

# Course Name: Diploma in Hotel Management (DHM)

Duration of Course: 1 Year

Eligibility: 10+2 or equivalent

## Semester 1<sup>st</sup>

## Semester 2<sup>nd</sup>

| CODE       | Subjects                       | Credits |
|------------|--------------------------------|---------|
| DHM20<br>1 | Computer Fundamentals          | 4       |
| DHM20<br>2 | Computer Fundamentals Pr.      | 4       |
| DHM20<br>3 | Hotel House Keeping – 1        | 4       |
| DHM20<br>4 | Hotel House Keeping 1 Pr.      | 4       |
| DHM20<br>5 | Food & Beverage Service – 2    | 4       |
| DHM20<br>6 | Food & Beverage Service -2 Pr. | 4       |

## Detailed Syllabus

Sem: 1<sup>st</sup>

Subject: Basic Food Production

Code: DHM101

### SECTION A

#### 1 FOOD SERVICE INDUSTRY

1.1 CULINARY HISTORY

1.2 MODERN TREND IN FOOD CONCEPT

## **2 STANDARDS OF PROFESSIONALISM**

2.1 LEVELS OF SKILLS

2.2 ATTITUDE AND PROFESSIONALISM IN KITCHEN

## **SECTION B**

### **3 KITCHEN ORGANIZATION**

3.1 SECTIONS IN THE KITCHEN

3.2 KITCHEN BRIGADE & WORK FLOW

### **4 KITCHEN EQUIPMENT**

4.1 INTRODUCTION TO DIFFERENT EQUIPMENTS

### **5 BASIC COOKERY PRINCIPLES**

5.1 AIMS & OBJECTIVE OF COOKING 5.5 METHODS OF COOKING

5.2 EFFECT OF COOKING 5.6 REHEATING OF FOOD

5.3 PREPARATION OF INGREDIENTS 5.7 CULINARY TERMS

5.4 COOKING TIMES

## **SECTION C**

### **6 STOCKS**

6.1 DEFINITION, ELEMENTS OF STOCK, PRINCIPLES OF PREPARING STOCK.

6.2 COURTBOUILLON

### **7 SAUCES**

7.1 DEFINITION

7.2 CLASSIFICATION OF MOTHER SAUCES

7.3 DERIVATIVES

### **8 SOUPS**

8.1 DEFINITION

8.2 CLASSIFICATION

8.3 METHODS OF PREPARATION

8.4 GARNISHING OF SOUPS

## **SECTION D**

### **9 VEGETABLE COOKERY**

- 9.1 BASIC KNOWLEDGE, IDENTIFICATION, VARIOUS CUTS.
- 9.2 PREPARATION, STORAGE, NUTRITIONAL ASPECTS
- 9.3 VARIOUS GROUPS OF VEGETABLES USED IN THE KITCHEN.
- 9.4 FACTORS AFFECTING PREPARATION OF VEGETABLES.

### **10 FRUITS**

- 10.1 TYPES, CLASSIFICATION
- 10.2 PREPARATION, HANDLING, STORAGE
- 10.3 NUTRITIONAL ASPECTS
- 10.4 FRUITS AS A PRIMARY INGREDIENTS IN CULINARY PREPARATION

### **11 EGG COOKERY**

- 11.1 STRUCTURE, COMPOSITION, VARIETIES, STORAGE
- 11.2 NUTRITIONAL ASPECTS
- 11.3 PREPARATION

### **12 COMMODITIES**

- 12.1 CEREALS TYPES & FORMS IN WHICH THE PRODUCTS ARE AVAILABLE IN THE MARKET, & USES WHEAT, RICE, MAIZE, OATS, BARLEY, RAGI, BAJRA & OTHER MILLETS
- 12.2 PULSES IDENTIFICATION OF THE WIDE RANGE OF PULSES AVAILABLE IN THE MARKET AND USES.
- 12.3 HERBS, SPICES & CONDIMENTS CLASSIFICATION & IDENTIFICATION.
- 12.4 FATS & OILS SOURCES, PROCESSING, VANASPATHI, MARGARINE, REFINED, DOUBLE REFINED, UNREFINED & USES.
- 12.5 BUTTER TYPES & FORMS IN WHICH AVAILABLE

