

KHATIMA INSTITUTE OF TECHNOLOGY & MANAGEMENT



Syllabus

Diploma in Hotel Management (1 Year)

Diploma in Hotel Management
Programme Structure

Semester 1

Paper 1– BASICS OF FOOD PRODUCTION – I

Paper 2– BASICS OF FOOD AND BEVERAGE SERVICE – I

Paper 3- BASICS FRONT OFFICE OPERATIONS- I

Paper 4– BASICS OF ACCOMMODATION OPERATIONS – I

Paper 5- COMMUNICATION- I

Semester 2

Paper 1– BASICS OF FOOD PRODUCTION – II

Paper 2– BASICS OF FOOD AND BEVERAGE SERVICE – II

Paper 3– BASICS OF FRONT OFFICE OPERATIONS- II

Paper 4- BASICS OF ACCOMMODATION OPERATIONS – II

Paper 5- COMMUNICATION- II

Semester 1

Paper 1 – BASIC OF FOOD PRODUCTION – I (MM- 100)

S.No	Topic
01	INTRODUCTION TO COOKERY A. Levels of skills and experiences B. Attitudes and behavior in the kitchen C. Personal hygiene D. Uniforms & protective clothing E. Safety procedure in handling equipment
02	CULINARY HISTORY A. Origin of modern cookery
03	HIERARCHY AREA OF DEPARTMENT AND KITCHEN A. Classical Brigade B. Modern staffing in various category hotels C. Roles of executive chef D. Duties and responsibilities of various chefs E. Co-operation with other departments
04	CULINARY TERMS A. List of culinary (common and basic) terms B. Explanation with examples
05	AIMS & OBJECTS OF COOKING FOOD A. Aims and objectives of cooking food B. Various textures C. Various consistencies D. Techniques used in pre-preparation E. Techniques used in preparation
06	BASIC PRINCIPLES OF FOOD PRODUCTION – I i) VEGETABLE AND FRUIT COOKERY A. Introduction – classification of vegetables B. Pigments and colour changes C. Effects of heat on vegetables D. Cuts of vegetables E. Classification of fruits F. Uses of fruit in cookery G. Salads and salad dressings ii) STOCKS A. Definition of stock B. Types of stock C. Preparation of stock D. Recipes E. Storage of stocks F. Uses of stocks G. Care and precautions

	iii) SAUCES A. Classification of sauces B. Recipes for mother sauces C. Storage & precautions
07	METHODS OF COOKING FOOD A. Roasting B. Grilling C. Frying D. Baking E. Broiling F. Poaching G. Boiling <ul style="list-style-type: none"> • Principles of each of the above • Care and precautions to be taken • Selection of food for each type of cooking
08	SOUPS A. Classification with examples B. Basic recipes of Consommé with 10 Garnishes
09	EGG COOKERY A. Introduction to egg cookery B. Structure of an egg C. Selection of egg D. Uses of egg in cookery
10	COMMODITIES: i) Shortenings (Fats & Oils) A. Role of Shortenings B. Varieties of Shortenings C. Advantages and Disadvantages of using various Shortenings D. Fats & Oil – Types, varieties ii) Raising Agents A. Classification of Raising Agents B. Role of Raising Agents C. Actions and Reactions iii) Thickening Agents A. Classification of thickening agents B. Role of Thickening agents iv) Sugar A. Importance of Sugar B. Types of Sugar C. Cooking of Sugar – various

S.No	Topic
01	<p>THE HOTEL & CATERING INDUSTRY</p> <ul style="list-style-type: none"> A. Introduction to the Hotel Industry and Growth of the hotel Industry in India B. Role of Catering establishment in the travel/tourism industry C. Types of F&B operations D. Classification of Commercial, Residential/Non-residential E. Welfare Catering - Industrial/Institutional/Transport such as air, road, rail, sea, etc. F. Structure of the catering industry - a brief description of each
02	<p>DEPARTMENTAL ORGANISATION & STAFFING</p> <ul style="list-style-type: none"> A. Organisation of F&B department of hotel B. Principal staff of various types of F&B operations C. French terms related to F&B staff D. Duties & responsibilities of F&B staff E. Attributes of a waiter F. Inter-departmental relationships (Within F&B and other department)
03	<p>I FOOD SERVICE AREAS (F & B OUTLETS)</p> <ul style="list-style-type: none"> A. Specialty Restaurants B. Coffee Shop C. Cafeteria D. Fast Food (Quick Service Restaurants) E. Grill Room F. Banquets G. Bar H. Vending Machines I. Discotheque <p>II ANCILLIARY DEPARTMENTS</p> <ul style="list-style-type: none"> A. Pantry B. Food pick-up area C. Store D. Linen room E. Kitchen stewarding
04	<p>F & B SERVICE EQUIPMENT</p> <p>Familiarization & Selection factors of:</p> <ul style="list-style-type: none"> - Cutlery - Crockery - Glassware - Flatware - Hollowware

