shades, shutters, and screens.

Unit 16: Guestroom Accessories:
Types of Accessories: Pictures, Selection of pictures. Lamps, Ornamental mirrors; Placement of Guest Supplies: In the bedroom, In the bathroom, On the towel, rack.

HMP14—Food and Beverage Service Industry

Unit 1: INTRODUCTION TO THE HOTEL INDUSTRY:
Classification of Catering Establishments, Types of F&B Outlets, Food & Beverage Departmental Organization, Duties & Responsibilities of F&B Staff at Various Levels, Attributes of an Hotelier

ANCILLARY DEPARTMENTS: Still Room / Pantry, Wash Up (Kitchen Stewarding), Plate Room

Unit 2: RESTAURANT EQUIPMENTS
Glassware, Crockery, Silverware, Furniture, Linen

Unit 3: MEALS & MENU
Types of Meals (EMT, Breakfast, Lunch, Dinner, Brunch, High Tea, Afternoon Tea, Elevenses), Types of Menu (A La Carte & Table D'hote), Courses of Menu (Course item examples with Accompaniments, Covers for Each Course)

Unit 4: SERVICE PROCEDURES
Types of Services (Assisted - Platter to Plate / Silver, Pre-Plated, Host, Gueridon; Non-Assisted – Buffet, Single Service, Counter Service), Rules to be Observed for Table Laying, Sequence of Service of a Meal

ROOM SERVICE: Room Service Issues, Marketing, Menus, Variations and Alternatives, Staff Requirements, Delivering Room Service

CIGARS & CIGARETTES: Types, Brands

GUERIDON SERVICE: Types of Trolleys, Sequence of Service

Unit 5: BANQUETS: History of Banquets, Types of Banquets, Organization of a
Banquet Department, Banquet Procedures, Buffets, Banquet Protocols, Conferences, Booking and Planning of Functions

Unit 6: NON-ALCOHOLIC BEVERAGES
Types Of Waters, Soft Drinks, Juices / Syrups / Crushes, Tea Coffee
Unit 7: ALCOHOLIC BEVERAGES

Service of Alcoholic Beverages (Introduction, Beer, Spirits - Styles of Production, Whisky, Brandy, Rum, Gin, Vodka, Tequila, Other Spirits), Responsible Alcoholic Service (Alcohol and its Effect on Human Health Human Psychology and Alcohol)

LIQUEURS & BITTERS: Types, Production, Bases & Brands

MIXED DRINKS & COCKTAILS: Types of Mixed Drinks, Ingredients & Methods of Preparation, Mocktails, Cocktails

Unit 8: BAR OPERATIONS

Bar Set Up, Equipments, Bar Control

Unit 9: WINES

Introduction to Wines, Classification of Wines, Grapes & Factors Affecting Wine Quality, Vinification, Production of Red/ White/ Rose Wines, Production of Fortified & Aromatized Wines, Production of Sparkling Wine

WINE PRODUCING REGIONS OF THE WORLD: France, Germany, Italy, Spain, Portugal, USA, Australia & India

Unit 10: FOOD & WINE HARMONY

HMP15---Food Microbiology

UNIT 1 FOOD MICROBES
Introduction, Its Importance in Relation to Food, Types and Characteristics of Microorganisms

UNIT 2 MICROBES
Classification, Bacteria (Morphological, Cultural & Physiological Characteristics), Groups of Bacteria Important in Food Bacteriology, Factors Affecting Growth - Ph, Osmotic Pressure, Light, Moisture & Time, Beneficial Effects Of Bacteria, Harmful Effects Of Bacterial Activity-Food Spoilage, Putrefaction & Decay, Toxins & Infections, Food Poisoning, Method of Control

UNIT 3 YEAST
Classification, General Characteristics of Yiest, Importance of Yiest in Food Industry

UNIT 4 MOLD
Classification and Identification, General Characteristics of Molds, Morphology-Mucus, Rhizopus, Penicilium&Aspergilles, Beneficial Effects of Molds - Cheese Ripening, Enzymes, Antibiotics, Harmful Effects of Molds-Microtoxins & Spoilage