### **References:**

- |                    |   |                    |
|--------------------|---|--------------------|
| Theory of Cookery  | – | K. Arora           |
| Modern Cookery     | – | Thangam E. Phillip |
| Theory of Catering | – | Kinton & Ceserani  |
| Practical Cookery  | – | Kinton & Ceserani  |

|                         |   |                 |
|-------------------------|---|-----------------|
| Basic Baking            | – | S. C. Dubey     |
| Larousse Gastronomique. |   |                 |
| Professional Baking     | – | Wayes Gissler   |
| Indian Cookery          | – | Prasad.         |
| A Taste of India        | – | Madhur Jaffrey. |

## **Detailed Syllabus**

**Sem: 1<sup>st</sup>**

**Subject:** Food & Beverage Service

**Code:** DHM103

## **SECTION A**

1.0 INTRODUCTION TO THE WORLD OF HOSPITALITY, FOOD & BEVERAGE

## 1.1 SECTORS OF HOSPITALITY INDUSTRY

### 1.1.1 RAILWAY

### 1.1.2 AIRLINE

### 1.1.3 CRUISE LINERS

### 1.1.4 INDUSTRIAL CATERING

### 1.1.5 INSTITUTIONAL CATERING

## 1.2 MAJOR HOSPITALITY ORGANISATIONS INTERNATIONAL & NATIONAL

### 1.2.1 OBEROI, TAJ GROUPS & OTHERS

## 2.0 INTRODUCTION TO THE HOTEL INDUSTRY

### 2.1 CLASSIFICATION OF CATERING ESTABLISHMENTS

### 2.2 TYPES OF F&B OUTLETS

### 2.3 FOOD & BEVERAGE DEPARTMENTAL ORGANIZATION

### 2.4 DUTIES & RESPONSIBILITIES OF F&B STAFF AT VARIOUS LEVELS

### 2.5 ATTRIBUTES OF A HOTELIER

## **SECTION B**

### 3.0 ANCILLARY DEPARTMENTS

#### 3.1 STILL ROOM / PANTRY

#### 3.2 WASH UP (KITCHEN STEWARDING)

#### 3.3 PLATE ROOM

### 4.0 RESTAURANT EQUIPMENT

#### 4.1 GLASSWARE

#### 4.2 CROCKERY

#### 4.3 SILVERWARE

#### 4.4 FURNITURE

#### 4.5 LINEN

## **SECTION C**

### 5.0 MEALS & MENU

#### 5.1 TYPES OF MEALS

##### 5.1.1 EMT 5.1.5 BRUNCH

##### 5.1.2 BREAKFAST 5.1.6 HIGH TEA

##### 5.1.3 LUNCH 5.1.7 AFTERNOON TEA

5.1.4 DINNER 5.1.8 ELEVENSES

5.2 TYPES OF MENU

5.2.1 A LA CARTE & TABLE D'HOTE

5.3 COURSES OF MENU

5.3.1 COURSE ITEM EXAMPLES WITH ACCOMPANIMENTS

5.3.2 COVERS FO EACH COURSE

## **SECTION D**

6.0 SERVICE PROCEDURES

6.1 TYPES OF SERVICES

6.1.1 ASSISTED

6.1.1.1 PLATTER TO PLATE / SILVER

6.1.1.2 PREPLATED

6.1.1.3 HOST

6.1.1.4 GUERIDON

6.1.2 NONASSISTED

6.2.1.1 BUFFET SITDOWN, STANDING

6.2.1.2 SINGLE SERVICE

6.2.1.3 COUNTER SERVICE

6.2 RULES TO BE OBSERVED FOR TABLE LAYING

6.3 SEQUENCE OF SERVICE OF A MEAL

7.0 CIGARS & CIGARETTES

7.1 TYPES, BRANDS

### **Reference:**

|                    |   |                |
|--------------------|---|----------------|
| F&B Service Manual | – | Sudhir Andrews |
| F&B Service        | – | Lilicarp       |
| The Waiter         | – | John Füller    |
| Wine Encyclopedia  | – | Grossmann      |
| Wine Guide         | – | Larousse       |

F&B Operations & Management – Brian Verghese  
Bar Attendants Handbook – Bar Tenderer