	<ul style="list-style-type: none">- All other equipment used in F&B Service<ul style="list-style-type: none">• French terms related to the above
05	<p>NON-ALCOHOLIC BEVERAGES</p> <p>Classification (Nourishing, Stimulating and Refreshing beverages)</p> <p>A. Tea</p> <ul style="list-style-type: none">- Origin & Manufacture- Types & Brands <p>B. Coffee</p> <ul style="list-style-type: none">- Origin & Manufacture- Types & Brands <p>C. Juices and Soft Drinks</p> <p>D. Cocoa & Malted Beverages</p> <ul style="list-style-type: none">- Origin & Manufacture

S.No	Topic
01	<p>INTRODUCTION TO TOURISM, HOSPITALITY & HOTEL INDUSTRY</p> <p>A. Tourism and its importance B. Hospitality and its origin C. Hotels, their evolution and growth D. Brief introduction to hotel core areas with special reference to Front Office</p>
02	<p>CLASSIFICATION OF HOTELS</p> <p>A. Size B. Star C. Location & clientele D. Ownership basis E. Independent hotels F. Management contracted hotel G. Chains H. Franchise/Affiliated I. Supplementary accommodation J. Time shares and condominium</p>
03	<p>TYPES OF ROOMS</p> <p>A. Single B. Double C. Twin D. Suits</p>
04	<p>TIME SHARE & VACATION OWNERSHIP</p> <p>A. What is time share? Referral chains & condominiums B. How is it different from hotel business? C. Classification of timeshares D. Types of accommodation and their size</p>
05	<p>FRONT OFFICE ORGANIZATION</p> <p>A. Function areas B. Front office hierarchy C. Duties and responsibilities D. Personality traits</p>
06	<p>HOTEL ENTRANCE, LOBBY AND FRONT OFFICE</p> <p>A. Layout B. Front office equipment (non automated, semi-automated and automated)</p>
07	<p>BELL DESK</p> <p>A. Functions B. Procedures and records</p>

Paper 4 – BASICS OF ACCOMMODATION OPERATIONS – I (MM- 100)

S.No	Topic
01	<p>THE ROLE OF HOUSEKEEPING IN HOSPITALITY OPERATION</p> <p>Role of Housekeeping in Guest Satisfaction and Repeat Business</p>
02	<p>ORGANISATION CHART OF THE HOUSEKEEPING DEPARTMENT</p> <p>A. Hierarchy in small, medium, large and chain hotels B. Identifying Housekeeping Responsibilities C. Personality Traits of housekeeping Management Personnel. D. Duties and Responsibilities of Housekeeping staff E. Layout of the Housekeeping Department</p>
03	<p>CLEANING ORGANISATION</p> <p>A. Principles of cleaning, hygiene and safety factors in cleaning B. Methods of organising cleaning C. Frequency of cleaning daily, periodic, special D. Design features that simplify cleaning E. Use and care of Equipment</p>
04	<p>CLEANING AGENTS</p> <p>A. General Criteria for selection B. Classification C. Polishes D. Floor seats E. Use, care and Storage F. Distribution and Controls G. Use of Eco-friendly products in Housekeeping</p>
05	<p>COMPOSTION, CARE AND CLEANING OF DIFFERENT SURFACES</p> <p>A. Metals B. Glass C. Leather, Leatherites, Rexines D. Plastic E. Ceramics F. Wood G. Wall finishes H. Floor finishes</p>
06	<p>INTER DEPARTMENTAL RELATIONSHIP</p> <p>A. With Front Office B. With Maintenance C. With Security D. With Stores E. With Accounts F. With Personnel G. Use of Computers in House Keeping department</p>
07	<p>USE OF COMPUTERS IN HOUSE KEEPING DEPARTMENT</p>