UNIT 5 STERILIZATION & PASTEURIZATION
Sterilization By: Heat (Dry & Moist); Light; Dessication; Radiation, Pasteurization of Milk - Ltst&Htst Method, Butter, Cream Cheese, Fruit Juices Etc. Sterilization of Milk & Water
UNIT 6  PRESERVATION OF FOOD  
Principles of Preservation, Canning of Food High Temperature (Sterilization & Pasteurization), Preservation by Means of Low Temperature, Irradiation-Principle, Chemical Preservation

UNIT 7  INTRODUCTION  
Definition & Importance of Nutrition, Function of Food, Classification of Nutrients & Food

UNIT 8  FATS  
Functions of Fat & Essential Fatty Acid, Daily Requirements, Excess & Deficiency, Food Sources

UNIT 9  PROTEINS  
Functions, Daily Requirements, Excess & Deficiency, Food Sources

UNIT 10  CARBOHYDRATES  
Functions, Daily Requirements, Excess & Deficiency, Food Sources

UNIT 11  VITAMINS  
Classification, Functions, Daily Requirements, Excess & Deficiency, Food Sources

UNIT 12  MINERAL ELEMENTS  
Classification, Functions, Daily Requirements, Excess & Deficiency, Food Sources

UNIT 13  WATER  
Importance, Water Balance, Deficiency & Oral Rehydration

UNIT 14  ENERGY REQUIREMENTS FOR HUMAN BODY  
Calorie-Definition, Energy Requirements-Factors affecting it, Energy Requirements for Various Age Groups

UNIT 15  NUTRITIONAL DISORDERS & DEFICIENCIES  
Over-Weight & Obesity-Ill-Effects, Undernutrition-Various Diseases

UNIT 16  BALANCED DIET  
Meaning & Importance of Balanced Diet / Menu Planning, Four Food Groups Plans as the Basis, Factors Effecting Menu Planning, Daily Requirements- Recommended Food Table For School Children, Adolescents & Adult Man & Woman to Form a Basis for Meal Planning
HMP16---Food and Beverages Production

Unit 1: Introduction To culinary arts
Introduction to catering industry; A history of recent food service industry; The origins of classical and trendy cuisine; Classes of professional cookery; Today’s technology; Introduction of equipment; Sanitary and nutritional awareness; Cooking within the twentieth and twenty-first centuries

Unit 2: The Organization of Recent Kitchens
The fundamental of kitchen organization; The classical brigade; Modern kitchen organization; Skill levels; Standards of professionalism; Personal hygiene; Good understanding of the fundamentals

Unit 3: Aims and Objectives of Cooking
Cooking; Aims and objectives of cooking food; Advantages of cooking; Food constituents; Effects of cooking on differing kinds of ingredients

Unit 4: Cooking Materials
Cooking materials; Eggs

Unit 5: Preparation of Food
Preparation of ingredients; Combining and mixing within the preparation of foods

Unit 6: Tools and Equipments
Introduction to food equipment; Cooking equipment; Processing equipment; Holding and storage equipment; Pots, pans, and containers; Knives, hand tools, and tiny equipment

Unit 7: Basic Cooking Principles
Heat transfer; Cooking times; Cooking ways; Moist-heat ways; Dry-heat ways; Dry-heat ways using fat; Summary of cooking terms; Building flavor; Building flavor profiles; General ideas in flavor building; Seasoning and flavoring ingredients; Common seasoning and flavoring ingredients; Using herbs and spices

Unit 8: Sanitation and Safety and Storage
Sanitation; Food hazards; Potentially hazardous foods; Locomotion; Chemical and physical hazards; Personal hygiene; Use of gloves; The four-hour rule; Food storage; Food handling and preparation; Hot food holding; Minimum safe internal temperatures; Cleaning and sanitizing equipment

HMP29---Industrial Training

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