## **Detailed Syllabus**

**Sem: 1<sup>st</sup>**

**Subject:** Front Office Operations

**Code:** DHM105

### **SECTION A**

1.0 INTRODUCTION TO THE HOSPITALITY INDUSTRY

2.0 CLASSIFICATION OF HOTELS

2.1 SIZE AND TYPES OF HOTEL

2.2 LEVELS OF SERVICE

2.3 OWNERSHIP AND AFFILIATION

2.4 BASIC CRITERIA OF STAR CATEGORIZATION OF HOTELS

2.5 CLASSIFICATION OF HOTELS ON THE BASIS OF REVENUE GENERATION

## **SECTION B**

3.0 HOTEL ORGANISATION

3.1 ORGANIZATION CHART

4.0 FRONT OFFICE ORGANISATION

4.1 DIFFERENT SECTIONS OF FRONT OFFICE DEPARTMENT & THEIR BRIEF FUNCTIONS

4.2 STAFF ORGANISATION OF FRONT OFFICE DEPARTMENT

4.3 DUTIES & RESPONSIBILITIES OF FRONT OFFICE STAFF

4.4 JOB DESCRIPTION AND JOB SPECIFICATIONS OF FRONT OFFICE DEPT

## **SECTION C**

5.0 FRONT DESK LAYOUT AND EQUIPMENT

5.1 LAYOUT

5.2 EQUIPMENT AND ITS UTILITY

5.3 TELECOMMUNICATION EQUIPMENTS

6.0 THE ACCOMMODATION PRODUCT

6.1 TYPES OF GUEST ROOMS

6.2 BASIS OF CHARGING ROOM RATES

6.3 MEAL PLANS

6.4 TARIFF CARD

6.5 TYPES OF GUEST FIT, BUSINESS TRAVELLERS, GIT, SPECIAL INTEREST TOURS, DOMESTIC, FOREIGN

## **SECTION D**

7.0 FRONT OFFICE OPERATIONS

7.1 THE GUEST CYCLE

7.2 FRONT OFFICE SYSTEMS

8.0 RESERVATION ACTIVITIES

8.1 RESERVATION AND ROOM SALES



- 8.2 TYPES OF RESERVATION
- 8.3 RESERVATION INQUIRIES
- 8.4 GROUP RESERVATIONS
- 8.5 RESERVATION AVAILABILITY
- 8.6 RESERVATION RECORD
- 8.7 CONFIRMATION OF RESERVATION
- 8.8 CANCELLATION OF RESERVATION
- 8.9 AMENDMENTS / MODIFICATION OF RESERVATION
- 8.10 TOOLS OF RESERVATION
  - 8.10.1 ROOM STATUS BOARD
  - 8.10.2 ADVANCE LETTING CHART
  - 8.10.3 DENSITY CONTROL CHART
  - 8.10.4 MOVEMENT LIST / EXPECTED ARRIVAL LIST
- 8.11 SYSTEMS OF RESERVATION
  - 8.11.1 DIARY SYSTEM
  - 8.11.2 WHITNET SYSTEM
- 8.12 DIFFERENT REPORTS OF RESERVATION
- 8.13 SPECIAL CONSIDERATION OF RESERVATION
- 8.14 UP SELLING TECHNIQUES.
- 8.15 OVERBOOKING

**Reference:**

- |  |                                  |
|--|----------------------------------|
| Front Office Training manual               | – Sudhir Andrews.                |
| Managing Front Office Operations           | – Kasavana & Brooks              |
| Front Office – operations and management   | – Ahmed Ismail (Thomson Delmar). |
| Managing Computers in Hospitality Industry | – Michael Kasavana & Cahell.     |
| Front Office Operations                    | – Colin Dix & Chris Baird.       |
| Front Office Operations & Management       | – S. Bhatnagar                   |

**Detailed Syllabus**

**Sem:** 2<sup>nd</sup>

**Subject:** Computer Fundamentals

**Code:** DHM201

**SECTION A**

- 1.0 FUNDAMENTALS OF COMPUTERS.