Paper 5- COMMUNICATION- I (MM-50)

S.No.	Topic
01	INTRODUCTION TO COMMUNICATION A. Meaning B. Nature C. Types of communication D. Scope of communication E. Barriers to effective communication F. Active Listening Skills
02	EFFECTIVE PRESENTATION SKILL A. Effective presentation skills B. Preparing and delivering presentations C. Elements of effective presentations D. Non verbal communication E. Body language F. Gesture and hand movements
03	BUSINESS COMMUNICATION A. Principles of business communication B. Forming Paragraphs C. Memos D. E-mails E. Letters

Semester 2

Paper 1 - BASIC FOOD PRODUCTION – II (MM-100)

S.No.	Topic
01	SOUPS A. Basic recipes other than consommé with menu examples <ul style="list-style-type: none">• Broths• Bouillon• Puree• Cream• Veloute• Chowder• Bisque etc B. Garnishes and accompaniments C. International soups
02	SAUCES & GRAVIES A. Difference between sauce and gravy B. Derivatives of mother sauces C. Contemporary & Proprietary
03	MEAT COOKERY A. Introduction to meat cookery B. Cuts of beef/veal C. Cuts of lamb/mutton D. Cuts of pork E. Variety meats (offals) F. Poultry (With menu examples of each)
04	FISH COOKERY A. Introduction to fish cookery B. Classification of fish with examples C. Cuts of fish with menu examples D. Selection of fish and shell fish E. Cooking of fish (effects of heat)
05	RICE, CEREALS & PULSES A. Introduction B. Classification and identification C. Cooking of rice, cereals and pulses D. Varieties of rice and other cereals
06	i) PASTRY A. Short crust B. Laminated C. Choux D. Hot water/Rough puff <ul style="list-style-type: none">• Recipes and methods of preparation• Differences• Uses of each pastry• Care to be taken while preparing pastry• Role of each ingredient• Temperature of baking pastry ii) MASALAS A. Blending of spices B. Different masalas used in Indian cookery <ul style="list-style-type: none">• Wet masalas

	<ul style="list-style-type: none">• Dry masalasC. Composition of different masalasD. Varieties of masalas available in regional areasE. Special masala blends
07	KITCHEN ORGANIZATION AND LAYOUT <ul style="list-style-type: none">A. General layout of the kitchen in various organisationsB. Layout of receiving areasC. Layout of service and wash up

S.No.	Topic
01	<p>MEALS & MENU PLANNING:</p> <p>A. Origin of Menu B. Objectives of Menu Planning C. Types of Menu D. Courses of French Classical Menu</p> <ul style="list-style-type: none"> • Sequence • Examples from each course • Cover of each course • Accompaniments <p>E. French Names of dishes F. Types of Meals</p> <ul style="list-style-type: none"> • Early Morning Tea • Breakfast (English, American Continental, Indian) • Brunch • Lunch • Afternoon/High Tea • Dinner • Supper
02	<p>I- PREPARATION FOR SERVICE</p> <p>A. Organising Mise-en-scene B. Organising Mise en place</p> <p>II- TYPES OF FOOD SERVICE</p> <p>A. Silver service B. Pre-plated service C. Cafeteria service D. Room service E. Buffet service F. Gueridon service G. Lounge service</p>
03	<p>SALE CONTROL SYSTEM</p> <p>A. KOT/Bill Control System (Manual)</p> <ul style="list-style-type: none"> • Triplicate Checking System • Duplicate Checking System • Single Order Sheet • Quick Service Menu & Customer Bill <p>B. Making bill C. Cash handling equipment D. Record keeping (Restaurant Cashier)</p>
04	<p>TOBACCO</p> <p>A. History B. Processing for cigarettes, pipe tobacco & cigars C. Cigarettes – Types and Brand names D. Pipe Tobacco – Types and Brand names E. Cigars – shapes, sizes, colours and Brand names F. Care and Storage of cigarettes & cigars</p>