1.1. DEFINITION OF COMPUTER, ADVANTAGES AND CHARACTERISTICS.

1.2. DATA AND INFORMATION.

1.2.1. DATA REPRESENTATION.

1.2.2 BITS AND BYTES.

1.2.3 ASCII AND EBCDIC.

1.2.4 NUMBER SYSTEMS CONVERSION (DÀB, BÀD).

1.2.5 BINARY ARITHMETIC (ADD, SUB, MUL).

1.3. CLASSIFICATION OF COMPUTERS.

1.3.1 MICRO

1.3.2 MINI

1.3.3 MAIFRAMES

1.3.4 SUPER

1.2.5 PORTABLE

1.4. GENERATION OF COMPUTERS.

1.4.1 FIRST GENERATION

1.4.2 SECOND GENERATION

1.4.3 THIRD GENERATION

1.4.4 FOURTH GENERATION

1.4.5 FIFTH GENERATIONS

2.0 ESSENTIALS OF COMPUTER SYSTEMS.

2.1. COMPONENTS OF PC.

2.1.1. HARDWARE.

2.1.2. SOFTWARE.

2.2. BLOCK DIAGRAM OF PC AND ITS WORKING.

2.3. INPUT/OUTPUT DEVICES.

2.4. MEMORY TYPES.(PRIMARY,SECONDARY)

2.5. STORAGE DEVICES.( HDD, PEN DRIVE, EXTERNAL HDD)

3.0 SOFTWARE AND ITS CLASSIFICATIONS.

3.1. TYPES OF SOFTWARE.

3.1.1. SYSTEM SOFTWARE.

3.1.1.1.INTRODUCTION TO CLI/GUI.

3.1.1.2.INTRODUCTION TO MSDOS/ WINDOWS XP (PROF/HOME)

3.1.2. APPLICATION SOFTWARE.

- 3.1.2.1. INTRODUCTION TO MSWORD.
- 3.1.2.2. INTRODUCTION TO MSEXCEL.
- 3.1.2.3. INTRODUCTION TO MSPowerPOINT.
- 3.1.2.3 INTRODUCTION TO MSACCESS
- 3.2. PROGRAMMING LANGUAGES.
- 3.2.1 LOW LEVEL LANGUAGES (MACHINE, ASSEMBLY)
- 3.2.2 HIGH LEVEL LANGUAGES.
- 3.2.3 TRANSLATORS (ASSEMBLER, COMPILER, INTERPRETER)
- 3.3. UTILITIES.
- 3.3.1 SOFTWARE UTILITIES (ZIP, RECOVERY, PDFS ETC.)
- 3.3.2 HARDWARE UTILITIES (HARDWARE DIAGNOSIS, PARTITION MANAGERS ETC)
- 3.4. VIRUSES, DEFINITION AND TYPES.
- 4.0 NETWORK AND COMMUNICATIONS
- 4.1 WHAT IS A NETWORK?
- 4.2 TCP / IP
- 4.3 COMMUNICATION CHANNEL
- 4.4 NETWORK TOPOLOGY (BUS, STAR, RING, HYBRID)
- 4.5 TYPES OF NETWORK (LAN / MAN / WAN)
- 4.6 INTERNET, INTRANET & EXTRANET
- 4.7 TRANSMISSION MODE (SIMPLEX, HALFDUPLEX, FULLDUPLEX)
- 5.0 BLUETOOTH AND INTRANET TECHNOLOGY
- 5.1 IMPORTANCE & FEATURES
- 5.2 TECHNIQUES OF USING BLUETOOTH AND INTRANET
- 6.0 WAP (WIRELESS APPLICATION PROTOCOL)
- 6.1 DEFINITION OF WAP
- 6.2 IMPORTANCE OF WAP
- 7.0 WIFI (WIRELESS FIDELITY)
- 7.1 DEFINITION, IMPORTANCE
- 7.2 WORKING MECHANISM OF WIFI (WIRELESS ACCESS POINT, TCP/IP, WIRELESS NIC CARD)