S.No.	Topic
01	<p>TARIFF STRUCTURE</p> <ul style="list-style-type: none"> A. Basis of charging B. Plans, competition, customer's profile, standards of service & amenities C. Hubbart formula D. Different types of tariffs <ul style="list-style-type: none"> • Rack Rate • Discounted Rates for Corporates, Airlines, Groups & Travel Agents
02	<p>FRONT OFFICE AND GUEST HANDLING</p> <ul style="list-style-type: none"> • Introduction to guest cycle • Pre arrival • Arrival • During guest stay • Departure • After departure
03	<p>RESERVATIONS</p> <ul style="list-style-type: none"> A. Importance of reservation B. Modes of reservation C. Channels and sources (FITs, Travel Agents, Airlines, GITs) D. Types of reservations (Tentative, confirmed, guaranteed etc.) E. Systems (non automatic, semi automatic fully automatic) F. Cancellation G. Amendments H. Overbooking
04	<p>ROOM SELLING TECHNIQUES</p> <ul style="list-style-type: none"> A. Up selling B. Discounts
05	<p>ARRIVALS</p> <ul style="list-style-type: none"> A. Preparing for guest arrivals at Reservation and FrontOffice B. Receiving of guests C. Pre-registration D. Registration (non automatic, semi automatic and automatic) E. Relevant records for FITs, Groups, Air crews & VIPs
06	<p>DURING THE STAY ACTIVITIES</p> <ul style="list-style-type: none"> A. Information services B. Message and Mail Handling C. Key Handling D. Room selling technique E. Hospitality desk F. Complaints handling G. Guest handling E. Guest history
07	<p>FRONT OFFICE CO-ORDINATION</p> <p>With other departments of hotel</p>

S.No.	Topic
01	<p>ROOM LAYOUT AND GUEST SUPPLIES</p> <p>A. Standard rooms, VIP ROOMS B. Guest's special requests</p>
02	<p>AREA CLEANING</p> <p>A. Guest rooms B. Front-of-the-house Areas C. Back-of-the-house Areas D. Work routine and associated problems e.g. high traffic areas, Façade cleaning etc.</p>
03	<p>ROUTINE SYSTEMS AND RECORDS OF HOUSE KEEPING DEPARTMENT</p> <p>A. Reporting Staff placement B. Room Occupancy Report C. Guest Room Inspection D. Entering Checklists, Floor Register, Work Orders, Log Sheet. E. Lost and Found Register and Enquiry File F. Maid's Report and Housekeeper's Report G. Handover Records H. Guest's Special Requests Register I. Record of Special Cleaning J. Call Register K. VIP Lists</p>
04	<p>TYPES OF BEDS AND MATTRESSES</p>
05	<p>PEST CONTROL</p> <p>A. Areas of infestation B. Preventive measures and Control measure</p>
06	<p>KEYS</p> <p>A. Types of keys B. Computerized key cards C. Key control</p>

Paper 5- COMMUNICATION- II (MM- 50)

S.No.	Topic
01	<p>BUSINESS COMMUNICATION</p> <ul style="list-style-type: none"> A. Need B. Purpose C. Nature D. Models E. Barriers to communication F. Overcoming the barriers
02	<p>LISTENING ON THE JOB</p> <ul style="list-style-type: none"> A. Definition B. Levels and types of listening C. Listening barriers D. Guidelines for effective listening E. Listening computerization and note taking
03	<p>EFFECTIVE SPEAKING</p> <ul style="list-style-type: none"> A. Restaurant and hotel English B. Polite and effective enquiries and responses C. Addressing a group D. Essential qualities of a good speaker E. Audience analysis F. Defining the purpose of a speech, organizing the ideas and delivering the speech
04	<p>NON VERBAL COMMUNICATION</p> <ul style="list-style-type: none"> A. Definition, its importance and its inevitability B. Kinesics: Body movements, facial expressions, posture, eye contact etc. C. Proxemics: The communication use of space D. Paralanguage: Vocal behaviour and its impact on verbal communication E. Communicative use of artifacts – furniture, plants, colours, architects etc.
05	<p>SPEECH IMPROVEMENT</p> <ul style="list-style-type: none"> A. Pronunciation, stress, accent B. Important of speech in hotels C. Common phonetic difficulties D. Connective drills exercises E. Introduction to frequently used foreign sounds
06	<p>USING THE TELEPHONE</p> <ul style="list-style-type: none"> A. The nature of telephone activity in the hotel industry B. The need for developing telephone skills C. Developing telephone skills