**Reference:**

1. Fundamental of Computers, Prentice Hall India
2. Mastering Microsoft Office, Lonnie.E.Moseley, BPB Publication.

## **Detailed Syllabus**

**Sem: 2<sup>nd</sup>**

**Subject: Hotel House Keeping – 1**

**Code: DHM203**

### **SECTION A**

1.0 IMPORTANCE OF HOUSEKEEPING

1.1 IN THE HOTEL

1.2 IN GUEST SATISFACTION

2.0 FUNCTION OF HOUSEKEEPING DEPARTMENT

3.0 SERVICES & FACILITIES OFFERED BY VARIOUS HOTELS

## **SECTION B**

4.0 TYPES OF ROOMS

5.0 ORGANISATIONAL STRUCTURE OF HOUSEKEEPING DEPARTMENT

5.1 SMALL HOTEL

5.2 MEDIUM HOTEL

5.3 LARGE HOTEL

5.4 CLUBS

6.0 DUTIES & RESPONSIBILITIES OF HOUSEKEEPING STAFF

6.1 EXECUTIVE HOUSEKEEPER 6.6 ROOM ATTENDANTS

6.2 DEPUTY/ASSISTANT HOUSEKEEPER 6.7 STOREKEEPER

6.3 FLOOR SUPERVISOR 6.8 HOUSEMAN

6.4 DESK SUPERVISOR 6.9 LAUNDRY SUPERVISOR

6.5 PUBLIC AREA SUPERVISOR 6.10 FLORIST

## **SECTION C**

7.0 CLEANING EQUIPMENTS

7.1 GENERAL CONSIDERATION FOR SELECTION

7.2 CLASSIFICATION & TYPES OF EQUIPMENTS

7.3 METHOD OF USE AND MECHANISM FOR EACH TYPE

7.4 CARE AND MAINTENANCE

8.0 CLEANING AGENTS

8.1 CLASSIFICATION

8.2 GENERAL CRITERIA FOR SELECTION

8.3 USE, CARE & STORAGE

8.4 DISTRIBUTION & CONTROL

9.0 CLEANING OF ROOMS

9.1 DAILY CLEANING

- 9.1.1 CHECKOUT ROOM
- 9.1.2 OCCUPIED ROOM
- 9.1.3 VACANT ROOM
- 9.1.4 EVENING SERVICES
- 9.2 SPRING CLEANING

## **SECTION D**

- 10.0 HOTEL GUEST ROOM
  - 10.1 STANDARD LAYOUT (SINGLE/DOUBLE/TWIN/SUITE)
  - 10.2 DIFFERENCE BETWEEN SMOKING AND NONSMOKING ROOMS
  - 10.3 BARRIER FREE ROOMS
  - 10.4 FURNITURE, FIXTURES, FITTINGS, SOFT FURNISHINGS, ACCESSORIES
  - 10.5 GUEST SUPPLIES
- 11.0 CHAMBER MAID'S SERVICE ROOM
  - 11.1 LOCATION
  - 11.2 LAYOUT & ESSENTIAL FEATURE
  - 11.3 CHAMBER MAIDS' TROLLEY
- 12.0 GUEST ROOM INSPECTION
  - 12.1 CRITERIA FOR EVALUATION
  - 12.2 SUPERVISORS CHECK LIST & JOB ORDER

## **Reference:**

- Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELST).
- Managing Housekeeping Operations – Margaret Kappa & Aleta Nitschke
- Hotel House Keeping – Sudhir Andrews (Tata McGraw Hill).
- The Professional Housekeeper – Tucker Schneider, VNR

## **Detailed Syllabus**

**Sem:** 2<sup>nd</sup>

**Subject:** Food & Beverage Service – 2

**Code:** DHM205

## **SECTION A**

## **1 WINES**

1.1 INTRODUCTION TO WINES

1.2 CLASSIFICATION OF WINES

1.3 GRAPES & FACTORS AFFECTING WINE QUALITY

1.4 VINIFICATION

1.5 PRODUCTION OF RED/ WHITE/ ROSZE WINES

1.6 PRODUCTION OF FORTIFIED & AROMATISED WINES

1.7 PRODUCTION OF SPARKLING WINE

## **SECTION B**

2 WINE PRODUCING REGIONS OF THE WORLD

2.1 FRANCE

2.2 GERMANY

2.3 ITALY

2.4 SPAIN

2.5 PORTUGAL

2.6 USA

2.7 AUSTRALIA & INDIA

## **SECTION C**

**3 FOOD & WINE HARMONY**

## **SECTION D**

**4 BANQUETS**

4.1 HISTORY OF BANQUETS

4.2 TYPES OF BANQUETS

4.3 ORGANIZATION OF A BANQUET DEPARTMENT

4.4 BANQUET PROCEDURES

4.5 BUFFETS

4.6 BANQUET PROTOCOLS

4.7 CONFERENCES

4.8 BOOKING AND PLANING OF FUNTIONS

## **5 GUERIDON SERVICE**

5.1 TYPES OF TROLLEYS

5.2 SEQUENCE OF SERVICE

## **6 ROOM SERVICE**

6.1 ROOM SERVICE ISSUES

6.2 MARKETING

6.3 MENUS

6.4 VARIATIONS AND ALTERNATIVES

6.5 STAFF REQUIREMENTS

6.6 DELIVERING ROOM SERVICE

### **Reference:**

|                             |   |                |
|-----------------------------|---|----------------|
| F&B Service Manual          | – | Sudhir Andrews |
| F&B Service                 | – | Lilicarp       |
| The Waiter                  | – | John Füller    |
| Wine Encyclopedia           | – | Grossmann      |
| Wine Guide                  | – | Larousse       |
| F&B Operations & Management | – | Brian Verghese |
| Bar Attendants Handbook     | – | Bar Tenderer   |



